

### ***Egalité contre le racisme***

Country of implementation/locations	France
Level of implementation	National
Title of practice	Egalité contre le racisme
Name(s) of implementing institutions: Partners/Supporters:	Défenseur des droits, République Française (Rights Defender of the French Republic)
Main idea behind it, initial situation (why?)	The idea behind the practice is to create a substantial network of actors working against discrimination. It would provide nationals and foreigners with a toolkit on how to overcome and counter discrimination.
Objective (what for?)	The practice's aim is to promote equality and combat discrimination and racism.
Description of practice (what?)	<p>The practice identifies three ways to reach its goals, represented by targeting three different groups:</p> <ul style="list-style-type: none"> <li>- Those who want to take action</li> </ul> <p>For those who wish to engage, to mobilize their company, their community, their school, their classroom, their professional or personal environment, turnkey tools, training, interventions, films, guides are offered.</p> <ul style="list-style-type: none"> <li>- Those who want to alert others</li> </ul> <p>For people who witness racist acts or remarks, or wish to report in the press, content on the Internet, comments or behaviours seen on television screens or heard on the radio, reporting and referral channels are provided.</p> <ul style="list-style-type: none"> <li>- Those who want to defend themselves</li> </ul> <p>For people who wish to defend themselves against verbal, physical or racist attacks linked to their origin, religion or physical appearance: information on their rights, the steps to be taken and how to get legal advice is offered.</p>
Managed/driven by	Institutions
Time-frame (start/end/ongoing)	2014

Stand-alone initiative or incorporated into other initiatives?	The fact that the practice is a cooperation between private firms (Casino, la SNCF, La Poste, Google, Twitter,, Aéroports de Paris), institutional actors (labour unions), NGOs (SOS-Racisme, la LDH, le MRAP and LICRA) and cultural actors (Museum of the History of Immigration or the Milles Camp) improves the potential of successfully raising awareness on the issue and how to overcome it within civil society.
Main target group (nationals, non-nationals - types)	EU citizens and third country nationals
Promotion:	Turnkey tools, training, interventions, films, guides.
Information provided on legal, practical and procedural aspects of protection against racism/hatred and discrimination	Yes. For people who wish to defend themselves against verbal, physical or racist attacks linked to their origin, religion or physical appearance information on their rights, the steps to be taken and how to get legal advice is offered.
Methods of language/content teaching	Seminars on the national and international legislation against discrimination and racism for relevant professionals.
Accessibility:	Costs: not specified Obligatory: No Eligibility criteria: n/a
Budget, sources of financing	State budget
Sources and references (hyperlink(s))	<a href="http://www.egalitecontreracisme.fr/">http://www.egalitecontreracisme.fr/</a>
Impact	In considering all the partners ( <a href="http://www.egalitecontreracisme.fr/partenaires">http://www.egalitecontreracisme.fr/partenaires</a> ) the potential impact of this practice is very wide.
Elements of sustainability	Information provision to the different civil society and private actors. Cooperation between the actors of the network.
Elements of Transferability	Use of the three target groups without dividing them per nationality. Information provision on how to tackle discrimination and racism.

### ***Toolbox for tackling discrimination***

Country of implementation/locations	France
Level of implementation	Local
Title of practice	Toolbox for tackling discrimination
Name(s) of implementing institutions: Partners/Supporters:	Merie de Paris et ISCARA - Institut Social et Coopératif de Recherche Appliquée (Municipality of Paris ISCARA - Social and Cooperative Institute for Applied Research)
Main idea behind it, initial situation (why?)	Providing interactive training to professionals on cultural orientation
Objective (what for?)	The goal of this training is to teach to professionals how to provide cultural orientation to vulnerable groups.
Description of practice (what?)	<ul style="list-style-type: none"> <li>• Raise awareness on the fight against discrimination and discuss examples of discrimination</li> <li>• Illustrate discriminatory experiences</li> <li>• Present the links with the political history of struggles for equality, which are essential for understanding discriminatory processes</li> </ul>
Managed/driven by	Government
Time-frame (start/end/ongoing)	2013
Stand-alone initiative or incorporated into other initiatives?	Stand alone
Main target group (nationals, non-nationals - types)	Professionals working against discrimination
Promotion:	All the subjects are approached in an interactive way through: short films; films; exhibitions; books; websites; educational workshops.
Information provided on legal, practical and procedural aspects of protection against racism/hatred and discrimination	No

