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GDANSK

IMMIGRANT INTEGRATION MODEL

Gdansk | June 2016

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Gdansk has always been a welcoming multicultural city. It has been a destination for immigrants and a home to people from all around the world who chose it as a place to pursue their dreams and aspirations. Gdansk is a proof that cities need migrants to develop.

Migration has now become a global challenge — one that needs to be addressed by all cities, including Gdansk. The new residents of Gdansk find the locals to be friendly, kind and helpful. There are no ethnic or religious conflicts in Gdansk, and the number of immigrants, although on the rise, remains relatively small. This gives us a chance to start a dialogue, develop a mutual understanding, and find solutions.

One of the lessons that we have learnt from our European peers is that building a coherent and inclusive community encompassing different cultures, backgrounds and religions is a process that needs careful management and a variety of solutions.

This is why I have established a task force to develop the Immigrant Integration Model. Now is the best time to address the challenges of migration and use its potential.

We want to give immigrants a chance for a dignified and normal life here. We want to fight exclusion. Many Gdansk natives have also travelled abroad in search for these values. We know that by fighting exclusion and fostering a reasonably hospitable and open environment we will be able to build a community based on the city's traditional values of trust, tolerance, justice, and solidarity.

I am convinced that the solutions developed within the Immigrant Integration Model in the area of education, health, housing, social assistance, employment, culture, local communities, violence, and discrimination will help us act more effectively and create a friendly and safe Gdansk for all, both the municipal institutions and local communities where the residents and immigrants meet.

Paweł Adamowicz
Mayor of Gdansk





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established by Mayor of Gdansk Paweł Adamowicz

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1. INTRODUCTION



Increasing migratory flows are a fact. So far, Poland has hardly faced any problems concerning the integration of immigrants. It is likely, though, that in near future local governments will need to address the challenges connected with the influx of people from different parts of the world who speak different languages, have different values, and possibly worship a different God. In May 2015, Poland's first cross-sectoral interdisciplinary task force was established in Gdansk to develop the Immigrant Integration Model (IIM).

DYNAMIC MIGRATION PROCESSES

Migration is a ubiquitous and beneficial process. Over the last decades, both Poland and Gdansk have seen a relatively dynamic growth in the number of immigrants. On the one hand, increased efforts have been made to attract workforce, and the integration processes across Europe and the opening of the European labour markets have contributed to the movement of people in search of employment from the East to the West. This has led to a growing number of economic migrants, mainly from Ukraine, Belarus, and Asia.

Central and Eastern Europe has also become a transit corridor for migrants from Africa and Asia resulting in a growing number of people coming to Poland from Chechnya, Vietnam, Kazakhstan, Armenia, China or Africa. Although Poland is initially a transit country for most of these people, some of them decide to stay here.

At the same time, there has been a rapid growth in migration, including economic migration, from Southern Europe as a result of the economic crisis (Spain, Italy) or more difficult social and economic conditions (Romania, Bulgaria).

Another noteworthy fact is the rise of education-related immigration. As seen in recent years, Gdansk is becoming more and more popular with international students. More than 2,000 foreigners are currently studying in Gdansk, mainly at the Gdansk Medical University.

Last but not least, the repatriation of Polish citizens from the former Soviet Union, mainly from Kazakhstan, Uzbekistan, Ukraine and Belarus, is still ongoing, although not at such a large scale as when it was initiated in the 1990s. According to official data, there are nearly 5,000 immigrants

with a residence card living in Gdansk, as well as more than 3,000 foreigners with a registered address in Gdansk. These statistics do not include migrants residing in Gdansk who are applying for a residence card or those with a visa (including a large group of immigrants from Ukraine), European Union citizens or people living in Gdansk without any kind of registration. The total number of immigrants in Gdansk can be estimated at some 15,000 and growing.

IMMIGRANTS’ POTENTIAL AND THE CITY’S OBLIGATIONS

There are many good reasons to manage migration and create the right conditions to fully use the potential of the educated, active and entrepreneurial people that most immigrants are. In times of demographic and economic challenges, they will contribute (and already are contributing) to the development of Gdansk and help strengthen the city’s multinational and metropolitan character. The advancement of this process in cities involves challenges and obligations for local communities as well as public, private and social agencies. There is a need for discussion on how to best support the incorporation of immigrants into our community and foster a peaceful and mutually beneficial integration while managing the risks associated with social segregation and ethnic or religious conflicts. The complexity of the needs and problems connected with migratory flows requires concerted efforts in various areas of policy-making and social services, including education, health-care, social security, public security, labour market, housing, culture, and sports.

Aware of these needs and committed to addressing them and getting them fulfilled, the authorities of Gdansk, together with non-governmental organisations, public institutions, private entities and the immigrant community, decided to develop and implement the IIM in Gdansk. The process was carried out with the greatest possible involvement of all potential stakeholders, while building on the existing cooperation among Gdansk-based non-governmental organisations, the academic community, and the general public in the field of migration and integration. The aim of the model is to strengthen the coordination and collaboration between different stakeholders, and to improve the quality of services dedicated to the immigrants.

**CROSS-SECTORAL AND INTERDISCIPLINARY TASK FORCE
ON THE IMMIGRANT INTEGRATION MODEL**

In May 2015, Mayor of Gdansk Paweł Adamowicz established Poland’s first cross-sectoral and interdisciplinary task force on the immigrant integration model to address this need. The team’s task was to assess the available resources and capabilities to support the immigrants in Gdansk, and to identify the key needs and problems. Nearly 80 people representing 40 different institutions and organisations volunteered to work on comprehensive solutions to support the immigrants. As the work progressed, new members joined the team, and ultimately the model was developed as a joint effort of more than 150 people representing 70 different public institutions and non-governmental organisations. The project involved regular participation of a group of new residents of Gdansk made up by over 20 immigrants from different countries.

The task force on the immigrant integration model worked from May 2015 to March 2016. Monthly meetings of the thematic groups and the entire team of 150 participants were held in the friendly venue of the European Solidarity Centre.

A total of eight thematic groups were created, each led by a team leader and responsible for conceptual work in the following areas: Education, Culture, Housing, Social Assistance, Employment, Violence, Local Community, and Health. The group leaders represented different communities, organisations and institutions: Nina Markiewicz-Sobieraj, Primary School No. 16 in Gdansk, Katarzyna Stankiewicz, University of Gdansk (Education); Patrycja Medowska, European Solidarity Centre in Gdansk (Culture); Tomasz Nowicki, Immigrant Support Centre in Gdansk (Housing); Paulina Dziekan, Municipal Family Support Centre in Gdansk (Social Assistance); Anna Dukowska, District Employment Office in Gdansk (Employment); Karol Lilianna Lopez, Immigrant Support Centre in Gdansk (Violence/Discrimination); Przemysław Kluz, Gdansk Foundation for Social Innovation (GFIS) (Local Communities); Dorota Stępień-Tłuchowska, Gdansk City Hall, Social Development Department (Health).

All thematic groups received support from national experts shared their knowledge and insights.

A steering group made up of all team leaders, migrants and other key stakeholders was also established. The work was led by Piotr Olech,

Social Development Department, Gdansk City Hall (Chairman); Marta Siciarek, Immigrant Support Centre in Gdansk (Deputy Chairman); Wiesława Wiktorska, Municipal Family Support Centre in Gdansk (Secretary); Anna Gaj-Sokołowska, Gdansk City Hall, Social Development Department (Coordinator), and Anna Strzałkowska, University of Gdansk.

The Gdansk IIM was elaborated using the resources and capabilities of the organisations and institutions involved. The aim was to achieve an interdisciplinary and cross-sectoral synergy by making use of all potential resources, making a diagnosis of the situation and identifying solutions to foster immigrant integration. As our most active partner and a major contributor, the Immigrant Integration Centre in Gdansk provided invaluable support and financed a large part of the activities (including training sessions, expert insights and study visit) with its own project funds.

COMPETENCE ENHANCEMENT

The team participated in a series of training sessions delivered by experts on multiculturalism, Polish immigration policy, European immigration policy standards (inclusive cities), and the legal conditions for granting a residency status to foreigners (training sessions, seminars, workshops). Social workers from the Municipal Family Support Centre underwent training on working with immigrants. Training events organised by the International Organisation for Migration were also held.

Since establishing the task force, Gdansk has also intensified its international collaborative efforts in the field of migration, including with the network of major European cities EUROCITIES. Members of the task force joined a group of the European cities engaged in migration and integration and participated in the Social Affairs Forum meetings in Brussels and Ghent. Gdansk’s participation within EUROCITIES is an opportunity to benefit from the learnings of the more experienced cities, and provides a space for experience sharing.

Gdansk declared its intention to participate in an international mentoring project on migration policies developed by EUROCITIES and its partners from other European cities (the project is financed under the European Commission’s AMIF fund programme). By joining this initiative, we will be able

to learn how to manage immigration and implement the Integrating Cities standards. Gdansk will be mentored by its more experienced European peers. Piotr Kowalczyk, Deputy Mayor of Gdansk responsible for social policy, and 14 members of the task force on the immigrant integration model took part in a study visit to Oslo (5-8 October 2015).

Another study visit focusing primarily on the admission and integration of refugees and asylum-seekers took place in the partner city of Bremen, Germany on 18-19 November 2015, and was attended by four of the city’s representatives.

Parallel to the work on IIM, a project addressed to immigrants at risk of homelessness was conducted. Preliminary meetings were also held to discuss Gdansk’s capabilities and conditions to receive and integrate a group of refugees from Africa and the Middle East.

IIM DEVELOPMENT COSTS

The costs to develop the IIM were primarily associated with the work of a large number of team members. The total time spent on developing the IIM was approximately 9900 working hours (11 meetings x 150 people x 6 hours) of the public officials and social partners involved in the project. The team members did not receive any additional compensation. The funding provided by the City Hall to perform the tasks related to the development of the Immigrant Integration Model and the consultations in 2015/2016 was nearly 21,000 PLN. A significant financial and in-kind contribution to the work on the IIM was provided by the Immigrant Integration Support Centre in the form of compensation to lecturers and training providers as well as specialist support during the study visit to Oslo (AMIF and EEA funds), the European Solidarity Centre which donated space for the team’s working meetings and training sessions and provided expertise, and the University of Gdansk which offered guidance and expert advice.

PUBLIC CONSULTATION

The IMM was open to public consultation from April to June 2016. The first key consultation session was held during the conference “OPEN CITIES. Migration and Development: Success Stories, Opportunities and Challenges” on 7-8 March 2016 at the European Solidarity Centre. It was at-

tended by 397 participants from Gdansk, Tricity and other cities in Poland and abroad. The main components of the IIM were presented and discussed during the conference. Two open meetings for the residents of Gdansk took place during the consultation process on 14 May and 4 June, and included presentations, workshops and discussions. Both meetings were attended by nearly 100 people. A dedicated website (gdansk.pl/migracje) was created to support the consultation process, as well as a video entitled “We’re Gdansk locals” presenting the stories of immigrants living in Gdansk. Piotr Kowalczyk, Deputy Mayor for social policy, NGO activists and migrants took part in an online video chat with residents of Gdansk to discuss the city’s policy on integration and migration. Another consultation was launched online to seek public feedback on the Immigrant Integration Model based on a questionnaire on various websites, mainly gdansk.pl. A very important part of the consultation process was a mentoring visit from the EUROCITIES (a network of major European cities) to support Gdansk’s efforts to become an Integrating City (18 and 19 April). The main focus of the visit was social communication and interactions with the residents and the general public with regard to migration and integration. EUROCITIES chose Barcelona and Ghent as well as UK’s MigrationWork to provide mentoring and pay a visit to Gdansk. The mentors included Ghent’s representative Anja van den Durpel, Barcelona’s representative Ramon Sanahuja, Ceri Hutton of MigrationWork (process facilitator), and Thomas Jezequel from EUROCITIES (migration and integration leader). At the end of the visit, a report was drawn up with 11 recommendations for Gdansk on building the residents’ perception of diversity. A large part of the recommendations was incorporated into the revised IIM after the consultations. On 20-21 April, more than 50 migration and integration experts from peer European cities came to Gdansk for EUROCITIES working group meetings. The IIM consultation was one of the items on the EUROCITIES meeting agenda. Consultation meetings were also held with regional councilors of Civil Platform (PO) (18 April), regional councilors of Law and Justice (PiS) (19 April), the Youth Gdansk City Council (7 April), the Neighbourhood Officers Council (6 April), and Bishop Krzysztof Zadarko, Head of the Polish Episcopal Conference’s Migration Council (1 June). The model was also presented and consulted at the Union of the Baltic Cities conference held on 15-16 March in Rostock, Germany, the conference of the city of Barcelona and the region of Catalonia which took place in Barcelona, Spain on 3 May, and a conference during the World Humanitarian Summit held on 23-24 May in Istanbul, Turkey at the invitation of the Mayor of Istanbul. IIM consultations were also carried out internally within the Gdansk Task Force on the Immigrant Integra-

tion Model and with all entities engaged in the project at a team meeting on 10 May. Additionally, the IIM was consulted during the seminar “Tricity and Integration” which took place on 9 April at Sopot’s multimedia library Sopoteka. The model received recognition from the International Organisation for Migration (IOM) at seminars and conferences as well as a study visit to Switzerland on 13-15 June 2016 which was attended by Piotr Kowalczyk, Deputy Mayor of Gdansk and representatives of local governments and non-governmental organizations from other Polish cities. Recognition and support was also given by the Polish Office of the United Nations High Commissioner for Refugees (UNHCR). An important contribution to the migration and integration efforts and the IIM consultation process was a meeting between Deputy Mayor of Gdansk Piotr Kowalczyk and Archbishop of Gdansk Sławoj Leszek Głódź on 21 June 2016. “I am very happy to acknowledge the engagement of all individuals and communities that have contributed to the Gdansk Immigrant Integration Model which is a secular application of the commandment to love the Lord and your neighbour towards people who, for a variety of reasons, are looking for a new place to live,” the Archbishop of Gdansk Sławoj Leszek Głódź wrote in an official letter.

CONCEPTUAL FRAMEWORK AND ITS IMPLEMENTATION

The original idea behind the IMM was to develop and implement specific solutions for immigrants who are currently living and working in Gdansk as IIM’s primary target group. It was not the team’s role to design a comprehensive immigration policy or strategy for Gdansk. The team members did not discuss any measures to increase or reduce the number of immigrants in Gdansk but focused on the existing members of our community. They are the target of our efforts as we want to ensure that their needs are better addressed and their problems resolved. In addition to these clearly delineated objectives, we recognised the need to develop and implement measures related to the admission and support to new immigrants coming to Gdansk. Consequently, the IIM focuses primarily on the immigrants who are already living in Gdansk, and provides a framework to face the challenges of the projected increase in immigration to Gdansk in near future.

Overall, the document is dedicated to immigrants in general, with only a few tasks addressed to refugees or those applying for a refugee status. Refugees are a small, special group of immigrants who have fled persecution



in their home countries. Immigration is a much broader term. So far, there were eight families with a refugee status in Gdansk. After completing a one-year integration programme, most of these families left to Western European countries due to the lack of integration initiatives and adequate housing support. The refugee status is an international form of protection granted to individuals who are unable or unwilling to use the protection offered by their country of origin as they have a well-founded fear of being persecuted in the country of origin on the grounds of race, religion, nationality, political views or membership in a specific social group.

The Immigrant Integration Model refers to the integration process, and does not cover any aspects relating to the admission of foreigners or legalization of their stay in Poland. The City of Gdansk does not decision-making powers with respect to the admission of immigrants, including refugees. The main policy makers here are the government, the Ministry of Internal Affairs, and the Office for Foreigners. These are the competent authorities for regulating Polish migration policy, and granting financial support and **regulated immigration statuses** to foreigners legalizing their stay in Poland. The Office for Foreigners is the competent authority for the refugee procedure. Coordination of the integration measures is one of the tasks delegated to municipalities by the government. The IIM has been developed within this context.

The IIM demonstrates the main areas and lines for action for a successful and effective integration policy at the local government level in the long term. Each of its operational parts describing the recommended tasks and measures primarily refers to the next two years. Lastly, it should be noted that the team's work on the IIM constitutes to a large extent the implementation of the model. Also, the recommended tasks and measures were undertaken and implemented already at the IIM development stage as an inherent part of the work of many entities and individuals engaged in the immigrant integration process.

The IIM is the executive implementation plan of the Operational Programmes within the Development Strategy Gdansk 2030 plus.

Enjoy your reading!



2. DIAGNOSIS

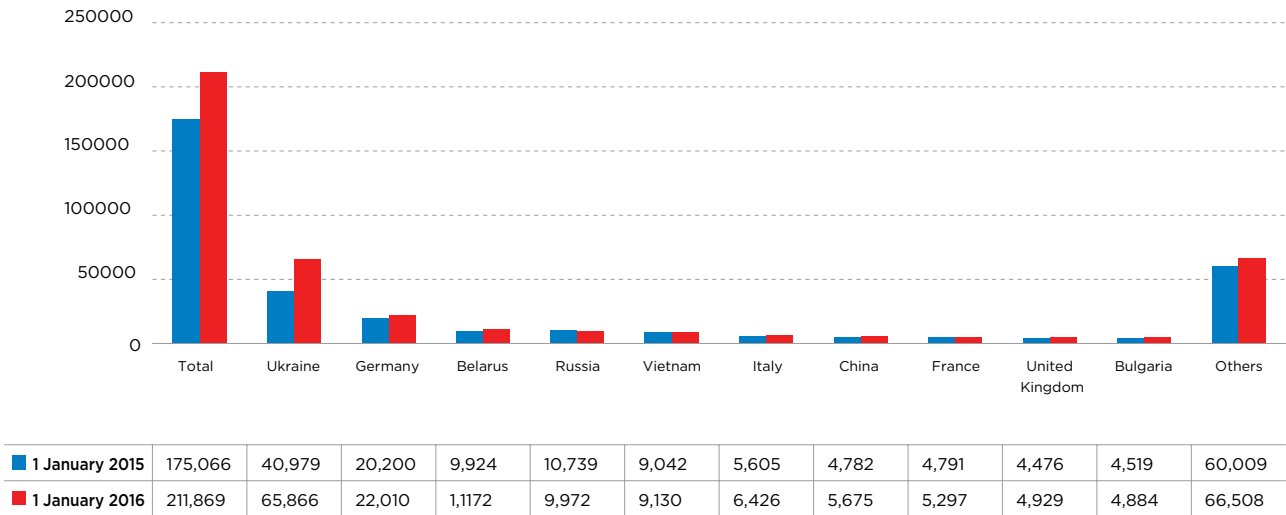


The migration and integration diagnosis can be divided into two parts. The first one provides statistical data from various registers and studies, while the second one focuses on the expertise, experience, needs and problems reported by Gdansk’s immigrant community.

Number of immigrants in Poland

It is very difficult to provide the total number of foreigners in Poland. This is largely due to the different statistics used and the fact that the right of residence in Poland can be granted on different legal bases and by different authorities. Finally, foreigners can receive different statuses. Detailed statistics on the number of foreigners with a document certifying the right of residence in Poland are published by the Office for Foreigners.

Number of foreigners with documents certifying the right of residence in Poland



Source: Office for Foreigners

Over the last year, the number of foreigners with valid documents entitling them to reside in Poland legally increased by 37,000 (from 175,060 to 211,869). Although the largest growth has been seen in the immigration from Ukraine (by 24,887), this figure results primarily from the number of temporary residence permits (+23,128). Also noteworthy is the relatively large increase in the number of valid documents issued to European Union citizens (+11,000). Third-country (non-EU) nationals still prevail (+26,000), though. The top 10 nationalities holding valid residence documents are: Ukraine, Germany, Belarus, Russia, Vietnam, Italy, China, France, United Kingdom, and Bulgaria. Citizens of Ukraine hold nearly one third of all valid residence permits in Poland (65,900). 65% of these documents have been issued in connection with a temporary residence permit, 31% – with a permanent residence permit, and 4% with a long-term EC residence permit. Only 2 of these individuals are refugees, and 35 hold documents certifying that they have been granted subsidiary protection.

37% of all valid documents are residence cards issued in connection with a temporary residence permit, 30% are registration certificates, and 23% are residence cards given to individuals with a permanent residence permit. A total of 3417 foreigners hold residence cards certifying the form of protection granted to them within the territory of Poland, including 1359 individuals with a refugee status, and 2058 with a subsidiary protection status.

When analysing these data, one should remember that third-country nationals reside in Poland primarily on the basis of visas issued at Polish consulates (approximately 1.5 million visas each year). The statistics on visas are published by the Ministry of Foreign Affairs. Valid residence documents are held by individuals who have decided to extend their stay in Poland. Therefore, it should be assumed that the overall number of foreigners residing in Poland significantly exceeds the number reported by the Office for Foreigners (211,000). It should also be noted that the number of applications and foreigners deciding to legalize their stay in Poland has been growing significantly each year. In 2014–2016, governors in Poland issued nearly 160,000 favourable decisions in connection with residence legalization procedures, 54% of which were granted to Ukrainians (86,000).

According to the report published by Eurostat on first residence permits for non-EU citizens granted in the EU in 2014, the UK issued the largest number of permits (568,000). Similarly to last year, Poland ranked second in Europe in terms of the number of permits granted (355,00 permits, including long-stay visas, accounting for approx. 15% of all permits issued in the EU), followed by Germany, France and Italy¹.

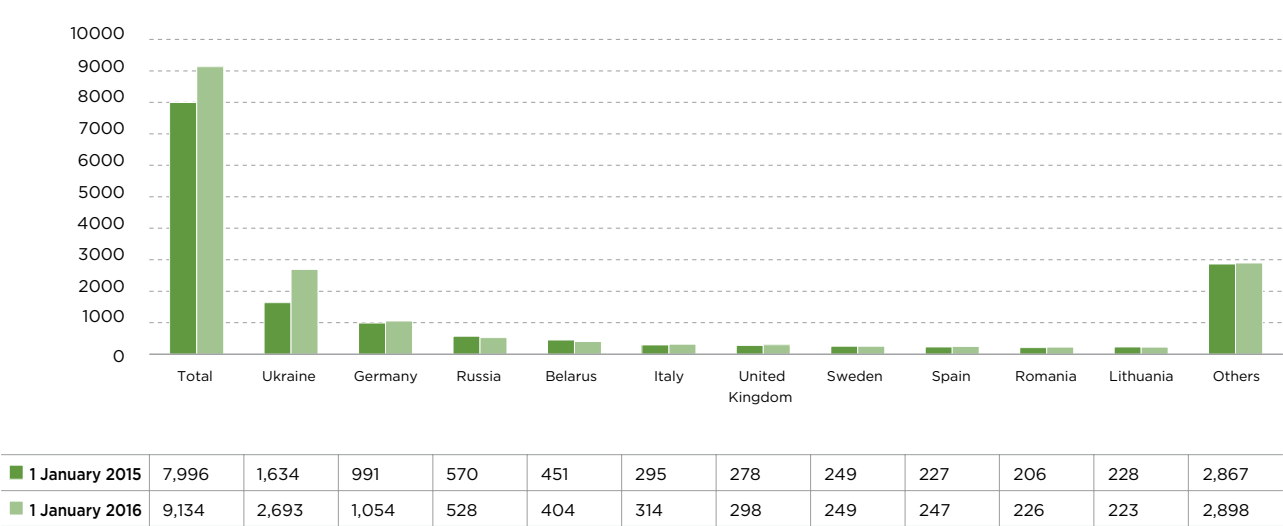


¹ Office for Foreigners, Influx of Foreigners to Poland in 2014–2016 (as at 1 May 2016).

Number of immigrants in Pomorskie Province

Establishing the number of foreigners residing in Pomorskie Province is even more challenging. In addition to the difficulties mentioned above, the only available data are those relating to residence legalization by the Governor of Pomorskie Province. However, these data are limited to permanent residence permits, temporary residence permits, long-term EU residence status, and EU nationals registration, and do not include foreign citizens who were granted international or national protection.

Number of foreigners with documents certifying the right of residence in Poland issued by the Governor of Pomorskie Province



Source: Office for Foreigners

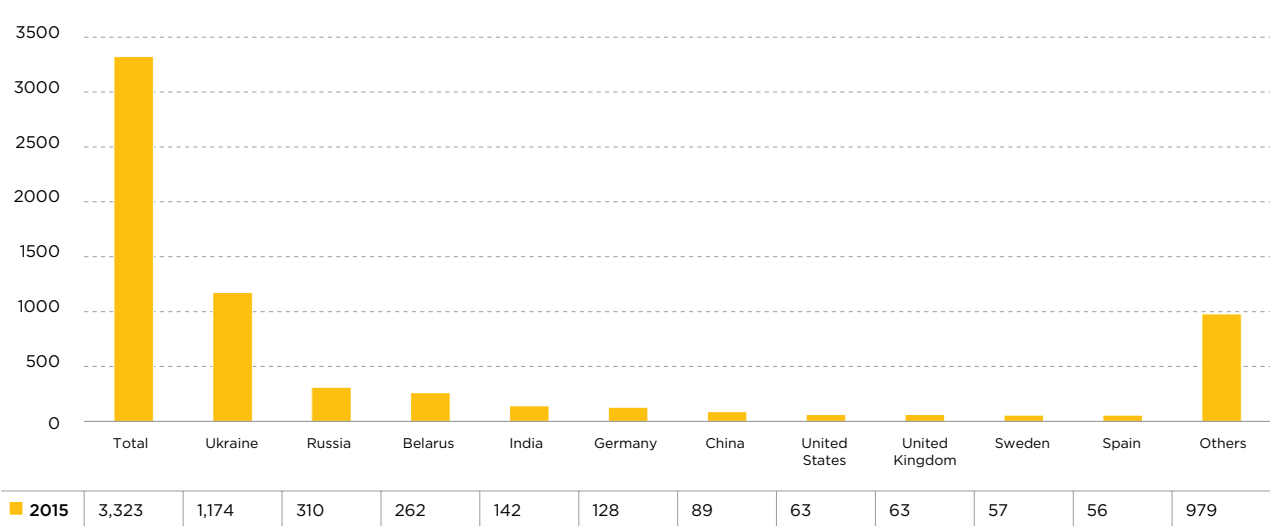
The Office for Foreigners also collects data on the number of foreigners with documents certifying the right of residence in Poland issued by the Governor of Pomorskie Province. These data show that the number of immigrants holding such documents has increased to over 9,000. Out of these 9,000 foreigners, more than 3,000 reside in Poland on the basis of a temporary residence permit, another 3,000 are EU nationals who registered their stay, and nearly 2,000 have a permanent residence permit.

Also, it should be underlined that the number of request for legalization of stay in Poland submitted to the Governor of Pomorskie Province is growing significantly each year. The number of applications has increased from 2305 in 2013 to 3250 in 2014 and 5773 in 2015.

Number of immigrants in Gdansk

The greatest challenge is to provide an accurate number of foreigners living in Gdansk. Experts estimate that there are nearly 5,000 foreign citizens in Gdansk with valid documents certifying their right of residence in Poland issued by the Governor of Pomorskie Province. According to verifiable data of the Gdansk City Hall, there were more than 3,000 foreigners with a registered address in Gdansk in 2015.

Foreigners with a temporary or permanent registered address in Gdansk in 2015



Source: Gdansk City Hall, Department of Civil Affairs

The number of foreigners with a registered address in Gdansk varied from 2320 in 2013 to 2766 in 2014 and 3323 in 2015. Obviously, a large number of foreigners living in Gdansk do not register their address at the City Hall. Also noteworthy is the fact that according to the data of the Gdansk City Hall, more than 11,000 citizens of Gdansk were born outside Poland. Over 2,000 foreigners are currently studying at universities and colleges in Gdansk (based on the data of the Main Statistical Office (GUS)). More than 150 children

of foreign citizens go to school in Gdansk. A few foreign citizens enjoying international protection (refugee status or subsidiary protection) were residing in Gdansk in 2015, together with several dozen individuals who are currently applying for such protection (based on the data of the Municipal Family Support Centre in Gdansk). The District Employment Office in Gdansk provides very interesting data on the demand for foreign workers which indirectly reflect the size of migration in Gdansk.

Number of declarations of intention to hire foreigner workers without a work permit



Source: District Employment Office in Gdansk

According to official data, more than 11,000 declarations of intention to hire a foreign worker were submitted in 2015, which is three times more than in 2014. The District Employment Office in Gdansk estimates that more than 20,000 declarations will be submitted in 2016. In 2015, the number of applications for a work permit submitted in Gdansk increased by 100% compared to 2014, totalling 2757.

In summary, a large group of migrants are staying in Gdansk on the basis of a visa or documents issued by other competent authorities, while many foreigners, particularly EU nationals, do not register their stay at the Gdansk City Hall. Based on the statistics and expertise, the Gdansk Task Force on the Immigrant Integration Model has estimated the number of migrants to be approximately 15,000.

Diagnosis of immigration-related needs and problems in Gdansk

The diagnosis served as a starting point for the Immigrant Integration Model (IIM). The aim of the diagnosis was to determine whether the institutions engaged in the IIM are prepared to receive immigrants and provide them with high quality services, and how the immigrants themselves assess their preparation level.

Each working team received guidelines for a diagnosis in the following four areas:

My institution / Think about your institution. What is the institution’s mission and goals?

Immigrants / Determine if, and how many, immigrants contact your institution. Does the institution communicate with the immigrant community and if so, what is the quality of these interactions?

Immigrants and my institution / Make sure that the activities conducted by the institution are available to immigrants. How does the institution communicate its offering to immigrants? What are the barriers in access to the services provided to immigrants? Do the institution’s employees develop their intercultural competencies? Are the institution’s management and staff members familiar with the Equal Treatment Act? Does the institution incorporate migrant integration strategies into the mainstream of its services and activities? What is the institution’s principal communication challenge: integrating immigrants into its activities or providing services to immigrants? How do immigrants assess the quality of the services provided to them by the institution?

Integration of immigrants into my institution’s activities / It was important to answer the question about the existing/potential benefits of integrating immigrants into the mainstream of the institution’s activities and providing services to immigrants effectively. How would immigrants benefit from this? What members of the immigrant community can the institution approach to consult its activities? What partnerships should the institution build to provide the best possible services to immigrants?

The aim of the diagnosis was to analyse the existing situation, as well as to influence the ways of thinking of immigrant integration by showing the importance of the institution’s relations with immigrants and consultation of its activities with them, as well as its goals and obligations, the immigrants’ right to access public services, and the need to implement procedures that will

enable the immigrant community to use public resources to the same extent as the locals. It is also worth stressing that the diagnosis and the implementation of the necessary solutions served to determine the difficulties faced by the institutions' employees when interacting with immigrants, and to help them overcome the challenges and feel more confident and competent. Immigrants participated in the work of each team and brought their own perspective to the process. In parallel to these activities, a diagnosis of the immigrant community was carried out in the form of interviews with low-skilled and highly qualified immigrants, refugees and foreign partners of Polish citizens.

In this chapter, an institutional diagnosis will be presented for all of the eight areas, together with the immigrants' feedback. Considering that migration to Poland and to Gdansk is a relatively new phenomenon, and that the IIM is the first initiative in Poland to provide a systematic approach to immigration at a city level, the diagnosis has largely helped us to identify the flaws and deficiencies. Identifying the barriers to integration, as well as gaps in the procedures, lacking solutions, and unequal treatment of immigrants is a challenge. We have strived to ensure that these flaws and deficiencies are discussed in a natural and constructive way as a starting point to the implementation of previously consulted measures that the institutions and immigrants both need. Below we will discuss some of the key issues which will be reflected in the measures undertaken as part of the IIM, and not the entire output of the teams which is obviously very extensive.



Education

The number of immigrant children and students in Gdansk is on the rise. A total of 155 foreign children attend schools in Gdansk. Most of them come from Ukraine but there are also students with a refugee status (from Chechnya), and children of immigrants at risk of poverty or exclusion. The number of children who came back to Poland from other countries, such as Norway, the UK or Ireland, has also been increasing. Over 2,000 foreigners, mainly from Ukraine, Belarus, Russia, Sweden, China, and India, are currently studying at universities and colleges in Gdansk. All of this contributes to a significant cultural, social and economic diversity, as well as a wealth of life experiences, psychological development, and competences of these students compared to their Polish peers. One of the main differences is the curriculum: foreign school children and university students have a different range of knowledge and a different understanding of social roles ("student", "teacher", "parent"). Teaching a multicul-

tural classroom or group and providing personalised teaching assistance to a child/student with a different cultural background requires implementation of systematic tools and procedures by the school or university, as well as relevant competencies of teachers and lecturers.

A key barrier to a child's adaptation to school and his or her integration is the lack of knowledge of the Polish language. Therefore, the main challenge for schools is to help their students overcome the language barrier as soon as possible. Schools face another challenge, though, which is the insufficient number of Polish classes, and this is an area where change needs to happen.

It is important to ensure competence development for teachers in the following areas:

- methods of teaching children with migration experience
- basic understanding of the psychological situation of a migrant child and his or her family, including the implications of forced displacement and migration
- legal aspects of a foreign child's education
- intercultural competencies
- child's integration in the classroom and at school
- culturally appropriate tools to support and motivate students with migration experience.

Equally important is the need to educate immigrant children about Polish culture, local values and history to help them adapt and integrate into their new community.

Pilot focus group studies conducted among foreign and Polish students at the University of Gdansk's Department of Social Sciences and an analysis of the curricula and admission rules for foreigners revealed that students from abroad face the following challenges:

- information provided on the university's website regarding the study courses and support available to foreign students is in Polish only;
- a feeling of alienation and isolation from Polish peers and the academic staff
- lack of varied educational offerings in languages other than Polish
- lack of openness towards different cultures and a lack of cultural sensitivity demonstrated by peer students and the academic staff
- unfamiliarity with Polish culture and customs
- lack of a comprehensive information, support and antidiscrimination support for students struggling to adjust to a different culture

² There are few reliable data on employment size in Poland. There are several reasons for it, including trafficking in declarations and permissions, and widespread undeclared work. Regardless of these negative practices, the statistics show a massive increase in the number of declarations of intention to hire foreign workers: in 2014, 5789 declarations were issued in the Pomorskie Province, followed by 25,270 in 2015 (data of the Research and Analysis Panel at the Pomorski Labour Market Observatory, Provincial Employment Office in Gdansk, and the Department of Foreigners at the Province Office in Gdansk).

