



# Youth and Migration Handbook

A collection of best practices in the area of youth and migration contributed by the Red Cross Red Crescent European Youth Network



*Strategy 2020* voices the collective determination of the IFRC to move forward in tackling the major challenges that confront humanity in the next decade. Informed by the needs and vulnerabilities of the diverse communities with whom we work, as well as the basic rights and freedoms to which all are entitled, this strategy seeks to benefit all who look to Red Cross Red Crescent to help to build a more humane, dignified, and peaceful world.

Over the next ten years, the collective focus of the IFRC will be on achieving the following strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disasters and crises
  2. Enable healthy and safe living
  3. Promote social inclusion and a culture of non-violence and peace
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# Foreword

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## I believe in the power of youth

Empowering Red Cross youth volunteers, meaning enabling young volunteers to use their skills and equip them with relevant training, is one of the most important tasks of the Red Cross Red Crescent Movement. In short it is a way to enable youth to make use of their power.

Youth is without question the future of our Movement, but right now, in this moment, young people are volunteers and leaders within our National Societies and play an important role when helping the most vulnerable. In Europe and Central Asia alone we are 1,5 Million young volunteers, who are gathered in the Red Cross Red Crescent European Youth Network, and are supporting the delivery of aid in many different ways. Especially in the context of the current migration situation young volunteers are providing crucial assistance to vulnerable migrants, whether they are children, youth or adults. With currently around 60 Million people displaced, and 46% of refugees being children, we need to ensure their access to humanitarian assistance, regardless of their nationality or status, as well as their protection throughout the migratory trail. Additionally, studies show, “that the voices of children are often not heard and do not influence (humanitarian) decision-making”<sup>1</sup>. Young volunteers within our Red Cross and Red Crescent Movement have the power to change that and thus improve conditions for those in need.

So how do we empower youth to keep doing more and doing better? The answer by the European Youth Coordination Committee is clear: We empower each other! This handbook is a great example of how we, the

youth, can do just that. Made by youth and for youth, this handbook provides useful ideas and materials to become active on the topic of migration and encourages all young people, within the European Region and all over the world, to do so. We have a special role to play in ensuring the well-

being of children and youth on the run as young migrants may particularly need assistance in their social integration process. Youth is a powerful force for change and we need to engage young migrants as new members of our communities and future volunteers, cooperating in the pursuit of a culture of non-violence and peace.

Due to all these reasons we as a Movement need to empower each other, to make sure, that youth can take an active role as both beneficiaries, volunteers and leaders.

On behalf of the whole European Youth Coordination Committee, I wish all of you success with your current and future endeavours and am looking forward to continue working with you.



Sabrina Konzok,  
Chair of the European Youth Coordination Committee

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<sup>1</sup> UNHCR. (2011). *Global trends report*. UNHCR.

# The right humanitarian experience makes you(th) a volunteer for life

By Dr. Jeyathesan Kulasingam, lifelong volunteer & Psycho Social Support delegate with the IFRC Regional Office for Europe



I remember reading a book by Henry Dunant when I was a 12 year old Red Cross youth volunteer in Malaysia, in 1980. A short passage in it impacted me so much that through many challengers and personal conflicts, I have remained a volunteer with my national society for 35 years - successfully growing up and passing through the various stages of the RC movement. The book, entitled “A Memory of Solferino”, was written in 1862. Yet, after more than 150 years, Dunant’s words are more true, more relevant and more valuable than ever before. The role of volunteers in the RC movement is even more significant today because of the global situation. We are the largest humanitarian organisation in the world, the Red Cross/Red Crescent movement is powered by 16 million volunteers worldwide. The same volunteers that Henry Dunant once wrote about:

*“There is need, therefore, for voluntary orderlies and volunteer nurses, zealous, trained and experienced, whose position would be recognized by the commanders or armies in the field, and their mission facilitated and supported. The personnel of military field hospitals is always inadequate, and would still be inadequate if the number of aids were two or three times as many, and this will always be the case. The only possible way is to turn to the public. It is inevitable, it will always be inevitable, for it is through the cooperation of the public that we can expect to attain the desired goal. The imploring appeal must therefore be made to men of all countries and of all classes, to the mighty ones of this world, and to the poorest workman: for all can, in one way or another, each in his own sphere and within his own limitations, do something to help the good work forward”<sup>1</sup>*

Dunant makes a powerful argument for why volunteers are the most valuable asset for the movement. So how do we make sure that they are cared for, respected and have all the tools they need? And how do we view the role and position of our volunteers in the organisation?

*“The shift from volunteers merely as service deliverers towards volunteers as development actors, and thus a critical component of civic action and resilience is the way forward”<sup>2</sup>*

If this statement is to be realised we have to protect and care for our volunteers. We have to protect our most valuable asset who in today’s situation are exposed to “... economic pressures, hectic urban lives, migration, demographic shifts, technology that enable anyone to make a platform for their own social cause, and other competitive opportunities arising from globalisation. They are causing a major paradigm shift in volunteering ...”<sup>3</sup>

<sup>1</sup> “A memory of Solferino” Jean Henry Dunant (1862)

<sup>2</sup> IFRC (2015) Everyone Counts, Progress 2015, IFRC

<sup>3</sup> IFRC (2015) Everyone Counts, Progress 2015, IFRC

Times are changing and our notion of volunteer development needs to change with them. We must be able to provide our volunteers with a more comprehensive range of knowledge and skills that will help build their resilience. The current migration crisis proves this point very clearly; our volunteers are the first responders of this humanitarian crisis. They are on the beaches, in the registration sites, in the most complex of situations, and they are being drained emotionally, physically and personally. The current models of providing induction of the fundamentals of the movements, first aid training, and in some instances psycho social support is not enough to provide the necessary resilience tools for the volunteer. When working in these conditions, you need to have the adequate knowledge and skills to properly recover from your field experiences. There must be a more dynamic and continuous comfort, care and resilience building effort in place.

As a volunteer you give everything when you are in the front line, even if you are not mentally prepared for it. We know how important the work is, and we care, but is this enough? In the 2004 Indian Ocean tsunami, experienced health care professional and volunteers were sent out to collect and deal with an unimaginable number of dead bodies. I was there. Our commitment was driving us to continue working, but it was a devastating and overwhelming situation for all of us and several wonderful people chose to leave the movement after what for them became a traumatic and difficult experience. There is an assumption that experienced volunteers and health care professional have the resilience to deal with almost anything.

As a volunteer, you are exposed as soon as you put on the vest or uniform, yet once you take the vest off again, you revert to being an ordinary member of the community - a son, daughter, mother, father. And when volunteers do this, they inevitably carry with them 'baggage' from their day. This can be in the form of kind or harsh words spoken to them during their day as well as compliments, criticism, complaints or a traumatic scene. As a volunteer you needs to be equipped with skills and knowledge to manage this and to ensure that the recovery process also boosts your capacity to cope.





It is vital that we invest more in providing comfort, care and recovery for our volunteers, and we must not lose any body due to negative experiences or frustrations faced in the field or in activities. When volunteers leave the movement with such scars, we suffer a huge long term loss - the same individuals could one day have become our much valued staff members, donors, advocates or future leaders. We must challenge ourselves to stop the brain drain of experienced volunteers in the movement by providing adequate comfort, care and a proper long term volunteer retention strategy. The movement must strive to become an organisation that we as volunteers will bring our children to volunteer in, the same way proud graduates do of their alma mater.

We must make our volunteers feel that they are valuable and important to us, they need to know that we are committed to supporting them with comfort and care. They must know that we have tools and professionals that they have access to. We must prove to them that they are our No.1 concern and care. We must market this message actively to sell it to all levels of leadership in the movement. We must continuously prove to the volunteers that our tools and services are available for them without too much bureaucracy or cost. Developing a culture of care and comfort for the volunteers is most important and cannot be absent.

It is vital that we support the volunteers throughout their mission. We must not neglect that this comfort, care and resilience building is a process and commitment to our volunteers. The migration crisis is a very good platform to start piloting approaches to reaffirm that the volunteers are our most important asset. This commitment will be rewarded by a lifelong dedication and commitment to our humanitarian mission. A volunteer touched by a positive humanitarian experience will be a volunteer for life, in heart, and in mind.

## Infobox

The RC movement has a learning platform and several tools to support the introductory learning process. These tools should be accompanied by basic briefings and de-briefings and we must make sure that they are accessible and known of. The learning platform, various manuals and online training programmes are a beginning point, but we must continue moving forward in making sure that the wellbeing of our volunteers continues being a priority

See more at: <http://www.ifrc.org/en/get-involved/learning-education-training/learning-platform1/#sthash.VneoDB82.dpuf>

Many National Societies are “adopting” it as their own. - See more at: <http://www.ifrc.org/PageFiles/132140/about-learning-platform.pdf>

The Red Cross Red Crescent Learning platform ([www.ifrc.org/learning-platform](http://www.ifrc.org/learning-platform)) - Volunteering Red Cross and Red Crescent Induction Course. For volunteers interested you can look it up under the sub-title - **The essentials & Volunteering**

Look for the following courses: Volunteering - Basic Course & Stay Safe - Volunteer Security.

Volunteers could have the opportunity to visit the IFRC Psychosocial Support Centre to gain some knowledge about helping themselves.