Methods of language/content teaching	<ul style="list-style-type: none"> <li>• Addressing the History of Immigration in France</li> <li>• The French as immigrants</li> <li>• Share experiments and initiatives of local actors to combat discrimination</li> </ul>
Accessibility:	Costs: Not specified Obligatory: No
Budget, sources of financing	Regional funding.
Sources and references (hyperlink(s))	<a href="https://api-site-cdn.paris.fr/images/71174">https://api-site-cdn.paris.fr/images/71174</a>
Impact	The main impact of the initiative lies in it providing cultural orientation.
Elements of Sustainability	The sessions of the training might be adapted for seminars with relevant professionals or for a specific vulnerable group as third country nationals.
Elements of Transferability	The topics discussed during the sessions; the use of interactive material to provide cultural orientation, the direct involvement of stakeholders.

### We Connect

Country of implementation/locations	France
Level of implementation	National
Title of practice	We Connect
Name(s) of implementing institutions: Partners/Supporters:	Urban Refugees
Main idea behind it, initial situation (why?)	Members of "Urban refugees" share their good practices and help others replicate them with guidance and support.
Objective (what for?)	The program has the following targets: facilitate the replication of successful urban refugee programmes; build a vibrant global community of practice.
Description of practice (what?)	<ul style="list-style-type: none"> <li>-Identification of a good practice that can be replicated;</li> <li>-Contact with the concerned organisation to: gauge interest in becoming a member, incentivising and using gamification methodology and develop together a replication toolbox;</li> <li>-Launch a call for interest to identify organisations willing to replicate the good practice;</li> <li>-First Skype call between the mentor and the mentee and delivery of the replication toolbox to the mentee;</li> <li>-Close follow-up with the mentee and ongoing communication maintained between the two organisations;</li> <li>-Second Skype call to clarify unclear elements and find solutions to potential problems;</li> <li>-Close follow-up with the mentee and ongoing communication maintained between the two organisations;</li> <li>-Third Skype call to evaluate the replication process;</li> <li>-Advertising on social media, on the internet and within the community about the successful replication;</li> <li>-Delivery of rewards or gifts won by mentor or mentee.</li> </ul>
Managed/driven by	Civil Society
Time-frame (start/end/ongoing)	Ongoing
Stand-alone initiative or incorporated into other initiatives?	Stand alone

Main target group (nationals, non-nationals - types)	Refugees
Promotion:	A toolbox is developed to enable the easier replication by other organisations. This toolbox is a downloadable folder containing a short manual as well as other key resources that were developed by the mentor organisation (such as questionnaires, templates, etc.).
Information provided on legal, practical and procedural aspects of protection against racism/hatred and discrimination	No
Methods of language/content teaching	The methodology used to create this community of practice is inspired from collective impact and gamification methodologies that were proven to greatly facilitate the emergence of active global communities; using a “lean” approach, starting small, one good practice at a time, evaluating, refining and then scaling up a replication model.
Accessibility:	Costs: Not specified Obligatory: No
Budget, sources of financing	The Organisation supports refugee organisations in raising a first pool of money for a particular project through a crowd funding campaign. It also provides training on fund-raising and grant writing so that other campaigns and projects can be implemented in the future.
Sources and references (hyperlink(s))	<a href="http://www.urban-refugees.org/we-connect/">http://www.urban-refugees.org/we-connect/</a>
Impact	3700 refugees have better access to education and livelihood opportunities. 490 refugee children benefit from mathematics, English, art and sports classes. 700 women can now support their families. 650 refugees have access to critical healthcare and safety information.
Elements of Sustainability	Making available the practice in the other EU MS.
Elements of Transferability	Raising awareness on the practice.

