

MIGRATION HEALTH ANNUAL NEWSLETTER 2019



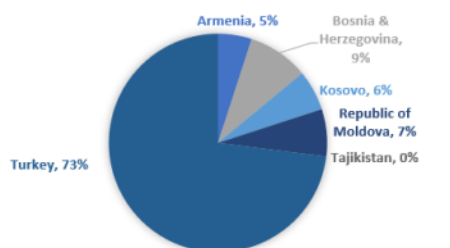
MHD PROGRAMMES IN 2019

Six migration health projects were active in 2019 in the region South-Eastern Europe, Eastern Europe and Central Asia, with a total annual budget of approximately **1 million USD**. Out of this, 73 per cent were allocated for the support of Syrian refugees in Turkey. Compared to previous years, the funding for “Migration Health Assistance for Crisis-Affected Populations” (MP projects) outnumbered the budget for the programme area “Health Promotion & Assistance for Migrants” (MA projects).

Together with trainings and projects with health components under other thematic areas, migration health-related activities were carried out with the contribution of **eleven IOM missions** in the region: **Armenia, Bosnia and Herzegovina, Kazakhstan, Kosovo UNSCR 1244*, Republic of Moldova, North Macedonia, Serbia, Tajikistan, Turkey, Turkmenistan and Ukraine.**

**This designation is without prejudice to positions on status, and is in line with UNSCR 1244/9*

2019 BUDGET FOR MHD RPROJECTS IN %



UNIVERSAL HEALTH COVERAGE

“Leaving no one behind” is the central promise of the United Nations 2030 Agenda for Sustainable Development, and is essential to support the migration health agenda, which is reflected in several of the Sustainable Development Goals (SDGs), and especially in SDG 3 on health.



MIGRATION HEALTH IN THE SUSTAINABLE DEVELOPMENT GOALS

Migrant-inclusive **Universal Health Coverage (UHC)** can be attained by building resilient, accessible and equitable health systems. This was discussed globally at the **UN General Assembly** in New York and at the **Assembly of the Inter-Parliamentary Union (IPU)** in Belgrade in 2019. (see page 2)



HANDICRAFT ACTIVITY IN SANLIURFA MIGRANT CENTER, TURKEY © IOM 2019

MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT

During a crisis response, mental health and psychosocial support aims to promote, protect and support the well-being of crisis-affected populations, with activities aimed at reducing psychosocial vulnerabilities, promoting community resilience and ownership, by taking into account psychosocial and cultural diversity issues.

Several projects in the region focus on mental health and psychosocial support. They support **people displaced by conflict** (Ukraine), **Syrian refugees** (Turkey) and **migrants and refugees along the Balkan route** (North Macedonia).

With regard to occupational health, IOM supported projects for psychological cabinets in **Moldovan border police** and the **Bosnian Armed Forces** to improve the mental health of staff.

UNIVERSAL HEALTH COVERAGE (UHC)

Migrants and mobile populations can face many obstacles in accessing essential health care services due to several factors including irregular immigration status, language barriers, discrimination, a lack of migrant-inclusive health policies and lack of affordable health services. Such disparities impact the well-being of migrants and host communities and undermine the realization of global health goals. Therefore striving for universal health coverage is one of the leading themes when it comes to leaving no one behind.

Download: [IOM Infosheet on Universal Health Coverage](#)



2019 UN High-Level Meeting on Universal Health Coverage (UHC)

On 23 September 2019, the United Nations General Assembly held a high-level meeting under the theme “**Universal Health Coverage: Moving Together to Build a Healthier World,**” aimed to accelerate progress towards UHC, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all.

The meeting was a hugely significant achievement for Member States who reached agreement on a [Political Declaration](#) and reaffirmed their high-level political commitment to UHC. It was also a time for celebration for everyone in the global UHC



movement which has campaigned long and hard to get here.

Most important of all, this highest level political commitment for achieving UHC holds life changing potential for the 3.65 billion people who currently lack affordable and accessible quality health services.

IOM at the 141st Assembly of the Inter-Parliamentary Union, Belgrade



PARTICIPANTS AT THE IPU IN BELGRADE © EMIRATES NEWS AGENCY

Over 1,700 parliamentarians, UN and civil society partners from around the world met in Belgrade, Serbia, from 13 to 17 October 2019 for the 141st Assembly of the Inter-Parliamentary Union (IPU). Under the overarching theme of “Strengthening international law: Parliamentary roles and mechanisms”, and the contribution of regional cooperation, the participants discussed the latest developments to improve gender equality, empower young people, defend human rights, and achieve universal health coverage.

The IPU adopted a **resolution on Universal Health Coverage**, which was discussed in this high-level meeting and also welcomed by IOM with an intervention:

*“The right to health is a fundamental right of all human beings, irrespective of their legal status. We welcome the approval on the landmark political declaration on universal health coverage and above all the **explicit mentioning of the needs of migrants**. Universal health coverage, and with it Sustainable Development Goals Target 3.8 and Target 10.7 could be fully realized, if health service coverage and financial protection measures in all countries include migrants and all other people on the move, especially those who are stigmatised, marginalised and in vulnerable situations. States should provide the same rights and entitlements to migrants as they do for their nationals. The progressive realization of the rights of migrants to health should avoid parallel structures, as it was pointed out in the draft of the Global Action to Promote the Health of Refugees and Migrants by the World Health Assembly this year. Migration can be a path to development with effective labour agreements, diaspora engagements and ethical and well-managed international recruitment of health workers who are critical in making UHC successful in countries of origin.”*

Dr Jaime Calderon, IOM Regional Office for South-Eastern Europe, Eastern Europe and Central Asia

PARTICIPATION IN HIGH-LEVEL EVENTS

REGIONAL JUDGES FORUM ON HIV, HUMAN RIGHTS AND THE LAW

The rate of new HIV infections is decreasing globally, however in Eastern Europe and Central Asia (EECA), the HIV epidemic continues to grow. According to UNAIDS, there are **approximately 1.7 million people living with HIV** in the region. The HIV epidemic in EECA has grown by 29 percent since 2010, reflecting insufficient political commitment and domestic investment in national AIDS responses across much of the region.