“**Caring for Volunteers**, A Psychosocial Support Toolkit” assists National Societies in preparing and supporting volunteers for their work during and after disasters, conflicts and other crisis events. It contains practical tools and information on preparing for crises, communication and psychological first aid, peer support and monitoring and evaluation. The toolkit is available in English, French, Spanish, Arabic and Russian. You can download it here. <http://pscentre.org/library/training-materials/caring/>

**Sexual and gender-based violence (SGBV)** is one of the greatest humanitarian challenges today. In the course of their work, Red Cross and Red Crescent staff and volunteers are often confronted with SGBV. Helpers may even be the first ones to hear a survivor’s story. However staff and volunteers often feel anxious about the appropriate way to handle these disclosures. To support Red Cross Red Crescent staff and volunteers in their encounters with survivors of SGBV, the PS Centre. This training is a basic introduction to understanding sexual and gender-based violence in a psychosocial context. It is our hope that this training will provide staff and volunteers with the skills and confidence to better respond to the needs of people affected by SGBV. The training guide is available online in English.

<http://pscentre.org/resources/sexual-and-gender-based-violence-2-day-training-guide/>  
<http://pscentre.org/resources/sgbv-training-powerpoint-slides-day-1/>  
<http://pscentre.org/resources/sexual-and-gender-based-violence-2-day-training-guide/>

Brochures and briefing notes - The PS Centre has also developed a range of Information, Education and Communications material, that are suitable to use as handouts during and after crisis. The brochures in various languages can be found in PDF and word files (for easy translation and adaptation) in the “Information, Education and Communications materials” section under “Psychosocial support in emergencies”. <http://pscentre.org/topics/brochures-and-handouts/>

# Protection of Child & Youth Migrants

By Gurvinder Singh, IFRC advisor on violence prevention and response

The purpose of this chapter is to highlight: a) the specific vulnerabilities to violence child and youth migrants face; b) the importance of protecting child and youth migrants from violence; and c) practical actions that can be taken to enhance the protection of child and youth migrants.

## Specific protection vulnerabilities among children and youth migrants

Migration journeys can be tiring, stressful and physically and mentally hard for any person of any age. For older children and youth, these challenges can be magnified because they may neither be seen as children nor adults, and therefore struggle to access the services, attention or participation that are designed for young children or adults. In addition, youth can experience strain at being away from friends, a disruption to their educational and recreational routines, and having to cope with the impact on their families, or they may be alone and have to fend for themselves.

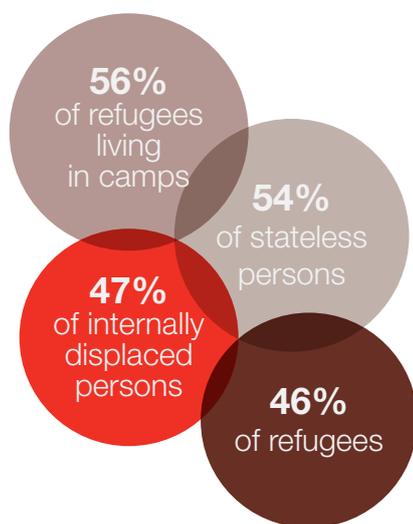
In fact, in many situations, children and youth can account for a large portion, or majority of, migrants. According to the UNHCR, children represent:

- 46% of refugees,
- 47% of Internally Displaced Persons
- 54% of stateless persons,
- 56% of refugees living in camps.

In addition to the many physical health concerns caused by potentially hazardous migration travels, children and youth are also at risk of:

- Violence: physical, psychological, and sexual abuse, exploitation, and trafficking;
- Psychological distress;
- Harmful practices, including child, early or forced marriage;
- Separation from family;
- Unsafe and inadequate facilities;
- Drowning, freezing to death;
- Road accidents;
- Lack of access to education;
- Child labour; and
- Poor nutrition and health care.

## Children account for



These vulnerabilities can be heightened for child and youth populations that are marginalized, socially excluded or seen as different. For example, children and youth with disabilities, ethnic or religious minorities, or youth who identify as LGBTQ can all be at heightened risk. There may also be specific vulnerabilities for girls and boys based on local gender norms and the status of equality between sexes.

While child and youth migrants can face many challenges, and represent a large portion of migrants, studies show “that the voices of children are often not heard and do not influence humanitarian decision-making.” This is a gap that reduces the quality, relevance and impact of humanitarian interventions.

### **The importance of protecting child and youth migrants**

Child and youth migrants have particular protection needs that require special care. These protection needs are described in humanitarian standards, most notably the inter-agency Minimum Standards for Child Protection in Humanitarian Action.

The Minimum Standards for Child Protection in Humanitarian Action defines child protection in emergencies as: “the prevention and response to abuse, neglect, exploitation, and violence against children in times of emergency caused by natural or manmade disasters, conflicts, or other crises.” For youth that are 18 years or older, national and international protection standards for adults apply. Regardless of the exact age of a youth, they deserve to be safe from all forms of violence.

According to international standards, the IFRC Child Protection Policy defines the age of a child as any person under the age of 18 years.

### **Listen to the needs and capacities of Children and Youth**

Although child and youth migrants have vulnerabilities, they also have a critical role in leading action to protect themselves and others from violence. In fact, studies have found that youth led initiatives can be among the most effective for reaching youth with knowledge and skills to prevent and respond to various issues. In addition, children and youth often have skills that adults may struggle with like using new technologies, social media, and grasping new languages.

### **Steps and activities that youth can take to help protect child and youth migrants**

There can be many needs when working with youth migrants. However, there are practical actions that any National Society can take, and that can be led by youth volunteers. Any of these actions can make a meaningful, and even powerful, impact on the lives of young migrants. Below are a list of actions that can be considered; many of these build on and add to the work National Societies may already be doing.

The problem of protection from violence can seem daunting and complex. Yet, there are many things that can be done. The main thing is, to just start! Many resources are available, partnerships can help strengthen action, and technical support is available within the IFRC. Protection from violence starts with listening and having empathy, these are actions that can begin anytime.

In order to increase sustainability, quality and impact of efforts to protect child and youth migrants, it can help to partner with other youth serving agencies. These can be local authorities, community-based or international NGOs and youth networks, humanitarian agencies, or UN bodies like UNICEF, UNFPA and UNODC.

ACTION STEP	SAMPLE ACTIVITIES
Get informed	Download and use the IFRC Briefing on Child Protection in Emergencies. <a href="http://www.ifrc.org/Global/Publications/principles/IFRC-CPiE-Briefing_EN.pdf">http://www.ifrc.org/Global/Publications/principles/IFRC-CPiE-Briefing_EN.pdf</a>
	Complete the IFRC Online Child Protection Briefing. Is a free course for Red Cross Red Crescent volunteers and staff. It is available in multiple languages. <a href="https://ifrc.csod.com/client/ifrc/default.aspx">https://ifrc.csod.com/client/ifrc/default.aspx</a> .
	Read the IFRC Child Protection Policy. <a href="https://fednet.ifrc.org/FedNet/Our%20IFRC/Procedures%20Database/Forms%20and%20templates/193_e_v100_child%20protection%20policy.pdf">https://fednet.ifrc.org/FedNet/Our%20IFRC/Procedures%20Database/Forms%20and%20templates/193_e_v100_child%20protection%20policy.pdf</a> .
	Study the <i>Minimum Standards for Child Protection in Humanitarian Action</i> and watch videos on specific standards at the Child Protection Working Group <a href="#">Youtube Page</a> .
	Download the Canadian Red Cross “Violence Prevention App for Disaster Responders” that provides checklists for conducting assessments, integrating into various sectors, and background information on violence in emergencies. It is available in multiple languages. For iOS: <a href="https://itunes.apple.com/ca/app/red-cross-violence-prevention/id1010727018?mt=8">https://itunes.apple.com/ca/app/red-cross-violence-prevention/id1010727018?mt=8</a> . For Android: <a href="https://play.google.com/store/apps/details?id=ca.northernapps.app.rcvp&amp;hl=en">https://play.google.com/store/apps/details?id=ca.northernapps.app.rcvp&amp;hl=en</a> .
Listen to child and youth migrants	Organize focus group discussion with youth to understand their specific needs, capacities and how to best address protection. For guidance, see the IFRC Rapid Assessment Guide for PSS/VP in Emergencies and Recovery. <a href="http://pscentre.org/wp-content/uploads/PSS-and-VP-Rapid-Assessment-Tool-Emergencies-and-Recovery-2015.pdf">http://pscentre.org/wp-content/uploads/PSS-and-VP-Rapid-Assessment-Tool-Emergencies-and-Recovery-2015.pdf</a> .
	See samples in the Inter-Agency Study on Child Friendly Feedback and Complaint Mechanisms within NGO Programming.