### *Primera Acogida*

Country of implementation/locations	Spain
Level of implementation	National
Title of practice	Primera Acogida (Initial Reception)
Name(s) of implementing institutions: Partners/Supporters:	Fundación Sevilla Acoge
Main idea behind it, initial situation (why?)	Providing support to migrants experiencing unfavourable living conditions
Objective (what for?)	Raising awareness among the people about migrants' situation and supporting migrants themselves
Description of practice (what?)	A linguistic and cultural mediator agrees with the user on a new time schedule in order to set up actions and a guidance programme in compliance with his/her specific needs. The mediator can then suggest to the user:  Technical consultants working in the following services: social worker, psychologist, career guidance officer, residential consultant.  NGOs specialized in other services such as health or legal.  General services in the territory.
Managed/driven by	Civil Society
Time-frame (start/end/ongoing)	Not Specified
Stand-alone initiative or incorporated into other initiatives?	Stand alone
Main target group (nationals, non-nationals - types)	Third Country Nationals
Promotion:	online
Information provided on legal, practical and procedural aspects	Yes.

of protection against racism/hatred and discrimination	
Methods of language/content teaching	The "Initial Reception" service is focused on methodologies developed on the basis of the experience gained with migrants arriving in the Seville area. Essentially, this methodology revolves around the figure of the linguistic and cultural mediator. When the user arrives at the FSA headquarters for the first time, he/she is received by an FSA mediator with whom he has a preliminary interview and his/her personal data is entered in the database by the NGO.
Accessibility:	Costs: Not Specified Obligatory: No
Budget, sources of financing	Entirely financed through annual calls for proposals from the provincial delegations for migration policies and welfare and equality.
Sources and references (hyperlink(s))	<a href="http://www.sevillaacoge.org">www.sevillaacoge.org</a>
Impact	Each week a group meeting is organised for all people who want to enrol in a career guidance programme in order to explain to users FSA's objective and how long the job search process can be. It is not only a training programme but it is also aimed at labour market integration. In this way people can find a job and exit the black economy.

### ***Community Mentoring and Peacebuilding in Malta (CMP)***

Country of implementation/locations	Malta
Level of implementation	National
Title of practice	Community Mentoring and Peacebuilding in Malta (CMP)
Name(s) of implementing institutions: Partners/Supporters:	TSN Malta. Third Country National Support Network
Main idea behind it, initial situation (why?)	The aim of this project is to train migrants and their communities to develop their skills and programmes for helping vulnerable persons integrate in society through the provision of mentoring and support.
Objective (what for?)	The project provides learning and support tools, based on community methods, that participants can use to start their own mentoring programmes to provide employment and social support, to promote literacy, and to help people to improve their language, IT and communication skills, as well as acquire cultural knowledge.
Description of practice (what?)	<p>PEACE EDUCATION: Participants learn how to map conflict and investigate the role of power in conflict escalation, conflict resolution and transformation. They analyse the relationship between human rights and conflict, and the role of peacebuilders and the methods they use to bring peace. They are exposed to books on peace and conflict, and are given the chance to discuss conflicts that are close to them using the frameworks provided.</p> <p>SOCIAL ASSESSMENT TOOLS: Participants learn about the importance of social assessment/research tools in understanding the social realities of vulnerability, disadvantage and social exclusion, in order to develop evidence-based solutions. They learn about simple techniques for developing an evidence based report, including different types of research/assessment methods, methods for archiving, analysing and achieving research, different interview techniques, research writing/reporting, needs assessment and diverse evaluation techniques.</p> <p>VOLUNTEERING: Participants learn the principles and basics of volunteering, its building blocks and purpose in society. They discuss the benefits of volunteering culture, and the factors that inhibit this culture. The training explores methods by which volunteering culture can be improved in the community, and tools that support leaders to recruit, train and manage volunteers. The subject explores aspects of volunteering such as awareness</p>

