



Best practices



POLISH

PORTUGUESE

ITALIAN

SPANISH

ENGLISH

GERMAN

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POLAND



Green Farm for refugees from Ukraine

Bonifraterska Charitable Foundation
bonifundo.pl
bonifundo.pl/podziekowania
 Non-governmental organization



Goals:

Accommodation with financial assistance.

Description of activity:

Immediately after the outbreak of war in Ukraine, "Zielona Farma" welcomed the first refugees, providing them with shelter in summer cottages, food, and material assistance in the form of clothing, cleaning products and personal hygiene products and toys for children. After accommodation, support was also provided in completing the documents required for residence in Poland and obtaining the benefits they were entitled to. Psychological and physiotherapy assistance was also provided as needed. Between 2021 and 2023, approximately 40 refugees, including mothers with children and the elderly, benefited from this assistance.

Equipment/premises/staff/financial requirements necessary to meet this requirement:

Holiday cottages comprise a complex of seven separate buildings, each 30–35 m² in size. Each cottage has a bedroom, bathroom, and living room with a kitchenette, as well as a covered terrace. Electric heating is provided. Laundry facilities are available in a separate building. Additional amenities include a refrigerator, microwave, induction cooktop, pots and pans, and small kitchen appliances such as plates, cups, cutlery, and furniture, including beds, a sofa, wardrobes, bedside tables, and lamps. The initiative was funded by the government through the registration of each person staying at the resort with the Municipal Office.

Conclusions for experts as part of the implementation:

It is essential to adapt infrastructure, information, and documentation to the individual needs of refugees, such as instructions in Ukrainian, access to clear rules for using accommodation and provided equipment, support in finding employment, and assistance in understanding formal requirements.

Possible threats to implementation:

Lack of financial resources to provide accommodation, meals and utilities, and to purchase equipment.

Summer camps for children from Ukraine

Bonifraterska Charitable Foundation

bonifundo.pl

bonifundo.pl/polkolonie-dla-dzieci-z-ukrainy-2/

Non-governmental organization

Goals:

Providing summer recreation for children and young people fleeing the war in Ukraine.

Description of activity:

As a result of the outbreak of war in Ukraine, hundreds of thousands of children and young people were forced to leave their homes and peer groups. Moving to Poland naturally disrupted social ties, which could have led to developmental problems for children and young people. To prevent the negative effects of separation from their natural support network, summer camps were organized for children from Ukraine. The goal of this project was to create a friendly and safe space for the social reintegration of children and young people from Ukraine. Thanks to such activities, some children and young people can rebuild their social relationships, which will have a positive impact on their mental and social well-being.

Equipment/facilities/personnel/financial requirements necessary to meet this requirement:

A local base is necessary to enable classes to be held in both favorable and unfavorable weather conditions. Equipment for conducting classes is essential (as needed). The project requires a coordinator and specialists: an educator, a psychologist a horse-riding instructor, and a nurse. A kitchen or catering facility is necessary to provide meals, as well as funds to purchase food and household items necessary for conducting classes and providing meals for participants.

Conclusions for experts as part of the implementation:

Organizing classes for children from Ukraine is particularly important to them. It allows them to forget about trauma and spend time in a safe and warm environment. It also provides an opportunity to learn about the culture and environment of the country they have moved to. Therefore, it is crucial for organizers to ensure the appropriate selection of teaching staff, as well as the selection of methods and tools for working in Ukrainian, so that professionals can communicate with participants.

Possible threats to implementation:

Intercultural differences, children's place of origin (Ukrainian or Russian region), lack of openness, fear, war traumas in children preventing them from fully taking advantage of the organized activities.



Humanitarian aid

Polish Province of the Order of Hospitaller Brothers

bonifratrzy.pl

bonifratrzy.pl/wsparcie-ukrainy-misja-humanitarna-do-chersonia/

Church institution

Goals:

The aim is to collect food, medical and hygiene supplies, as well as financial support for the residents of Kherson.

Description of activity:

The ongoing war in Ukraine means that some areas of the country still lack access to full humanitarian and medical assistance. The Brothers Hospitallers continue to deliver aid to war-affected areas, with particular emphasis on Kherson, from where these supplies are further distributed. Among the most needed items are dressings, hygiene products, medicines, medical devices, as well as food, especially for children, and other products essential for a dignified life despite the war. In addition to material assistance, the Brothers strive to provide psychological and spiritual support, depending on their capabilities.