The **first Regional Judges' Forum on HIV, Human Rights and the Law** in the Europe and Central Asia region was held on 3-4 October 2019 in Chisinau, Republic of Moldova. The main topics were how the law can better protect the rights of people living with HIV (PLHIV), key populations of HIV and those living with tuberculosis (TB). It also looked at the social and structural factors that increase the vulnerability of these populations and the development of jurisprudence on HIV and TB related cases. The forum brought together over **50 participants from seven countries** (Belarus, Georgia, Kyrgyzstan, Republic of Moldova,

Russian Federation, Tajikistan and Ukraine), including judges, government representatives, academics, civil society organizations, key population representatives and UN agencies.

Despite significant improvements in relevant to HIV and TB in the region, **legal barriers** persist. The rights of people living with HIV, key populations at risk of HIV and of people experiencing TB are not sufficiently and effectively protected. Key obstacles include the **criminalization of or increased punitive measures against HIV transmission, sex work, and drug use**; forced and coerced HIV testing; prosecution of people who are not able to or willing to undergo TB treatment. Further topics discussed were the latest international and regional guidance on HIV pre-



PARTICIPANTS AT THE FIRST REGIONAL JUDGES FORUM ON HIV, HUMAN RIGHTS AND THE LAW © IOM 2019

vention and care, co-infections, law, human rights and addressing stigma and discrimination.

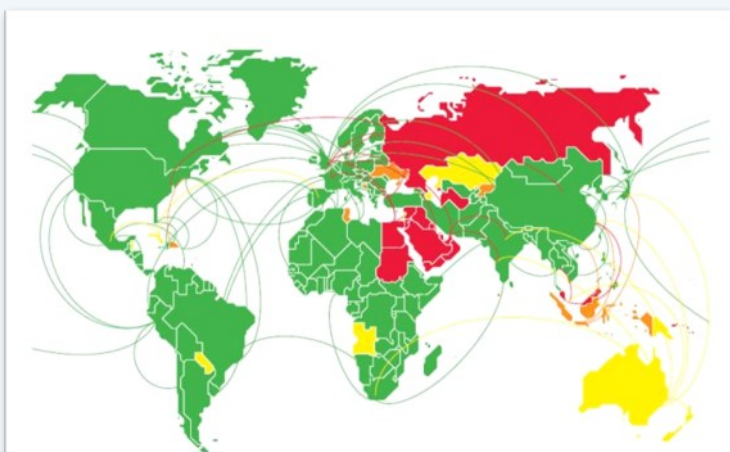
Dr **Jaime Calderon**, IOM Regional Migration Health Advisor for South-Eastern Europe, Eastern Europe and Central Asia gave a presentation on the **health implications of HIV-related travel restrictions**, with evidence from **studies conducted among migrants by IOM in the South Caucasus and in Central Asia**. He pointed out that the fear of deportation drives people into avoiding HIV or TB testing and to delaying seeking medical care in general. This does not only impact the individual health status of migrants, but has broader implications from a human rights and public health perspectives.

TRAVEL RESTRICTIONS FOR PEOPLE LIVING WITH IN SOUTH-EASTERN EUROPE, EASTERN EUROPE AND CENTRAL ASIA

Seven countries in the SEECA region impose HIV-related travel restrictions; they range from **HIV testing for certain types of entry, work or residence** (Azerbaijan, Kazakhstan) to **prohibition of short- or long-term stay** (Bosnia and Herzegovina, Kyrgyzstan, Ukraine) to **deportation of non-nationals** on the basis of the HIV status (Russian Federation, Turkmenistan). They have broader implications as they contribute to stigma and discrimination of PLHIV.

A positive example in the region is Uzbekistan, which has lifted its HIV-related travel restrictions in August 2013.

More information: [“Still not welcome”](#) by UNAIDS



TRAVEL RESTRICTIONS FOR PEOPLE LIVING WITH HIV © UNAIDS

WHO EUROPE HIGH-LEVEL EVENT ON PUBLIC HEALTH PREPAREDNESS AND RESPONSE

Close cooperation and knowledge exchange with other UN agencies, and especially with the WHO Office for the European region is essential for concerted actions and a coordinated public health response. IOM participates in high-level events organized by WHO Europe and is a member of the Issue-Based Coalition on Health, which regularly discusses technical guidance on migration health.

On 12-14 February 2019, more than 150 European delegates and ministers on health gathered in Istanbul, Turkey to find collective solutions to the increasingly demanding crises facing the WHO European Region, and to strengthen preparedness for emergencies of any type as a collective responsibility. They discussed on the implementation of the [Action Plan to improve public health preparedness and response](#) (2018 - 2023) for all health hazards. The initiative requires high-level political and financial commitment to address the full cycle of emergency management.



Dr **Jaime Calderon**, IOM's Regional Migration Health Advisor for South-Eastern Europe, Eastern Europe and Central Asia spoke about the need for migrant health to be included in the global initiative: "Health is integrated in the overall humanitarian response of IOM, particularly in natural disasters where IOM is a Camp Coordination and Management cluster lead."

He explained that in Libya, IOM provides life-saving health care services to more than 15,000 migrants living in and outside of the detention centres, as well as in countries like Jordan, the Syrian Arab Republic and across the Middle East. In South Sudan, IOM established and supports delivery of mental health and psychosocial support services for displaced people, he added, also citing examples in Somalia, Democratic Republic of Congo and Nigeria.

In the European Region, said Dr Calderon, IOM works with the health cluster supporting WHO, Governments and other key actors in addressing health needs of migrants since the start of the European migration crisis. IOM is present in Ukraine, in the Western Balkans, Turkey and countries in Western Europe supporting delivery of health services, including mental health services to migrants and refugees.

"We provide comprehensive migrant health care and prevention services during the crisis and throughout the movement process – at the pre-departure stage, during travel and transit and upon return based on existing health systems and evidence-based needs assessment", he concluded.

