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# TUT

## Train the Unknown Trainer

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Project Booklet





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# Preface

For a few years, the European Union has been challenged by the continuous migration of people from many countries of origin. This is not only related to complex questions regarding the law on asylum and the right to stay, but also to practical approaches of integration in the contexts of the several European civil societies. Even now, many people in Europe are engaged as volunteers aiding migrants.

Volunteers do their work with creativity and imagination, so they provide essential support to civil societies. The European Area of the World Communion of Reformed Churches supports the Train the Unknown Trainer (TUT) project with affiliated institutions for adult education.

It has become clear that the needs of volunteers are different in relation to the countries in which they serve. The search for qualifications is a common challenge. The present European project, TUT, allows for the study of the engagement of volunteers in five European countries, network of their engagement,

and an overview of their needs. During the period of study, we were able to examine how volunteers and employees struggled and how they creatively and innovatively made up for the needs of migrants and refugees.

In times when this engagement is disputed and not self-evident, the involved institutions of Hungary, Czech Republic, Italy, Estonia and Germany, with their engaged volunteers serve as a role model for the efforts in integration and development of the European idea of “union,” the way it is formulated in the Preamble of the Charter of Fundamental Rights of the European Union and Articles 18 and 19. Therefore I am pleased to present this booklet as result of our cooperation of the last two years. I thank all who are involved in our education project Train the Unknown Trainer, for their time and knowledge creating the necessary steps towards community and justice in Europe.

May God bless our work and our thoughts.

Martina Wasserloos-Strunk

*President of the European Council of the World Communion of Reformed Churches*

# Description of TUT Project

The “TRAIN THE UNKNOWN TRAINER” (TUT) project was created on the basis of the rising challenges of refugee movements from a global and European perspective in 2015. According to the UNHCR statistics, 2015 had the highest number of forcibly displaced people worldwide since World War II. About one million refugees arrived in Europe, and since the summer of 2015, the media has, almost daily, presented shocking illustrations portraying the different situations of refugees in a number of European countries.

Next to all the shocking information and numerous challenges relating to the so-called “refugee crisis” in Europe, there was always plenty of information regarding the astounding number of people who were helping refugees, who had suddenly, and unexpectedly, shown up in front of peoples’ homes. People who had never worked in the context of humanitarian aid were suddenly asked to help the suffering refugees arriving in their towns, villages, streets, and houses.

Great stories of humanity were being shared during the “refugee crisis” in Europe. Although some of these stories were published in the media, most remain unknown, and the people helping and those receiving aid, are not being recognized in any way. In the last few years, many amazing and positive experiences remain uncounted in Europe, this serves as an indicator for the challenge to educate and train the “unknown” people working with refugees who are standing alone in the middle of European towns and villages, and in the front of the doors of

citizens who are neither prepared nor trained to make contact, take care of, and support the new faces on the streets.

The TUT project brings these “unknown” people into focus. The project asks for their “unknown” tasks and “unknown” needs according to their engagement with refugees. All those engaged in supporting refugees work on two levels: To satisfy the basic needs including food, clothes, shelter, and to train and introduce the refugees to many new experiences. These include:

- Culture and traditions
- Public transport, school system and others
- Language
- Social communication techniques
- Private and public life
- Administration in the hosting country  
in the hosting country
- Vocational skills

Because of all these needs of training and introducing to the refugees, in the present project, we refer to the unknown helpers as the “UNKNOWN TRAINERS.” The overall aim of the present project is to strengthen the training and teaching competences of these “UNKNOWN TRAINERS.”

# Beschreibung des Projekts TUT

Das Projekt „TRAIN THE UNKNOWN TRAINER“ (TUT) wurde 2015 vor dem Hintergrund der wachsenden Herausforderungen von Flüchtlingsbewegungen in globaler und europäischer Perspektive ins Leben gerufen. Die Zahlen der UNHCR-Statistik weisen für 2015 für den Bereich Flucht und Vertreibung die höchste Zahl seit dem Zweiten Weltkrieg aus. Etwa 1 Million Flüchtlinge kamen 2015 nach Europa. Fast täglich konfrontierte die mediale Berichterstattung die Menschen mit schockierenden Bildern über die Situation der Flüchtlinge in verschiedenen europäischen Ländern.

Vor dem Hintergrund dieser Herausforderungen gab es eine beeindruckende Anzahl von Menschen, die den Flüchtlingen, spontan und in vielfältiger Weise geholfen haben. Viele Menschen, die nie zuvor eine zivilgesellschaftliche Verantwortung dieser Art übernommen hatten, waren bereit, den Flüchtlingen zu helfen, sich in den Ankunftsändern zu Recht zu finden. Dazu gehörte die Betreuung bei der Ankunft, die Begleitung „durch die Institutionen“, medizinische Hilfe, Sprachunterricht und vieles mehr. Einige dieser Geschichten wurden in den Medien veröffentlicht, aber die meisten fanden und finden ohne große Öffentlichkeit statt.

Es ist auch deutlich geworden, dass der Zustrom von geflüchteten Menschen eine enorme Herausforderung im Hinblick auf die „Bildung und Fortbildung“ für all jene „unbekannten“ Menschen ist, die eine großartige Arbeit leisten für die geflüchteten Menschen, die in vielen europäischen Städten und Dörfern gestrandet sind. Diese „unknown Trainer“ waren nicht vorbereitet und nicht

ausgebildet und häufig vor Herausforderungen gestellt, für die sie professionelle Unterstützung brauchten.

Das Projekt TUT nimmt diese „Unbekannten“ in den Fokus. Das Projekt fragt nach ihren „unbekannten“ Aufgaben und „unbekannten“ Bedarfen hinsichtlich ihres Engagements für Flüchtlinge. Die Erfahrungen der Projektpartner sind, dass jeder, der in der Flüchtlingsarbeit tätig ist, auf zwei Ebenen arbeitet. Die eine Ebene ist, die grundlegenden Bedürfnisse der Flüchtlinge zu stillen (Essen, Kleidung, Unterkunft), die andere Ebene ist es, die Flüchtlinge in vielen Themen weiterzubilden und ihnen den Alltag im Gastland verstehbar zu machen. Einige dieser Themen sind:

- Sprache
- Sozial- und Kommunikationstechniken im Gastland
- öffentlicher Verkehr, Schulsystem u. a.
- Kultur und Traditionen
- privates und öffentliches Leben
- Verwaltung im Gastland
- berufliche Fertigkeiten

Aufgrund all dieser Anforderungen, der „Ausbildung und Integration“ der geflüchteten Menschen nennen wir im vorliegenden Projekt die unbekannteten Helfer „UNBEKANNTE TRAINER.“ Die Stärkung der Trainings- und Lehrkompetenzen dieser „UNBEKANNTEN TRAINER“ ist das Leitziel des vorliegenden Projektes.

## Descrizione del Progetto TUT

Il progetto “TRAIN THE UNKNOWN TRAINER” (TUT), tradotto potrebbe significare “Formare i formatori sconosciuti” è stato creato sullo sfondo delle crescenti sfide dei flussi di immigrati e di rifugiati verificatesi negli ultimi anni, specialmente nel contesto globale ed europeo del 2015. Secondo le statistiche dell’UNHCR, il 2015 è stato l’anno con il maggior numero di sfollati in tutto il mondo, dalla seconda guerra mondiale. Circa 1 milione di rifugiati è arrivato in Europa nel 2015 e i media hanno presentato quasi ogni giorno sconcertanti immagini sulla situazione dei rifugiati in diversi paesi europei.

Ma accanto a tutte le sfide e alle informazioni scioccanti sulla cosiddetta “crisi dei rifugiati in Europa”, c’è stata sempre anche molta informazione su un numero incredibile di persone, che aiutavano i rifugiati, che arrivavano improvvisamente e inaspettatamente davanti alle nostre case. Molte persone, che non avevano mai fatto un lavoro del genere prima, gli è stato chiesto in modo improvviso di aiutare i rifugiati che arrivavano nella loro città, villaggio, strada e case.