- lack of institutional support for Polish students willing to involve in animation initiatives to support the integration of students from other cultures
- lack of consolidated information on Gdansk, the university, residence procedures, the student's rights and obligations, and steps to take in case of violence and discrimination.

Therefore, it is necessary to:

1. The curriculum

Implement measures to improve the cultural competencies of Polish and foreign students (as well as the staff), and enhance the educational offering through a variety of educational activities in other languages than Polish.

2. Structure

Develop the information channels (e.g. the website) to include information in other languages than Polish and improve the coherence of the existing English contents.

3. Communication

Streamline communication between entities providing support to foreign students. These measures will possibly lead to the creation of educational and research units providing comprehensive support to foreign students and counteracting violence and discrimination.

A complete diagnosis of the situation and needs of foreign students attending other faculties in Gdansk is also recommended, and requires measures that should be undertaken with the involvement of the university authorities.

Employment

Gdansk is now a destination for economic migrants, especially from Ukraine. In 2015, the number of applications for a work permit submitted in Gdansk increased by 100% compared to 2014, totalling 2757, with a total of 10,921 declarations of intention to hire a foreign worker submitted in the city of Gdansk and the Gdansk district².

It seems that Gdansk is not using the potential of immigration. The city lacks a coherent vision and communication of the demographic and economic benefits of immigration to Gdansk. Also, no research is being done in this area. As no insights on the local labour market developments are being shared, immigrants are not building the competencies sought by employers, while employers face shortage of skilled workforce. Employers, workers and the

municipal authorities are ill-informed about the legal aspects of hiring immigrants. There is no system of knowledge dissemination which leads to errors and irregularities by employers. Similarly to what has been seen in other parts of the country, immigrants in Gdansk, mainly from Ukraine, fall victim to rogue intermediaries. They buy declarations, invitations and job offers which are sometimes fictitious. The existing system is very unfriendly to immigrants. The immigrant community has suggested a few simple solutions that would put an end to malpractices which are largely due to the lack of direct access to job offers in Russian. It is very common for immigrants to work below their qualifications. Although it is a rather natural part of the process after coming to a new country, in the long term, it is a waste of the immigrants' and the local economy's potential. One of the reasons for the status quo is the lack of an immigrant support system for authentication/recognition of foreign diplomas and vocational competencies. The task force has also identified the need to build a positive image of immigrants/workers in the local labour market and trust to foreign employees by promoting integration and equal treatment. Migration management in the labour market would help to break the negative stereotypes of immigrants, and would be a sign that the employment of immigrant workers is being monitored. These measures would help immigrants feel more secure, and would make more rogue employers face legal consequences of exploitation of foreign workers. The team has also pointed out that public officials have insufficient intercultural competencies and language skills to communicate fluently with immigrants and support their professional development. The offering of vocational courses in Gdansk is insufficient, and the competence development system is not adjusted to respond to the needs of immigrants with a limited command of Polish. There is also a shortage of generally available Polish language courses for migrant workers that would help them become fluent.

Health

The immigrant community in Gdansk faces many barriers to health and accessing the health care system. The main challenges include:

- lack of understating of how the National Health Fund (NFZ) works
- the need to translate medical records, and a language barrier to patient-doctor communication
- lack of general access to health insurance.

As many immigrants are hired without a contract and employers don't withhold social security contributions from their pay, they often do not have insurance



coverage. This is a challenging situation considering that many immigrants are labourers and their work involves a risk of accidents and injuries. Another common problem is the lack of access to screening tests, vaccination, prevention and treatment of addictions or psychological therapy, including in a foreign language (Russian and English are the most needed). Other important factors include the lack of coordinated assistance for immigrants and refugees experiencing a mental health crisis, such as post-traumatic stress disorder or depression, or struggling with an addiction. Immigrants at risk of poverty or social exclusion face challenges in various areas, including health. Without a registered address and permanent employment, this community is outside of the social insurance system and needs access to health care, especially for children and pregnant women.



Housing

Having a place to live is a basic need for immigrants, yet one that is hard to meet. All immigrants need a roof over their head. When it comes to rental, they rely on themselves or their fellow countrymen. Landlords in Gdansk are generally not willing to lease to foreigners. Immigrants face discrimination in the private housing market, as they are denied accommodation because of their skin colour, religion, nationality or ethnicity. For those reasons, immigrants often live in rough conditions, sharing their bedroom with several roommates while paying a higher rent than Poles.

It is difficult for people with low or medium income to find a place to live in Gdansk or rent a public housing unit. Nearly 4,000 people in Gdansk are waiting for some kind of housing support. Although public housing would be the most appropriate for immigrants in a difficult financial situation, it's not available at the moment. Housing is also key for refugees covered by the Individual Integration Programme (IIP), as defined in the Act on Social Assistance. Property rental prices are very high. Refugees have not been able to pay rent after the termination of the IIP, which is one of the reasons why they decide to leave Gdansk.

Immigrants at risk of poverty or social exclusion who cannot afford renting an apartment in the private market face the most challenging housing problems. They are also vulnerable to financial abuse. They often pay daily rent to the landlord which can be as high as 2,000 zlotys per month for one room. As victims of prejudice, they may also be subject to verbal abuse and even physical assault in the place where they live. This causes families at risk of poverty or social exclusion to isolate from the society or even to illegally occupy properties, including

those owned by the city. Nevertheless, some positive changes have also been seen, such as the resolution of the Gdansk City Council adopted in September 2015 on the allocation of a few public housing units per year to refugees in a very difficult situation (e.g. large families, people with a work incapacity) as part of intervention measures, as well as the good will of private landlords approaching the City Hall and non-governmental organisations who are willing to rent their properties to immigrants and refugees for free or at a rate well below the market prices.

An important area that needs to be addressed with solutions is crisis accommodation, particularly for female immigrants experiencing domestic violence. Away from their country of origin, they cannot rely on informal support networks that would allow them to find a safe shelter. A similar problem may be faced by any immigrant, male or female, who may be experiencing violence, forced labour or other forms of human trafficking³, and is forced to immediately leave his or her accommodation in search for a safe place.

Local community

The sense of community and belonging is a natural need that every human being seeks to fulfil, and it is particularly important for migrants and refugees. Integration takes place locally at the neighbourhood level. The presence of migrants and refugees creates a new social situation which may cause fear and misunderstandings due to language and cultural differences, as well as prejudice. The integration and peaceful coexistence of people of different nationality, language and religion must be promoted through different initiatives addressed to the local community.

Little is being done, however, to promote and support integration. The immigrant community is dispersed, and there are no statistics on where they live and what places they frequent. Due to low income, immigrants often live in derelict suburban areas, which contributes to the creation of immigrant clusters rather than integration. Residents of Gdansk work with immigrants and hire them, also at their homes, but they rarely socialize or become friends with them. The stereotypes on both sides seem to prevent them from tightening these ties.

Immigrants live in a community made up of their fellow countrymen and other foreigners, not Poles. They usually do not get involved in the life of their neighbourhood. Most immigrants are unaware of what is happening in the neighbourhood, and are unfamiliar with the cultural, educational and sports events and programmes that it offers, including free ones. There is no doubt that an economic barrier is what holds migrants back from partic-



³ Human trafficking is defined in the Criminal Code (Article 115 § 22).

ipating in the community life. Many immigrants, especially economic ones, try to keep their expenses down to a bare minimum as they need to provide for the family back at home. Spending money on things that bring them pleasure and help them build a social life (e.g. social events) seems to be a luxury that they cannot afford. Immigrants rarely engage in civic participation initiatives at the neighbourhood level, such as participatory budgeting, and are unaware of the existence of neighbourhood councils, even though civic engagement is an excellent excuse for integration and a tool of empowerment for immigrants in the city.

There is lack of cultural exchange, mutual understanding and appreciation for diversity at the neighbourhood level that would reflect the city's modernity and openness in the era of global migration. Fellow neighbourhood residents 'see' immigrants but do not necessarily 'notice' them as Gdansk locals tend to treat 'strangers' with distrust. Cultural institutions, libraries, local clubs, community centres, city movements and non-governmental organisations have not yet opened to immigrants and their culture, needs and resources. Currently they are not using the available informal educational tools and group work methods to support both the integration and competence-building by groups and personal development of Gdansk's new and old residents.



Social assistance

Some groups of foreigners are entitled to social assistance in Poland⁴. In Gdansk, social assistance is offered mainly to refugees covered by the IIP and individuals applying for a refugee status who receive assistance from a social care worker and tangible support. Sometimes assistance, including tangible support, is also provided to other immigrant groups, especially in a crisis situation, such as those at risk of poverty or social exclusion.

The integration of the seven refugee families who had undergone the IIP in Gdansk was only partially successful as all of the families left Gdansk. One of the challenges is the lack of integrated refugee integration programmes and the possibility to extend the integration programmes. Integration is a complex process that requires collaboration of various entities. There is no collaborative network between the Municipal Family Support Centre (MOPR) and other entities, including the social sector, that would allow them to work together towards integration and combine their resources to support refugees and help them adapt and become independent.

⁴ The right to welfare benefits was only granted to certain groups of foreigners residing and staying in Poland. These include:

- individuals with a permanent stay permit;
- individuals with long-term European Union residence status;

Immigrants in need of social assistance and refugees are in a difficult psychological, economic and social situation. Having experienced trauma, violence, human trafficking or forced labour, they often have no access to any social support network. Assistance to such people and families should be provided by workers with special qualifications. So far, the competencies needed in such cases have not been developed in a systematic way.

There is an urgent need in Gdansk to enhance the knowledge and skills of professionals working with foreigners, including psychologists with intercultural competencies and specialists in post-traumatic stress disorder, addictions and domestic violence. Social workers should also develop their language skills and enhance cooperation with interpreters and translators, especially Russian, English and Arabic.

Another barrier to immigrants' access to social assistance is the fact that immigrants are unaware that a social assistance system actually exists in Poland, and do not know what criteria need to be met to receive support. 99% of immigrants in Gdansk are economically independent; these people came here for work and are able to sustain themselves. However, their lack of awareness of the social assistance options available in a crisis situation contributes to the stress of living in Gdansk and the adaptation process which leads to psychosomatic disorders and other health problems.



- foreigners with a temporary stay permit granted for family reunification if they are a family member of the person staying in Poland in connection with the granting of refugee status or subsidiary protection
- individuals who have been granted refugee status in Poland
- foreigners who have been granted subsidiary protection.

Some benefits, such as a shelter, meal, indispensable clothing, and a purpose-specific benefit are also granted to foreigners who have been granted a stay permit due to humanitarian considerations or tolerated stay permit. Similarly to welfare entitlements, another prerequisite for obtaining these benefits is to have a place of residence in Poland and to remain on its territory. Foreigners residing in Poland on the basis of a certificate granted to individuals alleged to be victims of human trafficking, and foreigners who have been granted a temporary stay permit for victims of human trafficking are also entitled to benefits, such as crisis intervention, shelter, meal, indispensable clothing, and a purpose-specific benefit (legal basis: Welfare Act of 12 March 2004, <http://www.info-migrator.pl/informacje-prawne/po-moc-spoleczna-w-polsce/migranci>).



Violence and discrimination

Violence and discrimination are a difficult, yet a highly topical issue when it comes to migration and immigrants. Immigrants are typically more vulnerable as they do not know the local regulations or the language, have no friends or family in Gdansk, and are unfamiliar with the local community, institutions and non-governmental organisations. As immigrants do not know their rights, they have many concerns, including that of deportation if they violate the terms of their stay.

Immigrants in Gdansk face violence and discrimination in the following areas:

■ Employment / Immigrants have poorer working conditions than Poles

The diagnosis shows that the immigrants' rights under the labour law and the social insurance law are often violated by employers. Immigrants are also victims of fraud and deception, such as non-payment of wages or social security contributions (despite the employer's assurance that they have been paid), and slave labour, especially by the 'invisible' housekeeping workforce, such as cleaners and caregivers. Another threat is human trafficking (see footnote 3).

■ Abuse of women

Physical, psychological, sexual or financial abuse can take place at home and in the workplace.

Together with gender, the immigrant status, nationality and ethnicity may increase the risk of abuse. Immigrant women who come to a new country have no support network to rely on, do not know their rights, and are unaware of any assistance or institutional aid that they could receive which makes them vulnerable to abuse by other people. On the one hand, there is lack of culturally and linguistically appropriate support for immigrant women (support groups, therapeutic assistance), as well as tangible assistance, such as accommodation. On the other hand, as female immigrants are ill-informed, they are not using the existing support tools for victims of abuse.

■ Racism and physical abuse

Physical abuse may result from prejudice on the grounds of nationality, race, ethnicity or religion.

Foreigners are particularly vulnerable to verbal abuse. Unfortunately, immigrants often feel helpless and don't know how to react – they do not trust the police, do not know their rights, and expect that their complaints will be ignored. Also, there are no social campaigns addressed to the host community where xenophobic behaviour and hate speech would be condemned.

This results in the lack of a sense of security among different immigrant groups, especially among those of Arabic origin, Muslims, black people, the Roma community, as well Ukrainians who often report worse treatment and negative stereotyping. At the same time, little information is available to foreigners on where to seek help, and there are no tangible support systems for victims of abuse where culturally appropriate assistance would be provided in various languages by culturally sensitive staff. There is also a lack of training and legal awareness building initiatives both for immigrants and Polish citizens (mainly employers) providing guidance on the rights and obligations, promoting equal treatment, and counteracting discrimination.

Another issue is social communication in the city: no steps are taken to positively influence social attitudes by consistently encouraging openness and inclusion, and fighting stereotypes and prejudice.

■ Secondary victimization

Victimization takes place in connection with assaults on foreigners. Secondary victimization of assault victims occurs when comments are posted on websites with news stories describing aggression against immigrants whose authors praise the perpetrator and refer to the victims in an offensive and prejudiced manner which leads to reproach and stigmatization. A common practice in the stigmatization process involves posting the assault victim's photograph and symbolic violence (boasting about the assault). For instance, in Zgorzelec where a Syrian citizen legally staying in Poland was detained by security guards, victimization took place through the posting of the detainee's photo and boasting about the attack on social media. This kind of incidents are common in Poland among the Romanian Roma whose images have become a symbol of beggars, and are used every year before the opening of the summer season as an illustration to most articles on poverty and economic exclusion.

Culture

Culture is a powerful integration tool and an instrument of civic, cultural and historical education. Participation in Gdansk's cultural life is an opportunity for immigrants to better understand the local context, the city, and its people, which helps them to succeed socially and professionally, and contributes to their emotional wellbeing. One of the immigrants who took part in the diagnostic survey said that culture helps her rest her mind. As you can see, culture can serve many goals.



Integration through culture is a new approach for Gdansk's cultural institutions and organisations which are trying to establish what the integrational aspect of culture should include and how to implement it. One of the greatest challenges is to develop a shared vision of integrative culture. How can we stop perpetuating stereotypes? How to stop 'ethnicizing' and 'Asianizing' the cultures of the immigrant communities? How to reach further and work together as partners? These are some of the dilemmas that have been identified during the diagnosis in the area of culture, which is fluid and can be defined in a variety of ways. The Culture team has analysed the city's cultural offer from two points of view: that of the cultural institutions/organisations, and that of the immigrants.

The immigrants contributing to the integration model have identified three main barriers to participation in cultural activities:

- the barrier of access to information: immigrants are unaware of cultural events in the city
- the barrier of foreignness: immigrants are unsure if they will understand the event, feel at ease and welcome, plus the language barrier
- financial barrier: unfamiliarity with the cost of participation holds immigrants back from attending cultural events; immigrants often choose not to participate in any cultural events where a fee is charged to attend.

As regards cultural institutions/organisations, it is clear that not all of them are aware of their role in the immigrant integration process. Cultural institutions/organisations have not yet developed the methods to break the barriers and integrate immigrants into free projects and activities funded by the city. As a result of insufficient interaction and communication between the institutions/organisations and immigrants, little is known about the immigrants' needs and interests, and it is difficult to reach them with information about the cultural offering. Also, immigrant integration does not seem to be included in the city's cultural policy. The city's strategic documents do not contain any provisions where immigrants are viewed as residents, and ethnic groups and minorities are considered. The challenge is to build a real dialogue between the city and its cultural institutions and organisations and the immigrant communities to eliminate the barriers to participation in culture, and promote exchange and collaboration to enhance Gdansk's potential through integration of the immigrants' cultures. By creating culture together, we can make it a tool that promotes personal development and helps the entire community thrive. Culture has the power to strengthen the ties between people, and serves as the ground for social integration.





3. KEY VALUES AND PRINCIPLES



The management of immigration processes in all areas of social life is a key prerequisite for effective integration, a sense of security among and immigrants and the host communities. One of the tasks in the management process is to **support the citizens in obtaining intercultural competencies** so that they are aware and proud of their identity, and ready to meet people of different cultures.

The immigrant integration strategy is based on **curiosity, trust and a natural need to get to know ‘the stranger’**. It also needs **flexibility** and mechanisms of adaptation to the changing reality. The Immigrant Integration Model (IIM) should be subject to **monitoring and evaluation**, implemented by different entities and individuals, and **amended and modified** as needed. Considering that Polish cities have little experience in the development and implementation of immigrant integration strategies, we need to allow ourselves **the right to learn and use the experience of other cities, as well as the right to make mistakes**.

The immigrants’ capital and energy

Aspiring to become a city with a high quality of life, Gdansk **promotes the use of the immigrants’ social capital and energy**. Managing migration and establishing a framework to reinforce the openness and counteract discrimination on any grounds is a key to any city’s success and development. To a certain extent, immigration is a yardstick of a city’s success and development level. The openness to migration processes may contribute to the improvement of the economic situation and competitiveness, development of knowledge and new competencies, demographic reinforcement, and enrichment of cultural competence. An active integration policy through civic participation should invest in the human and social capital of immigrants and infrastructure to ensure economic development and high quality of life for the residents.

The wealth of cultural diversity

Contrary to assimilation, an **integration** model is based on the assumption that mutual accommodation between immigrants and the host society is a **two-way process**. Both groups not only accept their shared culture but also make their own contribution to it. When people of different civilizations learn about each other’s culture, each individual or group preserves the sense of **cultural diversity and awareness of its cultural heritage**. Integration is a dynamic and multifaceted two-way process that requires effort from all parties involved, including the migrants’ readiness to adapt to the host society without renouncing their own cultural identity, and the readiness of the host society and public institutions to admit migrants and meet the needs of a diverse society⁵. In the IIM model, we have rejected the assimilation strategy as it usually leads to a loss of cultural identity and unconditional acceptance of the host society’s norms and rules which often causes radicalization and separation among migrants. Integration is a complex process with an impact on both immigrants and the host society. It takes place gradually, over a long period of time, and at three interconnected levels: legal, economic and socio-cultural. Integration is inherently connected with the concept of interculturalism, or the blending of different cultures, as opposed to the coexistence of cultures without any ties or links. **Integration, however, does not mean unconditional acceptance** of all of the migrants’ norms and customs, and these are the laws, universal values and human rights that draw the dividing line between what is accepted and what is not. The host societies **have the right to set the boundaries** based on the social norms and the applicable laws provided that they know and understand the immigrants’ culture, and are ready to establish a dialogue or negotiate certain social norms and customs. This is why it is important to provide civic education and introduce immigrants to Polish culture at the early stages of the integration process. In Poland, the integration and migration process is strongly connected with a relatively high level of cultural, ethnic and religious homogeneity. Nearly 90% of people living in Poland are Christian, of which nearly 87% are Catholic⁶. Although the Preamble to the Constitution of the Republic of Poland contains a reference to the nation’s Christian heritage, religious beliefs are considered a private matter of each citizen, and it is emphasized that those who believe in God as well as those who do not have equal rights as citizens. The IIM was primarily developed based on democratic values. Yet, the

⁵ The definition of integration provided by the 2005 UNHCR Executive Committee was used and modified.

⁶ 2011 National Census.

Christian values cherished by Poles are an important argument in favour of integration. The model conforms with the teachings of the Catholic Church, as presented in numerous documents, including the 2004 *Erga Migrantes Instruction*, the 2013 document “Welcoming Christ in Refugees and Displaced Persons”, and messages for the World Day of Migrants and Refugees, including the message of Pope John Paul II and Pope Francis. An example here is the message written by John Paul II in 2005: “Integration is not presented as an assimilation that leads migrants to suppress or to forget their own cultural identity. Rather, contact with others leads to discovering their “secret”, to being open to them in order to welcome their valid aspects and thus contribute to knowing each one better. This is a lengthy process that aims to shape societies and cultures, making them more and more a reflection of the multi-faceted gifts of God to human beings. In this process, the migrant is intent on taking the necessary steps towards social inclusion, such as learning the national language and complying with the laws and requirements at work, so as to avoid the occurrence of exasperated differentiation. In our society, characterised by the global phenomenon of migration, individuals must seek the proper balance between respect for their own identity and recognition of that of others. Indeed, it is necessary to recognize the legitimate plurality of cultures present in a country, in harmony with the preservation of law and order, on which depend social peace and the freedom of citizens. Indeed, it is essential to exclude, on the one hand, assimilationist models that tend to transform those who are different into their own copy, and on the other, models of marginalization of immigrants, with attitudes that can even arrive at the choice of apartheid. The way to take is the path of genuine integration (cf. *Ecclesia in Europa*, no. 102) with an open outlook that refuses to consider solely the differences between immigrants and the local people” (cf. Message for World Day for Peace 2001, no. 12)⁷.

Partnership and participation

The management of integration processes also requires extensive **collaboration and partnership** of multiple entities from **various sectors**: public, private and non-governmental, and **various disciplines and areas**, including education, employment, housing, social assistance, health, culture, sports, violence, and local communities. Accommodating the immigrants’ needs and adapting the activities conducted by various institutions and organisations should

become a natural process over time encompassing all areas of social life. It is also important to ensure the **inclusion and empowerment** of immigrant groups in the development and implementation of integration strategies. In accordance with **the principle of subsidiarity**, some activities may be based on a self-aid and grassroots approach, without the need for the deployment of public services or institutional intervention.

Migrants’ commitment

Integration is a two-way process: it involves the host community and requires commitment from immigrants. The host community expects immigrants to be ready to learn and respect the local cultural and legal norms. The willingness to learn the host country’s culture, customs and language is a prerequisite for achieving full integration. Therefore, it is crucial to build and strengthen openness to integration with Gdansk’s residents among the migrant community. In order to achieve this, we need to ensure that basic services, such as Polish language courses and cultural induction, are widely available to immigrants.

No ghettos or clusters

Integration of immigrants should take place **at local community level**. Housing options should be **dispersed** over different parts of the city and neighbourhoods to avoid the creation of large immigrant clusters. This also means that **collective accommodation units for foreigners, including refugees, should be avoided** to enable integration at a family, neighbourhood and local community level right from the very beginning. Institutional support accommodation units should be created only to provide assistance in crisis and emergency situations requiring intervention. This means that immigrants should be dispersed and integrated into the existing institutions and organisations rather than centralised in large, specialised centres offering different kinds of support to immigrants. **Accommodating migrants’ needs should challenge many public sector entities to adapt their services and activities.**

⁷ Message of the Holy Father John Paul II for the World Day of Migrants and Refugees 2005.

The principle of equality

Integration support should be given to immigrants based on **the principle equality** and focus on providing **similar opportunities to those available to local community members**. On the one hand, the extent of support and public services offered must not discriminate immigrants; on the other hand, it should not lead to positive stigmatization. It is necessary to uphold the principles of **social justice**.

Dialogue and data-driven decisions

The integration policy at a local government level should be **transparent**. Migration is also associated with difficulties and challenges, such as the risk of separation, marginalization and social conflicts driven by cultural, religious and ethnic differences. A local community cannot avoid problems, and they should be discussed as part of the public discourse. Bearing this in mind, it is crucial to **rely on data-driven information and empirical research studies** as opposed to opinions or stereotypes, and to **reinforce the civil society concept and support equal treatment**.

A set of values and principles

The activities addressed to immigrants and the host communities in Gdansk are based on a set of values and principles.

Openness as an essential value and principle underlying the IIM is defined in the Gdansk Development Strategy 2030 Plus as a “Cloud of Ideas”: “Openness is an important characteristic that contributes to creativity and innovation, readiness to implement new technologies, as well as social and cultural integration. Creativity and readiness to face challenges are inherent attributes of entrepreneurial people, and entrepreneurship is the primary factor of economic development and a driving force that builds strong human capital. One of the dimensions of openness is **politeness and kindness towards the existing residents of Gdansk, as well as newcomers**. In democratic societies, openness based on trust and respect is the prerequisite for transparency and directness. It refers to both

the openness of the city’s residents and urban spaces. Another important characteristic of the city is the openness to Europe which will contribute to enhancing Gdansk’s development potential through increased flow of ideas from Europe’s main science and business centres.”

Equal opportunities – a horizontal principle, i.e. of priority importance to the social and economic development of the European Union, consistent with EU’s three main policies: sustainable development, equal opportunities and the information society, which has been set out for implementation as part of the nine operational programmes 2023 under the Gdansk Development Strategy 20130 Plus. It is a key value for migrant integration in Gdansk, and is defined as follows:

“An important horizontal aspect of the operational programme implementation is to **acknowledge the differences and diversity among residents** and **create equal development opportunities** in the city. **All residents are equally valuable; they are the future of the city and its greatest potential**. The residents’ **ethnic, cultural and religious backgrounds should be respected and appreciated**. **All residents have the same basic rights and obligations, as well as responsibility**. The implementation of all of the operational programmes’ measures creates the right conditions and encourages integration of the city’s new residents, including those from different corners of the world, in the spirit of tolerance, understanding and mutual respect. The key is to create a solidary, safe, open and welcoming city that protects the core values of democracy and freedom.”

By creating a space for integration with new residents we will be able to strengthen the **recognition and preservation of the multicultural heritage**. Being a port city, Gdansk has always developed at the crossroads of different cultures, religions and traditions, and skilfully made use of the resources and talents of its citizens. By connecting to the city’s heritage, we can create a space for building Gdansk’s modern, shared and multicultural identity.

One of the components of the city’s heritage is **the idea and practice of solidarity** which can be a basis for an open and inclusive community that seeks to ensure a good quality of life for all of the city’s residents. If we want to stay true to the commitments of the great historical Solidarity movement, we need to **uphold its ethos and commit to practicing solidarity in our everyday lives**.

Successful integration of immigrants is our **shared responsibility**, and it takes place **at grass-roots level** among families, neighbours

and local communities. The key success factor of integration is how residents treat each other, how open and friendly they are, and if they are ready to trust and support each other.

Law and education play a crucial role in preventing intended and unintended racism and discrimination. It is necessary to ensure equal treatment to all residents of Gdansk, regardless of their origin, nationality, religion, gender, sexual identity, age, ability, education and economic status. The local community and its institutions have the obligation to **respond** to any **incidents of racial abuse against people of other cultures and religions** by notifying law enforcement authorities and publicly condemning such acts.





4. VISION



The groups working on the Immigrant Integration Model (IIM) have defined the vision of the future by describing the underlying goals and values. As a result, an image of the desired future was created which summarizes Gdansk's vision of its migration and integration policy. The time frame adopted to implement the plan is 2023.

Gdansk appreciates diversity, and sees differences as enrichment and contribution to its potential. The residents of Gdansk are open and friendly towards newcomers. Gdansk is a place where immigrants can find a home, and feel secure, respected and appreciated. The feeling of security comes from having a legal job, access to healthcare and social assistance, possibility to obtain social housing, and easy access to services and information.

Officials and representatives of the city's administration ensure equal access to public services to all residents, and take into account specific needs of the immigrants. Immigrant integration is part of integrated and systematic urban management which gives the residents a feeling of security.

Gdansk's cultural and educational institutions promote migrant integration in efforts to make it an international city. Culture plays a key role in the integration process. Children and adolescents from immigrant families attend schools and universities where they learn Polish and get education to become successful professionals in the future.

Immigrants feel that they are part of the local community, the city, and their neighbourhood. They have the opportunity to fulfil their needs and aspirations. They respect and accept common values. Immigrants are actively involved in initiatives to support the Gdansk community, and feel responsible for their city. All residents proudly call themselves Gdansk citizens.



5. GOALS



Overall goal

The overall goal of the Immigrant Integration Model (IIM) is to develop a migration management system in public institutions and social purpose organisations in Gdansk, and to enhance the integration of immigrants in the following areas: education, culture, social assistance, housing, counteracting violence and discrimination, local communities, employment, and health.

Specific goals

Education

Improve the immigrants' educational and integration conditions among school children and university students, those around them, and local communities, and strengthen the role and competencies of education institutions in the integration process.

Local community

Improve immigrants' integration into the local community through involvement of the social sector and integration of immigrants into the existing social networks as well as local and civic collaboration programmes.

Culture

Strengthen the role of culture in the integration processes through increased involvement of cultural institutions/organisations and a greater quantity and quality of measures to support immigrant integration through culture.

Violence and discrimination

Ensure safety and respect for immigrants' rights by improving the system for counteracting violence and discrimination.

Health

Enhance access to healthcare and improve the quality of medical services provided to immigrants.

Labour market

Improve the immigrants' employment situation by providing comprehensive information, education and counselling to employers, labour market institutions and immigrants.



Social assistance

Develop and improve the quality of social assistance services supporting the integration of immigrants, particularly refugees, to help them become independent.

Housing

Improve the immigrants’ housing situation by promoting dispersed housing solutions in diversified locations to prevent the creation of ghettos; improve access to housing and counteract discrimination of immigrants in the lease market.



6. MEASURES IN OTHER AREAS



Diversity management at institutions

One of the advantages of immigrants’ presence at Gdansk institutions is the cultural, ethnic, religious, and national diversity that they bring with them. As immigrants become citizens of Gdansk and participate in the daily life of the city, institutions are faced with new challenges, such as when a child with migration or refugee experience joins the class and the child’s parents come to an office to deal with formalities or seek medical advice at a health centre. These challenges not only arise from the fact that immigrants are often unaware of their rights in terms of education, employment or health but also have to do with cultural differences, communication difficulties, as well as a different level of knowledge and experience. Services and integration (at school and in the labour market) cannot rely solely on the kindness and commitment of the institution’s staff. It is necessary to build and implement a system of institutional tools and competencies to support both the staff and the recipients of the service (immigrants).

Diversity management is perceived as the development of an institution’s competencies in a broad sense to provide its services to culturally diverse customers. The aim of the Immigrant Integration Model (IIM) is to ensure that diversity is managed by institutions and organisations in all areas of the city’s life, including the eight areas developed by the IIM teams: education, health, social assistance, culture, violence and discrimination, housing, employment, and local communities. During the work on the IIM, a set of tasks and measures was defined in each of these areas which will contribute to the development of the institutions’ competencies, and is part of diversity management. We should bear in mind, however, that this is just the first step to successful diversity management in Gdansk, and that, as stipulated by the Equal Treatment Act⁸, public institutions must provide services of equal quality to immigrants and Poles alike. Institutions should develop their own diversity management strategies. It is also recommended that public institutions should be supported in the development of their diversity management competencies by means of training, workshops, study visits, and the creation of an interinstitutional cooperation network as well as other tools to support the internationalisation of the city’s institutions.



⁸ <https://www.rpo.gov.pl/pl/content/ustawa-o-wdro%C5%B-Ceniu-niekt%C3%B3rych-przepis%C3%B3w-unii-europejskiej-w-zakresie-r%C3%B3wnego-traktowania>.



Immigrant Service Counter at City Hall

Gdansk City Hall employees lack sufficient knowledge about the rights and obligations of immigrants who settled in the city, and do not feel competent to help them with their inquiries about everyday life, such as how to register their address or vehicle or start a business. They usually ask immigrants to inquire at the Department for Foreigners at the Province Office which grants residence permits to immigrants and does not provide any information services, or to contact a non-governmental organisation specialised in immigration matters. Many immigrants seek information on their own which is time consuming and does not contribute to building a knowledge base to help foreigners adapt to local conditions. As residents of Gdansk, immigrants have the right to obtain complete and reliable information at the City Hall on all municipal matters on the same terms as the rest of the population. Therefore, it is recommended that a service counter be created at the City Hall where individuals whose legal and residence status differs from that of a Polish citizen (e.g. individuals staying in Poland on the basis of a visa or a temporary or permanent residence permit) where they will be able to get answers to questions related to life in Gdansk.



Immigrant Information & Support Centre

Access to information is a prerequisite for the integration and independence of immigrants and refugees in Gdansk. Every country has its own legal and institutional culture, as well as specific norms and values. By providing immigrants with information about the regulations, their stay, the labour market, the healthcare system and the local culture we enable them to comply with the law, as well as to protect their rights when they are being violated.

It is recommended that an Immigrant Information & Support Centre be established in Gdansk to provide permanent services in the following areas: residence-related information and legal counselling, Polish language courses, career guidance, assistance in finding housing and intermediation in the housing rental market, mentoring, intercultural assistance, and other. It is necessary to provide support to immigrants during the residence permit application process, as well as assistance with other matters, e.g. starting a business. The Centre should be located in a central area of the city, and every immigrant and refugee should be informed about its existence

as many of them have to pay intermediaries for access to basic information and assistance, e.g. when applying for a residence permit. The services should be provided in Polish, Russian and English.

It is also recommended that groups and individuals facing extreme difficulties be provided with specialist support to help them adapt to the new culture, become independent, and bounce back. These groups include women who are victims of abuse, and men at risk of poverty or social exclusion.

It is recommended that the centre should be run by a non-governmental organisation, and that its continuity should be ensured based on a contract of several years' duration.

Interdisciplinary teams & institutional and social networks

Integration of immigrants and refugees is a bidirectional process that requires the involvement of both the host community and immigrants. It is up to the host to create the necessary conditions for integration. This requires inter-institutional and cross-sector collaboration and consolidation of institutional and social networks as integration is a complex process involving a large number of areas, including education, the labour market, participation in social and cultural life, access to healthcare, housing, and neighbourhood.

At the same time, it is necessary to establish interdisciplinary teams comprising of institutional and informal entities to exchange experiences and work together to develop new solutions that are currently lacking. Interdisciplinary teams can also be set up to support and help solve the problems of a specific immigrant family, e.g. in a crisis situation or focus on a defined area, e.g. a neighbourhood or a district where several immigrant families live.

It is equally important that the interdisciplinary teams develop crisis response procedures, e.g. involving immigrants at risk of homelessness, abuse or facing other challenges (e.g. families failing to comply with the compulsory school attendance) that have not been solved. The solutions must be culturally sensitive and protect the immigrants' rights under local laws. It is crucial to ensure that they are constructive and motivating for immigrants. The solutions must be based on the search for a collaboration model that will lead to a bidirectional integration involving the host society as well as immigrants.





