



# raisd

**Reshaping Attention and Inclusion Strategies for Distinctively vulnerable people among the forcibly displaced**

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## Catalogue of Attention and Inclusion Practices for FDP in the EU influence area - TURKEY -

Deliverable D5.1

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Potential Good Practices [Eskişehir, 2020]

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<b>About RAISD</b>	
Call (part) identifier	H2020-SC6-MIGRATION-2018
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<p><i>Forced displacement crises overcome societies and institutions all over the world. Pushed by the urgencies rather than events, solutions are frequently reactive, partial, and disregard some groups. The project 'Reshaping Attention and Inclusion Strategies for Distinctively vulnerable people among the forcibly displaced' (RAISD) aims at identifying highly Vulnerable Groups (VG) among these forcibly displaced people, analysing their specific needs, and finding suitable practices to address them. The concept of 'vulnerability context' considers the interplay between the features of these persons and their hosting communities, their interactions and experiences, and how different solutions for attention and inclusion affect them. As a result of this work, a methodology to carry out these studies will be developed. These goals are aligned with the call. They pursue characterizing these migrations and developing suitable aid strategies for them. The Responsible Research and Innovation (RRI) frames the project. It proposes that all actors (including civil society) co-design actions, transversely integrates the gender perspective, and supports sustainability. Our research strategy will be based on methodological triangulation (i.e. the combined application of several methodologies). We will implement it through a specific participatory action research approach to fulfil the aim of undertaking advocacy-focused research, grounded in human rights and socio-ecological models. The team will work as a network of units in countries along migration routes. The units will promote the VG people' involvement, so they can speak with their own voices, gather information, and test practices. Work will rely on a tight integration of Social and Computer Sciences research. Automated learning and data mining will help to provide evidence-based recommendations, reducing a priori biases. A software tool will support collaboration, continuing previous H2020- funded RRI work.</i></p>	

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## 1 Policies, laws and treaties affecting attention and inclusion strategies towards VGs of FDP

### 1.1 Policies regarding VGs

According to the 1951 Convention, five criteria must be met for a person to qualify as a refugee:

- Outside country of nationality/former habitual residence
- Well-founded fear
- Persecution
- Reasons (race, religion, nationality, membership of a particular social group or political opinion)
- Unable or unwilling, for fear of persecution, to seek that country's protection or to return there.

According to the information in DGMM sources, refugee is a person who as a result of events occurring in European countries and owing to well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his citizenship and is unable or, owing to such fear, is unwilling to avail himself or herself of the protection of that country; or who, not having a nationality and being outside the country of his former residence as a result of such events, is unable or, owing to such fear, is unwilling to return to it, shall be granted refugee status upon completion of the refugee status determination process.

Conditional refugee is a person who as a result of events occurring outside European countries and owing to well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself or herself of the protection of that country; or who, not having a nationality and being outside the country of former habitual residence as a result of such events, is unable or, owing to such fear, is unwilling to return to it, shall be granted conditional refugee status upon completion of the refugee status determination process.

Refugees and conditional refugees are people with international protection. Conditional refugees shall be allowed to reside in Turkey temporarily until they are resettled to a third country. International protection beneficiaries shall not be subject to the reciprocity principle. The rights and benefits granted to applicants, persons whose application has been refused or international protection beneficiaries shall not be constructed to provide more rights and benefits than those accorded to Turkish citizens.

Applicant or international protection beneficiaries and family members shall benefit from primary and secondary education services via their identification cards according to their statuses. The foreigners under temporary protection shall have access to education via their "Temporary Protection Identification Document", as well.

The persons in need among the applicants or international protection beneficiaries and the persons under temporary protection shall have access to social aid and services via the Social Assistance and Solidarity Foundation under governorships.

For those applicants or international protection beneficiaries who are not covered with any medical insurance and do not have financial means (to afford medical services) are subject to the provisions of the Social Security and



Universal Health Insurance Law shall apply. For the payment of the premiums of persons to benefit from the universal medical insurance, funds shall be allocated to the budget of the Directorate General. Full or partial premiums shall be demanded in proportion to their financial means from the persons whose premiums are paid by the Directorate General.

With respect to access to the labor market, an applicant or a conditional refugee may apply for a work permit after six months following the lodging date of an international protection application. The refugee or the subsidiary protection beneficiary, upon being granted the status, may work independently or be employed, without prejudice to the provisions stipulated in other legislation restricting foreigners to engage in certain jobs and professions. The identity document to be issued to a refugee or a subsidiary protection beneficiary shall also substitute for a work permit and this information shall be written on the document. Access of the refugee and subsidiary protection beneficiary to the labor market may be restricted for a given period, where the situation of the labor market and developments in the working life as well as sectorial and economic conditions regarding employment necessitate, in agriculture, industry or, service sectors or a certain profession, line of business or, administrative and geographical areas. However, such restrictions shall not apply refugees and subsidiary protection beneficiaries who have been residing in Turkey for three years; are married to Turkish citizens; or, have children with Turkish citizens.