Grandi storie di umanità sono avvenute durante la crisi dei rifugiati in Europa. Alcune di queste storie sono state pubblicate sui media, ma la maggior parte di esse è rimasta ignota o nell’ombra della realtà locale e gli aiutanti e i beneficiari non sono stati riconosciuti in alcun modo. Sebbene queste incredibili e positive esperienze siano state fatte in un numero non definito in Europa negli ultimi anni, queste storie sono anche un indicatore dell’enorme sfida in vista della “educazione e formazione” per tutte quelle persone „sconosciute“ che fanno un ottimo lavoro a favore dei rifugiati, che si trovano

a vivere in mezzo a migliaia di europei, in città e villaggi e davanti alle porte dei cittadini, che non erano né preparati, né addestrati, a prendere contatto, a curare e a sostenere i nuovi volti delle persone arrivate da altri paesi in condizioni di difficoltà e di sofferenza.

Il progetto TUT, mette a fuoco queste “persone sconosciute” che aiutano i rifugiati. Il progetto cerca di capire i compiti “sconosciuti” e i bisogni “sconosciuti” di questi volontari in base al loro impegno per i rifugiati. Le esperienze dei partner del progetto sono che ognuno, impegnato nel supporto dei rifugiati, lavora su due livelli. Un livello è quello di soddisfare i bisogni fondamentali dei rifugiati (cibo, vestiti, luoghi di soggiorno), l’altro livello è quello di formare e introdurre i rifugiati in molte cose della vita del paese in cui si trovano. Alcuni di questi bisogni formativi sono:

- Linguaggio
- Tecniche sociali e di comunicazione
- Trasporto pubblico, sistema scolastico e altri nel paese ospitante
- Cultura e tradizioni
- Vita privata e pubblica
- Amministrazione nel paese ospitante
- Capacità professionali

A causa di tutti questi bisogni di “istruzione e introduzione” dei rifugiati, chiamiamo gli sconosciuti aiutanti nel presente progetto “FORMATORI SCOSOSCIUTI (UNKNOWN TRAINERS).” Rafforzare le competenze formative e didattiche di questi “FORMATORI ANONIMI” è l’obiettivo principale del presente progetto.

# TUT projekti kirjeldus

„TRAIN THE UNKNOWN TRAINER” (TUT) projekt loodi pagulaste ülemaailmse liikumisega kasvavate väljakutsete põhjal 2015. aastal. ÜRO pagulaste ülemvoliniku statistika kohaselt oli aasta 2015 maailma suurim sunniviisiline pagulaste ümberasumine peale II maailmasõda. Euroopasse saabus ligikaudu 1 miljon pagulast ja alates 2015. aasta suvest on meedia peaaegu iga päev esitanud šokeerivaid illustratsioone, mis kirjeldavad Euroopa riikidesse ilmunud erinevaid pagulasi.

Lisaks šokeerivale teabele ja arvukatele väljakutsetele, mis on seotud nn pagulaste kriisiga Euroopas, on ilmunud palju teavet imekspandava arvu inimeste kohta, kes aitavad põgenikke, kes olid ootamatult ilmunud inimeste kodude ette. Inimesetel, kes polnud kunagi humanitaarabi kontekstis töötanud, paluti äkki anda abi põgenikele, kes saavad nende linnadesse, küladesse, tänavatele ja majapidamistesse.

Põgenikriisi ajal jagatakse palju lugusid inimlikkusest. Kuigi osa nendest lugudest on meedias avaldatud, jäävad enamik neist teadmata ja paljusid abistavaid inimesi ega abi saavaid inimesi ei tunnustata. Viimastel aastatel on Euroopas veel palju hämmastavaid ja positiivseid kogemusi, mis on indikaator väljakutseks harida ja koolitada neid „tundmatuid” inimesi, kes töötavad pagulastega, kes seisavad äkitselt üksi Euroopa linnade ja külade

keskel ning kohalike uste taga, keda ei ole veel õpetatud kontakti looma, hoolitsema ja toetama uusi nägusid tänavatel.

Projekt „TUT” tõstab nende „tundmatute” inimeste lood fookusesse. Projekt uurib nende ülesandeid ja vajadusi tegeledes põgenikega. Kõik, kes on seotud põgenike toetamisega töötavad kahel peamisel tasemel: rahuldada põhivajadused nagu toit, riided, majutus: ja tutvustada ning koolitada pagulasi uutele kogemustele uues riigis. Need hõlmavad järgmist:

- Kultuur ja traditsioonid
- Administratsioon vastuvõtvast riigis
- Keel
- Ühistransport, koolisüsteem jms
- Sotsiaalsed suhtlustehnikad võõrustavas riigis
- Era- ja avalik elu
- Kutseoskused

Kõigi nende vajaduste ja koolituste tutvustamiseks pagulastele, kutsume me neid tundmatuid heatahtlike abistajaid „tundmatuteks õpetajateks.” Käesoleva projekti üldine eesmärk on arendada nende „tundmatute õpetajate” väljakoolitamist ning õppekompetentsi.



# Popis Prjektu TUT

Projekt “TUT” (TRAIN THE UNKNOWN TRAINER – výcvik pro neznámé instruktory) byl vytvořen na základě stále naléhavějších výzev souvisejících s migrací uprchlíků v globálním a evropském kontextu roku 2015. Podle statistiky UNHCR bylo v roce 2015 po celém světě nejvíce lidí od druhé světové války nucených opustit své domovy. Do Evropy přišlo kolem 1 milionu uprchlíků a média téměř denně přinášela šokující záběry ilustrující situaci uprchlíků v řadě evropských zemí.

Kromě všech šokujících informací a četných výzev souvisejících s tak zvanou “uprchlickou krizí” v Evropě, objevilo se také mnoho informací o udivujícím množství lidí, kteří uprchlíkům náhle a nečekaně se objevivším před jejich domy, nabízeli svou pomoc. Lidé, kteří nikdy nepracovali v oblasti humanitární pomoci byli náhle požádáni o pomoc lidem v nouzi, přicházejícím do jejich měst, obcí, ulic a domů.

Během “uprchlické krize” v Evropě bylo sdíleno nespočet úžasných příběhů o lidskosti. Ačkoli celá řada těchto příběhů byla zachycena v médiích, většina z nich zůstala neznáma a pomáhající lidé, stejně jako ti, kteří pomoc přijímali, zůstali mimo pozornost. Za posledních několik let zůstalo mnoho neobyčejných a pozitivních zkušeností v Evropě nezaznamenáno, což slouží jako podnět poskytovat vzdělání a výcvik “neznámým” lidem, kteří pracují s uprchlíky, ztracenými uprostřed evropských měst a

vesnic, před dveřmi občanů, kteří nejsou připraveni a vycvičeni na kontakt s nimi, na to, jak jim pomoci a podpořit ve složité situaci.

Projekt TUT se zaměřuje na tyto “neznámé” lidi. Ptá se na jejich “neznámé” úkoly a “neznámé” potřeby související s jejich angažováním se v pomoci uprchlíkům. Lidé zapojení do podpory uprchlíkům pracují v podstatě na dvou úrovních: uspokojování základních potřeb, včetně potravy, oblečení, přístřeší, a informování a instruování v celé řadě nových zkušeností, které na příchozí uprchlíky čekají. Mezi tyto zkušenosti patří:

- Kultura a tradice
- Hromadná doprava, školský systém a jiné
- Jazyk
- Soukromý a veřejný život
- Techniky sociální komunikace v hostitelské zemi
- Kvalifikace
- Úřady v hostitelské zemi

Z důvodu těchto potřeb informovat a instruovat uprchlíky, označujeme v tomto projektu neznáme pomocníky jako “NEZNÁMÍ INSTRUKTOŘI”. Celkovým cílem tohoto projektu je posílit výcvikové a výukové kompetence takových “NEZNÁMÝCH INSTRUKTORŮ”

# A TUT Projekt ismertetése

A „Névtelen Segítők Képzése“ projekt a 2015-ös menekültválság tapasztalatai nyomán született, tekintettel arra az erősödő kihívásra, amely mind európai mind globális szinten jelentkezik. Az ENSZ Menekültügyi Főbiztosságának (UNHCR) felmérése szerint a második világháború óta 2015-ben volt a legmagasabb az otthonukat elhagyni kényszerülők száma. Ebben az évben körülbelül 1 millió menekült érkezett Európában. Az adott év nyarától pedig naponta közölt a média a menekültek helyzetét a különböző országokban bemutató sokkoló képeket.