WHO TECHNICAL GUIDANCE

The Migration and Health Section of WHO Europe is regularly developing technical guidance documents, which serve also as an important base of IOM's work in migration health. The latest guideline published is focusing on the often overlooked issue of noncommunicable diseases:



This technical guidance outlines current best practice, evidence and knowledge in order to inform policy and programme development in the area of noncommunicable disease management and control for refugees and migrants. It highlights key principles, summarizes priority actions and challenges, maps available resources and tools, and provides policy options and practical recommendations to improve noncommunicable disease-related interventions for refugees and migrants in the WHO European Region. The target audience for this document includes those with a central role in policy-making at local, national and regional levels, and across all sectors of governance; it is not only for those within the health or migration sectors. Clinicians, fieldworkers and other practitioners are invited to draw upon this publication; however, it is not intended to be at a level that would inform their daily work.

Download: [Prevention and control of noncommunicable diseases in refugees and migrants](#)

MIGRATION HEALTH TRAINING

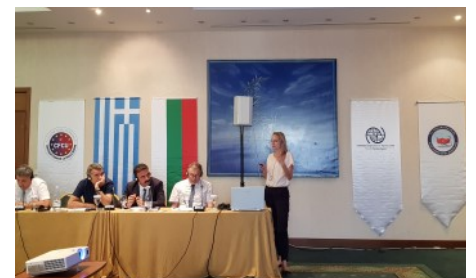
In 2019, the Regional Office Vienna was directly involved in three trainings on migration health in the SEECA region (including an internal training for staff in Kazakhstan). They all had the goal to advocate for migrants' health, to better equip the target groups for their daily work with migrants and refugees' health needs and to deliver migrant-sensitive and culturally sensitive care.



FIRST AID TRAINING WITH GREEK AND TURKISH BORDER GUARDS AND COAST GUARDS, ALEXANDROUPOLIS, GREECE © IOM 2019



GROUP DISCUSSION IN THE TRAINING IN ALEXANDROUPOLIS, GREECE © IOM 2019



PRESENTATION BY URSULA WAGNER FROM THE REGIONAL OFFICE VIENNA © IOM 2019

TRAINING BORDER AND COAST GUARDS

IOM Turkey carried out the second joint training on migration and health within the framework of **Regional Cooperation on Border Management with Greece and Bulgaria Phase-2 Project** in June 2019 in Alexandroupolis, an important migrant hub in Greece. The three-day training was jointly conducted by Dr **Kaoru Takahashi**, **Giulia Gitti**, **Mazen Aboulhosn** (all IOM Turkey) and **Ursula Wagner** (IOM Regional Office Vienna). In total, **22 participants** from Greece and Turkey — border guards, coast guards, and representatives from DGMM, the Turkish Ministry of Interior and the Turkish Ministry of Trade — took part in the event.

The overall objective was to strengthen participants' capacities to deal with health aspects of migration. The training consisted of an introduction to migration health, how to recognize and deal with communicable diseases, mental health and migration, occupational health, first aid, as well intercultural issues in dealing with migrants and health. The training concluded with a mapping exercise on existing structures and materials in place as well as gaps to be filled to fully ensure **migrant-responsive and culturally sensitive provision of services to migrants and refugees**. The identified needs were further communicated to the Immigration and Border Management (IBM) and MHD units in IOM Turkey for the development of new programmes.

MIGRANTS' RIGHT TO HEALTH TURKMENISTAN

IOM Turkmenistan organized a two-day national workshop on **"Migrants' Right to Health and Access to Services"** in November 2019 with government representatives. It was facilitated by the IOM experts **Dr Jaime Calderon** from the Regional Office in Vienna and **Dr Rukhshona Qurbonova** from IOM Tajikistan.

The workshop covered different issues such as international legal frameworks on migration health, migrants' awareness of health risks and access to healthcare, and health vulnerabilities of migrants.

The last part of the workshop was dedicated to good practices with regard to raising awareness and improving migrants' access to health services.



DR QURBONOVA AT THE MIGRATION HEALTH TRAINING FOR GOVERNMENT OFFICIALS IN ASHGABAT, TURKMENISTAN © IOM 2019

PROJECTS

Detection and treatment of HIV/AIDS among migrants in Armenia

Increasing the Capacity of the United Nations Joint Programme of support on AIDS to inform and motivate migrants for better detection and treatment of HIV/AIDS in Armenia

Project code: MA.0458

Donor: UNAIDS

Budget: USD 85,000

Duration: 12 months (1 June 2019—31 May 2020)

In this project, IOM aims to contribute to the enhancement of local capacities for the prevention, increased detection, referral and treatment of HIV/AIDS among outbound male and female labour migrants in Armenia. Like in other South Caucasus and Eastern European countries, HIV has been on the rise in Armenia, with migrants and their family members comprising many of the new cases registered in the last few years.

Recent surveys among Armenian labour migrants revealed that migrants have inconsistent knowledge about HIV transmission and do not consider themselves at risk for HIV infection, practice risky behaviour and do not seek HIV testing voluntarily. To address these problems, IOM plans to pilot a social media campaign on HIV/AIDS targeting Armenian urban labour migrants, who go abroad for work. This tailored information on the risk of HIV/AIDS should stimulate healthy behaviours and increase voluntary testing. Thus, the information campaign will considerably improve the prevention and detection of HIV/AIDS among urban outbound labour migrants and hence, contribute to the achievement of the 90-90-90 treatment target by Armenia.

Key activities in 2019

- Project introduced to the **National Center for AIDS Prevention (ARMAIDS)**
- **Behavioral Scientist, Digital Marketing Specialist and Monitoring and Evaluation (M&E) Specialist** selected. The Behavioural Scientist started the desk research, met the ARMAIDS representative responsible for the surveys conducted on HIV in Armenia, developed the questionnaire for focus group discussions (FGDs) and trained the FGD facilitators
- **Six focus groups discussions** with male migrants and labour migrants' partners (wives/girlfriends) conducted in Yerevan, Vanadzor and Martuni
- **Electronic media communication plan** developed
- **M&E, accountability, and learning (MEAL) plan** developed

AWARENESS-RAISING ON WORLD AIDS DAY

On 1 December 2019, under the World AIDS Day theme "Communities make the difference", public events were held in Yerevan and Gyumri. The campaign aimed at promoting HIV testing and changing the stereotypes associated with testing in the society. Staff from the National Center for AIDS Prevention informed the public about the importance of knowing one's HIV status and provided free HIV tests.