ACTION STEP	SAMPLE ACTIVITIES
Know where to get help	Work with local authorities, NGOs or youth advocates to define referrals services for youth who disclose violence or need protection.
	Ensure all Red Cross Red Crescent volunteers and staff, of all ages, know how and where to refer cases.
	Take IFRC Psychosocial Reference Centre training on <i>Handling Disclosures of SGBV</i> .
Speak out	Raise the importance of protecting child and youth migrants through youth networks, social media, and by including messages in existing Red Cross and Red Crescent programs in schools, youth organizations, and communities.
	Participate in protection clusters and share information and learning.
Support integration into existing Red Cross Red Crescent activities	Implement Restoring Family Links (RFL) systems.
	Deliver the IFRC CBHFA Violence Prevention & Response Module. <a href="https://fednet.ifrc.org/en/resources/health/CBHFA/tools/">https://fednet.ifrc.org/en/resources/health/CBHFA/tools/</a> .
	Include activities on child resilience. <a href="http://pscentre.org/wp-content/uploads/Facilitator-handbook-1.pdf">http://pscentre.org/wp-content/uploads/Facilitator-handbook-1.pdf</a> .
	Implement Child Friendly Spaces: <a href="http://cpwg.net/wp-content/uploads/sites/2/2011/09/A_Practical_Guide_to_Developing_Child_Friendly_Spaces_-_UNICEF_11.pdf">http://cpwg.net/wp-content/uploads/sites/2/2011/09/A_Practical_Guide_to_Developing_Child_Friendly_Spaces_-_UNICEF_11.pdf</a> .
	Use the adolescent sexual and reproductive health toolkit developed by the UNFPA and Save the Children. It provides user-friendly tools for assessing the impact of a crisis on adolescents, implementing an adolescent-friendly Minimum Initial Service Package , and ensuring that adolescents can participate in the development and implementation of humanitarian programmes. <a href="https://www.unfpa.org/sites/default/files/pub-pdf/UNFPA_ASRHtoolkit_english.pdf">https://www.unfpa.org/sites/default/files/pub-pdf/UNFPA_ASRHtoolkit_english.pdf</a> .
	Organize child protection committees within schools – to help bring together youth, parents, teachers, health providers, police, and local NGOs to define key priorities and actions to address violence in the school and community.
Involve youth in violence prevention programs like the Norwegian Red Cross “Street Mediation” ( <a href="https://www.youtube.com/watch?v=FYnrrycwSFo">https://www.youtube.com/watch?v=FYnrrycwSFo</a> ) or the Swiss Red Cross “Chili” program ( <a href="http://www.swissinfo.ch/eng/swiss-red-cross-combats-school-violence/2783516">http://www.swissinfo.ch/eng/swiss-red-cross-combats-school-violence/2783516</a> ); both engage youth to lead action to reduce violence.	

## Reporting Protection Concerns

Any concerns of violence against child or youth migrants should be reported as soon as possible.

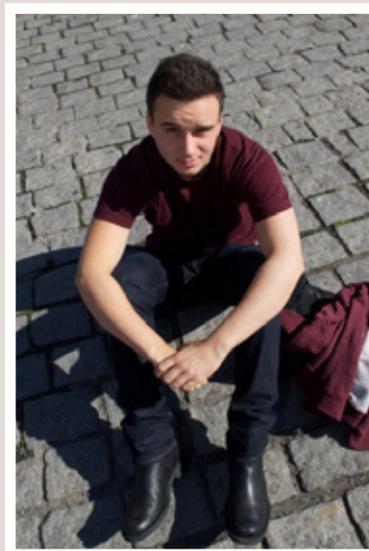
Youth or adults, who know of or suspect violence, can report to their own line manager, a senior manager, Human Resources, or Safe Call Ltd (a confidential service for IFRC personnel): by phone: +442076965652; email: ifrc@safecall.co.uk; or website: <http://www.safecall.co.uk/confidential-contact.php>.

### From rebel to peace maker

“I was a rebel, but after becoming a street mediator I stay away from violence and conflicts” – Youth peer educator.

In Oslo, as in any city around the world, struggling youth, including migrants, can be at risk of marginalization and violence. “Since I was a kid, I have liked to make a lot of trouble, testing the boundaries. In secondary school it gradually developed to minor crimes. If it hadn’t been for Red Cross Street Mediation I don’t know how it would have ended” says 19 year old, Kristoffer Agari.

Kristoffer is among the thousands of young people who have benefitted from and help lead the Norwegian Red Cross response to youth violence in twelve cities around the country. This includes involving youth migrants who can have particular risks. The Street Mediation program uses a youth peer education model that builds skills to manage conflicts in nonviolent ways. A comprehensive three-step approach involves: conflict workshops, mediation workshops and instructor workshops.



Through its training, young men and women learn how to communicate effectively in conflicts, how to help others in conflict, and how to teach other youth about resolving conflicts. Youth then work in partnership with schools, youth clubs and social services to help prevent conflicts and support mediation between young people when violence does occur.

Peer educator, Muhammed Yassin, explains: “Street Mediation allows you to go inside yourself. Often violence happens and we don’t know why. We are not thinking this will hurt someone. The Red Cross helps makes you think.”

## Child Friendly Spaces



“Violence needs to be prevented,” say Mehmet and Maya, each 15 year old migrants from Syria. Each are youth leaders who are part of the Turkish Red Crescent Child Friendly Space in the city of Sanliurfa, next to the border with Syria. The humanitarian crisis in Syria has led to hundreds of thousands of migrants moving to this part of Turkey.

A primary focus of the Turkish Red Crescent response to the humanitarian crisis has been the development and management of 28 child friendly spaces. The spaces are supported in partnership with the IFRC and UNICEF.

Maya explains, “My family came to Turkey because of the fighting and because my parents were worried by the abductions of girls”. Mehmet adds, “Houses were being hit, and everyone was scared for us children”.

The child friendly spaces are large durable tents in protected person settlements or part of community centres in urban locations. In the spaces, girls and boys have a safe environment to learn Turkish and English, play games, receive psychosocial support, and to gain knowledge to prevent bullying, trafficking and child marriage. These forms of violence have all been concerns for child migrants.



Maya and Mehmet not only learn new skills for themselves, they are also each dedicated Red Crescent youth volunteers who mentor other girls and boys at the child friendly space. “I love the activities with the younger children. They get so happy when we play with them or assist them with activities. When we help them, we also learn important things like responsibility. The main thing is, we try to help others,” notes Maya.



## Creating a safe space for youth on the run

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### **How the Bulgarian Red Cross Youth delivered psychosocial support to children and young people living in the temporary accommodation centers for asylum seekers and refugees.**

The overall purpose of this project was to improve the psychosocial wellbeing of asylum seekers and refugees with a special focus on children and youth.

By the end of 2013, following the anti-government uprisings in Syria, a mass displacement of migrants reached the Bulgarian borders, challenging the existing capacity of the State to provide shelter and support to the asylum seekers. In response to the crisis, the Bulgarian Red Cross (BRC) supported by the IFRC and other donors mobilized its volunteers in the border regions and in the regions where accommodation facilities were available, providing humanitarian aid and psychosocial support to more than 15 000 people. BRC humanitarian response to the refugee influx was implemented in coordination with other stakeholders (Bulgarian State Agency for Refugees, UNHCR, other NGOs) to ensure that support measures were conducted in an integrated and collaborative manner.

Initially, the primary support was focused on meeting people's basic humanitarian needs. BRCY (Bulgarian Red Cross Youth) volunteers joined the mobilized BRC volunteers and reached out to 1 287 families in the very beginning of the operation to deliver food and non-food items to people in need. The unexpected scale of the influx was the greatest challenge for the staff and volunteers.

It soon became obvious that we also needed to focus our efforts on the psychosocial wellbeing of asylum seekers, especially children and youngsters. Most families had 3 to 5 children and lacked any private space, as people were accommodated in big halls with dozens of other families. Children had a lot of spare energy, unlimited free time and no meaningful engagement all day, which also put a great strain on their parents and caregivers.

Having identified the need BRCY started looking for interested volunteers to start a PSS programme for children and young people in the centres for temporary accommodation. We also started actively recruiting university students majoring in psychology, social work and education.

Trainings were organized to prepare the volunteers for future activities with children, teams were formed and carefully balanced so that there were enough experienced volunteers and team leaders to guarantee that

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Bulgaria is both a country of transit and a receiving country for migrants



activities would be conducted in the most appropriate manner. Teams were rotated and debriefing sessions were carried out after each visit to the camp. The schedule of visits was coordinated with the State Agency for Refugees and camp authorities.

Through the various activities organized weekly in the accommodation centers, volunteers assisted children in the process of overcoming psychological and social stress following the traumatic experience of conflict and displacement. Interventions were carefully planned in advance and modified consequently to consistently ensure the psychosocial and emotional wellbeing of the children. More than 4 500 children of various age participated in the group activities, learning new skills and developing positive coping mechanisms that will assist their future integration into society. Activities with children were beneficial for parents and caregivers as well, creating opportunities for them to attend to their own needs and duties in the meantime.

BRCY volunteers, on the other hand, gained experience and expertise working with this vulnerable group and also in identifying and building self-coping mechanisms. Working together with other partners gave volunteers the sense of being a part of the global actions and partnership process. Taking care of others and keeping one's own team safe in critical situations was a significant result of the years of training which got tried and tested in practice.

Lessons learned seminars were organized to evaluate the impact of activities, to share good practices, identify flaws, drawbacks and challenges and come up with ways to alleviate them.

Two years later, the emergency situation was contained to the satisfaction of the refugee community, BRC and BRCY volunteers and staff members

### Materials and preparations necessary

BRCY has considerable experience training its volunteers on delivering psychosocial support in disaster and emergency situations. BRC has a comprehensive PSS system of volunteer professionals (psychologists) across the country. BRCY, in its turn, has 20 Youth Emergency Teams trained to provide first aid, psychological first aid and psychosocial support. Throughout the years, PSS activities with children have become a traditional field of action for youth volunteers. From 2013-2015 volunteer facilitation teams were trained to deliver PSS workshops in schools, which resulted in reaching out to more than 17 744 students in 28 regions of the country. In addition, in the course of 3 years, 77 trained BRCY volunteers and 240 children from social services and refugee families participated in integrational social summer camps organized by youth and for children and youth. Thus, the current migration situation gave our volunteers an opportunity to put theory into practice. So the major prerequisite for the effectiveness of our activities was a pool of well-trained and motivated volunteers.