Polish language courses

Considering that the command of Polish is a prerequisite for successful integration and social mobility, Polish language courses should be as widely available as possible. The courses should be attended by school-children⁹ and adults alike, including the children’s parents, economic immigrants, refugees, and other. The classes should be delivered as close to home as possible: at a local library, community centre, school, cultural centre or the district council facilities to further encourage integration with the local community. A local school seems to be the preferred venue as it can support the integration of immigrant families with the host community and contribute to the development of Polish language skills not only among children but also their parents or guardians. The courses should be diversified. For instance, refugees eligible for the Individual Integration Programme will undergo intensive training with several hours of learning sessions daily. As the target group of the language training, economic immigrants are expected to take classes according to their proficiency level twice a week after work in the late afternoon/early evening.

The courses should be delivered by individuals with intercultural competencies who have been trained to teach Polish as a foreign language. They can be taught by professional teachers as well as volunteers with appropriate training. A network of teachers is currently being developed in Gdansk as part of the Refugee Mentoring and other initiatives.

Language courses are relatively inexpensive to set up, and offer great benefits for the entire community, including social integration and greater use of the immigrants’ employment potential. A wider range of Polish language courses should be offered as the demand significantly exceeds the supply. Currently, Polish language classes are taught at the Immigrant Support Centre, University of Gdansk, European Solidarity Centre, and one of the branches of the Provincial and Municipal Public Library in Gdansk.

There will be several payment options for the courses: some courses will be provided free of charge to participants who cannot afford the tuition, while others will be available for a smaller or higher fee, depending on the financial status of the target group. The payment methods and the course format will be developed at the IIM implementation stage.

⁹ The diagnosis in the area of EDUCATION shows that there is also no Polish language learning system for foreign students attending school in Gdansk.



Starter Package

The Starter Package is a published resource containing useful information to help immigrants and refugees feel at ease after coming to Poland and Gdansk. It will provide key information on the education and health-care systems, employment, taxes, accommodation, social assistance, culture, local community, as well as violence and discrimination. The package will also include important information about the city, such as where the main institutions and organisations are, how and where to shop, how the transport system works, as well as key contacts, ideas to spend your free time, including free sports and leisure activities, and last but not least, a map of Gdansk. The guide will be published in Russian and English, and in other languages, e.g. Arabic, if necessary. It will be distributed by the Province Office’s Department for Foreigners, non-governmental organisations, the Municipal Family Support Centre, and district-level bodies. The printing of the guide can be funded from municipal resources as well as NGO funds.

Municipal Anti-Discrimination Team

Immigrants are vulnerable to prejudice motivated violence and discrimination in all areas covered by the IIM (education, health, social assistance, culture, violence and discrimination, housing, employment, and local communities). Many of them may fall victim of discrimination on other grounds than nationality or ethnicity, including race, religion, gender, ability, age, sexual orientation or economic status which leads to multiple discrimination. The efforts to fight prejudice motivated violence and discrimination should be coordinated. It is recommended that a discrimination coordinator be appointed together with a cross-sector and interinstitutional team to develop active collaboration in this area. The coordinator will be responsible for developing and implementing an anti-discrimination standard in Gdansk. The aim of the standard is to protect and respond to any forms and incidents of discrimination, including prejudice motivated violence. The team’s role will be to monitor and respond to incidents of violence and discrimination, as well as to coordinate the implementation of prevention and response tools, such as anti-discrimination codes, as recommended by the IIM violence and discrimination team. The coor-



dinator’s tasks will also include promotion and system-based institutional activities supporting equal treatment addressed to the population in general.



Development of volunteering

In addition to providing institutional tools, integration is based on building relationships and social networks, cultural exchange, and learning about the “other”. These processes originate from civic activism, mutual openness, and curiosity. They should be supported in a systematic way, and need the right conditions to emerge which can be created by developing various volunteering networks and platforms. Refugee mentors are an important volunteering network. The group has several dozen members whose involvement is crucial for refugee integration. The mentors are already active, and they will be working closely with municipal institutions. Volunteering should also be developed among teachers of Polish as a foreign language, while immigrants should be encouraged to volunteer at various institutions and organisations. Volunteering among immigrants can – but does not necessarily have to – focus on immigrant integration. It can also be a way to involve immigrants in municipal, cultural or civic matters, and serve as a platform for integration and development of the immigrant’s individual competencies.



Crisis response procedures

Migration involves various risks related to prejudice motivated violence, forced labour or human trafficking, as well as potential conflicts resulting from violation of local regulations or cultural norms and principles by immigrants. Some of the most conflict-prone aspects include illegal occupation of municipal land, begging in the streets, and failure to comply with the compulsory school attendance. It is necessary to set up interdisciplinary teams and procedures to follow in crisis situations to ensure that appropriate response measures are taken in line with human rights standards, and that the fundamental rights of victims of violence and discrimination are respected, such as the right to a safe shelter, legal assistance, access to interpreters and translators, in-kind aid, and other. When a crisis situation occurs, immigrants, including immigrant women who are victims of domestic violence, need a safe place to stay, as well as psychological and social support. It is more difficult to provide support to immigrants than it is to Poles due to a language barrier, cultural and communication differences, prejudice, and experiences in the country of origin (e.g.

war trauma). It is recommended that all places of refuge/intervention centres and assisted living facilities for women, including mothers with children and victims of violence, should be secured. It is also necessary to enhance the competencies of psychologists, police officers, and social workers to ensure that they are able to properly implement the procedures and provide real help to immigrants in crisis situations.

Civic education for immigrants



Cultural differences are a fact. Immigrants in Gdansk come from different countries and cultural backgrounds. They have their own convictions and a vision of what is right and appropriate when it comes to communication, raising children, working, building relationships, and many other aspects. To give immigrants access to full integration into our society, we need to systematically provide them – through courses and workshops – with knowledge on Polish culture, history, law and social norms.

Civic education classes should include the following:

1. The history of Gdansk and Solidarity; building a relationship with the city; recommended reading on the history of Poland
2. Intercultural competencies and communication; dimensions and standards of Polish culture
3. Psychological impact of migration and acculturation
4. Rights and obligations of a foreigner in Poland
5. Competencies sought after by employers: communication, self-presentation, collaboration.

The classes can be delivered by means of full-day workshop sessions for groups of approx. 15 learners. In parallel to educational activities, meetings should be held with immigrants where they could learn about the local values, including meetings with members of the city Council and local activists, and visits to cultural institutions. Other recommended measures include education through culture as a way to familiarise immigrants with Polish literature, cinema and theatre. In 2014-2015, the Civic Education and Practice Programme was carried out jointly by the Immigrant Support Centre and the European Solidarity Centre. The European Solidarity Centre also runs weekly civic education sessions as part of the Foreigner Club. Civic education classes should also be provided by schools, community centres and other social integration institutions/organisations. In the near future, it is essential to develop a civic education programme for refugees.



The Immigrant Council

Any measures supporting integration must be developed in collaboration and consulted with immigrant communities. It is equally important to create a space for immigrants to come up with the necessary solutions, and submit their proposals to the City Hall for review. Nevertheless, a permanent dialogue with immigrants should be maintained; for that purpose, an Immigrant Integration Team or Immigrant Council can be established (to be decided by the City Hall and the relevant stakeholders). The aim is to define the appropriate form of collaboration in this area in 2016-2017.



Council for Interreligious Dialogue

It is recommended that a dedicated body be established where representatives of different religious confessions would discuss the challenges associated with peaceful coexistence of religious diversity and reinforce the guarantee of religious freedom in Gdansk. These challenges are inevitable, and potential conflicts can only be prevented through dialogue and cooperation. The concept of the Council will be formulated together with spiritual and religious leaders. The importance of bilateral engagement in the Council's activities should also be underlined. The Council is to be open to collaboration with any religious community that shows interest and readiness for active involvement and dialogue in the spirit of respect for the values underlying the Immigrant Integration Model.



Interpretation & translation services package

Immigrants and refugees may require the assistance of an interpreter to communicate with the authorities. In some cases, interpretation services are indispensable. Gdansk aims to provide innovation in communication between the officials and immigrants, e.g. by engaging the social sector and assigning mentors/volunteers to refugees to offer linguistic support. This is not a system-wide and fool-proof solution, though. It is necessary to invest in the language skills of municipal staff (Russian and English), and provide funding for interpretation and translation services rendered to municipal institutions. Priority should be given to institutions where immigrants come for help and support in crisis situations, such as the Municipal Family Support Centre (MOPR), Crisis Intervention Centre (CIK), psychological counselling centres, and labour market institutions where an interpreter's

assistance gives immigrants better access to job opportunities and helps them achieve economic independence. In the near future, funding is to be provided for 200 hours of interpretation services from and into Russian, English and Arabic to be used by public service institutions/organisations. The interpretation and translation services package will include the option to request an interpreter's assistance or translation of documents by telephone or online.

Immigrants' participation in sports

One of the areas not covered by the IIM is SPORTS. Sports can be a platform for integration and leisure, and a way to stay healthy. Similarly to culture, sports can be a tool to integrate immigrants into public activities which are often available for free and help to unite the residents. Sport is a universal language that has the power to unite people of different cultures and bridge divides. Therefore, an evaluation of municipal sports activities is recommended to see how immigrants could participate and become integrated into such events in order to build social unity and prevent conflicts at neighbourhood level.



Migration and Multiculturalism Research Centre at the Faculty of Social Sciences, University of Gdansk

It is recommended that a research centre be established at the Faculty of Social Sciences to:

- support multiculturalism at the University of Gdansk, other universities and colleges in Gdansk, and in the city of Gdansk
- counteract discrimination
- initiate and support animation and intervention measures and research activities in the area of migration and multiculturalism in a broad sense.

The role of the centre is to serve as the city's intellectual hub for social and cultural integration and research on intercultural processes and intergroup relations.

Research activities will be conducted by an interdisciplinary team of University of Gdansk's staff members specializing in multiculturalism based on regular meetings and collaboration with representatives of other universities and colleges in Gdansk. The creation of this research centre will enable us to analyse the existing research and scholarly activities as well as practical, interventional,



educational and training programmes, and facilitate the exchange of information between various entities involved in similar activities or engaged in matters of multiculturalism.

The centre will conduct research on migration processes, intergroup relations, internationalisation of the city, as well as social and cultural integration, and take measures to monitor these processes. The results of the research work will be presented in the form of research reports, monographs, guidebooks and other scholarly and popular publications, as well as information resources. The team's tasks will also include providing support to third parties, including public institutions, sharing expertise and recommendations regarding multiculturalism and integration, and delivering lectures, seminars, conferences, training sessions, and workshops on this subject.



Social communication

Migration management by municipal authorities and the City Hall involves much more than managing diversity in the eight areas included in the IIM: it requires building social unity, encouraging respect and openness, counteracting discrimination of immigrants and refugees, and fighting hate speech. This is not an easy task considering the current refugee crisis and increasing xenophobia across Europe but it must be fulfilled for several reasons, including the need to ensure safety to thousands of immigrants and refugees living in Gdansk. We know for a fact that they feel increasingly vulnerable as they are faced with threats, hate speech and other forms of discrimination requiring a firm response from the city authorities.

It is also crucial to respond to the host society's fear of migration and forced displacement and ensure honest communication. It should be underlined that the IIM is a management process designed to understand migration-related phenomena, as well as to minimize the risks and prevent conflicts based on ethnicity, nationality or religion. The development and implementation of integration activities prevents social exclusion of immigrants, poverty, and ghettoization, which are known factors leading to radicalization of migrant communities across Europe. When communicating migration to the population, we should emphasize that we are learning from European experience and developing solutions meant to prevent a clash of cultures. Considering the small number of immigrants in Gdansk, we can influence these processes and build positive relationships with the immigrant communities to make sure that they do not feel marginalised, and to build social cohesion.

It is crucial to ensure that immigrants and the host society are presented as one shared community of people living in Gdansk. Therefore, instead of focusing on diversity and showing immigrants as "just immigrants", we should present them through the prism of their families and professional and local communities among other residents of Gdansk who also have a family, a job and live in that part of the city. Immigration is just one of the many facets of an immigrant's identity (and should not be seen as the only one), along with family, professional, academic, cultural, and other identities. Communication should be used to break the stereotypes and the distinction between "us" vs. "them". This should be the task of the local media, as well as social campaigns conducted by municipal and other institutions. To achieve this goal, a short set of guidelines on communicating diversity in Gdansk will be prepared.

Migration will be communicated to the population in the IIM social consultation process. This will be an opportunity to present the IIM philosophy, goals and solutions to large groups of people. A series of videos will be created in collaboration with gdansk.pl to make the residents of Gdansk more sensitive to their immigrant neighbours, and to show the importance of the IIM implementation for various institutions. A public awareness campaign to encourage the inhabitants to open up to immigrants by showing the work on the IIM will be planned together with social and institutional partners and the private sector.

The violence and discrimination team recommends the launch of a public awareness campaign entitled WE SUPPORT EQUAL TREATMENT as a way for residents to get to know immigrants and their cultures, and increase support for multiculturalism which should be viewed as an opportunity for development and counteracting stereotypes and prejudice. Communication activities will include interviews with immigrants in regional radio stations, a billboard and online campaign, and covering up or removing hostile, abusive, racist and islamophobic graffiti from buildings. The latter will be done by inviting the youth and local activists to join the cause.

We also recommend the use of various social media and other modern means of communication in the area of migration, as well as engagement of social actors who are involved or should be involved in processes promoting local community integration and safety.



PRZEMOC I DYSKRYMINACJA

CEL Zapewnienie bezpiecznej i pokojowej pracy, podjęcie działań na rzecz przeciwdziałania przemocom i dyskryminacji.

RYNEK PRACY

CEL Popieranie rozwoju i integracji na rynku pracy, zapewnienie kompleksowych działań informacyjnych, edukacyjnych i doradczych skierowanych do przedsiębiorców, instytucji rynku pracy i ich użytkowników.

School education / road map

- Including intercultural and anti-discrimination tasks in the school work concept
- Training, courses, workshops and other forms of education
- Teaching teachers and improving their skills
- Activities in schools
- International projects
- Additional foreign language classes



A package of educational and integration measures aimed at teachers, administration and service staff, parents, Polish students and the local community

An education and integration-related support package for parents/guardians of immigrant children



- Translation – translator, documents
- Booklet on education for migrants
- Cooperation between schools, organisations and institutions that support migrants
- Parents' support
- Collaboration between schools
- Integration events at schools
- Inclusion and participation of parents

- Individual student learning plans
- Curricula and teaching materials for teaching Polish as a second language
- Polish language (5 hrs) and remedial education (3 hrs)
- Organising the reception class (more than 5 children)
- Psychological and pedagogical support
- Cultural assistant
- Student coordinator with migration experience
- Limiting class sizes (15–20 persons)
- Adapting exams and tests
- Cultural and historical education (constructing a Gdansk identity)



A package of education and integration measures addressed directly to migrant students and foreigners



Systemic support for Gdansk schools

- Social Development Department of the Gdansk City Hall – unit tasked with arranging school education for children with migration experience
- Interdisciplinary teams for educational problems
- Database of procedures, information and materials
- Gdansk teachers' self-help community – Creative Pedagogy – a group of teachers who teach immigrant children
- Collaboration with universities



7.1. Education

Education is one of the most important areas of immigrants' integration into the host society. This refers to all levels of education, both formal and informal. Two areas of formal education were identified within the IIM - school education and higher education, for which specific tasks and measures were defined, in line with goals adopted for the support of immigrant integration in Gdansk, specifically students and their families, as well as university students. They also include measures intended to prepare the city's community, schools, colleges and universities in Gdansk to function in a multicultural environment. While implementing the tasks, schools will receive support from the Gdansk City Hall, educational and welfare institutions, as well as tertiary sector organisations and the academic community. Universities and colleges, and especially the University of Gdansk, are supposed to provide intellectual resources needed for the analysis of the process of immigrant integration and city internationalisation, as well as offer institutional support for activities aimed at establishing an environment which promotes multicultural character of Gdansk and Tricity.

SCHOOL EDUCATION

Task 1
A package of educational and integration measures aimed at teachers, administration and services workers, parents, Polish students and the local community.
The measures are to be implemented by the whole school community, to facilitate preparations for the admission of an immigrant student. While implementing the measures, schools should consider their general conditions, mission, vision and overall goals. Responsibility for the implementation of specific measures lies with the school principal, the youth councillor, the parents' council, school task groups, universities and colleges, teacher training centres, tertiary sector organisations, the Provincial Education Authority in Gdansk, the Gdansk City Hall.

Measures

1. Integrating specific tasks into the school’s operating program, including tasks related to multi- and interculturalism, and anti-discrimination. Prevention of hate speech among students, parents and school employees.
2. Providing – in cooperation with universities, colleges and tertiary sector organisations – training sessions, workshops, language courses and other forms of education for teachers, students, administration and service workers, and parents.
3. Teacher training and professional development programmes – provided in cooperation with universities and colleges, Gdansk Education Authority, psychological and educational counselling centres, teacher training centres – concerning multi-and intercultural education, as well as methods of teaching Polish as a second language. Introducing this area of measures into the school’s internal teacher training plan.
4. Organising various integration, multi- and international, and anti-discrimination events at the school’s premises, including school assemblies, festivals, sports events, dances, meetings with representatives of other cultures.
5. Participation of schools in education projects facilitating international exchange programmes.
6. Organising additional foreign language classes as part of a school’s extra-curricular activities, with special attention paid to communication skills development.

Task 2

A package of education and integration measures addressed directly at migrant students and foreigners.

The package is aimed at providing immigrant students - possessing different cultural background and education experience - with favourable conditions facilitating personal development, as well as knowledge and skills acquisition. This is a priority in terms of integration with the local community.

Measures

implemented by teachers and experts employed at each education establishment, in cooperation with universities and colleges, counselling centres, tertiary sector institutions.

1. Preparing individual learning plans for immigrant students, including a needs analysis, as well as adjustment of education requirements and curricula.
2. Providing immigrant students - in cooperation with education establishments and institutions - with psychological and educational support adequate to individual needs and expectations, e.g. deferred diagnosis.

3. Teaching immigrant students – with the help of a cultural assistant and a youth counsellor – about Polish culture, standards of behaviour and rules of conduct applicable at schools, as well as the school as an education and childcare institution, e.g. by means of informational materials and meetings, individual tutoring and counselling, and culture-related workshops.
4. Building a local identity among immigrant students living in Gdansk, by making them familiar with the city’s history, its famous citizens, its specific character, monuments - guided tours of the city, visits to museums, workshops, projects conducted in cooperation with tertiary sector organisations, participation in important cultural and integration events at the level of individual districts and the whole city.

Measures

implemented by universities and colleges, auxiliary educational institutions, the City Hall and central authorities

1. Preparation of necessary resources by the University of Gdansk and tertiary sector organisations, including curricula and teaching materials required for teaching Polish as a second language - handbooks, coursebooks, workbooks and classroom scenarios.
2. Organising Polish classes for learners of Polish as a second language and additional compensatory classes: five hours of Polish language classes and three hours of compensatory classes.
3. Where there are over five immigrant students with poor or no Polish language skills, organising a dedicated “0” grade group – at a school, district or city level; in the form of courses responsive to the needs and abilities of children, held during the school year or holidays.
4. Creating optimal conditions for teaching and educating immigrant students through:
 - a. hiring a cultural assistant or designating an immigrant students coordinator responsible for:
 - activities aimed at teaching students about Polish culture, standards of behaviour and rules of conduct applicable at schools, as well as the school as an education and childcare institution, e.g. by means of informational materials and meetings, individual tutoring and counselling, and culture-related workshops (with the help of a youth counsellor, other teachers, parents and non-governmental organisations);
 - providing students with support in cultivating the language and culture of their home country (in accordance with the Act on the Education System);
 - facilitating communication between parents/guardians of immigrant students and school employees. Schools may define additional tasks

and expectations for the cultural assistant as well as the coordinator for migrant and foreign students, concerning work with the students themselves, their parents, teachers, other students and the local community.

- b. limiting the number of students in groups with immigrant students to 15–20;
- c. adjusting conditions and forms of knowledge tests and external examinations to students' needs and abilities;
- d. providing students with assistance and support in respect of future education choices.

Task 3

An education and integration-related support package for parents/guardians of immigrant children

With no parental participation, there is virtually no chance of a successful school integration process. As it is important to ensure good communication between the school and the parent/guardian as soon as on the first contact, services of an interpreter should be provided. By preparing a start package, schools are better positioned to initiate cooperation with parents/guardians. Responsibility for implementing the following measures lies with schools, psychological and educational counselling centres, Gdansk Education Authority and Gdansk City Hall.

Measures

1. Ensuring effective language communication between parents and school employees – an interpreter, translating school documents into parents' mother tongue or into English.
2. Preparing different language versions of the start package for parents of immigrant students, containing basic information about the school's operating model and the Polish education system.
3. Ensuring that the school indicates – e.g. by means of information packs or information published on its website – institutions/organisations supporting the adaptation process, such as the Municipal Family Support Centre, psychological and educational counselling centres, tertiary sector organisations, including the Immigrant Support Centre and other institutions/organisations working for the benefit of children.
4. Providing parents/guardians of immigrant children with psychological and educational counselling services - offered by school employees or psychological and educational counselling centres - with respect to their child's development and school education.
5. Participation of schools in the process of parents/guardians integration, initiating activities which provide opportunities to learn about the Polish culture and so-

ciety, relevant cultural norms, customs, etc. through integration events, cultural projects, meetings, workshops.

6. Encouraging parental involvement in schools, e.g. by means of inviting parents to contribute to school events, participate in parent-teacher meetings or take part in the Parents' Council's projects.

Task 4

Systemic support for Gdansk schools.

Schools admitting immigrant students should receive systemic support with respect to measures implemented from the following institutions: Gdansk City Hall, Gdansk Education Authority, psychological and educational counselling centres, universities and colleges, tertiary sector organisations.

Measures

1. Establishing a dedicated unit responsible for immigrant students school education within the Social Development Department at the Gdansk City Hall; building a database of procedures and information concerning admission of new students to schools, compulsory school attendance, as well as ways of addressing noncompliance and other problem situations; preparing booklets and leaflets containing basic information and emergency procedures, as well as contact details of organisations/institutions which may offer help.
2. Establishing interdisciplinary teams at the University of Gdansk Faculty of Social Sciences, bringing together representatives of different institutions and environments, as well as experts in the fields of migration, intercultural education and cooperation with families with migration experiences, interdisciplinary teams for educational problems of migrant children and foreigners:
 - a. a team for educational and adaptation problems of immigrant children – researchers, representatives of schools and other experts;
 - b. a team for cooperation with migrant families and foreigners – including representatives of schools, psychological and educational counselling centres, the Municipal Family Support Centre.
3. Ensuring that members of interdisciplinary teams create and maintain a regularly updated database of procedures, information and materials concerning working with immigrant students and students with migration experiences.
4. Facilitating cooperation of schools with employees of the Municipal Family Support Centre, psychological and educational counselling centres and representatives of non-governmental organisations in matters related to the functioning and challenges of immigrant students and their families.

- 5. Supporting and encouraging cooperation between schools and representatives of the Gdansk academic community, offering scientific and training related support for the process of integration of students and their families in Gdansk.

HIGHER EDUCATION

Task 1
Support for the process of foreign students integration

Measures

- 1. Diagnosis and monitoring of the situation and needs of foreign students conducted prior to commencing their studies and after graduation.
- 2. Establishing a single information point providing access to information concerning: Gdansk, the university or college, residence procedures.
- 3. Encouraging the establishment of information points within individual universities or colleges to facilitate access to information on students' rights and obligations, work organisation of the institution, violence and discrimination response procedures, etc.
- 4. Supporting tandem mentoring programmes for foreign students intended to facilitate their integration with the academic community by encouraging networking between Polish and foreign students and supporting organisations bringing together foreign students and promoting integration at the university level.
- 5. Promoting the idea and supporting organisation (e.g. by providing access to university classrooms) of tandem Polish language communication courses for foreign students, with the participation of Polish students.
- 6. Extending the scope of activities of academic careers offices by introducing – in cooperation with employment offices – job offers and internship offers for foreign students.
- 7. Involving students organisations, students self-government bodies and academic centres in activities aimed at supporting foreign students.

Task 2
Support for the process of foreign academic staff integration

Measures

- 1. Diagnosis and monitoring of the situation and needs of foreign staff – conducted every four years – as well as organisation of Polish language courses for foreign staff with the participation of Polish students.
- 2. Enhancing cultural competence of foreign academic staff.

- 3. Establishing a single information point providing access to information concerning: Gdansk, the university or college, residence procedures, employees' rights and obligations, violence and discrimination response procedures.

Task 3
Adjusting university structures to the needs of foreign students

Measures

- 1. Establishing centres aimed at promoting multiculturalism and counteracting discrimination, as well as initiating and supporting animation and intervention measures and research activities in the area of migration and broadly defined multiculturalism.
- 2. Promoting internationalisation processes at universities and colleges, taking steps to standardise procedures for treating foreign students and creating a single policy for admitting foreign students (by way of consultations with the Board of Rectors of the Pomorskie Province).
- 3. Implementing an antidiscrimination standard.
- 4. Establishing an equal treatment authority.
- 5. Tailoring the mode of activity of academic foreign student offices to the needs of their target group, e.g. by designating foreign students' plenipotentiaries at universities and expanding available translation services from and into students' mother tongues.

Task 4
Promoting and developing Gdansk based universities and colleges as higher education institutions for students from various countries and cultures

Działania

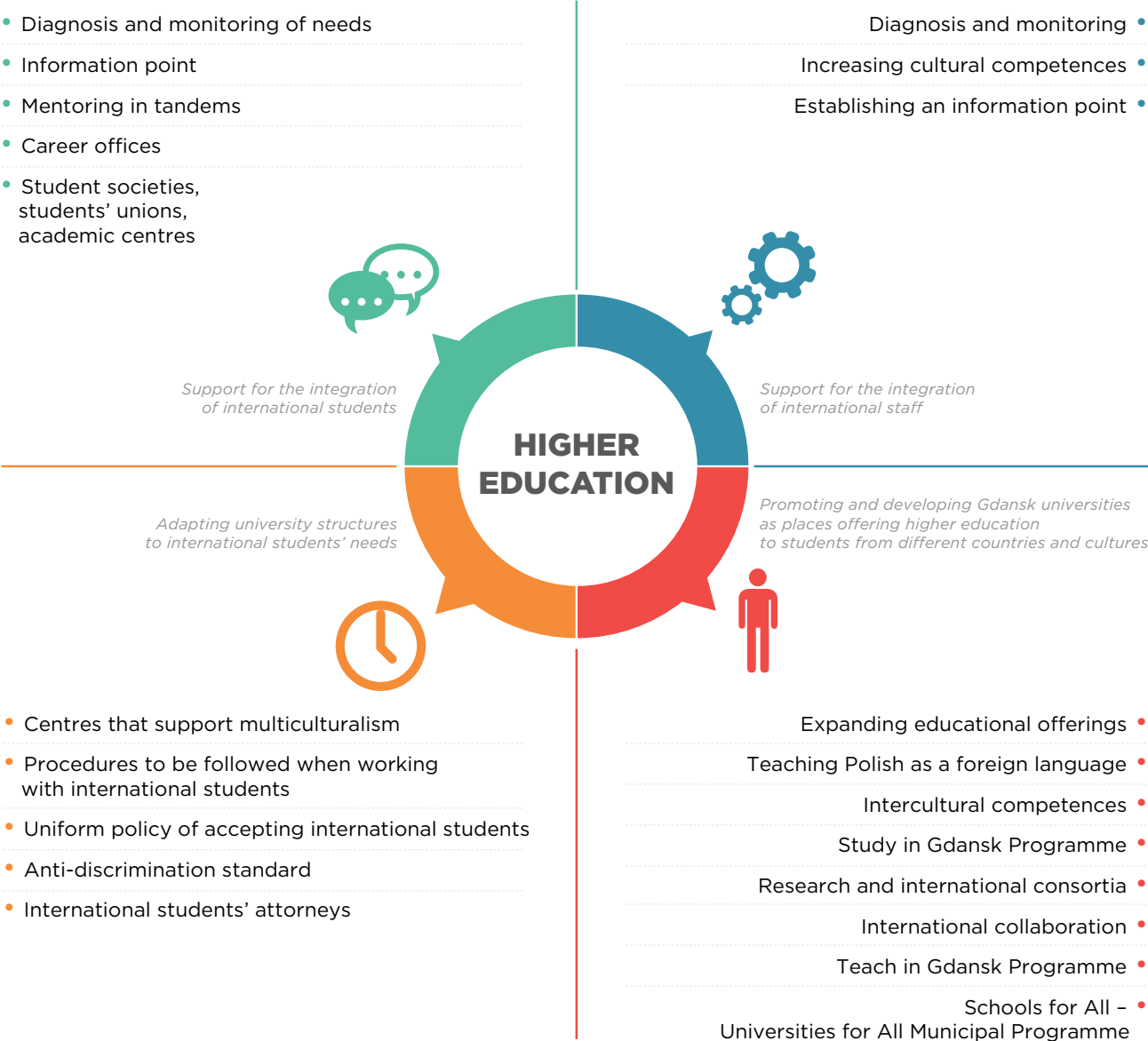
- 1. Promoting the development of educational offering attractive for non-Polish students at the level of individual universities and colleges and taking steps to introduce new foreign-language academic courses.
- 2. Enhancing universities' academic offering in the field of teaching Polish as a second language.
- 3. Enhancing cultural and intercultural competences, as well as counteracting discrimination among the academic community of Gdansk based universities and colleges.
- 4. Ensuring that cultural competence skills are introduced into bachelor study programmes of selected Gdansk universities and colleges, to promote improved functioning in a multicultural environment and coping with cultural diversity – optional, and where possible, obligatory for all students.

5. Organising a culture and entertainment programme entitled “Study in Gdansk”, with the aim of inviting students from other countries to Gdansk.
6. Developing initiatives addressed at foreign students, to help them adapt to the conditions of a Polish university or college and integrate with Gdansk community, including projects implemented in cooperation with students clubs and societies.
7. Expanding the range of widely available Polish as a second language courses conducted by academic staff and postgraduate students, organised partly in cooperation with cultural institutions.
8. Continuous involvement of universities and colleges in various scientific, educational and research projects facilitating international exchange programmes, such as Erasmus+ and other initiatives.
9. Involvement of Gdansk universities and colleges in the Municipal anti-discrimination Programme “School for All”, under the motto “University for All” – organising weekly counselling sessions during which students who experience multiculturalism-related issues will be able to ask for help or receive information on places where they could find assistance.
10. Promoting the establishment of university policies concerning higher education of individuals with refugee status and conducting information campaigns on the rights and obligations of refugees at Polish universities or colleges (e.g. free access to full-time study programmes, special research scholarships for refugees).

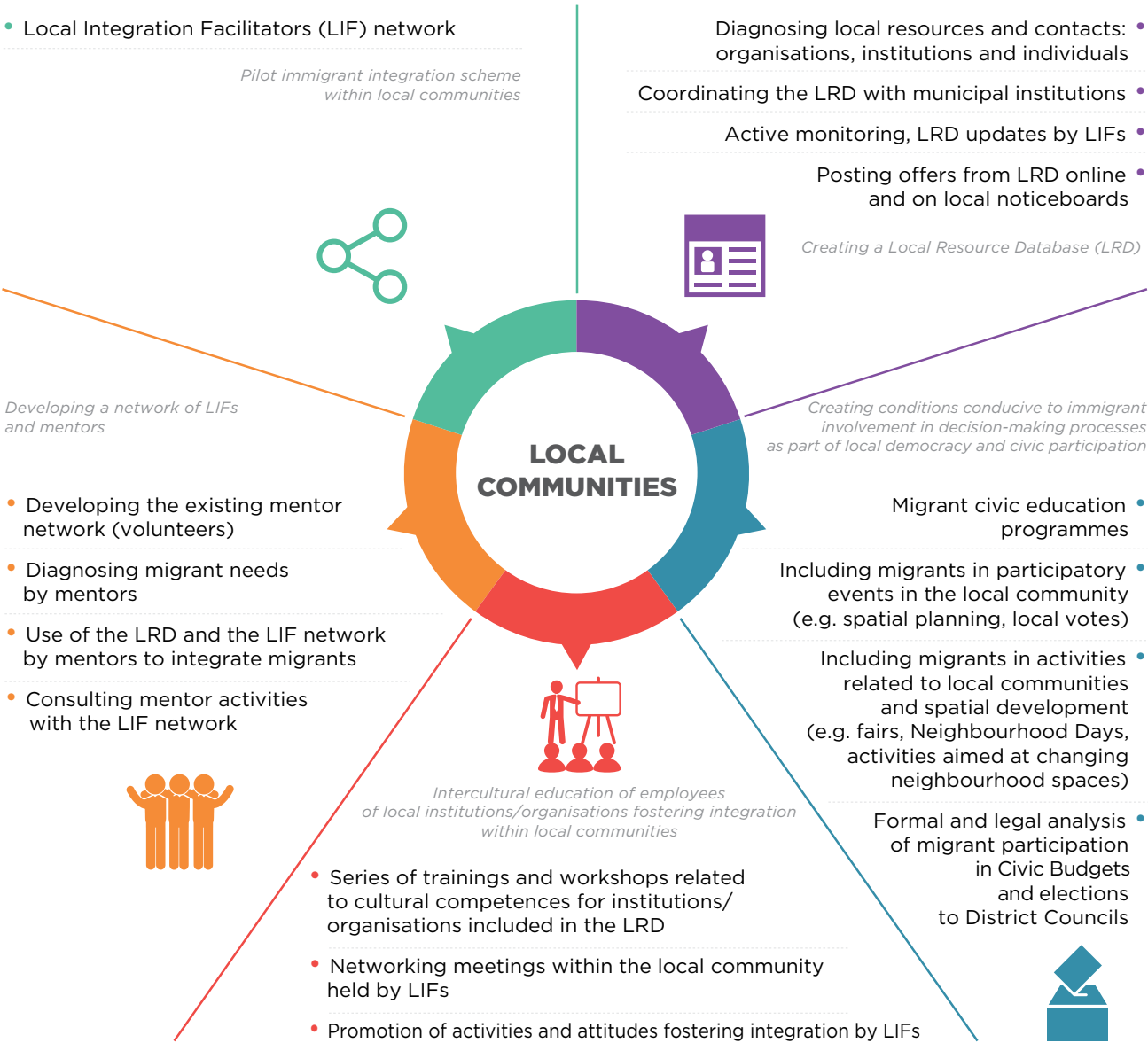
Recommendations

It is desirable for rectors of universities to appoint, at the institutional or departmental level, dedicated individuals/teams/organisational units responsible for the recommended measures. It is advisable that Gdansk universities and colleges involved in IIM implementation establish teams/units in charge of supporting the internationalisation process and integration of foreign students and academic staff. Alternatively, these tasks may also be performed by existing units responsible for contact with foreign students.

