



UN Migration Agency

# Embarking on the Next Journey: Innovations in predeparture orientation programmes for refugees

12 June 2019

# Speakers



**Lena Kainz**, Associate Policy Analyst, MPI Europe



**William Kweku Paintsil**, Head of Resettlement and Integration Support Unit, International Organisation for Migration, Oslo – Norway



**Nyawal TerJour**, Mentor, Netherlands Central Agency for the Reception of Asylum Seekers' Predeparture Orientation



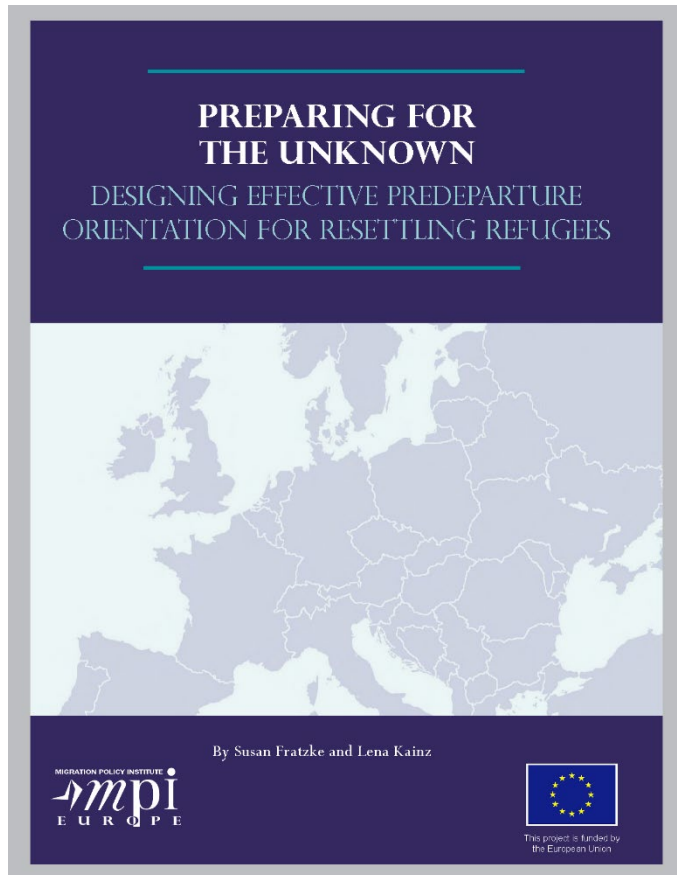
**Susan Fratzke**, Policy Analyst and Programme Coordinator, International Programme, MPI (MODERATOR)



# Embarking on the Next Journey: Innovations in predeparture orientation programmes for refugees

- Audio from today's webinar will be available at [www.migrationpolicy.org/events](http://www.migrationpolicy.org/events)
- If you have a problem accessing the webinar, contact us at [events@migrationpolicy.org](mailto:events@migrationpolicy.org) or +1-202-266-1929.
- There is no voice Q&A. To ask a question of the panelists:
  - Use Q&A chat function on the right of the screen throughout webinar.
  - Write [events@migrationpolicy.org](mailto:events@migrationpolicy.org).
  - Tweet @MigrationPolicy or #MPIdiscuss

# Related Work



## Preparing for the Unknown: Designing effective predeparture orientation for resettling refugees

By Susan Fratzke and  
Lena Kainz

<http://bit.ly/2V6nxVs>

# Lena Kainz



**Lena Kainz** is an Associate Policy Analyst with MPI Europe, where she focuses on legal pathways to protection, global mobility governance, and unaccompanied minors.

Prior to joining MPI Europe, Ms. Kainz completed internships in Amman with the UN Development Programme's Sub Regional Response Facility to the Syrian Crisis, in Rabat with the Heinrich Böll Foundation, and with the German Bundestag. She also worked as a mentor for unaccompanied minors in Malmö and as a research assistant at Humboldt University Berlin.

Ms. Kainz holds a master's degree in refugee and forced migration studies, with distinction, from the University of Oxford, where she specialised in protection gaps and global refugee and migration governance. She received a bachelor's degree in Scandinavian studies and political science, magna cum laude, from Humboldt University Berlin. She also spent a year studying at the University of Malmö as well as the University of Gothenburg, and completed intensive language courses in Arabic and Persian.