AWARENESS-RAISING ON WORLD AIDS DAY IN YEREVAN © IOM 2019



Mental health care for members of Bosnian Armed Forces

Building the Capacity of the BiH Institutions to Address and Respond to Mental Health Issues amongst Defense Personnel (Preventiva) – Phase II

Project code: MP.0338

Budget: 151,232 EUR

Donor: Kingdom of Norway

Duration: June 2017 - May 2019

Since the conclusion of the conflict, there have been no programmes specifically designed to support Military Personnel and members of the Armed Forces (AF) in mental health in Bosnia and Herzegovina (BiH). The Ministry of Defense (MoD) identified mental health issues amongst personnel as a priority issue.

Building on the results of phase I of the PREVENTIVA Project (October 2013 - June 2017), **Preventiva II** aimed at further strengthening the capacities and structures of the MoD/AF BiH system, to independently and sustainably deliver quality psychosocial services to military personnel beyond the conclusion of the project. The project's objective was to contribute to the Bosnia and Herzegovina's MoD's efforts to improve access to all current and discharged military personnel regardless of gender to mental health and psychosocial services, particularly those who are participating peacekeeping mission was achieved through two components, namely:

- to strengthen the human and technical capacities of the MoD/AF BiH to provide systematic and integrated responses to mental health issues, and
- to support the exchange and utilisation of identified best practices and expertise from the region.

During the project, the MoD BiH finalized and adopted all necessary internal documents to ensure a strong base for the established system and continuation of work of employed psychologists and hence the sustainability of the project. Following the good practice presented by Danish and Norwegian military psychologists during various activities and study visits, and in accordance with recommendations and specific needs of MoD/AF BiH, several sets of psychological tests (personality test KNT, Eysenck personality test, etc.) were purchased and donated to the MoD/AF BiH.

By recognizing the importance of regional cooperation and exchange of experience with military psychologists from the region and other countries, a regional workshop was organized which resulted in the organization of additional study visits of MoD/AF BiH psychologists to the Republic of Slovenia and the Republic of Serbia. Moreover, military psychologists from North Macedonia visited colleagues in BiH, and became familiar with the work of MoD/AF psychologists in BiH. MoD/AF BiH psychologists participated at the 53rd International Applied Military Psychology Symposium (IAMPS) in Romania, which is an important forum for military psychologists from different countries in the world.

INTERNATIONAL APPLIED MILITARY PSYCHOLOGY SYMPOSIUM (IAMPS) IN SARAJEVO

Bosnia and Herzegovina was nominated to organize the 54th IAMPS, which was accepted by the MoD BiH. With the financial support of the donor, the **54th International Applied Military Psychology Symposium took place in Sarajevo from 6 to 10 May 2019** as the final event of PREVENTIVA Phase II.

The Symposium hosted 78 participants from 25 countries. The MoD/AF supported the Symposium by hosting it in the BiH Army Hall. In total, 36 papers and posters were presented on four topics:

- 1) Selection and leadership
- 2) Individual and organizational assessment
- 3) Resilience and operational stress and
- 4) Veterans and military family support.

In addition to the lectures and panel discussions, three social events were organized.

The IAMPS 2020 will take place in Belgrade, Serbia.



PARTICIPANTS AT THE IAMPS 2019 IN SARAJEVO © IOM 2019

Provision of specialized medical services in Bosnia and Herzegovina and Kosovo under UNSCR 1244

Swedish Medical teams & Medical Emergency Assistance for Bosnia-Herzegovina and Kosovo under UNSCR No 1244 (PHASE V)

Project code: MP.0280

Donor: International Medical Program at University Hospital of Linköping, Sweden

Budget: EUR 388,495

Duration: March 2016 – December 2019 (no-cost extension until December 2020)

The conflict in Bosnia and Herzegovina (BiH) and Kosovo under UNSCR 1244 led to thousands of civilian injuries and severely damaged the country's health care infrastructure. After the immediate need for emergency assistance during and shortly after the war was addressed the focus shifted to long-term redevelopment. In 1997, the first Swedish Medical Team (SMT) was established in BiH and extended to Kosovo* in 2000. The main priority is to build the local capacity of medical staff and institutions in BiH and Kosovo*. The SMT's activities focused on informing local health care professionals on contemporary techniques and transferring skills. The project primarily targets medical facilities in BiH and Kosovo* that have limited capacities to provide adequate specialized medical treatment, thus requiring treatments and assistance abroad.

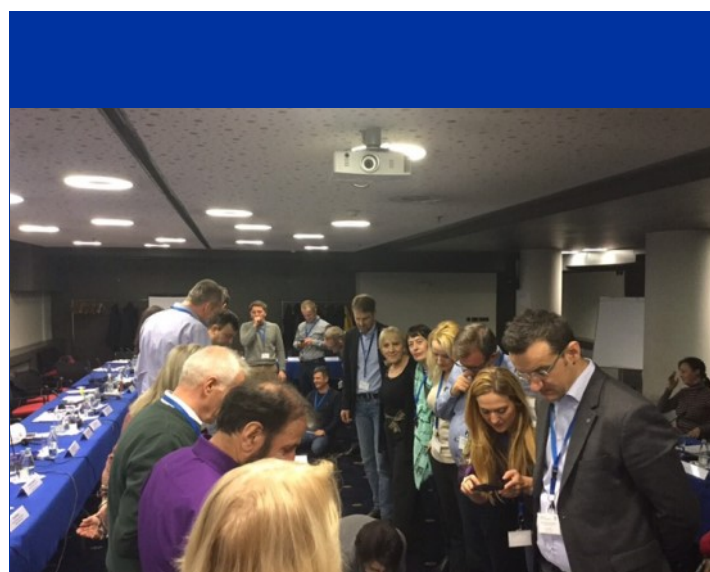
Among the specializations included were plastic and reconstructive surgery, ophthalmology, ear nose and throat (ENT), neurosurgery, orthopaedic surgery, vascular surgery, interventional radiology, paediatric cardiac surgery, emergency care and treatment for burn patients. Substantial training has been provided during these 20 years, but some areas remain in need to be supported: paediatric surgery and paediatric urology, reconstruction and plastic surgery (including burn care) and emergency care.