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### Target group

Children and young people living in temporary accommodation centers for asylum seekers and refugees



Bulgarian Red Cross

### **How were youth involved?**

Bulgarian Red Cross Youth volunteers were at the centre of both the planning and implementation process, as activities were done by youth and for children and youth. All activities were coordinated by the Bulgarian Red Cross Youth Department.

### **What was the activity about?**

PSS activities in the form of interactive games, sports activities, art and crafts workshops, festivals, celebrations and much more contributed to meaningfully and enjoyably occupying children's time, helped them slowly overcome possibly traumatic memories and experiences or built-up aggression, and created friendly and relaxed atmosphere fostering a community spirit, which led to new friendships and opportunities for socialization and development of positive coping mechanisms, new skills and bridging of language barriers.

### **How was it done?**

- **Step 1** Recruitment and training of volunteers; selection of team leaders, formation of PSS teams, drafting of weekly schedules
- **Step 2** Actual PSS activities with children and youth + Regular debriefing sessions
- **Step 3** Lessons learned seminars and sessions

### **What was the result of the project?**

- Improved emotional and psychosocial wellbeing of children and young people living in the temporary accommodation centres
- Development of new skills (including language skills) and positive coping mechanisms helping their future integration in society
- Creating opportunities for parents and caregivers to attend to their own needs and duties, while their children are being meaningfully engaged
- Improved capacity of BRC and BRCY to deliver psychosocial support
- Improved partnership with state and other humanitarian actors

### **What was the impact and measurable indicators of success?**

- More than 500 volunteers recruited and trained to deliver psychosocial support and assist in the management of crisis accompanying the difficult transition of people from the refugee camps
- More than 4 500 children of various ages participated in the group activities, learning new skill and developing positive coping mechanisms

### **Why was the initiative successful?**

- High level of volunteer motivation
- Good support mechanisms for volunteers though professional support and regular debriefing sessions
- Good partnership with state and non-governmental actors in the field

- Extremely positive feedback from both children and their parents and caregivers (the weekly visits of BRCY volunteers were something everyone in the centres/camps looked forward to)
- BRC and BRCY were trusted and respected
- Some children took part in our summer camps for refugee children which were organized for 3 consecutive years and parents had no problem entrusting their children to BRC/BRCY staff and volunteers for the duration of a week

### How could one improve the initiative?

The turnover of volunteers is an important aspect and should be taken into consideration. This means that several rounds of volunteer trainings should be foreseen so that there are enough volunteers for the teams at any one time.

## Nona Grozeva

### Volunteer with the Bulgaria Red Cross Youth

“My name is Nona. I’m 19 years old and a volunteer with the Bulgarian Red Cross Youth. In 2015 I participated in the Psycho Social Support programme for kids in the refugee camp of “Voenna rampa” in Sofia. Personally my favourite activity was the art workshop where the children created all sorts of creative handmade stuff. With every visit, they showed an amazing progress. Even though we were so tired after every visit, I felt that we had made the life of those people (kids and parents) a bit brighter and, believe me, there is no better feeling!”



Bulgarian Red Cross

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### National Society

Bulgarian Red Cross/Bulgarian Red Cross Youth

### Name and E-mail of the contact person

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### Date of submission

25/04/2016



Kyrgyzstan Red Crescent

# Empowering Central Asian migrants to improve their lives in new communities

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## **How young volunteers from Kyrgyzstan Red Crescent Society educate their peers about safer migration.**

The overall objective of the project is to contribute to well-managed migration flows in Central Asian region. The final aim is to improve the lives of people who choose to migrate by protecting their rights and dignity in their receiving countries and communities.

### **Materials and preparations necessary**

The safe migration project started in January 2013 with recruitment of staff and finding appropriate buildings to host the activities for migrants in their local communities. Within the project 23 people were employed: Coordinator, administrators of the centers, trainer-consultants, psychosocial consultants, lawyers, tutors on computer skills and Russian language. The Red Crescent of Kyrgyzstan also developed and published informational materials for migrants on: Health issues (Tuberculosis Prevention, HIV Prevention, First Aid), and legal & social issues.

### **How were youth involved?**

Well trained volunteers are at the heart of this project and therefore the Red Crescent of Kyrgyzstan trained both senior and young volunteers on the most relevant themes: information about the project, health issues (HIV Prevention, Tuberculosis Prevention, First Aid), legal consultations. Afterwards the young volunteers provided informational sessions among universities and schools (10-11 classes) using peer-to-peer approach. During these informational sessions the young volunteers used energizer exercises as an introduction in order to allow the students to feel free and create a relaxed environment. Afterwards the students were in the right frame of mind to receive information about the safe migration project (e.g. briefing about the informational-centers of the Kyrgyzstan Red Crescent, legal issues and psychological support and health issues).

The main stakeholders for the successful implementation of the safe migration project were Ministry of Education of Kyrgyz Republic, local authorities, directors of schools and universities, Ministry of labour, migration of Kyrgyz Republic, TB and HIV centers, local NGOs etc.

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Kyrgyzstan is one of the sending countries to the Russian Federation and Kazakhstan

Poverty and population growth in the Central Asian region has led to an increase in internal and external migration. The main reason behind the increasing migration is the high level of unemployment in the rural areas and small cities, low level of medical care and education and lack of social protection. The Russian Federation and Kazakhstan offer better employment opportunities which make them attractive countries for labour migrants coming from Kyrgyzstan.

### How was it done?

**Step 1:** Developing and publishing module on safer migration which included: Information on the project; Health issues; legal issues; social issues; programme for computer skills and Russian language

**Step 2:** Conducting training for volunteers. Preparing them for provision of informational sessions among beneficiaries;

**Step 3:** Provision of informational sessions (outreach work) among migrants in place of living;

**Step 4:** Conducting round tables and workshops with stakeholders;

**Step 5:** Realizing informational campaign among mass media on the project;

**Step 6:** Distribution of humanitarian aid among most vulnerable beneficiaries.

### What was the result of the project?

These are the main results of the project:

1. **Migrants are better informed about** legal rights and social issues;
2. **The project ensures active participation** of migrants and returnees in community development initiatives. The migrants who have been exposed to medical, social and legal challenges during their journey are the best sources of information for potential migrants. When migrants share their good and bad experiences in their local communities it promotes safer and legal migration. Returnee migrants, who volunteer for the safe migration project, also engage with the government to improve the services in their communities.
3. **The project promotes better access** to services, health and social for migrants and their families at origin and destination;
4. **Migrants and their family members** are equipped with knowledge on disease prevention;
5. **The project explored how to** recruit volunteers among migrants and involve these volunteers in the prevention of disease among fellow migrants.

### What was the impact and measurable indicators of success?

1. **About 80% of the people** served by the project can list key rights and duties of returnees and migrants in origin country and are aware of exploitation and traffic risks and where to go for support (according to post-test results);
2. **About 200 trained volunteers recruited** among migrants and returnees are now active in community outreach, peer-to-peer support in their country of origin;
3. **About 20.000 informational materials were** distributed among beneficiaries and stakeholders;
4. **About 300 stakeholders were reached** with promotion activities during the safe migration project;

## Why was the initiative successful?

The safe migration project was successful because it managed to reach current and potential migrants with essential information empowering them to keep themselves and their families safe. As shown in the indicators above the outreach of the project was good and the beneficiaries were better informed after the informational activities.

## How could one improve the initiative?

In general the safe migration project is important and needed to ensure safer migration in the Central Asian region. There are more than 500 000 people who migrate to Russian Federation per year in search of work. Most of them become non-regular migrants and face many problems including limited access to social and health services. Due to the scale of the issue it is important to ensure the continuity of the activities piloted in the safe migration project. For that to happen additional support is needed so sustainable funding should be a main priority.

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## Target group

Internal migrants  
Potential migrants  
Returnees  
Members of migrants' family

## Merim

### Volunteer with the Red Crescent Society of Kyrgyzstan

“When I started volunteering for the Red Crescent Society of Kyrgyzstan I decided the safe migration project was the right activity for me. This project is very important for the country and for the people as the economic situation of the country is very difficult and a lot of people are facing difficulties during labour migration. I help the most vulnerable migrants by providing legal, psychosocial and humanitarian support. Volunteering for me is a willingness to give your time, love and support to other people.”



Kyrgyzstan Red Crescent

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## National Society

The Red Crescent Society of  
Kyrgyz Republic (RCSK)

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## Date of submission

27/04/16



# “Buntstifter” : How the German Red Cross Youth build alliances with young people with migration background

**The Buntstifter is an alliance between the young people in the German Red Cross Youth and young persons who are affected by discrimination. Under the motto of “Unique. Together. Strong.”, we work together for a diverse, colorful, inclusive and discrimination-free society.**

Through the project, “Buntstifter”, the Red Cross Youth wishes to contribute towards reducing discrimination in society on the basis of the Red Cross principle of humanity as well as towards realizing the Youth as Agents of Behavioural Change (YABC) Program in Germany.

The project is intended to promote the engagement of young people at the local level with young persons who are affected by discrimination.

**Materials and preparations necessary** The most important methodical criterion of the project is its diversity-approach: All events should be planned and carried out with an aim to be barrier-free. All information and educational material should be provided in an easily accessible manner on the project website, [www.buntstifter.org](http://www.buntstifter.org), so that above all also young people with handicaps or little knowledge of the German language have access to the information and educational material and can network with others.

The broader focus of the project is to empower young people to do their own organizing on site, build a local network, reach even more young people and to cooperate with them and also other local partners to fight discrimination.

