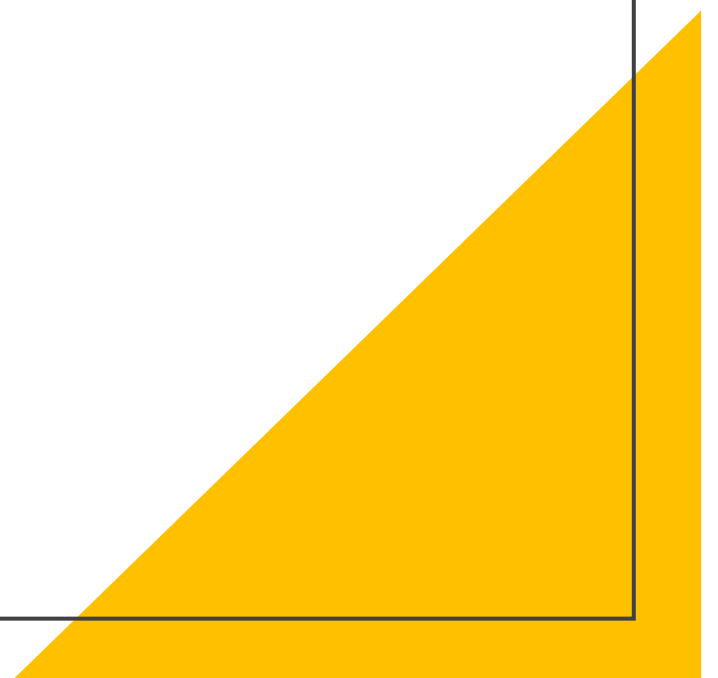


MHPSS is everyone's business.

Guglielmo Schinina', (IOM)

International Organization for Migration

Tallin, 1 June 2023



The migration
process,
especially if
forced, brings
to stresses

- Confusion
- Necessity to quickly adapt to a new system of social and cultural meaning
- Guilt
- Grief
- Anger
- Anxiety about the future
- Bureaucratic procedures
- More difficult/confused access to services
- Exposure to violence and threats in some cases
- Discrimination

This stress can be provoked and can be responded to throughout the Migration process

- Pre departure
- Departure point
 - Ports-points of entry-law enforcement
- Transit
 - Ports-points of entry-law enforcement
- Arrival
 - Religious
- Integration
 - Livelihood and MHPSS integration

Points of Entry/Engaging with Border authorities and law enforcement



The accumulated psychosocial needs of migrants at PoE

Passage through PoEs:

- Uncertainty about legal documentation
- Uncertainty about right to access
- Fear
- New space to understand
- Cultural and linguistic differences
- Rejection/xenophobia
- Being perceived as a object of security scrutiny
- In some cases, detention-like overstay

Passage trough PoE:

- Migrant starts to construct his/her perception of the new country
- It is often the first and for some time only space to detect needs for urgent referral and protection issues
- It is a pathway to the intended objective
- Can be a gateway to safety

In emergencies

- A series of psychosocial actors will populate these spaces.
- It is important to coordinate their efforts and do no harm

Mental Health and Psychosocial Support
for Refugees, Asylum Seekers and
Migrants on the Move in Europe

