



Charter of Common Refugee Strategies
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ANALYSIS REPORT

Situation and Needs Analysis of Newly Arrived Refugees



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1 Analysis Report

1.1 Situation Analysis

1.2 Needs Analysis

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Each country report on which this report built upon is also available on the project website

<http://www.coresproject.net>

Electronic copy of this report is also available online on the project website.

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EXECUTIVE SUMMARY

Introduction

This study explores the current overall situation of refugees in six target countries (Bulgaria, Czech Republic, Greece, Italy, Spain, Turkey) in terms of citizenship, housing, healthcare, education, employment and social harmony. Following scientific research methods, it is developed in two dimensions (refugees and professionals). Two different data (current situation and needs) is collected from refugees and professionals, respectively. It also examines a range of integration measures adopted in these countries in an attempt to identify the main challenges and lessons learnt (situation and needs). The countries involved are the states of CORES project partners.

Policy Context

Member States have faced a variety of challenges following the arrival of over three million asylum seekers between 2015 and 2017. Meeting the basic needs of refugees, such as accommodation and social services, and funding integration initiatives put a strain on the public finances already strained by Member States. At the same time, Member States have set out to devise tailor-made integration initiatives that will address the unique needs of those refugees following their traumatic experiences, such as those with mental health needs. The degree to which the immigrants could engage in integration initiatives was also hindered by language barriers and low literacy levels. Such problems all include capacity building and the expansion of public service services. Negative public attitudes and, in some cases, employers' reluctance to recruit refugees have been another major challenge to social integration, especially where language and cultural barriers still prevail. At the same time, a significant proportion of refugees are at a disadvantage in a labor market that gradually needs more jobs with high and medium skill levels due to their lower skills and lack of formal education and qualification. This report examines integration measures across the six selected countries in terms of two main aspects: (1) situation, (2) needs. The situation and needs analysis are conducted across six topics (citizenship, education, accommodation, health, employment, social cohesion), respectively.

Since the majority of asylum seekers in the EU are young and male, family reunification is expected to increase in the immediate future as they are joined by spouses and other members of the family. In preparation for this, special integration strategies for these classes, which are more likely to join through another immigration channel (that is, legal migration rather than asylum law), need to be established by public authorities and services. This can restrict their right to special integration initiatives, as some exclusively target those with refugee status. It will be necessary to pay attention to gender-specific integration needs, given the probability that this community will consist primarily of women. Special interventions will also have to be established for children and significant consequences for living arrangements are likely to occur.

Key Findings

Situation Analysis

- Despite some progress in increasing the number of safe pathways to Europe, these opportunities are far too few to offer a feasible alternative to risky irregular journeys for people in need of protection. Further efforts are needed to increase access to existing legal pathways, including family reunification, additional resettlement places, which will complement

already existing commitments, to be made available for refugees, are required across Europe.

- The main response concerns in the crisis are protection risks and the lack of preparedness for temporary surges of migrant numbers. Coordination and information sharing between governments and humanitarian actors continues to be an issue.

Needs Analysis

- Those arriving in Europe need adequate reception and assistance, particularly those with specific needs, including unaccompanied and separated children and survivors of sexual and gender based violence, and access to fair and efficient asylum procedures. More solidarity is needed within the EU to ensure protection, including through efficient and speedy family reunion and relocation.
- There is a need for a comprehensive plan of action that will support long-term solutions to the complex issue of mixed migration and help address its root causes, in close cooperation with countries of origin and transit and in line with international law
- A common and collaborative approach among the citizens of target country, government agencies, NGOs and refugees is possible and could provide an effective response for people in need.

Recommendations

- As a result of this study, a comprehensive guide is needed for local authorities, adult education providers and other related institutions (such as NGOs) working with refugees including information about common values (social change, social development, social cohesion, social justice, human rights, empowerment, equality) and common subjects (citizenship, housing, education, healthcare, social harmony, employment) across Europe in order to provide informative, educational and supportive tools for adult education providers and professionals working with refugees to benefit from to ensure quality of services provided; to better understand refugees; to better integrate them into society.
- No country seems to be in a position to determine and move from a common point of view. With this guide, the assimilation of refugees can be prevented. It will surely serve as a protection of both sides (refugees and hosting society) in terms of rights and responsibilities.

INTRODUCTION

Scope of the study

Newly arrived refugees face difficulties in satisfying their basic needs; in accessing healthcare system of the host country, exercising their basic rights within the country, integrating into labor market, taking advantage of educational facilities, last but not least, socially integrating into society. In addition, poor level of finance and education, difficulty in accessing useful information, cultural differences and lack of guidance are among the evident barriers for newly arrived refugees to integrate into society.

In 2015, 1.255.600 first time asylum seekers applied for international protection in the Member States of the European Union (EU), a number more than double that of the previous year. The number of Syrians seeking international protection has doubled in 2015 compared with the previous year. This increase has negative effects on achieving developmental goals in terms of society and economy within the European Union.

This issue increases the demand for the basic needs of newly arrived refugees and provision of these needs. This is becoming a priority social policy area within countries with asylum seekers and refugees. Lack of informative, educational and supportive tools make refugees less likely to seek remedy for health, follow advices from the authorities to find official employment. In addition, lack of language skills creates another barrier for newly arrived refugees to understand bureaucratic procedures to integrate into society.

On the other hand, lack of informative, educational and supportive tools for adult education providers and professionals working with refugees to benefit from in order to ensure quality of services provided; to better understand refugees; to better integrate them into society.

As a result, it is aimed to conduct study on current overall situation of refugees in partner countries in terms of citizenship, housing, healthcare, education, employment and social harmony. Following scientific research methods, this analysis report is developed in two dimensions (refugees and professionals). Two different data (current situation and needs) is collected from refugees and professionals, respectively.

This analysis contains two different information. The current situation of refugees across Europe is important in assessing the refugee crisis and its burden on the local governments. It also includes information about problems professionals facing currently. On the other hand, the report contains information about needs of both the refugees and the professionals in order to best address this common problem.

The report is suitable for following groups:

- Refugees
- Professionals: adult education providers, trainers, policy makers, politicians and specialists.
- NGOs and local authorities working with refugees.
- People interested in integration issues

Since this study involves different stakeholders (refugees, professionals, authorities) and many different priority areas, it also contributes to potential of transferability to different sectors (public, private).

Methodological Approach

Qualitative research method is used to reveal the current situation and determine the needs of migrants and refugees. The study was carried out in six different countries: Turkey, Bulgaria, Czech Republic, Spain, Greece and Italy.

Hacettepe University (HU) carried out pilot-interviews with 10 refugees and 10 professionals in order to design semi-structured questionnaire forms. Through using qualitative research method, HU interviewed

a total of 20 participants for at least 30 minutes each. After development of the questionnaire forms, all partners conducted in-depth interviews with five (5) refugees and five (5) professionals. Each interview lasted between 40-60 minutes. Each form consisted of two (2) parts: in the first part participants were asked for demographic information and in the second part they were asked other issues related to the project. Each interview with each person lasted at least an hour. As a result, 132 people participated in data collection.

1. RTEU and HU from TURKEY

In this project, it is aimed to ease the burden of refugees' crises left on governments in EU; and to contribute the newly arrived and host society mutual acceptance. Although the aim of this project is primarily to develop the tools that professionals working in the field of adult education providers will use during their practice by addressing current practices and difficulties arising from the current situation. For this aim, semi-structured interviews were conducted with refugees and professionals who work for them living in Turkey, Spain, Italy, Bulgaria, Greece and Czechia.

The part of this project held in Turkey, was carried out with refugees and professionals in non-governmental organizations which are highly active in serving for refugees and asylum seekers. Preliminary interviews were held with 10 refugees and 12 professionals to form the semi-structured interview forms. To achieve the project goals, semi-structured in-depth interviews were held with 5 professional staff working in various non-governmental organizations in Ankara and 5 non-Syrian asylum seekers from two of these non-governmental organizations. After the records of the semi-structured in-depth interviews was transcribed and analyzed with a phenomenological approach and MAXQDA 12 package program, which is one of the qualitative research programs, was used. The interviews were held between April 18 - September 16, 2019. Interviews range from 50-90 minutes.

As a result of this work, the existing problems of refugees in Turkey have been identified in the field of health, social cohesion, education, citizenship and employment. Subsequently, solutions were developed in order to create strategies that will facilitate the lives of refugees, by revealing the difficulties that refugees face in the aforementioned areas.

2. KUTU from BULGARIA

KUTU held two meetings (group discussions between refugees, migrants and experts) and took ten interviews from three migrants, two refugees and five experts working in different fields. The group discussions were very fruitful and rewarding for all the participants and gave multiple perspectives in regard to the needs of refugees, migrants and professionals working in reception centres and other responsible institutions in Bulgaria. People from Russia, Syria and Ukraine shared their experience which proved that there are differences in terms of acquiring citizenship, finding accommodation, education, etc. Overall, we found that there are legal procedures which are accessible for refugees and migrants. However, some of them are not especially clear, nor are they always effective. For example, the policies for obtaining citizenship are in place, and yet it is extremely difficult for refugees to actually go through the whole process and acquire citizenship. The case for migrants is slightly easier, nevertheless is still requires tremendous amounts of efforts and patience. Another issue that is common in most cases is that refugees and migrants (depending on their nationality) face discrimination and racism. In regard to healthcare refugees and migrants share that it is fairly easy to receive medical treatment, but it is rarely of high quality. One of the serious issues is connected to having a general practitioner assigned as it is necessary for prescription of medication, medical referrals, etc. In terms of accommodation, people who have been granted refugee or humanitarian status are provided with housing and food during their stay. Afterwards they have to find new accommodation which is usually a difficult task due to the language barrier and general mistrust on the part of the landlords. The situation regarding education is quite similar – refugees and migrant children are enrolled in schools, but the system is not well-adapted as teachers are not sufficiently prepared to work with these specific target groups. When it comes employment, participants shared that despite there are no restrictions or any serious administrative setbacks, there is lack of proper information and also as was the case with finding accommodation, language barrier and discrimination

are still major problems that refugees, and migrants have to deal with. Lastly, in respect of social harmony most of the participants said that they are more or less well-received by the rest of the society. Experts on the other hand shared different observations – the national policies of integration are not very effective, and the public attitude is unwelcoming and often hostile when it comes to differences of any nature. Judging by all the observations and experience shared in the group discussion we can conclude that there are working policies in all aspects connected to the lives of refugees and migrants, but they are far from being perfect and there is still a long way until the whole system is properly developed and effective.

3. REINTEGRA from CZECH REPUBLIC

REINTEGRA arranged a meeting with migrants and refugees from Syria, Russia, and Ukraine and experts working in different fields. The participants spoke very openly about their problems in finding a job and accommodation, stated their difficulties with health insurance, social inclusion and shared their stories about their arrival and stay in the Czech Republic. Concerning citizenship, we found out that applying for citizenship is a very difficult process for them, quite often unsuccessful and that they rather accept asylum status. The main reason for not applying for citizenship is their bad knowledge of the Czech language for taking the Czech language test and that they do not have long-term jobs. The topic of education was discussed mainly in terms of language learning. Participants mentioned the lack of time for learning the Czech language because of long working hours and a lack of specialization in language courses for their field. Many migrants have limited access to health care, which is diversified and depends on the type of stay and employment that migrants in the Czech Republic have. Commercial health insurance proves to be very problematic. The system creates many vulnerable groups – e.g. new-born children of migrants (except for those whose parents reside) that cannot sign up for public health insurance. Commercial health insurance is also very expensive and does not pay for prevention examinations. The access to health care for migrants improves with the length of stay. Migrants and refugees also described the problematic attitude of medical staff. If a person has a foreign name or appearance, doctors or nurses treat him arrogantly. From the answers, we found out that the level of housing is very low and unsatisfactory, and that migrants and refugees do not always have the opportunity to simply change their housing situation. The price of accommodation, residence status, or employer conditions plays a role in their decision-making. Mostly it is accommodation in dormitories or housing in apartments in large numbers of people. Regarding employment, there is no longer such a problem to get a job, especially in construction, but mainly there are low-skilled positions and they face the impossibility to work in their field. The issue is working without a contract and the resulting non-payment of insurance by the employer. The lack of knowledge of the language was also related to their inclusion, as it made it difficult for them to adapt to the new environment. The language barrier deepens their feelings of loneliness, increases stress and social isolation. Migrants and refugees also suffer from frequent social prejudices such as “Muslims are terrorists and hurt women, Ukrainians are uneducated and good only for manual labour” etc. As a result, they feel excluded from society and not accepted, which deepens their feelings of loneliness and deprives them of any further efforts to engage in public life. Integration into society is a very demanding process for a significant part of migrants. There are many issues to face: insecurity in the new environment, lack of social networking and knowledge of the language, difficulties in finding a job, discrimination in the housing market and hate-hacking experience.

4. IFES from SPAIN

This needs analysis report is about the perception and knowledge of participants (experts and refugees) regarding the current situation of refugees at national level in Spain. We have analysed different items like citizenship, education, accommodation, health, employment and social cohesion. All these factors are absolutely essentials to ensure that refugees receive proper treatment and their fundamental rights are respected. This report is the result of interviews and group discussions with refugees and experts who are dealing with the topic, in order to find the key points which affect directly the status of refugees. Statistics and current affairs clearly indicate that Spain has somehow avoided the populist anti refugees' wave which has swept most of Europe. But through this report we try to check if the national country's

policies are really “refugee-friendly”. It seems that the autonomous communities across Spain want to welcome refugees, but the decision lies with the central government. And although some people say that the current government hasn’t been pursuing policies to help people coming from conflict zones and to provide them with adequate facilities, looking at the comparative situation, Spain is not doing too bad. The central government has several initiatives for documented migrants and refugees. But there are always many things to improve, in every field, as it can be seen in the report. Anyway, many experts believe that migration will not stop unless the factors that lead to people seeking refuge or inequalities that force people to migrate in their home countries are dealt with.

5. AKETH from GREECE

According to the UN refugee agency UNHCR, 10,258 migrants arrived in Greece in September. That’s the highest monthly total since 2016, when the European Union (EU) reached an accord with Turkey to stem the flow of migrants to the EU. The recent spike in migrants arriving in Greece has left the already overburdened EU member state once again in a precarious situation. (unhcr) Over 79,900 refugees and migrants reached Europe via land and sea routes between January 1 and the beginning of October 2019. The vast majority, over 45,500, reached Greece. Meanwhile, over 24,000 arrivals were recorded in Spain, around 7,900 in Italy and almost 1,600 in Malta. (situations)

Last year, the total number of migrants and refugees who reached different European states stood at 141,472. In 2017, total arrivals stood at 185,139, in 2016 they were over 373,600 and in 2015 at the peak of the crisis, over one million (1,032,408) people reached Europe in search of political asylum and a better life. (situations)

The arrivals in 2019 to date do not reflect a drastic increase from last year’s numbers, but the already overburdened Greek mainland and the islands have, once again after 2015 and 2016, become the main port of entry. Over 10,300 migrants and refugees reached Evros via land routes till early October. It is Greece’s northernmost region that borders Turkey to the east and Bulgaria to the north and the northwest. The rest, over 38,000 people, reached the Greek islands from Turkey via the Aegean Sea. (situations)



Most common nationalities of sea arrivals (since 1 January 2019)

| Country of origin | Source | Data date | Population | |
|------------------------|--------|-------------|------------|--------|
| Afghanistan | | 30 Sep 2019 | 38.2% | 13,820 |
| Syrian Arab Rep. | | 30 Sep 2019 | 25.3% | 9,133 |
| Others | | 30 Sep 2019 | 13.4% | 4,848 |
| Dem. Rep. of the Congo | | 30 Sep 2019 | 7.8% | 2,819 |
| Iraq | | 30 Sep 2019 | 6.8% | 2,465 |
| State of Palestine | | 30 Sep 2019 | 5.6% | 2,040 |
| Iran (Islamic Rep. of) | | 30 Sep 2019 | 1.8% | 654 |
| Stateless | | 30 Sep 2019 | 0.5% | 187 |
| Pakistan | | 30 Sep 2019 | 0.2% | 85 |
| Kuwait | | 30 Sep 2019 | 0.2% | 71 |
| Algeria | | 30 Sep 2019 | 0.1% | 19 |

This Need Analysis Report Document is about the general situation of the refugees in Greece, more specifically in Trikala. The document contains the summary of the interviews that were taken from the providers of urban accommodation and cash assistance to refugees and asylum-seekers in Greece. The interviews that were needed for the Intellectual Output 2 of the project were done in Trikala with 5 professionals more detailed; the trainers for English and Greek Language teachers for refugees and with the local city councilors that has worked with multiple organizations for the welcoming of refugees.

6. EGINA from ITALY

Egina led two focus groups, one group was composed by young refugees and asylum seekers (males and females) and the other by professionals who work in the field of hosting, health and psychological well-being of the reception programs. We also conducted 10 interviews: 6 to young refugees and asylum seekers belonging to the SPRAR project, 2 interviews with teachers and trainers specialized in the training of vulnerable groups, 2 interviews with professionals of the third sector. The refugees and asylum seekers interviewed come mostly from sub-Saharan Africa and are beneficiaries of the SPRAR project. The Protection System for asylum seekers and refugees (SPRAR), is made up of the network of local authorities that can access the National Fund for asylum policies and services for the realization of integrated reception projects. Through this system, local authorities guarantee “integrated reception” interventions that are not limited to the distribution of food and accommodation, also providing information, assistance and orientation measures in a complementary way, through the construction of individual socio-economic insertion paths.

1. SITUATION ANALYSIS



1.1. CITIZENSHIP

1.1.1. TURKEY

Turkey is a country of transit and destination for numerous refugees and asylum seekers due to its geographical location. The concepts of asylum seeker and refugee were defined in 1951 Geneva Convention and it was also indicated that if the refugees spend five years without exiting from the country, they can become a citizen of the country they stay.

However; in the Republic of Turkey, the individuals coming from countries outside of Europe are taken into the scope of “conditional refugee” status until they settle in the third country due to the geographic limitation imposed by Turkey for Geneva Convention. Those individuals wait for going to a third country in Turkey. Therefore, the asylum seekers in Turkey cannot apply for a citizenship.

The international protection applications are made to the governors’ offices. Interviews are conducted within a month after the date of application and the results are announced after six months. In the meantime, the applicants have to reside in a reception centre, place or province provided by the Republic of Turkey.

The individuals under international protection have a right to education from primary and secondary schools like the Turkish citizens free of charge and from the higher education institutions unlike Turkish citizens by paying school fees during the period they stay in Turkey. They need to apply for work permit through the provincial directorates of the Ministry of Family, Labour and Social Services to be employed. They also need to apply to the Social Assistance and Solidarity Foundations in the region they stay like the Turkish citizens who are not within the scope of social security and to pay a contribution and share

for the medicines they buy to benefit from the healthcare services. They need to get permission of the Directorate of Immigration Services in the province they stay to travel within the country.

The children of the individuals under international protection in Turkey who were born in Turkey have some troubles to reach for citizenship and they cannot be a citizen since they were born in the country. Besides, different practices and regulations on being a citizen and the weak co-ordinations between the provincial directorates of immigration services also pose difficulties for the individuals under international protection.

1.1.2. BULGARIA

Acquiring citizenship is one of the main pillars for successful integration of refugees and migrants, providing them with a sense of identity and a wide range of rights.

Being a matter of grave importance both for the host country and those who wish to acquire citizenship in Bulgaria, there are straightforward conditions that have to be respected and refer to:

- Persons granted refugee status not less than three years before their application.
- Persons granted humanitarian status not less than five years before their application.

Besides this time restricting requirement, there are several conditions and documents that have to be acquired in the process of the application:

Conditions:

- The person has reached adulthood
- The person has a clean criminal record
- The person has a source of income or occupation that guarantees means of livelihood

Documents that have to be attached to the application for citizenship: [please click here](#)

The **time limit** for examining the application is usually 18 months but this can vary depending on the specific case.

If an applicant is approved for citizenship, there is an interview that aims to determine a number of things such as language competence, general knowledge and cultural awareness, etc.

Apart from the administrative side there are sometimes other factors that may impede the acquirement of citizenship. The reasons are different but some of the common issues are related to legislation discrepancies, confusing administrative practices, discrimination, etc.

Overall, the policy for granting Bulgarian citizenship plays a significant role in the management of migration processes. It helps the government to prevent actions posing threat to national security. There is also a tendency to extend the admission of students who are third-country nationals of Bulgarian origin, as well as refugees who can be a benefit to the development of the Bulgarian society. An application submitted on the grounds of Bulgarian origin (90% of all files) has a greater chance of being approved and the time for granting citizenship is significantly less.

1.1.3. CZECH REPUBLIC

As of 1. The Czech Citizenship Act expressly states that there is no legal entitlement to being granted Czech citizenship. Decisions on Czech citizenship applications are in the purview of the [Ministry of the Interior](#).

The statutory conditions for gr January 2014, the rules for granting Czech citizenship are laid down in Section 11 et seq. of [Act No. 186/2013 Coll., on Czech citizenship and on amendments to certain acts \(the Czech Citizenship Act\)](#) anting Czech citizenship are as follows:

1. The applicant, on the date of filing the application, has resided continuously in the Czech Republic based on a residency permit

- a. for at least 5 years
- b. for at least 3 years, if the applicant is a citizen of an EU Member State, Switzerland or a country that is a party to the Agreement on the European Economic Area (Norway, Iceland and Liechtenstein) or
- c. for a period that, together with the immediately preceding authorised residence in the Czech Republic, totals at least 10 years.

Any authorised residence in the Czech Republic before one reaches 18 years of age is included in the residence period requirement under letters a) and b) above.

2. The applicant has to prove that he or she has truly been living in the Czech Republic for at least half of the residence period specified in the previous point. Even the foreigner's absence from the Czech Republic is included into this period, provided the various periods of absence have not exceeded two consecutive months or, for serious reasons, six consecutive months (a serious reason is deemed to be, in particular, pregnancy and birth of a child, studies, professional training or a business trip).

3. An applicant who is more than 15 years old

a) must not have received a final, unconditional prison sentence for an unintentional or intentional crime

b) has to prove, if he or she has lived in the Czech Republic for less than ten years, that in the country of which he or she is a citizen, provided the applicant has not been granted international protection in the Czech Republic in the form of asylum or additional protection, or in a country in which he or she has lived continuously for more than six months in the last ten years after reaching 15 years of age prior to filing the application, had never received a final, unconditional prison sentence for an unintentional or intentional crime.

The condition under letters a) and b) shall be deemed fulfilled if the applicant is viewed as not having been sentenced or if the applicant had been sentenced in the foreign country for an act that is not considered a crime under Czech law.

4. The applicant has to demonstrate knowledge of the Czech language. This condition is deemed fulfilled if the applicant documents that he or she has completed at least three years of basic, secondary or post-secondary school where classes were taught in Czech or if the applicant is less than 15 years old or more than 65 years old on the date of filing the application or if the applicant is physically or mentally handicapped, which fact prevents him or her from learning Czech.

5. The applicant has to demonstrate basic knowledge of the constitutional system of the Czech Republic and a basic understanding of Czech culture, society, geography and history. This condition is deemed fulfilled if the applicant documents that he or she has completed at least three years of basic, secondary or post-secondary school where classes were taught in Czech or if the applicant is less than 15 years old or more than 65 years old on the date of filing the application or if the applicant is physically or mentally handicapped, which fact prevents him or her from learning about the constitutional system of the Czech Republic and obtaining a basic understanding of Czech culture, society, geography and history.

6. The applicant, in the three years preceding the filing of the application, had not breached in any serious way their obligation stemming from other legal regulations on foreigners entering and living in the Czech Republic, public health insurance, social security, pension insurance, employment, taxes, excise duties, contributions and fees, child support with respect to a child with permanent residency status in the Czech Republic, or public law obligations to the municipality in which he or she is registered to live if the obligations are imposed by the municipality in the scope of its autonomous powers.

7. The applicant has to demonstrate the amount or source of their earnings or fulfil the reporting duty connected to the cross-border transport or cashless transfer of funds from abroad and that he or she pays tax off his or her income in the declared amount, unless this obligation is fulfilled by some other person according to a different legal regulation. The applicant is obliged to demonstrate the facts in the previous sentence for the three years that precede the date of filing the application.

8. The applicant has not burdened the Czech welfare system or material need system substantially or without serious reason in the last three years. Substantially burdening the welfare or material need system is understood as the applicant being predominantly dependent on benefits provided under the welfare or material needs system; this does not apply to if the person in question is unable to work due

to his or her state of health, is training for a future profession, or is drawing maternity or parental leave or is continuously caring for an individual dependent on such care.

The Czech Citizenship Act further enshrines statutory reasons based on which it is possible to exempt applicants from some of the above conditions for granting Czech citizenship.

In addition to the statutory conditions for granting Czech citizenship, as these are specified above, the Czech Citizenship Act expressly states that Czech citizenship may be granted to an applicant if he or she is integrated into Czech society, especially if the integration relates to family, work or society. It is also expressly stipulated that Czech citizenship cannot be granted to an applicant who is a threat to the security, sovereignty, territorial integrity and democratic foundation of the country as well as to life, health or property.

The Czech Citizenship Act allows for the simplified granting of Czech citizenship to natural persons (individuals) who have permanent residency in the Czech Republic and granting them Czech citizenship would be a significant benefit for the Czech Republic in terms of science, education, culture and sport, would help fulfil the international commitments of the Czech Republic or serve humanitarian purposes, or it would be in the interests of the country in some other way. Such applicant need not demonstrate the statutory conditions for being granted Czech citizenship, with the exception of the condition of a clean criminal record. The applicant's significant contribution to the Czech Republic is confirmed by the appropriate public authorities, universities and public research institutions.

1.1.4. SPAIN

There are several criteria foreseen by the law for obtaining the Spanish nationality:

- Spaniards of origin: applicants born from a Spanish national mother or father, or applicants born from foreign parents but who have at least one parent was born in Spain.
- Residence in Spain: which vary depending on the nationality and status of the applicant. These are:
 - 5 years for refugees and 10 years beneficiaries of subsidiary protection;
 - 2 years for nationals of Spanish American countries, Andorra, Philippines, Guinea, Portugal or Sefardies;
 - 1 year for applicants who were born in Spain and those who were under public guardianship for a period of 2 years, applicants married to Spanish nationals for at least 1 year, widows of Spanish nationals, and Spanish descendants.
- Possession: applicants of Spanish citizenship during 10 years continuously;
- Option: applicants who are or have been under Spanish custody (**patria potestad**) or with Spanish nationals or born parents.

The management of the naturalisation process is undertaken by the Directorate-General for Registers and Notaries. The procedure is exclusively administrative and Civil Registers participate in the final oath taken by the naturalised person.

The application is submitted through an online platform, a website which will allow starting the process immediately with the request of the necessary documents and the assignment of a registration number.

Another feature of the procedure of acquisition of Spanish nationality by residence is the replacement of the interview on integration with two examinations or tests to be carried out at the Headquarters of the Cervantes Institute. The first test assesses the knowledge of the Spanish language (except for countries that are already Spanish speaking). The second test is on knowledge of constitutional and socio-cultural aspects of the country (CCSE). This second test consists of 25 questions, 13 of which must be correct to pass the exam. Neither disabled persons nor children go through these tests. 5 calls are scheduled for the taking of the first test and 10 for the second.

The CCSE tests have been subject to several critiques, and often sarcasm, due to the type of information that can be asked, as it seems not to be relevant to assessing the degree of integration of the applicant, and as many organisations and newspapers have pointed out that most of the Spanish population would not know to answer either.

Costs foreseen under the whole procedure include 100 € tax for naturalisation, plus 80 € and 120 € for taking the first and second exam.

The whole naturalisation process is known to be quite tedious, and overall very long. The average duration of the process reaches a minimum of 1.5 years. Despite the recent measures taken by the government, the system still faces serious backlogs, with 400,000 applications still left to be assessed as of June 2018, only just 5 officers in charge of dealing with them. In November 2018, the Ministry of Justice announced a plan with measures to resolve the backlog of around 360,000 of pending applications, including through the possibility of contracting about 100 professionals.