De minden, az úgynevezett európai menekültválsággal kapcsolatos kihívás és megdöbbentő információ mellett, hallhattunk lenyűgöző számú segítőről, akik a sokszor hirtelen és váratlanul a házuk elé érkezett menekülteknek segítséget nyújtottak. Sokan, akik azelőtt soha ilyet nem tettek, most vállalták az utcájukba vagy a házukba érkezett szenvedő menekültek segítségét. Az európai menekültválság során az emberségesség nagyszerű példáit is láthattunk. Bár néhányuk a médiában is megjelent, többségük ismeretlenül történt, a segítők és a segítettek névtelenek maradtak.

Ezeken lenyűgöző és pozitív példák megszámlálhatlan számban történtek Európában, ami szintén jelzi azt a kihívást mindazon ismeretlen emberek oktatása és képzése terén, akik ezt a nagyszerű szolgálatot végezték a menekültek között. Úgy vették fel a kapcsolatot az újonnan érkezettekkel és törődtek velük valamint támogatták őket, hogy előzetesen felkészültek volna.

A „Névtelen Segítők Képzése“ (TUT) Projekt ezeket a névtelen segítőt helyezi a középpontba. A projekt ő figyelmet nélkülöző feladataikat vizsgálja és kutatja szükségleteiket a menekültek közötti szolgálatuk alapján. A projekt partnerek tapasztalata, hogy mindenki, aki a menekültek támogatása mellett elkötelezett, munkájuk két területre bontható: Egyrészt kielégíteni a menekültek legalapvetőbb szükségleteit (étel, ruházkodás, szálláshely), másrészt a menekültek képzésének és a fogadó országban való eligazodás segítése:

- Nyelv
- Fogadóország szociális és kommunikációs technikái
- Tömegközlekedés, iskolarendszer stb.
- Kultúra és hagyományok
- Magán és közösségi élet
- A fogadóország adminisztrációja
- Szakképzés

Tekintettel ezekre az igényekre, a menekültek között szolgálatot végző névtelen segítőt, „névtelen trénereknek” hívjuk. A projekt célja ezen „névtelen trénernek” képzési és oktatási kompetenciáiknak erősítése.

# Project partner I in Germany: Evangelisch-reformierte Kirche in Deutschland

The Evangelical Reformed Church (ErK) is one of twenty churches belonging to the Evangelical Churches in Germany (EKD). Spread all over Germany, there are 144 ErK parishes. ErK is involved in a variety of activities and events for refugees coming to Germany, and also for those leaving Germany for Scandinavia in the last month. Specialized fields include diaconia, youth, gender, theology, formal and non-formal education, interreligious and intercontinental exchange. In view of the present project, the following sectors are the most important:

- Non-formal education office: Organizes and runs language courses and trainings for volunteers.

- Diaconia: Works in various sectors with refugees in parishes, kindergartens, or local places for counseling. ErK also offers annual training events for volunteers in the parishes. The diaconia also provides individual support of the refugees.

- Parishes: Provides religious services and a variety of voluntary and professional social and civil society services. Many congregations are very active in the work with migrants, refugees, and asylum seekers.

The Evangelical Reformed Church has a lot of experience as project partners and coordinators in European projects in the framework of Leonardo da Vinci, Grundtvig, and Europe for Citizens. In light of

the refugee movement in Europe, the Synod of ErK had decided to provide extra financial resources for the work with refugees in 2015, specifically to parishes already working with refugees. Congregation members, voluntary and professional, help provide necessary resources for integration, including language courses, special cultural events, or specific courses for integration. There are also many people who contact parishes individually for advice, to volunteer their services, or for training opportunities.

The Evangelical Reformed Church is a member of the World Council of Reformed Churches (WCRC), working within the Europe area of the WCRC.



## Project partner II in Germany: EEB Nordrhein, Philippus-Akademie

Philippus Akademie is a part of the Evangelisches Erwachsenenbildungswerk Nordrhein (EEB-Nordrhein) located in the Evangelical Church of Rhineland in Germany.

Philippus Akademie invites people in and outside of the Church to take part in seminars, trainings, and projects. Since 2016, the main focus of the work as an institution for adult education is to train people engaged in the work with refugees and migrants. Ever since then, nearly two thousand people have asked for such courses, or have taken part in classes. In addition, Philippus Akademie works as a partner with the Muslim Education Institution (IRFAN) in training Muslim and Christian volunteers, as well as those who are outside of the traditional networks of the Church.

It is a unique project, training Muslims and Christians together and making an important contribution to civil society. Common interests include questions of asylum, intercultural communication, talking points when speaking with public administration representatives, as well as how communities can help people, and more specifically children, with trauma.

As a branch of the Evangelisches Erwachsenenbildungswerk Nordrhein, Philippus Akademie is a unique project for migrants and volunteers in the integration of people in civil society.

EEB-Nordrhein is also well known for various courses in family and senior education. There is a special focus on social and cultural development projects with senior citizens, as well as development of innovative concepts regarding further education for employed and voluntary staff members in different social and cultural fields. EEB-Nordrhein was established on 6 January 1965 as composite work, and in 2017, about 63 000 lessons had been carried out by local branches, and 52 000 people had participated in the trainings and seminars.



Evangelischer Kirchenkreis Gladbach – Neuss



## Project partner in Italy: Association of Saint Andrew

The Association of Saint Andrew (Associazione sant' Andrea) is a nonprofit Catholic charity organization based in Rovigo, Italy and essentially related to the Caritas charity organization. It is the operative branch of the charity of the dioceses in Rovigo.

In compliance of current legislation, through its employees and volunteers and in partnership with civil and religious organizations, and public and private institutions, the Association offers personal care services and the initial reception of people who are homeless. The Association works with over 30 volunteers and three full-time employees in Rovigo alongside three full-time employees of Caritas Rovigo to care for people from a variety of backgrounds, from wounded dignity to disorientation in everyday life by

- Welcoming and listening to every person to walk into the headquarters
- Organizing training activities for the public
- Providing immediate services, including showers to help with personal hygiene and, in emergencies, outpatient services with a doctor

- Updating the community on information regarding the presence of the Parish Community in the Vicariate of the diocese of Adria-Rovigo, with particular emphasis to information on the City of Rovigo, including poverty and other hardships in the province
- Promoting volunteering and solidarity opportunities as a fundamental value of coexistence and community development amongst the young people and the citizens of the province of Rovigo

In addition to all of the above, the Association exclusively pursues opportunities of social solidarity. Specifically, opportunities to develop the person by organizing activities for social assistance and health care, helping beneficiaries to find employment and accompanying them to work for mediation, providing housing and education opportunities, as well as offering services in protection of civil rights for disadvantaged people due to physical, psychological, economic, social, or familial associations.

The Association of Saint Andrew is open to all people regardless of religion, culture, sex, or ethnicity. It serves people being exploited and in poverty by providing basic care as well as moral and spiritual support.



## Project partner in Estonia: Estonian Evangelical Lutheran Church

The Estonian Evangelical Lutheran Church (EELC) is part of the Lutheran World Federation which is the biggest church organization offering practical help in refugee camps all over the world, having been an official partner of the United Nations for decades. After World War II, the Lutheran World Federation offered their help to the Estonians escaping war and violence. Estonia will not be a spectator to the crisis in the Mediterranean, but a country that wants to offer help. The same principle goes also for EELC. The Estonian Evangelical Lutheran Church has 164 congregations and church government (consistory), including a Department for Diaconia and Social Action as part of the Consistory Office.



# Project partner in the Czech Republic: Diocesan Charity Brno

The mission of the Diocesan Charity Brno (DCHB) is to provide service of the Merciful Love of the Church to its neighbors in need, regardless of race, nationality, religion, and political affiliation. DCHB is active mainly in the field of social and health care, domestic and foreign humanitarian aid, and in the promotion of basic human rights and freedom. Financial and material resources of DCHB come from donors, state administration organizations and local authorities, church collections, foundations, endowment funds, and income from their own activities and benefit events.

Public commitment of DCHB: We are a Christian organization helping and supporting people who cannot help themselves.

Vision of the Diocesan Charity Brno 2022: The Diocesan Caritas Brno serves as a rescue network for people in need.

