

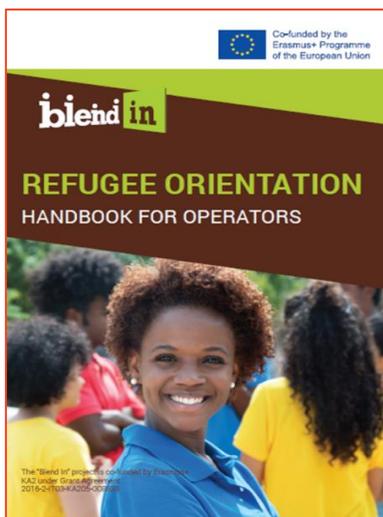
PRESS RELEASE

September 28, 2018

Refugee Orientation Handbook for Operators

How the social and community workers can use a practical guide of the BLEND-IN mobile application for assisting young refugees and asylum seekers in their integration process in the host countries

A practical tool for assisting young refugees and asylum seekers in their integration process in the host countries is now available for social and community workers in Europe. The **Refugee Orientation Handbook for Operators** developed in the framework of the BLEND-IN European project, introduces the BLEND-IN mobile application, which is a useful digital tool that allows refugees and asylum seekers in a European host country, and specifically in Malta, Cyprus, Italy and Greece, to have access to basic information on the host country. The application can help them learn about their rights and opportunities, and support them in making informed decisions that improve their integration in the host country. The information provided in the mobile application relates to the important subjects of **communication, education, health, safety and employment**. It can guide the questions of users, their families and communities. Access to this information is enhanced through the **diverse languages available: English, French, Arabic, Pashto, Urdu, Somali, Tigrinya and Russian**.



The Handbook is addressed to **social workers, community workers, migrant community leaders, cultural mediators and counselors/mentors** – in other words, persons who interact on a daily basis with refugees and asylum seekers – who can facilitate the introduction of the BLEND-IN mobile application to the potential end users and facilitate its application to real life questions and situations. In this way, the handbook empowers refugees and asylum seekers to make informed choices, especially in their decisions on intra-EU resettlement processes. This information can support refugees in making informed decisions when considering moving to another European country.

The Handbook introduces the BLEND-IN project and its partnership and it presents extensively the BLEND-IN mobile application and how it works. It also tackles the Strategic value of the BLEND-IN mobile app through the maximisation of opportunities for decision-making



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and integration for refugees. This particular section provides practical examples of how the APP can be integrated into the working practice of professionals and volunteers supporting young migrants and asylum seekers. Moreover, since social workers are key players for using the BLEND-IN Mobile App to support young asylum seekers in improving their integration prospects, Section 3 of the Handbook explores how the BLEND-IN App could be used by social workers in their daily work. Community workers are also key players in the support of refugees to integrate in the host country, mainly because they visit persons in their living spaces and neighborhoods, and therefore they are well connected with people in their own environment and family contexts. To this end, Section 4 of the Handbook provides practical information to community workers on how to explore the value of the mobile application in outreach and community development, how to organize community outreach events for disseminating the App, how to use Social Media as a means for reaching out, and also how to train cultural mediators, migrant community leaders and volunteers in using the App.

You may find The **Refugee Orientation Handbook** for Operators at:

<http://www.blend-in.eu/en/resources/handbook>

The BLEND-IN App can be downloaded from Google Play store by using the QR code below:



The **BLEND-IN** project is funded by the European Commission, in the framework of Erasmus+ programme and runs for 24 months (14 November 2016 – 13 November 2018). The project is implemented by a consortium of experienced organizations. The leader of the consortium is **Anziani e non solo SC (ANS)** (Italy) while the project partners are: **Caleidos Cooperativa Sociale Onlus** (Italy), **KMOP – Social Action and innovation Centre** (Greece), **EEO Group S.A.** (Greece), **FSM - Foundation for Shelter and Support to Migrants** (Malta), **CARDET- Centre for Advancement of Research and Development in Educational Technology LTD** (Cyprus) and **Canary Wharf Consulting LTD** (UK)



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