1.1.5. GREECE

If you have refugee status or subsidiary protection in Greece, you may eventually be able to apply for citizenship.

If you obtain Greek citizenship, you will get a Greek ID and enjoy the same rights as Greeks and other European Union citizens. For example, you will be able to live in another EU country, which is something you cannot do as a recognized refugee. Also, you will be able to vote in Greek election.

You need to wait until 3 years after the date you got your [refugee Residence Permit](#) to apply for Greek citizenship. You have to prove you have lived legally and continuously in Greece for the entire 3 years.

To apply for Greek citizenship, you also must:

- Be over 18
- Have a clean criminal record
- Not be in the deportation process

Those aren't the only requirements for getting Greek citizenship. During the process, you will also have to show that you know Greek and have integrated into Greek society.

In addition to this, being born in Greece does not give Greek citizenship to a child who is not of Greek descent or origin. Also, just being born on Greek territory doesn't give you the right to apply for Greek citizenship.

When both parents are non-Greek, their child who was born in Greece can get Greek citizenship, only if:

- Both parents have lived legally and continuously in Greece for at least 5 years before the child's birth
- The child has been registered at primary Hellenic school (UNCHR)

1.1.6. ITALY

The term **citizenship** indicates the relationship between an individual and the national state; it is a status to which the legal system links the fullness of civil and political rights.

Many migrants and international protection holders face difficulties related to insufficient knowledge of the services offered, the lack of homogeneity of administrative procedures and the lack of knowledge of the functioning of the public administration.

Refugees, having a well-founded fear of persecution, cannot ask for documents and certificates to prove personal states and facts to the authorities of their country of origin, including consular representations abroad, and this can lead to significant problems in some administrative procedures, since the lack of such documentation could prevent the exercise of fundamental rights.

The social inclusion process must make access to information on individual rights and duties and on the services available, as well as an adequate orientation towards their use and, indeed, one of the declared objectives of the National Integration Plan is to enhance the information of international protection holders about their rights and duties.

Italian citizenship is acquired *iure sanguinis*, which means that you are Italian if you are born in Italy or adopted by Italian citizens.

Citizenship can also be requested by foreigners who have resided in Italy for at least 10 years and are in possession of certain requirements. In particular, the applicant must demonstrate that he/she has sufficient income to support him/herself, that he/she has no criminal record, that he/she is not in possession of impediments for the security of the Republic.

It is also possible to become an Italian citizen by marriage.

The refugee is entitled to Italian citizenship if he/she has legally resided in Italian territory for at least 5 years and has income for three years.

Foreigners with subsidiary protection as well as those who have humanitarian protection do not benefit from the same facilities available for the refugee.

If the refugee status has been recognized, the documents required to ask for Italian citizenship are:

1. Notarial deed signed in the Court replacing the birth certificate, in which personal details are declared, and replacing the penal certificate in which is declared that the applicant has not reported criminal convictions or that he/she has ongoing criminal proceedings in the country of origin
2. Certified copy of recognition of refugee status

It is also possible to make this declaration to the Mayor or one of his officers or the municipal secretary.

Required documents: an identity document, both as regards the applicant and the witnesses, who must be present and enjoy civil rights. Specific documents are also required depending on the deed to be drawn up. For those who apply to the Court, a revenue stamp is also usually required.



1.2. EDUCATION

1.2.1. TURKEY

The policies and practices related to the refugees' education in Turkey are set forth by the Ministry of National Education. Even though right to education is one of the fundamental human rights, there are some difficulties for the asylum seekers living in Turkey to receive education services.

The first of the main problems of the children of refugees related to education is to be educated in their own language. Being educated in Turkish before they are fluent makes the children of asylum seekers to fail. Besides; since those children have some difficulties to follow the courses and cannot communicate with their teachers and friends, they do not want to go to school.

The second problem is peer bullying which the children of asylum seekers have to face with. The children from the local community can marginalize the children of asylum seekers due to several reasons and they exclude them and also use physical and psychological violence against them.

The children of asylum seekers who started their education in their own country and passed a couple of grades have to continue their education from the first grade or by falling a couple of years behind the grade they should actually be due to several reasons. Therefore, they see themselves as less successful and they cannot keep motivated to continue to school.

Since the parents of the children of asylum seekers have financial difficulties, they cannot cover the fundamental education costs, and it prevents their children to continue their education. Besides, limited income of the asylum seeker parents leads the children to work too. Since the schools have insufficient

counselling services, the teachers are not qualified enough to have experiences and skills with multi-cultural student environments and some teachers have discriminative attitudes and prejudices; the children cannot deal with the problems they encounter and they lose their interest against the education system.

The adult refugees have opportunities to continue to the courses to learn Turkish and acquire basic occupational skills by enrolling in the Directorates of Public Education Centres or in the community centres of the several non-governmental organizations in the region they stay.

1.2.2. BULGARIA

Education is certainly an essential part of the successful integration of refugees and migrants. Currently there are a number of regulations and practices allowing them to receive access to the general education system and other educational possibilities. There are also some obstacles and specific areas that need to be further developed in order to make the system adequate to the needs of refugees, migrants and the institutions working with them.

The access to the educational system in Bulgaria for refugees is free (except for higher education) and provided under the same conditions as for Bulgarian citizens. It is divided into several groups: pre-school education, school education, individuals who have reached the age of 16 and higher education.

- Pre-school education is provided by kindergartens or primary schools.
- School education is provided by schools. There are set conditions for those who hold a document proving they have completed a stage or degree of education.
- Individuals who are 16 or above can continue their education in different forms such as:
 - evening classes
- An independent form of education (self-preparation, followed by exams in the subjects of the school curriculum).
- Higher education in universities in the Republic of Bulgaria. Foreigners granted international protection may apply following the admission procedure and paying the corresponding fee

There are specific conditions for admission for all of these groups which are under the terms and procedures that apply for Bulgarian citizens. Click [here](#)

In addition to the educational system, there are a few other educational possibilities for refugees such as:

- Bulgarian language training for adults
- Academic Bulgarian language courses
- Access to vocational education and training.
- University courses dedicated to continuing education in different fields.

Overall, there are plenty of opportunities for refugees to acquire a degree of education or qualification in order to enter the labor market or continue their education. However, the quality of education offered to refugees and migrants is often low and insufficient, even though education is one of the priorities of the National strategy on migration, asylum and integration.

One of the main obstacles is the lack of preparation, qualification and knowledge of teachers and trainers who are in charge of offering education to refugees and migrants. Teaching refugees in a multicultural environment requires specific training and qualification. Coordinated efforts and coordination with the Ministry of Education, Youth and Science is a necessary step that can resolve the issue and help both refugees and professionals working with them.

Another obstacle is that refugees and migrants are not so well-received at schools by the local community. Once more, this is due to the fact that professionals (and other people involved) working with them have not acquired adequate and appropriate training, which in turn sometimes leads to the absence

of understanding between refugees and locals.

In short, refugees and migrants have access to education but the system is limited and underdeveloped. There are a few opportunities offered by the NGO sector, however their resources are insufficient to offer high quality education. The national strategy for migration, asylum and integration has set up a plan to overcome the obstacles, but those measures need to be adequately coordinated and put in place.

1.2.3. CZECH REPUBLIC

Refugee children in the Czech Republic, have according to the legislation (School Act 561/2004), the same access to education as children of Czech nationality and also the obligation of nine-year compulsory school attendance (Art. 20). At the same time Asylum Act 325/1999 imposes the obligation of education of asylum-seeking children on the Ministry of Education of the Czech Republic.

The Act 561/2004 imposes obligation on elementary schools to educate children up to the age of 17 years. For young people older than 17 years without elementary education there exists a possibility to gain it in special one-year courses (free of charge) organized by elementary or secondary schools (Art. 55). Each region is obliged to have at least one school offering such courses. There has been a case observed, however, where only people with accomplished 7th or 8th grade of elementary school were entitled to attend these courses. Legislation itself, however, does not define any such limits. This possible limitation can become a huge obstacle for many young refugee people to gain elementary education in the Czech Republic.

Recognized refugees have access to Czech language education within the State Integration Programme (SIP) in the amount of 600 hours (group courses) or 400 hours (individual courses). According to the current information from the Ministry of Education such courses are available for people aged 16 and older only, thus leaving the language education of children attending elementary schools solely on them. The Act 561/2004 (paragraph 20) defines classes for language preparation, however, these are available for citizens of the EU only.

The main and the most devastating effect has been identified in the current inappropriate class placement of migrant students. The current practice shows that 16 to 17 year old students are frequently placed into fourth grade or a similar level. Not only does it prove to be completely socially inadequate and demotivating for the students in question, but there is also another very alarming consequence. According to the current legislation (Act 561/2004) elementary schools can educate children only up to their age of 18 (until the end of the school year during which the child turns eighteen).

School environment is, however, not only an important integration tool for children, but for their parents as well. If parents are not fully involved in the educational process of their children, they are deprived not only of their right to choose education for their children, but also of many integration possibilities such as parental meetings, whole school events, after-school clubs etc. which could significantly add to parents feeling welcome in their local environment.

1.2.4. SPAIN

Children in Spain have the right to education, and the schooling of children is compulsory from age 6 to 16. This right is not explicitly ruled under Asylum Act but it is guaranteed by other regulations concerning aliens and children.

Minors' protection-related issues fall within competence of the Autonomous Communities, which manage education systems on their territory and must guarantee access to all minors living thereon. Asylum seeking children are given access to education within the regular schools of the Autonomous Community in which they are living or they are hosted in.

The scheme followed for integrating asylum seeking children in the school varies depending on the Autonomous Community they are placed in, as each regional Administration manages and organises school systems as they rule. Some Communities count on preparatory classrooms, while others have

tutors within the normal class and some others do not offer extra or specialised services in order to ease the integration within the school.

In the practice, asylum seeking children are usually put in school, even during the first phase in which they are accommodated in asylum facilities.

Nonetheless, shortcoming concerning asylum seeking minors accessing education have been reported concerning children hosted in the CETI in periods of overwhelmed conditions due to extreme overcrowding.

In addition, particular difficulties were reported by Asociación Harraga regarding a large group of minors living in the streets of Melilla, who do not have access to basic social services to whom they are entitled. These adolescents, mainly from Morocco and Algeria, are under the guardianship of the Melilla's Autonomous administration, as they entered Spain as irregular unaccompanied minors or unaccompanied asylum seekers.

Due to the conditions of the Melilla's Centre of Protection of Minors in which they should live because they are under the administration's custody, they prefer living in the city's street and trying to reach the Spanish Peninsula hiding in transport. In 2017, this group is estimated to involve more than 100 children. This situation persisted in 2018, and it is estimated that between 50 and 100 children live on the streets of Melilla.

After the death of an unaccompanied Moroccan 16-year-old boy in Ceuta, Save the Children also denounced the abandonment of unaccompanied children in the two Spanish enclaves, estimating that, out of 250 unaccompanied children under the responsibility of the city of Ceuta, around 50 leave on the street. The organisation estimates that around 100 children are homeless in the two cities.

No major differences are reported between the situation of asylum seekers and beneficiaries of international protection. Nonetheless, concerning this topic and many others related to their rights and protection, refugee unaccompanied minors are the most vulnerable collective, and are sometimes excluded from education or vocational training. Obstacles faced by these minors concern the lack of proper attention paid by administrations that have their legal guardianship.

1.2.5. GREECE

Education is compulsory for all children in Greece, including refugees and asylum seekers, boys and girls, who are aged between 5 and 15 years old. Compulsory education includes pre-primary (one year), primary and lower secondary education. Primary education (Demotiko) lasts six years, lower secondary education (Gymnasio) lasts three years. Upper secondary education lasts three years and includes unified upper secondary school (Eniaio Lykeio) and technical vocational school (TEE). Students may choose between vocational or academic courses at the age of 15, at the end of Gymnasio. (UNCHR)

Pre-school education

In Greece, children aged six months to five years old can attend infant centres (vrefonipiakos stathmos).

If refugee child is aged between 2 and a half and 5 years, you can request a place in a child centre (paidikos stathmos), which are either run by the municipalities or privately funded. From the age of four, children can attend a pre-primary school (nipiagogeio), which is compulsory after the age of five.

If refugee lives in an open accommodation facility (camp), you may access the pre-primary schools that the Ministry of Education plans to establish.

If refugee lives in a city, you may go to the nearest pre-primary school to enroll his/her child.

He/She will need to complete an application, submit a document that proves your address and present the 'booklet of health' of the child that will also prove that she or he has been vaccinated. (UNCHR)

Primary and lower secondary (Gymnasium)

If refugee child will turn six years old, she or he may be enrolled in the A class of the primary school.

For children who are older than six years, parents must present a relevant certificate or declare how many years they previously attended school and in which country.

If refugee lives in an apartment or hotel or a building in a city, he/she may register children aged between six and fifteen years old in educational classes. Morning classes are conducted in Primary schools and in Secondary schools there is a 'Zone of Educational Priorities' (ZEP) program operated by the Ministry of Education. Children attend school together with Greek nationals. Reception classes will be established in order to provide additional support, in particular for Greek language comprehension.

The refugees need to go to the school that is nearest to their residence and say he/she want to register your children at the school. The most important document he/she needs to take with is proof that your children have received relevant vaccinations.

If the refugee child has attended secondary education in your country or in another country, the parents of the student may present the relevant certificate of attendance. If they do not have a certificate of attendance, his/her child might be able to undertake an examination before a committee. (UNCHR)

1.2.6. ITALY

Learning the Italian language provides a right but also a duty, given that language is the essential prerequisite for a concrete path of social inclusion, which includes the possibility to interface with the local community, access to the labor market and public services.

The aim of the National Integration Plan is to encourage the learning of the Italian language throughout the reception system, with particular attention to the structuring of the "Regional plans for language training" also thanks to AMIF funding.

This result should be achieved through:

- An initial test to better evaluate the student's linguistic level and to help define the most suitable teaching method
- Plan specific support initiatives for the illiterates
- Make the participation in the language courses held in the centers compulsory, adopting all the necessary measures to improve and simplify participation, including the provision of incentives connected to socio-working inclusion paths and economic penalties (pocket money)
- Encourage participation in language courses also offered by the third sector associations, also by promoting initiatives for relations with the welcoming social context
- Provide language courses with teachers specialized in teaching Italian at level L2, with the use of interactive and experimental methodologies.

The SPRAR project recognizes the fundamental role of the beneficiaries' knowledge of the Italian language and often organizes language courses and customized micro-language courses, also functional to practical activities, such as having a job interview.

The "Security and Immigration Decree" has established a reduction in the funds provided to the SPRAR, which are devoted to the cooperatives that operate in the reception field, to cover expenses such as food, accommodation, salaries of the staff of the reception centers, language courses and other services.

The reduction of these funds determines the cut of non-essential services, including language courses and other activities such as psychological support.

It has been also established that "The granting of Italian citizenship pursuant to Articles 5 and 9 is subject to possession by the person concerned of an adequate knowledge of the Italian language, not less than level B1 of the Common European Framework of Reference for Languages (CEFR)." This objective is very difficult to achieve if the foreign citizen is not given the opportunity to take a language course, thus limiting his/her possibility of becoming an Italian citizen.

The Italian school system is universalistic and free. Together with knowledge of Italian language, the possibility of accessing education is one of the pillars for a true path of integration. This path requires special attention to the most vulnerable social groups, such as unaccompanied foreign minors who suffer

from high school dropout.

A facilitating factor for the social inclusion is the recognition of titles and qualifications acquired in the country of origin. To date, formal recognition of qualifications

it provides for a very complex procedure: the length, the costs and the complex bureaucratic steps for recognition, in fact, represent strongly disincentive factors. In addition, refugees and asylum seekers often do not have with them the original certificates of their qualifications and cannot contact the consular authorities of the country of origin to obtain them.

The objectives set by the National Integration Plan to support middle and higher education and to guarantee the recognition of previous studies and skills are:

- encourage the immediate integration of minors at school
- Strengthen the availability of literacy courses for illiterate beneficiary of international protection
- Contrast school dropouts through the inclusion of socio-cultural mediators, the opening of school buildings beyond the classical teaching times; the inclusion of supplementary teaching
- Support the continuation of higher and university studies
- Standardize procedures for the recognition of previous qualifications
- Promote correct information on asylum and refugee issues among teachers and students

Test student sponsorship programs to assist young beneficiary of international protection enrolled in Italian universities.



1.3. ACCOMMODATION

1.3.1. TURKEY

Some of the asylum seekers applying for international protection in Turkey stay in the reception centres of the Directorate General of Immigration Services until their applications are finalized and some of them stay in the places suitable for their budget. The ones whose applications for international protection are rejected stay in the repatriation centres until they are deported. And the ones whose applications are approved stay in the places determined by the Directorate General of Migration Management.

The asylum seekers have some serious problems with finding a house. The real estate agents and house owners can adopt discriminative attitudes sometimes. The house owners do not want to rent out their houses or can demand excessive amounts for their houses. Some house owners do not make contracts and demand the asylum seekers to leave their houses when they find better leaseholders. Therefore, the asylum seekers have to move a lot. The real estate agents demand commissions higher than the normal amounts for renting out houses.

The asylum seekers can also face with some problems arising from their neighbours. A significant amount of people from the local community do not want to have neighbour relationships with the asylum seekers and they prefer not to see their asylum seeker neighbours.

The asylum seekers have to stay in the houses which are not preferred by Turkish people due to economic reasons such as upstate shanty houses, flats on and under the ground floor which are humid and are not suitable for human health. Even though several non-governmental organizations provide rent allowances for the asylum seekers to live under better conditions sometimes, there is no kind of rent allowances provided by the public institutions for the asylum seekers. They live in the places which are intense in

terms of the houses with low rental amounts and places which are distant from the city centre. Those upstate regions generally have demolished or abandoned houses and those conditions create serious security risks for the asylum seekers.

Among the asylum seekers, the unaccompanied children who have special needs stay in Sevgi Evleri (compassion houses) or children's houses which are affiliates of the Ministry of Family, Labour and Social Services. It is not possible to place the older asylum seekers in the elderly care centres or nursing homes since they are not Turkish citizens. The women who are exposed to men's violence can be placed in the women's shelters. The transgender individuals have real serious problems in terms of housing.

1.3.2. BULGARIA

An adequate and accessible housing is without a doubt crucial for the refugees and migrants and their families and it is an important factor in the process of successful integration. However, the transition from the reception facilities which accommodate the refugees during the proceedings for granting protection to housing facilities after receiving a refugee status is a path filled with many administrative obstacles, financial and language difficulties and cultural problems.

The refugees and beneficiaries of international protection have access to accommodation under the same conditions as other third-country nationals legally residing in Bulgaria. According to the Law on Asylum and Refugees in Bulgaria, a person who has been granted international protection may be provided with financial support for housing for a period of up to 6 months as from the date of entry into force of the decision for granting international protection under the established terms and procedures.

The practice shows that the refugees tend to settle down in the larger cities in Bulgaria where they have fellow countrymen and opportunities for realisation on the labor market.

The accommodation in community housing for refugees or persons with humanitarian status is carried out on the grounds of the ordinance of each municipality laying down the conditions for the assessment of citizens' housing needs, rented accommodation and the selling of municipal property. However, the access to community housing in Bulgaria is limited due to two main obstacles:

- There is a limited number of available houses/apartments
- There are certain administrative and legislative obstacles which practically discriminate the migrants and hinder them from applying for accommodation in community houses/apartments

The difficulties for refugees to apply for and be accommodated in community housing after receiving their status has been identified as a long-term and

unresolved issue. The main reasons behind this is the requirements for Bulgarian citizenship of at least one of the family members who are applying for a house/apartment as well as a fixed period of permanent registration on the territory of the respective municipality.

In view of the above, the major part of the refugees and migrants in Bulgaria are solely responsible for their own housing, mainly through renting private properties. For the purpose the following conditions need to be met:

- Refugees and persons with humanitarian status can sign rental contracts under the Obligations and Contracts Act
- The renting of accommodation by such beneficiaries has to be carried out under the terms and conditions for Bulgarian citizens
- The renting of property requires valid Bulgarian or international documents
- The renting of property requires the signing of a written contract between the person and the owner of the place in duplicate for each of the parties

After renting the property, the refugee or person with humanitarian status has to register their address at the relevant municipal office.

There are a number of problems faced by refugees or persons with humanitarian status when renting a private property:

- Different attitude from the landlords who often set higher prices or unfavorable conditions for foreigners
- Taking advantage by some landlords of the refugees' lack of good language skills in Bulgarian and their lack of knowledge about the local context
- Refusal by some landlords to rent premises to refugees for reasons of
- race, nationality, religion or numerous children in the family

Unlike other sectors, the solving of the problems in the housing sector is impossible without targeted funding for rentals. The appropriate policies and mechanisms have to be considered and chosen to provide support for temporary housing of the newly recognised refugees.

1.3.3. CZECH REPUBLIC

The Czech Republic became an important transit country for asylum seekers attempting to reach Europe during the height of the “refugee crisis. The government significantly ramped up the country’s detention. Among the practices that have been widely criticised are the detention of families with children, the infrequent use of non-custodial “alternatives to detention,” and forcing detainees to pay for their own detention.

Immigration detention (called zajištění in Czech, literally translated as “ensuring”) was formally introduced in the Czech Republic in 1992 with the Act on the Residence of Foreigners, which permitted the detention of anyone issued an administrative removal order. In fact, when compared to other countries in the region, the Czech legal framework stands out because of the large number of grounds that can lead to detention.

During the first stage, beneficiaries of international protection may use temporary accommodation in an integration asylum centre (the “IAC”) of the Ministry of the Interior operated by the RFA. Currently, there are four IACs in the Czech Republic: in Jaroměř – Josefov, Ústí nad Labem – Předlice, Brno–Židenice and Havířov. In these centres, recognized refugees have available separate dwelling units where they pay rent and utility fees. The stay in the centre is focused on the initial adaptation to life in the Czech Republic. It includes a free intensive course of the Czech language arranged by the Ministry of Education, Youth and Sports, as well as a search for permanent housing and a job, or improvements of qualifications in order to have a better chance in the labour market.

Integration services will be provided for a maximum of 12 months in the key areas of integration. Housing is one of them. In particular provision of housing under a lease or sub-lease agreement, or an accommodation agreement in the event that accommodation is connected with employment for a minimum period of one year. In case it is necessary to pay initial costs: provision of a commission for a real estate agency for the maximum rent amount for one month of the leased flat. A one-time and non-refundable financial contribution to housing; payment of the first and, if possible, the second rent. Flat furnishings with the necessary basic furniture and other equipment. Moving of the eligible person into the flat, including the payment of the moving costs.

1.3.4. SPAIN

The competent authority for the development and management of the reception system is the General Secretariat of Immigration and Emigration, Directorate-General of Migrations under the Spanish Ministry of Labour, Migration and Social Security.

The Spanish reception system is a mixed system which combines:

A network of collective centres, consisting of Refugee Reception Centres (Centros de acogida de refugiados, CAR) and Migrant Temporary Stay Centres (Centros de estancia temporal para inmigrantes, CETI) managed by the Ministry of Labour, Migration and Social Services

A reception and care network managed by NGOs, subcontracted by the Ministry of Labour, Migration and Social Services.

There are two Migrant Temporary Stay Centres (CETI) in the autonomous cities of Ceuta and Melilla. This type of centre hosts any migrant or asylum seeker that enters the Spanish territory undocumented, either by land or by sea and arrives in the Ceuta and Melilla enclaves. Every third country national who enters irregularly the Spanish territory through the two cities is placed in one of the two centres before being moved to the peninsular territory as an asylum seeker or an economic migrant. The capacity of the CETI is 512 places in Ceuta and 782 in Melilla, including places in tents in the latter. The facilities continued to be overcrowded in 2018.

The typologies of reception places vary depending on the institution or entity that manages the centre. The reception system relies on places within big reception centres and apartments, but some reception places are in urban neighbourhoods while others are located in rural areas. The different types of available accommodation also differ from the point of view of provided services and spaces. The total capacity of the asylum reception system as at December 2016 was 4,104 places, 3,143 of which were occupied on the same date. More recent figures are not available.

The Ministry directly manages the Refugee Reception Centres (CAR), part of the first phase reception centres for asylum seekers. There are a total of 4 CAR on the Spanish territory.

Moreover, reception places for asylum seekers are available inside the reception centres and private apartments managed by NGOs, funded by the Ministry. Until 2014, only 3 NGOs managed these reception places: Red Cross, CEAR and Accem. The Royal Decree adopted in September 2015 to extend the reception system capacity granted authorisation to 3 more: Dianova, CEPAIM and La Merced. In addition, it included a previous phase of reception in hostels and hotels during a maximum of 30 days. As of the end of 2018, 16 organisations provide accommodation. The process of assigning reception places takes into consideration the availability of places and the profile of the asylum seekers, giving special attention to vulnerable persons.

The Royal Decree issued in September 2015 introduced the possibility to host asylum seekers for a maximum period of 30 days in hotels or hostels due to the large number of asylum seekers that were left out of the reception system. This situation was due to the slowing down of asylum application registrations by OAR, which until 2015 gave access to accommodation facilities for applicants. Now, asylum seekers can wait for the registration of their application from a reception place. In 2018, the rise in asylum claims resulted in applicants having up to 4 months in some cases hosted in hotels instead of asylum accommodation.

While the increase in arrivals of asylum seekers throughout 2018 has exacerbated difficulties in accessing reception, the actual conditions in reception facilities have not deteriorated since reception capacity was increased. The problem asylum seekers face on some occasions is the long waiting time before they can be placed in accommodation facilities.

1.3.5. GREECE

There are generally limited accommodation places for homeless people in Greece and no shelters are dedicated to recognised refugees or beneficiaries of subsidiary protection. There is also no provision for financial support for living costs. In Athens, for example, there are only four shelters for homeless people, including Greek citizens and third-country nationals lawfully on the territory. At these shelters, beneficiaries of international protection can apply for accommodation, but it is extremely difficult to be admitted given that these shelters are always overcrowded and constantly receiving new applications for housing.

According to GCR's experience, those in need of shelter who lack the financial resources to rent a house remain homeless or reside in abandoned houses or overcrowded apartments, which are on many occasions sublet. Pro Asyl and Refugee Support Aegean also document cases of recognised beneficiaries of international protection living under deplorable conditions, including persons returned from other EU countries. (Commission)

1.3.6. ITALY

Local authorities provide that the exit from the reception of the SPRAR centers will be accompanied by support for housing autonomy, including through the selection of real estate advertisements, the rental of rooms in apartments with compatriots, or an economic support for rent.

There's currently a housing emergency situation affecting the weaker sections of the whole country, the objective for national strategy is to guarantee the access to the territorial welfare resources for refugees as well.

Italy should now go in the direction of developing minimum standards for access to an homogeneous housing services, creating the conditions for the regional housing emergency plans to provide specific paths of accompaniment for refugees and asylum seekers leaving the reception system. In this sense, social housing and cohabitation initiatives (shared rents, solidarity condominiums), could offer good solutions.

After the reception period, those who are forced to resort to precarious and informal solutions, being unable to legitimately prove their residence in the property, often cannot obtain the identifying registration nor, consequently, the rights and services connected to it.

It is important to underline how the registration of personal data is one of the prerequisites for starting and continuing any path of social inclusion. Rights and services such as: assistance derive from residence, social subsidies paid on a municipal basis, registration in the lists for the assignment of public housing, the release of the identity card and other necessary registry certificates, for example, to get a driving license or family reunification, and the opening of a bank account.

The residence, according to the Italian Civil Code, is the "place where the person has his habitual dwelling". It is a fundamental right recognized by the Constitution to all people and not only to Italian or EU citizens. The Security and Immigration Decree provided for a change for the registration of migrants: it is in fact expected that the residence permit for asylum request, although valid as an identification document, cannot be used as a valid document to request identifying registration.

The law still guarantees asylum seekers access to all services provided by the public administration (such as, for example, registration with the National Health Service and the Employment Center) and those which are provided at a local level, on the basis of the domicile declared at the time of the formalization of the application for recognition of international protection.