This rescue network

1. Is primarily intended for people who will otherwise not be helped,
2. Aids or guidance all those who seek the network,
3. Actively seeks people in need who cannot say or cannot help themselves,

4. Works with people who need immediate assistance, as well as those who need long-term care or accompaniment,
5. Actively resolves the difficult situations of individuals or groups when the public system is not responding.

DCHB carries out its activities in accordance with four fundamental values: truth, freedom, justice, and love.

Spiritual services are also available to clients, as well as employees of DCHB. All activities are carried out in consideration that the Charity is part of the greater Church. Leading employees of the Diocesan Charity Brno uphold Christian values, ensure connection with the Church, and respect the teachings of the Church.



**DIECÉZNÍ CHARITA**  
**BRNO**

## Project partner in Hungary: Reformed Church in Hungary

The Reformed Church in Hungary (RCH) is the second largest denomination, religious organization registered as Church, in Hungary. The RCH has approximately 600 000 active members. There are 1 249 congregations (local communities) organized into 27 presbyteries, belonging to four districts. The RCH operates 129 educational institutions from kindergarten to university level, including 4 theological seminaries and a hospital. With approximately 390 Reformed diaconal services, the RCH serves 22 800 people in need. In different fields of service, the RCH provides trainings for pastors, church members and professionals within their different capacities.

Thus, the RCH has substantial experience in training adults, especially in Diaconia and Crisis intervention. The RCH trains and supports hundreds of volunteers in various charity branches, such as the Hungarian Reformed Church Aid, the official aid organization of the RCH and Kalunba Social Services Nonprofit Ltd., the implementing partner of the RCH in refugee integration work.

The Reformed Church in Hungary is committed to ecumenical partnership and cooperation on a national, as well as an international, level. As a member of the World Communion of Reformed Churches, Communion of Protestant Churches Europe, Conference of European Churches, Eurodiaconia, Churches' Commission for Migrant in Europe, World Council of Churches and the Interfilm, the RCH partners with aid organizations like Partnerhilfe, Gustav Adolf Werk, and HEKS, the aid organization of the Swiss Protestant Churches.





[www.unknowntrainers.eu](http://www.unknowntrainers.eu)

# Agenda of project meetings

## **23-25 November 2016 (Mönchengladbach, Germany)**

### **Project meeting I – Update on project life cycle – Best practices**

- 23 November 2016
  - 1. Who is who
  - 2. Overview of agenda
- 24 November 2016
  - 3. Presentation of partners (people, organization, background)
  - 4. Introduction of project life cycle and other updates
  - 5. Expectations, needs, questions
  - 6. Best practice: Meeting with Bildungsverein IRFAN
- 25 November 2016
  - 7. Feedback, questionnaires, comments on evening event
  - 8. Group session: What is TUT? and planning for next meeting
  - 9. Best practice: Hauptkirche Reydt: Die City-Kirchen-Arbeit in Reydt
  - 10. Feedback and farewell

## **13-15 March 2017 (Rovigo, Italy)**

### **Project meeting II – Qualification and certification – Questionnaire – Best practices**

- 13 March 2017
  - 1. Who is who
  - 2. Overview of agenda
- 14 March 2017
  - 3. Best practice: Caritas homeless services
  - 4. Lecture: How to communicate with unknown trainers (Dott. Alessandra Sovera)
  - 5. Discussion: Bishop Monsignor Perantonio Pavenella and Caritas staff
  - 6. Group discussion: Preparation of questionnaires, opportunities for certification
  - 7. Best practice: „I have a dream“ and „Rifugiato a casa mia“
- 15 March 2017
  - 8. Discussion: Volunteer work at Caritas Diocesana di Adria-Rovigo
  - 9. Planning for next meeting
  - 10. Feedback and questionnaires

## **6-8 September 2017 (Brno, Czech Republic)**

### **Project meeting III – Questionnaires evaluation – Quality of trainings – Dissemination – Best practices**

- 6 September 2017
  - 1. Who is who
  - 2. Overview of agenda
- 7 September 2017
  - 3. Best practice: CELSUS (Centre of services for foreigners in need)
  - 4. Group discussion: Evaluation of questionnaires / training quality
  - 5. Group discussion: Project dissemination / Interim report
- 8 September 2017
  - 6. Best practice: Visiting social business (migrants issue)
  - 7. Planning for next meeting
  - 8. Feedback and questionnaires

### **23-25 May 2018 (Budapest, Hungary)**

#### **Project meeting IV – Sustainability of the project – Future planning – Dissemination – Best practices**

- |             |  |
|-------------|--|
| 23 May 2017 | 1. Who is who  |
|             | 2. Overview of agenda  |
| 24 May 2017 | 3. Group discussion: Coaching and supporting systems (recommendations) |
|             | 4. Best practice: Church activities in the „Transit zone“              |
|             | 5. Best practice: Kalunba Social Services Ltd.                         |
| 25 May 2017 | 6. Group discussion: Sustainability – booklet, dissemination           |
|             | 7. Planning for next meeting   |
|             | 8. Feedback and questionnaires   |

### **5-7 September 2018 (Tallinn, Estonia)**

#### **Project meeting V – Improving competences – Booklet – Future projects – Best practices**

- |                  |   |
|------------------|---|
| 5 September 2018 | 1. Who is who   |
|                  | 2. Overview of agenda   |
| 6 September 2018 | 3. Lecture and discussion: Refugees in Estonia with current politics    |
|                  | 4. Best practice: Vao Accomodation Center for Asylum Seekers in Estonia |
|                  | 5. Best practice: Caritas Estonia                                       |
|                  | 6. Group discussion: Trainings, recommendations, experiences            |
| 7 September 2018 | 7. Group discussion: Finalization of booklet, recommendation, webpage   |
|                  | 8. Planning for next meeting  |
|                  | 9. Feedback and questionnaires  |

### **15-18 October 2018 (Borkum, Germany)**

#### **Project meeting VI – Recommendations – Dissemination – Reporting – Best practices**

- |                 |  |
|-----------------|--|
| 15 October 2018 | 1. Who is who  |
|                 | 2. Overview of agenda  |
| 16 October 2018 | 3. Discussion: Dissemination, sustainability of project              |
|                 | 4. Best practice: Refugees on the Island                             |
|                 | 5. Group discussion: Booklet, newsletter, webpage                    |
| 17 October 2018 | 6. Group discussion: Recommendation, final discussion and agreements |
|                 | 7. Best practice: Volunteers in the language courses                 |
|                 | 8. Discussion: Finishing project management procedures               |
|                 | 9. Farewell  |
| 18 October 2018 | 10. Future planning, new project                                     |
|                 | 11. General evaluation of project                                    |

# Best practices in Germany I

## Accommodation, Language classes, Social support

Communities bring local refugees into social housing units. Families and single parents with their children have their own apartment, and single people are often accommodated in community homes. At the arrival of new refugees, present families or single people must find new private homes with the support of the community, as well as the volunteers.

Language classes are divided by gender, one for women with childcare available, and another class for men. There is a class for those who are illiterate, and other classes that are classified by level, A1, A2, B1, B2, and C1. Classes take place at the Reformed church, a local cultural center, and the C1 class is held at the University of Emden. Currently, there are plans to build a new central building where all the classes can be hosted, as well as plans for new classes in which students can prepare to join the job market.

In addition to the housing and educational support, there is an open café for all students of EEB that is run by a service coordinator and a group of volunteers. At the café, students are encouraged to socialize: exchange cultures, have conversations in German, and take part in various programs, including

theatre, music, handcrafts, painting, and many more. Local volunteers are also encouraged to join in the programs at the café, as they are more likely to remain in close contact with the present refugees. Activities to encourage integration of refugees include, local soccer tournaments, international breakfast mornings for women at Town Hall, and cultural events held in October this year at the Reformed church with much of the church community.



## Meeting days for families of different cultures

The Evangelical Reformed Church (ErK) is characterized by a tradition of flight and expulsion. The idea of being forced to leave home and live as a stranger are deep-rooted experiences that shape the view of today's issue of flight and migration. In Germany, people from diverse nations and cultural backgrounds have been living together for many decades, however they choose to live in their respective groups of origin, causing uncertainty, fear of the unknown, and prejudices. Fear creates more division, more "otherness," more disunity. In order to overcome this situation, the "Diakonische Werk" of the Evangelical Reformed Church aims to open up different groups of people to one another.

