

G 08: BUILD CAPACITY AND LEARN LESSONS FOR EMERGENCY RESPONSE AND POST-CRISIS ACTION



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WHY IS IT IMPORTANT?

Limited resources, funding and technical skills may impact the robustness of emergency and post-crisis responses. It is a critical first step for stakeholder to understand and assess these limitations. Investing in their own capacity to improve emergency response and post-crisis recovery for all migrants is crucial.

Strengthening capacity in various areas, such as training for first responders, resource allocation, funding mechanisms, relief goods and services, border and migration management, may be relevant for both emergency and post-crisis phases. Stakeholders should also consider addressing potential reintegration challenges for migrants, their families and communities as for instance through re-employment and income generation.

States, private sector actors, civil society and international organizations should assist one another to build and improve their capacity to respond. Conducting training, sharing information, research and knowledge all help to improve collective efforts to protect migrants.

Lessons learnt from earthquakes in New Zealand

In 2010 and 2011, Christchurch and the city of Canterbury Plains experienced a sequence of earthquakes and aftershocks. As a result, infrastructure was considerably damaged, several thousands were injured and 185 people lost their lives. Major New Zealand aid agencies were not well prepared for the scale of the devastation and ensuing social needs and lacked adequate strategies to distribute funds at their disposal. Migrant associations in close proximity to the communities on the other hand, encountered challenges in providing assistance to affected populations as they lacked adequate resources.

In the immediate aftermath of the crisis, more than sixty response actors set up the Migrant Inter-Agency Group to assess the response. The evaluation indicated amongst other that preparedness messages did not reach many of the non-English speaking migrants as information was neither communicated in plain language nor did messages adequately account for the presence of diverse migrants communities. The majority of emergency service providers lacked the necessary cultural and linguistic competency to communicate appropriately with the culturally and linguistically diverse communities.

TRAININGS FOR PREVENTION, PREPAREDNESS AND EMERGENCY RESPONSE ACTORS

MULTIPLE STAKEHOLDERS

Actors responsible for prevention, preparedness and emergency responses do not necessarily have the skills to effectively respond to the needs of culturally and linguistically diverse populations. First responders in particular, must have the means which enable them to communicate with everyone, including migrants in life-threatening situations. Trainings could cover information about migrants living in local communities, and organizations working with them, how to deliver culturally and linguistically appropriate services, the role of consular authorities in protecting their citizens and the eligibility of migrants with different immigration statuses for different services prior, during and in the aftermath of a crisis.

Integrating migrants in emergency response, IOM

“Integrating migrants in emergency preparedness, response and recovery in their host countries” is a training course developed by IOM to build the capacities of emergency responders on migrant-inclusive emergency management before, during and after crises. The course provides information to better understand migrants’ specific vulnerability and needs in the face of different kinds of crisis and provides practical guidance on measures to reduce their vulnerability through improved communication, delivery of appropriate relief services, active engagement of migrants, and evaluations and learning. IOM has facilitated and implemented workshops in several countries across different regions, including Mexico, Nicaragua, Costa Rica and Thailand. Participants included officials from State organizations, civil society, local governments and migrant community leaders.

Grupos Beta, Mexico

The Mexican Instituto Nacional de Migración (INM) has set up a specialized body, dedicated to protect and assist migrants in transit through the Mexican territory—the Grupos Beta. The group provides orientation, rescue and first aid, regardless of nationality or immigration status. The twenty-two groups operating in nine of Mexico’s States, are composed of officials from the municipal, federal and State who receive dedicated training to rescue, protect and orient migrants that find themselves in a vulnerable situation. In 2016, the Grupos Beta and the Mexican National Centre for Disasters Prevention (CENAPRED) delivered a joined capacity-building programme to reduce the vulnerability of migrants to disasters.