A research conducted by the Information Center on Racism and Discrimination in Italy in 2013, carried out with the contribution of the Presidency of the Council of Ministers, with the aim of identifying the existence of discrimination in Italy in access to housing for foreign citizens, found 93 discriminatory ads through monitoring websites related to home rentals.

The results highlighted the expressions most frequently used to exclude foreigners from offers, such as, in particular:

- excluding uncivilized foreigners;
- maximum seriousness is required, no foreigners;
- only to Italian referrals, not foreigners;
- no non-EU citizens (not for racism but for unpleasant precedents);
- rent also to foreigners, but only from the European Community.



1.4. HEALTH

1.4.1. TURKEY

The asylum seekers living in Turkey do have several rights related to healthcare services. They can benefit from those services by applying to the Directorate of Immigration Services in the province they stay through the public health institutions, providing that they need to pass the income evaluation to be carried out. The asylum seekers who have higher income levels can benefit from the healthcare services by paying premiums with increasing rates. However, the asylum seekers have some important difficulties here too. The first of the main difficulties is absence of translators in the medical institutions. Since there is no kind of Persian, Urdu etc. translators in the hospitals; they cannot explain their problems to the doctors. It takes long for the asylum seekers to express their complaints due to the language barrier, and the health personnel cannot spend their times with the asylum seekers due to the health system based on their workloads and performances or they cannot treat them completely.

The asylum seekers can visit family doctors or public hospitals first. They can go to university hospitals or training and research hospitals by being transferred. It causes some delays on the treatments of the asylum seekers and can increase their healthcare expenses.

The asylum seekers under international protection who have chronic diseases have additional difficulties for their treatments. For the asylum seekers who have chronic diseases to be able to get the unpaid treatment related to their diseases in the current system, they need to catch the disease after they come to Turkey. Therefore, the individuals who have chronic diseases before they come to Turkey should apply to the international institutions or social solidarity foundations in the places they live for their treatments to be covered.

There are some difficulties for the asylum seekers in terms of accessing to the medicines. Sometimes, they cannot buy the medicines they need due to the patients' share paid to buy medicines.

The asylum seekers also have problems to access to the psychiatric treatments due to language barrier and insufficient number of psychiatrists. When the difficulties related to immigration process and building a new life are added on the psychological burden caused by the disadvantages of the origin country and they are considered together, the importance of accessing the psychological treatments for the asylum seekers is pretty obvious.

1.4.2. BULGARIA

The effective access to healthcare services of refugees and migrants is one of the most important factors for their successful integration in the host country. The healthcare policy for refugees and migrants is closely connected with the policy on social cohesion, sustainable development and intercultural dialogue.

The access to healthcare services for persons granted protection in Bulgaria is regulated by the Health Act and the Health Insurance Act (HIA). According to the Law on Asylum and Refugees, during the procedure for granting the relevant status, the person is entitled to health insurance covered by the national budget, affordable medical care and free medical care under the terms and conditions as for Bulgarian citizens.

Persons seeking protection are obliged to have health insurance from the date when their refugee status or asylum procedure is opened. After refugee or humanitarian status is granted, the health insurance contributions for foreigners involved in integration measures shall be paid by the relevant municipality.

Persons with granted refugee or humanitarian status who are not included in the national integration programmes, are obliged to pay health insurance contributions on their own under the same terms and conditions for Bulgarian citizens, depending on whether they are employed under a labour contract, whether they are self-employed persons or whether they are subject to health insurance on any other grounds.

Persons granted protections have the right to:

- receive medical care within the basic package of healthcare services guaranteed by the budget of the National Health Insurance Fund
- choose a general practitioner from a medical facility with a contract with the Health Insurance Fund
- receive emergency medical aid wherever needed
- obtain the documents required to exercise their healthcare rights
- cross-border healthcare

Persons granted protection that are subject to mandatory health insurance but are not insured are provided with medical services, among others, related to:

- medical care in emergency situations
- prophylactic examinations and tests and obstetric care for all uninsured pregnant women, regardless of the type of delivery
- inpatient psychiatric care
- mandatory treatment and / or compulsory isolation
- vaccines for compulsory immunizations and reimmunizations
- full scope of anti-epidemic activities
- access to healthcare services included in national, regional and local health programmes

According to the National Strategy for the Integration of Beneficiaries of International Protection in Bulgaria (2014–2020), the main problems related to the provision of efficient healthcare services to refugees and migrants include:

- Language barrier
- Insufficient awareness of the health professionals about the problems of refugees
- Ignorance of the health insurance rights and obligations of persons granted international protection
- Problems with the maintenance of the status of the insured person
- Choice of general practitioner
- Improvement of legislation relating to refugee issues in the field of healthcare
- Holding of training for persons providing health services about the rights and obligations of refugees in Bulgaria
- Lack of trained health mediators who to provide better healthcare to refugees

In view of solving the above-mentioned problems and improving the quality and access to healthcare services to refugees and migrants, the respective institutions and stakeholders in Bulgaria need to apply measures (NSIBIPB) aimed at:

- Improvement of the information exchange between various agencies involved in the refugee issues and timely delivery of information to the structures that provide healthcare
- Providing information on health insurance rights and obligations to the beneficiaries of international protection
- Establishing of a network of mediators
- Conducting training for health professionals on refugee issues
- Conducting anti-epidemic measures in accordance with applicable law
- Conducting prevention activities
- Conducting compulsory immunizations and reimmunizations according to the National Immunization

- Study and application of the best practices in the context of EU policy on refugee issues in order to improve health care

1.4.3. CZECH REPUBLIC

As a result of discrimination, language and cultural barriers, work in low-grade positions in the risk sectors and due to living conditions on the margin of poverty are migrants considered a vulnerable group with specific medical needs. The issue of health and migration is becoming, particularly in developed countries, a recognised issue in developing health policy which should assure accessibility and quality of healthcare to migrants and to protect public health of the host country. The immigration and the relevant social processes are relatively new, but represent a significant phenomenon in a traditionally homogenous Czech environment.

Accessibility of healthcare is a crucial aspect for migrants' integration in the host country. For the Czech citizens, healthcare is guaranteed by the Czech Constitution, with the Charter of Fundamental Rights and Basic Freedoms as an integral part of the Constitution. Required healthcare is understood as one of the basic human rights of Czech citizens. The guarantee of this right and availability of healthcare is assured by general health insurance based on solidarity principles. As for migrants, there are some differences in legal entitlement to Czech general health insurance between EU citizens and non-EU citizens. EU citizens residing in the Czech territory have the same access to general health insurance as Czechs do.

By law, all foreigners staying in the Czech Republic on a long-term basis are legally obliged to participate in health insurance throughout their stay. Meeting this condition is required immediately after entering the country. An entry to the country may be refused if a foreigner is unable to prove that he or she has adequate health insurance cover. Foreigners may meet this requirement via general or commercial health insurance. General health insurance is available to all persons specified by law, for whom it is mandatory. It is available for all legal migrants permanently residing in the CR and all migrants from the EU staying in the Czech territory more than 90 days (long-term stay). Migrants from non-EU countries (without permanent residence) can participate in general health insurance as long as they work in the CR with the status of employee, i.e. they are employed by any company or any institution registered in the Czech Republic. All other migrants from third countries are obliged to purchase commercial health insurance offered by the several Czech commercial insurance bodies. They are the following migrants' groups: self-employed persons, all children up to 18, parents and partners of non-EU migrants (if they are not EU citizens or they haven't got permanent residence permits), students not covered by international agreements and some others.

The most urgent problem of Czech health policy in relation to migrants remains the insufficient guarantee of legal entitlement to health care. This concerns the large group of migrants with long-term residence, since the current legal regulation is disadvantageous to migrants coming from countries outside the EU. One of the most important barriers to implementation of effective and evidence-based health policy leading to migrant-sensitive health system has been the lack of objective data and insufficient information on migrants' health and healthcare needs.

1.4.4. SPAIN

Spanish law foresees full access to the public health care system for all asylum seekers. Through this legal provision, they are entitled to the same level of health care as nationals and third-country nationals legally residing in Spain, including access to more specialised treatment for persons who have suffered torture, severe physical or psychological abuses or traumatising circumstances.

Since the 2012 reform of access to the Public Health System, which had limited the previously guaranteed universal access to health care, asylum seekers had been facing problems in receiving medical assistance, even though it is provided by law. In particular, some asylum seekers were denied medical assistance, because medical personnel was not acquainted with the "red card" (*tarjeta roja*) that applicants are provided with, or they did not know that asylum seekers were entitled to such right.

In September 2018, the Government approved a decree reinstating universal access to the Public Health System, thus covering irregular migrants as well.

Although access to special treatment and the possibility to receive treatment from psychologists and psychiatrists is free and guaranteed, it should be highlighted that in Spain there are no specialised structures for victims of severe violations and abuses like the ones faced by asylum seekers escaping war, indiscriminate violence or torture. There are no specialised medical centres that exclusively and extensively treat these particular health problems.

Currently, there are 3 NGOs in charge of places for asylum seekers with mental health needs. For about 5 years, Accem, in collaboration with Arbeyal, a private company, managed the “Hevia Accem-Arbeyal” centre, specialised in disability and mental health. During 2018, it opened the Centre for the Reception and Integral Assistance to Persons with Mental Health Problems (Centro de Acogida y Atención Integral a Personas con Problemas de Salud Mental), and it’s dedicated to asylum seekers, beneficiaries of international protection and to migrants in a situation of vulnerability. The purpose of the residential centre is to offer a space for assistance, care and coexistence to people whose mental illness impedes their integration.

In addition, CEAR also manages places specialised in asylum seekers with mental conditions. La Merced Migraciones Foundation also provides reception places for young adult asylum seekers who need special assistance due to mental health-related conditions.

Information on organisations providing such services in Spain is not public.

No differences are reported between the situation of asylum seekers and beneficiaries of international protection.

1.4.5. GREECE

Every refugee and asylum seeker in Greece has the right to free access to primary, secondary and tertiary health care.

If refugee is experiencing a medical emergency, and require immediate and urgent medical attention, he/she can access medical services at the Emergency Department of a hospital.

There are several ways to book an appointment at a hospital in Greece:

If refugees have an AMKA (National Insurance Number):

- Call the national line **1535** and follow the instructions (Greek-English)
- If there is a specific hospital that you would like to attend, you may book an appointment by calling the hospital directly
- He / She can use also the medical services of the Medical Centers of IKA. To book an appointment in these Centers use the national line **14900** and follow the instructions

If refugees do not have an AMKA (National Insurance Number):

Partners managing apartments or hotels: The partner should contact the call-center of EKEPY at 2106822445 and follow the instructions (Greek-English)

Site: The medical or psychosocial unit operating in the site, should contact the call center of EKEPY at 2106822445 and follow the instructions (Greek-English)

In Greece, arranging an appointment at a public facility (hospitals or medical centres) will usually take between a few weeks to few months, depending on the medical specialty or the medical examination that is required. (UNCHR)

1.4.6. ITALY

Access to health care is a right enshrined in the Italian Constitution. In our country an equal treatment it is guaranteed to all citizens of non-European Union states, legally resident and registered with the National Health Service.

However, the access to health services by beneficiaries of international protection presents inequalities that particularly affect the most vulnerable subjects, such as the victims of trafficking, exploited workers, unaccompanied minors and survivors of shipwrecks, of torture or rape.

The most critical elements concern the lack of knowledge of the available services, the linguistic differences, the different cultural attitudes towards health and healthcare and the lack of a social network of support.

The objective of the latest National Integration Plan is to come to a full implementation of the State-Regions agreement for the health of migrants sanctioned in 2012, with an increase and standardization of interventions aimed at simplifying access to the national health service in all Italian regions, also improving the quantity and quality of information on the rights and appropriate use of health services.

Efforts to improve the current situation should focus, above all, on identifying the needs of beneficiaries of international protection, with the involvement of communities and associations with particular reference to mental health and disabilities, minors, women, female genital mutilation, gender-based violence, and LGBTI groups of people. They should also enhance the training of health personnel on the values and cultural aspects that can influence the clinical evaluation, also increasing the use of mediators and intercultural staff.

In order to benefit from National Health Service, an annual contribution must be paid for registration, which can also be requested:

- a) by foreigners residing in Italy who hold a residence permit for study purposes;
- b) by regularly residing foreigners

In Italy, healthcare is also guaranteed for non-EU citizens in irregular situations, therefore outpatient and hospital care is guaranteed to those who cannot register with the National Health Service.

The foreigner who's not in compliance with the rules relating to entry and residence, has the right to urgent or essential outpatient and hospital care due to illness and accident, in public and private affiliated structures.

He/she may request from any A.S.L. (Local health company) a card called S.T.P. (Foreigner Temporarily Present).

The following treatments are mainly guaranteed and provided free of charge:

- social protection of pregnancy and motherhood,
- vaccinations
- the prophylaxis, diagnosis and treatment of infectious diseases and eventually remediation of the related outbreaks.

The effectiveness of the National Health Service ends due to non-renewal, revocation or cancellation of the residence permit or for expulsion. In these cases, it is the police headquarters that communicates to the A.S.L. the loss of the residence permit for the foreigner.

To solve any issue with regards to registering with the Health Service, there is the possibility of contacting the Foreign Health Register offices.



1.5. EMPLOYMENT

1.5.1. TURKEY

When the laws of the Republic of Turkey regulating the working conditions for the asylum seekers are analysed, it can be observed that their access to employment is limited. There is a quota condition for the asylum seekers to work. They need to stay in the country for a specific time and obtain a work permit by paying the relevant fees to be officially employed. It can also be observed that the asylum seekers have some serious problems during the period of finding a job and they are subjected to discrimination by the employers when their employment rates are analysed. Almost none of the asylum seekers are officially employed, they are working without being registered. When the sectors and positions which the asylum seekers work for are considered; it can be observed that the ones living in the rural areas are generally working for the agriculture sector, and the ones living in the urban areas or metropolises are generally working for the industrial, service and construction sectors. It is a fact that they cannot continue their careers which they have in their own countries due to the difficulties they have to obtain work permits and the difficulties of the bureaucratic procedures. It is thought that the working asylum seekers receive their wages daily or weekly and the number of working asylum seekers receiving their wages monthly is very few.

Turkish people have ambivalent attitude for involving the asylum seekers to the economic market. When the people are against for the asylum seekers to open their own enterprises, they keep silent about the fact that the asylum seekers are working unregistered, for lower wages and with longer working hours. Some of the employers make them work for a short time and dismiss them without paying their wages. Besides, deductions can be applied on their wages for the weekends or their sick leaves. Additionally, sometimes they do not accept the responsibility related to the occupational accidents they have in the workplaces.

Even though the asylum seekers work for the positions and under the conditions which are not desired by the people from the local community, they are exposed to accusations such as “taking their jobs”, “reducing the prices in the labour market” and “popularizing works without insurance” by the people from the local community. Due to the opinion that the asylum seekers can take their places, xenophobia in the media and the political atmosphere; they are exposed to discriminative behaviours and they are excluded from the society. The asylum seeker women have more difficulties and receive lower wages when they are compared with men. For the families which the women are the only parent, child labour can be observed.

1.5.2. BULGARIA

The access to employment is a key element in the successful integration of refugees and migrants into the local society. These groups contribute to the social and economic development of their host country as well as to the intercultural dialogue with the local society through the different professional and personal experience they bring along, and the skills, qualification and education which they can offer to the local labour market. The policy regarding the labour market in Bulgaria with respect to these individuals includes measures for promoting employment and self-employment.

Persons granted a refugee or humanitarian status have the same rights and obligations as the Bulgarian citizens when it comes to seeking and applying for a job. They are not required to have a work permit, they have the right to register at the local Employment Offices and fully access the services offered there and they can freely start and manage an own business.

The employment of foreign citizens in Bulgaria is regulated by the Employment Promotion Act. The right

to work in Bulgaria is granted to the following groups of people:

- Bulgarian citizens
- Citizens of the EU, the European Economic Area (EEA) and Switzerland
- Foreigners with a long-term or a permanent residence permit
- Individuals with the right of asylum
- Individuals with a granted refugee or humanitarian status
- Third-country nationals who are family members of EU/EAA or Swiss citizens
- Family members of foreigners with a long-term residence permit
- EU Blue Card holders who have been unemployed within 3 months or who want to change their employer

Foreigners seeking employment in Bulgaria do not need work permits if:

- they have a permanent residence status in Bulgaria
- they have been granted asylum or another humanitarian status

Third-country nationals:

- Need a work permit issued by the National Employment Agency
- The documents for a work permit have to be submitted at the local Employment Office
- Work permits are usually issued for a specific position and employer and are valid for 1 year

Work permits:

- are issued by the National Employment Agency
- must be requested by the employer who submits a work permit application
- are issued for a maximum duration of 1 year but can be renewed
- can be granted only to foreigners having skills and specialized knowledge which could not be found on the national labour market
- can be a basis for the issue of a residence permit with the same duration

Unemployed foreigners who are seeking employment can register as unemployed at the local Employment Office and receive information about the required documents, assistance in the preparation of such documents and performing the registration itself. After that the person can be offered opportunities for a qualification or requalification course. The Employment Agency offers mediation services for employment and training for all job seekers, including foreigners with different types of residence status, registered in the territorial divisions of the Employment Office Directorate. The persons granted protection who are registered as job seekers receive information about vacant jobs and they are offered support to start work.

WHERE TO LOOK FOR A JOB IN BULGARIA?

National Employment Agency:

- Employment promotion in Bulgaria is managed by the National Employment Agency (NEA)
- The NEA operates a large network of Employment Offices where unemployed people can find information and help when searching for a job
- The Employment Offices provide:
 - registration of unemployed seeking employment
 - information on job vacancies
 - mediation between job seekers and employers
 - vocational and motivational training
 - support in finding work for Bulgarian citizens abroad and for foreign citizens in Bulgaria
- Necessary documents for registration at the Employment Offices of the National Employment Agency:

- Application form
- Identification document
- Documents for acquired education and/or qualification
- Documents certifying work experience

More information on <https://www.az.government.bg/en/pages/za-nas/>

Online job search websites:

There are many online job search websites where you can look for a job and which offer a high number of job vacancies.

Recruitment agencies:

- The recruitment agencies provide a link between employers and job seekers
- The recruitment agencies are not allowed to collect fees from the job seekers
- In Bulgaria there is a high number of recruitment agencies which offer selection and recruitment of personnel in the whole country or in separate regions, in specific sectors or in all industries

Even though the integration into the labour market in Bulgaria of persons granted protection offers a lot of opportunities, it is also related to overcoming certain difficulties and challenges. According to the National Strategy for the Integration of Beneficiaries of International Protection in Bulgaria (2014-2020) the most important ones include:

- The majority of the people do not speak Bulgarian language
- Lack of documents proving the acquired educational or qualification degree
- Insufficient motivation and activity in the labour market
- Existing traditions and cultures in the countries of origin of refugees where women do not work
- Problem with the registration of residence (permanent or present address), which is an obstacle to the registration of persons in the Employment Offices and use of mediation services
- Part of the persons have the experience and capacity to start their own business but have no information about the conditions and procedures for business in Bulgaria

1.5.3. CZECH REPUBLIC

The share of migrants within economic active population in the Czech Republic has been growing continuously since 1990. The most frequent nationalities in Czech labour market are Slovak, Ukrainians, Vietnamese and Polish. Basically there are two main groups of migrant workers with different legal conditions. First group consist of the EU/EEA/EFTA citizens who profit from free movement and who have mostly the status of employees. Second group create so called “third country nationals” whose position on labour marker is considerably worse. They are more often selfemployed without employyes compared to first mentioned group.

Taking a closer look, it is obvious that in the Czech context, foreigners (without permanent residence) from outside the EU who stay here for the purpose of employment practically cannot use and abuse state social benefits under the current system – and they cannot take jobs away from Czechs either (speaking of the legal labour market). With few exceptions, they can only be employed on announced vacant positions which, with regard to the qualifications required or because of the lack of available workers, cannot be filled otherwise. By contrast, either the migrants themselves or their family members are systematically discriminated against as far as the area of unemployment benefits and health insurance is concerned. They have, for example, the duty to contribute to the system of social security, but in many cases they cannot benefit from it. Migrants also are not entitled to any return of payments in case they leave the country permanently. Similarly, they cannot receive unemployment benefits before gaining permanent residence, etc.

Regarding the Czech Republic, it is necessary to mention that the importance of the subject of labour migration has notably increased during the last years.

According to the hitherto existing legislation, there were two concepts which allowed migrants to perform work in the Czech Republic. Migrants needed either an employment permit simultaneously with an authorization to stay (in the form of a visa or residence permit), or there was a special type of stay for the purpose of employment, on the basis of a Green or Blue card, each of which comprised both a permit for employment and a residence permit. The single permit should be of help to migrants and their employers, as it is meant to simplify procedures and facilitate controls concerning the authorization to stay and the legality of employment. It is, however, necessary to draw attention to a certain tension between the desire for a fair approach to foreigners and their equality of rights on one hand, and the fact of how easy it is to carry out controls of migrants on the other hand.

1.5.4. SPAIN

Asylum seekers are legally entitled to start working 6 months after their application for asylum is officially accepted, while their application is being examined. Once the 6-month period is over, applicants may request the renewal of their “red card” (tarjeta roja), as the first version does not state this entitlement, in which it will appear that they are authorised to work in Spain with the term of validity of the document that has been issued.

There are no other criteria or requirements for them to obtain a work permit, which is valid for any labour sector. Due to this, and to facilitate their social and labour insertion, reception centres for asylum seekers organise vocational and host language training.

In addition, the 3 main NGOs that manage asylum reception centres – Accem, the Spanish Red Cross and CEAR – have created the Ariadna Network within the 4 CAR managed by the Ministry of Labour, Migration and Social Security. The Ariadna Network consists of a comprehensive plan of actions that are intended to meet to the specific needs in terms of labour integration presented by asylum seekers and beneficiaries of international protection.

Labour integration supportive schemes offered to hosted asylum seekers include services like personalised guidance interviews, pre-employment training, occupational training, active job seeking support. However, asylum seekers face many obstacles to accessing the Spanish labour market in practice. Most of them do not speak Spanish at the time they receive the red card. In addition to that, the recognition of their qualifications is a long, complicated and often expensive procedure. Last but not least, they face discrimination due to their nationality or religion.

Access to the labour market for refugees and beneficiaries of subsidiary protection is not limited by law or by any other measure in such as a labour market test or restricted access to certain sectors. It is fully accessible under equal conditions to nationals.

During the first phase of reception, asylum applicants are provided with financial support for requesting the recognition of their studies or professional qualifications when this is feasible. This financial support is welcomed as recognition process usually undertakes important expenses for the legalisation and the translation of the documentation. Unfortunately, financial support is often not sufficient for guaranteeing full coverage to recognition related expenses. In the following two phases, beneficiaries of international protection are required to be more financially self-sufficient, providing financial help for punctual support, as selfsufficiency is hardly achievable in reality.

Nonetheless, regarding access to the Labour Market, all persons within the 18-month long process are provided with individualised schemes to support their training, qualification recognition etc. After they complete the 3-phase process, beneficiaries can still access labour integration and orientation services provided by NGOs addressed to the migrant population in general. These generalised services are funded by the Ministry of Employment and cofinanced by EU funds, and also include personalised schemes, employment orientation, trainings etc.

Even when they are granted with refugee or subsidiary protection status, in the practice many beneficiaries face obstacles entering the labour market due to language, qualifications, and discrimination-based obstacles. This situation is made worse by the fact that the Spanish economy has

gone through a long economic crisis which has led the country to high levels of unemployment even within the national population.

1.5.5. GREECE

According to Greek law, asylum seekers have the same labour and insurance rights as Greek nationals. These refer to basic salary, family allowances, hours of work, overtime, annual leave, minimum age of employment, apprenticeship and training, employment injury, maternity, sickness, unemployment and pension.

If you are an asylum seeker (an applicant for international protection), and you have completed the procedure for lodging your application for international protection, and you possess a valid “applicant for international protection card” or “asylum seeker’s card” then you have the right to access salaried employment or to the provision of services or work in Greece. In addition to this, if you are an asylum seeker, you do not have the right to be self-employed or start your own enterprise. If you are a pre-registered asylum seeker, you cannot access legal employment, until you complete the procedure for full lodging your asylum application.

We have to underline that for to be legally employed, your asylum seeker’s card must be valid, therefore do not forget to renew your asylum seeker’s card as it expires.

To work legally, you must have a tax number (AFM) and a social security number (AMKA). You must have a Social Security Number (AMKA) in order to work legally in Greece. You also need an AMKA to be insured and benefit from the Social Security provisions for employment injury, maternity, sickness, disability, unemployment and family responsibilities.

Your AMKA ensures your rights related to labor and a pension and also facilitates your access to hospital and pharmaceutical care.

You may submit an application for an AMKA at a Social Security Agency or at a [Citizens’ Service Centre](#) (KEP-ΚΕΠ). AMKA [office](#).

If you are unemployed and seeking employment, you have the right to be registered in the Registry of OAED, the “Manpower Organisation” of the Ministry of Labour. If you register, you may benefit from OAED services, such as to be referred to a job if there is a vacant position corresponding to your qualifications and interests and to receive an unemployment bulletin. You may also access services and advice including CV registration, preparation of an individual action plan, opportunities to participate in employment or vocational training programs. (UNCHR)

1.5.6. ITALY

The processes of social inclusion of asylum seekers and refugees, if on the one hand collide with a complex and fragmented labor market, on the other also impact the long-standing problem of irregular work based on labor exploitation of weak sections of the population.

Obviously unfair pay, excessive hours, lack of safety at work, the hired worker are the characteristics of the work that remains submerged as it is based on labor exploitation.

Excluding this, labor integration is one of the founding aspects of social inclusion, not only in terms of economic autonomy, but also because of the positive dynamics both at individual and community level. Being inserted in a working context allows the person accepted in the SPRAR to learn more effectively the Italian language, to acquire mental categories and relational rules, with an added value also for the community in which he/she is hosted. For these reasons, the orientation to work, as far as the SPRAR services are concerned, is important, since it also has to propose information and prevention actions regarding the risk of labor exploitation, unfortunately more and more frequent through the employment in illegal work or with irregular contracts.

An aspect that requires particular attention is the verification and enhancement of the previous experiences of the beneficiaries to facilitate the meeting with the needs of the labor market. The interventions aimed at socio-occupational integration require, on the one hand, homogeneous guidelines;

on the other, the collaboration between reception actors and the job market, such as employment services, trade unions and employers' associations. Another aspect to care about is that of support for business creation, self-employment (since the beneficiaries of international protection face difficulties in accessing credit, due to the inability to provide adequate guarantees) and concrete inclusion in the work sector.

A common stance on immigration is that migrants increase unemployment in the Italian context.

Yet the socio-economic inclusion of migrants is a key element in maximizing the economic benefits of immigration and reducing their negative impacts.

Work can be a decisive lever for the integration process.

Being inserted in a working context allows people to learn faster the language, habits and rules of the place where they are located. At the same time, the work allows them to strengthen self-confidence, to build a bond with the community and the territory in which they live.

If access to the labor market in general is complex, it is even more difficult for migrants – especially first generation ones. For them, the ordinary difficulties are joined by bureaucratic and social reasons, including the recognition of qualifications, the often poor relations with the host community, and the knowledge of the context.

Refugees show even lower employment rates than other migrant groups. This has to do both with the fragility of their position and their life path, including the traumas suffered, but also with the bureaucratic obstacles, with the long waiting times for the evaluation of asylum requests and, in general, with uncertainty about the path they will face.

Starting a business in many cases becomes a way to overcome obstacles and prejudices.

Immigrant workers are often more willing to accept the risks associated with self-employment, because of the need to ensure continuity of work (to which, for example, the residence permit is linked). However, the prevalence of companies launched by individuals in some specific sectors such as commerce, services and construction, still testifies to a segregative trend in the market of foreign companies.

If the foreign workers has regular documents to look for a job, he/she can contact the network of employment centers, associations and private agencies operating in the area. Through them it is possible to get information, access opportunities and incentives, participate in training activities to find a job within the time established by law.