Equipment/premises/staff/financial requirements necessary to meet this requirement:

The project requires local resources and the ability to receive and safely store donated items. Logistical support is essential to transport the donations. Similar support on the Ukrainian side of the border is also essential, as well as the goodwill of the authorities and/or border guards.

Conclusions for experts as part of the implementation:

The most important thing is to identify needs accurately. Only collect what you truly need. Communication with the Ukrainian side is essential.

Possible threats to implementation:

Difficulties in collecting donations, a lack of people willing to help, difficulties with transportation, and a lack of cooperation from the Ukrainian side. The evolving war situation, imminent threats to those providing aid, and the risk of theft and misuse of donations.

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PORTUGAL



Clowns Mime



Instituto São João de Deus - Telhal
facebook.com/share/p/16PcYrhNgu/
 Non-governmental organization

Equipment/premises/staff/financial requirements necessary to meet this requirement:

The Clown Mime project can be implemented in any facility, using only costumes (white and red clothing; white and black face paint) and some entertainment accessories (e.g., tambourine). Transport is needed for performances. The Portuguese project was rooted in collaborative work with patients, an occupational therapist and a spiritual assistant; other professionals can also support this activity.

Conclusions for experts as part of the implementation:

Relying on Clown Mime to improve therapeutic relationships and relationships with others proved to be an effective strategy. Spirituality manifests itself here in the ability to truly meet another person, in awakening joy, in building empathy, and in the symbolic expression of a person who, even in his or her fragility, becomes a channel of beauty and meaning.

Possible threats to implementation:

Since this is a project related to the arts, it is important to find staff who are familiar with the theme. Another possible threat is participants' shyness or lack of confidence when interacting.

Goals:

Promote dignity, emotional expression, and social reintegration for patients facing significant challenges in interpersonal contact, emotional expression, and relational skills.

Description of activity:

The clown, a universal figure symbolizing human vulnerability, becomes a symbol of authenticity, openness, and spontaneity. The clown's ability to evoke laughter, but also to move us emotionally, creates a powerful affective bridge, capable of breaking down emotional resistance and awakening inner resonance. By placing patients at the center of the action—as protagonists, not merely recipients of care—the project restores their sense of value, belonging, and purpose.

A Clown Mime group was created with patients, an occupational therapist and a spiritual assistant. This group fosters a shared and non-hierarchical path in which each person, with their own skills and limits, is committed to fulfilling a common mission. This Clown Mime project is a deeply integrated spiritual and social care strategy that uses the art and symbolism of the clown to touch hearts, open pathways of relationships, and transform lives.

This group has been publicly performing at trade shows, conferences, and public events. These are not only moments of entertainment, but also opportunities to share their social rehabilitation experiences, connect with the community, overcome prejudices and fears, and gain self-confidence. These performances have a profound impact on patients' self-esteem, promoting self-worth, and broadening their relational horizons.

IntegrArte – informal integration of migrants and refugees in Portugal

Master's degree programme
repositorium.sdum.uminho.pt/pdf
 Informal group



Goals:

Integration through artistic and cultural activities, in line with the UN Sustainable Development Goals (SDGs) and the European Year of Cultural Heritage (2018).

Description of activity:

IntegrArte was designed using a participatory and informal approach focused on lifelong learning. Activities were developed to help refugee families integrate more effectively. The project was developed with the active participation of these families, respecting their interests and cultural context. Artistic and cultural activities, aligned with the UN Sustainable Development Goals, were designed to facilitate integration.

These activities included:

- **Portuguese Language Workshops:** Practical lessons focusing on everyday vocabulary for adults and children, using games and visual materials. This aimed to increase autonomy and confidence in communicating in Portuguese.
- **Visual Arts and Games:** Creative and thematic activities that encouraged individual expression, motor coordination, and teamwork.
- **Education through Art:** Music, dance, and cultural games promoted self-esteem, intercultural empathy, and socialization. This activity was implemented through collaborative song composition in different languages and traditional circle dances.
- **Gastronomic Activities:** Shared meals with recipe exchanges, fostering cultural integration and strengthening social bonds.
- **Guided Tours:** Visits to historic cities like Guimarães, Porto, and Braga to help families connect with Portuguese culture and public spaces.