Higher education / road map



Local communities / road map



7.2. Local communities

Key factors

As migrants become part of the local communities of Gdansk, members of the local community play an important role in the social integration process. Without it, there is practically no chance of full implementation of any package of systemic solutions, no matter how well thought-out. It is their immediate neighbourhood/environment that immigrants interact with the most and that is expected to offer support and everyday, informal reasons for integration. The immediate neighbourhood/environment is understood as: residents, local social activists, institutions/organisations operating in a given community, but also shops, sports fields, parks and the whole public infrastructure. Therefore, all the above groups and places may naturally facilitate, but also hamper or block the integration process.

Thus, for integration to be successful and conscious, it is necessary to meet the following requirements:

- proper conceptual preparation (education) of all parties involved in the process – organisers of the integration process, immigrants and the host community;
- a well-designed, integrated process management system using complex social and institutional networks;
- using local human and institutional resources;
- joint implementation of measures intended to benefit immigrants and local communities.

Stakeholders

The process of strengthening social inclusion of immigrants within the local community relies heavily on existing formal and informal institutions and organisations involved in day-to-day activities aimed at resident integration at the neighbourhood level, as well as competence development and empowerment of local community members as a civil society. Immigrants themselves are key actors in this process and should be involved in activities undertaken by neighbourhood houses, cultural institutions, libraries, local clubs, community centres and non-governmental organisations. **It is not possible to improve immigrant integration into the local community without the support of two social networks:**

- **Refugee mentors** – an informal network of 50-100 Gdansk and Tricity residents, cooperating with the Immigrant Support Centre (ISC) and the European Solidarity Centre (ESC), facilitated among others by the Feeria association. Although mentors are mainly focused on supporting refugee integration, they also offer assistance to immigrants.
- **Local integration facilitators** – (LIF), a network of individuals, who understand the integration process and are competent to ensure its proper organisation and implementation. One of the major outputs and working tools of LIFs will be the Local Resources Database (LRD) - measures, programmes, networks and groups fostering integration of immigrants into the local community that will open access to civic activism for immigrants, educate the local community, and prevent ethnic, national and religious tensions and conflicts. The number of LIFs should correspond to the demand for an integrated social inclusion system within a given local community.

Tools and competences

To improve immigrant integration into the local community, the above-mentioned groups and entities should use a variety of tools facilitating informal education and cooperation, which support competence building and group integration, as well as personal development of residents. Inter-cultural competence and sensitivity of individuals employed at the above-mentioned groups/entities will be developed, and any tools used will be examined in terms of their suitability for a culturally diverse environment and adequately adapted. Such approach allows for cooperation of family members and fosters intergenerational involvement, which is of great importance in the case of immigrant families, since even if children are provided integration opportunities at schools, their parents are often left on the periphery of social/neighbourhood interactions. To sum up, immigrant interaction at the local level may only be successful if proper cooperation and communication is ensured between institutions and organisations promoting integration, local integration facilitators, refugee mentors, institutions, organisations and networks thereof included in the Local Resources Database, based on advanced social inclusion tools.

Task 1
Implementation of a pilot immigrant integration system within local communities

A pilot LIF network programme was initiated in February 2016. Invitations to take on the function of LIF were issued to local animators active in their respective local communities and recognised for their social/civic engagement. As part of their work, facilitators identify important locations and review local educational, cultural and sports opportunities, as well as monitor which organisations/institutions/ informal groups have the resources and the will to become involved in the immigrant and refugee integration process. Facilitators will publish all information and contact details in the Local Resources Database, which is available online. Facilitators' work is supervised by experts in the field of integration and local community animation within the framework of regular consulting and reporting meetings. Facilitators will also be adequately trained to work with immigrants, as the aim of their work is not only to gather information on places, individuals, organisations and institutions demonstrating a positive attitude to immigrant integration, but also to choose the most supportive place which is interested in cooperation and will serve as an integration centre in a given local community. After that, their role is to initiate pilot activities with immigrant involvement at these places, in line with the principle of empowerment, i.e. making sure that participants are given autonomy and making them part of the decision-making process.

- Measures**
1. Ensuring that the coordinating entity (a non-governmental organisation or a municipal unit) defines the area of operation, the scope of responsibilities and the number of LIFs and social mentors supporting them.
 2. Engaging (on a voluntary and/or employment basis) local integration facilitators for the years 2016–2017.
 3. Establishing a framework of cooperation between LIFs and: refugee mentors, local organisations/institutions, networks of municipal family support centres, the Social Development Department, district councils.
 4. Establishing relationships between LIFs and immigrants within local communities and assessing their needs/resources.
 5. Engaging active immigrants to work and participate in the decision-making process within the framework of the immigrant integration system, in line with the principle of empowerment. This should also be done by LIFs.

Task 2

Establishing a Local Resources Database by a network of LIFs and refugee mentors

As described above, the Local Resources Database will be a working tool created and maintained by the LIF network. It will take the form of an interactive online database containing contact details of stakeholders involved in the immigrant integration process, as well as options offered by selected local organisations/institutions, reviewed in terms of their inclusivity.

1. A diagnosis of social and institutional resources available within a defined area, performed by a Local Integration Facilitator with the use of existing databases, such as social resources maps prepared by Municipal Family Support Centres or the Social Development Department.
2. Establishing a Local Resources Database (LRD) within a Local Integration Facilitator's own territory, in cooperation with Municipal Family Support Centres and the Social Development Department.
3. Active monitoring of LRD status and updating the database on the basis of ongoing LIF interactions with institutions, non-governmental organisations, neighbourhood houses, local clubs, libraries, district councils, etc., as well as self-government institutions such as the Municipal Family Support Centre or the Social Development Department. Establishing and strengthening links between the above entities operating in the local community to support immigrant integration.
4. Posting LRD information and advertisements within local social networking groups and on noticeboards at local community centres, libraries, district councils, sports clubs, etc.

Task 3

Developing a network of LIFs and refugee mentors to meet the needs of immigrants and local communities

In response to incoming offers of refugee assistance, the Immigrant Support Centre (ISC) has initiated the recruitment of individuals willing to provide various forms of support, such as making immigrants familiar with the city's topography, helping them find a job/internship or build a network of contacts, involving them in cultural activities. Even though the vision of mentoring seems clear, since the needs of refugees are generally known, in order to win and maintain long-term involvement of mentors we want to develop this vision together, using a project-based approach. As this is a new experience and a new challenge for all parties involved, much communication, integration, knowledge and goal sharing effort is needed and quality standards must be developed regarding refugee mentors' work.

The following steps will be taken to support the integration and competence enhancement of the network of 80-100 refugee mentors which was established in October 2015 and to develop a vision of mentoring:

- training: "Interacting and building a supportive relationship with individuals going through an asylum procedure";
- integration and evaluation meetings;
- practical training in the form of pairing approximately 20 Tricity based mentors with refugees and immigrants who are interested in participating in the mentoring programme, and launch of the mentoring process;
- supervision of the mentoring process - three meetings with a supervisor.

1. Expanding the existing network of volunteer mentors offering support to individual migrants or migrant families.
2. Diagnosing migrant needs through close cooperation between mentors and migrants.
3. Using the Local Resources Database to help mentors meet the needs of migrant families and foster their integration into the local community.
4. Consultations between mentors and LIFs with respect to immigrant support measures such as involvement in neighbourhood, civic and social initiatives.

Task 4

Intercultural education of employees of local institutions/organisations fostering integration, including individuals active at district councils, neighbourhood houses, libraries, culture centres and community centres

1. Conducting a series of training and workshop sessions with the aim of enhancing intercultural competences of employees and members of institutions and organisations operating in local communities and neighbourhoods.
2. Ensuring that each LIF organises information and networking meetings for employees and members of institutions and organisations operating in local communities/neighbourhoods, sensitising them to the needs of immigrants living in their local communities.
3. Ensuring that LIFs promote efforts and attitudes intended to foster integration into the local community among decision makers at institutions/organisations supporting social inclusion.

Task 5

Creating conditions conducive to immigrant involvement in decision-making processes as part of local democracy and civic participation processes through engagement in district council work, participatory budgeting, voting, spatial planning and public consultation initiatives

1. Initiating and implementing migrant civic education programmes by LIFs, non-governmental organisations and municipal institutions.
2. Involving migrants in participatory events organised within the local community by inviting them to take part in local consultations, community work-

shops, submit participatory budgeting applications, run in district council elections – to be initiated by LIFs.

3. Involving both immigrant communities and individual migrants in local initiatives such as neighbour days, festivities and sociospatial projects, including development of squares and backyards.
4. Steps taken by the Immigrant Support Centre and the Social Development Department with the aim of conducting a formal and legal analysis to determine whether immigrants are entitled to vote for participatory budgeting projects or in district elections.



Culture / road map

Educating the staff of cultural institutions/organisations

- Workshops, training
- Mentoring, collaboration with the EUROCITIES network

Promoting the concept of immigrant integration through culture at cultural institutions and organisations

- “Integration through Culture” working group
- Workshops, seminars
- Developing guidelines and recommendations concerning integration through culture
- Disseminating the developed vision of integration through culture



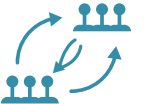
Fostering an open intercultural attitude in the host community

- Anti-discrimination and intercultural education in the institutions’ curricula
- Activities that build a positive image of immigrants
- Animating intercultural dialogue



Diagnosis of the inclusion potential of cultural institutions/organisations/circles and assessment of intercultural competence levels of their staff

- Diagnostic survey scope and plan
- Diagnosing indicators of change
- Conducting the survey
- Survey report



Involving immigrants in the city's cultural and social life

- Institutional resources for immigrants’ cultural and civic activities
- Creative cooperation between artists
- Support programmes for immigrant artists
- Animating the immigrants’ independent cultural and civic activities



Creating conditions which foster active involvement of immigrants in cultural activities

- Measures to promote equal access to the city’s cultural offerings
- Integrating immigrants in institutional development strategies
- Volunteer and internship programmes for immigrants at institutions
- Effective information on cultural offerings

CULTURE

7.3. Kultura

Culture (from Latin *cultura* – cultivation, education) is defined as the entire material and spiritual heritage of humankind, as well as the sum of values, rules and social coexistence standards adopted by individual communities. The term “culture” is also used to describe all products of human work, thought and activity.

Generally, two aspects of culture have been distinguished, i.e. material culture which corresponds to the term “civilisation”, and spiritual culture, which is made up of human heritage in the fields of art, science, morality, including works of art, beliefs, customs, and values, such as truth, justice, freedom, equality...

For the purpose of the Immigrant Integration Model (IIM), the term “culture” is understood in several different ways:

- as the foundation of human identity;
- as cultural activity, cultural education and cultural events;
- as everyday life culture;
- as culture-forming activity.

What happens when one’s culture understood as the foundation of human identity is not acknowledged or accepted? People tend to defend it to protect their identity, and may be inclined to turn to risky and socially unacceptable behaviour. Questioning one’s culture, i.e. their identity, leads to separation and reluctance towards any kind of integration initiatives. Thus, speaking of integration, we must be aware that it may not be successful without culture. Culture facilitates familiarisation and inculturation, which stands for gradual settling into the culture of the surrounding society. It is the best and most effective mechanism for immigrant inclusion and adaptation to a new environment. The challenge is to find balance between integration of immigrants into the host culture system - how and to what extent they become familiar with the host culture, accept and finally practice it - and cultivation of their own culture. Countless questions may be asked here: What elements of the host culture do immigrants adopt? How does it affect their own culture? How does the culture of the host community evolve as a result of immigrants presence? Integration as a multilateral process is the acculturation strategy we would like to pursue in our model – as opposed to assimilation, separation and marginalisation.

The process of adaptation may not stop at the level of declaration but must reach the level of practice and involve a wide group of stakeholders. Ac-

tivities employing cultural instruments should be addressed at immigrants themselves, taking into consideration their diversity, as well as at cultural institutions (both public and communal) and - which is of utmost importance - at the host community. Measures aimed at each of these three groups should be diversified, keeping in mind the overall goal, which is integration understood as including immigrants into our social structure by way of cooperation.

Another challenge involves providing an accurate definition of the concept of “integration through culture”. It is crucial to view culture from a broader perspective, not only as artistic/cultural activity, or participation in cultural events, where immigrants are the recipients of the city’s cultural programme. What is of vital importance, is everyday culture - language comprehension, familiarity with customs, the city and its cultural landscape.

The first and indispensable condition for integration through culture is the acquisition of communication skills - both linguistic and nonlinguistic. This process is strengthened through all forms of cultural activity which might teach immigrants to properly interpret different kinds of messages and understand situational context and behaviours, contributing to reduced levels of alienation.

Integration through culture requires empowering of immigrants by offering them opportunities for self-expression and asserting their own identity. Culture-forming activity is the best tool to help counteract social exclusion and marginalisation.

Research on IIM has demonstrated the multidimensional character of the integration process. Integration will be successful if we want it to be - that is, if we are aware of the need for integration, define our role in this process and acquire competences required to fulfil our roles.

Task 1

Promoting the concept of immigrant integration through culture in cultural institutions and organisations

According to preliminary diagnosis, not everyone is aware of the importance and the role of cultural institutions/organizations in the immigrant integration process. On the basis of a general analysis of their statutory activity, one might conclude that they differ in the perception of the integration process and often do not include migrants in their target audience while planning and implementing their programme initiatives. It can be presumed that immigrant integration is a completely new challenge for such organisations, and that apparently there is a substantial lack of knowledge in this area:

- lack of knowledge about the immigrant community;
- lack of knowledge about the needs of immigrants;
- lack of Polish language skills among immigrants in a situation where cultural offering is mostly available in Polish;
- poor foreign language skills in the host community, including the staff of cultural institutions, which creates a barrier to communication;
- insufficient levels of intercultural competence among the staff of cultural institutions;
- difficulties in contacting migrant groups – we do not know where to find or meet them, how to reach them with our communication;
- lack of time for culture participation on the part of economic migrants – cultural institutions/organisations are often closed on Sunday, which potentially is their day off work.

Keeping this in mind, the most important task for the next months should involve strengthening the engagement of cultural institutions/organisations in the integration process through increasing the number of stakeholders willing to take up the challenge of developing a common vision of “integration through culture”.

Measures

- Establishing a working group consisting of representatives of cultural institutions (both public and communal), the city and immigrants, dedicated to coordinating integration-through-culture initiatives.
- Workshops attended by employees and activists of cultural institutions/organisations, and cultural groups, including immigrant groups. It is necessary to develop a common understanding of integration through culture and to work out a method of implementing cultural measures in the city to support such mode of integration. The concept of integration itself serves as a basis for the formulation of a common vision of integration – we do not want to allow spatial and social isolation of immigrants; we do not want institutional, financial, legal or mental barriers present in the city to prevent immigrants from participating in culture; finally, we do not want depreciation of our own values. That is why immigrants should be involved in the process, as there is a possibility of a dispute over values and practices. Also, co-operative work on methodology will foster empowerment. The workshops will support the process of diagnosing the inclusivity potential of cultural institutions/organisations (described in Task 2).
- Joint preparation of a list of recommendations/guidelines for implementing integration measures, including an implementation plan (joint sub-measure for Tasks 1 and 2), on the basis of workshop outcomes and research described in Task 2.

- Promoting the jointly developed vision of immigrant integration by cultural institutions/organisations through implementation of integration measures.

Task 2

Diagnosis of the inclusivity potential of cultural institutions/organisations/circles and assessment of intercultural competence levels of their staff

Cultural institutions/organisations are only just recognising their key role in the immigrant integration process. They have limited understanding of the concept of multiculturalism and their role in the integration process. Little is known about any past projects and cultural institutions/organisations have difficulty answering questions such as: What budget do they have for integration projects, if any? Were there immigrants among the recipients of their cultural offering and if not – why? What was the satisfaction level of immigrants participating in cultural events? Do cultural institutions/organisations meet the cultural needs of immigrants? Joint work on the model revealed four major immigrant needs:

- the need for community;
- the need for learning about the host culture;
- the need for visibility of own culture;
- the need for co-creation.

We do not know much about the cultural and culture-forming activity of immigrants in the city. Similarly, we do not know the levels of intercultural competence among the staff of cultural institutions. Thus, in order to confront the reality, we need to perform diagnostic research covering both cultural institutions/organisations/circles and immigrant groups.

Measures

- Precise determination of the research problem and the design of the diagnostic study intended to assess the scale of integration measures implemented at cultural institutions/organisations, the inclusivity potential of such cultural institutions/organisations, the levels of intercultural competence of their staff, as well as the determinants/reasons for immigrant participation or lack of participation in cultural activities.
- Paying particular attention to proper determination of indicators and selection of research tools which would allow for repeated measurements and ongoing monitoring of changes or lack thereof.
- Performing diagnostic research.
- Reviewing research reports and resulting recommendations. Joint preparation of a list of recommendations/guidelines for implementing integration measures, including an implementation plan (joint sub-measure for Tasks 1 and 2).

Task 3

Educating the staff of cultural institutions/organisations

Cultural institutions/organisations report different levels of own intercultural competence, which is defined as the acquired and continuously developed skill based on respect for diversity, knowledge and the ability to integrate. This competence, although essential for dealing with new tasks, is not developed in a systemic way. There is clearly significant demand for education in this area, if we are to meet the requirements of integration.

Measures

- Anti-discrimination workshops and intercultural awareness workshops for employees of cultural institutions/organisations, aimed at preparing them for partnership cooperation with immigrants on implementing activities dedicated to immigrants and joint cultural projects.
- Mentoring within the framework of the European cooperation platform EUROCITIES.

Task 4

Creating conditions which foster active involvement of immigrants in cultural activities

One essential aspect of the integration process is participation in culture, which - as described above - is a powerful adaptation tool, helps immigrants get familiar with their new environment and understand cultural codes of the host community, opens up space for interacting with the host community and empowers. There has been no research concerning immigrant involvement in programmes offered by cultural institutions/organisations, which makes it difficult to estimate the levels of participation (to be assessed in the diagnostic research described in Task 2). However, superficial observation suggests that it is quite low. Provisionally, the following reasons for non-participation were determined:

- Information barrier - the offering of cultural institutions/organisations is available for those who are able to actively search for information. We do not know which information distribution channels are preferred by immigrants, yet casual observation leads to the conclusion that current communication methods are not effective.
- Financial barrier - the cost of services offered is a major barrier preventing immigrants from participating in cultural programmes offered by institutions/organisations
- Communication barrier - poor Polish language skills among immigrants; limited number of events held in foreign languages
- Psychological barrier - a fear of not being able to understand the cultural context of events.

It is the responsibility of the city, as well as public and social institutions to create conditions fostering immigrant participation in culture.

Measures

- Encouraging cultural institutions to offer public services aimed at enhancing the competences of immigrants and promoting equal access to the city's cultural offering. This should include, in particular: Polish language courses held e.g. in libraries, civic and cultural education programmes for immigrants.
- Ensuring that cultural institutions/organisations, including student clubs, etc., take into account the social perspective of immigrants while designing their cultural programmes - incorporating integration activities in development strategies of institutions/organisations, improving language skills of their staff, effectively promoting multicultural programme frameworks, including free cultural events.
- Introducing the concept of immigrant integration through culture into the City of Gdansk Programme for Cooperation with Non-Governmental Organisations for the year 2017 and beyond. Existing provisions concern social assistance only. Incorporating initiatives aimed at immigrant involvement in the city's cultural life will also allow for leveraging the potential of non-governmental organisations, opening the way for integration projects designed and implemented jointly with immigrants.
- Preparation and distribution of information on Gdansk cultural offering using communication channels accessible to and used by immigrants - translating, publishing, sharing.
- Making local mentors/integration facilitators familiar with profiles and programmes of cultural institutions/organisations potentially accessible to immigrants - assisting in the creation of the Local Resources Database described in the Local Community section.
- Creating volunteer programmes supporting immigrant involvement in the organisation of cultural events offered by cultural institutions/organisations.
- Creating internship programmes to make use of and develop the professional competences of migrants, e.g. in the area of international cooperation.

Task 5

Involving immigrants in the city's cultural and social life

As determined in the course of work on IIM, the aim of integration through culture should be immigrant empowerment - acknowledging their presence in the city, recognising and promoting their competencies, resources, achievements and heritage, as well as creating safe conditions for cultivating, developing and presenting their own culture. The best tool to achieve this goal is immigrants' own creativity.

One factor positively affecting immigrant culture-forming activity is the ability to apply for public funding for own projects, as well as the openness of cultural institutions/organisations/circles, willing to share their infrastructure, art facilities and intellectual resources.

Measures

- Making cultural institutions' resources available for the purpose of culture-forming activities pursued by immigrants (in line with the profile of the institution).
- Designing and launching programmes intended to support immigrant artists, including grants or residence programmes.
- Initiating creative cooperation between artists from the immigrant community and the host community, e.g. in the form of open-air workshops.
- Animating autonomous educational, civic and cultural activity undertaken by immigrants.

Task 6

Fostering an open, intercultural attitude in the host community

Culture and cultural activity may serve as the best tool to overcome fear and anxiety in the host community. It is necessary to implement measures intended to facilitate identification of the host community with Europe's multicultural heritage and to present the culture of individual countries - especially those treated with mistrust and animosity - with the aim of overcoming barriers and stereotypes, creating safe conditions for dialogue, and dealing with difficult issues. An open and sincere relationship without idealising any particular culture is the condition for understanding diversity and, consequently, integration.

Measures

- Incorporating anti-discrimination and intercultural education into educational programmes of cultural institutions/organisations, or reinforcement of existing education of this kind.
- Promoting a positive image of immigrant groups by cultural institutions/organisations through a wide range of events for different age groups, intended to bring together the host community and the immigrant community, help overcome stereotypes and integrate both communities.

Violence and discrimination / road map



7.4. Violence and discrimination

In the course of work on the vision of a city fostering social inclusion and protection of the rights of all minorities – as formulated by the violence and discrimination team – Gdansk was envisaged as an agglomeration, where:

- immigrants and refugees know where to turn to, should they fall victim to prejudice motivated crime or experience problems related to violence and discrimination;
- there is a dedicated centre, where all immigrants can receive support and information essential for those who want to live in Poland;
- employees of institutions and organisations demonstrate multicultural competence and are open and friendly towards immigrants;
- laws and regulations are clear and can easily be understood by all concerned;
- violence and discrimination are monitored and constrained by preventive measures.

To accomplish the above goals, nine tasks were designed.

Task 1

Diagnosing and monitoring of incidents of violence and discrimination against immigrants

To accumulate knowledge and gather information on violence and discrimination against immigrants in Tricity, a diagnosis of immigrant safety should be prepared, including: identification of problems and risks in the area of prejudice motivated violence, analysis of statistical data (received from the Police and other sources) related to Tricity, and analysis of discrimination and violence risks.

The following measures were planned:

1. Developing the violence and discrimination team within the framework of the Immigrant Integration Model (IIM), establishing partnerships, e.g. with the research/scientific centre at the Faculty of Social Sciences, University of Gdansk, the Police and the prosecutor's office

The tasks of this cross-sector and interinstitutional team will include monitoring and collecting data on hate crime, risks related to prejudice against immigrants in the local community, identification of new risks resulting from the activity and radicalisation of groups opposing to the current migration wave in Europe, as well as implementing protection and support tools for immigrants at risk of or experiencing violence and discrimination.



The team will be responsible for updating information, as well as developing recommendations concerning problems related with violence and discrimination, issuing booklets and codes.

2. Collecting and classifying data on incidents of violence and discrimination against immigrants

Monitoring of:

- instances of hate speech;
- prejudice motivated crime;
- cases of unequal treatment in the labour market;
- abuse of women in immigrant families;
- access of victims to assistance, including legal, social and psychological support.

On the basis of data collected, a local diagnosis will be prepared, which will be later compared with national and international reports, as well as expert documentation on general trends in the area of violence and discrimination against immigrants. The next step will involve preparation of a report on violence and discrimination against immigrants.

The report on violence and discrimination against immigrants in Gdansk will provide the framework for subsequent evaluation and analysis of the local situation. It will be presented at a meeting with law enforcement authorities and other institutions (to be held in Q4 of 2017), as well as during multicultural competence workshops for residents of Gdansk.

Task 2

Intercultural, civic and anti-discrimination education for immigrants and refugees, and removing barriers to access to information, public services and benefits offered by the city's institutions and organisations

One of the major goals in the area of violence and discrimination is to help immigrants develop intercultural competencies and legal and civic awareness. Immigrants are subject to violence and discrimination on the part of the host community. At the same time, operating under cultural norms which include social acceptance of violence (e.g. against women and children), they may be perpetrators of violence themselves. The aim of educational measures is to increase immigrant awareness by helping them understand violence and discrimination, teaching them how to react and seek assistance from available sources, increasing the level of trust in uniformed services, institutions and non-govern-

mental organisations. At the same time, they aim to increase the understanding of the cultural and normative context, as well as foster respect for the law, and inclusion into the civic community following the acquisition of necessary competences.

To accomplish this task, it is recommended that the following measures are taken:

1. Workshops and training courses for immigrants

The workshops will provide knowledge on: the Polish culture, institutional system, tasks and activity of specific institutions, including social welfare services, the obligations of foreigners in Poland, laws and regulations concerning equal treatment and abuse: What is domestic violence? What is the Blue Card procedure? What is hate crime and what are the rights of victims of this kind of violence? How to report a crime? How to seek support from the Polish Ombudsman? The workshops will be organised mainly by non-governmental organisations, following a model adapted to the levels of language skills and the needs of immigrants.

2. Implementing a variety of communication modes and improving immigrant access to benefits offered by the city's institutions and organisations

Poor information flow between municipal institutions and immigrants results in limited access to various services and forms of assistance offered by such institutions. In order to improve access to these services, the following initiatives were planned:

- issuing city guides containing a map of institutions and places relevant to immigrants;
- developing and translating educational and informational materials (booklets, leaflets) on the rights and obligations in Poland, procedures, tasks and activities of institutions, social norms, equal treatment, as well as abuse and appropriate methods of fighting violence;
- translating websites of municipal institutions to help immigrants find their way in the city structures;
- developing foreign (e.g. English and Russian) language versions of forms used in public institutions, such as the information booklet and the B form to be handed out to immigrants as part of the Blue Card procedure.

Task 3

Education initiatives aimed at enhancing the multicultural and anti-discrimination competences of officials and employees of various municipal institutions

This task will be accomplished through a series of training sessions, workshops, lectures, meetings and other measures intended to develop intercultural competence and sensitivity, and to promote an attitude of openness and commitment to integration processes.

It is key to conduct regular training sessions and offer continued training for those officials and employees of offices, self-government institutions and non-governmental organisations who frequently interact with immigrants. To ensure the development and reinforcement of multicultural and anti-discrimination competences of officials and employees of public administration institutions - both central and local - and non-governmental organisations, training courses on multiculturalism, integration and equal treatment of immigrants must be included in personnel development programmes of each institution. It is advisable to draw on actual experiences of immigrants to help illustrate the concept of discrimination against individuals and immigrant and refugee communities (particularly in the case of institutional discrimination), as well as to provide proper interpretation of laws and regulations which offer protection and guarantee the rights of cultural/ethnic minorities in this respect, and to counteract discrimination.

It should be possible to successfully sensitize police and law enforcement officers to the issue of racism through a series of five one-hour training sessions. These should be dedicated to hate crime and crime motivated by racism and xenophobia, with particular focus on difficulties in recognising instances of hate speech and hate crime. It is worth stressing that the training course designed for Gdansk IIM differs from courses offered by the Helsinki Foundation for Human Rights and other organisations in that it presents a violence and discrimination programme based on three key elements: up-to-date information on the local situation, the involvement of immigrants and refugees living in Gdansk, and new tools (more adequate and specific) which will facilitate identification and assessment of immigrant abuse. It should also be noted that response mechanisms and ways of preventing incidents of violence are discussed, as well, such as establishing a network of reliable members of the local community, including both Polish citizens and foreigners, who volunteer to assist immigrants and refugees in the initial period of their stay in Gdansk and in the course of acculturation and integration.

Considering that it might be difficult for employees (and specifically employees of public institutions) to attend training courses,

it is recommended to adjust the length and frequency of sessions to the abilities of participants and to adopt other education modes, such as e-learning courses, online seminars or videoconferencing. Additionally, each institution should be provided with access to the latest publications, and recommended reading should include publications concerning violence and discrimination, migration, multiculturalism and integration, human trafficking, issued by other Polish or international institutions working for the benefit of immigrants.

Task 4

Educating the local community on multiculturalism and anti-discrimination

Two goals were identified in this area: increasing sensitivity and developing multicultural and anti-discrimination competences, as well as reinforcing attitudes of openness and commitment to integration processes.

Measures to be taken include a series of training sessions, workshops, lectures, meetings and other educational initiatives concerning: migration, multiculturalism; hate speech and hate crime, their penal and emotional consequences for the perpetrator and the victim, respectively; fighting unfounded prejudice and the need for demonstrating solidarity with immigrants and reacting to incidents of violence against them as a matter of civic responsibility; joint efforts of Gdansk residents to establish values based on respect for human rights and diversity. These measures will be developed, organised and implemented by non-governmental organisations in cooperation with the provincial Police commander's plenipotentiary for human rights protection and volunteers from the immigrant/refugee community, and will be addressed to users of local public libraries, students of Gdansk middle and secondary schools.

Task 5

Establishing and implementing anti-discrimination codes in municipal institutions

The goal of professional development initiatives aimed at employees of municipal institutions is to make sure that they provide services of equal quality, as well as to counteract and respond to acts of discrimination. From the point of view of respecting immigrants' rights in all areas of IIM (such as education, healthcare, housing, employment), it is equally important for institutions to adopt anti-discrimination codes concerning: preventing, responding to and stigmatising discriminatory behaviours motivated by racial, national, ethnic and religious prejudice.

In order to successfully accomplish this task, the following measures were planned:

1. Formulating codes of conduct for specific areas

The violence and discrimination team will work in cooperation with the Ombudsman’s Office, immigrants and institutions, such as schools or health-care organisations, to develop the code and a related implementation procedure.

2. Pilot code implementation programmes

Implementation will be accompanied by educational measures, such as training sessions, workshops and meetings explaining the goals which require the adoption of anti-discrimination codes.

Task 6

Designing and implementing new measures to help counteract and adequately respond to hate crime

As for responding to and counteracting hate crime, it is necessary to optimise procedures and improve inter-institutional and crosssectoral cooperation.

The statutory tasks of the Police include protection of people’s life and health and protection of property against lawless assaults which might cause damage to those goods. This provision of the Polish Act on the Police¹⁰ guarantees the safety of people staying within the territory of Poland. Under this provision, protection is offered to all individuals staying in Poland, both Poles and foreigners. The police monitors incidences of violence and discrimination on an ongoing basis following internal regulations and specific acts of law. Even though there is an existing legal framework for immigrant protection, the problem lies in communication between immigrants who fell victim to crime and the police: reporting crimes by immigrants and the way police officers approach victims of crimes who are foreigners. The issue of influencing the attitudes of police officers is also addressed in Task 3 - Education.

Two goals were identified within this task. Firstly - to respond more effectively to situations where immigrants and refugees experience discrimination and violence. Secondly - to establish procedures for handling mass events and other emergencies related to potential acts of violence against immigrants or a sudden increase in the number of immigrants at highest risk of abuse, e.g. from Arab countries.

Another, equally important issue concerns monitoring and responding to potential instances of violence against members of the host community on part of immigrants.

¹⁰ *Journal of Laws* (Dz. U.) of 2001, No. 287, item 1687 as amended.

To achieve these goals, the following measures will be taken:

1. Establishing a coalition for counteracting prejudice motivated crime and hate crime, as well as acts of discrimination against immigrants and refugees

Securing the cooperation of: the Polish Ombudsman, the Police commander’s plenipotentiary for human rights protection, the Deputy Ombudsman, the field plenipotentiary of the Ombudsman, the Gdansk provincial police commander’s plenipotentiary for human rights, the plenipotentiary of the governor for national and ethnic minorities, representatives of the city, immigrants and refugees.

2. Building a database of contact details of interpreters to and from various languages

Interpreters would provide services to individuals who would like to testify.

3. Preventing radicalisation of all parties and establishing effective procedures for prosecuting discrimination offences

It is necessary to ensure cooperation with the Police, the Department of Safety and Crisis Management in Gdansk and other services, which will receive such procedures in the form of recommendations. Equal attention should be given to educating immigrants in the area of local laws and regulations, as well as democratic and civic values, including respect for the rights of women and minorities, and to educational initiatives promoting attitudes of openness and peaceful coexistence in the city and disapproval of any instances of hate or aggression on the part of immigrants.

4. Monitoring of job offers/competitions for public positions in terms of practices which discriminate immigrants and are contrary to Polish law

Some job/competition advertisements may be contrary to Polish law and may discriminate immigrants in that they require candidates to have Polish citizenship. Monitoring will make it possible to control immigrant employment procedures at the City Hall and other Gdansk institutions.

5. Expanding cooperation in the area of discrimination and hate crime

Strengthening cooperation with the Polish Ombudsman, Ministry of the Interior and Administration, the United Nations High Commissioner for Human Rights, etc.

Should any violations of the Act of 21 November 2008 on Civil Service or the Act of 21 November 2008 on Self-Government Employees¹¹ be found - particularly in the description of requirements for candidates for employment

¹¹ Act of 21 November 2008 on Local Government Employees.

at a public institution - information measures will be taken, such as sending a notice to the public institution, making the institution aware of its violation of the rule of equal treatment in employment and demanding that the institution corrects the advertisement and ensures transparency and equality of the competition. In the case of repeated discriminatory practices, it will be possible to file a complaint with an appropriate state institution, such as the National Labour Inspectorate, the Mayor of Gdansk, the Gdansk district governor, or the Pomorskie province governor. It is also recommended to provide assistance in Labour Court proceedings to immigrants who would like to apply for a vacancy but are unable to do so due to specific job competition requirements.