To find the addresses of all job desks, it is possible to use the search engine of the “Cliclavoro” website.

Many Employment Centers, especially in larger cities, have opened a help desk dedicated to immigrants to solve work-related issues and above all to find out about job placement opportunities. The linguistic and cultural and intercultural mediators have the task of facilitating the training or job placement path.

If a foreign citizen intends to create autonomous activities, start up on his own and become an entrepreneur, he/she can find assistance by making use of the services provided by the network of Job Services, associations and private agencies and chambers of commerce. These bodies offer consultancy, guidance, tutoring and training services, facilitating access to incentives for business creation. Work insertion paths are also provided within the Sprar. After 60 days from the submission of the application for recognition of international protection, also the asylum seeker has the right to register at the employment center.



1.6. SOCIAL COHESION

1.6.1. TURKEY

Since the foreign individuals are not asylum seekers legally and they stay in Turkey temporarily, no kind of permanent adaptation policy developed. The first operations related to social cohesion in Turkey are started with the increasing potential of the Syrians not to leave. There are some works related to social integration for the immigrants are carried out within the frame of the Law on Foreigners and International Protection no 6458 under the Directorate General of Immigration Services. It is possible to say that there are opinion differences between the institutions when the efforts of the government related to social cohesion are analysed. The efforts made to improve social cohesion by bringing the Turkish people and the refugees together are pretty new.

It is known that the Non-Governmental Organizations receive funds for their activities related to the social cohesion of the asylum seekers. When the activities NGOs are analysed, it is possible to say that the Turkish people have negative opinions related to those organizations since they provide services only for asylum seekers. The NGOs started to provide services for the Turkish people in order to contribute to the cohesion process. During the planning process of social cohesion activities at NGOs, not taking the needs and expectations of the asylum seekers into consideration reduces the efficiency of the social cohesion efforts.

The Turkish people consider asylum seekers as “visitors”. They also do not treat them equally and sees them as “needy” people. The people from local community expect them to accommodate themselves to them instead of creating new living practices by considering the asylum seekers. Most of the Turkish people do not want to receive services from the same places with the asylum seekers, they do not want to share the public places with them, they believe that asylum seekers take their jobs, they accuse them for high costs of living in the country and they are not open up to send their children to the same schools with the children of asylum seekers. They also do not find living together with the asylum seekers favourable and they indicate their ideas on sending them their countries back. There are hesitations related to social cohesion among the asylum seekers too. Since the domination of men on women is weaken and they work under heavier conditions, women are more positive about the social cohesion than men.

1.6.2. BULGARIA

Social harmony is one of last building blocks in the life of the refugees and migrants. It determines how well they are integrated and accepted by the local community. Bulgaria has taken a number of steps in order to create a propitious environment for refugees and migrants so that they can adapt, get socially included and eventually flourish and have a meaningful life:

- Regular Bulgarian language courses (facilitating the integration, shortening the distance between refugees and locals, boosting the chances of finding a job)
- Package of initial integration measures (minimum social protection, financial assistance for accommodation, health insurance, in-kind benefit)
- Access to information (providing refugees and migrants with relevant information about job opportunities, training courses, local events, cultural evenings, etc.)
- Informing the local community (objective information given to the local community in order to establish a connection between locals and refugees)
- Encouraging refugees and migrants to enter the labor market by facilitating the process (organizing trainings, meetings, etc.)

Although these steps contribute to the successful integration and serve as a premise towards achieving social harmony, active policies are not sufficiently developed and rarely work in an adequate manner. There are a number of obstacles that currently hinder the integration process:

- Lack of advanced Bulgarian language skills of refugees and migrants
- Low educational background and poorly developed training programs
- Difficulties for highly skilled refugees to prove their formal education
- Social support networks are not well-developed
- Negative attitudes in the political discourse (thus creating hostile public opinion)
- Ineffective actions to prepare the local population

Despite the detrimental aspects in terms of integration and achieving social harmony, there are a lot of good examples and practices that have a positive effect on refugees, migrants and the local community:

- Business sector engagement (a few initiatives, but still a vital step in the integration process): Bulgarian companies, migrant entrepreneurs, innovative forms of social entrepreneurship – TELUS Internation Europe, Aladin Foods, MultiKulti.
- Social project in Sofia offering opportunities to work in the IT field.
- Art for intercultural dialogue – “Refugee month”, a programme of many events in Sofia, giving a chance for the local community to exchange words and experience with refugees and migrants.
- Empowerment of children – establishment of an Afghan school in Harmanli.
- Labour exchanges – different forms that aim to facilitate the access to the labour market (done by Caritas Bulgaria)

All those practices and initiatives help and support the integration of refugees and migrants, which as a result engages them in business, social life and gives them the chance of contributing to the benefit of the society at large.

Many refugees and migrants have found jobs in sectors of employment such as food and gastronomy, sales, production, beauty, tourism and social care. According to a report prepared by Caritas Bulgaria (2019) a lot of refugees and migrants have a predilection for working in the area of their expertise or feel comfortable finding a job in translation services for NGOs working with refugees, call centers, factory work.

Social harmony is a necessary ingredient for both refugees, migrants and their fostering community. Tendencies in Bulgaria are ambivalent as there are major obstacles that are yet to be overcome and on the other hand good practices and intentions that could serve as a base for future development of the integration system. There are several priorities that have to be worked on, among which are: ameliorating existing current policies and legislation procedures, changing the public discourse, providing quality education and trainings to refugees and migrants, and also preparing people working with refugees so that they can properly address their needs.

1.6.3. CZECH REPUBLIC

Social service provider prepares an individual integration plan (the “IP”). The IP is a basic document describing the integration objectives of a specific person and the course of integration in the key integration areas specified below. The IP will be drafted during the course of the stay at the IAC. If a foreign national does not stay at an IAC, the IP is drafted in co-operation with him/her as soon as possible after international protection has been granted. The IP is updated depending on the course of integration of the foreign national in the respective municipality.

Integration services will be provided for a maximum of 12 months in the following key areas of integration:

- Housing,
- Employment,

- Education,
- Social services,
- Healthcare services
- Czech Language Course.

Through active co-operation with the Ministry of the Interior and the Provider in the integration of foreign nationals with international protection in municipalities, in particular with respect to housing, employment and social services. Through an offer of the foreign nationals' involvement in activities taking place within the municipal territory.

In addition to the Ministry of the Interior, the Provider and the RFA, the implementation is assisted by non-government non-profit organisations such as Poradna pro integraci (Counselling Centre for Integration) (PPI), Charita Česká republika (Caritas Czech Republic), Organizace pro pomoc uprchlíkům (Organisation for Aid to Refugees) (OPU), Centrum pro integraci cizinců (Centre for Integration of Foreigners) (CIC), Sdružení pro integraci a migraci (Association for Integration and Migration) (SIMI) or REINTEGRA and many other entities.

1.6.4. SPAIN

Refugees and subsidiary protection beneficiaries have access to social welfare under the same conditions as Spanish nationals. No difference is made between the two types of protection status.

They are entitled to, among others, employment and unemployment, benefits, scholarship, social assistance allowances, emergency allowances, allowances for housing, etc.

The Ministry of Employment and Social Security is responsible for the provision of social assistance. In practice, beneficiaries access benefits without any particular obstacles.

Social welfare is not conditioned on residence in a specific place, since it is distributed at national level. However, assistance may be complemented by support at municipal and regional level if applicable.

To foster the social inclusion, Spanish policymakers have so far set up 2 integration strategies.

The first Strategic Plan for Citizenship and Integration (PECI I) covered the period 2007–2010. It aimed to adapt public policies in the fields of education, employment, social services, health and housing to the needs of the immigrant population; together with [9 other objectives](#).

The [2011](#) update (PECI-II) identified six specific and five transversal areas of action. A comprehensive strategy against racism, racial discrimination, xenophobia and intolerance also came out the same year.

The integration strategy was not updated in 2015, at the end of the period covered by PECI II. The inclusion of migrants on the workplace, non-discrimination principles and cultural diversity nevertheless continue to be the main pillars of the Spanish integration policy.

1.6.5. GREECE

To integrate or foster the social inclusion of these populations with migrant background, Greece set up its first and only [National Strategy for the Integration of Third Country Nationals](#) in 2013. The document includes specific measures and actions to be implemented in areas as diverse as service provision, introductory courses, employment, health, housing, political participation, anti-discrimination and intercultural dialogue. But most emphasis is put on training and skills development for both TCNs and public employees dealing with migrant issues. The Ministry for Migration Policy is currently preparing a new strategy. The general population of the refugees feel accepted and safe in Greece. In the context of the migration of the refugees language and communication are important barriers. (Commission)

The integration of legally residing Third Country Nationals (TCNs) in the Greek society is a key concern and a goal for the Greek State which has now launched a National Strategy that will guide its upcoming

actions in the field. The document contains 3 main chapters.

The first introductory chapter provides background information on immigration to Greece and an overview of approaches to migration management and integration. The second one explains the necessity for a National Strategy and outlines the parameters of integration for legally residing TNCs on the basis of EU principles and directives, with an emphasis on the importance of in local communities and the legal framework for long-term residence and education. (Commission)

The last chapter contains details on specific measures and actions and interventions to be implemented in areas as diverse as:

- Services (reception and introductory courses, information sessions, training for civil servants, etc.)
- Education and Greek language courses
- Employment and vocational training (combating informal employment, Fostering entrepreneurship, etc.)
- Health
- Housing and quality of life
- Political participation
- Anti-discrimination (awareness-raising activities, combating racism, etc.)
- Interculturality (inter-religious dialogues, cultural and artistic activities, sports, etc.) (Commission)

1.6.6. ITALY

The creation and strengthening of meeting opportunities between protection holders and Italian society are recognized as important factor for contributing to the development of a sense of belonging and stability but also for the exchange and mutual knowledge with Italian citizens. For this purpose, the promotion of meeting initiatives between foreign citizens and local citizens, socialization opportunities such as sport, artistic and cultural events, but also voluntary work have always been promoted by the Italian Government.

In this sense, the participation migrants in voluntary activities is particularly important.

This is also evidenced by the annual report of 2017 on good reception practices, published on the website of the Italian Ministry of the Interior: “The Prefects promote, in agreement with the Municipalities, also in the context of the activity of the Territorial Councils for the immigration any useful initiative for the involvement of applicants for international protection, on a voluntary basis, in activities of social utility in favor of local communities (...) For the involvement of applicants for international protection in the above activities, Municipalities can design, also in collaboration with third sector organizations, specific projects to be financed with European resources for the immigration and asylum sector “.

According to the “I get you” research, promoted by the Jesuit refugee service Europe, which examined 9 European countries over 24 months, Italy is the country with the highest number of “community building” in Europe, which are local initiatives that spread the culture of inclusion by promoting intercultural through various types of activities aiming at facilitating the interaction between citizens and migrants.

At the end of July 2016, there were 62 community building initiatives in Italy.

37% of the mapped initiatives described the organization of “intercultural activities” as their main action. There were 15 initiatives concerning the sphere of leisure and recreational activities: sports, excursions, music, cooking and similar occasions that offer volunteers and migrants the opportunity to spend time together, united by a passion or an interest.

22.5% of the initiatives were in some way connected with the learning of the Italian language.

The research “I Get You” has shown that the reception works best when it is organized in small towns and the structures are not isolated, but well connected with urban areas. This allows civil society to interact directly with migrants. Creating personal relationships is the best way to prevent hostility and mistrust and, at the same time, facilitate faster integration.

The latest National Integration Plan aimed, in fact, at strengthening social inclusion processes, through greater involvement of newly arrived migrants in social activities of various kinds and favoring the contribution of beneficiaries of international protection in the definition of asylum policies such as their participation in the territorial councils for immigration.



2. NEEDS ANALYSIS



2.1. CITIZENSHIP

2.1.1. TURKEY

Some of the refugees shared their experiences related to the immigration process and the reasons why they preferred Turkey as follows:

"I came to Turkey on 07.08.2018. I came there with my children. I have 4 daughters and 2 sons. Unfortunately, we lost their father in 2011. He deceased. And one of my daughters who was 13 also deceased on 20.09.2017. I did not have another option to go. I only had money to buy the tickets and cover the visa procedures to come to Turkey. This was the reason I preferred Turkey." (Yellow, Iraqi, Female, 41 years old).

"I was going to go to Iran; however, I came to Turkey illegally without a passport. First, I passed the borders of Afghanistan, then I went Iran, and finally I came to Turkey since I had lots of troubles living in Afghanistan. No one knew that I wanted to go except from my father and family, but they did not let me go. I chose to escape since I have some problems. We call it LGBT. I do not know what they call it here." (Purple, Afghan, Male, 18 years old).

The foregoing statements show that the relevant asylum seekers had to immigrate with valid grounds since they were frightened to get killed due to the potential of the armed conflict atmosphere in their countries to harm them and their families or due to their sexual orientations. The relevant people went through the places in order to escape from the conflicts first, then they came to Turkey since the conflicts spread to the places they went or they had a motivation to go to the countries with better living

conditions. Since some of them considered Turkey as more suitable country for them and some of them could only afford to come to Turkey, they preferred it. The process of acquiring citizenship of the Republic of Turkey and continuing their lives in Turkey with their own words are as follows:

"Actually, we did not want to be a citizen. What could we do to be a Turkish citizen? I do not know, but we wanted to go another country. Living here is pretty difficult and I do not have a chance. Another country can be better for treatment of my children. Living here can sometimes be exhausting and my children cannot get proper treatments. My daughter is a 5th grader now, but she should be 6th grader actually. She lost 2 years at school. Sometimes she has aggressive reactions about it" (Yellow, Iraqi, Female, 41 years old).

"I wanted to stay in Turkey, but I saw that there are some difficulties here too. For example, now I have been working but I cannot save any money. I have been living here for 2 years and I receive my last wage and deposited into bank and I do not have any money except from that. It is hard to live in Turkey, very hard and I do not know. Therefore, I would prefer another place if I had a chance." (Purple, Afghan, Male, 18 years old).

"I think Turkey is better than other countries since we have already had some experiences and we learn to live here. We have learned about the attitudes of the Turkish people. They are better. I want to be a citizen of Turkey since it is a Muslim country. We have common cultural issues with Turkish people and their customs and traditions resemble the ones of the Syrians and Iraqis" (Orange, Iraqi, Male, 28 years old).

When their statements on living in Turkey and acquiring the citizenship are analysed, it can be observed that they have different opinions, some of them want to be a citizen and some of them do not. Since most of them went to third countries with higher welfare levels and social rights such as United States of America, Canada and European Countries; it is possible for the Afghan asylum seekers in Turkey not to have positive opinions about staying here.

According to a professional, another possible reason for the people under international protection not to have positive opinions related to the Turkish citizenship is that their social benefits will be stopped. This professional expressed his/her thoughts related to this issue as follows:

"There is not much demand on being a Turkish citizen, at least I have observed in this way. For example, the families receiving social benefits do not have such demands since they know their benefits will be stopped when they become Turkish citizens. I do not have met a person demanding otherwise. Maybe if their benefits are stopped for other reasons, they may want to acquire citizenship" (Professional 2, Female).

Even though the asylum seekers can reach the fundamental services due to their international protection statuses, the number of services they can apply and benefit from increases when they become Turkish citizens. When they become Turkish citizens, it will be easier for them to travel in Turkey or continue their education in higher education institutes etc. As a matter of fact, the professionals working in those fields think that way too.

"Being a Turkish citizen can be easier for them especially for some issues, for example we have something called 'special education' (for disabled children). When the children of Turkish citizen can benefit from unpaid special education since the costs are covered by the government, the government does not cover those costs for the children of the people under international protection. For example, the refugees cannot benefit from some of the aids provided by the Social Assistance and Solidarity Foundation (SYDV). Besides, when I think of for more advantages, I can say that for example not being a citizen can restrict their freedom, they have to go for controls and provide their signatures in the province they are registered; however, Turkish citizens can go anywhere they want without asking anyone. When it comes to social assistances, there are some differences for education supports. Actually, they can access to the education services, but for example if a Syrian asylum seeker wants to enrol in a university, you need to pay a high amount of fees between TL 5000-10000 (€ 770-1440). Those amounts cannot be generally afforded by them." (Professional 3, Female).

According to the professionals working in the field, there are some serious difficulties for the asylum seekers in Turkey to be a Turkish citizen. First of all, the asylum seekers under international protection

cannot apply for being a citizenship. Additionally, the procedures related to the application process for citizenship are not pretty clear.

"To the best of my knowledge, they do not have any kind of rights to apply for citizenship. Therefore, there is no kind of mechanism to evaluate their applications when they apply for it. Thus, we can say they have lots of troubles naturally" (Professional 4, Female).

"... I think they need some procedures to follow on this issue. I also think that there is no kind of determined procedure. There are some for the secondary protection status; however, there are numerous extraordinary practices applied for the ones under international protection" (Professional 5, Female).

The professionals think that the representations of the refugees in media and the statements of the politicians cause their citizenship processes to be more difficult and it is not possible for them to enhance the conditions related those groups because of the social reactions.

"I think there are some racist expressions. It reflects to the people of course. Since media mainly exists together with politics, the expressions used by politicians can be considered as they used by the media organs" (Professional 5, Female).

"There are lots of misinformation about the refugees provided by media organs or the people themselves, and it is disseminated in a way. The citizenship issue for the refugees can be used as a political election tool during elections. Of course, the local people think Syrians when they hear the word 'refugee' after the great number of immigrants came from Syria. The local people do not know the differences. Therefore, they think that if great number of refugees are accepted as citizens, it can be dangerous for the country" (Professional 4, Female).

2.1.2. BULGARIA

This section is about the perception and experience of participants regarding citizenship, their (refugees and migrants) rights and possible issues during the process.

The policies for granting citizenship are a key component in the management of migration processes in Bulgaria. Establishing and improving the mechanisms of this particular aspect is essential in the national strategy for the integration of refugees and migrants.

Excerpts:

"From my experience, acquiring citizenship is quite difficult in Bulgaria. Having been granted humanitarian or refugee status does not guarantee that a person will acquire citizenship. Furthermore only part of the people (not all nationalities) actually acquire citizenship."

"Most of the unattended underage children don't want to stay long in Bulgaria, instead they prefer moving on to Western countries where they can start working and support their families in their homeland."

"The most essential thing at the first stage of process is adequate access to information during reception in a refugee centre. Free and timely legal support and qualified translator are key"

"It's not necessary to change my citizenship as I haven't had any issues being a foreigner. I had no problems adapting in the country, nor did I face any serious difficulties finding a job and a place to live."

„I didn't have any problems regarding the citizenship process. It was more difficult to find a job and learn the language."

"The whole process is extremely long and full of ambiguities. It is difficult to get an answer from a public employee. In some instances, people were outright rude"

Acquiring citizenship in Bulgaria is a long process accompanied by a lot of difficulties for refugees and migrants. The legal procedures are in most cases unclear and sluggish. It is hard to find work in the meantime which forces a lot of people to seek better conditions in Western countries. There is much room for improvement of the whole process and it is evident that refugees and migrants require access to information, qualified translators and clear, effective procedures.

2.1.3. CZECH REPUBLIC

This section is about the perception and experience of refugees and migrants regarding citizenship and asylum, their rights and challenges during the process.

There are different types of stay status.

- Long-term stay – derived from the purpose of stay (stay over 90 days) with the need to annually renew.
- Permanent residence – application after 5 years of continuous residence in the territory, relatively stable status, differs from citizenship by a lower level of rights (e.g. the right to vote)
- Citizenship – possibility to apply after five years of permanent residence
- Asylum (international protection)
- Visa to allow exceptional leave to remain
- Irregular stay

Excerpts:

"At first, I was hoping to be back: maybe in a month or two. I didn't really count on staying here. In Syria my whole life, my family, my relatives, my job, my property was. But gradually I realized that I had lost all of this, that I had to start from scratch. But thankfully my great brother took care of us here. I spent 11 months in his apartment waiting for asylum here and couldn't work or travel."

"If someone now asks me whether to apply for asylum in the Czech Republic, I will tell them not to. I am in the Czech Republic for the second time on a Polish visa, I would like to stay here, work legally and send money to my family. Before that I had applied for asylum twice, the last time I waited for a year and a half for a negative reply."

"I applied for asylum in the Czech Republic. Because my brother had vouched for me, I didn't have to stay in refugee facilities."

"I will not apply for citizenship, I do not have a permanent job and my Czech is very bad."

"I applied for citizenship twice and was rejected twice. For the first time because I had no long-term employment and my wife could not work for health reasons. When I was employed for four years, I applied again, but again it was rejected because the wife had only a temporary job."

Obtaining citizenship is complicated mainly due to the lack of labour integration. The applicant should prove that he has been legally employed and paid legal payments long enough. An obstacle to granting citizenship is also keeping the applicant for citizenship in the records of the labour office. There is no legal entitlement to being granted Czech citizenship, even if the applicant fulfils all the conditions, the more legal claim does not arise if one of them is not met.

2.1.4. SPAIN

Spain has a five-year preferential period for granting Spanish nationality to those who have obtained refugee status.

In addition, it allows them to benefit from family extension policies, which implies that the same beneficial conditions apply to parents and children, as well as to the spouse or partner and even to family members, depending on the circumstances.

Once that category is available, they also automatically receive a residence permit and a permanent work authorization and not a temporary one, as is the case with other type of migrants.

They also receive a DNI (National Identity Document) and all necessary travel documents (like passport).

Due to obvious circumstances, they cannot be deported to their country in case that they are intended to be expelled.

Excerpts:

The policies adopted are really poor.

It is not easy for people from countries and situations at risk to have peace of mind when they arrive in our country, since they are evaluated with very restrictive criteria.

There are some difficulties, among the most important is to have a stable job, since they arrive without papers in most cases and cannot get a job easily.

Another problem is the partial or total ignorance of the Spanish language. Likewise, the little knowledge of the history of Spain makes it difficult for them to pass the general culture test, which is a requirement to obtain the Spanish nationality.

The bureaucratic processes are a serious problem because the resolution is lengthened over time and that harms them to integrate into society.

The political position of the government in power can leave on standby many of the promises made in the election campaign, depending on the convenience to carry them out.

Refugees face all kinds of bureaucratic, social and formative difficulties.

A certain environment of “invasion”, “mass arrivals”, etc., that put oneself ahead of people’s rights and needs, is generated in an interested manner. And that is why there are difficulties in bureaucratic management, not very clear procedures, little firm speeches for people...

Refugees need a true accompaniment office, monitoring and definition of the processes to grant them citizenship; an office that should be attended by foreigners from different countries and with Spanish nationality, so that they do not have problems with languages and because people who have acquired the Spanish nationality already have the experience that allows to advise newly arrived more easily.

It should be facilitated that they could be welcomed and socially integrated with our support, since they are people fleeing from a situation that puts their lives and their families’ lives at risk.

Receiving citizenship status obviously improves access to some rights and services in the first instance, such as health, which is essential for staying healthy and allowing them to have a better standard of living. But in some cases it affects them in a negative way because depending on the reason for which they requested this status, it makes them see by some businessmen as people with certain problems inherited from the conflict in their country of origin, and this gives reasons to be discriminated against and even exploited.

The little or no mastery of the Spanish language does not allow them to integrate comfortably and also limits them to participate in works of a certain category.

The biggest problem is discrimination against their children, xenophobia and labor exploitation.

2.1.5. GREECE

After being granted international protection in Greece (as a refugee or beneficiary of subsidiary protection) the refugees will be provided with a Residence Permit that is valid for three years, which may be renewed so the refugees will have the right to apply for travel documents. The travel document allows the refugee to visit other countries as a tourist but they cannot stay more than 90 days. After completing 5 years of legal and permanent stay in Greece and if they fulfill all conditions, they can apply for a long-term residency permit. In addition to this, the refugees will have access to a full range of educational services including schools, universities, and vocational training programmes, work, social welfare and medical care. (unhcr)

If the refugee recognized as a refugee in Greece, he/she have the right to be reunited with the family members who are in your country of origin or in another third country. If he/she is a subsidiary protection beneficiary, he/she do not have this right. (unhcr)

In Greece the refugee can apply for Greek citizenship if he/she:

1. Has reached the age of majority by the time of the submission of the declaration of naturalization
2. Has not been irrevocably convicted of a number of crimes committed intentionally in the last 10 years, with a sentence of at least one year or at least 6 months regardless of the time of the issuance of the conviction decision. Conviction for illegal entry in the country does not obstruct the naturalization procedure.
3. Has no pending deportation procedure or any other issues with regards to his or her status of residence;
4. Has lawfully resided in Greece for 7 continuous years before the submission of the application. A period of 3 years of lawful residence is sufficient in case of recognized refugees. This is not the case for subsidiary protection beneficiaries, who should prove a 7-year lawful residence as per the general provisions; (aida)
5. Hold one of the categories of residence permits foreseen in the Citizenship Code, inter alia long-term residence permit, residence permit granted to recognized refugees or subsidiary protection beneficiaries, or second-generation residence permit. More categories of permits have been in 2018

The minors and unmarried members of the family of the refugee who get Greek citizenship will get citizenship automatically. The adults will have to apply and go through the Greek citizenship procedure. (ref)

In addition to this, being born in Greece does not give Greek citizenship to a child who is born to foreign parents.

Children born in Greece can apply for citizenship after they complete the first grade of primary school, and if both their parents have lived legally and continuously in Greece for at least 5 years before the child's birth. (ref)

Excerpt:

The refugee who arrives to Greece the first thing that they must do is to apply for asylum. When they apply for asylum, they examined in 2 sections for if their application for asylum will be approved or not. In the last two years we have many application for the asylum but we do not have enough employee in this area. For to fix this issue we are working with European Asylum Office. The applications which are approved, the refugees have the right to access to education, work, and social welfare. (Local city councilor)

Regarding the reference, the refugees in Greece more specifically in Trikala follows the path to take permanent card and citizenship of the country as the EU integration policy and National Plans. In meanwhile proposed actions meets the needs.

2.1.6. ITALY

This section is about the perception and knowledge of participants (experts and refugees) regarding citizenship rights provided to refugees.

To better understand the comments collected by the interviews, it is necessary to briefly explain what is the procedure that the asylum seekers must undertake to obtain documents that allow them to reside in Italy.

Once the application for international protection has been received, the “Questore” (the provincial public security authority), orders the applicant to be sent to a Center for applicants for international protection and issues a certificate which states that his/her status.

At the end of the reception period, a temporary residence permit, valid for 3 months, is issued, it is renewable until the decision on the application and it is not valid as a work permit.

Once the residence permit has been received for international protection request, the applicant must leave the reception center and can move within the Italian territory. He must always communicate his movements to the Police Headquarters of the place where he/she will live: this is essential to receive communications and the call before the Territorial Commission. The reception after leaving the Center is managed by associations from the third sector.

If after 6 months from the submission of the application for international protection, a decision has not yet been taken, the applicant is entitled to receive a residence permit valid for 6 months and which will allow him/her to work regularly until the decision is taken.

While waiting for the decision, also according to European legislation (Dublin Regulation), the applicant cannot leave Italy. If he/she goes to another European country and asks for asylum, he/she can be sent back to Italy because it is the responsible State that decides on the application for international protection (Dublin Regulation II)

The Commission, by written decision:

1. can recognize refugee status;
2. may not recognize refugee status and grant subsidiary protection if believes that there is an actual risk of serious damage if he/she returns to his country of origin;
3. may not recognize refugee status, but believe that serious humanitarian reasons exist and, therefore, ask the Police Headquarters to be given a residence permit for humanitarian reasons;
4. may not recognize refugee status and reject the application.
5. can reject the application for manifest unfoundedness, when it considers that the absence of any prerequisite for the recognition of international protection is clear.

It is possible for the applicant to appeal to the decision of the Territorial Commission.

The residence permit for asylum has a duration of 5 years and is renewable at every expiration.

Excerpts:

“Today I will go to Perugia to take the travel pass, which will allow me to move to the countries of Europe. I am allowed to move because I have a residence permit thanks to the Subsidiary Protection, if they do not issue a passport I can use the travel pass that is issued by the police headquarters and consists of an Italian permit that will allow me to be able to move”. (International protection beneficiary)

“I went to the Malian Embassy and they gave me the declaration (which attested the identity of the applicant, e.d.), I went back to the police station two or three times and they accepted it.

