

Information checklist

What to share with people migrating to a new country?



What should we share with people that are moving to a new country? What is useful and what can help them take informed decisions? These are common questions that arise when working in migration context and providing the right information to people that are leaving a country, in transit, or looking at establishing a new life elsewhere can be crucial for their safety and well being.

This document provides a checklist of information that can be provided to people at any stage of their migration journey, or to help them familiarize with a new context.



Emergency contact details

It is important to help people that arrive in a new country familiarize with emergency phone numbers, which might be different than the numbers they use in their countries of origin.

Essential:

- Emergency number
- Police
- Fire department
- Medical emergency number

Nice to have (if relevant):

- Anti-trafficking hotline
- Child protection hotline
- Information hotline
- Red Cross or Red Crescent National Society

If possible, it is good to explain what are the implication of calling such numbers in relations to the migratory situation of a person. For example, emergency medical care is often provided regardless of the migratory status of a person.



Health and safety tips

It is useful to provide practical tips that could help keep people safe and well. It is useful to engage with health colleagues and map the most common health issues that they are seeing, or work with Disaster Response experts to identify messages that would help people in case of disasters. It is also important to consider messaging about safety when traveling, especially if people might be at risk of exploitation and trafficking.

- **Trafficking and safety travel advice**
- **Tips on common health problem**
- **Health advice on STDs, HIV, Vector-borne diseases**
- **Tips on what to do in case of : earthquakes, tsunami, floods, cold waves, heatwaves, and other natural disasters**



Access to health services

- **Access to care (Emergency)**
 - Who has access to emergency care? What documents are needed?
 - How to access it?
- **Access to care (Non emergency)**
 - Who can access non emergency care? What documents are needed?
 - How do you access non-urgent care? How do you book appointment with a specialist?
 - Who pays for services? How to pay?
 - Can undocumented people access non emergency ?
- **Red Cross or Red Crescent services**
 - Are there free/paid services available? For who? Where?
 - If not, are other organization offering health services?



Protection information and services

- Tips on trafficking and exploitation**
- Tips for particularly vulnerable categories:**
 - women
 - children, including unaccompanied children
 - elderly people
 - people living with disability and chronic diseases
 - LGBTQ community
- Information on available services and support spaces**



Basic support services

Being in an unknown context, not speaking the language, and feeling uncomfortable towards local authorities or, in some cases humanitarian organizations, might deter people from accessing basic services. The more practical information that can be given in this case, the better. Keep it simple, and make sure information is updated often and verified. Cross checking information with other organizations can be essential here.

- Food:**
 - Are there soup-kitchen or canteen available? How do people access them?
 - Is there any food distribution happening or are there food banks?
- Non-food items:**
 - Are there non-food items distributions? Who can access it, how and where?
 - Can people access bathrooms or showers? Where?
 - Is there any clothes distribution point?
- Cash programming**
 - Does the Red Cross or Red Crescent have any cash programme? How do you access them?
 - Do other organization support migrants with cash programmes?



Information



Where can you find reliable information?

- Is there a direct line?
- Does the Red Cross have information desks?



Counseling and information services available:

- Is there a programme of this kind at the Red Cross or at a reliable organisation?
- Is there a program offered by the local authorities?



Feedbacks and complains

- How can people complain about the services they received, answer questions about access to programs, or make suggestions?
- What to do if people have a serious complaint (i.e. fraud, corruption, sexual misconduct)?



Links/QR codes to online resources



Communication access



Available Wi-Fi locations and connection points



Locations and services that improve access to communication (free calls, cybercafés and others)



Red Cross and Red Crescent toll-free services



Get a SIM card or data plan:

- Who can get a SIM card and where?
- Is there a service that delivers free SIM cards?
- What documents are required?
- How much does it cost?



Accommodation / shelter



Temporary shelter:

- Are there temporary shelter available?
- Is there temporary shelter for vulnerable people (e.g.:women, elderly people, families with children)?
- Who can access and how?



Access to accommodation (free or supported):

- Is free accommodation available?
- Is the Red Cross or Red Crescent offering shelter or accommodation services?
- Are other organization offering shelter services?



Access to accommodation (paid):

- Can people book hotel rooms?
- How can people rent an apartment?
- What documents are required?



Documentation and legal information



Requirements to enter / move to a new a country:

- Is a visa needed? Wat documents are needed?
- What do real documents look like?
- Beware of scams



Information on who can access international protection



Basic notions and definitions of international protection:

- What type of international protection exist in your country?
- What are the rights and obligations of the different categories?



Basic rights of migrants



Application process and where to apply for international protection



Available legal counseling services



Maps and routes



Safe routes:

- Are there any areas to avoid due to natural hazard, organized crime, conflict or any other danger?



Available service points on different routes:

- Where can people find first aid and medical attention?
- Is there any shelter point?
- Is there any water distribution / fill up point?
- Where is the Red Cross or Red Crescent?



Information on transport service (offered by humanitarian organizations)



Information on public transportation



Restoring family links (RFL)



About the RFL services:

- Why access the RFL services? Who does RFL help?
- Red Cross or Red Crescent contact in the country
- Data protection elements



Available free calls services and where to access them



The process of looking for a missing person:

- Who is a missing person?
- Who is involved?
- Where do people data get stored and who has access to them?



Online RFL platform



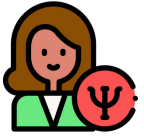
Access to education

- Primary school:**
 - Do children have access to education? What documents are needed?
 - If they do not speak the local language, how can they learn it?
- Information on access to secondary school**
- Information on access to university**
- Information on getting university and professional qualifications recognized in a new country**
- Information on access to vocational training and language courses**



Access to work

- Who can work and what legal status do they need**
- How to get a work permit:**
 - What documents are needed?
 - Where should someone apply for a work permit?
- Access to the job market: where to look for a job?**
- Information on illegal work, worker's rights and exploitation**
- Access to integration work integration programmes**
- Information on volunteering and apprenticeship opportunities**



Psychological support tips

Moving to a new country can cause stress and anxiety, and some people might be dealing with mental health conditions that are exacerbated by the new context. For this it is important to remind people that it is ok to seek help, it is crucial to provide information on where to find such assistance and, if you can, provide some tips on how people can take care of themselves if help is not in sight.

- Psychological Support tips
- Where to find PSS assistance and who can access it
- Hotlines or emergency services for emergency situations



Think about kids

Migration processes often involve long waiting and it could be a good idea to think of some specific content for children and adolescents. This type of content could also be a way to include protection and safety messages for a particularly vulnerable group, and an effective way to communicate crucial information that can keep them safe. Here are some ideas:

- Drawings to colour
- Puzzles and crosswords
- Short stories and comics

About this tool

This information checklist takes into account different experiences of National Red Cross and Red Crescent Societies and IFRC working in migration contexts and in needs of providing information to people at different stages of their journey: origin, transit and destination. This document helps mapping what information is useful for people on the move in a given context and what is most relevant to communicate to ensure people have the right information to make decisions, stay safe at all times and access available assistance.

This document is intended as general guidance: every element should be considered depending on who the target of the information is (taking into account gender and age for example), the stage in the migration process (origin, transit or destination), the legislation in a country and cultural appropriateness.

The checklist is useful to help plan the content of different types of materials like leaflets, videos and posters, but also can help when thinking of what content to prepare to be disseminated across digital tools - like social media and WhatsApp. The format of the content should be planned according to what channel is the most appropriate to communicate with the target audience.