Other than those falling under Articles 72 and 79, an applicant that would be determined to be in need may be provided with an allowance with the assent of the Ministry of Finance, in accordance with the principles and procedures to be determined by the Ministry.

## **1.2 Implementation of the strategies and policies**

A series of protests and uprisings which began in Tunisia and Egypt affected almost all Arab countries and spread to Syrian Arab Republic as of 15 March 2011. Syria slid into chaos by the spiraling conflicts and domestic problems in some areas; hundreds of people were killed and injured.

As humanitarian crisis in Syria grew more, restlessness in Turkish-Syrian borders increased. That approximately 300-400 Syrian nationals arrived at Cilvegözü border gate in district of Yayladağı of Hatay province in 29 April 2009 was the first population movement from Syria to Turkey. The necessary measures were taken during the movement; after crossing the border 252 Syrian nationals accommodated temporarily in a sports hall in Hatay province and food were supplied.

After Syrian nationals entered to Turkey, firstly their body search is completed. They are registered with their identity cards or by depending on their verbal statement accompanied by an interpreter if they do not have an identity card.

An old tobacco building in district of Yayladağı was decided for the first tent city. After tents, mobile kitchens and shower cabins were placed and some arrangements were settled, a first group of people were transferred here. Because of the ongoing entries, Altınözü tent city in 9 June 2011 and Boynuyoğun tent city were established in 12 June 2011. As of 9 March 2015; Services to Syrian nationals are provided with 55.237 settlements including 11.857

containers, 43.380 units and tent cities in 10 different provinces. The number of Syrian nationals who reside in accommodation centres is 246.730 as of 9 March 2015.

Because of mass influx of displaced persons, Prime Ministry Disaster and Emergency Management Authority (AFAD) is determined as responsible institution inside the camps. Establishment of tent cities was managed by Turkish Red Crescent.

In coordination of AFAD; Ministry of Interior, Ministry of Foreign Affairs, Ministry of Health, Ministry of National Education, Ministry of Agriculture and Rural Affairs, Ministry of Transportation, Ministry of Finance, Presidency of General Staff, Governorship of Hatay, Presidency of Religious Affairs, Ministry of Customs and Trade and Red Crescent work in close collaboration.

In the accommodation centers which were established by means of funds provided by Prime Ministry; school, mosque; trade, police and health centers, press information centre, playgrounds, TV rooms, potable water system, sewerage system, some equipment such as transformers and generators are placed. In addition, accommodation in tent cities and containers; food, health, security, education, religious, translation, telecommunication and banking services and social activities are provided by relevant institutions.

Turkey has behaved realistically considering the steps and measures which it has taken against the mass influx of displaced persons. On 30/03/2012, Ministry of Interior constituted a Directive concerning the admission and accommodation of the nationals of the Syrian Arab Republic and stateless people residing in the Syrian Arab Republic who collectively seek asylum in Turkey.

Temporary protection including access to receiving State, implementation of the non-refoulement principle and providing basic human rights standards with the aim of providing immediate asylum to displaced persons in the event of a mass influx is the spirit of the Directive.

In Article 91 of Law No: 6458 on Foreigners and International Protection; Temporary Protection is defined as the following: "Temporary protection may be provided for foreigners who have been forced to leave their country, cannot return to the country that they have left, and have arrived at or crossed the borders of Turkey in a mass influx situation seeking immediate and temporary protection." "The actions to be carried out for the reception of such foreigners into Turkey; their stay in Turkey and rights and obligations; their exit from Turkey; measures to be taken to prevent mass influxes; cooperation and coordination among national and international institutions and organisations; determination of the duties and mandate of the central and provincial institutions and organisations shall be stipulated in a Directive to be issued by the Council of Ministers." "Identify methods and measures to be employed in case of a mass Influx" is among the duties of Migration Policies Board which was established by Law on Foreigners and International Protection.

Among the duties of Directorate General of Migration Management (DGMM) are: to provide secretariat services for the Migration Policies Board and follow up on the implementation of the decisions of the Board; carry-out activities and actions related to temporary protection which is provided to displaced persons in the event of mass influx.