The embassy made a mistake in writing some stuff, they wrote that I can't have a travel pass.

The lady explained me that I have to go back to the police station and write on paper why I can't have the Malian documents, we made an appointment with my cultural mediator, and we wrote why I can't have the documents back: because there, there is nobody who can give them to me, I can't go back up there. To be able to escape, I would have had to be 18 years old, and I wasn't, for this reason I ran away without documents.

The embassy told me that if I want my documents I should go back there myself, but I can't. So I wrote the motivation: I cannot have the Malian documents because there is no one who can bring me these documents, there is no way that I can go to take them back. If in 10/12 days they accept this request of mine, I will come back (to police headquarter, e.d) to do everything again". (International protection beneficiary)

"There are many bureaucratic procedures that come up in these cases, fortunately there are associations that are ready to intervene trying to solve the various situations. Bureaucratic procedures are fine, but they must be understood and explained". " (Third sector professional)

"I have already gone to other countries like France, Spain. I personally decided to stay here in Italy to get the documents and citizenship. Now that I have started speaking and understanding Italian, it makes absolutely no sense to start over in another country". (Refugee)

"I find it all difficult. I had two hours and a half of interview at the Commission. They even called me twice". (Asylum seeker)

"I know about families who have children, and in the specific case of a wife and husband, having a baby girl, I learned that their problem is the residence permit because the Commission gave him two negative answers. When the husband goes to look for work, they ask him for the documents and without them you cannot work. So, in general, living in these conditions and having a family is unsustainable. (Refugee)

"Asylum seekers and refugees who make a path of social inclusion in the country, which concerns both finding a home and a job (therefore material needs), but above all having to create a social network that allows them to know and discover Italy by starting to live it positively from all points of view, they arrive at a certain point where the natural continuation of this virtuous path of integration is the request for obtaining citizenship.

This is especially true of "forced migrants" who cannot return to their country. Once they learn to know the country, to appreciate it, to find a positive role in it, the desire to become an Italian citizen in some way comes naturally. So the expectation is certainly strong. Very often we find, especially in the last period in which the legislation has made obtaining citizenship more complex and longer, a great frustration that can sometimes even affect the motivation". (Language teacher)

"There are many asylum seekers. A first problem, therefore, is the following: not all migrants are eligible for asylum applications, some are "economic migrants" who have entered a flow of "political migrants", this distinction exists. Precisely for this reason, asylum applications go on for a long time". (Language teacher)

"Now the request for citizenship has become more problematic, due to the obligation for aspiring citizens to pass Italian language B1 tests.

Some were discouraged, even those who had lived in Italy for more than ten years. The University of Foreigners in Perugia has been "stormed", more than 300 students are being examined. Now the number of B1 exams is increasing because there are many requests. (...) So times double and costs increase ... With our help desk in Foligno, we carry out 4-5 requests for citizenship per month". (Third sector professional)

"It is more a question of timing of the procedure, it is a problem that is a bit transversal to everything for everyone (the times of the bureaucracy are unsustainable). Between applying for citizenship and receiving an answer years pass. This also creates a stress for migrant people, who still have to pay the rent, maybe they have work contracts, it creates fear, because if they ever lose their job in order to find another one, citizenship would also be needed". (Third sector professional)

"From my personal experience, I can say that most of the immigrants, asylum seekers, are not really interested in obtaining citizenship. This is because their intent is to return to their country or to go to another country and they are more interested in residence permits such as 2/3/5 years than in citizenship". (Language teacher)

From the interviews and the introductory analysis of the procedure for obtaining documents for the residence permit and citizenship, it is possible to get an idea of how complex the bureaucratic system is.

The long timing of procedures and the various bureaucratic steps often keep migrants and asylum seekers “stuck”, without having the possibility of moving or working.

During these months of substantial “stalemate”, applicants for international protection learn the language, adapt to the new context, so it is natural that in many cases they wish to stay, regularize their situation in the country, also in order not to suffer the trauma of the movement and start again elsewhere.

In other cases, however, as much more often happens, applicants for international protection (and, in general, migrants) consider their experience in Italy only temporary, they would like to reach other northern European countries but are unable to do so, by Italian and European law.

The procedures for obtaining citizenship, or even just a regular residence permit, are often complicated by the fact that it is very difficult for an asylum seeker to get their documents from their country of origin or from consular representations abroad (as mentioned in ‘Situatio Analysis’).

Moreover, it is also clear that there is a good awareness on the part of the beneficiaries of the various steps to be taken to obtain the documents and this shows that the assistance of social operators and professionals is effective.



2.2. EDUCATION

2.2.1. TURKEY

Because of their disadvantages which made them leave their countries, the asylum seekers have some serious problems in terms of accessing the education opportunities. Problems such as not being able to speak the language of the country, not being included in the education system and school equivalence are some of the problems which are faced by the refugees when they start to live in another country. One of the asylum seekers whose children could not continue their education due to poverty and different religious beliefs before the immigration process indicates her experiences as follows:

“All of the children have some failures in terms of education. Aşna is 24 years old and Yahya is 18. They had to leave their school to earn money in Iraq after their father deceased. The girls were continuing their education, but they had to deal with lots of difficulties too. They sent us in a country for the treatment of their sibling. Therefore, we had some problems in Iraq. We went in a country which is not allowed by Iraqi government. I did not know the country is Israel. They asked questions such as ‘where did you mother go?’, ‘Will she come back?’ to my daughter Asma and when we returned to Iraq, we started to face with some other problems every day. They even left their school because of those problems since they were threatened by the Shiah militias” (Yellow, Iraqi, Female, 41 years old).

The same person indicated that even though they started their education, two of her daughters cannot continue their education due to health problems and two of them cannot since they stay with their sisters in the hospital after they came to Turkey.

“Aveza and Kürdistan stayed in hospital for 44 days. We had to stay with them and therefore Keni and Esma did not go to school when they were alone. Actually they love their schools and want to continue their education, but unfortunately they could not after we moved to Ankara. They continue their education in Amasya for two weeks but then the principal called us and invited in the school and told me that they need to go to the school for the special

children since it is difficult for them to stay focused from early in the morning to 15.30-16.00. He/she indicated that Aveza is not doing well, we do not want her to have any kind of accident and do not want any kind of responsibilities about her, she needs a school with an elevator. And for Esma, her teachers really liked her. They even called when we moved to Ankara. They asked us whether she continue her education here and told us she definitely should continue it" (Yellow, Iraqi, Female, 41 years old).

One of the factors which prevents the asylum seekers under international protection to continue their education is that they cannot speak Turkish. An asylum seeker who was stigmatized and marginalized by his friends due to his medical problems in his own country expressed how he and his siblings cannot continue their education after they came to Turkey:

"I continue my education until sixth grade since I was uncomfortable with the attitudes of other students against me. We enrolled in a course with my siblings here, but we do not want to attend them since they cannot speak the same language as us. It is difficult for us" (Orange, Iraqi, Male, 28 years old).

Another problem related to education faced by the people under international protection is that they have to pay high amounts of school fees when they want to enrol in higher education institutes. The asylum seekers who cannot pay the necessary school fees to their connections to the education system and thus they cannot access to education which will provide some opportunities for them to have qualified jobs and will protect them against poverty. The evaluations of asylum seekers for this issue are as follows:

"I was going to continue my education in Afghanistan in the field of economics. I was entitled to go to a school and continued it for a year. But I cannot continue it here. I did some research about it and learned that I need to learn Turkish first. Then I can start my university education but first I need to pay the fees. Then I did some further researches and finally I understand I will not be able to do it since I have no one to support me financially. The Afghan people living here cannot attend the university here too. It is too expensive. The schools demand too much money" (Purple, Afghan, Male, 18 years old)

Even when the asylum seekers under international protection can continue their education in the higher education institutes with some difficulties, they are marginalized and discriminated by the other individuals in the school or their classmates. This may be because the local people are misinformed about the enrolment, attendance and scholarship issues of the asylum seekers. The daughter of one of the asylum seekers expressed her own experiences related to this issue as follows:

"They do not any friends at university. No one wants to talk with them. They told them that they enrolled in the schools without taking an examination. Someone can help them sometimes but they do not have close friends. Their instructors can sometimes be unfair. When they ask questions, their instructors can tell them to work harder instead of answering their questions" (Green, Afghan, Female, 37 years old).

The professionals indicated that the asylum seekers under international protection have important problems and difficulties in the interviews. The first problem about this issue is not being able to enrol in the schools and to access the education services. A professional expressed this issue as follows:

"They can access education services technically, but we have some problems about this issue. Some schools, especially in the shanty regions can have limited capacities for them. For example, the student needs to be registered in the closest school, but it does not have a capacity for him/her. When you talk with the principals, they told us that they cannot do anything about it and they are right since there is no place for them. For situations like that, it is necessary to apply to the Provincial Directorates of National Education, but when they reach us, generally it is too late for them. There are lots of children who lost years for education. A foundation such as an association should be established to carry out such procedures" (Professional 4, Female).

When it is considered that the asylum seekers generally live in the places which are not preferred by the local people, do not have easy transportation opportunities and are away from the public places; the children of the asylum seekers cannot continue their education since they cannot cover their transportation costs. The thoughts of a professional about this issue are as follows:

"Their houses can be sometimes really far away from the downtown and the nearest school can be 2-3 kilometres away. And since the services of the schools can be provided with additional fees, and since they cannot afford them, they do not send their children to school since they cannot let their child to walk in those unsafe environments" (Professional 5, Female).

Another problem affecting the children of the asylum seekers to leave the school is peer bullying. It is a problem which have been faced by the children of the refugees since they are more vulnerable and relatively less strong. The thoughts of a professional about this issue are as follows:

"Of course, the peer bullying is really common. We especially follow the children of the refugees related to this issue. There are children who are exposed to discrimination in their schools from their teachers or peers. Since I have been here for three years, I can say that it was more common back then" (Professional 1, Female)

Language is a factor preventing the children to continue their education. One of the professionals indicated that since the children cannot speak Turkish well, they cannot understand the lessons well and therefore they are less motivated to continue their education as follows:

"Since they cannot speak Turkish and understand the lessons, they do not feel well about the school and therefore there were lots of children who do not want to go to school" (Professional 1, Female)

Other factors preventing children to continue their education are child marriage and child labour. The thoughts of a professionals about this issue are as follows:

"As I have observed lately, both boys and girls between 6 and 10 ages are attending to schools. The problem starts with the children bigger than 12. When it comes to girls, they have a risk for child marriage and getting engages, even though these do not happen, their parents can consider not to send them to school for dangerous environments. When it comes to boys, they have a risk for child labour when they become 13 or 14. As a result, both boys and girls are under a risk not being able to continue their education" (Professional 3, Female).

The teachers and counselling services have important roles to encourage the children of the asylum seekers to continue their education and to be successful. The comments of a professionals about this issue are as follows

"Teacher is the person who makes students want to go to school. Actually teachers' attitudes and behaviours in addition to their awareness should be high. The teachers should be aware of the fact that all children have a right to be educated and they do not let them go. This applies for all children" (Professional 1, Female).

The professionals indicated that the current education supports are not sufficient enough to cover education costs and therefore any kind of change has not been observed for the children and the parents as follows:

"You are talking about the Conditional Education Assistance when you say education supports, right? It does not prevent children to work since if children work, they can earn TL 150-250 (€ 23-38) in a week for example. The education support provides them TL 70-80 (€ 11-12) in a month. In other words, the education support can only cover about twenty percent of the costs such as service, allowance or additional payments demanded from the schools etc." (Professional 3, Female).

The professionals interviewed indicated that the rates on continuing education among the adult asylum seekers are low and a few asylum seekers continuing their education have problems related to equivalence as follows:

"The university issue is more complicated since if the person cannot obtain equivalence from their country, or if they have not completed their education in Turkey, they cannot access to it and cannot prove it. Thus they cannot continue

their education even they are super intelligent. We had an Iraqi client. We also had a Somalian and an Afghan client who had such experiences. They were really good and they took the examinations and some of our clients even passed the exam and obtained a right to enrol in the department of nursing in Kırıkkale University, but they cannot enrolled in since they do not have a high school diploma" (Professional 5, Female).

2.2.2. BULGARIA

This section is about the current state of education provided for refugees and migrants.

As part of the national policy of Bulgaria, all persons granted international protection are entitled to free access to language training Bulgarian and further training and retraining, carried out under the conditions provided for Bulgarian citizens.

Excerpts:

"Refugees have access to the education system, social workers enroll all children in a school close to the region of the centers. Most of the children stop attending schools due to discrimination on the better part of the teachers and other classmates. Teachers are not trained to work with refugees, there are no translators and often children become victims of violence on their way to school. Therefore, they quit school"

"The quality of education in the refugee centres is very poor. However there are a number of organisations in Sofia that support refugees and offer language courses that can definitely help a person learn Bulgarian."

"Even though I didn't speak the language, teachers and other students were very supportive during my education."

The quality of education provided in refugee centers is quite insufficient and ineffective. It is difficult to learn a language or any other skills necessary for continuing further education or finding a job. However, there are a number of opportunities offered by different organizations allowing refugees and migrants to learn Bulgarian, participate in trainings, etc. Children face discrimination in public schools where the staff is not prepared to work with refugees or migrants. On the other hand, the attitude of teachers and students in the universities is generally friendly and supportive.

2.2.3. CZECH REPUBLIC

This section is about the current state of education provided for refugees and migrants.

Refugees and migrants often face obstacles that do not allow further education and skills upgrading. There are the language barrier, low motivation (especially for work migrants), other priorities (housing is the priority for refugees, then employment, finally education), lack of funds for retraining courses (for refugees), poor awareness of immigrants or uneven distribution of NGOs offering educational services in the Czech Republic. Economic immigrants, whose main goal of migration is a temporary residence to earn money, are in the secondary labour market where high qualifications are not needed so they are not motivated to increase qualification.

Excerpts:

„Thank you very much to the Czech government, to society, to the people here for how nice they were... they did not do much, but they did... What I reproach is the treatment of refugees. For them, it is most important to become active members of society. Of course, the most important thing is the language. If I can speak Czech, I can work, learn and build my life. I, therefore, think that the government should concentrate on language courses for refugees. I didn't experience this. The Ministry of the Interior offered me a course, but it was only once a week an hour, of differently advanced students from different countries together. It was useless. Then I tried to pay for some courses privately, but they were quite expensive.

"I am studying the Czech language because for the office it's very difficult for me to explain myself. And for my son. For school because nobody speaks English in school. So I have to learn. The language and the system, Czech, because it's different, is totally different and now I adapt to it and the language and the people."

"If I could change something in the past it would be the study of the Czech language while I was waiting for asylum decisions. I had enough time in this period, then I couldn't do it with my work."

"I went to a language course, but it was very general, I needed words from my field of construction."

Language courses are attended by people with varying levels of language proficiency, which is demotivating and slows the learning of all present. Migrants and refugees testified that to be able to make a living, they have to work in difficult conditions, shifts and very often for a period that exceeds normal working hours. They do not have enough time to attend language courses.

2.2.4. SPAIN

A refugee has full right to access the different levels of the Spanish education system.

The academic access requirements are the same as for the rest of students but in addition they will have the biggest problem or inconvenience that is to accredit a minimum level of Spanish (or the language in which the teaching is given, since Catalonia, Valencian Community, Euskadi and Galicia have their own languages).

Finally, if the refugee manages to get a place, then these boys and girls face discrimination by their peers due to the lack of multicultural education and discrimination by teachers which is the worst.

Excerpts:

Refugees can access any level of the Spanish education system, as long as they meet the academic access requirements.

In the case of post-compulsory studies, they will have to comply with the specific academic access requirements, in addition to having a sufficient level of Spanish (or co-official language of the autonomous community) to be able to follow the course without difficulties, which means that they have a big problem.

Access requirements also entail some difficulties, such as:

- specific tests or being in possession of a specific degree, such as the School Graduate or the Baccalaureate.
- approve or validate the studies of their country of origin.

The process of homologation and validation of previous studies is carried out through the educational public administrations. It is a process in which they must provide different documents that accredit and certify the studies they wish to approve or validate.

The approval process is very important whether the refugee wants to continue the studies towards a higher education or wants to access a job according to his/her level of education.

The problems to the approval process are:

- the language, since all documents must be translated into Spanish and the applicant must understand it as well as possible.
- the process of homologation of the title, which extends over time and never gives an approximate date for approval; in some cases, there is not even any notification about the status of the dossier.

2.2.5. GREECE

The Greek education system is under the central responsibility and supervision of the Ministry of Education, Research and Religious Affairs.

Education is compulsory for all children in Greece, including refugees and asylum seekers, boys and girls, who are aged between 5 and 15 years old. Compulsory education includes pre-primary (one year), primary and lower secondary education. Primary education (Demotiko) lasts six years, lower secondary education (Gymnasio) lasts three years.

If an asylum seeker, or a recognized refugee, or a beneficiary of subsidiary protection, his/her minor children may access the national education system under similar conditions as Greek nationals.

To enrol in Greek schools, the refugee require the same supporting documents that are requested from Greek nationals. His/her children may be enrolled even if he/she do not has a birth or a family status certificate. However the following documents are required:

- “Applicant for international card” or “asylum seeker’s card” or valid residence permit;
- A health or a vaccinations booklet
- Proof of residence.

Education for refugee children is available while they remain in the country; documentation of attendance will be provided upon your official departure from Greece. Accessing education in Greece does not oblige the refugee and their family members to stay in Greece.

Pre-school education and early childhood facilities

In Greece, children aged six months to five years old can attend infant centres (vrefonipiakos stathmos).

If refugee child is aged between 2 and a half and 5 years, parents of the refugee child can request a place in a child centre (paidikos stathmos), which are either run by the municipalities or privately funded. From the age of four, children can attend a pre-primary school (nipiagogeio), which is compulsory after the age of five.

If refugee lives in an open accommodation facility (camp), he/she may access the pre-primary schools that the Ministry of Education plans to establish.

If refugee lives in a city, he/she may go to the nearest pre-primary school to enroll his/her child.

The refugee will need to complete an application, submit a document that proves his/her address and present the ‘booklet of health’ of the child that will also prove that she or he has been vaccinated. Enrolment takes place every year from June 1 to 15, but applications may also be accepted after those dates, if there are available places in the school. (unhcr)

Primary and Lower Secondary (Gymnasium) Education

If the child of refugee will turn six years old, she or he may be enrolled in the A class of the primary school.

For children who are older than six years, they must present a relevant certificate or declare how many years they previously attended school and in which country.

If refugee lives in an apartment or hotel or a building in a city, he/she may register children aged between six and fifteen years old in educational classes. Morning classes are conducted in Primary schools and in Secondary schools there is a ‘Zone of Educational Priorities’ (ZEP) program operated by the Ministry of Education. Children attend school together with Greek nationals. Reception classes are established in order to provide additional support, in particular for Greek language comprehension.

The refugee needs to go to the school that is nearest to his/her residence. The most important document that he/she needs to take with her/him is proof that his/her children have received relevant vaccinations.

Gymnasium of 3 years duration that is mandatory education. Enrolment to gymnasium is automatic for children who have graduated from Primary school in Greece.

If the refugee child has attended secondary education in his/her country or in another country, she/he may present the relevant certificate of attendance. If he/she does not have a certificate of attendance, his/her child might be able to undertake an examination before a committee.

Upper Secondary Education:

Upper Secondary Education includes:

General Lyceum, Professional Lyceum and Professional Schools, **not mandatory** education.

Adult Education

There are several educational programs for adults organized by state or private agencies, NGOs and other organisations. The General Secretariat of Lifelong Learning of the Ministry of Education is the responsible authority for most of the educational programs for adults. The following are some examples.

1. **Schools of Second Chance** are for adults who have not completed mandatory education. The duration of study is two years, which includes afternoon classes. Students who graduate obtain a certificate equal to the one obtained from a Gymnasium.
2. **Centres for Lifelong Learning** operate in municipalities.
3. **Greek language courses** for migrants and refugees are organised by Universities, NGOs, and Centres for Vocational Training. You may ask NGOs supporting refugees and migrants for details or for assistance in finding out about program implementation and availability.
4. **Online language courses** are delivered by Universities in Greece such as the University of Aegean which has 1,000 places available. These universities participate in the Erasmus OLS+ programme which offers refugees and migrants the opportunity to learn a European Language.

Excerpt:

Regarding my experiences the home country of the refugee is too important on the education level of the refugees. In Trikala we have mostly from Syria and from Afghanistan. And I can easily say that the refugees from Syria have upper education level than the refugees from Afghanistan. The children have the right to apply the schools regarding their age as the Greek children. And for the adults there are several education programs from state and private agency. In Trikala we mainly deliver Greek Language courses to the adult refugees by e-Trikala. For the children there is afternoon reception classes for 1 year for to teach them Greek Language and then to enter them to the school with the Greek students. (The trainer for English and Greek Language teacher for refugees)

With the arrival of a family, the social worker responsible for the family has to notify primary and secondary education on the number of children, where they live, and their ages. After we're given an order on where the children are to be enrolled, the children are enrolled so that along with the parents there will be contact with the school, and then we, along with the school, support the family to integrate. There is a reception class; at primary schools, secondary schools, and Techniko Lykeio hosts children that are 15 years and older. Techniko Lykeio is the only school that doesn't have a reception class. This is one part. The second part is our partnership with DIARSI who has taken over Adult Teaching and have daily classes of Greek and English, and the third part, and most recent, is in partnership with UNICEF have classes of related teaching that are done in the afternoons and all along the Summer and have to do with the teaching of their mother language and mathematics. There will also be more actions included. (Local city councilor)

After understanding the EU integration policy and National Plans and the references of the trainer regarding the education system of the refugees, we can say that the Ministry of Education, Research and Religious Affairs of Greece put a good law in order to have the best results of the education of the refugees that they have to learn first 1 year only Greek Language before to attend the classes with the Greek students.

2.2.6. ITALY

This section presents a series of issues related to education, both from the point of view of the beneficiaries of education services, and by those who provide those services (teachers and trainers).

Excerpt:

"Language is essential. Initially, as soon as I arrived here in Italy I had the opportunity to go to school for 7 months. I know people who, not having already attended school in Africa, have arrived here in Italy and have not had the immediate opportunity to access this. These people have faced countless difficulties in communication, feeling even lost". (International protection beneficiary)

"In Togo I attended high school and after the diploma, I enrolled in the university, faculty of law, but unfortunately I was unable to continue it for health reasons. So in 2013 I stopped going to school and from that moment I started working.

Now I attend a training course for secretarial staff, personally in this course I have not encountered any difficulties but there are people I know who would like to do certain jobs (pizza maker, pastry chef etc.) who tell me that it is not easy. When you go for training the theoretical part is not a problem but the practical part is very difficult, because there are people who speak to you by raising their voice, and being in such a new context, finding a person who doesn't want to meet your needs it makes all much more chaotic". (International protection beneficiary)

"Many people from Africa who come to Italy are semi-illiterate, not only they don't understand our language but they neither know how to read nor write. It always depends on the social contexts of origin, however, I realize that from the age of sixteen and up, they risk not being able to undertake a large learning path". (Language teacher)

"I have worked with adults and not with children. Some have a medium-high education, however this education is not recognized in Italy; others instead come from rural contexts where they do not even have the basic skills of primary school". (Trainer)

"I previously studied French, English and German, if there was a chance I would continue to do that today. I understood the situation, first of all I have to study Italian, then later I will study other languages. My initial plan was to go to university and study these languages while continuing to learn Italian. Until then I did the third grade here in Italy and I changed my considerations and I understood that learning the other languages would not have been important anymore so I decided to stop". (International protection beneficiary)

"I started attending school in Perugia, she was a good teacher in English and Italian but unfortunately, not understanding those two languages, I found myself asking her the things I didn't understand in French, but she, not knowing this language, was unable to help me. I left that school there to go looking for work. I moved here and I met a good teacher who is able to understand French". (Asylum seeker)

"We have never been able to convey the importance of the language right away, the priority has always been work-centered. But without the ability to understand and communicate it is difficult to learn how a certain activity should be carried out (this also applies to exposing a problem, asking for information, understanding what a contract says, etc.) (Third sector professional)

"The access to education for minors is quite simple and effective, there is the right to attend compulsory school and this is guaranteed. Clearly, the difficulty is to support (foreigners, e.d.) children and make them reach the same level as other Italian children, thus reducing a linguistic gap, but also promoting the knowledge of a new society.

There is also a big gap in supporting parents, since those who come from different cultures and live in marginal situations have more difficulty in supporting their children at school.

Then, all the attention is placed, albeit with shortcomings, on the acquisition of contents, but in reality the school is also the first experience of the child / youngster of interacting with society and therefore of autonomy, instead, in my opinion, is underestimated the importance of being included in school, intended as creating a relationship

with classmates. How to say, to facilitate, the creation of solid relationships (which is at the basis of overcoming prejudices). Surely there is a great lack of that, both in the school institution and in the reception centers (...).(Third sector professional)

"As for adults, one of the biggest difficulties is not so much the access to the language school, but access to professional courses for adults.

Another major difficulty, often overlooked, is literacy. While people already educated in another language learn Italian (whether they are taking a CPA course or a professional training course) for a person who is illiterate, school missions are often not ready to respond to this type of need, which is often acquitted by the private social sector through schools run by volunteers who manage to buffer but not solve the problem.

The latest decision (Security decree,e.d.) to remove the language training service in the management of first reception for asylum seekers, can only worsen the situation". (Language teacher)

"The problem at the institutional level, until recently, was the total nonexistence of paths. Now we are working on formal and non-formal skills ... WE ARE TRYING TO VALUE THE EXPERIENCES THAT THESE PEOPLE BRING WITH THEM. Something is being built, going beyond just an emergency". (Third sector professional)

"In each language school the entrance test is done to evaluate the knowledge that this person has (...). This is a fundamental aspect that is completely ignored in reception projects (...)" (Language teacher)

"(...) the first negative aspect is that the class is variable, without a criterion we admit people who know Italian and people who don't know it at all.

So you reach a level (ex: A1), after a bit of effort you can make them speak and when you have to move on to the next level, suddenly a new person appears in class, who can neither read nor write, so what are you gonna do?! (Language teacher)

A second fundamental aspect is the "attendance". I teach 45 people, usually a dozen or fifteen of them come to class. This is because the others stay at home, sleep, do not feel they like it, are not stimulated. Or we can talk about an "alternate attendance", people who come for a day and for three days do not come back, thus falling behind anyway.

Delays (...) some of them arrive late or want to leave before the end of the lesson. In all of this they DO NOT FEEL OBLIGED to respect these rules. This is a strong lack of cooperatives that should make attendance and punctuality compulsory. (Language teacher)

Then there is the last aspect: gender. I have mixed classes, and I consider it a positive thing, however, I sometimes realize that there are difficulties in approaching males and females culturally and it is normal (...)

For example, I worked with a female tutor and in the moment in which we entered the class, the Nigerian students greeted only me and not the tutor because she was a woman. So if there is an important cultural discourse between them, this is also transmitted in relation to the teacher". (Language teacher)

"(...)Silence too. Classes are sometimes extremely noisy, chaotic because they do not have this concept of silent listening. The interventions, when they start talking, overlap, there is no respect for the times, there is no respect for the roles. So the class becomes a very important "civic education workshop" (Language teacher)

What was stated in these pages by the interviewees, examines crucial and compelling issues, such as, on the one hand, the quality of the services offered in our country, the phenomenon of illiteracy, the difficulties that teachers and trainers must face, aggravated by legislative measures that limit the access to services; on the other, the difficulties encountered by the beneficiaries, the lack of recognition of their qualifications, the impossibility of continuing their studies.

But, however, attention must also be paid to the advantages that the Italian reception system still manages to guarantee and the valid support offered to migrants by teachers and workers from the third sector.