Task 7

Providing immigrants exposed to discrimination and violence with permanent access to institutional and non-institutional forms of assistance

Individuals experiencing violence and discrimination require various forms of support. An immigrant woman who is abused by her partner and is forced to flee home to protect her life and health – in a country/city where she has no family nor friends – requires different support services than an economic immigrant who is paid less for his work than his Polish colleagues. In the first case, more comprehensive support measures are needed, including provision of shelter and social, psychological and legal assistance, while in the case of discriminatory practices it is mostly sufficient to offer professional legal services.

To meet the challenges raised by violence and discrimination, the following measures were planned:

1. Developing a network of cross-sectoral partnerships to support victims of violence, especially women who experience domestic violence

This network should respond to the specific needs of immigrant women and bring together personnel trained in intercultural contexts, who specialise in providing help to victims of violence.

2. Providing safe shelter for immigrant and refugee women who have experienced abuse

Depending on the immigrant's individual situation, it is recommended to use the services of the Crisis Intervention Centre of Dzieci Niczyje Foundation and to secure accommodation in assisted living facilities supported by a non-governmental organization.

3. Establishing and supporting a mutual assistance group for immigrants

Mutual assistance groups or groups moderated by a therapist, with communication in foreign languages (Russian, English) are essential tools in the process of self-empowerment of different immigrant groups, including violence and discrimination victims as well as those with addiction problems.

4. Providing immigrants with legal assistance

Legal knowledge concerning residence legalisation procedures and employment of foreigners is a highly specialised field of expertise. Permanent, free access to such legal advisory services in Gdansk is essential for immigrants. However, it is recommended that in general civic issues immigrants should have facilitated access to legal advisory services provided via civic advisory offices.

5. Assistance for immigrants and their families in crisis situations resulting from discrimination and/or violence

Providing immigrants with support (counseling, consultations and on-site services including social, psychological, legal and medical assistance) during the acculturation process, addiction recovery or counteracting domestic violence. Help is also needed in the case of problems concerning immigration, ethno-cultural identity of immigrants or discrimination on the part of the host society.

6. Adapting currently applicable intervention procedures to the needs of immigrants and refugees

Immigrants in emergency situations may struggle to understand procedures affecting them, e.g. the purpose and importance of the Blue Card procedure, intervention in the event of child abuse, or safeguarding children procedures implemented under paragraph 12a of the Act on violence prevention¹². Procedures should be described and translated into foreign languages. Within the scope of this measure it is also recommended to review existing assistance practices and possibly make them simpler or easier to follow.

7. Establishing and building competencies of a team of crisis intervention experts

In Gdansk, there are many specialists - including psychologists and therapists - who provide support to immigrants in crisis situations within the framework of their institutions. The aim of this initiative is to establish a network of such specialists, develop their competencies and facilitate information flow. Indi-

¹² Article 12a stipulates that a child should be placed in a foster family; Dz. U. 2015.0.1390, Act of 29 July 2005 on Preventing Domestic Violence.

cating specific locations and reaching immigrants with detailed information concerning available help and support.

8. Establishing a Department for the Employment of Foreigners at the District Employment Office.

Task 8

Launching internship programmes and employing foreigners at municipal public institutions

In order to counteract unequal treatment of immigrants at Gdansk municipal institutions and to increase awareness of the life and needs of immigrant groups among employees of public and self-government institutions, and to improve communication with immigrant communities, it is recommended to employ immigrants in official positions at municipal public institutions – at the central and local government level.

Priorities include:

1. Organising a meeting of IIM coordinators, the violence and discrimination team and representatives of the city

The aim of this meeting would be to discuss recruitment and employment criteria applicable at municipal institutions as well as to identify positions available to both Polish citizens and candidates who do not have Polish citizenship.

2. Harmonising the contents of job advertisements posted by municipal institutions, including Gdansk City Hall

Employment offers and related competition criteria are not always accessible to the general public, including immigrants. Matters concerning employment of non-Polish citizens at public institutions are governed by the Act of 21 November 2008 on Civil Service, which applies to government institutions and states that all citizens are entitled to apply for positions in the civil service, which should be staffed by way of an open and competitive recruitment process. It is the Director General of the office, who, with approval of the Head of Civil Service, decides which positions are open for foreign candidates, who have the right to be employed in Poland. In the first place, foreigners can apply for positions which do not involve direct or indirect participation in exercising public authority or functions aimed at protecting general interests of the State. Command of the Polish language is also essential and must be certified with appropriate documentation¹³.

¹³ Act of 21 November 2008 on Civil Service, *Journal of Laws* (Dz. U.) of 2008, No. 227, item 1505.

In case of self-government institutions, matters concerning employment of foreigners are governed by the Act on Self-Government Employees.

A non-Polish citizen can be employed in a position in which the performed duties do not involve direct or indirect participation in exercising public authority or functions aimed at protection of general interest of the State (Art. 11(3) of the Act on Self-Government Employees). Also, foreign candidates should demonstrate command of the Polish language, certified with a document specified in the regulations on civil service, such as a certificate of university graduation in Polish philology or certificate confirming passing a ministry exam carried out by the Ministry of Foreign Affairs. A complete list of documents certifying candidates' command of the Polish language is included in Appendix 2 to the regulation on the conduct of recruitment processes in the civil service.

Restrictions concerning prohibition of direct or indirect participation in exercising public authority or in protection of general interests of the state cannot be overgeneralized. Foreigners can definitely not be employed in positions involving access to state secrets or authorization for issuing administrative decisions. However, positions in the accounting, administration or HR departments cannot be regarded as such. It is the role of the head of the institution to indicate positions which may be held by foreigners. He/she is to decide which positions will be open for foreigners to apply for¹⁴.

Immigrants who due to procedural reasons and long waiting times have not yet been granted Polish citizenship, but possess a permanent residence permit confirming their identity (as they chose Gdansk to be their place of habitual residence and often live there with their families) might meet all formal requirements related to the recruitment process and employment in Gdansk municipal bodies, self-government institutions or public services e.g. as police officers.

It should be stressed, that such comprehensive social integration programme, fostering development of intercultural and anti-discrimination competences and protection of equal rights of all individuals facilitates better understanding of minorities and their situation while promoting an image of the city as an open, nondiscriminatory environment and conveying the message that Gdansk is an immigrant friendly city.

¹⁴ Act of 21 November 2008 on Local Government Employees, *Journal of Laws* (Dz. U.) of 2008, No. 223, item 1458.

Task 9

Public awareness campaign WE SUPPORT EQUAL TREATMENT

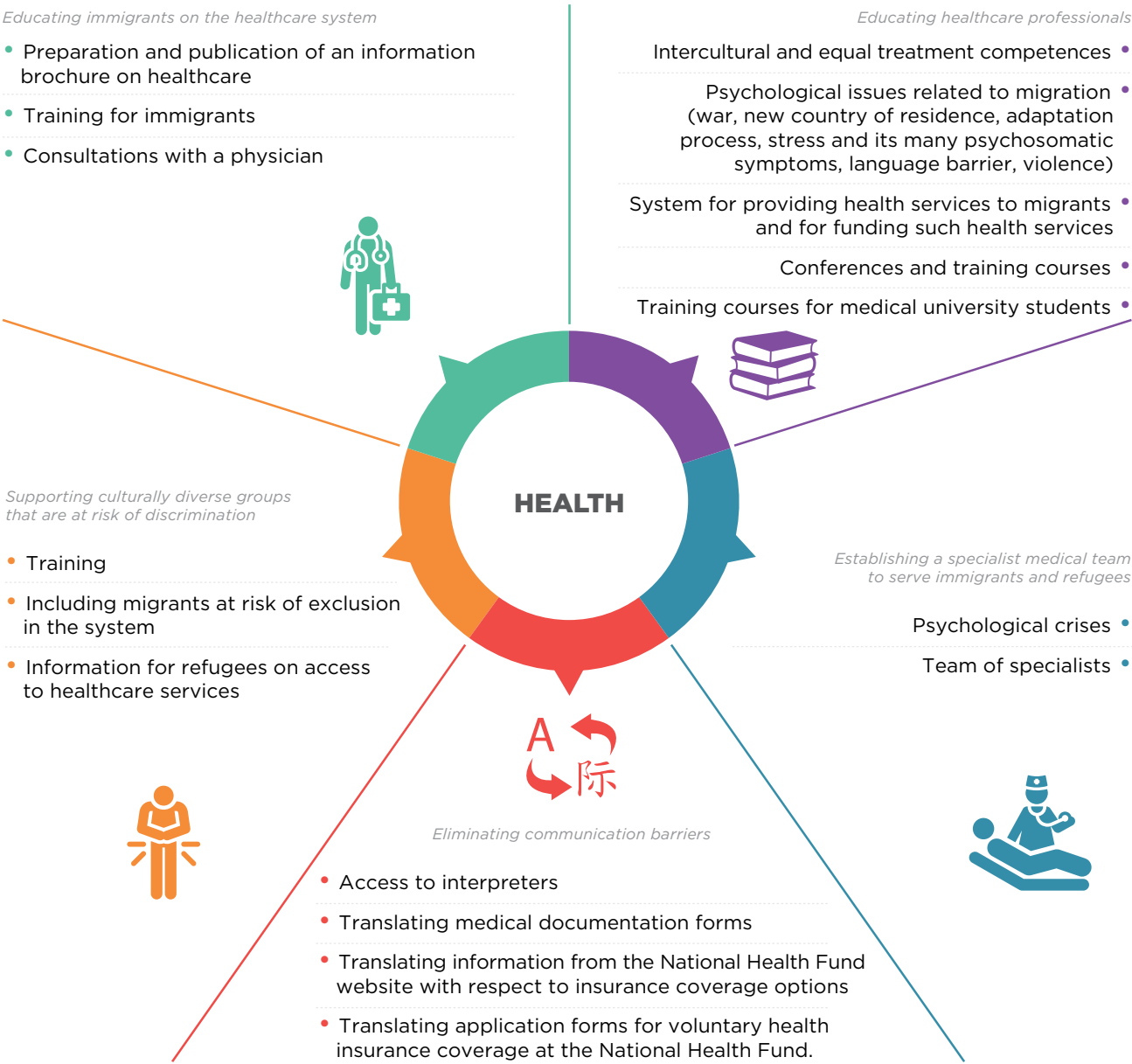
This public awareness campaign targeted mainly at residents of Gdansk and aimed at counteracting discrimination and developing desirable social attitudes is considered a priority. We want residents of Gdansk to get to know immigrants and their cultures, and support multiculturalism which should be viewed as an opportunity for development and not as a threat. Stereotypes and prejudice should be replaced with knowledge and openness. In order to accomplish this goal, a social campaign entitled WE SUPPORT EQUAL TREATMENT was planned. With publications, radio and television programmes, social advertising and cultural projects, the campaign will promote a centuries-old heritage of Gdansk as an open, multicultural and multi-religious city and the way it benefited from migration. It is also important to ensure that city representatives deliver a consistent message concerning attitudes towards immigrants and refugees, migration policy and social integration issues.

Planned measures include:

1. Broadcasting interviews with immigrants in regional radio stations.
2. Displaying a large outdoor advertisement addressing the issue of violence against immigrants and providing information on available assistance. The banner will be located in a visible spot, in a busy city centre location, e.g. next to the railway station.
3. Publishing a poster and web banners addressing the issue of violence against migrants and providing information on available assistance. These materials will be sent to various institutions/organizations involved in work on IIM.
4. Writing articles for newspapers and magazines concerning the work of the violence and discrimination team and its initiatives.
5. Covering up or removing hostile, abusive, racist and islamophobic graffiti from buildings. Similar initiatives are successfully undertaken online and in selected cities by the Projekt Polska Association within the framework of the HEJTstop project. The campaign attracts voluntary involvement of organisations, institutions, schools and private individuals, activists, as well as artists and representatives of business and political circles.

This task will be accomplished in cooperation with a number of cultural institutions and social integration organizations. It is also recommended that educational institutions establish a special MIGRATION SPACE in their libraries with dedicated educational and informational materials, where students will be able to learn more about multiculturalism, migration, violence and discrimination against immigrants. Such zones can be created, depending on social needs, in every branch of the Provincial and Municipal Public Library in Gdansk.

Health / road map



7.5. Health

The diagnosis performed in the area of health indicated a number of challenges faced by immigrants concerning access to the healthcare system. Some of these barriers are of systemic nature and cannot be overcome at the level of a city, e.g. immigrants are not assigned a personal identification number (PESEL), which makes it difficult to access the eWUŚ system used for electronic verification of rights of beneficiaries. For that reason, the team has focused on solutions aimed at improving the health situation of immigrants staying in Gdansk. The main challenge in the area of health is to provide immigrants with access to information on the healthcare system and to develop the competences of healthcare professionals required in the process of providing healthcare services to immigrants.

Task 1

Educating immigrants on the healthcare system

The aim of this task is to improve access to healthcare related information for immigrants. Immigrants often do not know how the National Health Fund (NFZ) works or that employers are obliged to pay health insurance contributions for their employees. As a result, it was decided to prepare a booklet explaining immigrants' rights and obligations in this area.

Measures

1. An informational booklet on healthcare

To accomplish this measure, an editorial team will be established, which will be responsible for the substantive content of the booklet:

- conditions for NFZ insurance eligibility;
- links to websites of private healthcare facilities, such as Swissmed, Lux Med;
- a list of hospitals, including information on hospital emergency departments and clinical emergency departments, night time medical centres;
- a list of primary healthcare facilities;
- links to websites containing information on prevention, health and sports programmes offered by the self-government;
- a link to the healthcare page of the migrant.info.pl website;
- information on vaccinations;
- information on medical assistance and methods of payment for medical treatment of foreigners who have applied for the refugee status in Poland (currently: Petra Medica sp. z o.o., ul. Grochowska 166, 04-329 Warsaw, Tel.: 22 740 01 05, Fax: 22 740 01 06, e-mail: kontakt@petramedica.pl);
- a link to a sworn translator database.

The booklet will be developed in cooperation with a healthcare facility and non-governmental organisations. It will be distributed in the Province Office's Department for Foreigners in Gdansk and places which are often visited by immigrants.

2. Training courses addressed to immigrants

It is recommended to organise regular, several-hour training sessions. Meetings should be held in foreign languages to ensure the highest possible level of understanding on the part of attendees. The aim of these training sessions – based on interactive teaching methods and focusing on the exchange of immigrants' own experiences – is to inform immigrants of their rights and the realities of the healthcare system Gdansk, e.g. What is the difference between an outpatient clinic and an hospital? How to book a doctor appointment with no PESEL number? It is recommended that training sessions take place at least once a month and are conducted by a non-governmental organisation in cooperation with the National Health Fund.

3. Consultations with volunteer doctors and legal counsellors

Consultations would respond to the needs of those immigrants who do not have the possibility to obtain insurance coverage or remain outside of the health insurance system due to noncompliance on the part of employers. Consultations will be offered to individuals in a difficult social and economic situation, who will receive health support and information on available legal solutions which might contribute to a long-term improvement of their situation.

Task 2

Educating healthcare professionals

Another, equally important challenge in the field of health is to increase the sensitivity and improve intercultural competences of healthcare professionals, as well as equip them with knowledge on the rights of immigrants. Immigrants are sometimes treated with resentment, which leads to discrimination in access to healthcare services. Within the framework of IIM, a system of varied education measures will be established with the aim of providing medical personnel with knowledge and competencies needed to support equal treatment of immigrants in healthcare facilities.

These education measures will focus on:

- intercultural competence enhancement;
- introducing the provisions of the Act on Equal Treatment;
- understanding health related consequences of migration, such as psychosomatic disorders, post-traumatic stress disorder (PTSD);

■ indicating sources of funding to cover the cost of healthcare services provided.

Entities responsible for the accomplishment of this task include: Medical University of Gdansk, Regional Medical Chamber in Gdansk, Regional Chamber of Nurses and Midwives in Gdansk, Pomorski Provincial Branch of the National Health Fund and non-governmental organisations.

Measures

1. Conferences and training programmes for healthcare professionals and reception employees

Training sessions will focus on the issues listed above and will be addressed to healthcare professionals, with special consideration of specialists having the most contact with immigrants: doctors, nurses, midwives, emergency medical staff, physiotherapists, rehabilitants, medical secretaries, receptionists, caregivers.

2. Presentations at training sessions intended for healthcare professionals

As it is not possible for healthcare professionals to attend full-day training sessions, it is recommended to prepare short (approximately 1.5 h long) presentations intended to bring their attention to key issues and encourage them to pursue individual subjects by participating in extended training courses (see: Measure 1). Training courses for healthcare professionals in Gdansk have already been planned.

3. Training programmes for medical university students

In order to develop intercultural competences of Gdansk future medical staff, it is recommended to conduct training sessions for last-year students of medical courses, including: medical studies, nursing, midwifery, dentistry, radiography, paramedic science, physiotherapy, rehabilitation. To accomplish this measure, it is essential to establish cooperation with the Medical University of Gdansk.

Task 3

Establishing a psychological care team to serve immigrants and refugees

Migration, and especially forced displacement, entails specific psychological consequences, such as high acculturation stress, post-traumatic stress disorder, psychosomatic symptoms, or addictions. In view of the challenges faced by Gdansk based support organisations working with refugees and immigrants, it is recommended to establish a team of specialists including psychiatrists, therapists (e.g. experts in post-traumatic stress disorder and addiction treatment) and internal medicine specialists, and to develop their competencies needed to provide comprehensive support to immigrants.

Planned measures:

1. Establishing a team of specialists to assist immigrants who experience a psychological crisis

Invitations to join the team will be issued to specialists working in relevant fields. Similar tasks have already been initiated by selected Gdansk doctors, who use pharmacotherapy in PTSD patients. The aim of this measure is to strengthen the cooperation and to provide support organisations with a list of specialists to whom they should refer individuals experiencing a psychological crisis or struggling with long-term trauma or addictions. This measure will be implemented in cooperation with healthcare facilities and non-governmental organisations.

2. Team competence building

Since the topic of migration and its psychological/health consequences is new to Poland and Gdansk, it is recommended that a series of training sessions are held, with the involvement of experienced experts from Poland and abroad, who will help develop the team's competencies needed to effectively support immigrants going through a psychological crisis. This measure will be implemented in cooperation with healthcare facilities and non-governmental organisations.

Task 4

Eliminating communication barriers

While language barrier is a major impediment to everyday communication between immigrants and members of the local community, it becomes a serious problem in the event of health issues which require treatment. A doctor should know his or her patients medical history and patients should have the right to understandable information concerning their health to be able to make informed decisions about their treatment. To respond to this challenge, attempts have been made within the framework of IIM to reduce barriers to communication between immigrants and healthcare professionals.

Suggested activities:

1. Translating medical documentation forms

- used at hospital admission;
- concerning diagnostic procedures, such as CT, MRI, ultrasound scans, coronary angiography, secondary outpatient care, general practitioner preference form (primary care)

2. Translating information on insurance options available on the NFZ website into the Russian language

3. Translating application forms for voluntary health insurance coverage at the National Health Fund.

Task 5

Supporting culturally diversified groups and individuals at risk of discrimination

Some immigrants may differ from members of the host society in terms of culture related attitudes to health, human body or disease. In the case of refugees, many of whom are Muslims, it is advisable that during their first visit to a healthcare facility they should have the company of someone they know and trust, preferably of the same sex - a social worker, an assistant or mentor. The same applies to immigrants at risk of poverty or exclusion, who often experience negative social attitudes, also on the part of healthcare professionals. This group has also very limited access to medical services. The presence of an assistant helps lower immigrants' stress levels during medical consultations and has a positive effect on the quality of healthcare services.

This task will be accomplished through the following measures:

1. Training social workers, assistants, mentors and volunteers

The training programme would focus on the following areas: challenges, anti-discrimination provisions and cultural knowledge needed to prepare social workers, assistants, mentors or volunteers to accompany immigrants at risk of discrimination at a healthcare facility, as appropriate, and to support immigrants' long-term autonomy in contact with the healthcare system.

This measure will be implemented by way of cooperation between the Municipal Family Support Centre (MOPR) and non-governmental organisations.

2. Monitoring of healthcare access of immigrants experiencing economic exclusion

With lack of any general population records which would include immigrants at risk of poverty or social exclusion living in Gdansk, their access to healthcare services is at the same time limited and inevitable. This measure involves monitoring of healthcare needs of families and the degree to which these needs are satisfied. Additionally, efforts will be made to include families, especially children and women, in vaccination schemes, as well as prevention and treatment programmes.

This measure will be implemented by a non-governmental organisation within the framework of a support programme for immigrant families at risk of poverty or social exclusion.

3. Informing immigrants on the extent of access to healthcare services

This measure will be implemented mainly by employees of MOPR, who maintain regular contact with immigrants. It is also important that the healthcare institution selected on an annual basis by the Ministry of Interior to provide medical assistance and information on methods of payment for medical treatment of foreigners who have applied for the refugee status in Poland (currently: Petra Medica sp. z o.o., ul. Grochowska 166, 04-329 Warsaw, Tel.: 22 740 01 05, Fax: 22 740 01 06, e-mail: kontakt@petramedica.pl) informs all medical facilities on the possibility of providing healthcare services.



7.6. Employment

For immigrants, employment is priceless: it is a source of autonomy, facilitates social mobility and often provides a basis for legalisation of their stay in Poland. With a diverse composition of the employment team, it was possible to adopt a multifaceted approach to the analysis of immigrant employment, combining expert knowledge with experiences of immigrant workers: starting from legalisation of employment, through labour law, insurance issues, professional development and recruitment processes, up to conditions of employment offered to immigrants. After several months' work on the project, we managed to create a network of fast information exchange, which will hopefully contribute to a more effective system of supporting foreigner employment in the local labour market. The joint efforts of all entities involved in the development of the Immigrant Integration Model (IIM) made it possible to identify major challenges, along with tasks which might offer adequate solutions. These include: developing a system to facilitate the flow of information on rules for the employment of foreigners and access to the local labour market, adapting immigrants' qualifications to the needs of the labour market, providing immigrants with direct access to fair job offers, educational measures and initiatives supporting professional development of immigrants.

Task 1

Analysis and monitoring of the demand for employees and the development trends within Gdansk local labour market

The unemployment rate in Gdansk is slightly above 4%, which results in a rising demand for employees. Employers tend to hire immigrants increasingly often and more willingly. In order to support both employers and employees and to stimulate the development of the local labour market and the economic growth of the city, it is recommended to adopt a system for managing issues related to immigration. The purpose of this measure is to ensure that immigrants' qualifications match the demand on the part of employers, as currently the potential and competencies of immigrants are not always being used in line with labour market needs.

Measures

1. Collecting, monitoring and analysing statistical data on the demand for employees in Gdansk labour market

This measure will be implemented with the use of the Occupational Barometer, a tool developed in cooperation with the Provincial Employment Office, which is an annually updated map of demand for specific professions

in a local labour market. The tool was co-developed with public employment services and private employment agencies. Data will be transferred to entities responsible for development programs, including the Economic Policy Department of the City Hall and several employers' organisations.

2. Managing migration within the local labour market through facilitating access to information on labour market trends

Data concerning the realities and the dynamics of changes in Gdansk labour market should be used to stimulate its economic potential. This goal will be achieved through communication and ensuring availability of information on the development trends in the local labour market and the demand for specific professions. Such information is intended for several groups of recipients:

- immigrants who live in Gdansk and are able to adjust their qualifications to the needs of employers;
- foreigners who plan to migrate to Gdansk and will get the chance to learn about the realities of the local labour market;
- foreigners whose qualifications are highly valued by local employers and who can be invited to Gdansk in relation to specific job offers.

Such information will also provide a major tool for employees of the District Employment Office (PUP) and aid institutions in the process of planning support for beneficiaries of international protection - including preparation of Individual Integration Programmes (IIP) and planning a professional development path (training and seeking employment), as well as all immigrants who are eligible for PUP support.

Task 2

Developing immigrants' competences

Immigrants residing in Gdansk often work below their qualifications or in professions, where they are not able to make use of their talents and competences. Although natural at the initial stage of migration, permanent employment below qualifications is a waste of the capabilities and potential brought by an immigrant, which might otherwise be used for the benefit of both the immigrant and the economic growth of Gdansk. Apart from strictly economic immigrants, who constitute the vast majority of foreigners residing in Gdansk, other groups whose qualifications should be further developed, include refugees, repatriates and foreign students. The term "refugees" refers both to individuals who were granted the refugee status and therefore are entitled to PUP support in developing their professional career path within the framework of IIP, and to individuals who have applied for international protection and are currently in the so called refugee procedure. After six months from submitting their application, the latter

may obtain the right to take up employment but do not qualify for PUP support. As part of preintegration¹⁵ measures, it is recommended that support schemes alternative to IIP are created for members of this group in order to accelerate their professional activation and integration in the local market and the local community. Another group which should be provided with improved tools to facilitate their entry into the labour market, competence building and social mobility are repatriates, who have been invited to Gdansk for almost twenty years. Similar approach should be adopted in relation to the potential of the growing group of foreign students. After five years of adaptation, integration with the local community and acquiring Polish language skills, graduates should be provided with the opportunities to stay in Gdansk and start a professional career that meets both their aspirations and the needs of employers. The measures relate to three areas – immigrants’ access to information, career counseling and legal employment.

Ultimately, these measures should be implemented by a dedicated entity, specialised in the field of integration of immigrants in the local labour market, e.g. an Immigrant Career Centre (CKI)¹⁶, which is yet to be established, and until then, by a variety of labour market institutions.

Measures

1. Information point

The facility will provide information on the local labour market, including: types of employment contracts and civil law contracts, regulations concerning access to services provided by labour market institutions, tax issues (the tax system, annual tax returns, obtaining the NIP tax identification number and the REGON statistical identification number), professional education and lifelong learning opportunities, the Polish system of professional qualifications, lawful employment agencies, etc. Available assistance will also include translation/explanation of forms required by the Department of Foreigners at the Office of the Governor of Pomorskie Province as part of legal, residential and employment procedures. The facility will provide the following services:

2. Career counselling

Individual and group counselling, including competence evaluation, preparing job application documents, strategies of employment seeking, entrepreneurship, career planning, etc.

3. Assistance with recognition of foreign education certificates

Providing, in cooperation with the Education Authority, information concerning validation of foreign certificates and academic degrees and recognition

of professional qualifications. Providing information required to facilitate understanding of the local system for recognition of professional qualifications, as well as offering clear action plans using available support systems.

4. Immigrant entrepreneurship

Various forms of support intended to foster immigrants’ entrepreneurship: networking, a start-up incubator and social cooperatives as a means of entering the labour market. Supporting social entrepreneurship.

5. Professional development

Training programmes, social employment at social integration centres, internships and vocational preparation, mentoring, coaching. Creating career development paths. Professional development programmes must be personalized, specialised and tailored to the specific needs of individuals, taking into account the legal status of refugees, immigrants in the refugee procedure, repatriates, students and graduates - both low and highly skilled.

The above measures will be implemented by MOPR and non-governmental organisations (NGOs).

Attention should also be paid to foreign students who, up to now, have rarely been regarded as potential employees. Recommendations include: providing students with opportunities of gaining professional experience, inclusion in internship programmes (such as Holiday internship or Earn your future, implemented by the city of Gdansk), access to information (labour law, employment conditions, methods for employment seeking, internship programmes, traineeships, entrepreneurship, conditions for starting a business – in cooperation with academic career offices, Gdansk Starter and other institutions supporting entrepreneurship).

6. Mentoring in the labour market

Supporting promotion of highly qualified immigrants, opening access to senior positions, e.g. in supervisory boards, as well as fostering social mobility of immigrants.

7. Developing immigrants’ language skills

Specialist, professional Polish language courses tailored to the needs of individual groups of immigrant employees.

8. Facilitating access to employment offers

Currently, immigrants often do not have direct access to job offers and use the services of intermediaries, who frequently take advantage of their lack of knowledge. Employment offers for immigrants placed by fair employers should be accessible in different locations of Gdansk and on an online platform (see: Item 9).

¹⁵ An initial phase to prepare foreigners to integrate into the host country at a later stage; cf. <http://mighealth.net/pl/imagenes/6/6c/Preintegracja.pdf>.

¹⁶ To be submitted for consultation..

9. An online platform for immigrants and employers

It is advisable to launch a website which will serve as an information platform, collecting and presenting all types of information concerning immigrant employment, the rights and obligations of both employers and employees, job offers, informational meetings, workshops etc. The platform should be available in three languages: Polish, English and Russian.

10. Office for Foreigner Employment at the District Employment Office in Gdansk

Considering the growing interest of foreigners in work opportunities available in Gdansk and the fact that employers are increasingly willing to employ foreigners, decision has been made to establish an Office for Foreigner Employment at the District Employment Office in Gdansk.

The office will be tasked with providing services to employers willing to hire foreigners and to foreign individuals who would like to work in our city. Employers will be offered assistance in filling statement forms and provided with information on the rules for foreigner employment, as well as with assistance in conducting recruitment processes by means of access to databases of potential non-EU candidates. Also, cooperation with relevant institutions from Ukraine, Russia and Belarus was planned to facilitate the exchange of information concerning labour market demand. Individual clients will be offered job matching services and career counselling sessions. They will be able to attend meetings dedicated to recruitment and selection processes, application writing classes (in English and Russian) as well as labour exchange sessions and individual interviews with employers.

In order to provide the highest quality of services offered by CKI, it is essential to establish cooperation with local partners. We plan to organise counselling sessions of representatives of institutions/organisations involved in the development of IIM and recommended for cooperation on account of the scope of services they provide.

Recommended organisations:

- Provincial Employment Office
- District Employment Office
- Gdansk City Hall: Office for Business Activity Register, Office for Entrepreneurship and Tourism
- Gdansk Social Cooperative (GSS)

- Office of the Governor of Pomorskie Province, Department of Civil Affairs and Foreigners
- Social Insurance Institution (ZUS)
- Pracodawcy Pomorza and other employers associations
- Border Guard
- Consulate of Ukraine
- Education Authority
- Starter Clipster and other.



Task 3

Developing competences of employers and employees of labour market institutions

Apart from activities targeted at immigrants, it is necessary to take a series of measures aimed at employers and employees of labour market institutions. Employers and officials need wider access to information on legal aspects of foreigner employment, including tax obligations, diversity management, intercultural competences, provision of equal quality services and access to employees complying with all requirements. Competences are defined as skills of employers and employees of institutions, as well as their ability to develop and implement innovative labour market programs to meet today's immigration related challenges.

1. Training courses dedicated to intercultural competences and the rights and obligations of immigrants in the labour market

Training will mainly be offered to PUP and NGO employees, who have direct contact with different groups of immigrants and help them enter the labour market and develop necessary competences.

2. Establishing a group of career counsellors dedicated to work with immigrants

Selecting employees of institutions and NGOs who will specialise in immigration issues and systemically managing their competences in counselling different immigrant groups, including refugees and asylum seekers in the refugee procedure, economic immigrants (of high and low qualifications).

3. Establishing a database of interpreters participating in career counselling activities

Immigrants and refugees eligible for programmes implemented by PUP and NGOs, as well as employees of PUP and NGOs may need the assistance of an interpreter (Arabic, Russian, English). It is necessary to secure adequate funds for interpreter fees.

4. Training sessions and conferences for employers

Training sessions and conferences will focus on legal aspects of foreigner employment, equal treatment of employees, experience exchange, research on the needs of employers and trends in local labour market.

5. Developing and implementing innovative programs to facilitate labour market entry of different groups of immigrants and improve their labour market mobility

These programmes will be co-developed by employment offices, employers' associations or individual employers and NGOs. They may focus on adapting

the qualifications of individuals in the refugee procedure to the needs of employers, inviting them to participate in internship, training and mentoring projects, or professional development and foreign students support programmes. In the case of refugees who are in a difficult position, e.g. due to post-traumatic stress disorder, who need more comprehensive support in their journey to self-sufficiency, it is recommended to cooperate with NGOs, such as St. Brother Albert Aid Society. The society operates the Social Integration Centre (CIS) which has some unique experience in supporting Syrian refugees. Where individuals in need are entrusted to the care of CIS, it is necessary and obligatory to ensure cooperation between social assistance institutions (e.g. MOPR) and labour market institutions (e.g. PUP). This is required for the recruitment and diagnosis processes, as well as for the purposes of signing an Individual Social Employment Programme within the framework of CIS.

6. Foreign businesses networking

Contacting international corporations, which actively hire immigrants with local entities/organisations – leveraging different resources and immigrant groups to facilitate integration of foreigners into the local labour market.

7. Creating a database of Immigrant Friendly Employers

Promoting positive practices in employing immigrants and appreciating employers who respect the principles of equal treatment.

Selected measures, which do not necessarily fall under the competence of public offices (such as PUP or WUP) might also be implemented by the Immigrant Career Centre (CKI) mentioned in Task 2. The Centre would coordinate and consolidate different measures addressed at immigrants present in the labour market, especially concerning innovations which require broad partnerships and new project formulas dedicated to groups which are not eligible for IRP services. It could also maintain the online platform mentioned in Task 2 (measure 8) and in Task 3 (measure 7). Such platform could serve as a virtual information centre intended for both immigrants and employers. The establishment of an Immigrant Career Centre – which would be assigned the responsibility for system-based strategies of Gdansk economic development in the context of migration, as well as for the implementation of specific tools to facilitate this process – is one of the major recommendations of the IIM project. Another important necessity concerns the development of specific services and projects implemented by different entities and urgently needed by immigrants, employers and public institutions, as well as building inter-institutional and cross-sector networks to facilitate cooperation between these entities.