### 1.3 Formal and Informal care practices from the host or transit communities

One of the most effective ways for people fleeing war or persecution to build a dignified and peaceful life is to provide their access to working life. While competence programs improve the knowledge and skills of refugees, they support individuals' self-sufficiency by providing access to the resources, education, assets, information, service and job opportunities they need. UNHCR Turkey, intensifying the activities of the four basic elements and conducts various programs in collaboration with various actors:

- 1. Cooperation with the Republic of Turkey:** Republic of Turkey, is the main partner of UNHCR Turkey. Family, Ministry of Labor and Social Services, Ministry of National Education, Turkey Business Association and the Vocational Qualifications Authority carried out with programs, facilitating refugees obtain a work permit and labor market participation.
- 2. Cooperation with the Private Sector:** The private sector plays a very important role and a great responsibility both in the world and in all countries hosting refugees. UNHCR leverages the expertise of various actors to perform its duties within its mandate, and in this context, private sector collaboration is crucial in many respects.
- 3. Vocational Training and Skill Development Programs:** UNHCR Turkey, labor market demands with a variety of vocational training in parallel to Turkey's industrial strategy and development plans, organizes language training and skills development programs.
- 4. Entrepreneurship Programs:** Refugee entrepreneurship is one of the areas where refugees can add value to the host country economies. of the refugees in Turkey is currently around 8,000 officially registered number of companies is also true in this case. UNHCR operates to develop and promote refugee entrepreneurship, including access to financial opportunities.

Capacity building is carried out at policy, workforce and organizational levels. Different methodologies have been adopted to engage in capacity building activities depending on the level of awareness of the target audience, in order to improve expertise and provide better standards of services and programs for people in need of international protection.

Coordination between institutions in Turkey, Regional Refugee and Resiliency Plan (3RP) was created in the frame. The leadership of the intervention for refugees in Turkey, the Turkish government undertaking, the United Nations (UN) to provide support and directs the work of humanitarian and development coordination among partners. UNHCR and the United Nations Development Fund (UNDP) take the leadership of 3RP together. The coordination of the application ensures that the resources are used effectively and the services are offered without any repetition, and it also makes it possible to follow up the success of all partners and to report these successes to the donors.

When people have to flee their homes, they can only take basic supplies with them. In this process, they lose their money making and spending skills. Cash-based interventions aim to protect refugees by reducing the risks faced by refugees and maintaining their capacity to spend. The flexibility offered by cash-based interventions provides refugees with a more purposeful aid by allowing them to prioritize and choose what they need. Cash-based interventions reduce the chances of resorting to harmful coping strategies. It also benefits the local economy directly and can contribute to peaceful coexistence with host communities.



According to the report published by UNHCR, refugees around the world are five times more likely than the global average. Compared to the 92% global average, only 61% of refugee children have access to primary education. The right to education is a basic human right guaranteed by the 1989 Convention on the Rights of the Child and the 1951 Refugee Convention. National legislation in Turkey, including families with children who have requested international protection, support the right of all children to education. Public schools are free of charge and all refugee children have the right to attend these schools. UNHCR ensures that refugees are informed about these rights through their networking with their partner organizations, receive assistance with the procedures they must follow to enroll their children in school, and benefit from existing financial assistance programs. UNHCR works in close cooperation with the Ministry of National Education and in coordination with UNICEF to play a supportive and complementary role in efforts to enroll refugee children in Turkish schools. In addition, full scholarships are given to refugee students to study at Turkish universities. These scholarships cover the entire academic study period for obtaining a bachelor's degree and cover monthly payments to cover students' livelihood expenses and activities that enable them to come together with their peers and establish support networks. The ability of people to communicate effectively with others in the communities they live in significantly contributes to the protection of refugees and helps people live a dignified life, access services and social interaction with people around them. For this reason, it works in cooperation with the Ministry of National Education to increase free language courses offered to adults through the UNHCR Public Education Centers network. Adults can also attend skills training courses provided by these Centers to prepare for entry into the labor market or to earn income and increase self-sufficiency.

## 1.4 VGs' experiences:

### 1.4.1 Identification of potential good practices by VGs

Some of the services provided in Turkey are as follows:

- Turkish and Arabic language education
- Psycho-social support
- Sexual and reproductive health education
- Primary health care
- Interpreter support
- Ticket support for transportation
- Vocational courses
- Hobby courses
- Free education services
- Free healthcare services
- Cash-Based Interventions
- Protection Services
- Shelter

Most of the interviewees stated that their psycho-social support help reduce the effects of their trauma. The center where they registered provides them an environment in which they can socialize. Thus, it provides a social

environment especially for women who cannot go out of their homes and cannot communicate with people other than their family members.

Interviewees state that they want the number of centers where they receive language, health, interpreters and vocational course services to increase. They also expressed the need to increase the number of interpreters in health units. Some of the interviewees expressed their problems finding a house in Turkey. They stated that they need a person / institution to mediate in the process of finding a home. They expressed their demands to improve and increase employment opportunities for refugees.