2.3. ACCOMMODATION

2.3.1. TURKEY

The asylum seekers under international protection living in Turkey have some serious difficulties related to housing. When those difficulties are taken into consideration; it can be observed that they live in small houses although they live as big families, they generally live in the houses at or under the entrance floors of the buildings and their houses are generally far away from the places which can be easily reached. One of the asylum seekers who lives with her four daughters and two sons explained her house and the potential for her to reach transportation.

"The flat I live in is on the ground floor of the building. It is right next to the road. We have two bedrooms and a living room. We have also a kitchen. Actually, the bus stop is close but since our house is at the top of a slope, even though it is easy to walk down on it, it can be really hard to walk back to my house. It is hard for my sick daughters" (Yellow, Iraqi, Female, 41 years old).

Another difficulty for the asylum seekers under international protection is that the house owners or the real estate agents do not want to rent out their houses to them and their discriminative attitudes. The house owners do not want to rent out their houses since they think the asylum seekers will not pay their rents regularly, too many people will live in the same house etc. The asylum seekers under international protection interviewed within the scope of the study indicated that they have been exposed to the discriminative attitudes of the house owners during the process of finding a house.

"It is really hard. I tried to find a house and could not find any or even when I found one, they do not rent out their houses to the foreigners. It is really hard for us to find a suitable house, we had to look around for months. The house owners do not want to rent out their houses. Then they went to the place we lived before and asked the people how long we lived there, what kind of people are we and who are visiting us generally. Then my previous neighbours told them that we are calm people and we have no visitors. They gave details about our children, our mother, that we are good people and do not harm others, then they decided to rent out their house to us" (Green, Afghan, Female, 37 years old).

"I had searched a lot for a house and I could not find one. Then a real estate agent told me about a house where the Iraqi people lived before and returned to Iraq. I rent that house since my children was staying in my friends' house. When I was looking for houses, they did not want to rent out their houses to me since I am a foreigner and I have children. I have 6 children. They did not rent out their houses to me in Gülseren, so I had to come here, Aktaş. The house I am living in is really old" (Blue, Female, Iraqi, 34 years old).

The asylum seekers can be exposed to the discriminative attitudes even when they find a house by their neighbours since they are foreigners. An asylum seeker expressed a negative attitude she exposed by one of her neighbours as follows:

"At the third day after we moved, I thought someone came from the upper floor. The family before us were Iraqi and they left the house after creating some problems. Our neighbour coming from the upper floor asked us whether we are Iraqi too. When I said yes, he/she said 'Again! Iraqi people!' to me. He/she acted like he/she do not like us. We are calm people. There is no kind of problem in the house. We have not had any kind of problem with them and they even started to like us" (Yellow, Iraqi, Female, 41 years old).

Another difficulty for the asylum seekers under international protection is that they have to live in the

cities assigned for them by the Directorate of Migration Management after they applied for international protection. The asylum seekers can hardly find places to live in the small cities when it is compared to big cities and since the employment opportunities are more limited, they can also have some difficulties for being employed. Besides, when they need serious medical treatments, they need to pay for the transportation expenses for their treatments. One of the asylum seekers explained this situation as follows:

"When we first came to Turkey, they sent us to Amasya and we lived there. It was really hard for us to find a house and they sent us Ankara a lot of times since the hospitals in Amasya could not provide us comprehensible services related to child diseases. They were transferring us to Ankara. We went Ankara and returned to Amasya lots of times. Then the doctors told us that we need to live in Ankara because of the medicines which my daughter should take. Therefore, we came Ankara for medical treatment. This is my story" (Yellow, Iraqi, Female, 41 years old).

In the interviews with the professionals about housing issues of the asylum seekers, they are observed to live in the places which are not preferred by the local people generally, are not suitable for human health and where the houses are started to be demolished due to urban transformation since the houses in those places are more affordable. The professionals interviewed expressed the conditions of the houses where the asylum seekers live.

"They live in the houses which are in the places under urban transformation and which are about to be demolished. Therefore, there are a few houses in those places and no kind of social activity areas. Being away from everything threatens their security. There used to be lots of Turkish people and Syrian people live together in those places. Recently, the Turkish people started to move from there and rent out their houses. Urban transformation is the reason for it too. Back then, the security problems were more of an issue. This is because there used to be police cars in those places, but now they are less. Back then the Turkish people do not tend to accept them" (Professional 1, Female).

The professionals indicated that the refugees prefer living in the places where the foreigners prefer commonly and which are away from the places where the local people live and that this is a kind of ghettoization. According to the professionals, this is because they need to pay lower rental amounts and feel safer when they live with the people with the same ethnic group. The professionals made some explanations on this issue as follows:

"There are some neighbourhoods where they live together. They tried to rent houses from those neighbourhoods and they can find houses in those places as a result of solidarity and they prefer living there. The reason for them to prefer those places is having their own circles there, maybe they can adapt living in Turkey more when they are with them. They think life can be easier since they feel the pressure of others when they live as minorities" (Professional 1, Female).

It is an important issue as emphasized by the professionals that some of the asylum seekers under international protection can face much more difficult situations since they are more vulnerable. The professionals indicated this issue as follows:

"The number of people who tell us that they do not know what to do is not much actually. Yes, there are a few, but they are generally LGBT groups or women escaping from the women's shelter. They actually do not know what to do. If they come from other cities, we provide support for them since we have connections and know real estate agents and we can direct them to rent a house and establish their lives" (Professional 4, Female).

Professionals also stated that even though the asylum seekers under international protection have some difficulties in the places they live, not all of the members of the local society have negative attitudes towards them, and some of them even try to help them. One of the professionals indicated this issue as follows:

"Some of them have really nice house owners and the fact that having a foreigner as a lessee does not bother them. Some of them even can make positive discrimination since they are foreigners. For example, they leave some objects in the house for them to use or lower their rental prices since they are foreigners. We can sometimes observe such examples too" (Professional 5, Female).

2.3.2. BULGARIA

This section is about finding accommodation (for refugees and migrants) in Bulgaria: overall observations, issues, procedures, etc.

The beneficiaries of international protection have access to accommodation under equivalent conditions as other third-country nationals legally residing in the country. The payment of rent while participating in the National Plan for Integration of refugees and migrants is an important condition for successful implementation of the integration.

Excerpts:

"All the refugees, who have submitted documents for acquiring refugee status in Bulgaria, are given accommodation in refugee centers, where they are given food three times a day and have access to a doctor (if there is one in the center). The moment they acquire refugee or humanitarian status, refugees have a deadline of two weeks to find accommodation and leave the refugee status. Finding accommodation is difficult due to the language barrier and also the lack of trust, racism and stigmatization on the part of landlords."

"I live in apartment with my girlfriend. The landlords are tolerant and we are well-received. The location is communicative and the price of the rent is standard for the city. We have a contract which entitles me to an address registration."

"It was really difficult to find proper housing in the first year or two, but afterwards things started to work out and I finally found an apartment. I'm currently very satisfied with the living conditions".

"I live in a rental apartment, the transportation system is great"

Overall finding accommodation as refugee or migrant is difficult at the beginning (first two years) and the main issues are connected to general mistrust on the part of the landlords, language barrier. Nevertheless, there are a number of opportunities for refugees to find decent housing and in many instances, they have no problems with people providing accommodation.

2.3.3. CZECH REPUBLIC

This section is about finding accommodation for refugees and migrants in the Czech Republic.

Since the application for asylum, refugees have not been entitled to a work permit in the Czech Republic for six months. If they find a job after this deadline, they must leave the refugee camp, losing their financial support. However, asylum seekers find it difficult to find work and housing. Most often they live in dormitories or apartments with a large number of people in unsatisfactory housing conditions.

Excerpts:

"I know from my own experience that citizenship is not enough either for getting accommodation. Two years back, I was looking for housing for about eight months. I got a lot of negative emails, and I was often told that they will not rent an apartment to Arabs."

"Some do not want to offer their apartments to Ukrainians. When I was looking for housing for a new job, I thought I'd give them contact with the owner of the previous apartment. So the owner of the new apartment could call him and ask how we lived with him, that we do not have any problems and that we are paying. I don't know if he finally called him, probably not."

"I live in a dormitory, I'm in the room with five other people, and it's hard to keep my room in a habitable state. Also, the residents of the hostel, which is almost a hundred, quite often change and the crime in the hostel is large, we carry all valuables with us or have them well hidden. We leave nothing, neither food nor pots, we bring everything out of the room and then carry it back, it would be lost."

"We lived in a hostel for several years, but it is not possible to live like this for a long time, we rented a small apartment, although it costs a lot more money. Friends live in a hostel owned by the director of the company where they work. No one else can live away from them because they would lose their jobs and even their visas."

"It's cheap, it's not hard to get a job, and if we work for a company that owns it, one hundred and sixty hours a month, it's free."

Housing discrimination is a very common phenomenon. Owners of flats either do not respond to e-mails of foreigners or write directly that they do not want foreigners.

The price of one night in a dormitory is around two hundred crowns, so sometimes it is better to rent an apartment in more people."

When they rent an apartment, they live in rooms of three or four, so in the room with three bedrooms lives up to 12 people. When finding an apartment, it happens that they make a phone call and when they come to see the apartment and the owner sees that they are of another ethnicity, he tells them that they are already occupied.

2.3.4. SPAIN

There are 8.000 places of first refugee reception in Spain, all of which are filled and are periodically renewed.

Six months after arriving, the refugee leaves the welcome centre and has to find a house to live independently.

For this purpose, the refugee has the support and financial assistance of several public institutions.

Excerpts:

Finding a rental in the current market of housing is especially complicated and the almost 300 refugees who leave the reception centers periodically face situations of permanent discrimination on the part of those who rent the houses (tenants).

Any person without payroll, without a stable income, has it very complicated, since they will not get a rent. They can get a room or something irregular...

Rental prices make it difficult for anyone the chance to access an apartment. This situation is aggravated in the case of refugees.

At least, as long as the refugees are in the period of request and review, they have support from the entities and public authorities which provide them with accommodation.

The main problem is the current situation of the rental market in Spain, which makes the difficulties that the majority of the population goes through when finding a home become almost insurmountable obstacles for refugees.

And the main challenge is to overcome daily discrimination: the requirement of abusive clauses such as several month's bond, problems with the language or the rejection of the red card, the documentation proving the refugee status and serving as a residence and job permit.

People do not have enough information neither about refugees nor about what is happening in the world.

And people should know that refugees are normal people and when they are in front of a refugee, be human and facilitate them a rental home; it would help them for a better understanding of their situation.

2.3.5. GREECE

Since mid-2015, when Greece was facing large-scale arrivals of refugees, those shortcomings have become increasingly apparent. The imposition of border restrictions and the subsequent closure of the Western Balkan route in March 2016, resulting in trapping a number of about 50,000 third-country nationals in Greece, created **inter alia** an unprecedented burden on the Greek reception system.

Since then, the number of reception places has increased mainly through temporary camps and the UNHCR accommodation scheme. Despite this increase, destitution and homelessness remain a risk. As mentioned by UNHCR in January 2019, “with steady new arrivals reaching the sea and land borders and limited legal pathways out of the country, there is an ever increasing need for more reception places for asylum-seekers and refugees, especially children who are unaccompanied and other people with specific needs”. The situation on the islands also remains dire due to the overcrowding of RIC.

L 4540/2018 reformed the authorities responsible for reception of the asylum seekers, including the provision of housing. Thus, the Reception and Identification Service (RIS) and the Directorate for the Protection of Asylum Seekers within the Secretariat General of Migration Policy under Ministry for Migration Policy, where relevant, are appointed as the responsible authorities for the reception of the asylum seekers. Additionally, the UNHCR accommodation scheme as part of the “ESTIA” programme receives and processes relevant referrals for vulnerable asylum seekers eligible to be hosted under the scheme in 2018.

The Directorate General for Social Solidarity of the Ministry for Labour, Social Security and Social Solidarity is appointed as the responsible authority for the protection, including provision of reception conditions, of unaccompanied and separated children. EKKA, under the Ministry of Labour, receives and processes referrals for the accommodation of unaccompanied and separated children.

The law provides a legal basis for the establishment of different accommodation facilities. In addition to **Reception and Identification Centres**, the Ministry of Economy and Ministry of Migration Policy may, by joint decision, establish open Temporary Reception Facilities for Asylum Seekers (Δομές Προσωρινής Υποδοχής Αιτούντων Διεθνή Προστασία), as well as open Temporary Accommodation Facilities (Δομές Προσωρινής Φιλοξενίας) for persons subject to return procedures or whose return has been suspended.

In Greece in February 2018, the European Commission has provided assurances that funding for the accommodation programme of asylum seekers in apartments will also continue in 2020, probably by DG HOME. The takeover of activities by AMIF, managed by DG HOME, was confirmed in February 2019.

By the end of December 2018, a number of 27,088 places were created in the accommodation scheme as part of the ESTIA programme, compared to a total number of 22,595 places as of 28 December 2017. These were in 4,554 apartments and 22 buildings, in 14 cities and 7 islands across Greece. (aida)

Excerpt:

The third (immigrant wave) was essentially the invitation by the government to create a hotspot—where the Mayor asked and demanded was that so there would be no problems during management to bring in only families and families from the same area. That was so there would be no complications inside the hotspot and those complications wouldn't move outside to the wider community. A hotspot was set up near, not exactly in the center of town but was in walking distance. Public transit also helped. In these actions all public bodies were there to help. And that was also how the immigrants themselves started to feel they were making their own community. Hotspots on the other hand everyone knew they were not a good solution, having everyone in the same place, but luckily we moved to a second programme with relocation, living in the city in apartments but also across villages and so. With hotspots, the good thing was that many bodies help, Unicef and others, with education and such, aiding in integration. (Local city councilor)

There is a lack of accommodation capacity for refugees in Greece. A looming crisis is also lurking behind the entire reception-accommodation system Greece has deployed since 2016. With FILOXENIA being extended to Autumn 2019, the reception system will struggle even further to provide not only accommodation for the nearly 7,000 refugees accommodated now in hotels but also those who need to be transferred from the islands as a new winter will be looming. Meanwhile the Ministry of Migration Policy has committed to undertake the management of ESTIA program at the end of 2019. ESTIA is the accommodation system

of 20,000+ spaces for asylum-seekers implemented throughout the mainland currently by UNHCR. This is unlikely to be possible, especially given the lag created by an election to be held in early July and a possible change of government. (situations)

2.3.6. ITALY

This section concerns the housing situation of refugees and asylum seekers, especially in reference to what happens at the end of the SPRAR project, when the beneficiaries leave the accommodation provided by the associations and must become autonomous in finding their own accommodation.

Excerpts:

"I live in Colfiorito, initially we were 5/6 people, but now we find ourselves living in a room of 2/3 people maximum. We are 39 people in total.

Finding a home is a problem for us" (Asylum seeker)

"It is very difficult for guys like us. We are 6, for 3 of us the project (SPRAR, e.d.) has already ended and they are forced to look for a house. The moment they go looking for a house, they are always asked for a permanent work contract, which is impossible for us.

If you know someone who lives with other people, you ask that person for help, immediately trying to join them.

For those who do not have acquaintances, do not have a family, the first solution to this problem is to find a job" (Asylum seeker)

"When we talk about migrants, we are referring to people from different nationalities. When these people find themselves all living together, the presence of people who act as mediators is also necessary, because conflicts can occur between them". (Language teacher)

"As for the house, I have not had many difficulties, I live in a SPRAR facility and this is not very positive, because once the program is finished, finding a house will be difficult. At the moment, therefore, I'm fine but I'm worried about my future.

There are friends of mine who have found a home, but the hard part is finding the guarantee, that's a big problem". (International protection beneficiary)

When the time of the project is about to end, the operators will take care of finding a house for me, they will pay the rent for the first six months, in that period I will have earned money and will be able to continue on my own". (International protection beneficiary)

"Accommodation is a very important issue and is often underestimated.

The migrant bases his lifestyle on the accommodation. It often happened, especially in the early days after their arrival, that migrants (groups of 30/40/50 people) were placed in desolate peripheral villages where there was nothing to do. For example, 60 immigrants lived in Colfiorito (a small village on the mountains, close to Foligno, e.d.). This "horde" of foreigners "frightened" the population that was there, made up mainly of elderly people. In these cases, integration was impossible". (Language teacher)

"In the case of those suffering from post-traumatic stress disorder, there is a phase of isolation, a reduction of external symptoms.

There, in Stroncone, it was possible because it was a small town (...) after a few months this brought results (too crowded places do not help certain people, as it is easier to face hostilities - moreover, in large city, as soon as the beneficiary leaves the Centre, he/she lives a completely different world from what he is taught inside SPRAR facilities)". (Mental health professional)

"The flats are often placed in the historic center, and these are also quite old, and in some cases 7/8 people are living all together in small apartments. What does this entail?

They live together, if on one hand this help them, on the other it is extremely bad, because they don't speak Italian, they only speak their language, they live their small reality and consequently they are not interested in integrating with others . (...) This is a huge problem, from the moment the migrant arrives and there is no control they do not manage their activities, they lose their time, they live a life detached from the canons, they wake up whenever they want, they live in a territory which is not Italian, it's like these people never entered Italy. In these places there is no stimulus". (Language teacher)

"We do the follow up at the end of the (SPRAR e.d.) project. The first months of rent are covered. There would be no way for these guys to find accommodation. For example, in an estate agency in Foligno, an announcement was issued in which the owners asked for a permanent contract, with a minimum income of at least 950 euros per month. It is difficult, and you can only solve the problem with a guarantor! It is a discrimination, a "creeping" discrimination that can become structured and devastating". (Third sector professional)

"(...) on the other hand, in finding accommodation, it is necessary to have solid guarantees that refugees cannot have. So they risk being without a contract and therefore in non-legal situations. In this way, they have a greater difficulty in obtaining residence registration, which has become necessary for asylum seekers and this leads to a greater difficulty for the employment contract and to find accommodation in a legal way. On the other hand, the less the reception path works, the more those who leave the reception in marginal situations will feed degradation situations". (Third sector professional)

In Italy, thanks to the SPRAR system, refugees and (until recently) asylum seekers, could benefit for one year of accommodation in facilities affiliated with third sector associations.

The problem, as pointed out by the interviews, emerges when the international protection beneficiaries must autonomously find accommodation and sustain their costs, since, in order to be able to rent a flat, they need guarantees that they often cannot have. This generates a negative effect on other aspects of their life (the search for a job, enrollment in the registry office) which makes their situation in Italy precarious.

Often then, another issue concerns the quality of housing, which, for example in large cities, are often located in suburban areas, fueling the social isolation of migrants.



2.4. HEALTH

2.4.1. TURKEY

The World Health Organization defines the concept of health as a state of being well physically, psychologically and socially. When this definition is taken into consideration, it can be said that the people interviewed are not well biopsychosocially. It was discovered that some refugees have rare diseases and some of them have serious diseases which threaten their lives. In addition to the physical diseases the refugees generally have; they suffer from depression due to the difficulties such as the immigration process, leaving their social relations such as their families, friends, neighbours and establishing new life in new places and therefore they need to be supported psychologically. As a matter of fact, they indicate their health statuses as follows:

"I was born as an asexual individual, this means that I am neither a woman nor a man. This is my problem. I lived as a bisexual individual until I am 21, but people considered me as a woman. I lived as a woman until I am 21 and then had an operation in Basra. Actually, they applied some tests on me. They discovered that my male hormones are more dominant. Then they took my female genitalia. I had about 5 operations, but none of them is successful. When I came to Turkey, it was discovered that I have female hormones. They were taken with an operation. They are surgically removed. I had 3 or 4 operations. I have hormone injections once in a month. I am actually 28 years old in my register; however, when they asked my age, I told them I am 21 because of this issue" (Orange, Iraqi, Male, 28 years old).

"I have a heart disease; it does not work properly. For 2 years it had worked with support, but now it is too weak. I have been taken medicines for blood pressure, diabetes and my heart disease. I am suffering with depression now. I have also been taken medicines for depression. I feel really bad. I would not want to live if I did not have children" (Green, Afghan, Female, 37 years old).

"I and my son are mentally depressed now. My children cannot find a job. I am going to people's houses and clean their places and work in their houses. My son and my daughter reacted against this situation. We do not have any money and we are in a really bad place now" (Yellow, Iraqi, Female, 41 years old).

By considering the statements of the people interviewed, it can be observed that they are not only physically but also psychologically ill, that there is no kind of effort made to help them to get better and this can be because they cannot access to the psychological treatment services.

The biggest problem for the asylum seekers related to the healthcare systems is the language barrier. They cannot express their complaints and the doctors and other health personnel cannot understand the things they are talking about their illnesses since they do not speak each other's languages.

"I knew an Iraqi person who is also my neighbour and took care of us for issues related to the hospitals when I was in Aksaray. He was going to the hospitals with me, but then he returned to Iraq. In Ankara, the child of my father's boss comes with me when I go to hospital. The child is 10 years old. Yes, he can speak Turkish, but I cannot tell everything to him. When the doctor asks me how I feel, I cannot actually tell because of the child's presence. The absence of a translator is a big problem for us. There should be one. And the translator should speak Turkish and Arabic very well since this is one of our greatest problems" (Orange, Iraqi, Male, 28 years old).

Another problem faced by the asylum seekers under international protection is that they cannot access to the healthcare services and medical treatments until their international protection applications are accepted or renewed. They state their experiences related to this issue as follows:

"I went to a private hospital 5 or 6 months ago since I do not have an identity card and cannot go to the state hospitals. Now my eyes are in pain, I will go someday but I do not know when" (Purple, Afghan, Male, 18 years old).

The asylum seekers under international protection also have difficulties on accessing the medicines for their medical treatments. The asylum seekers who are in poverty have some real difficulties to pay the additional costs for medicines and examination shares and they cannot buy the medicines which are not covered by the Social Security Institution.

"I need to take a medicine and the doctor told me that the government does not pay for it and if I can afford it, I should buy it. Then I went to the United Nations with my prescription. They bought me the medicine. I was feeling really well for a month. I was also sleeping well at nights. Then I ran out of the medicine. I returned to the United Nations and they told me that they do not cover for the second box. I applied to the Turkish Red Crescent, then they visited me at my house. Afterwards I waited for a couple of months. And one day, I went to Turkish Red Crescent and asked about it and they said that I will take that medicine for the rest of my life, therefore they cannot buy it for me" (Green, Afghan, Female, 37 years old).

According to the professionals interviewed, the most common diseases suffered by the refugees are as follows:

"There are some genetic diseases suffered by the refugees I think because of kin marriages. I have talked with a doctor about the issue and they are suffering from diseases such as asthma and respiratory track diseases commonly. Besides, chronic diseases are also very common among them. However, low rate of awareness and impossibility to access to the medicine and hospitals make their diseases to get worse. When they come to us, their diseases are generally advanced. This is because, they cannot go to hospitals regularly and on time, be treated regularly and continue their treatments started in their country" (Professional 1, Female).

The thoughts of a professional related to the asylum seekers under international protection to be aware of their rights related to the healthcare services and to exercise those rights are as follows:

"Yes, they can go to hospitals, but they have hesitations related to the behaviours during the provided services. How can I explain it? The refugees can demand translators in the hospitals, and yes, the hospitals have translators, but they do not have any idea how to access to the medicines or medical treatments generally. They also do not have any idea how the refugees can benefit from other services provided in the hospitals" (Professional 5, Female).

One of the professionals interviewed indicated her thoughts on how the language barrier can prevent the asylum seekers to receive healthcare services or how it affects those services adversely as follows:

"If you are a refugee, you can benefit from the unpaid healthcare services; but the number of translators is not sufficient for them. For example, the hospitals do not have Somalian translators. To the best of my knowledge, the hospitals do not have Persian translators. There are one or two Arabic translators in the hospitals, but it is not sufficient. Therefore, it is still a pending issue that the refugees can benefit from the healthcare services efficiently. The process now carried out by our efforts, and before us it was carried out by the efforts of the non-governmental organizations" (Professional 3, Female).

The reasons such as serious amount of expenses during the immigration process, financial difficulties related to building a new life in the place they come and not being able to be employed make the asylum seekers under international protection to suffer from poverty. As a matter of fact, one of the professionals interviewed indicated that people under international protection cannot receive healthcare services due to economic reasons as follows:

"Majority of the refugees under international protection do not work, they are unemployed. They cannot access to the healthcare services due to the places they live are away from the hospitals. They need to change at least 2 vehicles to get to the city hospitals. Therefore, many of them cannot see a doctor and have to postpone their needs. They can buy their medicines by paying shares for them, but as I said earlier, their financial conditions can affect their ability to buy medicines. They even need TL 5 or 10 (€ 0,77-1,45), therefore they do not prefer buying medicines. And other medical tools can be more than they can afford. Many of them cannot buy medical tools and they demand help from the non-governmental organizations" (Professional 4, Female).

People under international protection have serious disadvantages. There are some individuals who are within this group who are more disadvantageous than the others. The LGBT+ individuals or disabled people are exposed to direct or indirect discrimination and they experience the disadvantages both from being asylum seekers and also from their special conditions. The direct discrimination experienced the LGBTI refugees and the indirect discrimination experienced by the disabled refugees are explained as follows by a professional:

"We have problems with the LGBTI clients. We think that the doctors have higher backgrounds and awareness about this issue, but they still can be exposed to discrimination. Therefore, the LGBTI clients do not want to go to hospitals since the behaviours they will face make them really uncomfortable. Besides, the transportation is a great problem for our disabled clients. Since their physical therapy processes are limited, they cannot have the sufficient treatment they need. The municipalities provide vehicles for disabled people to help them go to hospitals, but they cannot benefit from them completely. They are pretty intense and full, thus they have hard time to be in line for those vehicles" (Professional 3, Female).

According to the professionals, another problem for the people under international protection is that the health personnel do not know about the rights of those people and therefore they cannot exercise their

rights. A professional indicated her opinions on this issue as follows:

"This is because we tried to explain the misinformation related to the refugees in the hospitals when we first started to work about them, at least we did it in a couple of hospitals. We observed that the personnel actually do not know anything about them. After we make such explanations, the questions asked to us led us make such observations. This is because they react as 'Really!', 'Do not they receive any kind of relief?' or 'Do they have this kind of right?' for the things we explained. There are lots of refugees in Ankara. They benefit from the hospitals, but as I said earlier, the personnel of the hospital do not know what should be done. The language preferred by the media affects them too and people tend to believe what they hear. Therefore, they use discriminative expressions in the hospitals. But it is one of the issues they should be trained" (Professional 1, Female).

2.4.2. BULGARIA

This section is about the current status regarding provision of healthcare to refugees and migrants.

The access to health services for persons granted protection on the territory of Bulgaria is regulated by the Health Act and the Health Insurance Act (HIA). During the procedure for granting the relevant status, the foreigner is entitled to health insurance, affordable medical care and free medical care under the terms and conditions for Bulgarian citizens. The foreigners granted protection shall enjoy all the rights as mandatory health insurance.

"The access to the healthcare system is difficult as refugees must have a general practitioner assigned to them, which is normally done by the social workers at the refugee center, however this rarely happens. In most of the cases there is a doctor providing basic medical assistance, but the doctor is not a general practitioner, meaning that they do not give prescriptions or referrers and in most cases do not provide patients with medications."

"After I began working in Bulgaria, my employer covered my medical insurance and I was able to take advantage of the medical services in the country. I haven't faced any problems so far despite being a foreigner."

"The access to the healthcare system is easy and I haven't had any problems so far"

"I haven't had any serious issues for the moment, but there were several occasions when I wasn't happy with the services. Otherwise, access is the same as for Bulgarians."

The healthcare system in Bulgaria provides the same services for refugees and migrants that have been granted refugee or humanitarian status. The same applies for refugees and migrants who have acquired Bulgarian citizenship. In general, the health services are accessible, providing adequate support and decent quality in most cases. However, the services in reception centers are of poor quality. In some cases, it is difficult or impossible to receive prescriptions or referrals due to the lack of a general practitioner.

2.4.3. CZECH REPUBLIC

This section is about the accessibility of health services for refugees and migrants in the Czech Republic.