Employment / road map

Analysis and monitoring of the demand for employees and the development trends within Gdansk local labour market

- Collecting, monitoring and analysing statistical data on the demand for employees in Gdansk labour market
- Managing migration within the local labour market through facilitating access to information on labour market trends



Developing immigrants' competences

- Information point
- Careers advisory service
- Assistance with recognition of education certificates
- Immigrant entrepreneurship
- Professional development
- Mentoring in the labour market
- Developing language skills
- Facilitating access to employment offers
- Online platform for immigrants and employer
- Immigrant Career Centre



Developing employers' and labour market institutions' competences

- Training courses dedicated to intercultural competences and the rights and obligations of immigrants in the labour market
- Establishing a group of career counsellors dedicated to work with immigrants
- Establishing a database of interpreters participating in career counselling activities
- Training sessions and conferences for employers
- Developing and implementing innovative programmes to facilitate labour market entry of different groups of immigrants and improve their labour market mobility
- Foreign business networking
- Creating a database of Immigrant Friendly Employers



Welfare / road map



7.7. Social assistance

According to the provisions of the Act on Social Assistance, only refugees and beneficiaries of subsidiary protection are entitled to social assistance in Poland¹⁷. One social assistance benefit accessible to all immigrants is social work. However, social assistance may also be needed by other immigrant groups, mostly in emergency situations. These include: applicants in the refugee procedure, citizens of the European Union with no legitimate residency status in Poland, economic immigrants who are staying in Poland on the basis of a visa or a temporary residence permit. Immigrants in a crisis situation, who do not have any support network in Poland/Gdansk live on the streets, camp at railway stations or in vacant buildings. Consequently, the Municipal Family Support Centre (MOPR) and other institutions are required to take action and the society expects at least a minimum level of assistance to be provided to such immigrants. It is therefore advisable that the Immigrant Integration Model (IIM) should introduce improved options for individuals who are entitled to social assistance, as well as innovative solutions developed in cooperation with the social sector, intended as interventional support for immigrants of varying status.

Task 1 Implementation and extension of the Individual Integration Programme (IIP) in cooperation with the social sector

One of the many tasks provided for in the Act on Social Assistance involves immigrant support measures adopted by the Municipal Family Support Centre (MOPR) in Gdansk, implemented within the framework of Individual Integration Programmes (IIP). Their aim is to foster immigrants' self-reliance and their integration in the host community. IIP should be long-term, personalised programmes tailored to the needs and abilities of individual immigrants, such as their family situation, health status, education. An immigrant who, upon obtaining the decision of the Head of the Office for Foreigners on granting them a refugee status, chooses a place of permanent residence, informs a social worker of their need for assistance. The social worker, in cooperation with a non-governmental organisation (NGO) representative and a translator, conducts a background check and together with the refugee determines the scope of assistance and prepares an IIP. Both the beneficiary and the entity providing assistance may influence the content of the programme, and consequently also on the scope, form and amount of foreigner assistance. There are many forms of support available, including cash benefits and non-financial assistance. The amount, scope and forms

¹⁷ The right to welfare benefits was only granted to certain groups of foreigners residing and staying in Poland. These include:

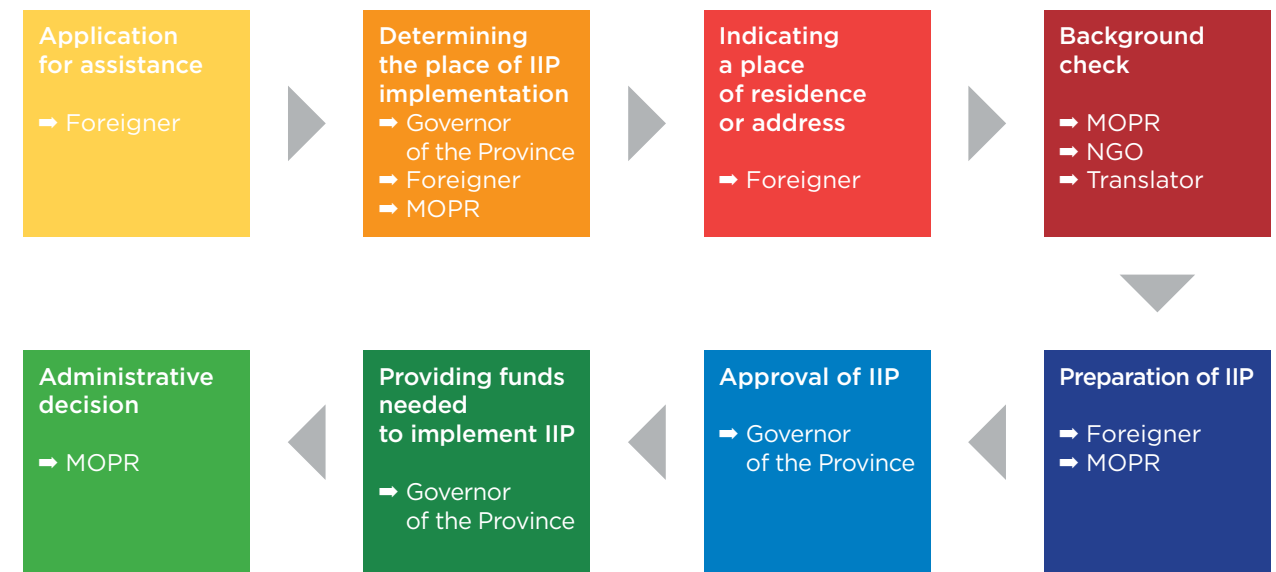
- individuals with a permanent stay permit;
- individuals with long-term European Union residence status;
- foreigners with a temporary stay permit granted for family reunification if they are a family member of the person staying in Poland in connection with the granting of refugee status or subsidiary protection;
- individuals who have been granted refugee status in Poland;
- foreigners who have been granted subsidiary protection.

Some benefits, such as a shelter, meal, indispensable clothing, and a purpose-specific benefit are also granted to foreigners who have been granted a stay permit due to humanitarian considerations or tolerated stay permit. Similarly to welfare entitlements, another prerequisite for obtaining these benefits is to have a place of residence in Poland and to remain on its territory. Foreigners residing in Poland on the basis of a certificate granted to individuals alleged to be victims of human trafficking, and foreigners who have been granted a temporary stay permit for victims of human trafficking are also entitled to benefits, such as crisis intervention, shelter, meal, indispensable clothing, and a purpose-specific benefit (legal basis: Welfare Act of 12 March 2004, <http://www.info-migrator.pl/informacje-prawne/pomoc-spoleczna-w-polsce/migranci>).



of assistance are determined in the individual integration programme, depending on the personal situation of the refugee and their family. Regardless of its forms, assistance provided for a period of 12 months or longer, if funds are obtained from other sources. After 12 months, a social worker, together with a mentor and a career counsellor, should evaluate the outcomes of the programme. This review must include aspects related to Polish language learning and labour market participation. The aim of IIP is to provide refugees with a sense of social security by offering cash benefits and support, and encouraging self-reliance. Regardless of cash benefits granted, IIP should offer additional services, such as opportunities for Polish language learning and cultural induction, intermediation in renting accommodation and running a household, career counselling. That is why we assume that the main responsibility for implementing the integration programme will rest on the foreigners and not on social workers who support them. This should contribute to increased levels of involvement on the part of immigrants and provide them with a sense of control over their lives.

The IIP procedure is as follows



Non-governmental organisations/social sector institutions are invited to co-operate with MOPR at all stages of IIP - right from the start, through implementation, up to completion of the programme. Both refugees themselves and experts often stress the importance of the first few days in a new place and the way refugees are received. Therefore, the aim of IIP is to support refugees not only by means of institutional assistance provided within the framework of cooperation with social workers, but also by making them feel welcome in the host community. This contributes to reduced stress levels, creates a more positive attitude towards the host city and fosters self-reliance. For that reason, both the initial interview and IIP development sessions will take place in the presence of invited representatives of the social sector - dedicated non-governmental organisations and/or refugee mentors.

Within the framework of IIP, refugees receive support in the following areas:

1. Financial – in the amount determined by the Office for Foreigners, which is PLN 1335¹⁸ for individuals living alone. This sum decreases with each subsequent family member.
2. Integration in the host community – as a process comprising language, legal and civic education, as well as building social relationships at the level of districts and neighbourhoods. To accomplish this goal, it is necessary to ensure cooperation between MOPR, as the entity responsible for IIP, with the social sector.
3. Housing – depending on the financial capabilities of the refugees. Cooperation with non-governmental organisations which secure access to accommodation within the private rental market.
4. Healthcare – including psychological care, as refugees often suffer from post-traumatic stress disorder.
5. Employment – adapting foreigners’ professional skills and education to the requirements of the Polish labour market, in cooperation with institutional entities such as the District Employment Office (PUP) and the Provincial Employment Office (WUP), business and employer associations, etc.

Within the framework of IIP, refugees are entitled to the assistance of a social worker, specialist counselling services, as well as subsistence support (including funds to cover the costs of Polish language courses), and the payment of health insurance contributions. Refugee assistance within the framework of IIP includes the following:

1. Benefits in cash for:
 - a. subsistence, including in particular, coverage of expenses for: food, clothing, shoes, personal care products and accommodation,
 - b. coverage of expenses connected with learning the Polish language,

¹⁸ As at March 2016.

2. Payment of health insurance contributions,
3. Social work,
4. Specialised guidance, including legal, psychological and family counselling,
5. Provision of information and support in interactions with other institutions, particularly labour market institutions, the local community and non-governmental organisations,
6. Other measures facilitating integration of the foreigner.

As shown by the experience of MOPR and non-governmental organisations, as well as numerous reports¹⁹, the one year duration of IIP is insufficient for refugees to become self-reliant and integrate into the local community. For that reason, we will take steps to broaden the scope of support and to extend the duration of IIP within the framework of IIM. So far, refugees receiving IIP benefits have had to pay their subsistence expenses and pay for services facilitating integration, such as Polish language courses. Also, past Gdansk experience of IIP implementation proves that ultimately, due to insufficient availability of integration services in the period following IIP completion, refugees often move abroad. In the long term, IIM would aim to provide a 2-year refugee assistance programme, similar to those adopted in Scandinavian countries. Sometimes even a few additional months might produce very good results. Investing in language skills and professional competencies of refugees is the best way to counteract exclusion, poverty and long-term dependency on social assistance. Measures intended to extend the scope of IIP should include the provision of a variety of social services addressed to a wide range of beneficiaries, e.g. language courses, career counselling, professional development, or the guidance of mentors who accompany migrants and support the integration process on a day-to-day basis. Additional services and resources will make it possible to extend/broaden the scope of IIP. However, assistance should mainly be offered to individuals who demonstrate a proactive attitude and are willing to integrate.

In difficult situations, where a specific problem needs to be solved, we will establish a group of experts to provide support to individuals or whole families. The role of the interdisciplinary team will also involve the development and execution of a professional assistance plan to be applied in difficult and challenging situations, as well as monitoring the situation of such individuals/families. The team will be comprised of experts in various fields, depending on the type of problems. To accomplish this goal, it is necessary to search for additional sources of funding for delegated tasks, financed both from the EU funds and from the State budget.

¹⁹ “The refugee aid system provides living conditions but does not sufficiently promote the integration of refugees into the society or encourage them to live an independent life in Poland. Integration should be aimed at enabling foreigners to live independently in the host country (and most importantly, to find employment) so that they don’t have to rely on welfare benefits. The inspection of the Supreme Audit Office (NIK) has shown, however, that a large portion of individuals who have been granted refugee status in Poland do not speak Polish, and have difficulty with arranging for housing or finding steady employment. In order to earn a living, they take on casual jobs or use welfare benefits. The Supreme Audit Office has found that the measures implemented by the Ministry of Labour and Social Policy and the Office for Foreigners lack coherence, and that there is a risk that without consistent support from the state, refugees will not be able to catch up with the society to find a place in the labour market and become part of the local community”, Report of the Supreme Audit Office, “Social assistance for refugees”, October 2015.

Within the framework of the task “Implementation and extension of the Individual Integration Programme (IIP) in cooperation with the social sector”, the following measures were planned:

1. Organising intensive Polish language courses. As the Polish language is objectively a very difficult language to learn, a minimum of 3 hours of language classes are planned during the initial stage of IIP. Language courses will be conducted in cooperation with NGOs and the University of Gdansk. Attendees will participate in potential costs.
2. Establishing a psychological assistance team. As suggested by the healthcare team, it is advisable to train a group of psychologists/therapists in the psychological consequences of forced displacement, including post-traumatic stress disorder, and addiction treatment. Intercultural competence development is also recommended. The aim is to improve psychological wellbeing of refugees.
3. Creating a database of translators to and from languages commonly used by refugees, such as Russian, Arabic and English. This should be accompanied by securing financial resources needed for translator fees and cooperation with NGOs in this area.
4. Support in the form of housing rental intermediation in the private market, or obtaining housing from public resources.
5. Providing refugees with the support of mentors, i.e. volunteers, who will accompany them in their daily life.
6. Offering career counselling, creating opportunities to change or develop professional qualifications, and providing support in seeking employment.
7. Organising cultural and social induction courses in Poland.
8. Supplementing social work with refugees at the level of MOPR with additional social work projects and/or assistance provided by non-governmental organisations.



Stakeholders of the refugee integration process



Task 2

Expanding the scope of support and social assistance, including social work with immigrants

Due to insufficient levels of support and assistance available to immigrants, appropriate solutions will be sought within the framework of IIM under and beyond the provisions of the Act on Social Assistance, to be implemented in close cooperation with the social sector.

These include the following:

1. Support for applicants in the refugee procedure

As shown by national experience, asylum seekers rarely obtain refugee status and the average waiting time for a decision on being granted or refused refugee status is two years²⁰. This makes the so called preintegration or pre-IIP process all the more important. If asylum seekers spend two years at a reception centre or live in Gdansk and receive support but are not covered by any integration programmes, it is more difficult to effectively implement IIP activation and integration measures. As mentioned above, the initial stages of acculturation and adaptation of refugees are of crucial importance. Experiencing a sense of marginalisation and lack of systemic support in this key period inevitably leads to social separation of refugees. This is why social assistance programmes implemented by MOPR and PUP in cooperation with social entities will involve support measures, as well as educational and activation initiatives addressed to asylum seekers in the refugee procedure to facilitate education and employment. As in the case of refugees, the aim of these efforts is to foster self-reliance and integration.

2. Support for immigrant families at risk of homelessness, experiencing extreme poverty and exclusion

Immigrants experiencing extreme poverty and social exclusion, at risk of homelessness, are also not eligible for comprehensive social assistance schemes offered by MOPR, mostly due to lack of a registered address in Poland. As these immigrants are in a very difficult situation and often face significant cultural differences, future social assistance efforts will include continuation and extension of pilot support programmes implemented by NGOs. On the one hand, such programmes aim to improve the material well-being and health of families, and on the other, they are intended to foster compulsory school attendance and the creation of opportunities for employment which would provide an alternative to begging. These are long-term initiatives requiring the establishment of good relationships and mutual trust.

²⁰ For some refugees the waiting time is even longer, up to four years.

3. Support for immigrants in crisis situations

Immigrants in crisis situations may include victims of fraud, individuals at risk of homelessness, victims of domestic violence or human trafficking (and forced labour; individuals who want to stay in Gdansk but do not wish to be included in the programme for the support and protection of victims/witnesses of human trafficking), individuals suffering from addiction of mental illness. Dedicated support procedures will be developed for these immigrants in the following areas:

- accommodation
- financial and in-kind support
- psychological assistance
- information and readaptation support (employment seeking, vocational and language courses, etc.)

The above measures will be implemented by: dedicated entities, including the Border Guard and NGOs, such as the Crisis Intervention Centre (CIK), MOPR.

Extending the scope of social work

Immigrant integration and support requires consolidating and broadening the scope of social work performed by MOPR in Gdansk, as well as initiating social work programmes at NGOs, which enjoy more freedom and flexibility.

One key element for consolidating and broadening the scope of social work performed by MOPR in Gdansk involves preparing of a group of social workers for interacting with refugees and immigrants. To do this, a group of 16 social workers were trained at Social Work Centres. In the event of increasing numbers of refugees arriving in Gdansk it will be necessary to employ additional social workers qualified to work with foreigners. For now, social work with refugees has been included in the scope of responsibilities of existing employees.

Designating a group of 16 MOPR employees to perform the role of refugee liaison officers

Their tasks will include:

- implementing and coordinating the cooperation of non-governmental organisations and other IIP stakeholders with refugees
- cooperating with assistants and other social workers
- serving as a contact person/intermediary (for assistants, social workers, refugees)
- providing expertise and insights, advising, offering information and practical tips to assistants and social workers
- coordinating the cooperation with partners, such as NGOs and institutions.

Responsibilities of a social worker within the social assistance system

So far, the following tasks of social workers have been defined within the framework of IIP:

- performing a background check
- assessing, together with other experts, the situation of a given family, taking into consideration the family structure, major challenges, areas which require support
- preparing, together with the refugee, other experts or a translator, an Individual Integration Programme containing an action plan for integrating the family in the local community
- planning financial support for families working with an assistant
- catering for the material needs of families
- satisfying other needs of families, including those related to safety, education, recreation, development of interests, appropriate accommodation.

New tasks of social workers supporting foreigners covered with an IIP include:

- close cooperation with individuals facilitating the integration process, e.g. assistants, mentors
- assessing the progress of the integration process - upon consulting individuals involved in the implementation of the programme, e.g. assistants, mentors, career advisors - every six months since IIP initiation.

In the case of immigrants who have not been granted refugee status or subsidiary protection but are in a difficult situation, the following forms of support are available and have been provided so far:

- social work
- accompanying immigrants during visits to offices, facilitating access to educational, healthcare facilities, etc.
- offering in-kind assistance, referring to the Polish Red Cross (PCK) and other NGOs
- offering food aid, referring to PCK
- providing information on other Gdansk institutions and organisations offering support for immigrants, applicable laws and regulations, and procedures
- specialist counselling - psychologist, youth counsellor, lawyer
- assistance with filling out official forms
- organising leisure activities for children and youth – community centres, clubs, culture centres, non-governmental organisations.

Implementing social work with immigrants in non-governmental organisations

To ensure greater flexibility and autonomy of social work, it is necessary to establish collaboration with non-governmental organisations active in the field of migration and integration. By introducing social work in such organisations it will be possible to provide support not only to individuals granted refugee status, but also to those who have applied for refugee status, or immigrants at risk of poverty or social exclusion.

Implementing a system of immigrant assistance

Apart from that, to consolidate the system of social support and assistance, it is recommended to establish a network of professional immigrant assistants, by analogy to the network of family assistants or assistants to the disabled, the elderly or the mentally ill. As a method of work, assistance involves accompanying and supporting a person who is motivated to strive for independence and self-sufficiency, according to a plan developed in cooperation with a social worker. In comparison with social workers, immigrant assistants work with fewer environments. Each assistant is responsible for a maximum of 15 immigrant families/ environments. Within the framework of immigrant assistance it is possible to carry out more comprehensive and personalised projects addressed not only to refugees, but also to various groups of immigrants. Assistants should have a good knowledge of the local community, its resources, institutions and organisations. Assistants will receive support from local integration facilitators (LIFs), who are involved in community and animation work, and immigrant integration at the level of neighbourhoods, districts and local communities. Immigrant assistance may be offered by MOPR in Gdansk, e.g. as part of additional projects, and by non-governmental organisations.

Its aim is to facilitate the immigrant integration process, to provide support to individuals in the refugee procedure and immigrants in need of assistance, as well as to help them gain self-sufficiency and integrate in the local community.

Responsibilities of immigrant assistants include the following:

- increasing legal and social awareness of refugees/immigrants, also in respect of their rights and obligations
- assistance in interacting with institutions and solving refugees’ problems related to living in Poland, assistance with official and legal matters
- assistance in solving social problems
- assistance in accessing healthcare facilities, providing information on the availability of medical services
- assistance in accessing the labour market, providing information on realistic employment opportunities, providing support in documenting professional

qualifications, cooperation with the District Employment Office (PUP), preparing immigrants for labour market entry through: soft (informational) measures, and hard measures - vocational courses and professional education (certified training)

- assistance in securing appropriate housing conditions
- providing foreign children with access to preschool and school education; cooperation with education assistants of children from refugee families
- encouraging participation in activities addressed to refugees and intended to facilitate the process of integration into the host community, such as language courses
- cooperation with government and self-government administration bodies, relevant non-governmental organisations and other entities and individuals dedicated to supporting refugee families
- actively fostering the integration of foreigners into the Polish society and building positive relationships between foreigners and the local community.

In order to effectively implement a system of immigrant support, it is necessary to develop the competences of social welfare personnel and to employ extrainstitutional resources, such as networks of refugee mentors, volunteers or local integration facilitators.

Establishing a mentoring service within the social assistance system

Another issue of particular importance for the process of integration of refugees and asylum seekers is the engagement of mentors, i.e. volunteers who support the adaptation and integration process. The work of a mentor involves offering assistance to refugees and accompanying them in their daily lives, introducing them to Polish social life. The efforts of a group of professionals, such as social workers, should be reinforced by Gdansk local communities and this necessitates cooperation with mentors and dedicated non-governmental organisations. On the one hand, mentors have excellent knowledge of the rules and realities of daily life in Poland, while on the other hand they require professional support, as they will have to work with people in a difficult personal situation: struggling with trauma and a sense of alienation. Collaboration with social assistance services is also needed to equip mentors in cultural competences and a code of conduct defining the rules for interacting with immigrants who will find asylum in Poland. They must know how to behave in contact with newcomers, so as not to offend them. They must also know how to help them find their way in a new social environment. Mentoring will be a long-term process and mentors themselves will work in pairs, which allows for substitution and exchanging of responsibilities to ensure continuity of projects.

The Municipal Family Support Centre (MOPR) in Gdansk has many years of experience in collaborating with non-governmental organisations. We intend to expand this support network by establishing a network of volunteers/mentors.

- There is intersectoral cooperation planned in the area of refugee support and integration between MOPR, non-governmental organisations and an informal network of refugee mentors. Its aim is to provide refugees with mutually complementary services and forms of assistance to foster integration.
- MOPR participates in the works of the MOPR/NGO/mentors team on the project entitled “Consolidating institutional and social networks to facilitate refugee integration”, implemented by the Immigrant Support Centre. A dedicated system will be established by April 2016 to facilitate communication and resource exchange between MOPR and the social sector in the areas of accommodation, employment, Polish language learning and social integration.
- MOPR social workers trained in refugee support will work together with mentors to foster their integration.
- Apart from MOPR social workers and mentors, who are volunteers, also local integration facilitators will be involved in the refugee integration process. The methods and schedule of work of local integration facilitators are also being developed within the framework of this project.
- Currently, the duration of IIP is one year, which is not enough to allow for full integration of refugees from different cultural backgrounds.
- Together with the social network, MOPR is going to develop the immigrant integration programme, using all possible resources, and to analyse potential ways of extending the duration of IIP, both in terms of additional funding sources, such as AMIF (the European Asylum, Migration and Integration Fund), as well as social resources.

Task 3

Educating social support and assistance personnel

It is essential to improve the qualifications of social services personnel working with refugees to foster their integration. Comprehensive training courses will be provided with the aim to:

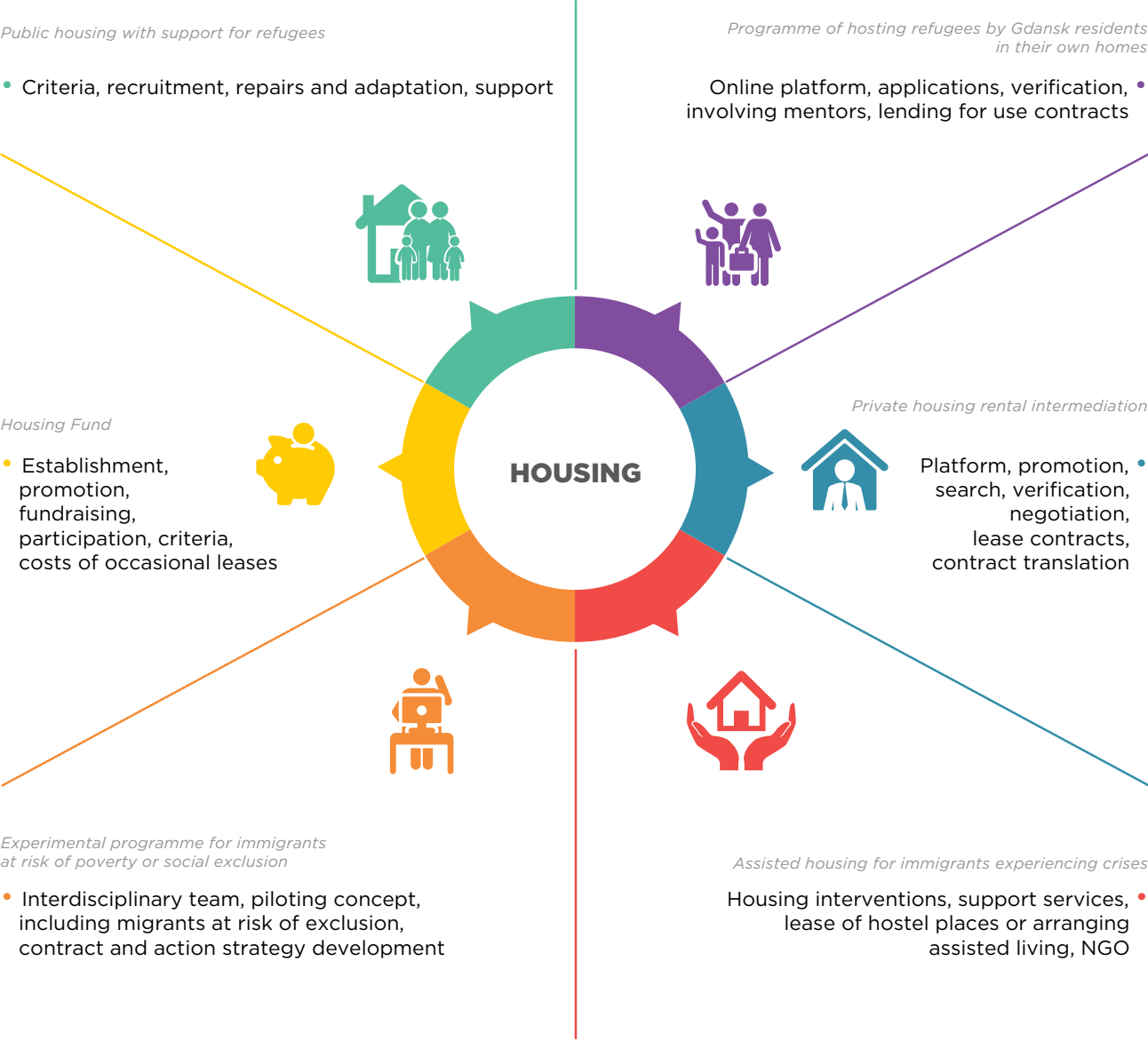
- enhance intercultural competencies
- provide knowledge about refugees, specifically in terms of migration and displacement
- provide knowledge about methods of work with immigrants
- consolidate professional and personal attitudes demonstrated in contact with refugees.

Training courses will focus on the following areas:

- Legal and administrative procedures affecting refugees, such as methods of residence legalisation, rules of employment and the social security system, healthcare, education, internal security.
- Supporting individuals with traumatic experiences of migration, war and/or the loss of family members.
- Rules and practices of intercultural communication.
- Consequences of migration and poverty.
- Challenges for welfare institutions resulting from the presence and integration of refugees.



Housing / road map



7.8. Housing

Gdansk - a city of homes, not walls

The search for immigrant integration solutions in the area of housing gave an opportunity to evaluate Gdansk housing resources and to review their potential uses. The housing market analysis included both municipal property and the private real estate market. The results clearly indicate that Gdansk will prefer mixed housing solutions which combine the private market and limited public housing capabilities.

Apart from that, an analysis of potential consequences and risks of emerging immigrant ghettos was performed. It was agreed that the city's housing policy should follow the scattered housing model, which facilitates immigrant integration in the host community.

The solutions presented below include suggested housing policy measures to be implemented by the municipality of Gdansk in the areas of public housing, the refugee hosting programme, housing rental intermediation or crisis situations. Individual solutions should be implemented in cooperation between all stakeholders, including Gdansk municipal authorities and non-governmental organizations (NGOs). Considering the refugee crisis in Europe and the overcrowding of refugee centres in Poland (where immigrants in the refugee procedure often remain for months), some solutions were developed only for this particular group. The complex and difficult situation of immigrants at risk of poverty or social exclusion is yet another issue.

Task 1

Public housing with support for refugees

Our first success in the course of work on the Immigrant Integration Model (MII) was to secure access to public housing resources for refugees. At the 13 session of the Gdansk City Council (27 August 2015), a resolution was passed which added refugees and individuals with subsidiary protection status (see: Glossary) to the list of groups entitled to apply for public housing rental. On 31 May 2016, also political asylees were added to the list of groups eligible for municipal housing. Under previous regulations, only repatriates were entitled to apply. New provisions allow for renting a small number of housing units to refugees and asylees “in duly justified cases”. As stated in the explanatory statement: “The next change is consistent with the state policy of providing support to foreigners who were granted the refugee status or subsidiary protection in the Republic of Poland. The Mu-

nicipality of Gdansk herby offers support, by granting the right to rental to arriving families, in order to provide them with a sense of security and fair living conditions after the harm and suffering which they had experienced in their country of origin”²¹.

While implementing this solution, we must specify what the MII team means by a “duly justified cause”. To this end, a set of criteria was developed to guide employees of the Municipal Family Support Centre (MOPR) and representatives of the social sector (NGOs) who, while working with refugees, asylees and individuals granted subsidiary protection, will be responsible for preparing and submitting such justification (recommendation) to the Mayor of Gdansk. To be specific, this applies to individuals and families participating in and completing the MOPR Individual Integration Programme (IIP). Apart from the requirements defined in existing regulations on public housing rental the following criteria will be taken into consideration when submitting recommendations: large families, post-traumatic stress disorder, survivor syndrome, disability and other social problems.

We anticipate that two flats per year will be made available to refugees. Implementation of this task should start in 2016, while the list of individuals eligible for public housing rental will be created anew each year. This will eliminate the need to verify past submissions or to determine whether last year’s applicants are still eligible to apply for public housing. Individuals included in the list in the previous year will have to individually submit applications for the next housing allocation procedure. Should there be a large number of applicants eligible for the procedure, additional time-related criteria will apply, such as duration of stay in Gdansk and the order of submission.

Entities responsible for the implementation of this task would include: MOPR and NGOs, the Mayor of Gdansk and the Public Utilities Department (WGK).

The local government should adopt this solution only temporarily. With this initiative, the Municipality of Gdansk takes legal measures to ensure equal opportunities for minority groups (foreigners, refugees, asylees or individuals granted subsidiary protection). Prolonged use of this solution may lead to discrimination of previously favoured majority group members. Moreover, in the case of prolonged duration of the programme, it is essential to allocate public housing in districts of Gdansk where the project has not yet been implemented. Such strategy will help reduce the risk of creating ghettos.

²¹ www.gdansk.pl/urzad/plik,62531.html.

Measures

- Adopting a resolution.
- Developing criteria for housing allocation.
- Preparing a list of families eligible for public housing – MOPR, WGK, Gdansk Municipal Property Administration (GZNK) and a non-governmental organisation.
- Submitting - by MOPR and a non-governmental organization - a written recommendation to the Mayor of Gdansk with attached application of the refugee or the individual granted subsidiary protection.
- Examining of the application by the Mayor of Gdansk. After that, the Mayor informs applicants of his/her decision, and if the application is accepted, submits the decision with reasons thereof to the Public Utilities Department (WGK).
- Examining of the application by the Mayor of Gdansk. The Mayor informs applicants of his/her decision, and if the application is accepted, submits the decision with reasons thereof to WGK and GZNK.
- WGK and GZNK prepare and secure the housing unit for the refugee(s), asylee(s) or individual(s) granted subsidiary protection.
- The flat is transferred to the tenant.
- Acquiring financial resources for housing renovation - external funding. Such resources might potentially be obtained from AMIF (a State Asylum, Migration and Integration Fund Programme) and BGK (social housing subsidy fund). Entities eligible to apply include: the Social Development Department, MOPR or non-governmental organisations.

Task 2

Programme of hosting refugees by Gdansk residents in their own homes

The aim of this programme is to meet the housing needs of individuals in the refugee procedure, refugees and individuals granted subsidiary protection. The programme will be conducted under the auspices of the city of Gdansk and it will be implemented by non-governmental organisation selected by way of competition. The non-governmental organisation will be responsible for: applications management and verification, searching for potential lessors, maintaining an online platform for posting rental offers, contacting the refugee’s mentor who will be responsible for interactions between the refugee and the lessor/person providing support. Refugee mentors have already been trained by a real estate expert who has equipped them with useful knowledge.

The first step will involve establishing and promoting an online platform for individuals who are willing to host a refugee or make their flat available

for refugees. The program will be promoted via municipal communication channels, but also in local and social media. The platform will also serve to promote a housing fund which will provide refugees with financial support required to cover housing rental expenses.

If the lessor expects additional security measures to the rental contract, it is acceptable to suggest the conclusion of an occasional rental agreement, which makes it possible to remove a tenant without the need for court proceedings or obtaining an eviction order. In the case of occasional rental agreements, substitute accommodation would be provided in assisted housing units managed by a non-governmental organisation. This solution should be used optionally, in the final stage of concluding the rental agreement, that is during the conversation between the mentor and the lessor. The cost of signing such agreement at a notary's office will be covered from the housing fund.

Finally, it must be stressed that non-profit solutions will be preferred for the purposes of this task. These include situations where the lessor agrees to conclude a lending agreement (orally or in writing), i.e. make the housing unit available for use free of charge. In that case the lessor is exempted from the income tax.

Measures

- Obtaining the patronage of the city of Gdansk.
- Processing submissions, acquiring offers.
- Establishing an online platform.
- Promotion activities.
- Task coordination by a NGO.
- Verifying and confirming submissions.
- Training refugee mentors in housing issues.
- Alternatively, suggesting occasional rental arrangements during conclusion of contracts.
- Making attempts to sign a written lending agreement.

Task 3

Housing rental intermediation in the private market

As with the refugee housing program, intermediation in private market rental will be offered under the auspices of the city of Gdansk and it will be implemented by a non-governmental organisation. Also, in justified cases, the intermediation programme will guarantee the continuity of rental within the framework of the housing fund (see: Task 6). Apart from the above, the program might offer care services, such as oversight and assistance in maintaining the flat in good condition. Care services should be offered to in-

dividuals at risk of poverty or those who experience language or cultural barriers in contact with their lessor. Another safety measure will be the option to conclude an occasional rental agreement (with assisted housing as substitute accommodation indicated in the agreement). Within the framework of these guarantees, the rental intermediate (a non-governmental organisation) will negotiate rental prices below market rates for immigrants with the lowest income. Yet, it must be stressed, that project stakeholders involved in rental intermediation will make efforts to obtain a signed contract between the tenant (immigrant) and the lessor.