PAEDIATRIC SURGERY AND PAEDIATRIC UROLOGY

This project started in 2012 in Priština, University Clinical Centre of Kosovo (UCCCK) and 2013 in Sarajevo, University Clinical Centre of Sarajevo (UCCS) with visits twice a year with the focus on children with idiopathic and neurogenic bladder and bowel dysfunction. The Swedish paediatric surgeon noticed that the initial results after several visits to Priština and Sarajevo were not as satisfactory as expected and not getting the same results as in Sweden despite performing the same surgical interventions and procedures. The probable cause was that the children did not undergo the same diagnostic and medical evaluation before the decision of surgery. Improvements in preoperative evaluation and diagnosis were needed, as well as better postoperative follow up routines. Both clinics in Sarajevo and Priština have patients with bladder and bowel disorders, and only a certain number can be treated surgically, which in turn leads to the need for alternative treatments. This was the argument and reason for creating the urodynamic unit in Priština and one year later in Sarajevo.

Key activities in paediatric surgery and paediatric urology BiH in 2019

- **Workshop “Inter-professional collaboration”** for health professionals in paediatric surgery and paediatric urology took place in Sarajevo.
- **27 health professionals** from the Paediatric Surgery Clinics in Priština (11), Sarajevo (12) and in Podgorica (4) participated in the workshop.
- Participants developed an **understanding of professional awareness**, gained **experience in teamwork and problem-based learning** through lectures, exercises with interactive group discussion and activities focusing on reflection.



WORKSHOP FOR HEALTH PROFESSIONALS ON INTER-PROFESSIONAL COLLABORATION IN SARAJEVO © IOM 2019

**This designation is without prejudice to positions on status, and is in line with UNSCR 1244/9*



RECONSTRUCTION AND PLASTIC SURGERY

Two Swedish Medical Team (SMTs) visited the Plastic Surgery Clinic in Priština in January and September 2019. The SMTs facilitated the treatment of individuals in Kosovo*. The visits contributed to improving the competence and skills of Swedish medical professionals in the County of Östergötland. They have been exposed to the treatment of complex cases rarely seen in Sweden, as well as exchange of experience with local medical professionals.

Key activities in reconstruction and plastic surgery in Kosovo* in 2019

- **80 patients** with different pathologies from different regions of Kosovo presented by the local team in Priština
- **40 patients** operated by the SMT in cooperation with local professionals (microsurgery, breast reconstruction and other operations)
- **Lecture on pneumatic suppression treatment** as wound treatment
- **Pump for pneumatic suppression treatment** of difficult to heal wounds and essential supplies for wound treatment donated to the clinic
- **Training in microsurgical skills and hand surgery** continued



SWEDISH MEDICAL TEAM PERFORMS SURGERY IN PRISTINA © IOM 2019

PRE-HOSPITAL EMERGENCY SERVICES

This project aimed to build the capacity of health workers of the Emergency Health Services (EHS) in Kosovo* through training and exchange visits with health providers from the University Clinical Centre in Linköping, Sweden.

The project contributed to the improvement of the Emergency Health Services responses and referral system, as well as strengthening the communication and coordination mechanisms between pre-hospital and hospital emergency services. Moreover, the project further enhanced the quality of everyday pre-hospital emergency services and provided support to relevant institutions in gaining an integrated understanding on how to manage, communicate and coordinate emergencies with the hospital emergency centres most efficiently.



WORKSHOP IN KOSOVO ON PREHOSPITAL MANAGEMENT © IOM 2019

Key activities in pre-hospital emergency services in Kosovo* in 2019

- **Two Swedish Medical Teams (SMTs)** specialized in pre-hospital emergency services visited Kosovo* in January and September 2019
- **First set of six treatment guidelines for emergency medical services** based on the ones in Sweden and contextualized to the local needs presented in Priština and Prizren
- **Evaluation of the acceptance and incorporation of the guidelines** into everyday work, and its effect on the quality of patient care
- **Practical and theoretical knowledge about prehospital management** provided
- **Five health professionals from Kosovo*** participated in a **workshop in Sweden** supported by the University Clinical Centre in Linköping and Norrköping, and were introduced to the guidelines applied in Sweden.

Psychological services for the Moldovan border police

Development of Psychological Integrated Services of the Border Police Department in the Republic of Moldova (SPINS)

Project code: MA.0400

Donor: IOM Development Fund

Budget: USD 170,000

Duration: September 2017 – August 2019

The Border Police is the main public authority in the Republic of Moldova that ensures border control and observance of border regime in the border zone and border crossing points. The project aimed at contributing to the improved implementation of the state policy on integrated border management (IBM) through establishing and making the **System of Integrated Psychological Services (SIPS) of the Moldovan Border Police** operational. It contributed to strengthening the capacity of the Government of the Republic of Moldova's (GoM) in the field of border management, including prevention and combating of irregular migration and transnational crimes for a comprehensive state-driven response to existing and potential migration challenges.

Major needs of the General Inspectorate of Border Police (GIBP) were addressed through the support to GIBP's Human Resources (HR) division that includes the Psychologic Assistance Service, infrastructure enhancements and tailored capacity building targeting the development of the GIBP managerial capacities for comprehensive organizational diagnosis, psychological testing and support to the border police personnel and vulnerable migrants.