Migrants and refugees residing legally in the Czech Republic are obliged to take out health insurance, which is subsequently used to pay for medical care. Depending on the type of stay, migrants have the option of taking out either public or contractual health insurance with a health insurance company. Only migrants who have a permanent or temporary residence permit based on a work permit (employment relationship with an employer-based in the Czech Republic), asylum seekers, and foreigners with a visa for the purpose of temporary protection or tolerated stay have access to public health insurance.

Excerpts:

"The insurance is pretty expensive, especially for foreigners, and even if you find out if the doctor has contracted with VZP, check it out by phone, you go there with a green card and they say: 'Yeah, but we don't take this card.'"

"My daughter didn't have insurance ... she cut herself and she was bleeding. So we ran to the emergency and she almost bled out there. I was totally crazy there. I had a quarrel at the emergency room because even if she had no insurance I was ready to pay it, but they invited insight people who came after us and we had to wait all the time just because we did not have an insurance card."

"I don't like the health service here. As a foreigner, I have comprehensive health insurance. But they warned me it wasn't for a preventive examination. Only for those acute cases."

The premium rate of contractual insurance is higher than the minimum premium for participation in public health insurance and the insurance covers a narrower range of health insurance care than public health insurance. Long-term contractual health insurance is concluded with persons who are not older than 70 years of age, based on an initial medical examination at the designated health care facility. The amount of the premium depends on the age and sex of the applicant, which can be seen as discriminatory when applying the principles of gender equality the calculated amount for men and women should be the same.

A certain complication is that not all healthcare facilities provide care under long-term contractual insurance.

Contractual insurance is for many foreigners for financial and sometimes health reasons not available. And even if they pay it, they encounter refusal on the part of the doctor.

2.4.4. SPAIN

Health care for refugees in Spain is free and legally must be provided from the moment they step on Spanish soil.

There are many pathologies found among refugees, depending on the degrees of malnutrition they have acquired during the crossing until they reach the host country.

In the Spanish case we find among others the following: psychiatric disorders such as depression or post-traumatic stress, tuberculosis and infectious diseases such as HIV or others preventable by vaccination such as hepatitis or chickenpox, measles, respiratory infections, cholera and diarrheal diseases.

Excerpts:

The biggest problem that refugees first find in health services in Spain is the language, since few or no persons in the primary health care service speak another language outside of the natives.

Another negative factor is the economic one, since the costs of care cannot be borne by people who undoubtedly come without resources and this prevents them from requesting such attention.

Fortunately, with the current government discrimination against some groups has diminished, but there are still some gaps that must be corrected so that these refugees can be addressed as the Constitution proclaims.

Refugees suffer from anxiety, stress, depression, in addition to other problems arising from the lack of medical attention due to the difficulties in obtaining it and the fear of going to official instances.

Health service workers are not trained to work with refugees and refugee care protocols are not the same as for nationals.

The health problems that refugees bring are different and adequate training is not available to solve them.

It is required not only interdisciplinary, coordinated and multilevel work, but a change in the traditional roles of professionals dealing with refugees.

Currently, a vulnerability assessment is not carried out, which would allow services to offer specialized assistance and guidance to each person or group of people.

The type of route that refugees have made to reach Spain, the needs they have to cover basic needs, their lack of resources, the bad conditions in which they arrive to Spain... there should be an efficient service able to adapt to the particular needs that these factors have triggered.

People needed:

- health professionals trained or with skills in intercultural approach and knowledgeable about the origin of refugees.
- interpreters trained in technical-sanitary vocabulary, not simple translators.
- guidance with translators specialized in how to access the available health services.

2.4.5. GREECE

According to national legislation, asylum seekers are entitled free of charge access to necessary health, pharmaceutical and hospital care, including necessary psychiatric care where appropriate. L 4368/2016, which provides free access to public health services and pharmaceutical treatment for persons without social insurance and vulnerable, is also applicable for asylum seekers and members of their families.

In spite the favourable legal framework, actual access to health care services is hindered in practice by significant shortages of resources and capacity for both foreigners and the local population, as a result of the austerity policies followed in Greece, as well as the lack of adequate cultural mediators. "The public health sector, which has been severely affected by successive austerity measures, is under extreme pressure and lacks the capacity to cover all the needs for health care services, be it of the local population or of migrants". (aida)

There are three options for the refugees:

- **Hospitals:**

Public hospitals are belong to The Ministry of Health. (unhcr)

- **Municipality Medical Centres:**

Many municipalities have Medical Centres where all refugees and asylum seekers (with or without an AMKA) can access the medical services offered from the specific centre. In order to have the information needed they should call or visit the municipality in your area. (unhcr)

- **NGOS operated medical centres:**

- Many NGOs operate medical centres and polyclinics that offer various medical services to asylum seekers and refugees in Greece. (unhcr)
- It was recently reported that the vast majority of Syrian refugees (up to 92% of 728 individuals) screened positive for anxiety disorder that merited referral for a mental health evaluation. According to Poole et al., a major depressive disorder is significantly over-expressed in female Syrian refugees in Greece, and is associated with large families and the extended asylum procedure. Furthermore, refugees are at an elevated risk of psychopathology, psychosis, schizophrenia, and suicidal tendencies. (NCBI)
- In addition to this, there is drug abuse and alcoholism among refugees that can subsequently trigger aggressive behavior and exposure to violence.
- Moreover, almost 40% of refugees contract diseases and illness in transit. Many migrants face onerous conditions during migration, such as a lack of sufficient supplies and adequate

shelter and hygiene, and this increases the risk of acquiring infectious diseases. They present with dehydration and physical injuries, nutrition disorders, diarrhea, and tuberculosis, as well as scabies, one of the most prevalent communicable diseases. Furthermore, a large number of refugees suffer from infections, asthma attacks, bronchiolitis, or trauma-related injuries. (NCBI)

(Excerpt)

From the moment a refugee joins our program there is full inclusion in the National Health System. Meaning, they gain a social health number; have access to the hospitals; we take measures for their appointments at the hospitals; and we arrange so if they cannot be covered by a public hospital to be a better appointment at a private doctor. This is a basic job performed by our social workers who support immigrant families. As is also to induct families at the national vaccination programme so that the children will be fully vaccinated when they're signed up to school. From then on they face the same difficulties that any Greek Citizen who is considered destitute and who needs to go to the hospital to complete their needs. They have the exact same treatment. From that point on, whatever difficulties there are due to translation and how they make their appointments is managed by us since we escort them and manage the whole process. (Local city councilor)

In Greece, the health of refugees receives little attention. The reasons for this include poor finances and the failure to establish priorities. Screening for psychopathology is undoubtedly a neglected issue. Most refugees claim that they had little or no access to information and assistance in relation to asylum procedures and health support.

2.4.6. ITALY

This section illustrates the situation of access to health services for refugees and asylum seekers in Italy and the perception that both beneficiaries and social and health workers have of their functioning.

Excerpts:

When I am sick I know what are the appropriate procedures to solve my health problem (also thanks to people who have explained how to do it) (International protection beneficiary)

Yes, the male doctor is a problem for me. Right now, in Italy, my doctor is a man but when I have to make a medical examination they also send me to a woman.

(International protection beneficiary)

"At the beginning, in general, I faced a bit of difficulty, especially because I didn't speak Italian (I only spoke French), the operator acted as a mediator because knowing my language, she translated what I had to say. Right from the start I tried to understand by myself how certain things worked (...) Once I went alone to the hospital to get the Ticket, and I queued up. At that moment I had difficulties in finding the Ticket but I solved everything by asking the people there, who immediately helped me. The operator asks me, why are you doing everything yourself? I prefer to act by myself because at the time when I exit from the program I will have to perform these activities by myself and so I understand how to do it". (International protection beneficiary)

"Health services work well, I have not faced any type of discriminatory behavior, in fact I have found only people willing to help me". (International protection beneficiary)

"I am currently well and healthcare is ok. Now I know where to go and I know how to ask for information. However, it is not so easy to go to the doctor alone and get all the information. It is difficult if doctors speak quickly". (International protection beneficiary)

“Due to changes in the laws (of the Italian state), the migrant is very often moved from one place to another and for privacy and management reasons, health documentation does not always follow the migrant himself. We do not always manage to have an efficient system that succeed in protecting the health of these people. The incoming checks are all done to check for diseases such as HIV, malaria etc.

Very often the operator must send the documentation to the other center where the migrant has arrived, but then, all privacy problems occur. At that point, the owner of all those data must consent to the use of these in the other center. So there are serious bureaucratic problems”. (Healthcare worker)

“We had a 40-year-old HIV patient. In his country, given his physical condition, he was told he would have a certain death. We have also been trained as a team on how to deal with HIV, the provisions for managing it, protections etc. Here in Italy, he was trained on what he had, he discovered antiretrovirals and we treated his depression. Therefore the approach to physical but also psychiatric illness is of fundamental importance” (Healthcare worker)

“The migrant who comes to Italy is aware that health care is basically free and therefore the stereotype “they come to heal their teeth for free” also takes over”. (Language teacher)

“Through my experience I have found two sides of the same problem:

- 1. The “outburst” with respect to real health problems by migrants (such as stomach, intestine discomfort) due to some psychological trauma for what they experienced during their journey or because of forced migration*
- 2. the different culture of health: being in a new country, which is not only new as a health model but which also has a cultural approach to health which for someone who comes from another country is totally different. This can lead to difficulties, one of the most common is the abuse of medicines: “the more medicines I take the better I am”, therefore obsessively they start to take medicines and anti-inflammatories thinking to be heal when instead it is also the excess of medicines which is not good for health”. (Third sector professional)*

“There is a big lack in the reception system (...)a lack of awareness on what is the culture of health and prevention. There is a kind of “if a migrant is ill, I will accompany him to get treatment” approach. There is no approach to health education, focused on well-being and prevention (this is a major shortage).

The health system is therefore still not ready for the migratory phenomenon, the services are unable to involve cultural mediators, therefore difficulties are encountered in linguistic understanding which then affect the patient's path of care and well-being”. (Third sector professional)

“Over the years we have noticed a change in migratory flows: initially we dealt with people who had post traumatic stress disorder, who came from experiences of detention in Libya or from sea travel. While in recent years we treat people who were already sick in their country (such as, for example, schizophrenics) perhaps driven out of their country, who come here with the idea of taking care of themselves” (Healthcare worker)

From what emerges from the interviews, the Italian health system seems to be efficient in responding to the needs of migrants. In Italy, even migrants considered “irregular” can benefit from the health system and various “basic treatments” are free. The greatest difficulties are, once again, in the bureaucratic procedures, in the lack of specialized personnel in linguistic and cultural mediation and of a training for refugees and asylum seekers, during the reception period, on the health culture.



2.5. EMPLOYMENT

2.5.1. TURKEY

When the asylum seekers can access to employment, their financial capacities increase and the number of financial difficulties they face decrease. When the employment opportunities of the asylum seekers under international protection living in Turkey are considered, it can be observed that they have lots of disadvantages. Not being able to speak Turkish is one of the reasons for them not being employed. One of the asylum seekers whose son cannot be employed since he cannot speak Turkish expressed the issue as follows:

They cannot speak Turkish and this is their biggest problem. My son Yahya is actually a tall and handsome boy. He worked in a market when we are in Iraq and he knows those works. He applied for that kind of job in a market. They did not hire him since he cannot speak Turkish. Maybe they would hire him if he could speak Turkish" (Yellow, Iraqi, Female, 41 years old).

The asylum seekers under international protection who can be employed to cover their minimum living costs by managing to achieve the language barrier have to work under really difficult conditions. One of the asylum seekers who are working as a construction worker for TL 1500 (approximately € 240) monthly explained his conditions related to working as an unqualified worker in daytimes and as a watchman at nights as follows:

"I watch for the persons going in and out. Who is coming and who is going, the cars... I work not to let thieves get in. It is too empty at nights since it is an industrial place and anyone stays here at nights except from me. Any people and even cars do not come here at nights. My boss told me to look around at one, three and five a.m. just in case. I am afraid but I have to do it" (Purple, Afghan, Male, 18 years old).

One of the asylum seekers compared the previous and the current working conditions and income levels of her spouse and it is interesting. She indicated that her husband is working really difficult conditions, but he is not rewarded for his efforts and he is unhappy.

"Our jobs were good when we were in Iraq. He used to go to work at 8 a.m. and return from work at 3 p.m. He used to earn well and we used to have a car and live in our own house. Since my husband cannot speak Turkish, he carries goods here like a hamal. He says his work is really difficult and he cannot even sit. They make him work a lot and he cannot rest for a minute. Their boss asks him to do like that. He says he feels like he is dying every day. He wants to return to Iraq but we do not know how" (Blue, Iraqi, Female, 34 years old).

The employers can underpay the asylum seekers they hired and sometimes they can even make any kind of payment for them. Besides; in order to avoid from paying more, they do not take the measures necessary for occupational health and safety and they do not fulfil their legal obligations for the asylum seekers who had work accidents. The opinions of the asylum seekers on this issue are as follows:

"They pay a little and make us work harder and sometimes they do not even pay. We have Afghan friends in Dışkapı and they have some real difficulties. They work in everywhere, but they are not paid. For example, my daughters worked in a place and they could not get their wages. They fired them without making their payments. They cannot even defend their rights. To whom can they apply or complain about that they cannot get their wages? Who does support them? They do not have a work permit and insurance" (Green, Afghan, Female, 37 years old).

Not being able to apply for a work permit makes it harder for the asylum seekers to be employed for the registered works. Since the employers do not prefer to pay social security shares and work permit fees, the asylum seekers working for them cannot access to the registered employment. One of the asylum seekers expressed his experiences related to his demand to have a work permit as follows:

"I cannot obtain a work permit. Only my boss can obtain it for me. My previous boss was going to obtain but insurance payments is too high for foreigners. Thus they need to pay more and did not obtain it for me. Now I am working in a new job and my new boss did not tell me anything. But I do not think he/she will obtain it for me. And there are lots of people looking for jobs" (Purple, Afghan, Male, 18 years old).

A professional expressed the conditions of the asylum seekers under international protection who have to work under heavy conditions and therefore they have to stay out of employment since they get exhausted early as follows:

"The refugees are working in the furniture manufacturing business in Sıteler, Ankara generally. They are working for construction sector. Except from them, there is no kind of sector for the refugees since they at least need to speak Turkish to work in an office. Since the adult refugees cannot speak Turkish fluent enough, they can work in jobs requiring physical activities and it causes them to exhaust early. As I said before; when they are 40 but are not durable enough to work for those jobs, they cannot find a job" (Professional 4, Female).

The employers have ambivalent opinions related to the employment of the asylum seekers under international protection. The professionals expressed their experiences related to the opinions of the employers on the employment of the foreigners.

"I think employers' opinions are positive as I understand since they can be hired for the jobs which are not corporate and for the small manufacture plants which are not within the service sector and as I said earlier, the employers do not have prejudices since they are cheap workers and can work without insurance, but there are great prejudices when it comes to service sector. It is not easy to work as a waiter in a restaurant and there are some differences between the sectors and the employers' expectations and benefits change" (Professional 4, Female).

Even though the employers hire the asylum seekers cheaper than the ones from the local community and make them work more in a day, some of them can abuse them financially by dismissing them without paying their wages or by paying less than the amount they earned. The critical issue here is that there is no kind of mechanism which the asylum seekers abused by the employers can apply to. It is explained by the professionals as follows:

"They make them work for a week and do not pay them back and say that they do not have money and send them by firing them. We have lots of clients who had such experiences. When the asylum seekers cannot get their money, there is no kind of mechanism for them to apply to claim their rights. Actually it seems like there is one but the employers tend to not hire the refugees who make complaints about their previous employers" (Professional 5, female).

The asylum seekers have to work to cover their minimum living needs. However; due to the discriminative attitudes against them, they have to work in the heavy and risky jobs generally without receiving any kind of training about them. As a result, they have work accidents frequently. One of the professionals expressed her opinions related to this issue as follows:

"Almost all of the refugees are working without insurance. The work accidents are really frequent for them and this is because they are not experienced for those works since they are not trained about those jobs and they are just working for those jobs to earn money. This is one dimension of the work accidents. Since they are working without insurance, they cannot apply for anywhere to claim their rights. There is no kind of system which they can apply to get the money they earned. Unfortunately, they are open for employers' abuse" (Professional 4, Female)

Another difficulty for the asylum seekers is that they cannot obtain a work permit. The opinions of the professionals on the work permit for the asylum seekers under international protection are as follows:

"The biggest problem for them is work permit. Actually it is not really difficult to obtain one, but it is a handicap since the employers should apply for one and most of the employers do not know about this practice and they also do not want to learn about it. Actually it does not cause any kind of trouble for them and making foreigners work is a crime and there is a penalty for it but the employers are not inspected by the public institutions as I can see. This makes the employers not to apply for this procedure" (Professional 4, Female).

"There is no kind of opportunity for the refugees to obtain a work permit. It should be obtained by the employers. But not many of the employers want to deal with it. So, they do not apply to the Ministry of Labour to obtain work permit" (Professional 2, Female).

Among the asylum seekers, women and children have to face with more disadvantages when they are compared to men. Since men do not allow the women to be employed, they generally do not want to be employed. And the women who are employed have to work under more difficult conditions and for lower amounts than men. The opinions of the professionals related to the employment issue of the women asylum seekers are as follows:

"This is because they are used to stay at home and did not work in their countries not like men. There is a fact to make women work with lower wages. For example we heard that women can be worked longer from eight a.m. to nine or ten p.m. for lower wages. Therefore, their employment rates are lower" (Professional 5, Female).

"Women do not tend to go outside when they are compared to men due to their culture, it is pretty rare. I had some clients fighting with this issue since it is difficult for them after a while. They told their husbands that they want to work, but their husbands prevented me to see them and used violence against them. It prevents the women who want to work" (Professional 2, Female).

Since the parents or adults in the asylum seeker families cannot find a job or they cannot earn sufficient enough to cover their minimum living needs, the children also have to work; and this issue is explained by the professionals as follows:

"Child labour is common and we hold some seminars related to it here but when we ask about it to the parents, they say they have to make their child work. We talk about legal sanctions but as I said earlier, the parents have to do it since they cannot earn enough money to live. When the adults cannot find a job and since their children can work easier, they have to work" (Professional 1, Female).

2.5.2. BULGARIA

This section is about the current state of employment of refugees and migrants in Bulgaria.

The age profile of persons granted protection implies active involvement in the labor market, both in terms of employment and opportunities for self-employment, own business, including jobs. Therefore the policy of the labor market with respect to these individuals include measures for promoting employment and self-employment.

The Employment Agency offers mediation services for employment and training for all job seekers, including foreigners with different types of residence status in the country. The persons granted protection who are registered as job seekers receive information about vacant jobs and they are offered support to start work.

Excerpts:

"The access to high qualified jobs is difficult due to the lack of information, language barrier, discrimination and lack of proper education of part of the refugees in Bulgaria."

"I am now working for two years. My job isn't connected to my education, but as soon as I learn Bulgarian, I will look for a more suitable job. I feel comfortable in the place I'm currently working, my colleagues are supportive and we even became friends. I wasn't difficult to find a job, neither was it hard to go through the necessary paperwork in order to start."

"The main issues that I faced were connected to the lack of documentation and of course the language."

"I haven't had any problems in regards to finding work or being mistreated in the workplace. I'm currently running my own business."

In general, finding a job as a refugee or migrant in Bulgaria is not difficult, but there are several setbacks that hinder the process: lack of proper information, language barrier and a lot of issues connected to the documentation required to start working. Despite these issues most of the interviewees (refugees and migrants) report no discrimination, racism or stigma, in fact it is the opposite – they receive support and friendly attitude from their colleagues in the workplace.

2.5.3. CZECH REPUBLIC

This section is about the current state of employment of refugees and migrants in the Czech Republic.

Refugees and migrants work mostly in low-skilled jobs. Because of their lack of knowledge of the language, they are usually recruited to the lowest positions and, if they have a university degree, they wait for a long time for their diplomas to be nostrified.

Excerpts:

"When I started looking for a job, all I found was a place in some kebab. Now I work for Amazon. I learned about the job thanks to my friend in 2016. However, the condition for admission was Czech. And I only knew the basics at the time. Still, I tried it and I was lucky. I started to work at the basic, lowest position and started to learn Czech more and more at home so I could move up to a higher position again. It happened a few months after that."

"I work for a cleaning agency in the hospital, but the staff treated me terribly. When I complained to the agency to deal with it, they told me that if I don't like it, they'll fire me. Now I'm afraid to say anything because I can lose my job."

"When we were still as applicants, we could not have a job.... when I started to work, I was working for eighteen hours a day in the beginning and when you come back from the factory, you fall into bed, and then again in the morning. You don't know the language, you don't know anything, we worked 20 days and did not get any money."

"I'm a doctor with a university degree, but I can't do my job. I have to pass an approbation exam and then I have to work more or less for free in a medical facility in the Czech Republic for half a year and in the end, I have to pass an oral exam in front of the committee in Czech. Then I will be recognized for my medical degree."

Since the application for asylum, the person has not been entitled to a work permit in the Czech Republic for six months. This leads to illegal employment, which often takes the form of exploitation and abuse of applicants, leads to loss of working habits, the impossibility of acquiring work practice on the Czech labour market, limited communication and contact with the Czech majority, low motivation to learn the Czech language and difficult economic and social situation.

University-educated asylum seekers must first wait for their diplomas to be nostrified, which may take a very long time. Only then can they pursue the occupations they had in their country of origin. Generally, there are often problems with unpaid wages, illegal employment or non-payment of social and health insurance. There are a large number of overtime hours and non-payment of these extra hours, violations of applicable overtime and dismissal legislation.

Illegal employment reduces entrepreneurial labour costs by saving them on tax and social security contributions. Besides, the employer is not obliged to comply with the provisions of the Labor Code due to the absence of an employment contract. Employees often work in very poor working conditions, without contractual treatment and health and social insurance.

2.5.4. SPAIN

Any refugee has the right to request international protection in Spain.

With this application the refugee can apply for a job in the Spanish labor market after six months from the presentation of the request.

Once the deadline is fulfilled, the refugee can request the renewal of the documentation in which it will appear that is authorized to work in Spain.

Excerpts

The issue of work for refugees is really complicated.

The situation of refugees in the labor market is discriminatory.

The presentation of the work permit in many companies, instead of being well accepted, usually generates rejection towards the refugee, which turns against the own refugee, affecting not only in the economic part but also in the psychological one. And, if they manage to be accepted, the jobs they can access are quite marginal. In the case of women, the conditions of the jobs are worse and with risks of abuse of all kinds.

Language is a barrier, in addition to the administrative situation that prevents access to employment in the first months. This problem forces access to submerged and marginal economy jobs.

Refugees cannot carry out their professions, either because of the difficulty in standardizing their training titles or because some employers do not consider convenient to offer them certain jobs in certain categories. Clear discrimination again.

But it must be said that more and more awareness is being taken by many employers that the labor force of many refugees is a great wealth to take advantage of in companies as they are people generally with professional studies, languages and eager to contribute with everything; also their special permission after 6 months gives them a good opportunity to be hired.

Unfortunately for many refugees the lack of language proficiency, the homologation of their titles or an adequate training to perform certain positions make it impossible for them to access good salaries.

There are employers who have the idea of remunerating refugees below, coupled with the permissiveness in generating jobs in black.

2.5.5. GREECE

In Greece if the refugee possess a valid “applicant for international protection card” or “asylum seeker’s card” then he/she has the right to access salaried employment or to the provision of services or work. Also, for to be legally employed, asylum seeker’s card must be valid, therefore do not forget to renew your asylum seeker’s card as it expires.

The asylum seekers do not have the right to be self-employed or start their own enterprise. If he/she is a **pre-registered asylum seeker**, he/she cannot access legal employment, until he/she completes the procedure for full lodging your asylum application.

For to work legally, the refugee must have a tax number (AFM) and a social security number (AMKA). To obtain a tax number in Greece, the refugee must go to tax office (DOY) which is closest his/her place of residence.

If the refugee employee in Greece, he/she must submit an annual income tax declaration, 'dilosi eisodimatos' for the previous year. He/she can submit this at the tax office closest to where he/she lives or if he/she is registered in the TAXINET (online Greek tax statement system); he/she can make online transactions with the tax authorities.

First of all, the refugee who wants to work in Greece legally he/she must learn Greek language in order to have easily communication with Greek people. For to avoid this, in Trikala, e-trikala provides several language courses to the refugee adults. In addition to this, In Greece there are good practices that we can underline for the refugees where the refugees do not need to know Greek language. (Local city councilor)

Greece is in the middle of a severe economic crisis and is struggling to pay for the migrant movement. A substantial part of the country was already profoundly affected by the economic downturn. There are virtually no opportunities for employment that promise financial stability, which could then facilitate integration into the new country. We have to underline that poor living conditions in Greece led the majority of refugees to travel deeper into Europe. The main destination countries are Germany, Austria, and Sweden.

The refugee who decides to stay in Greece for to find work, they have to learn first of all the Greek Language.

2.5.6. ITALY

This section analyzes the relationship between beneficiaries of international protection and the job market, while identifying opportunities, inequalities, difficulties.

Excerpts:

"Finding a job is difficult, especially for us Africans who, being dark-skinned, still find ourselves having to fight prejudice every day". (Asylum seeker)

"So, first of all, I felt the need for adequate training. The first thing they ask you is: what can you do? If you can't do anything, you'd better stay at home.

To look for work we use websites and ask to cooperatives and, through contacts and friendships, I managed to find a job.

Currently I have not found a permanent job, I happen to work non-continuously (...)" (International protection beneficiary)

"For a while, I helped someone to sell fruit and vegetables in the markets and, speaking with an Italian who worked with him, we discovered that we had different wages" (International protection beneficiary)

"Now I am working, at the beginning my boss always came to pick me up at home but now he has told me that I have to start taking the train or bus, for this reason I decided to take a driving license. My boss is helping me to face the practical exam, making me do some guide tests." (International protection beneficiary)

"I am not currently working. I was at the employment center and they asked me what I wanted to do. It is difficult to find a job for everyone, whether you're Italian or not. In Italy I did an internship at a restaurant and it was a good experience" (International protection beneficiary)

I believe that from the first day they come here in Italy, cooperatives or welfare structures should worry in detail about this aspect, that is "what do you want to do?" Apart from work. This is an essential question, which gives an aim to a permanence. From this point of view, there is an almost total lack of comparison, interest, relationship. Why?

(...) This thought should be carried out like this: after 2/ 3 months, the cooperatives must write a report about the

beneficiaries of the project, asking “how is it going?” “What are you doing?” “Didi you start thinking about which work would you like to do, what do you want to do?” “have you started to give yourself a reason for your stay here?”. It is very difficult, I often try to understand what these people would like to do, if they have any future plans but if I have to be honest in almost all cases I see people saying “I don’t know”. (Language teacher)

Some of my students have attended professional courses, others have been employed by fellow countrymen in catering activities, in agricultural contexts where they had already worked when they were in their country, others are doing professional courses such as electricians, pizza makers and anything else and they integrate well.

But not all migrants have these skills to be able to integrate or the ability to promote themselves that they would need and very often there are not many future perspectives (as the problem of unemployment does not only concern migrants but is also for the Italians themselves) therefore there is a need for very advanced training, and very often migrants cannot take advantage of it”. (Trainer)

According to the perception of the people interviewed, inequalities and prejudices persist with society, with which migrants clash in the search for work.

This situation is undoubtedly exacerbated by the economic crisis that has hit Italy (like many European countries) in recent years and the consequent lack of work in general.

From the testimonies collected, however, it is also clear that often the personal relationships that are established with one’s colleagues or managers at work, represent important networks of support and solidarity.

Sometimes the lack of specific qualifications makes it difficult to find a job but the reception projects provide a good connection with the employment centers, to which asylum seekers and refugees can refer to be guided in finding a job, and are often also able to offer professional training courses.

A particularly interesting element that emerges from the reflection of the professionals who work with migrants, is the need to identify a meaning to the permanence of the beneficiaries on the Italian territory, which is not only linked to the material need to find a job but that helps them to understand what their role may be, stimulating ideas on which contribution they could give to the society and reflect not only on their professional but also personal growth.