A MULTI-AGENCY GUIDANCE NOTE



Rules to follow during emergencies at PoE

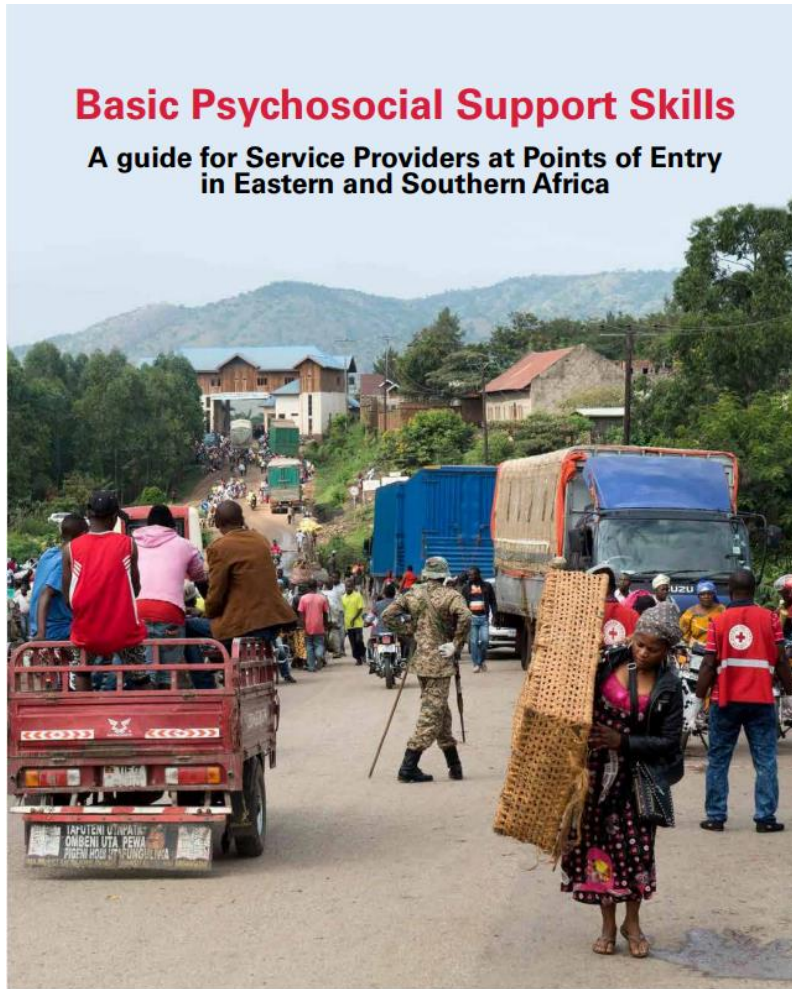
- Dignity first
- PFA if needed
- Information always
- Messaging, psychoeducation, self help tools
- Support children-CFS?
- Identify, protect and refer people with severe conditions
- Provide interpretation
- Do not start psychotherapy that can't be followed-up in the time setting given
- Coordinate

COVID 19
changed the
perception on
the importance
of Border
authorities and
other personnel
at PoE



Basic Psychosocial Support Skills

A guide for Service Providers at Points of Entry in Eastern and Southern Africa



- Key aspects of self-care to support the well-being of the PoE service providers
- Key elements service providers should consider to support the well-being of those they come into contact with at PoE
- Importance of providing information and referrals to specialized services

MHPSS recommendations for staff working at PoE

Communication skills for everyday interactions:

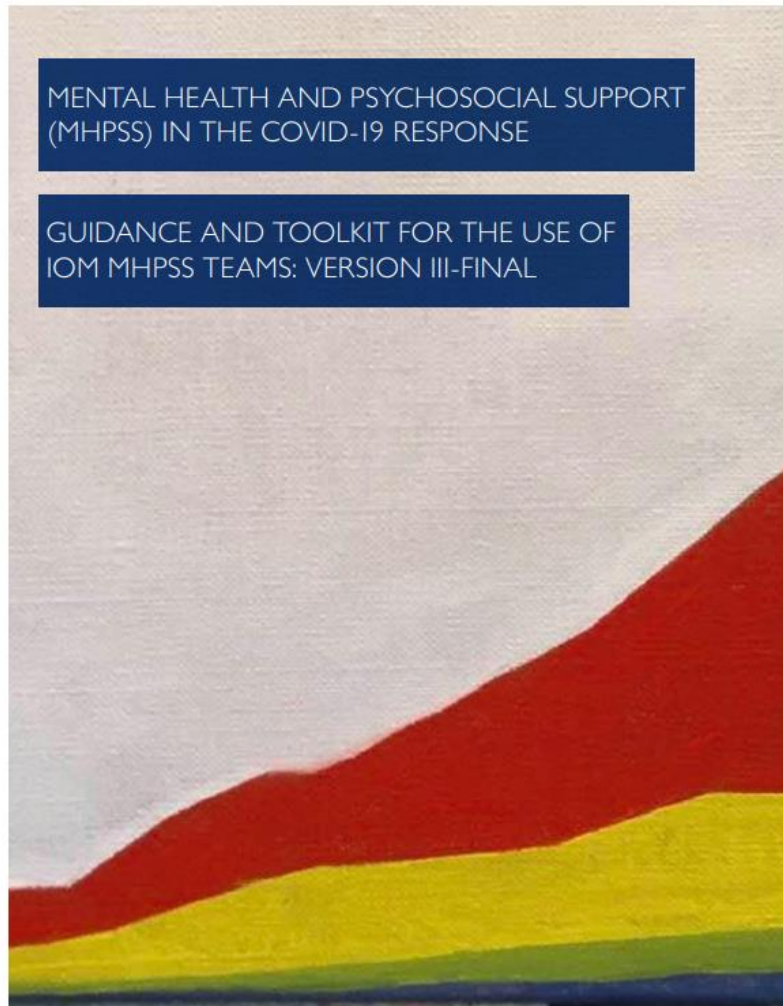
- Stressors at PoE and vulnerable groups
- Dos and don'ts when communicating with migrants at PoE
- Active listening
- Conflict de-escalation