## **How were youth involved?**

The project, “Buntstifter“, was initiated by the “Diversity Taskforce” of the German Red Cross Youth Office. Co-operation partners are the Youth Association of the Turkish Community in Germany and the advocacy group for the interests of deaf youth in Germany.

The project is being centrally coordinated by the National Red Cross Youth Office of Germany; 5000 young people from the Red Cross Youth are involved in implementing the project with their local partners at six different locations.

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Germany is primarily a country of destination for migrants

In Germany children and young people with migration-background, different skin-colour or a handicap are especially affected by discrimination. Thus it is an important goal of the German Red Cross Youth to minimize discrimination and improve integration.





German Red Cross

### What was the activity about?

One of the main activities was the realisation of various empowerment-measures, for example educational events. During several youth congresses we held training sessions where young people were trained in regards to their social competence, their empathy and their engagement as youth leaders.

The second main activity was the production of information and educational material, such as the project website, [www.buntstifter.org](http://www.buntstifter.org), as well as a Facebook page and YouTube Channel. Furthermore project-videos were developed with short information on the project. Four different booklets were developed on the topics of: "Human Rights – all inclusive", "Identity", "Child rights – young refugees in Germany" and "Experience diversity". Together with flyers and postcards, the developed materials helped to make the project more visible and made it easier to spread the word. All project information / educational material is also digitalized and can be found on the project website: [www.buntstifter.org](http://www.buntstifter.org) as well as on Facebook.

Especially in response to the current refugee situation within Germany, one of the booklets developed during the project was about young refugees. In the booklet, volunteers cannot only find information about the rights of children and the special rights of young refugees. It also contains best practice examples of projects, which involve young refugees. Most important is education youth about the possible financial support for such projects as well as background information crucial for working with young refugees. Psychological topics, such as trauma, are important to tackle before starting such a project, as understanding the people you want to do the project for is the first step. A collection of websites and other booklets with further information on the topic is part of the document.

In order to support the engagement of German Red Cross Youth, a funding pot was opened up for local initiatives by youth volunteers. It is very easy to apply for the funding and opens up the opportunity for smaller Red Cross Youth groups to also benefit from funding opportunities. As money is often a challenge for youth projects, through the funding pot we tried to overcome at least this challenge.

### How was it done?

The whole process was structured into four parts. The "Diversity Taskforce" first prepared the youth congress where the whole project was kicked-off. This was a great opportunity to gather all kinds of people. Secondly the training sessions for multipliers took place empowering them to hold seminars about the topic with young people all over Germany. Thirdly, during local action days, more young people were mobilised. The fourth step was the development of a portfolio of educational materials so that volunteers can learn about methods for an inclusive work in youth organisations. The portfolio with a complete documentation of the project will be published in autumn 2016.

## What was the result of the project?

During the project around 1000 young people from the German Red Cross Youth and other partner organisations were actively engaged and empowered by the project activities and educational materials. All preliminary results of the project, as well as the experiences and impressions of those participating in the events, are being documented.

All results are being presented to the public on the project's website, the "Buntstifter" Facebook Page and the "Buntstifter" You Tube Channel. Furthermore we have also utilized the website and Facebook Page of the German Red Cross Youth and its partners, internal newsletters, and also official press releases of the German Red Cross and other partner institutions. In addition give-aways, such as postcards, have been developed with key-messages for political lobbying and for distributing at public events.

A portfolio on methods for inclusive work in youth organisations with a complete documentation of the project will be published in 2016.

## What was the impact and measurable indicators of success?

The project created a new (self-)awareness concerning non-discrimination, respect for diversity and a culture of peace in the world and opened up new perspectives for how you see yourself and how you see others. It made a contribution towards inner-change and the development of special social skills to promote social inclusion

The project can be seen as an original contribution of the German Red Cross Youth towards the realization of the YABC Program.

## Why was the initiative successful?

As a direct consequence of this project Inclusion is now a sustainable topic within the German Red Cross Youth!

## Uli Bertrams

### Vice Chair of the German Youth Red Cross

"Since 2015 the German Youth Red Cross has been active in many locations working with refugee children, youth and young adults in different programs. As a part of our programmes group leaders were trained on the topic of intercultural competences, frameworks for children in first



German Red Cross

arrival shelters were developed and holiday activities for young refugees were implemented."

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## Target group

The project is directed at young people of 12 to 27 years of age, with a focus on young persons with physical and/or mental disabilities as well as those with family migration backgrounds or young refugees.

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## National Society

German Red Cross Youth (GRCY)

## Name and E-mail of the contact person

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## Preventing a hidden crime

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### **How young volunteers of Red Cross of Serbia became experts in raising awareness about Human Trafficking**

Serbia has been facing an increase in arrivals of refugees and migrants since 2011. According to official data, as of February 2016, on a daily basis an average of 1,250 migrants cross the border to Serbia. It is estimated that there is a total of 1,200 migrants currently in Serbia. In addition to those who approach the authorities to seek asylum, there is an unknown but probably equally a large number of persons transiting Serbia who are most likely also refugees but (for various reason) do not seek asylum in Serbia. Many of them, including families with small children, sleep outdoors in the streets and parks, near the railway station in Belgrade and many other towns in Serbia. They often face serious humanitarian hardships and discrimination and they are at risk of human trafficking.

Most of the victims of Human Trafficking in Serbia are subject to sexual exploitation but there were also cases of trafficking with forced labor, forced begging, forced marriage, coercion to commit criminal offences and illegal adoption. In some cases, victims were subjected to the combination of types of exploitation. The trends of human trafficking observed in Serbia in recent years indicate continuous rise in internal trafficking.

The Red Cross Youth is one of the strongest components of the National Society in Serbia. And since 2005 young volunteers of Red Cross of Serbia have become experts when it comes to raising awareness about the increasingly serious issue of Human Trafficking.

As a voluntary organization, the Red Cross relies on a mobilisation of its volunteers and activists in responding to ever changing humanitarian needs and not least the increase in Human Trafficking. During the period 2005 – 2015 the Red Cross of Serbia trained 500 young members from about 100 local branches on issues pertinent to trafficking through numerous workshops, in cooperation with relevant stakeholders (International Organisation for Migration, Ministry of Interior, Police Academy, and local NGOs). The volunteers and young people being trained to disseminate information were between 17-24 years of age from different ethnic groups, refugees and internally displaced persons at high schools and Red Cross Youth Clubs nationally. A peer education manual and didactical material for children and youth, as a part of Anti trafficking Prevention Kit, was developed to support current and future activities. As a result, Red Cross of Serbia expects that those RC Youth members will continue to disseminate anti-trafficking messages and work closely with other young

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Serbia is primarily a country of origin of victims of trafficking in human beings, but also to some extent a country of destination and transit



people in pointing out on this phenomenon and pay special attention to the vulnerabilities of migrants. Working on prevention of Human Trafficking the Red Cross of Serbia has recognized the peer-education model as a very appropriate way to engage young people both as volunteers and beneficiaries.

### **Main purpose of the project**

The project aims to reduce the vulnerability of potential and actual victims of human trafficking

in Serbia. The project is based on the main priorities identified in Serbia by The Group of Experts on Action against Trafficking in Human Beings (GRETA) and Trafficking in Persons report (U.S. State Department). The project is multifaceted and should be seen in the following dimensions:

1. **The project targets young people**, including migrants, through prevention activities in schools etc.
2. **The project trains front line** professionals on issues pertinent to human trafficking.
3. **The project focuses on networking** with relevant stakeholders, NGOs and authorities in the country and internationally.

The project builds on the existing and developed capacities of Red Cross of Serbia (RCS) in advocacy and operational activities, especially in the field of awareness raising and skills development among particularly vulnerable target groups through peer education where the National Society has a strong expertise.

As described above the project is multifaceted and addresses Human Trafficking from several perspectives. However this document will focus on the prevention component developed and driven by the young volunteers of Red Cross of Serbia.

### **Materials and preparations necessary**

- Awareness of the issue
- Motivated voluntaries
- Initial Training

### **How were youth involved?**

The young volunteers of the Red Cross of Serbia is actively engaged in the efforts to prevent human trafficking, decrease the number of victims and alleviate the consequences through **educational, advocacy and public awareness raising activities.**

Thanks to the hard and dedicated work of the staff and volunteers of the Red Cross a great amount of knowledge and experience about the most efficient teaching methods has been collected and shared with the national society. Thanks to these efforts many ideas have been gathered for the final manual for peer educators: The Human Trafficking Prevention Kit. Due to the active involvement of the young volunteers the manual has a high and evidence based quality of content and an attractive appearance which appeals to the target audience.

The Red Cross of Serbia has put great emphasis on making the manual easy to read and with a highly appealing layout. The emphasis is on visual presentation and the text is short and concise. The unique design is created by our volunteers, with mannequins as the main theme. The mannequins are selected as a motive since the victims of human trafficking are treated as objects, deprived of every feature of humanity. The mannequins look human, but lack human agency. Placed in shop windows, their sole purpose is to enhance the sale of goods bringing higher profit to their owners. This reflects the position of a victim of human trafficking. The manual provides instructions on how to use the developed teaching material and enables peer educators to present this serious social issue to target groups in an appropriate way. For this purpose two board games were developed : 1,2,3, *from home to school*, which has a goal to advise the youngest ones to act appropriately in situations that are unfamiliar to them and avoid the risk of trafficking. It is designed for ages six and older. For adolescents a board game called *Traffedo* was designed, in order to motivate and encourage them to learn more about this issue.