Key achievements

- **18 GIBP staff members (11 women, 7 men) trained**
- **3 study visits to Poland, Greece and Spain** on management of complex psychological issues generated by mass migration
- **6 psychological offices** established and/or upgraded
- **SOPs for psychological activities** developed
- **Curriculum on psychological training** for Center of Excellence in Border Security developed and shared with two academic institutions
- **Automated information system on Psychological Support** established
- **2,696 beneficiaries** (2,663 GIBP officials, 17 migrants, 16 asylum seekers) provided with quality psychological support



MOLDOVAN BORDER POLICE © IOM 2019



A MIGRANT'S SPEECH AT THE PSYCHOLOGICAL CABINETS' OPENING © IOM 2019



SIGNING OF MEMORANDUM OF UNDERSTANDING BETWEEN "ȘTEFAN CEL MARE" AND IOM © IOM 2019

MOU BETWEEN IOM AND POLICE ACADEMY

A Memorandum of Understanding (MoU) was signed between the IOM and the Police Academy "Ștefan cel Mare", establishing the collaboration framework for joint activities enhancing the educational process of the police officers and supporting capacity building of the law enforcement agencies in the Immigration and Border Management domains.

"Signing of the MoU is a landmark moment for broadening the collaboration of the two institutions, serving to enhance service provision by the police officers as well as the evidence-based policy making in the area of immigration and border management". **Lars Johan LÖNNBACK, Chief of Mission of IOM Moldova**

Psychosocial support for veterans of the conflict in Ukraine

Life After Conflict: Community-based Reintegration Support for Veterans of the Conflict in Eastern Ukraine and their Families

Project code: FC.0157

Donor: European Union

Budget: overall budget 3,000,000 EUR (for MHPSS 290,500 EUR)

Duration: November 2018—May 2020

Background

According to the Ministry of Veterans Affairs, Temporarily Occupied Territories and Internally Displaced Persons, 378,115 registered veterans of the conflict in Eastern Ukraine (over 16,000 of whom are women) have returned from combat as of 1 January 2020, with many struggling to reintegrate into civilian life. In January 2020, IOM published a household survey on the socio-demographic and socioeconomic characteristics of veterans and their families, which identified mental health and psychosocial support as one of the key areas of assistance for veteran reintegration: Nearly three-quarter state that the participation in the armed conflict had changed their life forever. While veterans are reluctant to consider themselves in need of psychosocial support, for more than half of them counselling or individual consultations with a psychologist is generally desirable for veterans. The project therefore aims to ensure that veterans and their family members are provided with increased access to appropriate mental health and psychosocial support.

Activities carried out in 2019

To foster the knowledge of local psychologists in conflict and trauma-related topics, IOM selected an International Psychosocial Support expert and trainer to conduct trainings for local psychologists on trauma-focused therapy.

From August to December 2019, five four-day training sessions

were held for 135 psychologists from Lviv, Kyiv, and Dnipropetrovsk regions. The psychologists deepened their knowledge in trauma and trauma-informed care, the deployment cycle, psychological first aid, and other PSS components. The participants' feedback was overwhelmingly positive, they appreciated the facilitators' warm and engaging style and the new information they learned through theory and through activities such as role-plays and demonstrations of the concepts learned.

The most common issues when dealing with veterans and their family members are problems in families upon veterans' return, co-dependency, anxiety, substance abuse, and emotional burn-out.

Key achievements in 2019

31 psychologists selected

2,718 individual and group sessions

4,106 beneficiaries, out of whom:

- 1,127 veterans & 1,376 family members of veterans
- 798 children (442 girls, 356 boys)
- 3,308 adults (1,927 women, 1,381 men)



HIPPOThERAPY IN LVIV COMMUNITY © IOM 2019



Psychosocial support to Syrian refugees in Turkey

Currently over 3.6 million Syrians Under Temporary Protection are living in Turkey who fled as a result of the ongoing conflict. Since March 2012, IOM Turkey has been part of a coordinated effort of UN Agencies, NGOs and government partners providing humanitarian assistance, including basic health and social services to help migrants, refugees and the host community live a better and more stable life.



Integrated Protection Assistance through mobile outreach and case management to improve the well-being of Syrian refugees in Turkey

Project code: MP.0378

Donor: Swiss Development Cooperation (SDC)

Budget: 1,315,000 CHF Duration: June 2018— March 2020

Multi-Sector Resilience Programme for Syrian Refugees and Turkish Host Community Members in Turkey

Project code: CS.1029

Donor: Bureau of Population, Refugees and Migration (BPRM)

Budget: 1,927,500 USD Duration: June 2019 – June 2020

The health component of these two projects targets Turkish host and Syrian refugee communities in an effort provide accurate information on assistance available. Activities include information dissemination, social activities to promote cohesion, structured PSS activities, recreational activities for children and youth, and art-based interventions including painting and theatre, among others. While the teams are present in specific locations such as sub-governorate offices, community spaces, public education centres, coffee shops, mosques and offices of mukhtars (community leaders), they also go to the communities to ensure access to IOM for those who are not mobile (due to disabilities, isolation, and/or cultural barriers).

Mental Health and Psychosocial Support (MHPSS) activities for host and refugee communities aim at building strong relations and long-term trust. The **Mobile PSS teams** target under-served and under-targeted, mostly rural and remote areas with Syrian refugees who have limited access to assistance: **Hatay, Sanliurfa, İzmir and Gaziantep**. Working closely with the Emergency Case Management (ECM) Teams, the Mobile PSS teams support the identification of individuals and families requiring specialised assistance.

Given the role of local authorities in managing migration and ensuring social cohesion at local level, IOM has been cooperating with municipalities to establish and operate **Municipal Migration Centers (MMC) in four cities**. These centers support municipalities in implementing a model for integrated service delivery to refugees and other migrants and promote and enhance social cohesion with the host community.

Since the signing of the EU-Turkey Statement and closure of the 'Balkan route', as of March 2016, refugees and migrants have been attempting to reach Western Europe through alternative paths, including the sea, crossing from Turkey to Greece. Since then, IOM has been **supporting the Turkish Coast Guard (TCG)** by providing migrants and refugees with NFIs and PSS.