# Scope of the Study

- Interviews with 35 resettlement policymakers and implementing staff as well as a participant observation of a predeparture orientation programme in Kampala, Uganda.
- Seven case study countries: Austria, Canada, Finland, the Netherlands, Norway, Portugal and Romania.

# Key Programme Design Questions

- What content should orientations cover?
- How long should orientations be?
- At what point during the resettlement process should orientations take place?
- Who should deliver orientations?

# General Principles for Effective Orientations

1. Deliver orientation in a credible and an accessible manner.
2. Minimise environmental stress.
3. Create continuity between predeparture and postarrival services.
4. Use the predeparture period to prepare resettlement communities as well as refugees.
5. Incorporate monitoring, evaluation, and continuous learning into programme design and delivery.



# A Word of Caution

- Regardless of how predeparture orientation is done, there is still a need for intensive postarrival reception and integration services for resettling refugees.
- But predeparture orientations can create a solid foundation upon which reception and integration services can build.



# Embarking on the Next Journey: Innovations in predeparture orientation programmes for refugees

There is no voice Q&A. To ask a question during the webinar, you can:

- Use Q&A chat function on the right of the screen.
- Write [events@migrationpolicy.org](mailto:events@migrationpolicy.org).
- Tweet @MigrationPolicy or #MPIdiscuss

# William Kweku Paintsil



**William Kweku Paintsil** is the Head of the Resettlement and Integration Support Unit at the International Organisation for Migration (IOM) in Oslo, Norway.

He has been working for IOM or the UN Migration Mission in Norway since 2003, when the Norwegian Cultural Orientation Programme (NORCO) started. Mr. Paintsil started as a Cross-Cultural Facilitator for refugees coming from West Africa. Since 2009, he has been coordinating the programme, and his duties have included recruitment and training of cross-cultural facilitators as well as the development of the programme with support from IOM Head Office in Geneva.

Over the years, he has worked with refugees from the Islamic State of Afghanistan, the Republic of the Union of Myanmar, the Republic of Liberia, the Democratic Republic of Congo, the Republic of Somalia, the Syrian Arab Republic, the State of Eritrea, and the Islamic Republic of Iran, among others.



# Embarking on the Next Journey: Innovations in predeparture orientation programmes for refugees

There is no voice Q&A. To ask a question during the webinar, you can:

- Use Q&A chat function on the right of the screen.
- Write [events@migrationpolicy.org](mailto:events@migrationpolicy.org).
- Tweet @MigrationPolicy or #MPIdiscuss

# Nyawal Ter Jour



**Nyawal Ter Jour** is a South Sudanese refugee who was born in Ethiopia and raised in Kenya. At the age of 9, she moved with her sister and brother-in-law to Kenya, where her brother-in-law sought work. In Kenya, her nephew was born, who was later diagnosed with Hemophilia.

In order to receive needed medication and funds, she and her family were forced to register as refugees at the Dedaab camp in Kenya. Though they lived in Nairobi at the time, they had to report numerous times for interviews. As she says “We couldn’t live in camp because of my nephew’s condition, which would worsen whenever we’re in the camp.”

Six years after registering as refugees, they were granted resettlement to The Netherlands. She and her family had their orientation from the Dutch Central Agency for the Reception of Asylum Seekers in Nairobi, where they received basic information about the country, the language, the people, and the culture.

She has been living in Holland for five years. She is currently in her senior year at college where she is studying accounting. She plans to start a bachelor’s degree in international business in September. In addition to her studies, she is a part-time employee at McDonald’s where she works on the weekends.



# Q&A

There is no voice Q&A. To ask a question during the webinar, you can:

- Use Q&A chat function on the right of the screen.
- Write [events@migrationpolicy.org](mailto:events@migrationpolicy.org).
- Tweet @MigrationPolicy or #MPIdiscuss



# Embarking on the Next Journey: Innovations in predeparture orientation programmes for refugees

- Audio from today's webinar will be available at [www.migrationpolicy.org/events](http://www.migrationpolicy.org/events)
- Check out the related report:
  - ***Preparing for the Unknown: Designing effective predeparture orientation for resettling refugees***  
By Susan Fratzke and Lena Kainz  
<http://bit.ly/2V6nxVs>
- For further information, reporters can contact Michelle Mittelstadt at +44 20 8123 6265 or +1-202-266-1910 or [mmittelstadt@migrationpolicy.org](mailto:mmittelstadt@migrationpolicy.org)
- For additional information and to receive updates visit [www.migrationpolicy.org/signup](http://www.migrationpolicy.org/signup)