The current focus is on families. Experience has shown that it is difficult for families to attend weekly, or monthly meetings. The challenges of everyday life costs time and energy, especially when children are involved. In this regard, a few days outside of everyday routine coupled with fun and relaxation is ideal: Thus, the idea of families from different cultural backgrounds getting together for a few days was born. In the summer of 2017 and again on Easter 2018, a group of families set off on a journey to the East Frisian isle of Borkum. There were nine families, all from different cultural backgrounds (Afghanistan, Albania, Syria, Eritrea, Iran, Iraq, Macedonia, the Netherlands, and Germany), 17 adults and 27 children and young adults, some with personal disabilities, others with a more diverse cultural imprint, refugees and natives, Muslims, Hindus, Christian; more diversity in a single group was hardly possible. Attractions included many activities on the beach, such as sunbathing, building

sand castles, climbing and rolling down sand dunes, playing beach volleyball, treasure hunting, and so much more. The highlight of the trip was sharing meals, cooking a wide variety of courses – courses of culturally diverse meals. Much of the trip was not planned before, however, participants had brought their own ideas to interact and be with one another. Participation in the activities were all voluntary, but the group enjoyed spending their time together and each activity was attended by all families. "It was great that we were together all day long, it was all so much fun!" summarized one of the participants.

Such events allowed for people from diverse cultural backgrounds to come together and participate, side by side, in engaging and fun activities as they got to know each other. Through these opportunities to learn and experience other traditions, the fear of the unknown stranger shrinks among all those who participate. Instead, respect and community starts to grow. At the beginning there were nine individual families, by the end of the trip, there was a single group.



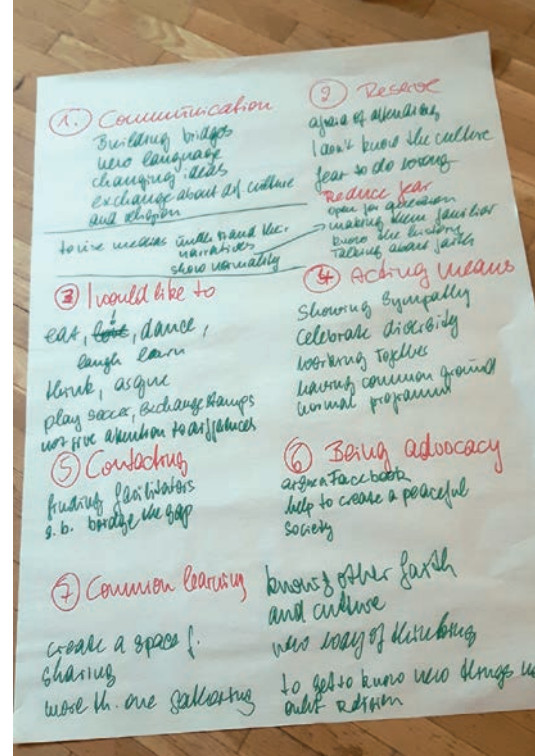
# Best practices in Germany II

## What Christians believe

Since 2016, Philippus-Akademie and the Muslim Education Institution (IRFAN) have been partners in the work for integration and interreligious communication. An agreement was made to work together for the development of civil society as a colorful and different, but deeply common, project. The partners have agreed, in common declaration, to support the work of the partner in education. In terms of this agreement, a group of volunteers made of members of IRFAN and refugees from Afghanistan and Iraq, visited the Protestant Hauptkirche in Rheydt to learn more about Christian spirituality and the way in which Christians live out their faith.



The Hauptkirche was built in 1902 and is one of the most important church buildings in the Rhineland, Germany. The group enjoyed the colorful rooms in the Hauptkirche and had a discussion with



Stephan Dedring, the local pastor, on the meaning of pictures in the Muslim and Christian tradition. For example, the different uses of pictures within the Lutheran and Reformed tradition and its reasons were discussed, even in the light of the ban of using pictures in Islam. It became clear that there is a need to deepen discussions on the similarities and differences between the two religions. Participants agreed on a future meeting in the newly constructed mosque of IRFAN to discover “What Christians believe.” At the end of the meeting, Christian musician, Udo Witt, invited the participants to hear a short introduction to the role of music in Christian worship and prayer. He played some pieces from J.S. Bach and gave young people from IRFAN the chance to play the historic Sauer Orgue. After the meeting, there was a chance for the volunteers to express personal thoughts and experiences.

## Being society together

In 2017, Philippus-Akademie and the Muslim Education Institution (IRFAN) invited, with several partners including the Fachhochschule Niederrhein, University of Applied Sciences, refugees and volunteers to a day of studies. The theme of the day was “Being Society Together.” This invitation was a result of a joint declaration to “work together in building a society.” Different partners supported the meeting of at least 100 Christian and Muslim volunteers, professionals and refugees, including even those who are not church-related. Together, the plenary were introduced to “Strangeness – Alienation – Friendship,” by Dipl. pol. Martina Wasserloos-Strunk. She led a keynote on “Being a stranger,” about the structures, influences, and challenges of migration in the Post-Modern age.

The plenary was broken into seven discussion groups of topics, including integration, the work and needs of volunteers, practical approaches, for example, on the question of integration in the German education system. It was realized that there is a great need to offer language courses, not only for those who were only just arriving, but also for those (especially women) who have been living in Germany for many years. Other topics included issues regarding interreligious dialogue and the



challenges of living in Germany as a minority. Refugees were asked to share their experiences and their needs in order to successfully integrate to the new civil society. Volunteers also shared of their need for more information regarding the rights of asylum seekers and how administration is dealt with. Besides discussion, it was also important to hear the stories, experiences, and needs of refugees and volunteers working with them. One leading idea of the meeting was to work with migrants, refugees, professionals and volunteers on the same eye level. In such regards, migrants were asked to lead discussion groups or to work as translators.

Another discussion was led by Dr. Sabine Krönchen on intercultural dialogue, during which the plenary heard reports from the groups on the possible reasons of flight and migration, and the challenges for migrants, volunteers and public institutions in Germany. At the end of the day, it was very inspiring to give refugees a space for their personal stories.

Following the theme of the conference, “Being Society Together,” IRFAN organized the logistics of the conference, and the moderation was divided between Martina Wasserloos-Strunk from Philippus-Akademie and Pakize Temiz and Ali Kalayci from IRFAN.



# Best practices in Italy

## Rifugiato a casa mia

Rifugiato a casa mia is a project that began in 2015 by Caritas Italiana. The project welcomes Christian and civic community experiences through human touches and social encounters, and encourages social and cultural education on migration issues. The aim of the project is to provide refugees with the opportunities to be welcomed by local families and encourage them to get involved during their first six months out of transit camps. The project is also a way to advocate welcoming values among Christian communities.

Caritas diocesana di Adria-Rovigo has been working in the promotion of a welcoming experience in collaboration with one parish in Adria, Parrocchia di Adria-Carbonara and Associazione Effatà.



Adam, a young man from Gambia, after being released from a transit camp, lived in the parish house for six months during which he met with the local Christian community, gradually taking part in processes of inclusion and formation. The community helped him with housing, language, hospital access and medical care, and so on. At the end of the program, the local Christian community and parish decide to offer Adam a more stable housing solution and are helping him build concrete and positive steps to continue living in this area.

Caritas diocesana di Adria-Rovigo promoted the first steps, coordinated the work during the six month period, and operated mediations when necessary between camp officials and parishes, and even among community volunteers. The experience was observed closely, following community movements, identifying possible resources, and taking note of positive actions during the processes of community building.

Other than this project, local Caritas and other close associations serve as network actors in promoting new and local forms of welcoming refugees within the state-camp policy. This is done by offering families or priests who have decided to temporarily host a refugee in their homes or parishes, concrete help for the best inclusive processes.



## I Have a Dream

I Have a Dream is a joint project of Associazione Sant'Andrea Apostolo della Carità and Caritas diocesana di Adria-Rovigo that began three years ago in Rovigo, Italy. The aim of the project is to create opportunities for refugees to meet with and get involved in local networks as volunteers. This project serves as the first concrete steps for refugees working as volunteers, and will be relocated under the services of Centro di Servizio per il Volontariato (CSV) the local volunteer organization in Rovigo.