30,733 individuals benefited from PSS activities in 2019:

88 information dissemination sessions

134 PSS activities for social cohesion

77 structured PSS activities



COOKING ACTIVITY IN GAZIANTEP COMMUNITY © IOM 2019



IOM activities in Turkey on psychosocial support and social cohesion are featured in the WHO publication:

[“Case studies - The WHO European Health Equity Status Report Initiative” \(2019\)](#)

Provision of Integrated Services and Promotion of Social Cohesion through a Municipal Migrant Center in Adana

Project code: FM.0523

Donor: Swiss State Secretariat for Migration (SEM)

Budget: 923,481 USD **Duration:** July 2019 - June 2020

Provision of Multi-Sectoral Assistance and Strengthening Social Cohesion for Refugees and Host Community in Southeast Turkey (Gaziantep and Şanlıurfa)

Project code: CS.1027 **Donor:** Government of Japan

Under these two projects, the Municipal migrant Centers aim to provide three inter-related services:

- Integrated public service provisions for refugees and migrants through counselling and referral services (under six counselling units such as legal counselling, education counselling, social services counselling, health counselling, vocational guidance counselling and psychosocial support counselling as well as conducting educational and awareness activities).
- Strengthening the capacities of public officials at the local level to better serve migrants and refugees.
- The promotion of social cohesion at local level has been supported through organizing socio-cultural activities such as visits to museums, theatres, zoos, planetariums. Additionally, the centers provide language (Turkish, English, Arabic), art (mosaic, handcrafts, sewing) and sports courses (handball, football, aerobics, breakdance) to groups of adults and children that are inclusive of all communities, facilitated by bi-lingual staff.



INFORMATION SESSION AT THE KEÇİÖREN MIGRANT CENTER © IOM 2019

51,049 beneficiaries benefited from the Municipal Migrant Center services **since 2017:**

9,173 beneficiaries reached in **Adana**

6,748 beneficiaries reached in **Şanlıurfa**

16,667 beneficiaries reached in **Gaziantep**

18,461 beneficiaries reached in **Keçiören**

Supporting Refugees and Migrants through a Consolidated Mediterranean and Flow Monitoring Response in Turkey

Project code: DP.2019

Donor: Bureau of Population, Refugees and Migration (BPRM)

In this project IOM Mobile teams work with the TCG along the Aegean Coast on a 24-hour per day, seven days per week, while also supporting the police and gendarmerie for land apprehensions. The mobile teams present in Dikili, Çeşme, and Küçükuyu are made up of interpreters, field assistants and social workers.



DRAWING ACTIVITY FOR CHILDREN © IOM 2019

Mobile teams provide interpretation assistance, food and non-food items (NFIs) such as blankets, hygiene kits and dry clothes, and psychosocial support (PSS). To minimize distress, recreational activities are offered by IOM to refugee and migrant children and their parents in the TCG premises, such as painting, singing and other recreational activities. Psychological first aid (PFA) and information counselling are delivered by trained social workers and field assistants together with interpreters and provide beneficiaries with key information regarding their situation, their rights, and what will happen when they leave the premises. Vulnerable migrants and refugees are identified and referred to related institutions based on criteria that include disability, mental and physical challenges, need of medical attention, being a member of a minority group, pregnancy or other protection needs related to exploitation, violence, abuse and sexual and gender-based violence, or being a separated or unaccompanied child.

- **37,387 migrants and refugees assisted in 2019** (61% of the total rescued by the TCG)
- **367 beneficiaries referred** to other actors for specialized assistance (legal counselling, medical treatment, family reunification, identification of separated or unaccompanied children, PSS and socio-economic support)

Health care for migrants along the Balkan route

EU Support to Serbia and the Republic of North Macedonia in Managing the Migration/Refugees Crisis / Balkan Route

Project code: RT.1319

Donor: European Union

Budget: Serbia: 17.86 Million USD (for health 2.42 Million USD), North Macedonia: 1,808,229.44 USD (for MHPSS 675,383 USD)

Duration: December 2016—December 2019 (no-cost extension until January 2020)

The overall objective of the Action is to ensure and expand the direct operational capacities of Macedonian and Serbian national authorities to effectively respond to the mid-term and long-term challenges related to the migration flows. The specific objectives aim to support targeted governments in provision of accommodation capacities to stranded migrants and asylum seekers in line with the applicable standards for long term stay, as well as to facilitate access of targeted groups to medical services and assisted voluntary return programmes and protection mechanisms.

North Macedonia

IOM medical teams have been present at the Transit Reception Centres Gevgelija and Kumanovo providing medical examinations for the migrants in need. IOM operates three medical teams consisting of a medical doctor, a nurse, a translator and a driver.

The total number of migrants for whom the medical assistance has been provided in period July 2017 – December 2019 is 6,677 (5,391 unique cases). The migrants are mostly suffering from dehydration, minor flash injuries, seasonal flu or cold.

Moreover, in close coordination with the Ministry of Health, IOM Skopje provides referral and coverage of the cost for hospital treatment of the vulnerable migrants and over 1100 migrants were directly hospitalized and received direct medical services by the general hospital in Skopje, Gevgelija and Kumanovo. The medical teams are operating under the protocols of Ministry of Health for which IOM and the Ministry have signed a Memorandum of Understanding.

Key achievements in North Macedonia in 2017-2019

- **6,677 primary healthcare services** provided
- **5,391 vulnerable migrants** received medical assistance (78% male, 9% female, 13% children)
- **2,103 beneficiaries** received **psychological counseling** (1,067 male, 514 female, 310 boys and 212 girls)



MEDICAL CARE FOR MIGRANT CHILDREN IS A KEY CONCERN OF IOM IN NORTH MACEDONIA © IOM 2019

Serbia

The healthcare system for migrants and asylum seekers has been fully operational and functional throughout the implementation of the Madad funded Action with the support of Danish Refugee Council (DRC) and Catholic Relief Services (CRS), as main implementing partners of IOM. All reception/asylum centers have been providing immediate medical services through medical teams present in centers. Cooperation has been established with the Ministry of Health and service providers within the centers. The SOPs for procurement of medicines and medical supplies were developed by the Ministry of Health and became fully operational as of 2019, and also the SOPs for patient referrals were developed. Psychological support services were included in primary healthcare for migrants/refugees/asylum seekers and implemented through DRC and IOM field teams.