In general terms, they are quite satisfied with the services (eg language, vocational training and hobby courses) in women's health and counseling centers for refugees. With the trainings and activities in these centers, they have the opportunity to meet and socialize with the local people. In addition, they receive psycho-social support in the centers for the treatment of bad experiences in their own country and during their travels. Thanks to the psycho-social support, the processes of adaptation to the new country and the processes of socialization with the local people are accelerated by feeling better.

The language barrier, which is the biggest problem, disappears with the language training provided. Thus, they can communicate with the local people.

#### 1.4.2 Recommendations or proposals for new or existing programs/practices

Some of the interviewees made recommendations for cultural events involving people from both communities. These activities aim to provide intercultural dialogue. One of the interviewees suggested a cooking day event where participator from both cultures could teach their meals. Another interviewee stated that extracurricular courses are needed to improve the language skills of refugee children.

The suggestions are made to increase the intercultural interaction in general. Because it is very difficult for citizens of both countries to communicate and learn to live together without knowing each other's cultures. As part of these cultural events, the parties learn about each other's cultures and learn their common aspects, and this common denominator brings both sides closer together. In addition, they can improve their language skills by having a chance to communicate with the host community.

In addition to free services in official institutions, increasing interpreter support in institutions such as courthouses and hospitals is one of the common demands of vulnerable groups. Because, although security and health services are free, these services cannot be fully utilized due to language barriers. Individuals are unable to communicate with law enforcement and health personnel due to language barriers, and therefore find it difficult to get support in case of any problem. When faced with such a situation, they have only two options. These include hiring paid translators and getting close support in Turkish. Most of the time, they cannot evaluate this requirement because they do not have sufficient budget for paid translators. Since it is very difficult to find a Turkish-speaking close-up at every need, they usually stay on their own in case of problems. For this reason, they have communication problems. Because of these communication problems, they do not want to apply to the competent authorities in case of a problem, which negatively affects the interaction of immigrants with the local people and their use of right-seeking mechanisms.

### 1.4.3 Practices to avoided according to their experience

Migrants stated that they were satisfied with the services provided in general. Apart from a few points, there is no service that they want to be changed. As mentioned earlier, the insufficiency of the number of translators in official institutions. Since the language barrier is the most important point in terms of coexistence of forced displaced people with the local people, this barrier must first be overcome. Due to the lack of interpreters, they have problems in accessing basic needs.

Asylum seekers in Turkey receive support from some centers supported by NGOs in addition to government support. However, due to the increasing number of refugees, the number of these centers becomes insufficient. For this reason, asylum seekers demand that the number of these centers be increased. With the centers to be increased in number, the quality of the services provided in these centers will increase and more people will be able to reach.

## 1.5 Other stakeholders' experiences

### 1.5.1 Identification of potential good practices

Turkey accustomed to this kind of migration flows which is taking place because it is a transition country. Although there are still some shortcomings, there are certain practices for forcibly displaced people. In the following, these practices are listed.

- *There are associations they have established themselves:* With this association, they have the opportunity to socialize and thus support each other economically and psychologically and help each other in daily life. They become aware of the state and other NGO-supported centers through these associations and have increased access to assistance.
- *Children can access educational services for free:* One of the most positive practices is that children can access educational services for free. Children represent the future of a country. Integration into the host country is much easier for children. Thus, they will have a more harmonious life with the host country in the future.
- *State supported and NGO supported centers:* Dealing with government forces displaced people in Turkey and supported NGOs have also assisted other institutions. Many guidance teachers work in these institutions. With these guidance services, forced displaced people adapt to the host country more easily. By finding the opportunity to learn the city they live in, they both have the ability to handle their own business and get the opportunity to socialize with the host community. The EU also provides financial support to such institutions. There are women's health and counseling centers for forced displaced people. This is also very important because one of the main problems with forced displaced people is reproductive health. Through these centers, they can learn about reproductive health and access sexual health treatments.
- *Refugee Rights Commission:* The Bar Association has a Refugee Rights Commission. There is a commission and a group of lawyers to deal with the refugees' cases. They can get support from this commission in case of any problem. There are also various units in universities. Many non-governmental organizations also work for forced displaced people.
- *Educational brochures and booklets:* Republic of Turkey, Amnesty International, the United Nations and many other organizations forcibly pressing educational brochures and booklets about the people who were displaced

and distributes it. These brochures and booklets are printed in Turkish and Arabic and aim to raise awareness of both the forced displaced people and the host community.

- *Free health services:* With the free health services, both the health of the forced displaced people and the health of the host community are guaranteed. Because the transportation of some diseases that may occur in unsanitary conditions is prevented.