Offering information and making referrals:

- Information on basic services
- Consider barriers to access information for specific groups (women, children...)
- Protection from sexual exploitation and abuse (PSEA)
- Referral pathway to health care, shelter, child protection, GBV, MHPSS...

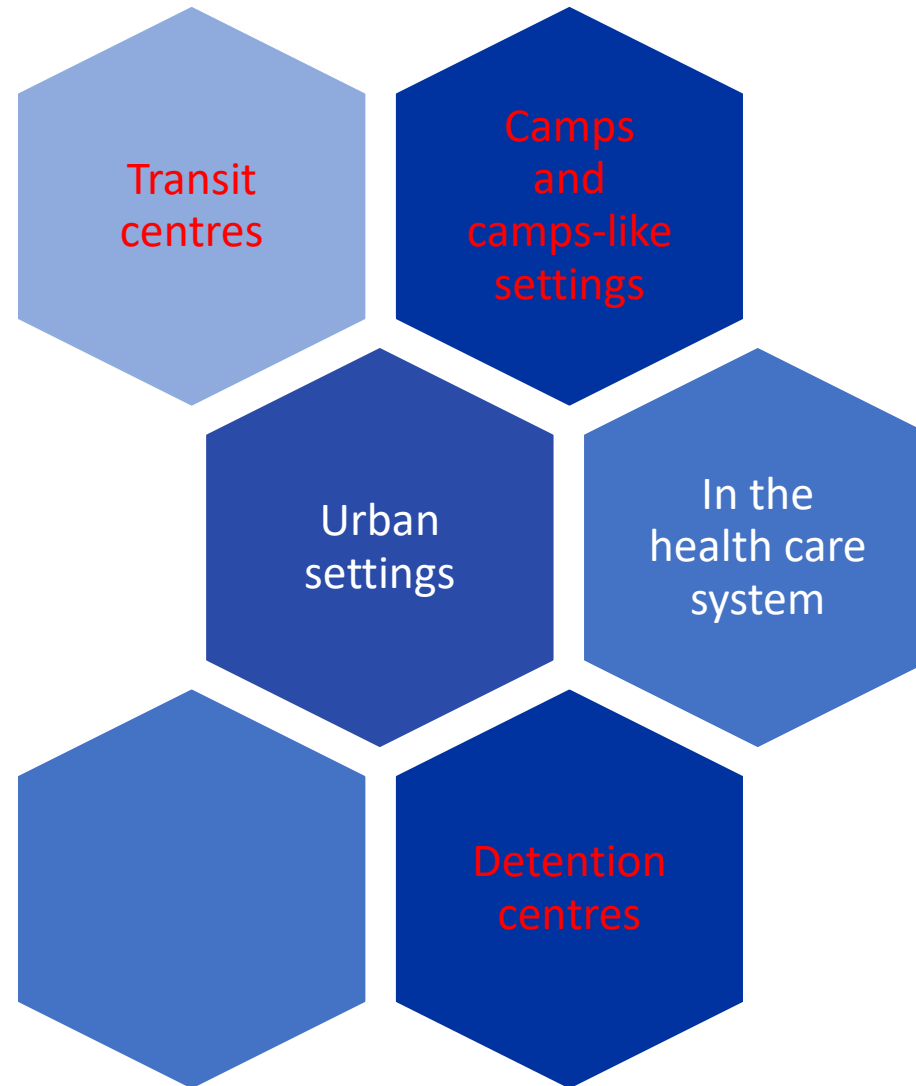


MHPSS in the Covid-19 response



- Guidance for IOM MHPSS teams
- Compile resources specific to Covid-19 and general tools that can be used in this context
- Include recommendations to MHPSS programme managers on technical and managerial issues induced by Covid-19