IntegrArte – informal integration of migrants and refugees in Portugal

Master's degree Programme
repositorium.sdum.uminho.pt/pdf
 Informal group

Equipment/premises/staff/financial requirements necessary to meet this requirement:

The project requires financial, organizational, and logistical support to cover the costs associated with implementing the above-mentioned activities. This project was made possible through partnerships and donations.

Conclusions for experts as part of the implementation:

This project strengthened cultural integration, developed social, linguistic, and creative skills, and increased self-esteem and a sense of belonging. It strengthened participants' sense of personal value and empowerment, especially among women, promoted social ties and increased knowledge of local services. It also promoted social ties and increased knowledge of local services.

Possible threats to implementation:

The lack of cultural mediators might be a potential threat to the design of activities; it is important to make the activities relevant to the participants. Some logistical problems may arise, such as a lack of transport and insufficient funds to buy tickets for cultural activities. Stigma within host communities is also a potential threat.



CLAIM No Border



Goals:

The goals of this project are to support the integration of refugees, provide access to services, promote autonomy and self-determination, fight social exclusion and discrimination, and collaborate with local and national entities.

Description of activity:

The service provides individualized support and psychosocial assistance based on active listening, identifying needs, and jointly defining action plans to facilitate the integration of migrants. It also includes guidance on legal documentation processes and access to essential services, as well as referrals to relevant institutions such as AIMA, the National Health Service, the Employment and Vocational Training Institute, Social Security, schools, and civil society organizations. Legal support covers questions related to legal procedures, migration status regularization, family reunification, and nationality applications, with referrals to specialized legal services whenever necessary. Additionally, the service offers assistance with labor market integration, including active job search support, CV preparation, interview training, and connections with partner companies. It provides information sessions and capacity-building workshops focused on rights, access to services, and personal and professional development. The promotion of well-being and mental health is ensured through access to psychological consultations, support groups, and activities that strengthen emotional balance and social integration. Sociocultural and community activities are also organized to foster interculturality, a sense of belonging, and the creation of community support networks. Finally, advocacy and awareness-raising actions are carried out through participation in networks and campaigns that defend and promote the rights of migrants.

CRESCER 2020

crescer.org/en/projects/projeto-no-border
non-governmental organisation
Associação CRESCER

Equipment/premises/staff/financial requirements necessary to meet this requirement:

No Border is implemented in an accessible space with offices equipped with computers and office supplies that allow appropriate conditions for supporting migrants. The No Border team includes a coordinator, an employment social worker, a psychologist, a professional counsellor, a legal expert and an intercultural mediator, as well as volunteers and interns. The activity is financed by the Asylum, Migration and Integration Fund (AMIF/FAMI), which enables an integrated, high-quality response to migrants' needs.

Conclusions for experts as part of the implementation:

It is necessary to ensure qualified staff to support refugees and proper back-office systems.

Possible threats to implementation:

The No Border project can be affected by dependence on external funding, which may threaten service continuity. Delayed responses or excessive bureaucracy in coordination with public services can also negatively affect case management and referrals. In addition, social and political changes related to immigration can create unfavourable conditions for integration, especially in employment.

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ITALY



Laughter Yoga

Institute of St. John of God in Genzano di Roma
istituosangiovannididio.it
laughteryoga.org
 Non-governmental organization



Goals:

Psychological support, educational support, and social support for refugees, implemented through the so-called "Laughter Yoga."

Description of activity:

"Laughter Yoga" is a series of movement and breathing exercises aimed at eliciting conscious laughter. It is used as a complementary tool to support physical, mental and spiritual well-being: conscious laughter may bring benefits similar to those of spontaneous laughter.

"Laughter Yoga" has proved to be very helpful in helping people deal with stress. In recent years, this activity has been used as a standard rehabilitation technique at the Institute St. John of God in Genzano near Rome for patients with different mental health conditions, including dementia, mental disorders and intellectual disabilities. Thanks to this extensive experience, transferring this method to another target group, including refugees, was straightforward.

Equipment/premises/staff/financial requirements necessary to meet this requirement:

Laughter Yoga is a group activity (up to 20-25 people per session). It is suitable for individuals with limited physical abilities and cognitive-behavioral challenges. A single trainer is sufficient to lead the group. An interpreter may be helpful, but is not always required because most communication is nonverbal. This activity is also suitable for children. Classes can be held indoors or outdoors, depending on the season and weather. A simple chair is required for each participant. Simple gadgets such as musical instruments, plastic flowers, balloons, and masks can be used.