	<p>raising, empathy education and advocacy on community issues.</p> <p>MENTORING: Participants learn about the different types and uses of mentoring programmes, and why they have been successful in community development projects in diverse areas such as education, employment, disability, youth, parenting and particularly with groups at risk of social exclusion. They explore the responsibilities and qualities of a successful mentor, the principles and benefits of mentoring, and the tools required to build a strong mentoring programme in the community.</p>
Managed/driven by	Civil Society
Time-frame (start/end/ongoing)	2013 Ongoing
Stand-alone initiative or incorporated into other initiatives?	Stand Alone
Main target group (nationals, non-nationals - types)	Third Country Nationals
Promotion:	Oral, meetings, written
Information provided on legal, practical and procedural aspects of protection against racism/hatred and discrimination	The project trains migrants in peacebuilding, and on how one can analyze and resolve cultural conflicts from a legal point of view.
Methods of language/content teaching	<p>The project provides to migrants several tools for improving basic skills:</p> <p>Language and Literacy: Participants are introduced to educational resources and techniques one can use in a community to support disadvantaged persons in learning a language.</p> <p>Basic Information Technology (IT): Participants learn how to perform simple testing/assessment of individuals on their IT skills, and to use the educational resources compiled by the trainer together with simple methods for helping such individuals to improve their IT skills.</p> <p>Cultural Exchange: Participants explore ways by which one can empower communities and individuals that are resistant to change, to open up and learn from new cultures.</p> <p>Employment and Social Support: Participants will also learn about systems of support in Malta, such as the Employment and Training Corporation (ETC), the social welfare agency APPOGG, and other agencies and departments that can</p>

	assist individuals at risk.
Accessibility:	Costs: Not Specified Obligatory: No
Budget, sources of financing	Financing based on private donations
Sources and references (hyperlink(s))	<a href="http://tsnmalta.org/community-mentoring-and-peacebuilding-in-malta-cmp/">http://tsnmalta.org/community-mentoring-and-peacebuilding-in-malta-cmp/</a>
Impact	<p>PEACE EDUCATION: The participants are able to identify and discuss elements in culture, identifying ways by which particular groups and individuals may experience social exclusion through social norms and cultural practices. They are given the chance to organize cultural activities that promote peace while reducing social exclusion of disadvantaged members of their own, or others' communities.</p> <p>VOLUNTEERING: The participants undertake a practical assignment to promote volunteering in their community, train a core group, and develop a plan for the management of this group, addressing the need for continuous motivation as well as re-recruitment and re-training.</p> <p>MENTORING: The participants are required to develop a mentoring programme for their own community, recruiting, selecting and training volunteers as mentors. They see the tools they learn from the other training workshops to organize and implement these activities, and to resolve family and group conflicts that may arise, resurface or escalate regarding any of these activities. They use the mentoring and peacebuilding (cultural) activities to zoom in and out from specific family and individual situations to community issues, to further explore possible solutions to emancipate the community as a whole, as well as members of the community as individuals, families and groups.</p> <p>SOCIAL ASSESSMENT TOOLS: The participants learn how to use these tools themselves to analyse social aspects of the community, by investigating a specific issue related to the areas of volunteering, basic skills, culture and peace.</p>
Elements of Sustainability	The Organization has been developed by the Foundation for Shelter and Support to Migrants in collaboration with several organizations and communities of migrants working and living in Malta, and including other Maltese and EU citizens who are part of diasporas from non-EU countries.

Elements of Transferability	The programme offers tools to improve basic skills
-----------------------------	--

## *Papyrus*

Country of implementation/locations	Malta
Level of implementation	National
Title of practice	Papyrus
Name(s) of implementing institutions: Partners/Supporters:	KOPIN (Koperazzjoni Internazzjonali Malta) The Manchester Metropolitan University (United Kingdom) TUAS – Turku University of Applied Sciences Ltd. (Finland) WEBIN – Western Balkans Institute Udruzenje (Serbia) CESIE (Italy)
Main idea behind it, initial situation (why?)	The objective of POPYRUS is empowering youth workers, volunteers and practitioners working with refugees and asylum seekers.
Objective (what for?)	Papyrus aims: to raise the standards of youth work around working with migrants and refugees; to raise and sustain quality youth work in Europe by fostering strategies to combat segregation and discrimination of displaced youth; to create an inclusive and target group-engaged methodology which will produce innovative open learning and networking opportunity output on a dedicated web platform; to innovate through consolidating knowledge and skills around working with these vulnerable young people
Description of practice (what?)	Training activities carried out by the organization are: <ul style="list-style-type: none"> <li>• Investigating interactive Youth Worker Context Case Studies;</li> <li>• Holding innovative face to face and virtual training and generate peer-to-peer networks to enable the maximum number of youth workers (all types and from all sectors in Europe) to share and learn about working with refugees;</li> <li>• Creating a methodology model for co-production of open resources around youth work best practice in Europe, which will provide a framework for future projects in this area;</li> <li>• Creating innovative tools for youth workers and practitioners to enhance their capacity to deliver high quality youth work.</li> </ul>
Managed/driven by	Civil Society