DEDICATED FUNDS TO ADDRESS EMERGENCY NEEDS

MULTIPLE STAKEHOLDERS

Access to funding may be critical to address migrants’ needs in the emergency phase to cover medical care, evacuation and temporary boarding and lodging as well as to support migrants’ voluntary return and reintegration in their country of origin. There is a number of sources through which funding can be gathered, as for instance through voluntary or compulsory contributions from employers, recruiters or placement agencies and online funding platforms. Diaspora, private sectors actors or regional institutions as well as States may provide loans and grants. Many States have dedicated resources to be deployed during natural disasters and other crisis to meet the emergency needs of their population. Earmarking funds to better address the needs of migrants would help ensure they are included in crisis responses and that they receive life-saving assistance.

Indian Community Welfare Fund, India

With the aim of providing on-site welfare services to overseas Indian citizens in distress, the Ministry of Overseas Indian Affairs established the Indian Community Welfare Fund (ICWF). The ICWF provides funding to 43 Indian Missions in countries across the world that have a significant overseas Indian population. This includes funds for boarding and lodging distressed overseas Indian workers in the domestic sector and unskilled workers; extending emergency medical care to overseas Indian in need; providing air passage to India to stranded overseas Indians in need; providing initial legal assistance in deserving cases to overseas Indians; and in specific cases, expenditure on incidentals as well as for airlifting the mortal remains of deceased Indians.

Philippines’ Emergency Repatriation Fund, Philippines

The Overseas Workers Welfare Administration (OWWA), is an agency tasked to protect and promote the welfare and well-being of Overseas Filipino Workers (OFWs). The OWWA is instructed by law to maintain among other programmes, an Emergency Repatriation Fund to evacuate OFWs in case of wars, disasters or epidemics. The OWWA, in coordination with the appropriate international agencies, undertakes the repatriation of workers in cases of war, epidemic, disasters or calamities, natural or man-made, and other similar events without prejudice to reimbursement by the responsible principal or agency. However, in cases where the principal or recruitment agency cannot be identified, all costs attendant to repatriation are borne by the Fund.

INITIATIVES TO BUILD THE CAPACITY OF CIVIL SOCIETY TO

ASSIST MIGRANTS

MULTIPLE STAKEHOLDERS

Migrant organizations have local connections, familiarity with migrants' cultural norms and language skills that enable them to reach migrants who may be missed out by other response actors, including migrants in an irregular immigration situation. Exchange about programmes and practices implemented as well as on information about crisis can be enhanced by forming partnerships between migrant organizations and local responders. Offering and conducting trainings of trainers can ensure knowledge is passed on within migrant organizations and networks. Providing funding assistance for contingency planning can build and help maintain capacities.

Preparedness Training for Migrants, IOM

"What to do in the event of an emergency?" is a training module developed by IOM to contribute to the implementation of the Guidelines to Protect Migrants In Countries Affected By Conflict or Natural Disaster. The training module is intended to be included in existing Pre-Departure Orientation and Post-Arrival Orientation or Cultural Orientation trainings migrants may receive from different actors in home and host countries. The training module raises awareness on main risks migrants' face in their respective host countries and locations, basic preparedness measures they can take to protect themselves and provides information on key emergency-related resources of information and assistance available in the host countries.

Disaster Preparedness in Migrant Communities: A Manual for First Responders, United States of America

The Lutheran Immigration and Refugee Service (LIRS) has compiled a manual from lessons learnt from its rich history of providing assistance to communities, agencies and congregations. The manual includes lessons learnt from observations about the unique characteristics of newcomers in American communities, questions for reflections on how to best include newcomer community and plan for their inclusion in disaster planning, recommendations for actions and relevant tools.

MONITORING AND EVALUATION OF CRISIS RESPONSE

MULTIPLE STAKEHOLDERS

Evaluations of responses to natural disasters or conflicts may not take into account migrants' particular situation. Tailoring evaluations and including migrant populations and civil society actors in evaluation exercises may be required to ensure a sufficient number of migrants is included in any sample or survey on the crisis response. Migrant-inclusive evaluations, could assess institutional responses towards migrants, including coordination among multiple stakeholders involved in the response. Evaluating crisis responses' impact on short-, medium- and long-term effects on migrant populations and providing appropriate recommendations thereby can enhance future crisis-related responses for migrants.