#### 1.5.2 Recommendations or proposals for new or existing programs

- *Increasing aid for orphans and disabled people:* The state and some NGOs carry out aid activities for orphans and disabled people, but these aid activities are not sufficient. The number of aid activities should be increased, enabling more people to reach the service. In addition, appropriations for already existing relief activities need to be increased.
- *Creating an immigrant policy:* All over the world, and especially the number of migrants in Turkey is increasing every day and that all countries could be adversely affected if it made any plans. For this reason, an immigrant policy should be made. A real formula should be created with policies to be done with experts, organizations, institutions such as the EU and the UN, all over the world.
- *Investment in crisis areas:* Business people from Turkey and the world must increase employment in these regions by investing in crisis regions. In this way, both employment in crisis areas will be eliminated and possible economic crisis in the host country will be prevented.
- *Cultural activities:* In addition to legal activities, the number of cultural activities should be increased. Thanks to these cultural activities, the host society and forced displaced people will have the opportunity to get to know each other and socialize. In addition, forced displaced people will have the opportunity to learn the language of the host country as part of these activities.
- *Adaptation activities:* In addition to the educational activities, adaptation activities should be carried out in order to enable the displaced people to learn the city where they live. In order to increase mutual interaction in these adaptation activities, not only forced displaced people but also the host society should be included.
- *Psycho-social support for staff working with vulnerable groups:* Because the stress levels of people working with sensitive groups are high, these personnel should receive regular rehabilitation treatment. Staff working with vulnerable groups should be supported both economically and psychologically. These personnel will feel better and provide better service with the support of the state. We have depletion levels according to the jobs we work. People who work with sensitive groups get tired much faster psychologically. NGOs or organizations like the EU must definitely work on this issue. Rehabilitation of the staff working to deal with migration should be a project.
- *Local media education:* Media is one of the channels where hate speech is used the most. It is very difficult for forced displaced people to be accepted in society. For this reason, there should be some sanctions on their representation in the media. With these sanctions, hatred that may occur in the society can be prevented. Care should be taken in the news language. In interviews, racial and national words should not be included and especially local media should be educated on this issue.
- *Increasing health services:* The health of forced displaced indirectly affects the health of the host community. For this reason, reproductive health services, child health services, mental health services, services for the control of infectious diseases and services for the control of chronic diseases should be increased.

## 2 Identification of potential key criteria to evaluate strategies and practices for attention and inclusion of VGs of FDP1

### 2.1. *Actor-oriented criteria to evaluate policies and practices of attention towards Vulnerable Groups (VGs) of forcibly displaced people (FDP)*

Different kinds of criteria have been developed to involve vulnerable groups of forcibly displaced people as a result of interviews with ARU and stakeholders. Migration is a process. As for compulsory-repulsive reasons such as wars, disasters; It can also be migrated for voluntary-attractive reasons such as employment, education and health. The most distinctive feature that distinguishes forced migration from voluntary migration is that people do not have the opportunity to prepare for migration. Therefore, the service requirements of forced migrants are much more intense and higher. Immigrants who migrate to different countries for immigrant people, such as war, which adversely affect physical and mental health are considered as "disadvantageous" or "vulnerable groups" for public health. The most important vulnerabilities of migrants in Turkey "in access to health services" OTA is out. Because, in the pre-immigration period, due to the war and confusion in their countries, the access to health services, absence, inability to feed, deaths, increase in diseases and treatment deprivation, deterioration of shelter facilities, epidemic diseases and deaths, length of the process in the process of migration, climate changes Human trafficking increases even more when the journey is added in massive bad conditions. These influences are more decisive and risky especially for women, children and the elderly. Diseases of that country are added to the inactivity, cultural differences, language problem and legal status in accessing services. The effects and vulnerabilities of refugees in our country;

- Poverty
- Exclusion
- Stigma
- Discrimination
- Shelter in bad conditions
- Crowded life (Families of 8-10 people live together)
- Social exclusion
- Extreme fertility (not being able to access Family Planning services, not getting information due to language problems and not being able to communicate with health personnel on sexual issues)
- Language and cultural differences
- Break with the family and their own social norms
- Managerial difficulties
- Understanding of the services provided
- Not being able to be in the umbrella of social security

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<sup>1</sup> Result 3.1. Catalogue of actor-oriented criteria to evaluate strategies and practices for the attention and inclusion of VGs of FDP

Result 3.2. Preliminary study of approaches to integrate actor-oriented criteria in the evaluation of strategies and practices for the attention and inclusion of VGs of FDP



- Shifting to the informal economy
- Occupational accidents and illnesses due to working in bad conditions
- Sexual abuse

Immigrants almost always face legal, cultural, communication and social barriers. Working rights are often lacking and this also prevents access to residence, education and health rights. They often have to live out of exclusion, discrimination and bad conditions. Factors that affect the service access of immigrants the most:

1. **LANGUAGE, COMMUNICATION PROBLEM:** The biggest obstacle in accessing all services is that immigrants do not speak languages. Syrian immigrants in our country did not experience this problem significantly because the people in our southern provinces can speak Arabic. Language has been a major problem in provinces such as Ankara, Istanbul, Izmir and Adana, which are attractive for immigration.
2. **INFORMATION INEFFICIENCY:** In addition to the insufficiency of health literacy, immigrants do not know how, where and under what rules they can access services.
3. **LEGAL AND ADMINISTRATIVE PROBLEMS:** Due to the insufficient legal regulations for immigrants, administrative problems arise and this may make immigrants' access to basic services impossible. Despite the "temporary protection status" that enables Syrians in our country to access services such as employment, housing, health care, education, and security, although emergency health services and maternal and child health services are provided free of charge, there are important problems in the access of irregular migrants to health services.
4. **NOT BEING UNDER THE SOCIAL SECURITY UMBRELLA:** Being under the social security umbrella is one of the most important obstacles. Syrians under Temporary Protection are guaranteed to be under the umbrella of Social Security. However, this is not the case for irregular migrants.
5. **INSTITUTIONS NOT SUITABLE FOR IMMIGRANTS:** The inadequate cultural compatibility of institutions, the lack of value for intercultural communication, and the complex nature of health services can lead to problems in migrants' access to services.
6. **INSUFFICIENCY OF SOCIAL SUPPORT NETWORKS:** Migrants mostly prefer to live in the same neighborhood because they do not know how to access social benefits and access health services in their newly arrived country.
7. **ENOUGH KNOWLEDGE ABOUT THE ENVIRONMENT LIVING:** There is a lack of information about what threats are for their lives and health, what diseases can be faced, and ways of protection.
8. **DISCRIMINATION, STIGMATIZATION:** Negative behaviors towards migrants are reported in many countries throughout the country and in healthcare workers. Although there is no serious discrimination and hostile attitude towards Syrians in our country, this risk is always present.
9. **INSUFFICIENCY OF SERVICES:** Especially due to mass migrations, sudden development and population growth caused capacity problems in the provision of health services and other social services. This has led to problems both in health care and environmental health, municipalities and other institutions.
10. **INSECURITY FOR SERVICE PROVIDERS:** The lack of good communication with public officials due to language problems, distrust of foreign staff, and the anxiety of being excluded, discrimination, especially adversely affecting access to health services, can increase morbidity and mortality of diseases requiring compliance with treatment.
11. **HEALTH-RELATED BELIEFS, BEHAVIORS:** Conditions such as the use of traditional therapists, such as having births with local midwives, thinking that healthy lifestyle practices are unnecessary, and vaccine rejection also affect access.

One of the prominent criteria in interviews with Stakeholders is social cohesion. Problems experienced by forced displaced people start when they start walking on the street. They get reaction on many issues, from disguise to loudness. The host community should be taught that each community has a different culture. People from both cultures should respect each other and learn to live together. Although the host community does not respond verbally, they show with their behavior that they are dissatisfied with the current situation. People who have been forcibly displaced cannot integrate into the host society because they think they are creating anxiety in the host country. Trainings should be provided for the style of the news in the media of forced displaced people, because not all press members have the same sensitivity. Presidency of the Republic of Turkey Directorate of Communications needs to work on this issue. One of the important criteria to be considered is the prevention of hate speech likely to occur. By acting more carefully in the news language, we can prevent hatred that may occur in the community. In interviews, racial or national words should not be included. Education is one of the important criteria for forced displaced people to communicate with the host community. The Ministry of National Education should carry out harmonization efforts involving forced displaced people and the host community together. Many activities are carried out in Turkey includes only immigrants, women and children. There is not enough activity for individuals with different sexual and religious thoughts. Vulnerable groups include LGBTI and individuals of different religions. In addition, the thoughts of people working with vulnerable groups should be universal and state-based. Thus, they can better understand the person in front of them and create solutions. The idea of cultural diversity should be expanded. Because immigrants accepted as guests by society are permanent in Turkey.

## 2.2. *Common features for compatible criteria*

As a result of ARU and stakeholder interviews, not many common criteria have been determined. Considering the interviews, four common criteria can be addressed.

**INCLUSION POLICIES:** Inclusion policies should be developed by state and non-governmental organizations. Because forcibly displaced people are still regarded as guests in the host community. As long as this problem is ignored, no solution will be created. There is still a negative perception of forced displaced people in society.

**ADAPTATION ACTIVITIES:** The number of adaptation activities should be increased. Economic assistance is available for forced displaced people, but activities to accommodate the host community are scarce. The negative perception to forcibly displaced people should be changed.