Due to the specific nature of immigrant housing exclusion, which is not always of economic background, the proposed solutions will be offered upon identification of the client's needs. Thus, the entity involved in rental intermediation will build up a pool of housing options for immigrants at risk of poverty, as well as for those who experience housing exclusion on ethnic grounds but can afford to rent at commercial rates.

Housing rental intermediation in the private market will be promoted by means of an online platform. The programme will also include the preparation of rental agreement templates in Arabic, French, Ukrainian and English.

The measure will be implemented by a non-governmental organisation with the support from Gdansk City Hall and MOPR employees.

Measures

- Housing rental intermediation for immigrants in the private market.
- Securing rental continuity.
- Care services offered to individuals at risk of poverty or experiencing language or cultural barriers in contact with their lessor.
- Alternatively, suggesting occasional rental arrangements during conclusion of contracts.
- Negotiating rental prices below market rates for immigrants with the lowest income.
- Promoting housing rental intermediation for immigrants.
- Preparing rental agreement templates in Arabic, French, Ukrainian and English.

Task 4

Assisted housing for immigrants

Assisted housing facilities should be available for immigrants in emergency crisis situations. The need to implement this option within the framework of IIM arises from the results of a social diagnosis, which indicate that immi-

grant women are particularly vulnerable to abuse. Assisted housing is a form of temporary accommodation. The duration of a refugee's stay at an assisted housing facility will be determined by the assistant responsible for the housing unit, upon relevant diagnosis. Depending on the actual need, assisted housing may be of training or emergency nature. Individuals staying at an assisted housing facility will be offered the support of a psychologist, a lawyer, a social worker, and a career counsellor.

Assisted housing is an option available for individuals, who:

- are victims of violence and need psychological and legal assistance
- are victims of crimes against human life and health
- are in an emotional crisis situation
- are in a family crisis situation
- experience institutional problems related to emergency situations, such as unlawful eviction.

While implementing this task, it is recommended to make the service available 24 hours a day and 365 days per year. If the demand for emergency interventions is higher than initially expected, it is recommended to consider providing additional funds to the entity responsible for the programme. Such resources should be used to pay the cost of hotel accommodation for victims of violence or to include them in support programmes.

In justified cases, assisted housing facilities will be indicated as substitute accommodation in rental contracts signed by refugees, individuals granted subsidiary protection or immigrants. This task will be implemented by a non-governmental organisation, which will be provided with suitable housing units from the public housing pool, or, alternatively, will provide such housing facility on its own.

Measures

- Creating safe, temporary residence facilities.
- Providing the services of a psychologist, a career counsellor, a lawyer and a social worker.
- Developing eligibility criteria for assisted housing.
- Expanding availability of services (all year, 24 hours a day).
- Securing additional financial resources for potential emergency hostel services.
- Transferring a public housing unit to a non-governmental organisation.

Task 5

A pilot assisted housing programme for immigrants at risk of homelessness

In the course of IIM work, solutions for immigrants at risk of homelessness were developed. The programme will be a combination of assisted housing and the philosophy of the housing first programmes aimed at overcoming homelessness through housing opportunities and comprehensive support. The client signs a rental agreement with the organisation, as well as a separate contract concerning work in specific areas of daily life, such as education, health, professional activity, social integration and housing. Following implementation and successful execution of the contract, the tenant has a chance to remain in the flat on a permanent basis. Members of the programme implementation team will supervise the project and auxiliary measures in the areas mentioned above.

The following requirements are prerequisite for initiating the programme:

- health insurance coverage of the client (if possible, in the National Health Fund, or private medical packages)
- a flat/house offered to a non-governmental organisation for the duration of the programme
- three-year duration of the programme
- card operated electricity meters/prepaid electricity
- a housing unit equipped with household appliances, such as a cooker, a washing machine and a fridge, as well as basic furniture, which may be chosen by clients (who decide what they will need)
- a meeting with the Police and City Guard officers in charge of the neighbourhood
- consent to sign the contract on the part of all project stakeholders and undertaking work in the areas of education, health, employment, housing, as well as accepting the priority need for secure housing
- securing funds within the project for potential risks, such as damage or unpaid utility bills.

The project team will consist of: Three social workers responsible for direct work with the client and supervision; an expert providing support e.g. on signing the contract; a psychologist responsible for evaluating client outcomes and offering support in crisis situation. All team members agree to professional supervision of their work with the client.

Tenancy rules:

1. The client may have guests stay overnight for a period of maximum three days in a row and only after having first notified the project facilitators.
2. Paying attention, to the best of the client's abilities – to personal hygiene, personal appearance, as well as keeping their belongings in order and maintaining their flat and surroundings clean and tidy.
3. Taking care of the property and equipment, especially if placed at the disposal of the tenant.
4. Observing the quiet hours between 10 pm and 6 am.
5. The tenant must not make any construction alterations or adaptations without the consent of the lessor.

The interdisciplinary team and its meetings: The team shall consist of representatives of non-governmental organisations working with immigrants, municipal entities - MOPR, the Social Development Department (WRS), BOM, WGK, GZNK. The team's meetings should be held once a quarter. The meetings will involve a discussion of potential challenges and project evaluation.

Contract with the client: The contract is prepared in response to the client's needs and it is the client who decides what he/she considers achievable and what he/she wants to work on to improve his/her current situation. The contract should include the following elements:

- The level of support - to inform the client about the areas where he/she will receive support from project facilitators.
- Oversight - to inform the parties about the form of control of the housing arrangements.
- Implementation of example goals by individuals under contract:

1. Education:

- a. Clients of the contract are offered education opportunities and a chance to attend Polish language classes for adults. While in education programmes, the client earns points, which, after having accumulated a specific number of points, may be exchanged for a prize, which may be used for a specific purpose such as a driver's course, professional training or another important undertaking discussed with the project facilitators.
- b. If the client has children, they are integrated into the school system, under the care of their parents.

2. Housing: maintaining order and tidiness, paying rent and utility bills on time, maintaining a good relationship with neighbours.

3. Healthcare - taking care of children's health, dentist, gynecologist, pediatrician, nutrition, etc.
4. Professional activity - looking for a job and taking up employment.
5. Integration into the local community (community centres, cultural centres, neighbours, meetings with friends).

- The goals will be time-bound and supplemented with support measures on the part of project workers.
- The client has one month to withdraw from the contract.
- Tenants pay a low rent, which will go towards the renovation fund and crisis interventions, e.g. in the case of excessive utility usage, unpaid bills, etc.
- Clients cover the full cost of utilities.
- Initially, the contract will be concluded for a period of several months, which gives the client time to get accustomed to the new situation and overcome the consequences of homelessness. The contract will specify minimum threshold requirements. Completion dates for obligations contained in the contract will be adopted for the subsequent months. If the contract works out, it will be extended for another period (without the need of any modifications).
- The contract is signed by the programme facilitators and the client. The person responsible for the final signing of the contract is unknown to the client. The individual signing the contract must be aware of the weight of his/her commitment, which is why there should be a person unfamiliar to the client involved in the contract signing procedure.
- The client is informed that he/she will be held accountable for the contract execution.
- Time to think the contract through – the decision to enter into a contract must be well-considered by the client, which is why it is recommended to hold several meetings with the client to discuss any goals he/she would like to pursue.
- The right to housing is not conditional upon contract execution. The client's motivation to follow the contract-defined goals should come from his or her determination to fulfil their needs and not from the fear of losing their home. The right to housing may only be lost for the same reasons as in the commercial rental market (unpaid bills, persistent violation of the rules of social coexistence).
- Clients are not owners, but tenants (rental agreements shall be concluded for an indefinite period/the duration of the project).
- Prior to signing the contract, programme candidates are shown the flat and decide on their next steps.

Oversight: Once a week, a previously announced visit at various times of the day:

- Inspection memos are required at all times.
- First inspection after one month.
- Unannounced inspections are considered acceptable in crisis situations.

Level of support:

- Accompanying clients during medical consultations
- Assistance in preparing official documents and accompanying clients during visits to offices.
- Assistance in interacting with schools.
- Polish language classes for adults.
- Psychological support - making clients stronger, making them believe in the successful accomplishment of their goals.
- Minimising damage - sex education, health, nutrition education, psychological support.
- Organising integration meetings with family members, building relationships with members of the host society.
- Establishing relationships with neighbours.
- In the initial phase of the programme (two weeks), social workers would live with the client and make participants familiar with the daily routine.
- Allocating funds for professional training.
- Support is provided for as long as the client needs it.

Progress will be evaluated by the programme's stakeholders in line with completion schedules adopted for individual contracts.

Measures

- Transferring a housing unit to a non-governmental organisation for the purposes of the programme.
- Involving clients in the programme development.
- Establishing an interdisciplinary team.
- Developing measures to facilitate the education and employment of the programme's beneficiaries.
- Developing and signing a contract with immigrants at risk of homelessness.
- Developing an action strategy in the area of health.
- Supporting clients participating in the programme.
- Oversight of the programme.

Task 6

Housing fund

The last tool intended to improve the housing situation of immigrants in Gdansk is a housing fund. The aim of this fund is to raise the financial resources needed to rent housing for immigrants. Also, the fund would guarantee the continuity of payments made by the refugee, the individual in the refugee procedure, or, more generally, the immigrant.





8. IMPLEMENTATION



The fund will offer rent subsidies to immigrants with the lowest income. To this end, the fund will define eligibility criteria for this type of assistance. The housing fund will use a variety of funding sources and will be acquired by persons responsible for the accommodation of immigrants and refugees in Gdansk. The fund will constitute one module of a platform dedicated to promoting admission of immigrants by residents of Gdansk and the programme for housing rental intermediation. The fund will also be promoted within the framework of these platforms.

In the event, where an immigrant has to sign an occasional rental agreement, the cost of signing such agreement at a notary's office will be covered from the housing fund. The establishment and promotion of the housing fund will be the responsibility of a non-governmental organisation.

Measures

- Promoting and establishing a housing fund.
- Raising financial resources needed to rent housing for immigrants.
- Guaranteeing continuity of payments made by the refugee, the individual in the refugee procedure, or, more generally, the immigrant.
- Rent subsidies to immigrants with the lowest income.
- Defining eligibility criteria for housing fund subsidies.
- Covering the cost of signing occasional rental agreements.

Management

The Immigrant Integration Model (IIM) should be coordinated by the Immigrant Integration Model Implementation Team appointed by the Mayor of Gdansk as a continuation of the mission pursued by the team responsible for the development of the city's integration and migration policy. The team should be cross-sectoral (composed of members from the public, private, and non-governmental sectors) and interdisciplinary, with a special focus on the following areas: education, social assistance, housing, health, local communities, violence and discrimination, culture, employment, and other, e.g. sports. The team's activities should continue to be managed by the Gdansk City Hall. The Social Development Department (WRS) should remain its leader, and work together with the other departments responsible for the implementation of the IIM, as well as municipal entities, non-governmental organisations, public institutions, and other stakeholders, including immigrants.

The IIM Implementation Team should be composed of the following four entities:

1. **Steering Committee** – a body consisting of representatives of the management of Gdansk-based institutions and organisations playing a key role in the IIM implementation. The work should be led by Deputy Mayor of Gdansk for Social Policy. The role of the Steering Committee should be to define strategic priorities relating to the implementation of the IIM, including annual plans and changes to the model. The Committee's meetings should be held at least every six months.
2. **Managing Group** – a body consisting of the Chairman, Deputy Chairman, Secretary, and leaders of the eight thematic areas where the IIM will be implemented. The Managing Group can be joined by experts and leaders of other thematic areas which are not described in detail in the IIM, e.g. sports. The Group is responsible for the operational implementation of the IIM and the development of operational plans, programmes, and projects to implement the tasks defined in the IIM. The Group's meetings would need to be held at least once a quarter.
3. **Integration and Migration Forum** – a body consisting of the largest possible number of institutions, organisations and individuals ready to develop

and implement integration and migration measures in Gdansk. The starting point for establishing the Forum is the need for a platform to exchange knowledge and experiences in immigrant integration, and support the enhancement of intercultural competence among the residents of Gdansk as a way to integrate the efforts of more than 150 individuals and over 70 entities engaged in the IIM. It is crucial to ensure continuity and give meaning to the activities undertaken by a wide group of cross-sectoral and interdisciplinary entities engaged in the IIM. The Forum should be open to any organisation, institution and individual ready to engage in the implementation of Gdansk's migration policy. The work of the Forum should be arranged in the form of plenary sessions and thematic group meetings (of the existing eight groups and potentially some new ones). The Forum's meetings should be held at least once a quarter. It would also be worthwhile to hold an annual conference on integration and migration focused on a specific area.

4. **The Immigrant Council** – a body consisting of representatives of immigrant communities living in Gdansk. More than 20 immigrants from different countries, cultures, and religious communities participated in the development of the IIM. We need to maintain and stimulate their engagement. The Immigrant Council would work as an independent body conducting its own activities and providing consulting on the implementation of Gdansk integration and migration policy. The implementation of the IIM would also require reinforcement of the capacities of the Social Development Department where at least two employees would be appointed to coordinate and manage the IIM implementation process.

Implementation

The IIM should be implemented primarily by the cross-sectoral and interdisciplinary IIM Implementation Team. The model provides an overall direction rather than a precise description of the measures to be taken. In this sense, the model is not a strategy or a programme but rather a framework to guide the city's integration and migration policy. The recommended tasks to be fulfilled in each area must reflect the values, principles and goals of the overall IIM. To implement these tasks and measures, the Managing Group will need to create operational plans, set up projects, and engage in undertakings. The tasks should be implemented either as a series of interrelated measures or separately. Operational plans for the IIM implementation should be drafted

annually and include a list of tasks to be completed, together with a schedule and a budget estimate.

The implementation of the IIM needs to be monitored and periodically evaluated. The monitoring should be performed by the IIM Implementation Team, whereas the evaluation should be outsourced to an external team of experts or investigators.

Time frame

The IIM is part of the process of incorporating the operational programmes into the Development Strategy Gdansk 2030 plus. As the operational programmes have been planned up to 2023, this is also the time frame for the IIM implementation. The evaluation of the IIM implementation in Gdansk should occur every two years, which is also the frequency with which changes can be made to the model.

Expected benefits

The implementation of the IIM is expected to bring a number of benefits to the city and its residents. The model is a response to grass-roots movements and civic engagement, and the extensive participatory work on the preparation and implementation of the IIM can be a valuable policy-making experience for the city. As such, the model can be used in other areas. As an integrated model, it ensures synergy between the activities of various entities and sectors. It also presents and promotes the role of the local government as a body that coordinates, integrates and networks different entities involved in implementing measures in each of the thematic areas in the city. This strengthens cost-effectiveness and the use of mutually complementary potentials. The local integration and migration policy is primarily a response to the needs of the migrants currently living in Gdansk and the host community. Nevertheless, it can be used as a long-term plan if the influx of immigrants to Gdansk continues to grow. Considering the rapid influx of immigrants in the recent years, the city cannot afford not to have a migration policy in place. The development of the model is, in a sense, a preventive measure to prevent escalation and reduce the risk of problems and difficulties associated with migration. It is crucial to prevent marginalization, isolation and separation of migrants, and counteract the emergence of radical attitudes towards migrants. Another positive outcome of the migration and integration pol-

icy implementation will be the reduction of fear of migration among residents of Gdansk who have not been familiar with or accustomed to it. The model provides a framework for collaboration between different entities, sets out procedures, and supports municipal institutions by guiding them on how to work with immigrants. The measures supporting integration of immigrants will improve social cohesion at the city level, and the quality of services dedicated to residents. Another key benefit of the IIM implementation is improvement of the quality of life of immigrants through integration measures. The development of migration processes is, in a way, a yardstick of the city's success as new inhabitants mean new prospects for the city. On the one hand, they broaden the city's cultural, religious and culinary landscape. On the other hand, the IIM can help promote the city and contribute to the development of tourism and business opportunities. Gdansk's openness to newcomers can have a positive impact on the city's economic development. One of the examples of how the city benefits financially from migration is the growing interest of international university and college students to study in Gdansk. In the end of 2015, more than 2,000 foreigners were studying in Gdansk, of which approximately 800 at the Medical University of Gdansk. These 800 international students contributed some 75 million zlotys to Polish economy in 2015 (annual tuition, rent, cost of living, meals, transport, cultural events and entertainment). This estimate is on the low end, though, and is based on the average cost of living in Poland. The financial capabilities of international students are usually much better. Throughout the 6 years of study, one foreign student studying at Medical University of Gdansk contributes nearly 600,000 zlotys to the local economy. Based on these calculations and using adjusted and averaged values, we can assume that the 15,000 immigrants living in Gdansk contribute approximately 500 million zlotys per year.

Financing

Some of the tasks defined in the IIM, particularly the core ones, such as providing Polish language courses, information and counselling, including legal counselling, career guidance, housing rental assistance and intermediation in the private housing market, assistance to obtain refugee status or support to immigrants at risk of homelessness, extreme poverty and exclusion, should be assured by the Gdansk authorities through a call for proposals from non-governmental organisations. Preferably, this type of services should be provided

based on a contract of several years' duration. The scope of the tasks may be extended depending on the needs and available funding. In 2015 and 2016, when the work on the IIM was still under way, funds were budgeted to delegate some of these tasks to non-governmental organisations. In 2016, a total of PLN 170,000 was appropriated for this purpose. To carry out the basic tasks at a minimum level, the city should pay more than PLN 300,000 per year from municipal funds.

Certain tasks defined in the IIM should be performed directly by the Gdansk City Hall (various departments) or by subordinate units. It is necessary to appropriate funds for this purpose from the departments' own budgets. The main IIM tasks to be performed by the Gdansk City Hall and the Gdansk municipality units include:

- political involvement and leadership; setting up an alliance of integration and migration supporters
- cooperation with non-governmental organisations and other entities
- social communication (between migrants and Gdansk residents)
- hiring foreigners; job competitions
- Immigrant Service Counter at the City Hall; a network of employees prepared to provide services to immigrants
- fighting racism and xenophobia; providing support procedures; reporting incidents to law enforcement authorities
- Interpretation & Translation Services Package
- the Starter Package for newcomers
- evaluation of the possibility to grant immigrants the right to vote in some elections;
- training courses for the staff (intercultural competencies)
- education (kindergartens, schools, language courses, classes, cultural assistants);
- data, analyses, statistics, research studies
- promoting diversity through sports
- culture (events, festivals)
- creating a platform for interreligious dialogue
- the labour market, employment, business
- housing support for individuals who have been granted international or national protection
- crisis intervention
- safety and security of foreigners
- social assistance and integration
- plan to fight discrimination and strengthen diversity.

A large number of tasks defined in the IIM does not require a separate budget, and can be implemented in various institutions and organisations using the existing human and material resources in a slightly different way.

A significant group of tasks require the involvement of institutions and organisations not linked to the Gdansk City Hall. The use of human, material and financial resources of these entities depends primarily on their willingness to cooperate and undertake projects together as part of the IIM Implementation Team.

Ultimately, many of the tasks defined in the model will require external funding from various sources. It is the role of all members of the IIM Implementation Team to obtain it. The key sources of funding include:

- The Asylum, Migration and Integration Fund (at national and European level)
- Funding provided by the Minister of Family, Labour and Social Policy under various programmes
- Funding provided by the Office for Foreigners
- Funding provided by the Ministry of the Interior and Administration
- The “Knowledge, Education, Development” Operational Programme (foreigner integration, including innovative projects)
- Pomorskie Province Regional Operational Programme (foreigner integration)
- Norway Grants and EEA Grants
- Funding provided by the European Commission and other European Union agencies for social innovations or integration of immigrants
- Funding provided by non-governmental organisations, e.g. the Stefan Batory Foundation
- Corporate sponsorship
- Donations and private funding.

The undertakings funded from external sources will be implemented by both the City Hall and subordinate units, but primarily by non-governmental organisations and other institutions. The city of Gdansk intends to establish extensive partnerships with NGOs.

Implementers

The implementation of the IIM in Gdansk requires engagement and collaboration from multiple entities, including:

1. Gdansk City Hall, including the following departments:

- Social Development Department
- The Mayor’s Office of Culture

- The Mayor’s Office of Sports
- Office of the Gdansk City Council
- Mayor’s Chancellery
- Security and Crisis Management Department
- Public Utilities Department
- Human Resources and Organisation Department
- Citizen Services Department
- Economic Policy Department
- Development Programme Department
- Department of Promotion, Information and Social Communication
- Department of Treasury
- Department of Civil Affairs
- Department of Urban Planning and Architecture

2. Subordinate units:

- Gdansk Development Office
- Łaźnia Contemporary Arts Centre
- Gdansk Urban Development Directorate
- European Solidarity Centre
- Gdansk City Gallery (GGM)
- Gdansk Archipelago of Culture (GAK)
- Gdansk Physical Culture Centre (GOKF)
- Gdansk Psychological Assistance Centre for Children and Youth (GOPPDM)
- Gdansk Shakespeare Theatre (GTS)
- Gdansk Municipal Property Administration (GZNK) Local Government Enterprise (SZB)
- Gdansk Group of Childcare Centres (GZŻ)
- Gdansk Addiction Prevention Centre (GCPU)
- Urban Culture Institute (IKM)
- Żak Club
- Municipal Family Support Centre in Gdansk (MOPR)
- Municipal Sport and Recreation Centre in Gdansk (MOSiR)
- Miniatura Theatre in Gdansk
- Municipal Disability Assessment Board (MZON)
- Child Health and Fitness Promotion Centre in Gdansk (OPZSD)
- Gdansk Palace of Youth (PM)
- Educational centres (including schools and psychological and counselling centres)
- Non-consolidated district administration units
- Gdansk District Employment Office
- Gdansk Municipal Police

- The Joseph Conrad Korzeniowski Provincial and Municipal Public Library in Gdansk
- Gdansk Municipal Transportation Authority (ZTM)

- 3. Gdansk City Council
- 4. Gdansk Municipal Police Headquarters
- 5. Gdansk Provincial Police Headquarters

6. Universities and colleges, including:

- University of Gdansk
- Medical University of Gdansk
- Gdansk University of Technology
- Academy of Tourism and Hotel Management (WSTiH) in Gdansk

7. Non-governmental organisations, including:

- Immigrant Support Centre in Gdansk
- Gdansk Foundation for Social Innovation (GFIS)
- Feeria Artistic and Community Association
- MONAR Pomorskie Support Centre
- Gdansk Bay Perekhrestya Foundation
- Gdansk Branch of St. Brother Albert Aid Society
- Gdansk Social Cooperative (GSS)
- Port Rozwoju Foundation
- OVUM Association of Gdynia
- Foundation Institute for Socio-Economic Balance (IRSE)
- Dzieci Niczyje Foundation
- Caritas of the Gdansk Archdiocese
- Polish Red Cross

- 8. Office of the Marshal of Pomorskie Province
- 9. Office of the Governor of Pomorskie Province (incl. the Department of Civil Affairs and Foreigners and the Social Policy Department)
- 10. Gdansk Education Authority
- 11. Gdansk District Examination Board (OKE)
- 12. Baltic Sea Cultural Centre (NCK) in Gdansk
- 13. Association of Ukrainians in Poland, Management Board of Pomorski Branch
- 14. District Court
- 15. Border Guard
- 16. Employers’ associations, including the Employers of Pomerania (PP)
- 17. Crisis Intervention Centre (CIK)

- 18. Gdansk Institute for Market Economics (IBnGR)
- 19. The Customs Chamber
- 20. Healthcare organisations, including Copernicus
 - Podmiot Leczniczy sp. z o.o. in Gdansk
- 21. Pomorski Provincial Branch of the National Health Fund
- 22. Gdansk District Chamber of Physicians and Dentists (OIL)
- 23. Gdansk District Chamber of Nurses and Midwives
- 24. Regional and national media.

This is clearly not a complete list of entities that may implement the measures and tasks described in the IIM.

Nationwide and European cooperation

The implementation of the IIM should be limited to Gdansk-based institutions and organisations. It is necessary to ensure exchange of information and experience with other Polish cities and towns. The Union of Polish Metropolises (UMP) should be our key partner. We need to develop interactions with major Polish cities, including Warsaw, Poznan, Wroclaw, Lodz, Katowice, and Krakow. It is also important to improve cooperation with metropolitan areas, including the Gdansk-Gdynia-Sopot Metropolitan Area. Another priority is to strengthen cooperation with public institutions, including the Ministry of Foreign Affairs and Administration, the Office for Foreigners, the Ministry of Family, Labour and Social Policy, and the Ombudsman. One of the strategic goals of the IIM implementation is to further strengthen cooperation with non-governmental organisations across the country. The National Platform of Cooperation for Integration (Krajowa Platforma Współpracy na rzecz Integracji) should be one of our key partners. With more than 120 members, it serves a forum for knowledge and experience sharing between migrant communities, public institutions, non-governmental organisations, and other entities playing a major role in the integration of migrants into the Polish society. Possible extension of the collaboration with the International Organisation for Migration (IOM) and the United Nations High Commissioner for Refugees (UNHCR) should also be considered. Collaboration with cities and organisations in Europe and around the world is crucial for the IIM. For this reason, Gdansk’s main partners should include the network of major European cities EUROCITIES, and the Migration and Integration Working Group which brings together top experts in migration policies. Another recommended measure to enhance collaboration at the European level is to use the potential of the twin towns of Gdansk, such as Bremen, Ghent, Turku, Barcelona, and Rotterdam.



9. OUTCOMES



Hard outcomes

Measurable, specific, and visible change that can be seen after quantitative evaluation

- Increase in the number of immigrants who improved their linguistic competences and Polish language skills through participation in free Polish language classes;
- Increase in the number of immigrants whose social, health, psychological and economic situation improved as a result of being provided with public services of better quality;
- Enhanced cultural competencies, active participation in cultural events and projects, as well as contribution of immigrants to Gdansk's cultural offering;
- Enhanced intercultural competencies of healthcare professionals, employees of cultural and educational institutions and organisations (lower and higher level), police and municipal police officers, and employees of institutions and organizations engaged in the integration of immigrants into the local community;
- Increase in the number of free Polish language classes for immigrants and refugees at more logistically convenient locations using local resources;
- Increase in the number of free English language classes for immigrants in Gdansk;
- Increase in the number of institutions and organisations engaged in the integration of immigrants in Gdansk;
- Increase in the number of employees of institutions and organisations and activists engaged in the integration of immigrants in Gdansk;
- Increase in the number of employees of institutions and organisations and activists in Gdansk who improved their competencies and knowledge about working with immigrants;
- Increase in the number of employees of institutions and organisations and activists who improved their language skills while working with immigrants in Gdansk;
- Increase in the number of employees of institutions and organisations and activists in Gdansk;

- Increase in the number of immigrants who improved their integration into Polish society as a result of their participation in the events, activities, and projects implemented as part of the Immigrant Integration Model (IIM) in Gdansk;
- Increase in the number of Polish citizens who improved their understanding of the immigrants’ situation, reached out to immigrants, and adopted an attitude of openness as a result of their participation in the events, activities, and projects implemented as part of the Immigrant Integration Model (IIM) in Gdansk.

Soft outcomes

Non-measurable outcomes which are visible only after qualitative evaluation

- Improved integration of immigrants living in Gdansk into the host society;
- Strengthening of the immigrant integration process in the following areas: education, culture, social assistance, housing, counteracting violence and discrimination, local community, employment, and health;
- Improvement of the immigrants’ educational and integration conditions among school children and university students, those around them, and local communities;
- Strengthening of the role and competence of educational institutions in the immigrant integration process at primary and lower secondary education level;
- Increased engagement of the social sector in the immigrant integration process;
- Integration of immigrants into social networks and local and civic cooperation programmes;
- Increased engagement of cultural institutions and organisations in the immigrant integration process;
- Improved quality of initiatives supporting immigrant integration through culture (initiatives are more consciously implemented as result of reflection, diagnosis, and planning);
- Improved security of immigrants in Gdansk;
- More respect for the rights of immigrants in Gdansk;
- Improved system for counteracting violence and discrimination of immigrants in Gdansk;
- Better access to medical services for immigrants in Gdansk;
- Improved quality of medical services provided to immigrants in Gdansk;
- Better employment situation of immigrants;
- Better social assistance services for immigrants, especially refugees
- Expansion and extension of social assistance services for immigrants, especially refugees;

- Better housing situation of immigrants in Gdansk;
- Better access to housing for immigrants in Gdansk;
- Reduced discrimination against immigrants in the rental market;
- Better conditions for cultural contribution of immigrant artists in Gdansk;
- Better situation of international students and academic staff at universities and colleges in Gdansk.

Products of the Immigrant Integration Model

- Creation of an integrated migration management system at public institutions and social purpose organisations in Gdansk;
- Creation of an integrated migration management system at public institutions and social purpose organisations in Gdansk;
- Implementation of information, education and counselling services directed to employers, labour market institutions, and immigrants;
- Establishment of a social network of more than 100 refugee and immigrant mentors;
- Creation of new dispersed housing solutions for refugees and immigrants in Gdansk;
- Establishment of a social network of more than four local organisations supporting the integration of refugees and immigrants in Gdansk;
- Creation of a Local Resources Database (four locations) to support the refugee and immigrant integration process in Gdansk;
- Creation of an improved and extended offering of free Polish language classes for immigrants and refugees;
- Creation and publication of a guide for immigrants and refugees containing basic information about Gdansk’s topography, medical services, and cultural offering;
- Creation of an informational booklet on healthcare for immigrants and refugees;
- Establishing of a network of interpreters and translators to support healthcare professionals, police officers, and other public officials.

Impact of the Immigrant Integration Model on other areas

The implementation of the IIM will not only provide a comprehensive and integrated migration management system in Gdansk but also lead to a positive change of social attitudes, and result in enhanced competencies of the staff of public institutions and social purpose organisations, as well as increased interactions between immigrants and the host soci-

ety. Positive changes in the management system and enhanced competencies will also have impact on other areas not directly connected with migration, e.g. by improving accessibility of public spaces for people with disabilities or the quality of large cultural and sports events in the city. The attitude of openness, improved knowledge and sensitivity towards others will still be seen in the staff of public institutions and social purpose organisations long after the implementation of the IIM. Polish citizens will see a difference in the level of public services, and have more trust in public institutions and social purpose organisations. This will contribute to the social capital and civic engagement in various areas. Public institutions and social purpose organisations will see this change thanks to a larger number of active, competent and conscious citizens who initiate or are ready to engage in partnerships.

In conclusion, the outcomes and products of the IIM will go beyond the activities towards immigrant integration, and immigrants will not be the only end beneficiaries of these measures. The positive outcomes of the IIM implementation will have an impact on other areas by increasing social trust and civic engagement which Polish citizens will see as an improvement in the quality of life.

Monitoring and evaluation of the Immigrant Integration Model implementation outcomes

Research activities will be undertaken to ensure effective and reliable evaluation and monitoring of the IIM implementation outcomes in Gdansk. The studies will be conducted one and two years after the implementation.

Hard outcomes

- Standardised questionnaire-based surveys with representatives of the IIM stakeholder groups, including immigrants, employees of public institutions and organisations, and persons responsible for the implementation and management of the IIM model.
- Two focus group meetings with representatives of the IIM stakeholder groups, including immigrants, employees of public institutions and organisations, and persons responsible for the implementation and management of the IIM model.

Soft outcomes

- In-depth interviews with representatives of the IIM stakeholder groups, including immigrants, employees of public institutions and organisations, and persons responsible for the implementation and management of the IIM model.
- Two focus group meetings with representatives of the IIM stakeholder groups, including immigrants, employees of public institutions and organisations, and persons responsible for the implementation and management of the IIM model.

Products

- Monitoring of the product development process.
- Updating the number of products if their number or type is reduced/increased due to objective reasons.

Impact

- In-depth interviews with representatives of the IIM stakeholder groups, including immigrants, employees of public institutions and organisations, and persons responsible for the implementation and management of the IIM model.
- Two focus group meetings with representatives of the IIM stakeholder groups, including immigrants, employees of public institutions and organisations, and persons responsible for the implementation and management of the IIM model.



10. GOOD PRACTICES



area / CULTURE

Civic Education and Practice Programme for Immigrants Living in Tricity

Gdansk, 1 April – 30 November 2014

Most migrants living in Poland come from non-democratic countries, and are usually unaware of the different forms of citizen participation in public life that democracy offers. Urban movements in Poland promote civic engagement where citizens are encouraged to express their opinions and participate in decision-making, e.g. via participatory budgeting. It is important to ensure that migrants also contribute to these initiatives as they are often invisible to national and local authorities as well as some social and civic programmes, and are unable to get support, contribute or participate in making decisions that affect them.

To address this need, the cross-sectoral partnership between the Immigrant Support Centre, European Solidarity Centre and the CAL Association launched an experimental initiative in April 2014 as a result of several months’ work titled “Civic Education and Practice Programme for Immigrants Living in Tricity”. A call for participants was published to recruit 20 immigrants with different nationalities and cultural backgrounds. A common denominator for all participants was that they were all living in Tricity.

The main aim of the programme was to increase civic engagement among immigrants living in Pomerania, including in particular:

- Increase the competencies of immigrants living in Pomorskie Province relating to participation in Polish public life;
- Increase the immigrants’ knowledge of the civic engagement tools that democracy affords to the population (including deliberative democracy), the system transformation in Poland, human rights, the labour law, and the rights of migrants in Poland;

- Increase the immigrants’ awareness about living in a multicultural society, the process and acts of discrimination (including cultural discrimination), and ways to prevent them and defend themselves against such incidents;
- Increase the immigrants’ self-esteem as a result of gaining knowledge of their rights as citizens, human rights, and labour regulations, as well as meeting their representatives, and learning about the public institutions and non-governmental organisations.
- Improve the immigrants’ networking skills, as well as the ability to become financially independent, the ability of self-organisation and implementing civic engagement initiatives.

The programme ran over eight months with two meetings per month: development workshops (knowledge and practical skills) and integration activities (supporting the integration and the development of the group process). The meetings were held at the European Solidarity Centre, as well as the Gdansk City Hall, offices of non-governmental organisations, and restaurants. One of the highlights was the opening of the European Solidarity Centre which included activities prepared by the participants. Together with other civic engagement initiatives of Gdansk citizens, they were part of the CIVIC SOCIETY ZONE agenda.

More information on this initiative, including testimonials from the participants, is available at:

http://www.ecs.gda.pl/title,Emigranci_w_Trojmiestwie,pid,130.html.

