



HealthMi



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HealthMi

Health care professional guidance for Migrants

Report Title

Result R1. Code of Conduct

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1. About the HealthMi Project

About HealthMi	
Action type	KA220-ADU - Cooperation partnerships in adult education
Priority	HORIZONTAL: Inclusion and diversity in all fields of education, training, youth and sport • Creating upskilling pathways, improving accessibility and increasing take-up of adult education • Improving the availability of high quality learning opportunities for adults
<i>HealthMi aims to foster respect and understanding for diversity in Health, intercultural and civic competences, but also it will enable health values and citizenship within the EU in order also to understand the educational needs of migrants regarding the healthcare system better. HealthMi Project includes the development of innovative tools and models locally and transnationally for in order to facilitate migrants access to healthcare services and systems by reducing and facing any obstacles and problems occurred during their arrival but also the current pandemic of Covid-19.</i> <i>Objectives:</i> • <i>To foster the integration of newly arrived migrants, while supporting the access to quality local health services information</i> • <i>To enable migrants in effectively coming to contact with healthcare specialists including: experts, counsellors, psychologists, social workers</i> • <i>To provide the host countries with accessibility guidelines linked to health care services, housing, education, financial services, social welfare rights</i>	

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2. Executive Summary and data collection

This Comprehensive Code of Conduct is a culmination of insights and findings from extensive evaluations conducted by experts and stakeholders in the field of migrant care and support. It is designed to establish a set of principles and guidelines to ensure the well-being, dignity, and equitable treatment of migrants, refugees, and asylum seekers. Stakeholders, including professionals, organizations, and institutions, are encouraged to adopt and implement these principles in their interactions with migrant populations.

The data for the Code of Conduct were collected from the best practices with desk research, questionnaires and interviews from the local healthcare professionals and systems for migrants in all partners' countries.

The Consortium conducted:

- 10 interviews in health care professionals organized by the University of Piraeus
- 10 interviews in health care professionals organized by the Enoros Consulting Ltd
- 10 interviews in health care professionals organized by the Ibonis European Research Projects S.L.
- 11 interviews in health care professionals organized by the PRISM IMPRESA SOCIALE S.R.L.
- 10 interviews in health care professionals organized by the FUNDACJA DLA SOMALI

3. Code of Conduct

a. Article 1: Cultural Competence and Sensitivity

1.1 Respect for Diversity

Embrace and respect the cultural diversity of migrants, recognizing that each individual brings a unique cultural background.

1.2 Cultural Competence Training

Prioritize ongoing cultural competence training for professionals and staff, equipping them with the knowledge and skills to provide culturally sensitive care and support.

1.3 Cultural Awareness

Develop awareness of cultural nuances, traditions, and customs to foster better communication and understanding.

b. Article 2: Equal Access to Care

2.1 Universal Access

2.1.1 Ensure that all migrants, irrespective of immigration status or financial means, have equal access to essential services, including healthcare, education, legal assistance, and social support.

2.2 Elimination of Discrimination

2.2.1 Strive to eliminate discrimination, prejudice, and systemic barriers that hinder migrants from accessing care and support services.

c. Article 3: Privacy and Confidentiality

3.1 Confidentiality Standards

Adhere to strict privacy and confidentiality standards when handling migrants' personal and medical information, sharing it only with authorized personnel and organizations involved in their care.

d. Article 4: Effective Communication

4.1 Multilingual Support

Prioritize multilingual support for effective communication, including the use of professional interpreters and translators when required.

4.2 Accessible Information

Ensure that essential information about healthcare, legal rights, and educational opportunities is accessible in multiple languages and formats.

e. Article 5: Collaboration and Coordination

5.1 Interdisciplinary Collaboration

Foster interdisciplinary collaboration among healthcare professionals, educators, social workers, lawyers, caregivers, and other stakeholders to provide holistic care and support.

5.2 Coordinated Services

Establish coordinated service networks to streamline support delivery, reducing duplication and enhancing efficiency.

f. Article 6: Education and Training

6.1 Continuous Learning

Invest in ongoing education and training for professionals and individuals working with migrants, covering topics such as cultural competence, language skills, and best practices.