PSYCHOLOGICAL COUNSELLING © IOM 2019

Key achievements in Serbia in 2017– 2019

- **3,496 migrants provided with medical assistance** (76% male, 24% female)
- **196,987 primary health care services provided** (70% for male, 30% for female)
- **20 medical doctors and 20 nurses engaged** in 17 reception/asylum centers
- **2,710 beneficiaries received psychological counseling**
- **1,147 beneficiaries referred**



MEDICAL SERVICES RANGE FROM EXAMINATIONS TO DENTAL SERVICES © IOM 2019



OTHER HEALTH-RELATED PROJECTS STARTED IN 2019



ENGAGING DIASPORA FOR HIV PREVENTION IN TAJIKISTAN

Title: Improving Migrants' Access to HIV Services in Tajikistan
Project code: MA.0467
Budget: 40,000 EUR
Donor: AFEW
Duration: December 2019—August 2020



STUDY ON BOSNIAN HEALTH AND ICT PROFESSIONALS

Title: Contributing to evidence-based labour migration policies in the health care and ICT sector in Bosnia and Herzegovina
Project code: LM.0157
Budget: 200,000 USD
Donor: IOM Development Fund
Duration: December 2019—January 2021

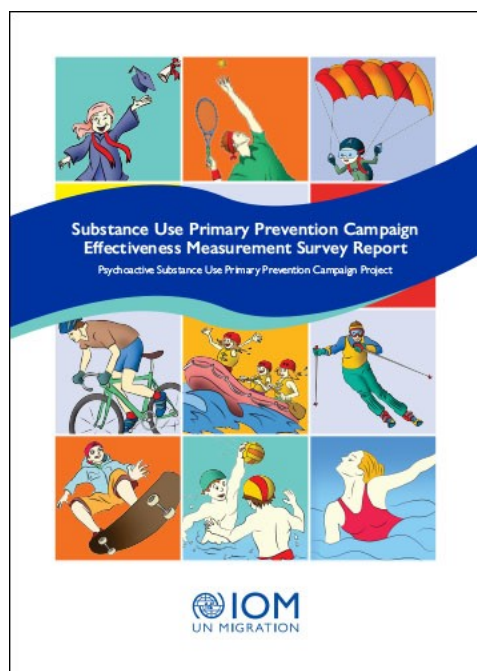


STUDY ON HEALTH LITERACY OF SYRIAN REFUGEES

Title: Assessing the health literacy and health communication needs of Syrian refugees in Turkey
Project code: DX.0035
Budget: 165,000 USD
Donor: WHO Europe
Duration: September—December 2019



IOM PUBLICATIONS FROM THE REGION



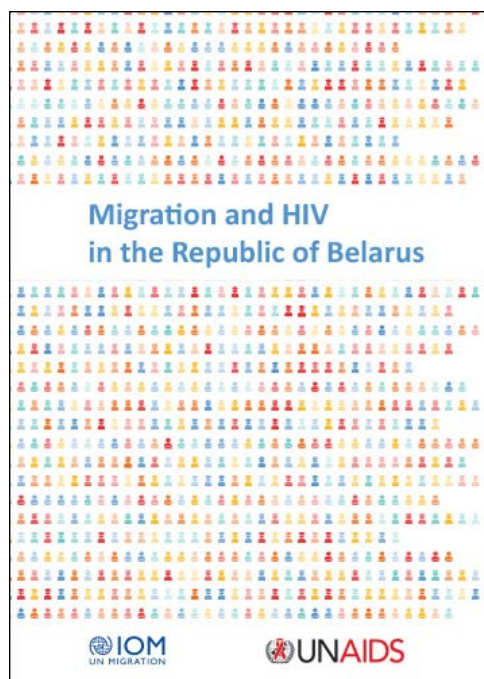
IOM GEORGIA

Substance Abuse Primary Prevention Campaign Impact Measurement Survey Report: Psychoactive Substance Use Primary Prevention Campaign Project (2019)

This report presents the results of the survey that assesses the effectiveness of the substance use primary prevention campaign conducted by IOM and relevant stakeholders in Georgia. It depicts findings related to changes in the awareness of migrant and ethnic minority school children with regard to risks of the use of specific psychoactive substances subsequent to the implementation of the primary prevention campaign in the public school setting.

The survey was carried out in the project “Awareness Raising on the Dangers of Drug Abuse Among At-Risk Vulnerable Groups in Georgia” (2017) which was financed by INL.

Link: <https://publications.iom.int/books/substance-use-primary-prevention-campaign-effectiveness-measurement-survey-report>



IOM BELARUS

Migration and HIV in the Republic of Belarus (2019)

This publication presents the results of a study conducted by the IOM in the Republic of Belarus in 2018 within the project “Study on nexus between migration and HIV in Belarus” with financial support from the Joint United Nations Programme on HIV/AIDS (UNAIDS).

One of the key purposes of the study was to identify the level of awareness of HIV and its routes of transmission among the target groups: 1) international drivers, 2) foreign students, and 3) working migrants. Awareness was shown to be low among the focus groups. Low awareness in its turn leads to higher behavioral risks. The results point to a need for large-scale innovative preventive activities aimed at informing the target groups about the risks and safety measures. Moreover, the study has revealed that migrants face certain difficulties in accessing HIV testing and ARV treatment services, that need to be addressed through effective policies.

Acknowledgements

MHD RO Vienna would like to thank all IOM staff in the missions, partners and donors, who contributed to promoting migrant health. Special thanks go to our colleagues, who provided the content and feedback for this edition: Nune Asatryan, Diana Bojenco, Carolina Brill, Hélène Le Goff, Vanja Mirkovski, Therese Rosenfeld, Danijela Torbica, Zorica Vukovic and Mirsada Zeco.

CONTACTS

MIGRATION HEALTH DIVISION
DR JAIME CALDERON
jcalderon@iom.int

URSULA WAGNER
uwagner@iom.int

INTERNATIONAL ORGANIZATION FOR MIGRATION
Regional Office for South-Eastern Europe, Eastern Europe and
Central Asia
Dampfschiffstrasse 4, 1030 Vienna, Austria
+43 1581 22 22
www.iom.int