Schedule

| | |
|--------------------|--|
| 3 kwietnia 2014 / | Kick-off meeting |
| 11 kwietnia 2014 / | Programme launch; establishment of the goals and mission |
| 26 kwietnia 2014 / | Development workshop: Where do I come from? |
| 17 maja 2014 / | Development workshop: How can we benefit from each other? |
| 29 maja 2014 / | Knowledge workshop: Self-governance and civic participation, a study visit to the City Hall, and a meeting with members of the Sopot Civic Initiative (SIO) Association. |
| 14 czerwca 2014 / | Development workshop: How can we do together? |
| 28 czerwca 2014 / | Knowledge workshop: Biculturalism |
| | Acculturation process |
| 12 lipca 2014 / | Development workshop: Who am I? |
| 28 lipca 2014 / | Workshop on planning for the ESC opening |

| | |
|------------------------|--|
| 30 sierpnia 2014 / | Opening of the ESC and events prepared by Tricity's immigrants as part of the CIVIC SOCIETY ZONE |
| 27 września 2014 / | Workshop summarising the events during the ESC opening, and an introduction to the topic of acculturation and the different definitions of migrant |
| 12 października 2014 / | Development and integration workshops |
| 13 listopada 2014 / | Joint tree planting next to the BHP Hall as a symbol of putting down roots |
| 28 listopada 2014 / | Meeting with Salome Mbugua, an Ireland-native activist of the Akidwa organisation and the European Network of Migrant Women |
| 29-30 listopada 2014 / | Workshop on fighting discrimination of migrants presented by Salome Mbugua (see above) |
| 11 grudnia 2014 / | Evaluation of the 2014 programme and scheduling tasks for 2015 |
| 22 grudnia 2014 / | Christmas meeting of the immigrant programme participants. |

area / CULTURE

Volunteering at cultural institutions/organisations as a migrant integration tool

A volunteering programme was launched at the European Solidarity Centre (ESC) in August 2014, together with the opening of ESC's new headquarters at pl. Solidarności 1 in Gdansk. So far, more than 120 volunteers have joined the project.

The wealth of diversity

One of the key goals of the volunteering programme was to be friendly and open to all members of the society by fostering diversity without creating any barriers and eliminating the existing ones. Therefore, the ESC volunteers are mainly people who may not be able to participate in cultural projects due to their age or level of ability, including the elderly, people with disabilities, young parents (including mothers), and migrants.

Different motivations

Currently, ESC events are hosted with the support of nine migrants, mainly from Ukraine. Some of them are students who want to meet new people

and new spots in the city, improve their Polish skills, and learn more about the history and culture of the place where they study.

For the older migrants participating in the volunteering programme, the main motivation is to gain acceptance from the institutions/organisations and the peer volunteers, and to spend time with friendly people other than their superiors or clients. For migrants working below their qualifications, volunteering to serve as an interpreter or accompany a famous or important guest during a conference is often the only opportunity to do a more prestigious, meaningful and professional work rather than manual labour. This is the kind of job where they can dress smart and see themselves in a different light. Also, each project brings them a step closer to more important assignments which they see as an honour, a chance for personal growth, and a way to work their way up on the social ladder.

Underestimated effectiveness

"Volunteering is an incredibly effective yet underestimated integration tool," says Alicja Świtlik, volunteer coordinator at ESC. "It brings volunteers together and gives them a common goal and purpose. By wearing equal T-shirts or badges they also gain a new identity: the identity of a volunteer. That way, they can forget about their own identity for a minute and focus on the team and the tasks. It's also about having fun because volunteering is by definition a tolerant, open and joyful experience".

What do you need to keep in mind when taking on foreigner volunteers?

You need to be aware that migrant volunteers may not be fluent enough to communicate in Polish. If that is the case, all you need to do is pair such person up with a Pole to provide linguistic support.

You should also remember that there may be an economic barrier for some migrants, e.g. not all volunteers may be able to afford a fare, an elegant outfit or a meal.

That's why it is important to provide volunteers with T-shirts, a hot meal, and money for fares. Thanks to the city's volunteering programme, volunteers in Gdansk can use public transport for free on the day of volunteering.

The hosting organisation should also remember not to make any distinction between local and foreigner volunteers if it wants them to feel part of the team. Stigmatisation does not help integration.

area / CULTURE

**The Foreigner’s Club at the European Solidarity Centre Library.
From an idea to reality**

1. Meeting

For several months, the Library of the European Solidarity Centre participated in the development of Gdansk’s immigrant integration model. The working team’s discussions inspired the librarians to take initiative. They used the expertise of the Immigrant Support Centre (CWII) in Gdansk whose members they had met during the work on the model. The librarians asked the CWII for feedback on their ideas and plans on how the library could contribute to the integration of immigrants. It was decided at the meeting that the ESC would invite foreigners to its library. The invitation was posted on the website and Facebook page of the ECS and CWII to promote the initiative.

To create an offering for this group of library users, expertise can also be sought from other organisations engaged in the integration of foreigners in Poland, such as the Ocalenie Foundation, the Intercultural Initiative Centre (CIM), Dialog Foundation, International Organisation for Migration (IOM), Polish Migration Forum (PFM) or Nomada Association.

2. Listening

The meetings for foreigners offered by the ESC library were to focus on Polish culture. A few CWII activists found this to be a good idea. It turned out that foreigners are interested in contemporary Polish literature and culture. They want to know why Poles find Bareja’s comedies funny, and how Wojtek the Soldier Bear joined the Anders army and went to war. In addition to exploring Polish culture, foreigners also learnt about the history of Gdansk and attended Polish language classes. Unfortunately, the language barrier is the main obstacle keeping us from getting to know other cultures. The participants see learning Polish as a priority to be able to fully and actively participate in the life of Gdansk. To address this need, the Foreigner’s Club was set up. Also, the attendees of the first meeting at the library suggested that the library should acquire Polish language textbooks for learners at different levels of proficiency.

3. Acting

The librarians working at the ESC library agreed to host the meetings on literature, culture and Gdansk. Although the meetings usually take place at the library, the librarians suggested that the group could take field trips to explore the city. The first trip took place in September 2015 where the participants learned about the history of Gdansk landmarks while kayaking along the Motława River. Teaching Polish as a foreign language requires expertise and skills, especially when it comes to teaching methods. As the librarians found it to be too much of a challenge, they invited students of Polish studies at the University of Gdansk who are members of the Young Teachers Club offering Polish classes to the University’s international students. Three students volunteered to teach a weekly Polish class at the ESC library. To thank the teachers for their efforts, the library sent a letter to the Board of the Polish Studies Faculty at University of Gdansk asking to award course credits to the students required to complete the course, and to count the hours worked at the library towards the mandatory teaching practice.

Due to the strong interest in Polish language classes, it was decided that the learners should be divided into three groups: The Foreigner’s Language Club (beginners and advanced learners) and the Foreigner’s Culture Club (additional conversation classes for learners who already speak basic Polish).

4. Conclusions

The Foreigner’s Club is a platform for discussion, intercultural exchange, experience sharing and integration of the immigrant community. The Club’s meetings include Polish language classes and workshops to help foreigners explore Polish history and culture. The main aim of the Foreigner’s Club was to run regular meetings to encourage the participants to use the resources of the ESC library. The idea has been successfully implemented. Members of the Foreigner’s Club use the library’s book collection more and more frequently, and some of them are active participants of the library’s Book Club established in collaboration with the Czarne Publishing House. This shows that integration can be achieved if we listen to the immigrants’ needs and are ready to address them.

area / CULTURE

Addressing immigrants’ needs is a priority area in a contest organised by the Provincial and Municipal Library in Gdansk

For three years now, the Provincial and Municipal Library in Gdansk (WiMBP) has organised an annual internal project contest for the local library branches. Similarly to previous years, a contest was launched in 2016 to select the best projects developed by the branches. The aim of the internal projects is to support the most beneficial ways to promote reading, encourage activities that benefit local communities, and strengthen the role of the library in the local community. Each year, priority areas are defined. Projects that address a priority area receive a higher score from the jury appointed by the Head of the WiMBP in Gdansk. This year, two priorities were defined:

- activities that benefit senior citizens;
- activities supporting the integration of immigrants into the community.

Each of the 28 branches of the WiMBP in Gdansk may submit a maximum of four projects which they would like to implement in 2016. The participation of the WiMBP representatives in developing the Immigrant Integration Model (IIM) in Gdansk was one of the key factors contributing to the selection of this year’s priority areas.

area / EDUCATION

Collaboration between students of Psychology and Education Studies at University of Gdansk’s Faculty of Social Sciences and Primary School No. 16 and Middle School no. 10 in Orunia Dolna to provide educational support in a multicultural school setting (ongoing; launched in November 2015)

Needs analysis

During the work on the IIM, the principals and teachers from Orunia Dolna schools who have experience working with children and adolescents from immigrant families met with young members of the academic community at University of Gdansk’s Faculty of Social Sciences. They found that the schools and the university would benefit from a collaboration project other than the school placement for teaching practice as a way to support students,

especially those from immigrant families. Based on a needs analysis, it was found that the primary and middle school students need to develop their communication skills and intercultural competencies which are particularly important in a culturally diverse classroom. The teachers also reported that some of the primary school children needed additional one to one classes. For university students wanting to work in a multicultural environment and help address the problems inherent to it, the opportunity to use the expertise of the teachers from the two Orunia schools and to observe the interactions in the classroom was also a way to broaden their knowledge and put it into practice.

Measure 1

A specialisation in intercultural psychology was incorporated into the teaching practice programme, and a group was created under the lead of three academic staff members to identify training needs of students attending Middle School no. 10, including children and adolescents from other countries (Crimean Tatars, Chechens, a Ukrainian, and other). Based on the information provided by the teachers, three workshop sessions were designed (a fourth session is also likely to be held) and delivered by three trainer teams of two (and a supervisor). The aim of the workshops is to reinforce collaborative competence among children in a multicultural setting. The topics presented by the trainer team include group collaboration, intercultural communication, conflict resolution, and empathy building.

Each meeting is discussed with all trainer teams and the supervisors, and the conclusions are used to develop new workshop outlines. The workshop resources will be published as a short guide together with the outlines.

Measure 2

Students of Education Studies who are members of the “Na Styku” Cultural Research Club at the Institute of Pedagogy work as volunteers at the Primary School no. 16 after-school club where they help children do their homework, improve their reading comprehension, and co-teach reading classes. Before the volunteering programme was launched, the students met with the school’s principal and teachers to get a better understating of the school in the context of teaching students from immigrant communities and minority groups. Volunteering gives the students an opportunity to explore the school’s multicultural community. The Student Research Club also plans to undertake research in the field of multi- and intercultural education and integration processes in the classroom which could be later used in the students’ diploma projects.

The collaboration model developed in the course of the project carried out by the Student Research Club will also be used during teaching practice for students of Education Studies at Primary School no. 16 in the next years.

Preliminary evaluation of the measures

Both measures have received excellent reviews from the children and youth, as well as the teachers. They allow students to see how academic theories translate into practice while improving the quality of the learning experience in a multicultural classroom and supporting the integration of children from immigrant families and minority groups. The volunteering experience helps the students prepare for working in a culturally diverse setting, including with minority groups, in the future.

area / EMPLOYMENT

“Code of Good Practices for Business Owners Willing to Hire Foreigners: How to Put Theory into Practice” Conference

During the work on the IIM, employer education and communication activities were undertaken. The conference was held on 9 December 2015 as a result of joint efforts of the Employers of Pomerania (PP), the International Organization for Migration, the District Employment Office in Gdansk, and Work Service S.A. with the support from the Pomorskie Province Office in Gdansk. The agenda and the topics discussed during the conference were a response to the problems and needs of local employers wanting to hire foreigners identified by members of the Employment group. Another aim of the conference was to present the measures taken by the local government to support the integration of immigrants.

Migration in the 21st century

The first speaker, Dawid Cegiełka representing the International Organization for Migration, discussed migration processes and the numerous legal aspects relating to refugee status and employment in Poland. He explained that immigrants coming to Poland may apply for various forms of legal protection (e.g. refugee status, permission to stay for humanitarian reasons, asylum). From the point of view of an employer, it is important to know that there are many forms of stay for migrants that allow them to work or start a business without any additional permission. The presentation also included a demonstration

of a support application for employers developed by the International Organization for Migration offering intuitive navigation to quickly determine the legal situation of a foreign citizen.

Administrative challenges

Agnieszka Benet from the Pomorskie Province Office in Gdansk presented the rules and procedures relating to migration documents. She shared some statistics regarding the applications received by the Office which show an increase in the applications for permission to stay and work in Poland. “Currently, the waiting time for applicants who have submitted all necessary documents is about four months,” she admitted. This was also mentioned by Jolanta Kołakowska, representative of the District Employment Office in Gdansk and EURES (European network of Public Employment Services) adviser. She discussed the requirements relating to declarations of intention to hire a foreign worker and the useful administrative mechanism for employers or the “simplified procedure” which was developed for citizens of Belarus, Ukraine, Moldova, Georgia, Armenia, and Russia. The side effects of the lengthy registration procedures were also mentioned, such as fraudulent intermediaries who promise to help migrants in getting their visa faster. As noted by the speakers, an equally harmful and common practice is charging fees for an employment declaration (declaration of intention to hire a foreign worker).

Outlooks

The next presentation was delivered by Anna Dukowska from the District Employment Office in Gdansk who summed up the measures developed by the IIM task force in Gdansk to enable the local authorities to provide comprehensive support to foreigners. The three main areas of the project were described (creating favourable living conditions in Gdansk in the context of migration by implementing measures in the following areas: social assistance, local communities, employment, housing, education, health, culture, and violence). In the final presentation, Krzysztof Ingłot, Market Development Manager at Work Service S.A., provided figures demonstrating good labour market situation in Poland (the unemployment rate has been declining for 7 consecutive months reaching the lowest levels since 2008). The potential of the employee and employer market in Poland can be described in many ways but solid data seem to be the most reliable of all. Krzysztof Ingłot focused on Ukrainian workers as they were the group of immigrants that Work Service S.A. looked

into more closely. He demonstrated that migration dynamics is, to a large extent, still dependent on the major industrial centres. The motivations and behaviour of those coming for work can be extremely different and usually hard to predict by employer. Some immigrants treat Poland as a buffer country and contribute to the growth and continuation of the shadow economy (e.g. immigrants who are registered in Poland but in reality work unofficially in Germany). “Germany is a peculiar example. It’s a country where the demand for labour is closely and consistently monitored. It’s the opposite of Poland that struggles with the fact that Polish education is not adapted to the needs of employers,” Krzysztof Inglot concluded.

As shown by the insightful questions and opinions of a large number of participants representing a wide range of local industries, there is a clear need for more conferences like this one. The common denominator of all problems discussed at the conference was the need to know the migration regulations in sufficient detail to avoid unnecessary legal and financial hassles for the employer and the employee.





11. GLOSSARY



ACCULTURATION / the process of becoming adapted to a different culture. Different acculturation strategies are adopted in contact with cultural diversity, especially spending a longer period of time in a different cultural context. The strategy adopted is the result of two factors: the refugee's/immigrant's decision and the reaction of those around him to his presence. Each of the four acculturation strategies (integration, assimilation, separation and marginalisation) reflects the migrant's beliefs about the culture of origin and the culture of the host country. The adoption of each of these strategies involves psychological and social consequences for the individual²².

ASSIMILATION / one of the four acculturation strategies. It involves adaptation and embracement by the immigrant of the norms and values of the new country. The assimilation process implies the abandonment of the values and norms of the country of origin and the adoption of a new cultural identity of the country's dominant nation. The assimilation process is usually a result of proactive policy initiatives of the host country and society expecting immigrants to adapt to the dominant culture as much as possible.

CULTURAL ASSISTANT / a person accompanying and supporting the education of a foreign student. A cultural assistant must speak the language of the student's country of origin, be familiar with its culture, and be able to identify cultural differences.

ASYLUM /a form of protection available to foreigners in Poland. Asylum is granted taking into account the country's interest, and not the international regulations mandating Poland to protect the persecuted. This means that Poland may grant protection to a foreigner that has requested it, even if that person does not meet the international criteria²³.

DISCRIMINATION (Latin *discriminatio* – distinguishing) / treating certain people or social groups differently, usually less fairly than other people or groups. It is based on prejudice and labelling. It's important to point out that is a matter of power and who defines certain groups as superior

or inferior. Unjustified differentiation of someone's situation or rights, particularly on the basis of gender, race, ethnicity, nationality, religion or creed, world view, political views, disability, age, sexual orientation, and marital or family status is referred to as discrimination. Discrimination also means unequal treatment unjustified by law or objective reasons. Any act of discrimination is a violation of the principle of equal treatment and fundamental human rights and freedom²⁴.

ANTI-DISCRIMINATORY EDUCATION (AE) / conscious efforts to improve knowledge and skills and influence social attitudes to fight discrimination and prejudice motivated violence and support equality and diversity²⁵.

EMIGRANTS / people who leave their own country to reside to another. It may be voluntary or forced. People may emigrate for political, economic, religious or scientific reasons. An emigrant who settles in a foreign country is an immigrant in that country²⁶.

FACILITATION / a process where one helps others to achieve their goals and improves the quality of the joint work. A facilitator is a neutral person who is authorised to make decisions relating to the contents of the meeting, improves the efficacy of group work in achieving its goals, and uses intervention in complex situations to help the group identify the problem, come up with possible solutions to the problem, make decisions, and plan further steps²⁷.

PHASES OF THE REFUGEE EXPERIENCE / 1. pre-migration, 2. escape, 3. arrival in the country of first asylum, 4. settlement in a new country, 5. repatriation: return to the country of origin after many years²⁸.

GHETTOISATION / a housing policy leading to the creation of isolated urban spaces designated for a national, ethnic, cultural or religious minority or the economically excluded to live.

IMMIGRANTS / people who voluntarily change their country of residence to seek better economic conditions or development or want to get to know other countries. Immigrants can be divided into two groups: legal immigrants and immigrants without the right of residence. Whether or not an immigrant is lawfully staying in a country is crucial to his overall psychological well-being and personal and professional development²⁹.

²⁴ <http://www.siecrownosci.gov.pl/slownik-pojec/art,19,dyskryminacja.html>, last accessed on 5 Jan 2016.

²⁵ Branka M. et al., *Edukacja antydyskryminacyjna i jej standardy jakościowe*, Towarzystwo Edukacji Antydyskryminacyjnej, Warsaw 2011, p. 7.

²⁶ *Recommendations on Statistics of International Migration*, Revision 1, UN.

²⁷ <http://www.facylitacja.comfacylitacja/co-to-jest-facylitacja.html>, last accessed on 10 Apr 2016.

²⁸ Białek K. et al., op. cit.

²⁹ Ibidem.

²² Białek K. et al., *Warsztaty kompetencji międzykulturowych – podręcznik dla trenerów*, Warsaw 2008.

²³ *Recommendations on Statistics of International Migration*, Revision 1, United Nations.

ECONOMIC IMMIGRANTS / people who change their country of residence to seek better economic conditions (a better job and pay). Economic immigrants also include people who leave their country of origin due to famine, poverty or economic exclusion.

INDIVIDUAL INTEGRATION PROGRAMME / a welfare instrument designed to support the integration of foreigners who have been granted refugee status or subsidiary protection in Poland. It is a bilateral agreement approved by the Governor of the Province between a foreigner applying for social assistance and a district family support centre (in Gdansk, it is the Municipal Family Support Centre) stipulating the amount, scope and form of aid to be granted to the applicant, and the mutual obligations of the parties. There are many forms of support available, including cash benefits and non-financial assistance. The amount, scope and forms of assistance are determined in the individual integration programme depending on the personal situation of the applicant and his/her family. Regardless of its form, assistance is granted for up to 12 months.

LABOUR MARKET INSTITUTIONS / entities performing tasks relating to the promotion of employment, mitigation of the consequences of unemployment, and back to work schemes as part of social policy implementation³⁰.

INTEGRATION / one of the four acculturation strategies. It aims to combine the characteristics and values of two cultures based on a sense of mutual acceptance. It requires the individual to decide which cultural norms and patterns to adopt in each situation. It is the optimal strategy ensuring healthy functioning of an individual in a society³¹.

INTERCULTURAL COMPETENCE / a learner’s ability to behave appropriately and with ease when faced with an action, attitude or expectations of a foreign culture. The ability to behave appropriately shows that the individual is aware of the differences between his culture and the foreign culture, and is able to face problems resulting from these differences³².

MARGINALISATION / one of the four acculturation strategies. It is based on the rejection of the norms and values of both cultures: the culture of origin and the culture of the host country. It may be caused by losing touch with one’s group and reluctance to interact with new people. It leads to a feeling of alienation and loss of identity. Common consequences of marginalisation include mental disturbances and proneness to criminal behaviour³³.

TANDEM MENTORING / in the context of the IIM, tandem mentoring is defined as a partnership between an immigrant and a citizen of the host country aimed to support the acculturation of the partner, help him/her adapt to the new conditions and the everyday life in the country, and assist him/her in finding a place to live, a job, and education opportunities. One of the examples of tandem mentoring is the relationship between a foreign student and a Polish peer where the Polish student offers practical assistance and helps the student with a different cultural background feel at ease at the university and integrate into the academic community.

ASSISTED LIVING / a service dedicated to individuals and families at risk of poverty or social exclusion provided in a local community setting: a) in the form of protected housing as referred to in the Welfare Act of 12 March 2004 or b) in the form of accommodation in an assisted living facility where tenants are trained by specialists to live an independent life or receive help to live an independent life. An assisted living facility may be run by a social economy enterprise. It may be provided as:

- a training service where tenants are trained to live an independent life which is provided for a period of time to specific tenant groups (particularly to individuals leaving foster care, homeless people, people with mental disabilities) to help them become fully or partially independent, e.g. through training for independence, counselling, community work, and other proactive integration services;
- an assisted living service as an alternative to a 24/7 care facility. The service is provided on a permanent or temporary basis (to substitute for the actual caregivers). It is dedicated to the elderly and people with disabilities, particularly those who are unable to live an independent life and require care.

A social housing facility/unit in not a form of assisted living.

INTERCULTURALISM / the interactions between people from different cultures enabling them to build a relationship and get to know each other. Communication is the essence of interculturalism as it helps to determine when the interactions between members of different cultures occur. It involves the exchange of knowledge, concepts, ideas, perspectives and emotions between members of different cultures³⁴.

³⁰ The Act of 20 April 2004 on employment promotion and labour market institutions.

³¹ Ibidem.

³² Banach B., *Interkulturowa tendencja we współczesnej glottodydaktyce* [in]: *Język w komunikacji*, edited by G. Habrajska, vol. 3, Wydawnictwo Wyższej Szkoły Humanistyczno-Ekonomicznej, Łódź 2001.

³³ Białek K. et al., op. cit.

³⁴ Białek K. et al., op. cit.

MIGRANTS / people who change their country of residence for variety of reasons, including political, economic or solely touristic. The decision to migrate is usually voluntary, not forced. Migrants do not need additional legal assistance or political protection in the destination country³⁵.

NATIONAL AND ETHNIC MINORITIES / there are nine national minorities in Poland (Belarusians, Czechs, Lithuanians, Germans, Armenians, Russians, Slovaks, Ukrainians, and Jews) and four ethnic minorities (Karaites, Lemkos, Roma, and Tatars). These minority groups maintain their national and religious traditions despite being part of the same cultural system as other Polish citizens³⁶.

SOCIAL MOBILITY / the sociological change in the position of an individual or a group of people in a society within the existing social structure or as a result of transformation of the social structure. Vertical social mobility is linked to social strata, and refers to movement from one level to a higher one (social advancement or upward mobility) or to a lower one (social degradation or downward mobility); it may refer to the movement of individuals from one position to another within an organisational hierarchy, or across social classes and strata, as well as to change in social status of a group of people as a consequence of a social or technological revolution or transformation of the economic system, etc.; vertical mobility can take place throughout a person’s lifespan (intragenerational social mobility) or across different generations (intergenerational social mobility). Horizontal social mobility refers to the spatial movement of people (migration) and the shift from one social group to another without change in social status. Social mobility processes leading to a transformation of the social structure also affect social ties, social organisation and culture, as well as customs and standards of behaviour. Currently, the intensified social mobility trend is seen in all highly developed societies³⁷.

HATE SPEECH / publicly-made oral or written statements and iconographic representations expressing extremely negative emotions and views towards individuals or groups, such as offensive, insulting, defamatory, abusive, inculpatory, and mocking statements. Statements considered hate speech are usually related to racism, hatred towards sexual minorities and xenophobia. In jurisprudence, hate speech is sometimes used as the boundary for freedom of speech restricting the freedom of expression. The limits to freedom of expression are other people’s dignity and protection of their right to freedom of thought, conscience and religion.

ILLEGAL IMMIGRANTS / people who came to or are staying in another country in violation of the applicable law and regulations, e.g. failed to leave the country when their visa expired. An illegal immigrant may but does not necessarily have to have the right to apply for refugee status. Crossing the border illegally does not automatically give refugees the right to protection but sometimes it is their only way to get out of their country³⁸.

SUBSIDIARY PROTECTION / see: subsidiary protection status.

NON-GOVERNMENTAL ORGANISATIONS (NGOs) / legal entities which are not public financial institutions and do not operate for profit, established under provisions of law, such as foundations and associations, excluding political parties, trade unions, employers’ organisations, professional associations, and foundations founded solely by the State Treasury. Non-governmental organisations are usually run as associations or foundations. The scope and type of activities performed by NGOs vary. The most common areas of NGO work include culture, environmental protection, human rights, science, and technology³⁹.

TOLERATED STAY / a status granted to individuals in need of help who are not eligible for refugee status. In Poland, this status is usually granted to individuals who have been refused refugee status but cannot be expelled to the country of origin due to a risk to liberty, life or limb or other reasons beyond the foreigner’s control, e.g. when no applicable extradition agreement is in place⁴⁰.

SOCIAL WORK / a benefit to improve the functioning of individuals and families in their social environment. It is provided to:

- individuals and families to develop or strengthen their ability to live an active and independent life;
- the local community to ensure collaboration and coordinate the activities of institutions and organisations relevant to meeting the community’s needs. Social work may be carried out on the basis of a social contract. It involves the use of appropriate methods and techniques which are applied with respect for the dignity of the individual and the individual’s right to self-determination. Social work is provided to individuals and families regardless of their income⁴¹.

RESETTLEMENT / the transfer of refugees from a non-EU country, e.g. from Lebanon to Poland.

³⁵ *Recommendations on Statistics of International Migration*, Revision 1, United Nations.

³⁶ Białek K. et al., op. cit.

³⁷ <http://encyklopedia.pwn.pl/haslo/ruchliwosc-spoieczna;3969800.html>, last accessed on 10 Apr 2016.

³⁸ Ibidem.

³⁹ http://www.pozYTEK.gov.pl/Podstawowe_pojecia,380.html, last accessed on 10 Apr 2016.

⁴⁰ Białek K. et al., op. cit.

⁴¹ <http://www.mpips.gov.pl/pomoc-spoieczna/formy-udziel-aney-pomocy/praca-socjalna/>, last accessed on 10 Apr 2016.

RELOCATION / the transfer of refugees from one European country to another, e.g. from Italy to Poland.

REPATRIATES / people who decide to return to their country of origin after living abroad for various reasons as part of the efforts of national administration bodies or public institutions or on their own initiative. It also refers to individuals with at least one parent or grandparent or both great-grandparents of Polish nationality who prove their affiliation to Poland⁴².

SEPARATION/ one of the four acculturation strategies. It involves placing oneself apart from and denial of the host country’s culture, and maintaining the traditions of the country of origin instead. It originates from the desire to preserve traditional lifestyle and protect traditional values. People separating themselves from the culture of the host country tend to see it as inferior. Separation often results from unwelcoming treatment of newcomers, and seeing their culture as having little value⁴³.

SOCIALISATION / the process of learning and internalisation of culture-related rules and standards of behaviour. It is a long-term process involving familiarisation with and an in-depth understanding of social and cultural norms, attitudes, values and beliefs⁴⁴.

SUBSIDIARY PROTECTION STATUS / an international form of protection granted to individuals who have been refused refugee status but would face a real risk of harm if they returned to their country of origin.

REFUGEE STATUS / a legal status granted to individuals who meet the criteria defined in international law. By assigning refugee status, the country grants certain rights to the refugee within its territory, such as the right to a safe stay in the country (i.e. a guarantee that the foreigner will not be sent back to a country where his life or safety would be at risk)⁴⁵.

STEREOTYPE / a simplified and generalised set of assumptions about a group of people containing their distinctive psychological characteristics⁴⁶.

ACCULTURATIVE STRESS / stress resulting from the acculturation process (see: acculturation), e.g. difficulties in everyday life in a new cultural setting, such finding a home, dealing with formalities, job search or education. It may cause a decrease in the well-being and level of satisfaction with life of people adapting to a different culture. It refers to the physical, psychological and so-

cial levels of functioning⁴⁷. The more intense it gets, the more likely it is that the individual will develop disadaptive behaviour patterns, such as hostility, insecurity or depression.

SUPERVISION / a consultation method used in psychotherapy and other mental care fields. Supervision involves consultation of work with a client based on a structured dialogue. The aim of supervision is to evaluate one’s experience of working with a client. Supervision may be performed individually or in a group.

SURVIVOR SYNDROME / an acute psychological state resulting from the refugee experience. People who have lost their loved ones experience aggression and anger with the situation, and feel guilty for having survived when others did not. To compensate for the loss, they keep thinking and talking about the events and people that stayed at home, and watch old photographs and films⁴⁸.

POST-TRAUMATIC STRESS DISORDER (PTSD) / a diagnostic entity involving the response of an individual to painful and traumatic experiences. PTSD symptoms include: re-experiencing the trauma through distressing recollections of the event, flashbacks, and nightmares, emotional numbness, isolation from others, non-reaction, inability to feel pleasure, avoidance of activities and situations that are reminders of the trauma, increased arousal and alertness, difficulty sleeping or somnolence, anxiety, depression, and suicidal thoughts. It is an acute stress disorder caused by experiencing an extremely traumatic event. The reaction to trauma may be delayed or long-lasting. Symptoms may develop after a latency period of several weeks or months⁴⁹.

CULTURE SHOCK / Based on Adler’s model, it is a five-stage education and development process which may have negative and positive consequences. Those who go through the process have the chance to develop a bi- or multicultural identity and successfully function in more than one cultural context. The first stage is the honeymoon stage, followed by the feeling of distress and confusion resulting from cultural differences. The third stage is the start of recovery from the difficulties experienced during the previous stage. The fourth stage is a stage of emotional stability where you can experience both the positive and negative aspects of the new culture, while the fifth stage is when a bi- or multicultural identity is developed⁵⁰.

⁴⁷ Boski P., *Kulturowe ramy zachowań społecznych. Podręcznik psychologii międzykulturowej*, Warsaw 2010, p. 523; Kownacka E. et al., *Podejście wielokulturowe w doradztwie zawodowym. Praktyczny poradnik dla doradcy zawodowego pracującego z klientem odmiennym kulturowo*, Warsaw 2007, p. 30.

⁴⁸ Ibidem.

⁴⁹ Ibidem.

⁵⁰ Ibidem.

⁴² Białek K. et al., op. cit.

⁴³ Ibidem.

⁴⁴ Ibidem.

⁴⁵ *Recommendations on Statistics of International Migration*, Revision 1, United Nations.

⁴⁶ Białek K. et al., op. cit.



12. GDANSK TASK FORCE ON THE IMMIGRANT INTEGRATION MODEL



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TANDEM LANGUAGE LEARNING / a method of learning a language and culture based on meetings between two people interested in sharing and learning from each other. It can be a part of or an addition to a traditional language course (a tandem course) as well as an independent initiative, including in the form of informal meetings. It is based on reciprocity and autonomy of the learners. The partners may be at a different level of proficiency. The aim of tandem learning is to learn not only grammar and vocabulary but to develop communication skills and intercultural competencies⁵¹.

REFUGEE / someone who has a well-founded fear of persecution because of his/her race, nationality, religion, political opinion or membership in a particular social group, is outside of his/her country of origin, and is unable or unwilling to avail him/herself of the protection of that country (definition provided in the Geneva Convention relating to the Status of Refugees [1951])⁵².

PREJUDICE / preconceived judgment or opinion about a person or a group of people formed without knowledge of the facts. Prejudice is often reinforced by stereotypes, and is usually based on assumptions, feelings or beliefs that may affect perception and behaviour⁵³.

MULTICULTURALISM / 1) at a descriptive level, it simply refers to the existence of multiple cultures, or is a statement of an objective fact that a society is culturally diverse or, in a broader sense, that there are different ethnic cultures, groups, subcultures, etc. in the world; 2) it may refer to a government policy designed to minimise social tension prompted by the existence of multiple cultures in a population; 3) it denotes a doctrine, a movement or even a philosophy. In the third meaning, it refers to activities of minority groups focused on emancipation and a fuller participation of various communities in the country's social, political and cultural life⁵⁴.

SOCIAL INCLUSION / the process of removing obstacles and social barriers that prevent individuals or groups of people from functioning in a broader social context.

⁵¹ Pasieka M., Krajewski G., *Stacjonarny tandem językowy – o rozwijaniu kompetencji międzykulturowej*, “Języki Obce w Szkole” 2002, no. 3, p. 16–22.

⁵² *Recommendations on Statistics of International Migration*, Revision 1, United Nations.

⁵³ <http://www.siecrownosci.gov.pl/slownik-pojec/art,84,uprzedzenie.html>, last accessed on 5 Jan 2016.

⁵⁴ PWN Encyclopedia, <http://encyklopedia.pwn.pl/haslo/wielokulturowosc;3995791.html>, last accessed on 26 Feb 2016.

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| Katarzyna Brożek / | Copernicus – Podmiot Leczniczy sp. z o.o. in Gdansk |
| Natasha Covalishina / Ewa Kamińska / | Immigrant Community Representative Social Policy Advisor to the Mayor of Gdansk |
| Anna Kosowska-Trela / | The Kazimierz Sołtysik Primary School no. 58 in Gdansk |
| Karol Kozakiewicz / | Gdansk District Chamber of Physicians and Dentists |
| Gairbekova Larish / Agnieszka Mastalerz / | Immigrant Community Representative Pomorski Provincial Branch of the National Health Fund |
| Marzena Miller / | Gdansk District Chamber of Nurses and Midwives |
| dr Marcin Nowiński / | Gdansk District Chamber of Physicians and Dentists |
| Oksana Szatogo / Maria Sztenc / | Immigrant Community Representative Pomorski Provincial Branch of the National Health Fund |



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