Conclusions for experts as part of the implementation:

The sessions are reviewed on an ongoing basis. After the session, all participants are encouraged to provide feedback, which is taken into account when adapting the approach. The primary objective is to improve participants' emotional well-being. Therefore, the selection of the appropriate therapist to lead the sessions is crucial.

Possible implementation risks:

Lack of openness among participants and caregivers; inappropriate selection of therapeutic staff; lack of suitable premises.

Horilka Cafe

The Institute of St. John of God in Genzano, Rome, with non-governmental organizations such as CARITAS and AFMAL
istituosangiiovannididio.it
alzint.org/what-we-do/policy/dementia-friendly-communities/alzheimer-cafes/
afmal.org
caritas.org
 Non-governmental organization

Goals:

Psychological support, educational support, and social support for refugees provided in the form of a specialized café.

Description of activity:

The idea of creating this space grew out of the Alzheimer Cafe experience. Horilka is a traditional Ukrainian vodka. The Horilka Café was intended to be a friendly, informal meeting place for refugees and Italians living in the area. It provides a safe and favorable environment in which people can build relationships, socialise, share experiences and access information and support. Cafés often offer light snacks, activities that stimulate cognitive and emotional functions and opportunities to connect with other people in a similar situation and from other cultural backgrounds. This activity was conducted in recent years as a standard service provided by the Institute of St John of God in Genzano near Rome in cooperation with non-governmental organizations such as CARITAS and AFMAL.



Equipment/premises/staff/financial requirements necessary to meet this requirement:

Meetings at "Horilka" are held for groups of up to 20-25 people (including those with cognitive-behavioral disorders and mobility limitations). One facilitator per 10 people, assisted by an interpreter, is sufficient to lead the group. The classes are also suitable for children. It is not necessary for the facilitator to be a healthcare professional, but the presence of a psychologist can be very helpful. Classes can be held indoors or outdoors, depending on the season and weather. Tables and chairs are all that are needed. The environment can be enriched to resemble a café as much as possible. It is recommended to use typical décor and furniture from both Italian and Ukrainian cultures. During Horilka Café classes, people are encouraged to interact as they would in "normal" life. This is achieved through activities such as a culinary lab, music, dance, games such as cards, board games, etc., and shared eating and drinking. To foster integration, products from both Italian and Ukrainian traditions should always be offered.

Conclusions for experts as part of the implementation:

The sessions require the involvement of both the facilitators and the participants. After the session, all participants are encouraged to express their feedback, which is taken into account when adapting subsequent sessions.

Possible threats to implementation:

Lack of openness among participants and caregivers. Inappropriate selection of therapeutic staff. Lack of appropriate premises.

EUR – System for assessing disorders in Ukrainian refugees

The Institute of St. John of God in Genzano, Rome, with non-governmental organizations such as CARITAS and AFMAL
istituosangiiovannididio.it
alzint.org/what-we-do/policy/dementia-friendly-communities/alzheimer-cafes/
afmal.org
caritas.org
 Non-governmental organization

Goals:

Psychological support, educational support, medical support through proper diagnosis and understanding the actual difficulties and cognitive-behavioural disorders experienced by refugees.

Description of activity:

Contact with refugees is always very complex. These individuals have experienced significant trauma, so to help them, it is crucial to have quick and simple cross-cultural tools to assess possible cognitive and behavioral impairments. Such experiences can radically change the way professionals approach each individual. Therefore, we have developed an assessment protocol that includes the Rowland Universal Dementia Assessment Scale (RUDAS), a rapid cross-cultural cognitive screening test, and the Tree Test (TT), a classic projective test widely used in clinical and forensic settings to assess an individual's behavioral state.

RUDAS materials containing instructions for administration and scoring are available online free of charge.

For the TT, the participant is asked to draw a fruit tree on a blank sheet of paper, with the option of drawing a second tree if the first drawing is not sufficiently clear. The presence/absence of certain elements, their size, and position on the paper provide valuable information about the current and past emotional and cognitive state of the person who completed this graphic task. Here are guidelines for interpreting the results: Tree resting on the base of the paper: good self-esteem; Dimension: self-esteem, inhibition; Roots, trunk: rationality, veins and holes indicating more or less recent trauma; Crown/ foliage: emotionality; Fruit: good emotional maturity; Psychotic aspects: anthropomorphic, zoomorphic, severe disintegration.