San Diego Firestorm Report, United States of America

The San Diego Firestorm 2007 Report, was compiled by the National Latino Research Centre (NLRC) to assess the firestorms impacts on farmworkers and migrants in North San Diego County of October 2007. Evaluation of the response measures highlighted that the majority of emergency service providers lacked the necessary cultural and linguistic competency to communicate appropriately with Latino, primarily Spanish-speaking and Mexican indigenous farmworkers and migrants. Lack of coordination in communicating warnings and emergency information was one of the main obstacles to an efficient management of the emergency, in particular with regards to marginalized communities. The evaluation also found that community residents would have benefited from workshops and trainings to learn about disaster preparation and relief. Farmworkers and migrants were more often unaware of assistance services and procedures.

Review of Foreign Commonwealth Consular Evacuation Procedures, Libya

The Foreign Commonwealth Office (FCO) conducted a Review of its evacuation arrangements following the challenges posed by the evacuation of British Nationals from Libya in 2011. In response to the recommendations in the Review, the FCO expanded its crisis training and exercising capability, to deliver an increased level of training across its global network. It also improved the use of digital and social media for messaging British nationals before and during crisis, its call handling systems, and launched a project to define longer-term Crisis IT and communications needs. It also designed a new framework for Crisis Management Planning by its overseas Posts and increased the number of volunteers in its Rapid Deployment Team network, including by expanding its coverage of its Americas team to include South America and it further recruited for a new Middle East and South Asia Team.

E-LEARNING FOR CONSULAR STAFF



In order to enhance the ability of relevant personnel to manage crises that may affect nationals living, working or travelling abroad, IOM, in collaboration with foreign services of various of its Member States, has developed an [e-learning course](#) on “Improving assistance to nationals affected by crises abroad”.

The training aims to strengthen the awareness of embassy and consulate staff, labour attaches, and members of dedicated crisis response teams on the specific challenges their nationals may face when travelling, living, and working abroad or when confronted with a crisis.

The five hour e-learning course can be adapted to different national contexts. Take two minutes to enroll in the [Arabic](#), [English](#), [French](#) or [Spanish](#) version of the course.



**ASSISTING NATIONALS
AFFECTED BY CRISES ABROAD**
AN E-LEARNING COURSE FOR FOREIGN SERVICE STAFF

Curriculum at a glance:

| A. Introduction | B. Actors and Frameworks |
|--|---|
| Nationals Abroad in Crises | International and National Legal Frameworks |
| Vulnerability and Capacities of Nationals Abroad | Collaborating with Relevant Actors |
| Crisis Situations | |
| C. Planning for Crisis | D. Responding to Crisis |
| Profiling and Tracking Nationals Abroad | Supporting Evacuations of Nationals Abroad |
| Improving the Awareness of Nationals Abroad | Providing Relief Assistance |
| Contingency Planning | Supporting Recovery |
| Communicating with Nationals Abroad in Crises | |

After completing this course, participants will be able to:

1. Highlight some of the main conditions that define the specific vulnerability of nationals abroad in crises;
2. Describe the main crises that can affect nationals abroad;
3. Identify the main legal and institutional frameworks that are relevant to the protection and assistance of nationals affected by crises abroad;
4. Identify options to gather data on nationals abroad to inform crisis preparedness and response efforts;
5. Describe how to communicate effectively before, during and after crises with nationals abroad;
6. Identify key to prepare for crises affecting nationals in their host countries; and
7. Identify measures to improve support and assistance to nationals abroad affected by crises.

IOM encourages the further translation and adaptation of the course to reflect the operational reality and priorities of its partners. To this end, IOM shares the source materials with governmental counterparts, free of charge, and supports their adaptation through targeted research and technical assistance, upon request.

The Guidelines in Action present implementation examples and tools to support the operationalization of the MICIC Initiative Guidelines to Protect Migrants in Countries Experiencing Conflict or Natural Disaster. Practices and tools may be relevant for one or more stakeholders. Find more examples of practices in the MICIC Guidelines and in the online Repository of Practices on our website.
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