Recommendations tailored for various settings



MHPSS at points of entry (PoE). Preparedness and building better

IOM - 2022

MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT FOR MIGRANTS AT CROSSING POINTS /PORTS OF ENTRY

A TOOLKIT FOR SERVICE PROVIDERS

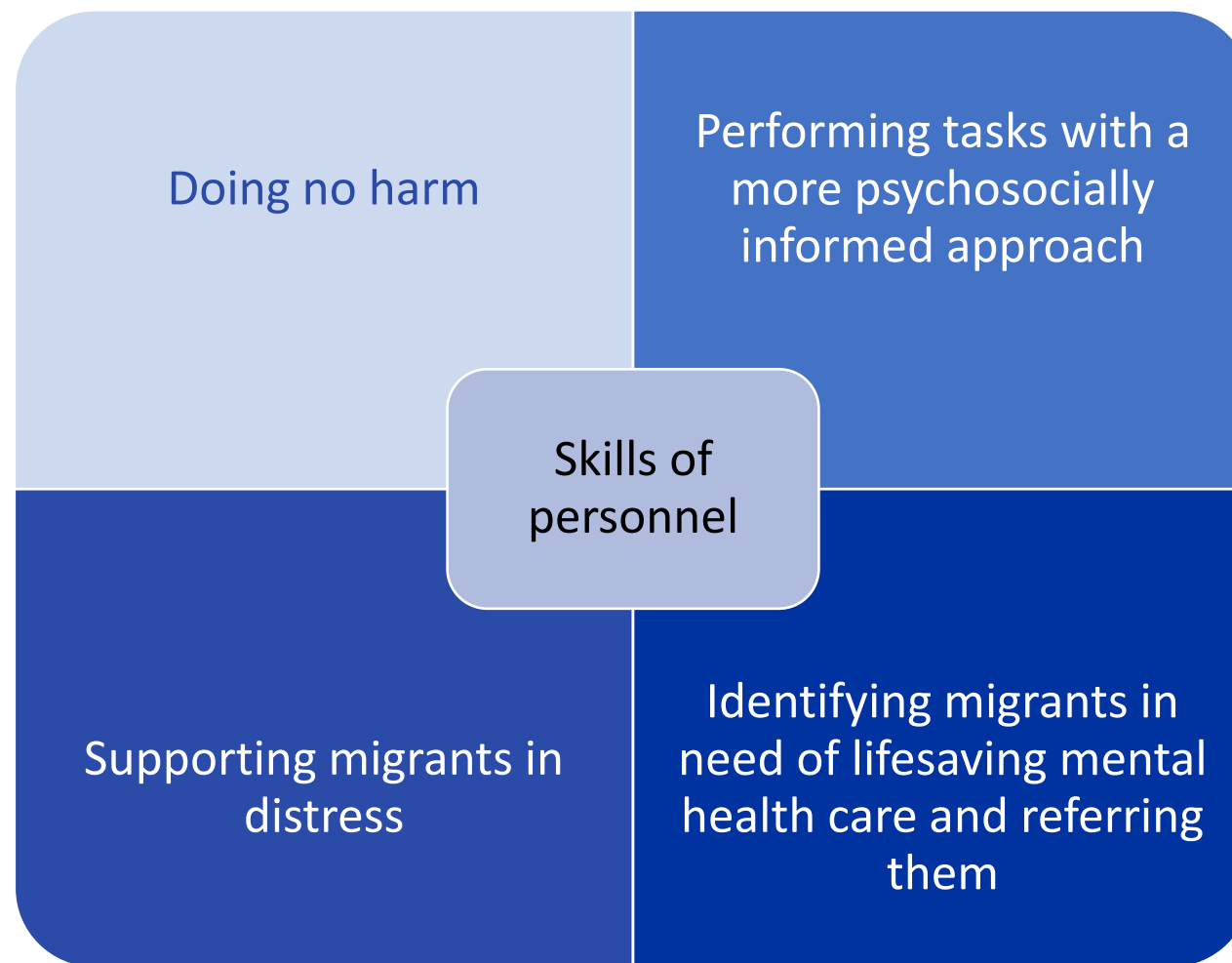


Systemic actions

- Psychological support teams within the cadres of border authorities, example Moldova
- Counselling rooms and safe spaces for children and women in safe and waiting areas, example Hungary
- 'Modules for consultation, information and referral at and around border points, example Mexico
- Psychosocial mobile teams, example Poland and Ukraine
- Capacity-building in terms of basic MHPSS skills among the first responders at PoE



Skills for positive and psychosocially informed interactions with migrants passing through PoE



Do no harm and sensitization on psychosocial dimensions of population mobility

- Training PoE workers on psychosocial dimensions of population mobility
- Reducing risk of harm



- Allow time for critical reflection
- Establish guidelines
- Prepare for emergencies



Adapting a more psychosocially informed approach enhancing effectiveness and interactions with migrants



Communication and listening skills

- Kindness, dignity and respect
- Positive, supportive and non-biased communication
- Culturally aware and gender informed communication

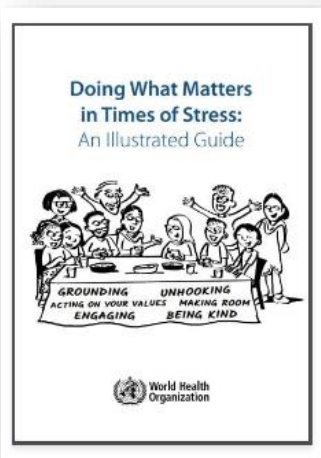
Psychosocially informed interviewing techniques

- Interviews techniques to enhance the quality of interviews, and on the well-being of migrants
- Adaptation of the interview to the varying needs and resources of migrants
- Referrals pathways

Supporting migrants in distress

Psychological First Aid (PFA) and basic psychological support

- PFA: humane, supportive and practical help to fellow human beings suffering serious crisis events, in ways that respect their dignity, culture and abilities
- Specific guidance for various groups (e.g. unaccompanied children)
- PFA training for all PoE staff in contact with migrants



Distribute information and self-help tools

- Contexts of limited time for interaction
- Make available booklets which provide basic information about the psychological dimension of migration and its various forms, suggesting some tips for response and possibly providing referral information