This activity has been a standard service provided in recent years by the Institute of St. John of God in Genzano, Rome, in cooperation with non-governmental organizations such as CARITAS and AFMAL.

Equipment/premises/staff/financial requirements necessary to meet this requirement:

The test can be performed by a healthcare professional or educator after a short training session. A translator is recommended. The procedure does not require a specialized room. It is only necessary that the room provides an environment in which the test can be performed properly. The protocol can be used during the initial assessment and for follow-up several weeks or months later.

Possible threats to implementation:

Use of an unqualified assessor, lack of openness on the part of the participant, and lack of an appropriate place to conduct the assessment.

Conclusions for experts as part of the implementation:

This enables the implementation of approaches that promote participant well-being. The results will also allow for the assessment of participants' health status and the implementation of appropriate follow-up therapeutic interventions.



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SPAIN
Ciempozuelos



Individualized action plans

Centro San Juan de Dios (CSJD) – International Protection Programme (PPI)

csjd.es

Non-governmental organization



Goals:

To tailor assistance and services to the specific needs of each refugee by conducting individualized assessments.

Description of activity:

Individualized, multidisciplinary assessments (psychological, social, pedagogical, etc.) are conducted to obtain the most detailed psychosocial profile possible and to define specific goals to support social integration. CSJD receives people under the International Protection Programme (PPI), which falls under the Ministry of Inclusion, Social Security and Migration.

Equipment/premises/staff/financial requirements necessary to meet this requirement:

Multidisciplinary team composed of social workers, educators, psychologists, employment technicians, teachers, lawyers and social integration specialists.

Conclusions for experts as part of the implementation:

Adopting an "ethical" rather than "emic" perspective, that is, applying an external and reflective analytical framework, without taking for granted the cultural categories of the participants and explicitly considering the existing sociocultural diversity.

Possible threats to implementation:

Socio-cultural differences in terms of religion, equality policy, sexuality, etc., which, despite individualization, hinder the implementation of integration programmes.

Adopt a gender perspective

Centro San Juan de Dios CSJD- (International Protection Program -PPI-)

csjd.es

Non-governmental organization

Goals:

To implement an equality-based approach towards users from cultures where they are discriminated against or their rights are violated in some way.

Description of activity:

Organizing gender-segregated group activities that take into account a gender perspective and are coordinated by different specialists who address specific areas related to this issue

CSJD supports people covered by the PPI programme, which falls under the Ministry of Inclusion, Social Security and Migration.

Equipment/premises/staff/financial requirements necessary to meet this requirement:

A multidisciplinary team composed of social workers, educators, psychologists, employment specialists, teachers, lawyers and social integration technicians.

Conclusions for experts as part of the implementation:

Different degrees of inequality must be taken into account, with caution being exercised when explaining or implementing the Spanish perspective.

Possible threats to implementation:

Socio-cultural differences in terms of religion, equality policies, sexuality, etc., which, despite individualization, hinder the implementation of integration programmes.



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SPAIN
Valladolid



Cinematicamp: Cinematicamp: "Cinema as a therapeutic tool for coping with grief".

Multifunctional room of the International Protection Program Office
cinematicamp.es
Governmental

Goals:

To use different materials and tools that allow participants to find a way to express their emotions through film.

To explore emotions through images, memories, and thoughts associated with the images presented in the workshop.

To offer participants a safe space to express emotions and difficulties related to the migration process through acting and role-playing.

To learn to use cameras to express things they are unable to express in words.

To promote group integration and understanding of the issues faced by other members of the group.

To reduce the stigma associated with immigration by creating audiovisual content that raises awareness and breaks taboos.

Description of activity:

Planning:

Films and documentaries are powerful tools for raising awareness in society. Through a variety of audiovisual materials, we can share the reality of applicants for international protection and beneficiaries of temporary protection due to the war in Ukraine. Undoubtedly, this is a resource that fosters empathy and public awareness, becoming a window to the outside world that reveals what is happening inside our offices. Through personal narratives and role portrayals, we aim to showcase the challenges, hopes, and emotions of this group, so often disparaged by certain sectors of the public.