In association with CSV in Rovigo, the project works with refugees living in nearby camps and local volunteering organizations operating in different areas including, defending animal rights, promoting wellness and inclusion for people with disabilities, and providing assistance for poor people. Participating refugees may volunteer to shop for groceries for the elderly, support a local cat shelter, get involved in sports or musical activities with people with disabilities, and help the local Caritas move furniture for donation, and so on. Coordinating the networks, Associazione Sant'Andrea Apostolo della Carità and Caritas diocesana di Adria-Rovigo invite refugees to participate as volunteers in the



activities of the local organizations in order for them to experience social and cultural contexts, learn languages, and form new skills. By participating in such events, refugees may ultimately promote processes of inclusion and community building. As volunteers, refugees are able to experience local community life from a different perspective, allowing for them to better learn the local, social, economic, and cultural contexts.

# Best practices in Estonia

## Estonian Refugee Council

The Estonian Refugee Council is one of the leading competence centers on forced migration and refugee integration in Estonia. We utilize this competence in different ways: through trainings, sharing and bringing good practices to Estonia, improving the Estonian reception and integration systems through advocacy, and sharing fact-based information to the broader public.

**Education projects** One of the main targets groups of the competence center is schools and kindergartens. We have carried out several projects preparing and supporting teachers working in multicultural classrooms. We have also developed teaching materials which help to discuss forced migration at school. We have carried out numerous trainings in schools across Estonia and piloted a needs-based counselling network.

**Raising awareness** Over the years, one of our main goals has been raising awareness about forced migration and situation of refugees among the Estonian public. This was particularly important during the so-called refugee crisis which started in 2015. We are also often carrying out public events with the aim of bringing refugees living in Estonia and the local populations closer together, often with the use of food as a mediator.

**Advocacy** Since the founding of the Estonian Refugee Council, advocacy has been one of our main activities. In advocating for better reception and integration policies, we have made numerous proposals and suggestions to the relevant ministries as well as the Parliament for implementation. We

have also organized conferences and seminars, and published reports about asylum in Estonia.

Through our membership in the European Council on Refugees and Exiles (ECRE), we are also actively taking part in the European Union level advocacy efforts.

**Trainings** In addition to providing trainings to education workers, we are also regularly improving the capacity of other specialists working with refugees, such as support persons, social workers and youth workers. Relevant institutions can order different training modules from us (such as „Refugee ABC“, support person basic training, humanitarian worker basic training, prevention of violent extremism, etc.), both in Estonian and English.

In order to support refugees' effective integration in the Estonian society, we also organize various group activities for refugees. One example of that is women's club, which supports refugee women's self-reliance and independence.



*A hike in Estonian nature - visiting Pääsküla Bog with our Women's Club.  
Photo: Annela Samuel*

## Johannes Mihkelson Center

Johannes Mihkelson Center was founded on 23 September 1993 by the Estonian Social Democratic Party, the Estonian Social Democratic Youth, and the Estonian Social Democratic Party in Exile (Sweden). The Center works to provide equal opportunities for marginalized segments of society and supports long term-unemployed peoples, rehabilitation of ex-prisoners, and integration of resettled refugees and asylum seekers.

Our Mission is threefold: To promote social justice, balanced and democratic development of society in Estonia and abroad in cooperation with state, NGOs and international partners. To provide more opportunities for marginalized segments of the society, foremost for unemployed, refugees, youth, young women and other minorities. To contribute to the creation of an inclusive society in which learning is valued, understood, wanted and widely available to every individual.

The main fields Johannes Mihkelson Center is involved in are the following:

- Job search, trainings and mentoring for unemployed people
- Trainings for trade unions
- Training for mentors (support persons) for refugees and asylum seekers all over Estonia
- Training for mentors for people with addiction problems
- Coordinating mentoring services and supervision for mentors
- Civic society training in Estonia and abroad



*Photo from our „Lets Meet“ event, where we shared practices from different cultures. This was the braiding workshop led by Damilola ja Jennifer from Nigeria.*

# Best practices in the Czech Republic

## Baltazar Textile Bank



The Baltazar Textile Bank project aims to prevent textile and clothing from going to waste through the expansion of a functional and socially focused network of collection containers. Sorting and recycling centers take into account social aspects, and the Diocesan Charity in Brno cooperates closely with the municipalities of the South Moravian Region, the districts of the City of Brno, the Labor Authorities, and the Department of the Environment and the Social Departments of the City of Brno and the South Moravian Region, and the nonprofit sectors.

### **What problem does the project solve?**

The Baltazar project employs between 20 and 25 people a year (economic migrants and persons

registered at the labor authority long-term with difficult placement in the labor market) based on the experience of collecting textile and waste for up to seven years. During its operation, the Baltazar Textile Bank has collected 2171.8 tons of textile and clothing waste in the last 3 years, using collection containers located throughout the South Moravian Region, and from individual donors, charity collections and the districts in Brno. The project also focuses on addressing the social potential of recycling textile and clothing waste. This textile is a great help and will provide support to people in need. The Baltazar Textile Bank is the only one of its kind in the whole South Moravian Region where it collects clothing in tons and provides for the people in need in cooperation with local labor authorities, social departments, and several nonprofits. This is where people receive vouchers which enable them to come and receive free clothing.

In 2015, people in need were distributed 67 tons of clothing; 88 tons in 2016 and 91 tons in 2017.

Another social aspect lies in the employment of economic migrants (from Ukraine, Russia, Armenia, Albania, Syria) and those who have been registered at the labor authority long-term with difficult employment prospects, mothers after maternity leave, released prisoners, mentally disabled persons and people who have been unemployed for more than 12 months. These people work here, transporting and sorting the clothing.

The Baltazar Textile Bank is a non-profit center, although it sells some of the clothing from the social second-hand charity shops, where the profit covers the costs associated with the operation of the shops and the collection and sorting center. The remaining unusable textile is subsequently recycled through the partner company F.C.C. s.r.o. Austria.

#### **What are the causes of the problem?**

Based on an analysis of internal data of the Diocesan Charity in Brno, prepared in cooperation with Prof. Dr. Jiří Hřebíček of Masaryk University (see Project Analysis), there is an increase in the amount of textile and clothing waste with a high potential for reuse. In 2014, the Diocesan Charity in Brno collected 412 tons of textile and clothing waste, while 561.8 tons in 2015, 792 tons in 2016, and 818 tons in 2017.

The Diocesan Charity Brno is the only organization of its kind which, through the Baltazar Center Textile Bank, collects textile and clothing waste in large amounts and returns it to use via social schemes or by recycling it. Baltazar Textile Bank has 170 collecting containers located throughout the South Moravian Region. Thanks to the awareness of Baltazar Textile Bank, citizens are informed about the possibility of donating textile and clothing waste and the placement of individual collection containers, which is often new information for citizens mainly in peripheral parts of the South Moravian Region. Even so, awareness and positive motivation are still insufficient although they are essential in preventing textile waste.

#### **What makes the project innovative?**

The innovative aspect of the project is in the uniqueness of the link between waste management and the social sphere. Employment of economic

migrants and persons registered at the Labor Authority long-term with difficult employment prospects in the labor market. Using waste textiles and clothing collection by issuing vouchers to people in need who subsequently receive selected textiles and clothing free of charge.

Thanks to the Baltazar Textile Bank social enterprise charity shops, where the price is up to CZK 50 per item and is not for profit, it covers the costs associated with the collection, sorting and transport of textile waste. Awareness and motivation of the public to sort waste, to consider the value of discarded waste or the possibility of its reuse, has much greater potential and power of addressing thanks to the social added value of the project.

Thanks to the network of Charity structures within the Czech Republic, it is possible to spread the project to other regions as well as an example of good practice.



# Assistance under the State Integration Program and the role of the Brno Diocesan Charity in integration of foreigners

The State Integration Program (SIP) has legal support in Sections 68 to 70 of Act No. 325/1999 Coll. on Asylum. It is a program aimed at helping people with granted international protection („beneficiaries“) to integrate into society.