**CULTURAL ACTIVITIES:** When forced displaced people are left alone, all sorts of problems may arise. Vulnerable groups may be even more victims. Forcibly displaced people are trying to re-acquire an identity in the host country, and they are trying to create power out of those identities. Those that will empower them are those that will support refugees. In addition to legal studies, cultural studies should be made and should be expanded.

**LANGUAGE EDUCATION:** The most basic criterion to adapt to a country is to learn the language of that country. Without knowing the language of a country, you cannot communicate with the society of that country and you cannot recognize its culture and as a result, you cannot introduce yourself. Refugees in Turkey are experiencing problems with the language. As long as the language problem is not solved, this situation creates a domino effect and triggers their employment problems or integration into the society.

### 3 Identification of potential good practices

#### 3.1. Characterisation of practices

##### 3.1.1. VG1 name. Practice 1: Education program for healthcare providers (SIHHAT Project)

- **Name and leading organization:** Ministry of Health (Turkey), European Union.
- **Target VG and type of host community:** Forcibly displaced people under temporary protection, healthcare providers.
- **Objectives:** Improving health services provided to Syrians under temporary protection. Micro: Improvement of the health of individuals under temporary protection. Meso: Improvement of the communication between Syrians under temporary protection and healthcare providers.
- **Length :** 1 December 2016 – 1 December 2019.
- **Performance Procedures:** The aim of the SIHHAT Project “Project for the development of the health related services provided by Turkish republic to Syrians under temporary protection” is to support and develop basic health services already provided by the Ministry of Health for the Syrians under temporary protection in Turkey. In summary; by expanding the scope of health services in 28 provinces with a dense Syrian population defined in the project, it is envisaged to increase the service delivery capacity and quality and increase access to health services by the end of 2019. Syrians who have received a temporary identification number can benefit from emergency health, preventive and primary health services free of charge. With SIHHAT Project, European Union has the opportunity to contribute to the services that Turkish Government has already been providing.

Within the scope of the project, the measures to be implemented for Syrians under temporary protection are as follows:

- 178 migrant health centers will be established and put into service.
- 790 physicians, 790 nurses, 84 technicians, 300 support staff, 960 patient guides who speak Turkish and Arabic, and 26 drivers will be employed in migrant health centers, mobile health units and secondary health care facilities, by employing Syrians.
- The secondary level health institutions in 28 provinces where the Syrian population densely will be strengthened in terms of medical equipment.
- In addition to the existing mobile health units, 26 mobile health units and 5 mobile cancer screening units will be provided.
- 10 community mental health centers will be opened in the provinces where the Syrian refugee population is the highest or densely populated.
- Intensive care units for newborns, pediatrics and adults will be established in the second-level health facility in 28 provinces where the Syrian population densely lives, and the operation of intensive care units will be improved by providing special equipment.
- To prevent infectious diseases, 6.255.000 doses of vaccine and Vitamin D and Iron supplements will be provided for 270.000 children and pregnant women.
- Reproductive health services will be provided to approximately 750,000 Syrian women and 600,000 men.
- 2520 healthcare professionals working directly with Syrians under temporary protection will be trained on various professional issues.

##### 3.1.2. VG1 name. Practice 2: Media Training on Refugee Coverage

- **Name and leading organization:** International Labor Organization (ILO), European Union, Ministry of Family, Labor and Social Services, General Directorate of International Workforce.
- **Target VG and type of host community :** Forcibly displaced people in Turkey, media workers in Turkey.
- **Objectives :** Informing media workers in Turkey about the issues when dealing with forcibly displaced groups.

- **Length :** 9 months
- **Performance procedures:** The media, as well as individuals and states, have an important role in protecting refugees and being in a positive relationship with the host society they live in. Within the scope of this project, under the "Opportunity for Life" project carried out by the International Labor Organization (ILO), a series of awareness seminars were organized, which included issues that should be taken into consideration by media workers when dealing with forcibly displaced groups. The trainings were held in the cities of Istanbul, Ankara and Adana. Within the scope of the project, members of the media, faculty of communication, representatives of civil society, were informed about the issues to be considered when dealing with forced displaced groups. As a result of this study, a handbook has been prepared with the contributions of ILO, European Union, Ministry of Family, Labor and Social Services and General Directorate of International Workforce in order to reach a wider audience of the topics discussed in the seminars.