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## Target group

Potential victims of trafficking: children and youth from socially vulnerable categories in regular school system, including children with disabilities, Roma population, soup kitchen beneficiaries, migrants and children from disadvantaged families.

Motivated volunteers of the Red Cross of Serbia that implement information sessions with the above mentioned target group. These volunteers will at the same time share knowledge and experience in working with socially vulnerable children and youth with colleagues and peers. This peer-driven approach will further develop Red Cross local branches capacities in combating human trafficking in their local contexts.



Serbian Red Cross



### What was the activity about?

The Red Cross of Serbia has been actively dedicated to combating Human Trafficking since December 2005 when it became a member of the National Team of the Republic of Serbia for Combating Human Trafficking and an active member of the European Anti trafficking Network. Guided by the seriousness of the problem and its mission and mandate to alleviate human suffering, the Red Cross of Serbia is actively engaged in the efforts to prevent human trafficking, decrease

the number of victims and alleviate the consequences through preventive, advocacy and public awareness raising activities.

### Prevention

The most important role of the Red Cross of Serbia is awareness raising because everyone can contribute to the prevention of Human Trafficking. That includes educating individuals and groups to recognize the problem, its forms and various ways of tricking people into the human trafficking chain.

All preventive activities organized for children and youth are implemented using the peer education method. Successful peer education contributes to better understanding and knowledge about important topics since it is done in a safe environment where all the participants feel accepted. Trained peer educators are a more reliable source of information for young people, since they communicate with youth in a more comprehensible way and are better role models. The comparison between education done by peers and the one done by adult educators shows that youth is more engaged in discussion during peer education.

### Public awareness raising

Every year on the European Anti trafficking day, October 18th and on the World day against Trafficking in Persons, July 30th, the Red Cross of Serbia carries out distinctive public manifestations in city squares, streets and shop windows.

Every year Red Cross of Serbia volunteers design innovative and unique manifestations that attract public attention even more: role plays, joint public appearance with famous actors and partners, art exhibition with the theme of Human trafficking, theatre play portraying the suffering of victims of trafficking and other. The Red Cross of Serbia volunteers bring the issue to life on city squares and streets all over Serbia by e.g. appearing with tape across their mouths and wearing a price tag. This was done to show how victims are treated like material belongings, deprived of all human rights and their dignity. Needless to say these events makes a real impression on passersby as they are confronted with this often concealed crime.

## How was it done?

**Step 1** Initial training was implemented for Red Cross of Serbia youth volunteers and personal. Initial training consists of sessions given by Representatives of Ministry of Interior, Ministry of Social Welfare and NGOs that providing direct assistance to Victims of Trafficking about real cases challenges, and sessions on peer education provided by trained RCS volunteers.

**Step 2** New ideas on how to meet the challenges are discussed among volunteers - through interactive workshops on the most important messages to be disseminated and the best possible ways of communication .

**Step 3** The volunteers were invited to work further on their ideas in order to reach results - e.g. implementation info -sessions with the most vulnerable or campaign like the ones help on October 18th

Evaluation was done on a yearly basis to ensure the quality of the sessions. The donors were invited to support the projects and build on the already existing base of expertise.

## What was the result of the project?

Interactive workshops through peer education are proven methods for reaching out to children and youth, especially when the goal is to influence their behaviour concerning sensitive and serious issues.

Using this method, the Red Cross of Serbia now conducts interactive workshops in over 100 local branches throughout Serbia through a network of 500 trained volunteers. Red Cross target groups include: children and youth in schools, children with intellectual disabilities, children without parental care, soup kitchen beneficiaries and children in centres for migrants, asylum seekers, refugees and internally displaced people and Roma settlements.

## What was the impact and measurable indicators of success?

During the last ten years, over 370 000 children and youth from vulnerable target groups have been informed about the problem of human trafficking and preventive measures.

The Anti Trafficking project contributes to the three project outputs of:

1. **raising awareness** amongst children and youth
2. **increase sensibility** of first-line responders in order to strengthen assistance to Victims of Trafficking
3. **assisting start up** activities in neighbouring countries.

The Red Cross of Serbia recognizes that to measure true impact we must identify the change that comes about as a result of the programme activities, in this case a change in behaviour and vulnerability to trafficking. Further studies have to be done to clarify and prove the longer term impact of the activities.

### **What indicators do you use to measure the success of your project?**

- RCS is a member of key networks and committees on anti trafficking
- RCS is a strong provider of knowledge and experiences shared within the European Red Cross network on trafficking as well as within the Country
- Knowledge and experiences are shared within the PERCO network
- Number of persons reached through educational sessions for youth and at-risk groups.
- Levels of knowledge (before and after tests) among participants in trainings.
- Number of persons reached through trainings for medical and social staff
- Number of sessions held.
- Number of participants.
- Media reports.

### **Which advice will you give to youth from other National Societies interested in doing the same activity?**

Identifying vulnerable sub-groups amongst youth has allowed better targeting of activities. The best way of reaching them is through a range of entry-points e.g. school, orphanages and settlements.

Peer-to-peer education is an effective method for raising awareness among general children and youth.

The use of Facebook is an effective way of bringing the trainers together and forming a community that helps keep the programme fresh, and the volunteers motivated.

The materials for children introduce the issues in ways that are appropriate to the age group, providing practical tips on staying safe. While general awareness is high, knowledge cannot stand alone and is not satisfactory as a way of reducing vulnerability. Discussion on real situations and moral dilemmas observed during the youth info-session got the participants thinking about the complexities of trafficking and exploitation. This could go some way to increasing the impact of the information sessions.

Having a mixture of materials and approaches to conveying the message allows for the different learning styles of the participants. The interactive section is particularly valuable in allowing the concepts introduced during the informative session to be explored and discussed, bringing them to life.

Having access to quality, up-to-date and contemporary materials, merchandise and a strong visual identity can have a motivating effect in terms of recruitment and retaining of volunteers.

Drawing on the cooperation between local branches and front line professionals is a successful way of engaging them in seminars. This could

be expanded, for example through branch coordinators bringing their contacts to the seminars and establishing them within local social work and other offices.

Facilitation of international activities such as network meetings, trainings and youth camps and concrete activities across borders is an effective way to support the development of new activities and improve the quality of existing activities.

Investing in recruitment, educating and nursing of volunteers in peer-to-peer awareness-raising activities represent 'good value-for-money' as youth volunteers remain the most important source and means to developing methods and spreading information.

The key message was one that was easily understood and taken on board by the children. In the child's mind the threat comes from a stranger who will lure them with money and might try to steal their organs. While not necessarily representative of the true danger, good practices in staying safe are a positive message. In this context the information sessions have some immediate impact in that they introduce safe behaviour to the children when away from their families.

## Renata Blau

### Volunteer in the Red Cross of Serbia Anti Trafficking Programme

The Red Cross of Serbia Anti Trafficking program is especially important to me as I have participated in making this programme from scratch. I think this is one of the most important aspects of the programme; that volunteers created it for their peers. Peer education is not just useful for raising awareness, but it also builds the personal capacities of the educators involved. I have personally grown up with this programme starting off as a high school student. Eventually this programme inspired me to become a psychologist, which enabled me to give back with professional input. Today, as President



Serbian Red Cross

of the Red Cross of Serbia Anti trafficking Board I am dedicated to raising awareness among youth, but also to inspire them to join the Red Cross and this programme, in order to develop and strengthen their skills and help them find pleasure in helping others as generations have before them.

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## National Society

Red Cross of Serbia

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French Red Cross

# Youth as Agents of Behavioural Change (YABC) & Migration

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## **How the French Red Cross use the YABC to promote a positive image of migrants in the public eye.**

Since June 2015 migration has become a priority for French Red Cross. Thus we started implementing activities designed to help migrants arriving in France. For example the French Red Cross started to collect bag packs, provide sheltering and organizing food distribution to those in need.

As for youth we decided to use the (Y)ABC program to work on changing mindsets and make a move towards a more open minded society. Our main objective is to train (Y)ABC peer educators on migration issues specifically with two angles: Firstly we provide our YABC peer educators with specific information on migration issues such as the reasons for migrating, the challenges migrants face on their journey, and the administrative problems that people face when arriving in France. Secondly we train our educators on how to moderate two YABC activities linked to migration. This will enable our pool of educators to sensitize the general public on intercultural dialogue and critical thinking.

## **Materials and preparations necessary**

For the French Red Cross the primary focus was to train volunteers and YABC peer educators to become more sensitive to the needs of migrants and to make the YABC methodology even more effective in making the public aware of the needs and aspirations of migrants.

If your National Society is not familiar with the (Y)ABC a first step will be to learn more about the initiative and possibly have volunteers trained as peer-educators. The (Y)ABC initiative, developed by the IFRC, raises youth's awareness and understanding of issues related to the promotion of a culture of non-violence and peace. It equips youth with specific, real tools to walk on the path of promotion of peace, through the development of interpersonal skills to enable them to interact and live together peacefully. Acquiring and applying these skills allows youth to represent the seven Fundamental Principles of the Movement and their underpinning humanitarian values and to be role models to inspire their community. If you are interested to be trained on the (Y)ABC initiative you can reach out to the IFRC Regional Office in Budapest.

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France is primarily a country of destination for migrants.



French Red Cross

In order to start with this project the Psychosocial Support Department as well as the department working specifically on migration programs and actions were supporting us. Of course the youth department was involved as the initiator of the project.