- Adapt materials to migrants' culture and language
- Also for staff and volunteers



Identification of migrants with specific needs

Identification skills for MHPSS referral

- For some migrants, specialized psychological, psychiatric or medical care is needed ASAP
- Understanding the importance of mental health and psychological well-being, to identify and make referrals
- Considerations related to specific groups: victims of gender-based violence (GBV), victims of trafficking, returnees, migrants with a health concern...

Creating a referral mechanism

- Staff working at PoE are usually not Mental health professionals and should not diagnose migrants
- But well positioned to identify potential needs for mental health care and protection
- Establish a referral pathway to focused and specialized mental health services and protection assistance



Care for staff at PoE

- Importance of self-care
- Physical, mental, emotional, behavioural, spiritual reactions to stress
- Coping strategies
- Advice for managers and supervisors self-care, peer support, capacity-building)



EU trainings

TRAIN4M&H - Provision of training for first-line health professionals and law enforcement officers working at local level with migrants and refugees

- Support EU member states in reducing knowledge gaps of different categories of health professionals, law enforcement officers, social workers and coach trainers for health and other professionals in respect to health-related border policies and health challenges faced by migrant populations
- Focus on Southern European, countries on the Balkan route and two each Central, Western countries with substantial migrant population
- 2 modules: Migration & Health and MHPSS
- Training materials available online

- MHPSS module contents:
 - Mental Health and Psychosocial Aspects of Migration
 - Occupational Health and Psychosocial Support
 - Coping with Grief
 - Working with vulnerable groups

EU trainings

MIG-H Training: Development of specific training modules for health professionals, law enforcement officers and trainers, on migrants' and refugees' health, addressing communicable diseases and mental health problems