Coordination was carried out with the person responsible for the activity and with a facilitator to select the appropriate physical space and timeframe for the workshop. These professionals have extensive experience with CINEMA CAMP, developing both training and collaborative programmes with third-sector organizations. On this occasion, minors will not be included in the activity, as their availability was limited due to school and extracurricular commitments. Programme beneficiaries have been informed about the workshops, dates, and times. An informational meeting was held for this purpose.

This workshop is coordinated with the rest of the team, given that the activity occupies several hours of the programme's user-support day. For this reason, non-Spanish speakers will also attend in order to reduce stigma associated with immigration and assess their level of comprehension in a training context that involves more technical vocabulary.

Workshop facilitators will be accompanied as they prepare the spaces prior to the workshop. The presence of the centre's psychologist is essential to manage the significant therapeutic load that this activity generates during its development.

Development:

Users will be accompanied on the first day by the centre's professionals to facilitate a pleasant introduction to the instructors and workshop organizers. The need for educators or the language teacher to be present during the sessions will be assessed based on the atmosphere generated during the sessions.

Throughout the sessions, the final short film and a making-of documentary will be developed collaboratively during the sessions, based only on the cases and situations raised by the participants. The result will be determined by the motivation, commitment, and proposals of the attendees. Depending on the schedule, it will be necessary to find suitable spaces around the office, provided that outdoor recording is necessary. On the penultimate day, basic notions of editing and organization of the recorded material will be given, culminating on the last day in the short film project on migratory grief. On the last day, all those who wish to attend, subject to capacity and with the express authorization of the participants, will attend the viewing of the results of the work from the previous 5 days.



Cinematicamp: "Cinema as a therapeutic tool for coping with grief".

Multifunctional room of the International Protection Program Office
cinemacamp.es
 Governmental

Equipment/premises/staff/financial requirements necessary to meet this requirement:

Room and accessories necessary to conduct workshops, e.g. cameras, computers, speakers, monitors, projectors, etc.

Conclusions for experts as part of the implementation:

This project facilitates finding ways to express emotions through film, allowing participants to explore their own emotions through images, memories, and thoughts related to the images developed during the workshops. Furthermore, participants find a safe space to express their emotions and difficulties related to the migration process through acting and role-playing.

Possible threats to implementation:

Participants may be reluctant to participate due to a lack of knowledge about the activity, so it is necessary to provide a detailed explanation of its purpose and scope in advance. Other risks include a lack of qualified staff and technical difficulties.



Art therapy workshops as a tool for social transformation



Goals:

Providing project participants with diverse artistic experiences to develop their potential, increase self-esteem, and have a positive impact on their physical, mental and emotional well-being. Creating respectful spaces conducive to developing social skills.

Description of activity:

The project consists of weekly two-hour sessions over two months.

The sessions are led by an art therapist, supported by a social educator, and include guided group activities designed to promote social skills and emotional well-being. A creative space is created to promote emotional expression, self-awareness, and mental well-being through artistic activities.

Led by a qualified art therapist, the workshops encourage participants to explore their thoughts and emotions using a variety of artistic techniques in a safe and nurturing environment. Sessions often begin with a short mindfulness practice or emotional check-in, followed by a creative activity, and conclude with group sharing or reflection (optional).

Activities may include painting, drawing, collage-making, sculpting, or mixed-media projects. The emphasis is not on artistic skills, but on the process of creating and expressing oneself through art. Art therapy is particularly beneficial for people struggling with stress, isolation, or emotional difficulties.

La Pilarica Social Center, Valladolid
Local social services initiative
Informal group

Equipment/premises/staff/financial requirements necessary to meet this requirement:

Designated room, materials, and tools for art therapy, e.g., drawing and painting materials, stationery, and office supplies, sculpting materials, clay, and wood (if applicable). Interior furnishings, tools, tables, work clothes, and more.

Conclusions for experts as part of the implementation:

Art therapy workshops are effective in improving emotional well-being, fostering self-expression, and improving social skills in vulnerable groups. Consistent attendance and participant engagement attest to the success and importance of this activity.

Possible threats to implementation:

Emotional Resistance or Trauma
Triggers: Some participants may struggle to engage in artistic expression due to fear of revealing their emotions.

Language and Communication Barriers:

Language differences may limit understanding of instructions or the ability to fully participate in group discussions and reflections. Irregular attendance may occur due to external commitments or lack of motivation.