In close cooperation our three departments developed a two day training. The first day aimed at giving participants a better knowledge of migration realities and issues (knowing the journey of a family who needed to migrate for political reasons, the journey, the obstacles while arriving in France) and actions. The positioning and advocacy of IFCR and the French Red Cross on the topic of migration was also an important component. At the end of the day, we presented the Positive Images programme from British Red Cross. The Positive images programme has been specifically designed to promote positive attitudes among young people towards vulnerable migrants. It can be difficult to approach topics such as asylum seekers and migration because the topic is often controversial, so the “Positive images” toolkit covers exactly what young people need to know and deals with the subjects in a fun and engaging way.

The second day of the training was focused on the YABC and how we can sensitize the public on intercultural dialogue and critical thinking. We put special focus on how to engage with the media and how to engage with the negative stories about migration which people often hear in the news.

### **How were youth involved?**

YABC trainers and peer educators were mainly involved on the second day. The peer educators prepared a role play with the support of a psychologist and gave feedback on the exercises.

### **What was the activity about?**

YABC exercises are mainly aimed at promoting intercultural dialogue and critical thinking. The Positive Images is primarily aimed at building empathy and openmindedness.

The special strength of this project lies in the combination of several successful practices developed by other National Societies and the International Federation into a project that is tailored to sensitize both volunteers and the general population to the situation and needs of migrants.

### **How was it done?**

- **Training Day 1:** Focus on the journey of a migrant family + The Positive Images Programme
- **Training Day 2:** Focus on the YABC: 2 exercises: “journalists” and “Yellow+Blue= Green?!”

In the “Yellow+Blue=Green?!“-exercise participants are divided into two groups representing inhabitants living in two different lands, both with their own rules and philosophies. The exercise is designed to make participants reflect on the requirements—especially in terms of mindsets, attitudes and behaviours—for a fruitful intercultural dialogue to take place.

The "Journalist" exercise is designed to make participants reflect on their interaction with messages on migration and how to counteract harmful misconceptions.

### What was the result of the project?

We will have further sessions and the peer educators will, apart from their own initiatives, be asked to set up the activities during big events, such as the European Youth Event, with our partners.

### What was the impact and measurable indicators of success?

The feedback from volunteers and peer-educators was very positive, even though the first day was very long and intense. The second day was more interactive and participants really liked learning the activities, how to moderate them after and really act as agents of behavioural change in their communities.

### Why was the initiative successful?

Because it is a subject that is urgent and for which we need to develop new knowledge and solutions. And because youth are really engaged in the subject of migration and want to make a positive change.

### How could one improve the initiative?

We could improve the first day to make it more interactive.

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## Target group

The initial target groups are the young volunteers and YABC peer educators of the French Red Cross. The final, and primary, target group is the general population of France.

## Thameur Debouba

### Volunteer and YABC trainer in the French Red Cross Youth

Putting yourself the shoes of someone in a vulnerable situation, for instance a refugee, is the best way to feel and understand in your own heart the discrimination, bias or violence that that person has to face. With the "On The Run"-roleplay and the workshops of the (Youth) as Agents of Behavioural Change programme we have very strong and efficient tools which allows us to achieve this kind of goals. When the participants are truly themselves the impact of



French Red Cross

what they learn from the workshops can be really astonishing. We see that their empathy increases, they become more active listeners and improve their critical thinking and personal resilience. Get out of your own "shoes", take a deep breath and be ready for the change.

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## National Society

French Red Cross

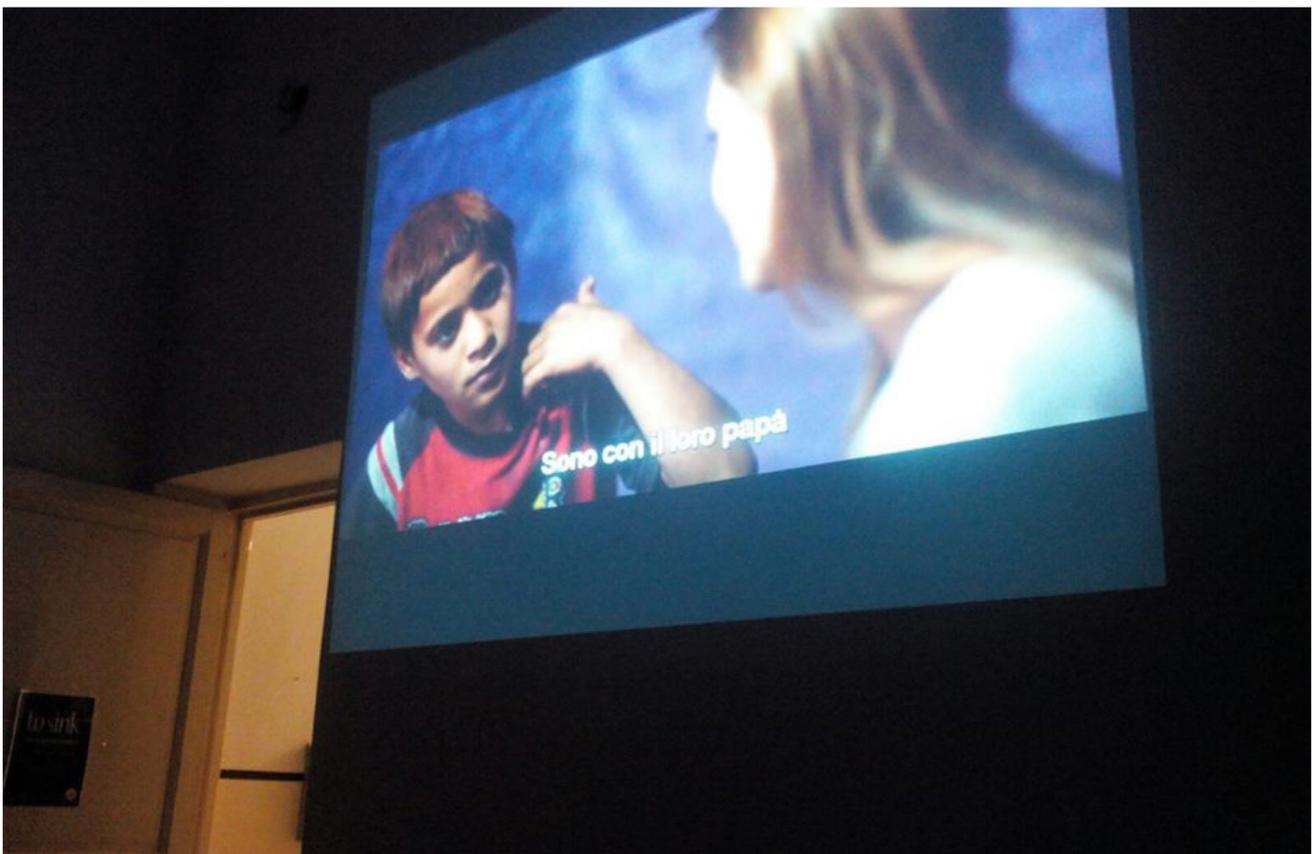
### Name and E-mail of the contact person

Mathilde.lamolinerie@croix-rouge.fr;  
Marie-esther.rouffet@croix-rouge.fr

Link to the positive images toolkit:  
<http://www.redcross.org.uk/What-we-do/Teaching-resources/Teaching-packages/Positive-Images>

To hear about the (Y)ABC methodology contact:

Nis.sperling@ifrc.org



# I Refuse to Sink

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## **How young Italian volunteers use innovative campaigns to inform their local community about the situation of migrants**

The goal is to sensitise and inform the Sicilian population on migration flows and every aspect linked to migrants. At the same time the volunteers involved in the activity will receive more information about migration and learn how to effectively communicate their knowledge.

### **Materials and preparations necessary**

- Italian Red Cross Posters (posted inside shops for people to discover as part of the event);
- A venue (where activities and workshop can be held );
- Stationery (e.g.: posters, pencils, papers, etc ...).

### **How were youth involved?**

The Young volunteers got people involved by inviting them to find Italian Red Cross posters across the city centre shops.

### **How was it done?**

The Red Cross youth network in Sicily has developed many activities related to migration during the last years. One of the most successful projects was the “I Refuse to Sink”-event developed for the first time for the International Migrants Day on December the 18th. The project stems from the idea of sensitising and informing the population using different types of communication such as storytelling, interviews and writing. The project relies heavily on the collaboration of the community and especially that of local shops.

Before rolling out the event all volunteers were trained on the subject of migration and were involved in the arrangement of the venue and the production of materials. The venue used is generally the Italian Red Cross headquarter, but any building with a minimum of 4 rooms can be used. The project is developed into 3 main parts. During the first part, (in the street) volunteers have to involve young people to participate in the activity by inviting them to find, in one of the city centre shops, a poster with the message “I Refuse to Sink”. The participants will receive a card from the shop owner which permits them to obtain a Red Cross gadget and find their way to the venue where the activities are organised.

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Italy is both a country of transit and arrival for migrants

Once at the venue participants were divided into four rooms where they would find four different migration related activities:

1. **Role play about migration stories:** Participants were involved to take active part in a storytelling about migration.
2. **Multiple choice game:** The aim of this game was to bring out how the media sometimes give us wrong information about migrants and migration.
3. **General migration situation interview:** The aim of this session was to ask the participants questions about migrants and migration flows to test their knowledge and correct misconceptions.
4. **“Write on poster” activity:** On Poster 1 participants could write their best wishes for migrants. On poster 2 with the headline ,I Refuse to Sink, people had to write the negative emotions from which they want to escape such as anger, pain, fear etc.

At the end each participant received a balloon that they had to attach to a poster to create an image representative of all cultures.