### **3.1.3. VG3 name. Practice 3: Womens Cooperative for women from the host community and forcibly displaced women (SADA Women's Cooperative)**

- **Name and leading organization:** UN Women, ASAM, ILO.
- **Target VG and type of host community :** Forcibly displaced women living in Turkey (Syrian, Afghan, Iraqi, Persian) - Turkish women.
- **Objectives:** Micro: Helping to build an entrepreneurial spirit in women under temporary protection. Meso: Improvement of the sustainability of social cohesion among forcibly displaced and women from the host community.
- **Length:** September 2018 – ongoing.
- **Performance procedures:** Within the scope of the "Enhancing the Resilience of Syrian Women and Girls' Project", which was carried out in Gaziantep with the cooperation of UNWomen, ASAM and ILO, efforts were started to establish a women's cooperative in September 2018. Informative seminars were held on more than 300 people, including Turkish citizens, Syrian, Iraqi, Iranian and Afghan women, who benefited from basic life skills and vocational training courses offered at the SADA Women's Development and Solidarity Center. As a result of the seminars and trainings organized with the support of the Women's Labor Assessment Foundation (KEDV), 49 women who were candidates to become founders of the cooperative were given leadership training, cooperative principles and production trainings and capacity building trainings for women's cooperatives. With the suggestions and voting of 49 women (37 Syrian, 11 Turkish Citizens, 1 Afghan) from the Women of Tomorrow Committee and courses (Turkish language, computer operator, basic makeup and hairdressing, textile, packaging and shoemaking) that took part in the establishment of the women's cooperative on March 15, the name of the cooperative was determined as SADA Women's Cooperative.

At the meeting held on 18 March 2019, the founders and co-founders of the cooperative were unanimously elected. Accordingly, a total of 14 women, (7 Turkish Citizens, 6 Syrian and 1 Afghan) became the founders of the SADA Women's Cooperative. The SADA Women's Cooperative, whose formal establishment processes have been initiated, is a special example of cooperatives because of bringing Turkish citizens, Syrian, Iraqi, Afghanistan and Iranian women together, offering disadvantaged groups economic opportunities and the social benefit they will create. The cooperative works in the fields of shoemaking and packaging, manufactures textiles and local kitchen products.

### **3.1.4. VG name. Practice 4: Photography workshop for people under temporary protection and from the host community (Light the Dark Photography Exhibition)**

- **Name and leading organization:** UN Women, European Union, Japanese Government, GAP, Gaziantep Municipality, RET, Mudem, ASAM, Anadolu University Communication Sciences Faculty.

- **Target VG and type of host community :** Forcibly displaced women living in Turkey (Syrian, Afghan, Iraqi, Persian) – General public, university students in Anadolu University.
- **Objectives:** Raising awareness about the importance of intergenerational dialogue and intergenerational, intercultural, cross-institutional and intergovernmental collaboration in achieving gender equality and social cohesion between forcibly displaced and the host community.
- **Length:** 11-18 February 2020.
- **Performance procedures:** Within the scope of the project, photography workshops were organized with 4 photography instructors from Anadolu University, Faculty of Communication Sciences and with the participation of more than 100 women from different nationalities in İzmir, Gaziantep, Şanlıurfa and Mardin. The photographs obtained as a result of the workshops were exhibited at Anadolu University Faculty of Communication Sciences for 1 week.

### 3.1.5. VG name. Practice 5: Women and Girls' Safe Space (WGSS)

- **Name and leading organization :** UNFPA, Osmangazi University.
- **Target VG and type of host community:** Forcibly displaced women and girls.
- **Objectives:**
  - Socialize and re-build their social networks;
  - Receive social support;
  - Acquire contextually relevant skills;
  - Access safe and non-stigmatizing multi-sectorial GBV response services (psychosocial, legal, medical);
  - Receive information on issues relating to women's rights, health, and services
- **Performance procedures:** The creation of women and girls safe spaces (WGSS) has emerged as a key strategy for the protection and empowerment of women and girls affected by the Syrian crisis. A safe space is a formal or informal place where women and girls feel physically and emotionally safe. The term 'safe,' in the present context, refers to the absence of trauma, excessive stress, violence (or fear of violence), or abuse. These spaces may take different names such as women centers, women community centers, or listening and counseling centers, to name a few. Women safe spaces are not the same as shelters or safe spaces at reception centers or one-stop centers. In most societies, women have limited space to meet, and public spaces are often inhabited largely by men. Traditionally, women's responsibilities include taking care of children, cooking, carrying out household chores, and generally looking after the family. While these roles may change during crisis, where women may find themselves working or becoming the breadwinner, they remain responsible for the household nevertheless. In the Syrian context, women have become more isolated as a consequence of the crisis. Their mobility has been curbed significantly. Women and their family members reported having limited movement of women and girls outside the home due to fear of sexual violence, harassment, and indiscriminate attacks. In Turkey, UNFPA established a women safe space in close collaboration with the camp's women committee. The aim of the space was to empower women to break out of their social isolation. The space became a place for women to share their issues, socialize, and take part in informal awareness-raising. Being linked to the women committee provided an opportunity for them to solve any camp-related problems with the camp management. Further information on the WGSS services could be found [here](#).



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Potential Good Practices [Eskişehir, 2020]

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