Limited financial or human resources necessary for long-term sustainability.



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AUSTRIA



Job.com

Barmherzige Brüder Linz

barmherzige-brueder.at/portal/issn/gehoerlosigkeit/bildungarbeit

Part of the Hospital of the Barmherzigen Brüder Linz.

It is funded by the Ministry of Social Services

Goals:

Improving communication skills,
increasing chances of finding a job in Austria,
connecting with peers

Description of the activity:

The project Job.com is a training programme for deaf and hearing-impaired people to develop their communication skills and education for work. The target group of the project is deaf or hearing-impaired people who are, for example, entering or re-entering the world of work. However, the course is also aimed at deaf and hearing-impaired people who are already working and those who want to improve their communication in a professional context. The aim is not only to address communication and language deficits and improve communication skills, but also to support the acquisition of general knowledge.



Content:

The course programme includes different teaching units. These include language lessons, such as German with the aim of improving reading and writing skills and vocabulary, as well as Austrian Sign Language - ÖGS. The courses also include various communication situations, problem-solving strategies for everyday working life and job application work. Another important component is to strengthen social skills and personal development. General education and the use of computers, internet research etc. are also offered. The language of instruction is Austrian Sign Language - ÖGS. If the participants are not yet sufficiently proficient in ÖGS, the language of instruction is individually adapted to the course participants with the help of LUG (sign language support).

Equipment/premises/staff/financial requirements necessary to meet this requirement:

The premises are located in a building near the BBL health center for the deaf. The course programme is offered to deaf and hearing-impaired jobseekers from Monday to Thursday for 22 hours per week. For those who are already in employment, it is possible to organize individual training sessions of a maximum of two hours per week. These appointments can be arranged individually.

The staff currently consists of 4 people, 2 deaf native signers and 2 hearing employees with sign language skills. The group size is about 4-8 people but varies constantly.

Participants do not have to pay any course costs. The project is funded by the Ministry of Social Services.

Conclusions for experts as part of the implementation:

The project not only gives deaf people and Ukrainian refugees access to language learning and further training. They also have the opportunity to exchange ideas and network with the community. This exchange and networking are very important for deaf Ukrainian refugees in order to access information and make connections.

Possible threats to implementation:

Staff: There may not be enough native signers and employees with sign language skills.

dUNDu

Volkshilfe OÖ

volkshilfe-ooe.at/en/service/dundu/

volkshilfe-ooe.at/Neuaufgabe.pdf

Non-governmental

Goals:

This project promotes integration, learning support and guidance for refugees.

Description of the activity:

dUNDu Plus is a Volkshilfe volunteer project to improve the integration of refugees. Interpersonal relationships, connections and contact with other people and friends are of great importance to everyone. War and flight often lead to separation from friends and family, who may have to be left behind. This makes it even more important for refugees in Austria to make new contacts. However, this is particularly difficult for them due to language and cultural barriers. The dUNDu project therefore aims to establish contacts between women, men and families with a refugee background and committed people from Austria.

dUNDu Plus therefore also offers learning assistance and advice for refugees. The project does not rely on monetary donations, but on the time that refugees spend with local people and can thus expand both their German language skills and their knowledge of the culture and the country. In the long term, the aim is to create strong and lasting relationships between people.

Equipment/premises/staff/financial requirements necessary to meet this requirement:

The dUNDu project is located in Linz in Upper Austria. Anyone can take part in the learning support/accompaniment programme. Ideally, he or she should be interested in people from other countries and cultures. The volunteer should also be willing to make time on a regular basis to build up a solid relationship over a longer period. A sense of responsibility and mental resilience should be present, as well as an interest in the causes and experiences of forced migration.

Professional support is provided for volunteers, and there is always an opportunity to ask for advice and information.

Conclusions for experts as part of the implementation:

Contact with locals is essential for the successful integration of refugees into the host society.

Volkshilfe is a non-profit, politically independent and non-denominational NGO. It consists of nine organizations in the respective federal states in Austria, which have set themselves the goal of supporting people with the help of social services. Volkshilfe is therefore committed to helping the socially disadvantaged, provides expert knowledge and actively participates in social developments and legislative processes.

Possible threats to implementation:

Success may depend on the availability and commitment of volunteers.



puenteproject.eu



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