#### **What was the result of the project?**

All participants have been sensitised on the topic of migration flows and what it means to be a migrant in a new country and community.

#### **What was the impact and measurable indicators of success?**

- 170 participants involved
- 10 volunteers involved

#### **Why was the initiative successful?**

Because participants come back home with more awareness about migration flows and the importance of taking responsibility in a global community ; furthermore people were informed about Sicilian Red Cross' activities to help migrants.

Lastly the initiative was great because all the volunteers worked together while reflecting about our fundamental principles and putting them into action.



Italian Red Cross

## How could one improve the initiative?

At the end of the activity we held a debriefing with all the volunteers that had taken part in the project. The conclusion that we came to was that there is an incredible need to inform and educate both the local population but also volunteers about migration because sometimes the problem is that we hear wrong news from media and from the internet and so prejudices grow and nobody looks at the situation with humanity. We think that we could improve the project by increasing the visibility in a way that attracts people that are not aware of the migration process and what really happens to migrants. We would like to engage the people who do not know what the reasons are for leaving one's country and seeking refuge elsewhere in the world. We believe that informing people is the best way to break down the barriers of prejudice.

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## Target group

Young people from 16 to 25

### Volunteer, Italian Red Cross

Being part of the "I Refuse to Sink"-project was a fantastic experience because I shared with other young people what I know about migration and vice versa they gave me motivation and reminded me why it is important to talk about this difficult topic. Nowadays, in fact, we are full of wrong information about migrants and migration flows. I saw that participants who got involved in our activities eventually understood the real meaning of the project. It was also great



Philippe FITTE / Monaco Red Cross / IIRC

see how an exchange of opinions is possible in spite of the fact that people have different points of view.

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## National Society

Italian Red Cross

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## Date of submission

04/26/2016

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## In a nutshell

**In addition to the previous best practice examples, some more ideas from Sweden and Georgia:**

### In Sweden

The Red Cross started a project to help newly arrived migrant children to cope with trauma. Through the project, they tried to help them to process what they had experienced.

#### WHO?

The children taking part in the project should be between 7-12 years old and each group participating should have no more than 10 participants. It is up to you to decide, how big the whole project should be. The leaders of the children's group are preferably young adults, students in psychology and pedagogy. It is strongly recommended that the leaders of the Children's Group speak the same language as the children.

The group leaders should be at least three to four per group in order to ensure that all participating children are well taken care of. The youth leaders also take on the responsibility of organising at least one session each.

The guidance of and cooperation with a psychologist is highly recommended.

#### HOW?

**PREPARATIONS** Before starting the program, you should consult - if possible - the project manager, parents, school teachers, counsellors and maybe even a psychologist, which children should and could be a part of your project. Then you can book a child friendly facility or ask your local branch, if you can use their rooms. Very important is also, that you develop a plan with the group leaders about who will do which sessions, how many you want to do in total, and what you want to do in each of them. You should at least schedule four sessions within 6 months, each session lasting around 1,5 hours. Don't forget to collect the materials you might need for that.

**AND GO** After doing all of that, you can get started. When the children arrive, every one of them can drop their mood ball in the green, yellow or red bucket. Each buckets stands for a different mood. You can also mark the buckets with smileys, in order to make the expressions more clear. Then all children get the opportunity to talk about why they feel that way. While doing so, it is important, that the group leaders reaffirm each child, that all feelings are okay and have a purpose. After this you can start the specific session of the day, maybe a creative activity. One example is drawing a family tree, which gives the youth leaders the opportunity to speak with each child about their family. At the end of the exercise, make sure every child gets to present his or her work in front of the group. Feel free to also play games during and after the exercise in order to strengthen their feeling as a group.

## **WHAT?**

You do not need very much for this activity. A room, which is youth friendly and a visual tool such as a “mood ball” and a few colored buckets are enough.

## **WHY?**

Trauma is a very important topic when working with migrants, especially refugees coming from war affected countries and who travelled a long way to reach your country. Children and youth can be specifically vulnerable. This project can help them to deal with tough or traumatic memories they might have. They can also practice speaking – in our case – Swedish and make new friends across language barriers.

**Thank you Elin** from the Uppsala Branch for sharing this idea

## **In Georgia**

The Red Cross aims to educate newly arrived migrants about their rights in Georgia.

## **WHO?**

Migrants, individuals or families - everyone is welcome. The volunteers involved in the project can be law students interested in the rights of migrants. They can operate on different levels within the Red Cross, depending on how big your project is going to be.

## **HOW?**

Set up an Entitlement Group! First of all you should gather interested volunteers, who would like to be a part of the project. Maybe they can even combine the activities with their program if they are students. Then offer a training to all volunteers about the Rights of Migrants, in the country itself and internationally. Depending on which scale you are doing the project, you can then inform other branches about these services young volunteers can provide. The youth volunteers can then conduct face to face meetings with migrants, do research, and organise seminars. That way, they can also adapt to possible legislation changes. It would be great to combine this work with the work of your Red Cross legal adviser. He or she can then also do advocacy towards decision-makers in the community or on other levels.

## **WHY?**

Providing legal advice to migrants in Georgia is a way to increase awareness among migrants and the local community.

**Thank you Teko** for sharing this best practice.

# Statements By Young Leaders

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**Azamat Baialinov,  
Deputy Chairperson  
Red Crescent Society  
of Kyrgyz Republic**

Today the number of migrants is increasing every day. There are many reasons for this phenomenon. People are moving from one country to another

to find a better place to live their lives. Most of the migrants are young people who hold the keys to the development of their host countries. It is important to understand that young migrants can only contribute fully to the economy and wellbeing of society if they are provided with ample opportunities for integration and their needs are fulfilled.

**Bas van Rossum,  
Chair of the IFRC  
Youth Commission,  
Netherlands Red Cross**



The Red Cross Red Crescent is a volunteer-based organization, deeply anchored in local communities throughout the world. Having a healthy representation of our diverse societies has in today's migration crises proved to be crucial to provide tailored and dignified support to those in need. Every day new, brave and often young people fleeing from conflict arrive at the Red Cross Red Crescent in search of help. Our young volunteers in the field have proven to be of crucial value, by quickly assessing the specific needs of the individuals seeking assistance. This requires the mutual trust and connection which our young volunteers provide on a peer-to-peer basis like no other group can.



**Jelena Sofranac,  
Member of the  
RCRC European  
Youth Coordination  
Committee,  
Montenegro Red Cross**

The biggest part of the people on the move are young people, teenagers and even small children.

This is why the contribution of Red Cross youth to our migration operations is so important. Young volunteers can provide Psycho Social Support activities for their peers which improves integration of migrants in countries of destination and is an essential service for children and young people in transit camps all over Europe. From the other point of view our volunteers, though well aware of the fundamental Red Cross principles, are only human with all the flaws and virtues that entails. Therefore this is also an opportunity for our young volunteers to learn about new cultures and break the prejudices that are sometimes created in our communities.

**Mandy Merker, Volunteer  
German Red Cross**



Youth often views the world from a different perspective especially when it concerns their future. In our strategy we, the German Youth Red Cross, aim to experience ourselves as part of the global Red Cross/Red Crescent Movement. In our eyes, every person should be given the chance to live their lives as they want. This is especially true for young people all over the world who are still in the process of shaping their future. If they can't do this we should give them the opportunity. Young people have good ideas for how to do this and they are the decision-maker of tomorrow. Therefore it is important to integrate young people in migration activities.



**Jasmin Niksic, Intern at the office of Red Cross Society of Bosnia and Herzegovina Public Health & Youth program**

I think it is very important to include the Youth of the Red Cross in the activities dedicated to migration especially

in terms of providing psycho-social support. Young people more easily identify themselves with their peers and our young volunteers can provide the peer-support which makes it easier for young migrants to overcome the stress of leaving their environment, school, friends and relationships behind.

During a recent visit to a refugee camp in Croatia the Youth of the Red Cross of the Federation of Bosnia and Herzegovina had the opportunity to spend a short period of time with children who are in the camp and to utilize the methodology of the Dr. Clown therapy program for children. This game drew a lot of attention and brought out a lot of smiles, but also further developed the volunteers' awareness of the current migrant situation that is unfolding around the world.

After such experiences our volunteers have a greater desire for carrying out the mission of our organization, develop their personalities and strengthen their humanity and solidarity.

**Eero Rämö, Chair of the Implementation Support Group for Florence Call for Action and Chair of the Finnish Red Cross Council**

During the past years we have been operating in an increasingly complex humanitarian context. Last

year alone, more than one million people arrived to Europe, a continent whose citizens are still in the process of recovering from an economic crisis. I believe that young people can be powerful agents of change in their communities and world-wide. Everyone is needed in the joint efforts for humanity.



**Tinkara Oblak, Board Member, European Youth Forum**

Young refugees face particular difficulties when making the perilous journey to and within Europe. Children and young people not only are denied their childhood or youth,

but they are also at serious risk of having their rights violated. Young refugees, often minors traveling unaccompanied, face particular dangers and risk falling between the cracks, as they are considered by many countries to be adults. The European Youth Forum calls for the rights of all refugee children and young people to be protected and, when arriving in Europe, for priority to be given to their integration into societies which are truly inclusive.

# The Fundamental Principles of the International Red Cross and Red Crescent Movement

**Humanity** The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

**Impartiality** It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

**Neutrality** In order to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

**Independence** The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

**Voluntary service** It is a voluntary relief movement not prompted in any manner by desire for gain.

**Unity** There can be only one Red Cross or Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

**Universality** The International Red Cross and Red Crescent Movement, in which all societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.