2.6. SOCIAL COHESION

2.6.1. TURKEY

The interactions, communications and good neighbour relationships between the individuals living in the same building can contribute to the social cohesion. However, the experiences of the individuals under international protection indicate that they do not have dual relationships with their neighbours and peers. The people under international protection have a few neighbours or friends from the local people. The experiences of the asylum seekers related to this issue are as follows:

“Of course we want to visit our neighbours and also want them to visit us but I have been living here for nine years and I have not visited them or they have not visited us too. They do not knock at our door even in the religious holidays. We wanted to visit our neighbours but they did not let us in. We have been living in Turkey for a long time and no one has visited us ever. We cannot establish any kind of relationships with Turkish people. I still do not know my neighbours. Sometimes they just look at us then run away. I do not understand why they do that” (Green, Afghan,

It can be observed from the experiences of the following asylum seekers that the individuals under international protection who are from the same ethnic group or who can learn to speak Turkish during the period they live in Turkey can establish better relationships with the local people and they are accepted to the community easily.

"We see our acquaintances and relatives who came from Iraq. Besides sometimes we see Turkish people. Some of the Turkish people are really nice but some of them can treat us bad. Not all people are same. My neighbours are nice people. We visit each other time to time and they say that they do not any kind of problem with us. I also visit them. We talk about things. Sometimes, when I get my children to school, I talk with the mothers of other children. We just talk about anything" (Blue, Female, Iraqi, 34 years old)

There are some differences between the interactions of the asylum seekers with the members of the local community. Some of them indicate that they cannot establish any kind of relationship since they cannot speak Turkish or they are foreigners etc., and some of them indicate that the Turkish people like them, they are not exposed to adverse behaviours and the Turkish people try to help them. At this point, the experiences of two asylum seekers one of whom was exposed to positive attitudes and one of whom was exposed to negative attitudes are as follows:

"Actually I have not seen anything bad. There are Turkish families and neighbours around us in Amasya. They were really nice and we got along well. They sometimes even call me to learn how I am doing. They ask me how I am, how my children are and they like us. They even called us before the religious holiday and invited us to their houses. They told me that they will sacrifice and asked me to go there with my children but we could not get a permission from security office" (Yellow, Iraqi, Female, 41 years old).

"There was a person where we live and he/she always said that Turkey is bad for us, they brought foreigners there and make them take their money, for example foreigners can open a store without paying taxes but they have to pay taxes when they do it" (Purple, Afghan, Male, 18 years old).

Because of the heavy working conditions of the asylum seeker men, women can be relieved from the gender norms and can show themselves in the fields except from their houses. Women who are in the public fields can learn to speak a language better than men and find opportunities to meet with the members of the local community. The experiences of the one of the asylum seekers on this issue are as follows:

"For example women could not go anywhere by themselves there. My husband worries about me when I want to go somewhere if someone makes me uncomfortable but sometimes I can go somewhere with my friends. Here, we can go anywhere we want. Here, people tell us everything that we do not know" (Blue, Female, Iraqi, 34 years old).

The professionals indicated that some factors make the social cohesion harder and some factors make it easier. The media is the most important mechanism making the social cohesion harder. They indicated that media enables a ground for misinformation.

"The language preferred by the media makes the Turkish people to form a group against the refugees. The misinformation about the refugees is the first thing that comes to my mind" (Professional 1, Female)

They also indicated that not being able to speak the language of the relevant country makes the social cohesion harder, it prevents the asylum seekers to integrated into the society and also prevents both parties to know each other.

"I think being able to speak Turkish and language differences are important issues and ones who can speak Turkish can be accepted easier since when the local people communicate with the one who can speak Turkish, they can

accept them easier" (Professional 5, Female).

The importance of the local authorities (for the neighbourhoods) related to the acceptance of the asylum seekers; the fact that in the neighbourhoods where the local authorities have positive attitudes for the asylum seekers, the local people from the same neighbourhood also have positive attitudes for them; and they all affect social cohesion are indicated by a professional as follows:

"The local authorities should be more warm-blooded, direct the people to contribute to the positive attitudes for the refugees. When the local authorities are discriminative, the people can be affected by the relevant local authority and can behave more discriminative for the refugees" (Professional 5, Female).

The contributions of the non-governmental organizations for social cohesion due to their activities and since they have structures enabling two groups to get together are explained by a professional as follows:

"The non-governmental organizations are the mechanisms making it easier, and we have some difficulties to involve the local people here. The language barrier makes our work more difficult. Let's suppose that we bring two groups together and carry out some group activities or organize a trip together, they cannot socialize since one group speaks Arabic and other speaks Turkish" (Professional 3, Female).

The professionals indicated that when the social benefits, consultancy and social cohesion activities are carried out by the same institutions or persons, they can contribute to the social harmony, they are careful about the social cohesion when they establish relationships with the asylum seekers who are seeking for help on covering their minimum living needs and on the issues related to their lives as follows:

"The thing we called as individual protection or community-based protection is related to remove the sensitivity of a person and make him/her stronger. I can manage it here. My colleague registers them for the Turkish courses. Another colleague calls them for cooking workshops. He/she can also make interviews with them related to their psychology. In other words, I can make women feel stronger with a holistic perspective and with multidisciplinary works. I think it is difficult for me to involve a woman whom I cannot make stronger with protection as a protection activity" (Professional 3, Female).

The professionals also indicated that the sociodemographic features of the asylum seekers are important for the success of those studies to provide a successful social cohesion process.

"The refugees who have better conditions can adapt easier but on the other hand if they have concerns about sheltering, food, employment etc.; they tend to be more closed to the society. In other words; the ones with lower income levels or have different concerns are more closed to the society and the ones with higher education levels and average income levels can adapt themselves easier" (Professional 2, Female).

The fact that in addition to the financial levels of the people under international protection, their ages and education levels are also the factors affecting the social cohesion was also indicated by the professionals.

"We can say that young people tend to adapt easier and have less prejudices regardless of their status, Turkish or refugee. Therefore, it is more sensible to work with the young people for those kinds of studies" (Professional 4, Female).

It is known that the acceptance level of the local community for the asylum seekers is a critical factor on the social cohesion. At this point, the professionals were asked the acceptance levels of the members of the local community. The professionals indicated that social acceptance changes from time to time, the members of the local community establish hierarchical relationships with the asylum seekers and the media actually has an important role on the reactions of the individuals as follows:

"To speak in general; I can say that there is a strong-weak relationship between them when the cases such as not establishing a friendly relationship with, not being a neighbour, not saying are considered. But a good deed culture arose here too. With the good deed, an expectation also arose from the others. For example they say that they give

them some stuff but their children continued to make noises etc.” (Professional 3, Female).

The professionals indicated that the low acceptance level of the local community decrease when they have opportunities to know each other and the members of the local community who have close relationships with the asylum seekers have higher acceptance level as follows:

“I think they started to understand each other. I think the social cohesion has been developed between them since they have more prejudices related to each other when they were more distant from each other but then they started to think that they are also human and they are not different. At least I think in this way” (Professional 2, Female).

For a successful, fast and easy social cohesion process; an efficient collaboration between the public institutions, local authorities and non-governmental organizations is important. However; when the statements of the professionals related to this issue were analysed, it can be observed that there is no kind of efficient collaboration between the institutions and the parties are not aware of the others' activities. The experiences of the asylum seekers related to this issue are as follows:

“We made some efforts for coordination. The municipalities have different attitudes on this matter. X municipality can accept the coordination where Y municipality can have more drawbacks. It is all about the mayors. Therefore, coordination between the local authorities and the non-governmental organization is difficult to establish” (Professional 2, Female).

2.6.2. BULGARIA

This section is about the social cohesion of refugees and migrants in Bulgaria, their reception by the hosting community and their further integration in the society.

Bulgaria has taken a number of steps in its National strategy in order to create a propitious environment for refugees and migrants so that they can adapt, get socially included and eventually flourish and have a meaningful life.

“Refugees and migrants are not well-received in the society, mostly because of the fear, discrimination and stigmatisation that is spread by the media.”

“Most of the initiatives for social integration are organised by NGOs, not by the local authorities. However those events are rarely popularised and few people attend them.”

“I haven't heard of any initiatives or social events so far. There is no information about such programmes.”

“The attitude of the media is very hostile towards refugees and migrants. There are a lot of talks saying that we are here only for the social benefits”

“I haven't had any problems so far. I feel good in the local community and I'm accepted as equal by everyone.”

Even though there are some efforts to create a positive environment for refugees and migrants, the general attitude of the society is negative and often hostile. This is mostly driven by the fear and discrimination instilled by the media. There a number of initiatives for social integration organised by NGOs but they lack popularity and in general there is no information about any similar events.

2.6.3. CZECH REPUBLIC

This section is about the social cohesion of refugees and migrants in the Czech Republic, their reception by the hosting community and their further integration in the society.

Social cohesion is very much related to how migrants and refugees have a command of the Czech language and to the general attitude towards migrants and refugees in society.

Excerpts:

"I noticed a lot of nuns here. I respect them, they express something with their attitude, dedicate their lives to one thing. And they also have their hair covered. Why do people look at them with respect and my wife with her hair covered, as if she were from another planet? I do not understand why the people here are so scared of a different look."

"For me, the most difficult thing was to communicate with people, especially with the Russians who have lived here for some time. I had to handle various documents here and go to the offices. I couldn't speak Czech to people, and when I wanted help from people who can speak Russian, they took a lot of money from us. They promised to do something for us, but they did nothing."

"I was surprised when strangers greeted me on the street in Sweden. Here in the Czech Republic I sometimes come somewhere, say Good morning and nobody even answers. To be honest, I would advise refugees to go elsewhere than to the Czech Republic if they had the opportunity. To Germany, Sweden, the Netherlands, Scandinavia in general. It is a more open society, they will feel more comfortable there, more accepted, more get help."

"They always treated me well at the authorities, and when I didn't understand something, they explained it to me. I only had a problem with the employment office."

The attitude towards the acceptance of other cultures is not very positive in the Czech Republic. Many people are prejudiced and afraid of different cultures. Non-acceptance of refugees and migrants is also supported by the media, which often publish unilateral reports on members of the Islamic religion.

Migrants and refugees often feel lonely and uprooted. They have no or very small circle of friends and acquaintances. This problem is even more noticeable in women who have been raising children for many years in isolation, her husband supported financially his family, and they have not had the opportunity to get to know the local environment more and build their network of relationships and contacts.

2.6.4. SPAIN

For sociology, social cohesion is the sense of belonging to a common space or the degree of consensus of the members of a community.

According to the social interaction within the social group, there will be greater or lesser cohesion.

An egalitarian and just society will have a high degree of social cohesion, since its members are part of the same group with common interests and needs.

On the other hand, if society has a great inequality, there will be no cohesion and citizens will have faced behaviors.

It is necessary that all people have the same rights and duties, that all can access decent housing and maintain their basic living conditions.

Excerpts:

In Spanish society, it may seem that the social acceptance of refugees is wide, since when foster surveys

are conducted 86% approve the reception. But when refugees are already in Spanish territory and must be relocated, there are few people who want to receive them in their homes and there are few government housing places so they can be accommodated. In addition the fact that many Spanish citizens consider that refugees come to take their jobs.

From certain areas, citizens are put on the defensive (invasion, crime, etc.) with hoaxes and fake news. But in the direct relationship, there is more desire to help and welcome refugees than to refuse them. With the social dynamics it is intended to improve this situation.

International organizations transfer rules and treaties to Spain that make the procedures for managing work permits faster, take less years to acquire nationality and provide housing subsidies. But a broader execution is lacking, which results in greater social cohesion.

Language, cultural traditions, religion, attitude... are the issues that can complicate and hinder the reception of refugees.

There are organizations that work for a special coordination for the reception and care of the refugee, such as specialized associations country specific and intercultural ones, which focus their work on making all refugees arriving in Spain feel at home.

These associations have people who speak the languages of refugees and are knowledgeable about their cultures and idiosyncrasies, so they can identify their needs because they have also lived them in their own flesh.

But they are always the same organisations dealing with the problem, which prevents true integration because the range of action is not extended and other associations closer to the host country are not involved.

People should be welcomed in the same way, wherever they are coming from. There are entities that welcome and accompany people arriving from other countries, facilitating their integration, access to accommodation, legal support, access to employment, etc.

The sociodemographic characteristics of refugees are of vital importance for the conduct of social cohesion studies, especially taking into account factors such as:

- age.
- religion, religious or traditional beliefs.
- education level.
- origin of countries at war, due to impoverishment, violence or political reasons.
- national and international policies that regulate refugee status.

There are very good intentions on the part of the institutions, but there are many factors that limit the execution of the projects of reception, monitoring and stabilization of the refugee conglomerate, such as low budgets for this item, the lack of strategies to agglutinate all the associations that work for this objective and, most importantly, an educational policy in social cohesion, equality, diversity and interculturality.

It is necessary that all politicians and government teams always carry in their programs an important budgetary contribution for a good management of refugee reception in all the municipalities of the Spanish State. Programs that involve all government associations, individuals and institutions directly committed to refugee situations.

The dependency relationship of organizations working in this field with respect to public administrations often condition cooperation, which is essential for progressing in social cohesion.

To reduce this phenomenon to a minimum, it is quite necessary the convinced and determined work by absolutely all the entities involved in this matter in order to detect the causes in situ in the countries of origin of the refugees and start solving them once and for all.

2.6.5. GREECE

A successful social cohesion of the refugees rests on within 8 policy areas: Access to Nationality, Anti-discrimination, Education, Family Reunion, Health, Labour Market, Permanent Residence, Political participation.

Greece is one of the most homogeneous European countries, where religion – mainly the Christian Orthodox Dogma – has a significant role on social and political level. Thus, illegal immigration from Muslim countries, as well as refugees and asylum applicants from Muslim countries are often seen as a threat to ethnic homogeneity and to the Greek national identity.

In general, the Greek society mistrusts Muslim immigrants, and this is due, among other things, to the identification of Islam with the Turkish dominance or threat. This relevantly recent past, still vivid in the collective conscience of Greek society, served as a deterrent factor for the construction of a central Mosque in Athens, leaving the city as the only European capital without an official Mosque. At this juncture, it is worth mentioning that the issue of the construction of a Central Mosque in Athens constitutes a major political issue that is directly linked with security issues; this issue goes back over two decades, causing considerable criticism by many countries.

Excerpt

It was decided with an urgent city council meeting to welcome the refugees to the city, and because it was urgent the only way and solution we found was to give use of our indoor basketball facilities to house them for a few days until we found what was decided by the government. So, for two weeks, in those facilities we housed about 400 people, but the incredible thing that happened was the community's reaction. While there was fear on how the refugees would be received, 400 people from another area and what the next day would be, inside a very small timeframe a voluntary network had been set up. Not the whole of the city but a big percentage, about 80% of our citizens, brought supplies and clothes to help the refugees in their situation. (Local city councilor)

In Trikala most of the citizens welcome to refugees. A small percent of citizens have problem with the refugees. To be accepted more easily to the society the main barrier is communication because of that in Trikala there are language courses for the refugees to learn the Greek Language for to use in daily life.

2.6.6. ITALY

Thanks, above all, to the initiatives carried out by the associations of the third sector, there are many activities in Italy that aim at social inclusion. In this session we present some of these initiatives and the effects they have generated in the process of inclusion of refugees and asylum seekers.

Excerpts:

"I am a Muslim and I don't eat pork, this sometimes creates problems and annoys people". (Asylum seeker)

"Personally, I manage to work together with the Italian citizens with whom I find myself, this for me is the meaning of integration. Being able, despite the diversity of cultures, to carry on something together, facing the fear of the different and to make friends by really knowing who you are facing". (International protection beneficiary)

"Sometimes it happens to meet up to talk about some topics also taken from television, each proposes solutions and opinions and together we establish a "line of thought".

Many activities were organized in Gualdo (a small town in the province of Perugia e.d.) and through our discussions we were able to organize ourselves by helping the village, cleaning streets, squares, participating in specific projects. All this can help us get integrated into Gualdo, thus eliminating prejudices that threaten our identity". (International protection beneficiary)

"I like this country, the young people helped me a lot. I feel welcome". (Asylum seeker)

"It is very difficult to make friends with other Italian people because of the language". (Asylum seeker)

"I managed to integrate through football, then school. I met many people here in Italy: at the football field, at school and at driving school. Here in Foligno I am really fine, so it is my intention to stay there.

Thanks to the new friends, to the Arci project, to the football team, they helped me so much and they gave me the team certificate, the membership!" (International protection beneficiary)

"I am currently attending a sewing course with a friend of mine. The greatest difficulty that can hamper integration is the lack of knowledge of the language. It is important that there is - as we have it - a migrant help desk, where we can be listened to". (International protection beneficiary)

"Each of them comes from different contexts and this also makes integration between them difficult.

Italian language could be the bridge between them, but this only happens one year after their arrival, when several Italian L2 courses are activated, and after this time they manage to have an optimal degree of communication". (Third sector professional)

"Integration should not be taught but lived, if you have the presumption to teach what it is you run the risk of underestimating important aspects and excluding others". (Language teacher)

"Integration occurs when people have solved the needs at the base of the Maslow pyramid. So if a person does not have food, does not have clothes and they have to struggle to get these basic things, it is difficult that they can then be open to dialogue. Therefore those rights that are on the paper should be guaranteed". (Third sector professional)

"Today we are right in front of a revolution that takes place in no time, a revolution that Italy faces today. (...) people did not even have time to get used to this phenomenon because it came too quickly and therefore the reaction is certainly a reaction of fear, of mistrust, total estrangement from this world. It takes time". (Language teacher)

"(...) This can be seen because all the events that are organized to integrate migrants into the city see the same kind and the same number of participants who are all part of that world there, which is however linked to the reception system and therefore you realize that there is no real integration". (Language teacher)

"As for the 'education of the place' together with the beneficiaries, we also worked on the community of Stroncone. The community of Stroncone, being so small, can be easily modeled for a welcoming context, and has allowed us to organize events in which everyone (including migrants residing in Stroncone) can participate and it must be said that the response of the place has been wonderful. And afterwards, a priori, all the young beneficiaries willingly accepted to stay in Stroncone.". (Third sector professional)

"With the concept of social cohesion we refer to a long path, which is erroneously reduced to finding home and work, in reality it is something more complicated and refers to finding one's own place in society, which means being able to create significant human relationships with different people". (Language teacher)

Social cohesion is a process still under construction, the issue of integration is extremely delicate, as it brings identities into play. The integration of foreign citizens and in particular of those who cannot return to their countries of origin is at the center of the policies promoted by the National Plan for integration in force in the past two years, what will happen in the next years, considering the changes that are concerning Italian politics, still has to be written.

RECOMMENDATIONS

As a result of this study, a comprehensive guide is needed for local authorities, adult education providers and other related institutions (such as NGOs) working with refugees including information about common values (social change, social development, social cohesion, social justice, human rights, empowerment, equality) and common subjects (citizenship, housing, education, healthcare, social harmony, employment) across Europe in order to provide informative, educational and supportive tools for adult education providers and professionals working with refugees to benefit from to ensure quality of services provided; to better understand refugees; to better integrate them into society.

No country seems to be in a position to determine and move from a common point of view. With this guide, the assimilation of refugees can be prevented. It will surely serve as a protection of both sides (refugees and hosting society) in terms of rights and responsibilities.

APPENDIX

APPENDIX 1. SEMI-STRUCTURED FOCUS GROUP DISCUSSION FORM (Professionals)

NOTE: When the interviewer asks the questions in the question form, he or she should make sure that the headings or topics in parentheses are answered as sub-questions. However, the interviewer shouldn't ask these questions one by one. S/he makes sure that answers are given in the interview.

1. Could you briefly introduce yourself and your institution? (Education, work experience, position, your institution's experience and activities towards refugees, etc.)
2. Could you please evaluate the problems of refugees regarding the areas of citizenship, housing, education, employment, health and social cohesion?
3. Could you please evaluate the needs of refugees regarding the areas of citizenship, housing, education, employment, health and social cohesion?
4. Could you please evaluate the rights of refugees regarding the areas of citizenship, housing, education, employment, health and social cohesion?
5. When you consider the institutional structure serving the refugees in your country, what do you think about the services provided in cooperation and coordination for them? (Please answer this question by taking the impact of refugees on local authorities.)

APPENDIX 2. SEMI-STRUCTURED FOCUS GROUP DISCUSSION FORM (Refugees)

NOTE: When the interviewer asks the questions in the question form, he or she should make sure that the headings or topics in parentheses are answered as sub-questions. However, the interviewer shouldn't ask these questions one by one. He or she makes sure that answers are given in the interview.

1. Could you briefly introduce yourself? (where do you come from? How long are you here? Reasons for migration, status of residence permit, valid id card, etc.)
2. Could you please evaluate the problems you face in terms of citizenship, housing, education, employment, health and social cohesion?
3. Could you please evaluate your needs in terms of citizenship, housing, education, employment, health and social cohesion?
4. Could you please evaluate the rights you think you have in terms of citizenship, housing, education, employment, health and social cohesion?
5. How do you evaluate the services provided by the state, NGOs, local governments and/or international organizations? What do you suggest to improve these services?

APPENDIX 3. SEMI-STRUCTURED INDIVIDUAL INTERVIEW FORM (Professionals)

NOTE: When the interviewer asks the questions in the question form, he or she should make sure that the headings or topics in parentheses are answered as sub-questions. However, the interviewer shouldn't ask these questions one by one. He or she makes sure that answers are given in the interview.

- Could you briefly introduce yourself and your institution? (Education, work experience, position, your institution's experience and activities towards refugees, etc.)

Citizenship

1. What kind of a policy does your country pursue in order to acquire citizenship of refugees?
 - a. Do you think refugees face some difficulties in getting citizenship? If yes, what kind of challenges do they face with? (Such as the pressures of the host community, the discourses of politicians, bureaucratic difficulties, inexplicit or unclear citizenship procedures, conflict between policy and practice, etc.)
 - b. What do you think about the needs of refugees to access citizenship?
2. Do you think that getting refugee citizenship status affects the rights and services of refugees? How?

Health

1. What are the most common health problems of refugees in your country?
2. What do you think about the access of refugees to the health services in your country? (current legal regulations, disadvantages of refugees differently from citizens [not able to speak, lack of accessing medications, economical barriers, not able to get appointment, lack of an translator, etc.], rights of accessing health and psychiatric treatment services, the situation of vulnerable refugees [chronic patients, pregnant women, children, elderly people, disabled, LGBTQ]).
 - a. Do health care workers receive training on working with refugees?

Housing

3. What are the rights and options of refugees related to housing?
 - d. Is there any support for refugees such as housing benefit, social housing or invoice support?
5. In terms of housing, what kind of difficulties do refugees face with? (finding a sponsorship, high rental rates, unwillingness about the rent of houses for refugees, problems with subscriptions such as water and electricity, difficulties in having a lease agreement; having to live in unsafe areas and having to live in the houses which are not favorable or healthy conditions, etc.)

Education

6. Could you please make a general assessment of refugee children's access to the education services in your country? (nonrecognition of education prior to migration, peer bullying, limited access to school, lack of education in mother tongue, inadequate guidance services, lack of knowledge on multicultural education and possible prejudices and discriminatory attitudes of teachers, the differences in access to school for girls and boys in refugee families, the support related to school attendance; needs).
7. Could you please make a general assessment of adult refugees' access to the education services in your country? (difficulties, needs, requirements).

Employment

8. What do you think about the position of refugees in the labor market? (lack of language proficiency, unregistered employment, dirty working conditions, discriminatory treatments, difficulties in getting work permission and accessing the employment of refugee women, the indispensability of refugee child work, the uncertainty of marginal, difficult and dangerous jobs done by refugees, etc.).
9. Do you think that there are regulations or procedures restricting the work of refugees? (not able to do some professions, employers do not want to employ foreign workers, refugees' education is not recognized in host country, be obliged to work in lower status than their profession, difficulties in starting their own business).
10. What do you think about the obstacles that refugees face with after they reach the labor market? (low pay, unregistered work, not able to access occupational health and safety trainings, work accidents, discrimination in the workplace, etc.).

Social Cohesion

11. How do you describe the concept of social cohesion? What is needed to ensure a good social cohesion?
12. How is the social acceptance of refugees in society? (intergroup contact, social distance, prejudices, etc.).
13. What are the factors which make the social cohesion of refugees easier and harder? (language, cultural and social similarities and differences, attitude of the host society towards refugees).
14. What are the social cohesion activities realized/organized for refugees in your country? (peer activities, special day or birthday activities, etc.).
15. What are the social cohesion activities realized/organized for host society members in your country?
16. Do you think that the socio-demographic characteristics of refugees differentiate social cohesion studies? If yes, how?
17. Do you think that social cohesion and social welfare activities are carried out by the same organizations or individuals? If yes, how does this affect social cohesion?

What are the perspectives of public institutions, local governments and non-governmental organizations (NGOs) in your country about social cohesion? (For example, is there a cooperation or coordination between public institutions and NGOs or do they have action and strategy plans?).

APPENDIX 4. SEMI-STRUCTURED INDIVIDUAL INTERVIEW FORM (Refugees)

NOTE: When the interviewer asks the questions in the question form, he or she should make sure that the headings or topics in parentheses are answered as sub-questions. However, the interviewer shouldn't ask these questions one by one. He or she makes sure that answers are given in the interview.

1. Could you briefly introduce yourself and share your migration history? (age, gender, where you come from, why you choose that destination country, if you have residence permit, your official status in the country, how long you are living there, reason for migration, education, profession, if you continue doing your job, if you live with your family)

Citizenship

2. Do you want to be a citizen of the country where you are? If yes, why? Do you think that being a citizen of that country will bring you new opportunities? (whether there is increase in accessing the services; whether your life will be easier, etc.)
3. What do you think about the policy, practice and laws about becoming a citizen? (do you feel sense of oppression within the society where you live; expressions of politicians; bureaucracy, unclear citizenship procedures, etc.)

Health

4. Considering health is the state of complete physical, mental and social well-being, how do you feel about your health condition?
5. What do you think about accessing health services in the country where you live? Do you need any further support? If yes, please comment.
 - f. Do you think that you have disadvantages or obstacles? (not knowing the language, no access to medicine, economic obstacles, unable to make appointment, no translator available in hospitals, no access to psychiatric services, etc.)

Housing

7. What kind of house do you live in? (physical condition of the house, type of the house, means of transport and its availability, place of the house within the city, points to consider for choosing a house, etc).
8. How difficult is housing for you? (unable to find sponsor, having to pay high rents, landlord's unwillingness to rent the house, frequent movement from one place to another, problems with subscriptions for such as electricity, no rental agreement, having to live in unsecure areas)
9. What kind of support do you need for housing? (rent allowance, social housing, support for bill payments)

Education

10. Does your education sidetrack because of migration? If yes, what do you need to continue your education?
11. What do you think about the quality of education offered for refugees in the country you live (equivalence of previous education, language competency, teachers' bias/attitudes towards refugees, access of children of refugees to education, special education needs of the children of refugees, support for reducing early school leaving)?

Employment

12. Do you work? If yes, please share your thoughts about the conditions in the workplace. If not, what are the reasons for not working?
13. What do you think about the obstacles refugees face in searching for job? (lack of language competency, unrecorded employment, discriminatory treatment, unable to get salary, tough procedures to get work permit, low employment rate of women, works specifically carried out by refugees such as marginal and dangerous ones)
14. Are there any regulations restrict refugees to work? (unable to perform your own job, unwillingness of employers to employ foreign worker, inequivalence of previous education/training, forced to work in low-status jobs, setting up your own business)
15. What are the obstacles refugees face in employment? (occupational health and safety training, work accident, exposure to oppression in the workplace)

Social Cohesion

16. What is social cohesion? (is there bias? How bias affects social cohesion?)
17. What are the activities towards refugees in terms of social cohesion? (peer activities, special day activities, etc.)

What are the conditions aggravating or facilitating social cohesion? (language, cultural and social similarities/differences, attitude of host society, etc.)



ANALYSIS REPORT

Situation and Needs Analysis of Newly Arrived Refugees



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