6.2 Empowerment

Provide migrants with educational resources and information to empower them to navigate complex systems, understand their rights, and make informed decisions.

g. Article 7: Mental Health Support

7.1 Mental Health Awareness

Recognize the significance of mental health among migrants and ensure access to culturally sensitive mental health services.

7.2 Early Intervention

Promote mental health awareness and early intervention to address mental health challenges effectively.

h. Article 8: Rights and Legal Support

8.1 Legal Representation

Advocate for the rights of migrants, refugees, and asylum seekers, ensuring access to legal representation and a fair legal process.

8.2 Legal Guidance

Provide accurate legal information and guidance to migrants, empowering them to make informed decisions regarding their legal status.

i. Article 9: Social Inclusion

9.1 Inclusive Society

Encourage and facilitate the social inclusion and integration of migrants into the host community, fostering mutual understanding and harmony.

9.2 Inclusive Education and Employment

Promote inclusive educational environments and workplaces, eliminating discrimination and bias.

j. Article 10: Regular Evaluation and Improvement

10.1 Program Assessment

Conduct regular evaluations of programs and services for migrants, incorporating feedback from migrants themselves, professionals, and stakeholders.

10.2 Continuous Enhancement

Continuously improve and adapt services based on evolving needs, experiences, and best practices in migrant care and support.

4. Added Value

- **Inclusive Language:**

Ensure that the code of conduct uses inclusive language that respects and reflects the diverse identities and experiences of migrants, including gender, age, and background.

- **Case-Specific Guidance:**

Consider providing case-specific guidance within the code of conduct to address unique challenges and considerations for different groups of migrants, such as children, the elderly, LGBTQ+ individuals, and survivors of trauma.

- **Practical Examples:**

Include practical examples and case studies within the code of conduct to illustrate how the principles and guidelines can be applied in real-life situations

- **Reporting Mechanisms:**

Establish clear reporting mechanisms within the code of conduct to allow individuals to report any violations or concerns related to the treatment of migrants. Ensure that these mechanisms protect the anonymity and safety of those reporting.

- **Cultural Mediation:**

Highlight the role of cultural mediators and interpreters as essential intermediaries in facilitating communication and understanding between professionals and migrants. Emphasize the need for cultural mediators to be trained and certified.

- **Child Protection:**

If applicable, include a section dedicated to child protection, outlining principles and guidelines for ensuring the safety and well-being of migrant children. Address issues such as child-friendly spaces, education, and guardianship.

- **Trauma-Informed Care:**

Incorporate trauma-informed care principles within the code of conduct, recognizing that many migrants may have experienced trauma. Provide guidance on creating safe and supportive environments for trauma survivors.

- **Collaborative Partnerships:**

Encourage collaborative partnerships between governmental agencies, non-governmental organizations, civil society, and private sector entities to pool resources and expertise for the benefit of migrants.

- **Research and Data Collection:**

Promote research and data collection efforts to continuously assess the needs and experiences of migrants, helping to inform evidence-based policies and practices.

- **Transparency:**

Stress the importance of transparency in all interactions with migrants, including clear explanations of procedures, legal rights, and access to information about available services.

- **Dissemination and Training:**

Develop a plan for disseminating the code of conduct widely among relevant stakeholders and ensure that training programs are in place to educate professionals and individuals on its principles and implementation.

- **Monitoring and Evaluation:**

Establish mechanisms for ongoing monitoring and evaluation of the code of conduct's effectiveness, with regular assessments and adjustments as needed.

- **Feedback**

Establish feedback channel where migrants, professionals, and stakeholders can provide input and suggest improvements to the code of conduct.



HealthMi

Health care professional guidance for Migrants

www.healthmiproject.eu



University of Piraeus Research
Center (Greece)



Enoros Consulting Limited
(Cyprus)



Fundacja Dla Somali (Poland)



PRISM Impresa Sociale s.r.l.
(Italy)



Ibonis European Research
Projects S.L. (Spain)