The aim of the program is to facilitate the process of integration of persons under international protection (in the form of asylum or supplementary protection) in the Czech Republic, particularly by teaching the Czech language, entry into the labor market, housing, education and retraining. The integration process takes place in two stages, namely by staying in integration asylum centers of the Ministry of the Interior, and then by settling in the municipalities of the Czech Republic. Such holders of international protection can use integration services at all times.

## **Provision of integration services**

From 2016, integration services are provided by the so-called general provider. In 2016, the Charity of the Czech Republic, which operates throughout the territory of the Czech Republic, became this provider. The task of the Charity of the Czech Republic as a general provider is to coordinate and provide integration services to the beneficiaries through a network of charity counselling centers for foreigners in individual regions, and in cooperation with other bodies, particularly ministries, municipalities, NGOs, churches, volunteers, employers, etc.

*What does the participation in the State Integration Program offer to the holders of international protection and what services can they use?*

## **1. Housing in the Integration Asylum Centre**

After being granted international protection, a Beneficiary has the chance to make use of housing in the Integration Asylum Center (hereinafter referred to as „IAS“), where he/she can stay for up to 12 months. There are housing units available where the tenant pays rent and service charges. Currently there are four centers, located in Jaroměř - Josefov, Ústí nad Labem - Předlice, and Brno - Židenice and Havířov. These centers are run by Správa uprchlických zařízení (Refugee Facilities Management, hereinafter referred to as SUZ). These centers provide social workers who are available to the residents and help in their initial adaptation to life in the Czech Republic.

After being granted international protection, a foreigner does not have to make use of this offer and may live outside of the IAS. This situation occurs mostly in cases of family reunification, when the foreigner resided in private accommodation as an asylum seeker with the rest of the family.

## **2. Courses of Czech language and social and cultural orientation**

A Beneficiary has the possibility to complete a course of Czech language in 400 lessons. This activity is provided by the Ministry of Education. The lessons take place in groups or individually. The

course lasts 6-12 months, takes place in the IAS or in foreigners' homes and ends with an exam and a certificate of completion. The Beneficiary also has the opportunity to attend socio-cultural courses in order to become better oriented in an environment that is often different from his/her original culture. These courses focus on the culture and history of the Czech Republic.

### **3. Assistance after moving to the place of permanent residence**

After moving to a place of permanent residence, holders of international protection may use the assistance services of a network of counsellors from the Charity of the Czech Republic or other nonprofit organizations. The total length of SIP support is set to 6-12 months.

#### **The role of the Diocesan Charity in Brno in the State Integration Program**

The Diocesan Charity in Brno, namely the Services for Foreigners within the Celsuz Center, located at 9, Tř. Kpt. Jaroše, provides assistance to individuals and families who decide to settle in the South Moravian Region. Cooperation can begin either during their stay in the IAS or after moving to Brno or another municipality in South Moravia.

Social workers of the Diocesan Charity in Brno, in cooperation with families or individuals, will prepare an individual integration plan („IP“) on the basis of which the integration process will take place. This is a basic document that describes integration goals and specific steps of the integration process in key areas. The IP is drafted during the person's stay at the Integration Asylum Centre, in cooperation with the Centre staff. If the Beneficiary does not stay

in the IAS, the IP will be produced in cooperation with the Beneficiary as soon as possible after the granting of international protection. IP will be updated as required during the integration process of the Beneficiary in the municipality.

#### **What services can the Diocesan Charity in Brno offer to beneficiaries under international protection within SIP?**

- Searching for permanent housing (preferably using a financial contribution to pay rent within SIP)
- Possibility of covering entrance costs: deposit, payment of the first or second rent
- Furnishing the apartment with necessary basic furniture and other equipment
- Interpreting and assistance at authorities and institutions which foreigners have to go to (eg. visits to the labor authority, doctors, schools, etc.)
- Legal and social counselling (orientation in legislation, labor market, social sector, education system, etc.)
- Job search assistance making use of vacancies
- Assistance in securing retraining, in the recognition of foreign education
- Assistance in integrating into the education system – registering children in nurseries, primary and secondary schools
- Social assistance (registration with the Labor Authority of the Czech Republic, submission of applications for benefits in case of material need and state social support)
- Healthcare assistance (assistance in health insurance registration, general practitioners and dentists)

# Best practices in Hungary

## Kalunba Social Services Ltd.

Kalunba Social Services Ltd. was founded in 2014, reaching out to refugees in Budapest and providing them with the necessary tools to fully integrate into Hungarian society. Kalunba takes a comprehensive approach to integration work among refugees and seeks to accompany its beneficiaries through their first years in Hungary in a multitude of ways. With the conviction that services are people-centered and tailored to meet each individual's needs, Kalunba works alongside professional staff and young volunteers from Hungary, and all over the world, to provide three main areas of service: housing, education, and employment. All of services are done within the wider goal of assisting in the creation of

a supportive, loving, and compassionate community from which beneficiaries may gain vital networks and assistance, for both practical and psychosocial needs.

Kalunba provides housing services for refugees, either through the direct provision of apartments or through rent subsidies. The housing project allows for families and individuals who arrive in Budapest to have housing that, not only provides shelter, but also is a safe place to gather and make their own. During the next year, beneficiaries are encouraged to take part in all of the services offered by Kalunba, so that the following year, they are able to stand on their own.

Kalunba strives to prevent social and educational exclusion by encouraging the participation of local schools in aiding the integration of young students and providing psycho-social support for refugees entering institutions and/or training programs. Social workers meet with beneficiaries, including the children, working with them individually to



foto: Vargosz (reformatus.hu)



develop a personalized study program. Throughout the year, the children are paired with mentors and volunteers to do homework, study languages, and learn to socialize. Kalunba also offers free Hungarian lessons, licensed by the National Adult Education Agency, and tutoring in other school subjects. Adult learners are encouraged to take part in such courses to help them to receive an eighth-grade degree in Hungary. This degree enables them to take driving courses and enroll in vocational training programs.

In regards to employment, Kalunba works to directly integrate refugees into the labor market, partnering with the Budapest Public Transportation Agency, local businesses, hotels, and multinational businesses like IKEA. Since 2010, Kalunba has been able to hire refugees as social advisors and translators. Having staff members who have experienced similar transitions allows beneficiaries to be more open to interacting with other staff members, as well as volunteers, and facilitates the development of community life.

Kalunba Social Services Ltd. serves as the implementing partner to the Diaconal Office of the Reformed Church in Hungary (RCH). In partnership with Kalunba, the RCH Refugee Integration Unit strives to provide assistance, comfort, and fellowship to anyone in need, regardless of nationality, race, religion or social position, and to assist Hungarian society to welcoming strangers and accepting newcomers as brothers and sisters.



## Hungarian Reformed Church Aid

The Hungarian Reformed Church Aid (HRCA) was founded by the Hungarian Reformed Church in 2006, and today, it serves as the fourth largest Hungarian aid organization. The HRCA is a member of the Charity Council, a council of various aid organizations owned by the Ministry of Human Resources and funded by the government, doing work with refugees. Thanks to this membership, the HRCA plays an important role in helping refugees in Hungary to provide the necessary aid to people who reside in temporary containment camps.



The HRCA started to work with refugees when the Reception Center of the Office of Immigration and Nationality in Debrecen close, leaving approximately 2000 refugees without a place to go. The HRCA provided general and gynecological medical care, as well as social aid, organizing creative programs for the children. In 2015, the HRCA also provided humanitarian aid as inhumane conditions prevailed at Keleti Railway Station in Budapest, Hungary. HRCA employees and volunteers took the common responsibility to alleviate the needs of the people regardless of gender, religion, or nationality, distributing drinking water, toiletry kits, and food.

With the permission of the Hungarian government, the HRCA provides a variety of services, including medical assistance, social work, and spiritual support.

Today, the HRCA is involved in providing humanitarian assistance, water, food, blankets, mattresses, hygiene kits, and clothes through a series of regular visits by HRCA employees to transit zones in Rösztke and Tompa, and the refugee camp in Nyírbátor. With their resources, the HRCA has carried out infrastructural developments as well, including the purchase of a car to transport donations, as well as a field kitchen and ten, small tents to serve as places to hold workshops, religious activities, and the distribution of food. The HRCA has also expanded a local library and filled it with books in English, Urdu, Pashtu, and Arabic.