Time-frame (start/end/ongoing)	Start: 1.01.2017 End: 31.12.2018
Stand-alone initiative or incorporated into other initiatives?	Stand alone
Main target group (nationals, non-nationals - types)	Refugees and asylum seekers
Promotion:	Open Access Interactive Website and Database of Youth Worker Best Practice with Refugee Youth
Information provided on legal, practical and procedural aspects of protection against racism/hatred and discrimination	Yes. The practice provides service provision to refugee women, advocacy concerning the rights of migrants, with a specific focus on UMMs, and regarding detention issues; issues such as the combat of racism, xenophobia and stereotypes, gender equality and other human rights related matters are addressed across all work sectors KOPIN engages in.
Methods of language/content teaching	Analysis Report on Mapping of Comparative Youth Work Practices with Refugees; Multi-language Training kit modules: Multicultural understandings and working in Multicultural Environments with Youth Refugees; Social inclusion of Refugee Families and Young People; Socioeconomic Empowerment of Youth Refugees Providing Psychosocial support for Youth Refugees Abuse Prevention and Safeguarding of Youth Refugees and Asylum Seekers.
Accessibility:	Costs: Not Specified Obligatory: No
Budget, sources of financing	EU funding
Sources and references (hyperlink(s))	<a href="http://cesie.org/en/project/papyrus/">http://cesie.org/en/project/papyrus/</a> <a href="http://www.kopin.org/portfolio-items/papyrus/">http://www.kopin.org/portfolio-items/papyrus/</a>

### *Melting Pot*

Country of implementation/locations	Italy
Level of implementation	National
Title of practice	Melting Pot
Name(s) of implementing institutions: Partners/Supporters:	Melting Pot Europe
Main idea behind it, initial situation (why?)	The increasing number of migrants coming into the European Union highlights the need for improved quality of their life conditions with support from lawyers.
Objective (what for?)	This practice provides a complete and useful set of information for lawyers working on migration cases.
Description of practice (what?)	Orientation on rights and procedures <ul style="list-style-type: none"> <li>• Guide on the legal procedures related to third country nationals</li> <li>• Guide on traveling rights for third country nationals within EU</li> <li>• List of cultural mediators</li> <li>• Tips and Suggestions for justice professionals</li> <li>• Provision of courses for lawyers working on migrant cases</li> </ul>
Managed/driven by	Civil Society
Time-frame (start/end/ongoing)	Start: 1996 Ongoing
Stand-alone initiative or incorporated into other initiatives?	Incorporated into other initiatives, namely: Melting Pot Europe
Main target group (nationals, non-nationals - types)	Legal Assistance Providers and Third Country Nationals
Promotion:	The service is web available; also a radio podcast is transmitting in 5 languages (Albanian, Serbo-Croat, Arabic, English and French).
Information provided on legal, practical and procedural aspects	Yes

of protection against racism/hatred and discrimination	
Methods of language/content teaching	Guide on the legal procedures related to third country nationals. Tips and Suggestions for justice professionals.
Accessibility:	Costs: Not Specified Obligatory: No
Budget, sources of financing	Funding based on private donations
Sources and references (hyperlink(s))	<a href="http://www.meltingpot.org/Progetto-Melting-Pot-Europa.html#.WW9bINOGOqA">http://www.meltingpot.org/Progetto-Melting-Pot-Europa.html#.WW9bINOGOqA</a>
Elements of Sustainability	This editorial staff is open, composed of individuals and associations, experts and activists
Elements of Transferability	A website that can assist justice professionals through providing them with information.