- Enable frontline health, police and other professionals to develop key competences, which can support them in providing more appropriate health care to migrants and refugees
- Review of migrants' mental health status and review regarding prospective risks for communicable diseases in migrants and refugees
- Development of training materials, training of trainers and implementation of the training

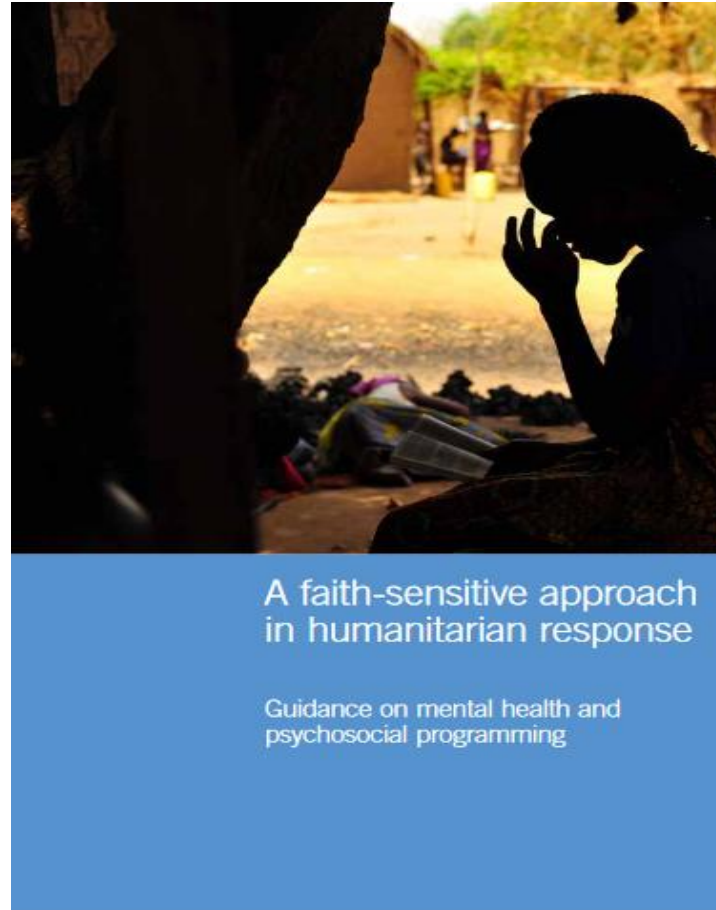
Mental health training package

Introduction to Mental Health and Migration
MHPSS assistance to migrants at sea, shores and borders (HPs)
MHPSS assistance to migrants at sea, shores and borders (LEOs)
Access to Mental Health Care Services (HPs)
Migrants self-support and coping mechanism (HPs)
Psychological First Aid (PFA) (LEOs)
Communication skills with Migrants for LEOs
Interpretation and Cultural Mediation (HPs)
Migration and Substance Abuse Linkages (HPs and LEOs)
Sexual and Gender Based Violence (SGBV) (HPs and LEOs)
Occupational health and self-care (HPs and LEOs)

This stress can be provoked and can be responded to throughout the Migration process

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- Arrival
- Integration
- Ports-points of entry
- Ports-points of entry
- The religious
- Livelihood and MHPSS integration

MHPSS and the religious



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MHPSS AND LIVELIHOOD INTEGRATION (MLI) MANUAL



MHPSS and Livelihood support

- Inability to provide for themselves as priorly done, financial hardship and uncertainty is a main cause of distress for people on the move.
- Being occupied or agent of response is a major source of solace from distress for people on the move.

Yet, some factors are often overlooked



Behavioural economics

Psychological readiness



Educational psychology

Capacity to absorb information,
concentrate, etc. when under severe
distress



Psychology

Effects of lower self esteem,
competition on general wellbeing

Important to mainstream MHPSS into livelihood activities

01

Adjust programs and stimuli to the list above (joint design, training of livelihood actors).

02

Understand economic and psychological trade offs of the activities proposed

03

Include positive psychoeducation in programs

04

Establish support groups

05

Offer non-compulsory counseling

Mental health
and
psychosocial
support of
people on the
move is
everyone's
business

- Even those you would not consider relevant at first glance.
- contactpss@iom.int