Besides humanitarian aid, the HRCA contributes to the social needs of the people, such as arranging food preferences, organizing sporting events, holding workshops, and providing spiritual support for those who seek it. The HRCA regularly organizes creative programs for the children, taking the time to interact with the children. HRCA volunteers visit the transit zones and camps with a pastor once a week. The pastors provide psycho-social support and religious services, regardless of religious differences. The HRCA also runs a disaster-pastoring group to offer professional pastoral care for families and

individuals arriving at receiving camps. Although limited, the work of the HRCA provides the support, healing, and love many people need in the transit zones.

The volunteers of the HRCA are restricted in communication, such as the sharing of pictures on the conditions within the transit zones. Nevertheless, the HRCA works to create awareness in order to diminish prejudices reflecting on general stereotypes. In private, and in public, the HRCA continues to defend its position as a presence of hope, strength, and solidarity in the transit zones.



## Summary and Outlook

The subject is immense... It offers a bird's-eye view of a terrain that is huge, varied and contested and makes an attempt to view the current debate on the globalization of culture.

Peter Burke's introduction describes, very well, the experiences of the Train the Unknown Trainer (TUT) project team – only that the terrain addressed in the project topic was more than big, it was unknown huge.

Our first question was simple: Identify the Europeans who had volunteered to support, take care of, and accompany the people, coming in vast numbers, in search of refuge in 2015. The TUT project group began by exploring the terrain of participating partner countries for their volunteers. Partner organizations left their offices and visited the places where volunteers and refugees come together. The goal of this task was to get to know who the volunteers are, what kind of work they are participating in, what their motivations are, what their competences are, and finally, what their needs are.

We were surprised at the answers written in the questionnaires which had been distributed to a wide variety of groups within participating countries, including Bildungsverein IRFAN in Reydt, Germany, the project network of I Have a Dream in Rovigo, Italy, the transit zone in Tompa, Hungary, the Vao Accommodation Center for Asylum in Vao,

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*Burke, P. Cultural Hybridity, Cambridge (2009), p. 11.*

Estoina, the Baltazar Textile Bank in Brno, Czech Republic), the project group for language courses in Moormerland, Germany, and many others.

What we first noticed was that the group of volunteers seemed to be more diverse than the group of refugees who were divided by nationality, gender, marital status, education, and religion. Through this project, partners were able to observe how fast stereotypes developed in all participating countries. The more we visited partner organizations, the more we learned. Volunteers shared their personal stories of how their encounters with refugees had shaped their perspectives. They also shared their individual needs, and those of the refugees. Many questions included finding information regarding adequate and realistic ways in which to support and take care of refugees, as well as themselves. This project showed that volunteers were already experts of their own individual experiences.

The target of the present project was to create a set of recommendations of trainings for volunteers working with refugees. Throughout the course of the project, partners of the project learned a lot about refugees with the feedback of the volunteers working with them. This learning process through the work of the volunteers was the most important in also understanding the needs of the volunteers, a very different approach to many of the project partners.

Today, it is quite easy to find information on almost anything. Depending on the question, we can find hundreds of answers on the internet. A bird's eye view on a given question is found on various webpages. However, does this "view" help during an intercultural encounter, where we are face-to-face with individuals who may not always follow a known stereotype?

The "Train the Unknown Trainer" project taught us to concentrate on the individual during an intercultural encounter. Every training, every lesson begins with listening to the people, exploring the situation, and investigating the environment. The training for volunteers who work with refugees must overcome the bird's eye view and generalization during intercultural communication.

During a meeting, a volunteer shared, "A refugee I work with told me his story, and I learned how to understand him and how to understand myself, but more importantly, I learned that there is still a lot I need to learn about life, the world, and about myself."

"Train the Unknown Trainer" showed me what is important to the unknown trainers: Not the generalization of topics, but instead, learning how to be open and to make space for individual learning.

Michael Albe  
*Project Coordinator*

## Recommendations for the support and training of volunteers, who are engaged in the work with refugees

The migration crisis has affected every European country differently. Each country's reaction was shaped by their current economic situation and their past, resulting in diverse reactions: From lack of sentiment to passivity to ad hoc welcoming.

That is why it is even more important to have information on the situation within different countries in order to make proper preparation and provide efficient help to those in need. The issue of migration should not be considered a current problem, but rather one that has always been a part of history.

We as members of the TUT project were inspired by the suggestions for further action issued in the final report of the World Communion of Reformed Churches- Europe Task Force on Migration and Refugees:

1. "To improve Christian-Muslim relations by increasing cooperation and dialogue with the Middle East partners of the WCRC, and also learning from the experiences of other WCRC European partners in their cooperation with Muslims. This can entail formal dialogues between Reformed ministers and Muslim imams, local partnerships around shared action in civil society.

2. To continue discussions on integration, and encourage focus on integration and inclusion of migrants in European communities, attending especially to the dynamics of cultural and religious differences.

3. To react to the increasing xenophobia within our communities through dialogue and discussion of political messages, with special focus on "Christian

identity in secular Europe", and finding space to confront right wing parties and populist ideologies even within our churches, all taking into account the current political climate within Europe."

(„When God recommends guests and sojourners to them ...“ The Church's Mission and Work in the Context of Migration. A Reflection on Scripture, Theology, and Practice. By World Communion of Reformed Churches (WCRC) Europe Task Force on Migration and Refugees, Budapest 13.04.2018. Downloaded on 17.10. 2018, Source: [https://www.reformatus.hu/data/attachments/2018/04/.20/Migration\\_TF\\_Scripture\\_Theology\\_and\\_Practice\\_Report.pdf](https://www.reformatus.hu/data/attachments/2018/04/.20/Migration_TF_Scripture_Theology_and_Practice_Report.pdf))

The recommendations of the project partners for the education and training of volunteers in the above mentioned context are:

### Theological reflection

#### **We recommend local communities to:**

- Strengthen the religious knowledge and cultural understanding of volunteers by offering lectures and trainings on interreligious topics and questions.
- Create and encourage informal learning events and activities to share different ideas, perspectives, religions and cultures in a relaxed atmosphere.

#### **We recommend International Non-Governmental Organizations (INGOs):**

- Provide clear statements on the importance and restrictions of religions and worldviews in the perspective of human rights and human dignity.

### Public work

#### **We recommend International Non-Governmental Organizations (INGOs) to:**

- Be more vocal about the refugee crisis, showing unified support and leading by example.

- Use their resources in order to conduct credible investigations and studies, providing accurate information and data on the situation of refugees.

**We recommend local communities to:**

- Be more conscious of the media.
- Seek support and partnerships to provide learning through public work.
- Facilitate discussions for volunteers to exchange their experiences and express their needs.

### Access to training

**We recommend local communities to:**

- Create a volunteer network for sharing ideas, trainings and feedback (e.g. online presence).
- Coordinate and support voluntary work.
- Create and offer trainings for volunteers. These will include detailed knowledge about the legal situations and local possibilities, as well as knowledge about the cultural and religious background.
- Train the volunteers about the code of conduct and values in the society.

We recommend International Non-Governmental Organizations (INGOs) to:

- Create a program where knowledgeable tutors can visit local communities, evaluate the situation and offer feedback.
- Encourage local representatives to exchange best practices with other organizations.
- Provide resources for sub-organizations when creating guides to train volunteers.
- Share information on a regular basis on possibilities for funding the work of sub-organizations.

### Information

**We recommend International Non-Governmental Organizations (INGOs) to:**

- Create the possibility and the framework for members to share information regarding their situation on the refugee crisis (country reports).
- Provide a platform (in-person and online) to summarize and share reflections that contributes to an impartial sharing of information amongst members. This will facilitate the networking and stronger cooperation.

### Methods

**We recommend International Non-Governmental Organizations (INGOs) to:**

- Share knowledge and experiences with European partners. This encourages the sensibility for the European idea of unity in diversity.
- Promote intercultural participation in voluntary EU-programs (e.g. ERF and AMIF).
- Foster awareness for the diverse programs for volunteers in Europe.

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#### Literaturverzeichnis

„When God recommends guests and sojourners to them ...“  
*The Church's Mission and Work in the Context of Migration A Reflection on Scripture, Theology, and Practice. By the World Communion of Reformed Churches (WCRC) Europe Task Force on Migration and Refugees, Budapest 13.04.2018. Downloaded on 17.10. 2018.*

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