### ***Prin – La lingua come fattore di integrazione sociale e politica***

Country of implementation/locations	Italy
Level of implementation	National
Title of practice	Prin – La lingua come fattore di integrazione sociale e politica (Language as a social and political integration factor)
Name(s) of implementing institutions: Partners/Supporters:	ASGI-Associazione per gli studi giuridici sull'immigrazione
Main idea behind it, initial situation (why?)	This project consists of research on the use of language as integration factor in the relations between the public administration and the foreigners. Based on the research, the use of cultural mediators is defined as a good practice. For instance, cultural mediators can facilitate the communication between the foreigner and the public administration.
Objective (what for?)	To raise awareness among the people on the importance of languages and provide new tools to fight discrimination.
Description of practice (what?)	The project aims to highlight the importance of the use of professionals as translators and cultural mediators within the public administration offices.
Managed/driven by	Civil Society
Time-frame (start/end/ongoing)	Start: 2010 End: 2011
Stand-alone initiative or incorporated into other initiatives?	Stand alone
Main target group (nationals, non-nationals - types)	Public administration, third country nationals
Promotion:	Guides, manual and info sheets
Information provided on legal, practical and procedural aspects	Yes.

of protection against racism/hatred and discrimination	
Methods of language/content teaching	Training courses
Accessibility:	Costs: Not Specified Obligatory: No
Budget, sources of financing	Open Society Foundation
Sources and references (hyperlink(s))	<a href="http://www.asgi.it/prin/">http://www.asgi.it/prin/</a>
Impact	Drawing up of documents (guides, manuals and operating sheets, etc.) with useful information and tools to promote preparation and effective action in protecting rights.
Elements of Sustainability	The organization was originally made up of lawyers and university professors. At present it is a reference point for associations, public and private bodies, as well as students, legal practitioners, social workers and all data subjects.
Elements of Transferability	Public awareness on the importance of the role of the translator and the cultural mediator within the integration process of the foreigner.

### ***Centro Local de Apoio à Integração de Imigrantes (CLAI)***

Country of implementation/locations	Portugal
Level of implementation	Local
Title of practice	Centro Local de Apoio à Integração de Imigrantes (CLAI)
Name(s) of implementing institutions: Partners/Supporters:	CONFRARIA NOSSA SENHORA DA NAZARÉ
Main idea behind it, initial situation (why?)	The Nazaré CLAI is realized through a tripartite collaboration between the High Commission for Immigration and Intercultural Dialogue, Confraria de Nossa Senhora da Nazaré and Cooperativa de Ensino e Reabilitação de Crianças Inadaptadas da Nazaré (CERCINA) with the aim of improving migrants' life conditions and their access to specific advice.
Objective (what for?)	The project aims to inform, support and integrate immigrants in several areas, including access to employment, health, education, regularization/legalization processes, family reunification and applications for citizenship.
Description of practice (what?)	This CBI operates as a host organization for the refugees that helps to arrange housing, support in children in school, provides legal information, assistance in registering for training courses and providing supplemental food for the family during their early days of adjustment to life in Portugal.
Managed/driven by	Civil Society
Time-frame (start/end/ongoing)	Start: 2006 Ongoing
Stand-alone initiative or incorporated into other initiatives?	It operates in close collaboration with other bodies.
Main target group (nationals, non-nationals - types)	All Migrants
Promotion:	Several platforms are used to promote this practice.
Information provided on legal, practical and procedural aspects	Yes.

of protection against racism/hatred and discrimination	
Methods of language/content teaching	The refugee families are welcomed by the locals of Nazare into the fabric of the community, where neighbors get to know the refugee families through simple, daily interactions and surf instructors help children to become accustomed to the waves that have made their town famous around the world.
Accessibility:	Costs: Not Specified Obligatory: No
Budget, sources of financing	Funding based on private donations
Sources and references (hyperlink(s))	Largo Nossa Senhora da Nazaré <a href="mailto:mesa.admin@cnsn.pt">mesa.admin@cnsn.pt</a>
Elements of Sustainability	This CBI (Community Building Initiative) is a member of the larger Plataforma De Apoio Aos Refugiados (PAR) network, a growing platform in Portugal which brings together all stakeholders working to help refugees.