



# The SDGs AND CITIES

## INTERNATIONAL HUMAN MOBILITY

Practical Handbook for local governments  
in Latin America and the Caribbean



Organización  
de las Naciones Unidas  
para la Educación,  
la Ciencia y la Cultura



Centro Internacional  
para la Promoción  
de los Derechos Humanos  
Categoría II UNESCO



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## About ICPHR

The International Centre for the Promotion of Human Rights (CIPDH) is the first UNESCO Category II Centre in the world to be devoted to the advancement of human rights. It was established in Argentina in 2009 and operates as a decentralized body in the sphere of the Argentine Nation's Executive Power.

Its main objective is to promote, on an international level, the prevalence of the values of life, freedom and human dignity as essential conditions for the validity of human rights and understanding among peoples. In particular it fosters cooperation among state, social and academic stakeholders for the advancement and defence of human rights on an international level, through activities including technical assistance, exchange of knowledge, training, research, systematization of information, awareness and dissemination.

From a role complementing that of States and social movements, ICPHR addresses an agenda of equality and non-discrimination. This is promoted from the issues that it has selected as core working themes for the 2017-2019 triennium: gender, diversity and interculturality; the cultural heritage as a relevant component in the construction of peoples' identity and memory; and education on human rights as an appropriate vehicle to promote access to rights and greater autonomy and capacity for collective action by groups and communities.

The overarching elements in actions to further this agenda ICPHR has set itself are the Sustainable Development Goals established by United Nations and the slogan appealing to the shared responsibility of "leaving no one behind".

The following people participated in the preparation of the Handbook:

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The Handbook we present today was prepared to address new situations – and responses to these situations – generated by the global phenomenon of human mobility in urban spaces.

Democracies are being threatened by the sustained growth of social gaps and the exclusion of vast sectors of the population from political systems and benefits of development, placing structural limits on the exercise of human rights. In this context, where new tensions and problems have arisen such as massive displacements of the population, the appearance of diverse types of extremism, of wars and conflicts and climate change in turn place these social sectors under conditions of structural inequality, exclusion and discrimination, as the main victims of human rights violations.

We trust that the publication of the “Practical Handbook for local governments in Latin America and the Caribbean” will contribute to the reflection and analysis of responses and new forms of action to face this phenomenon which is spreading, is inescapable and is re-shaping population groups. We have chosen to describe some of the initiatives and efforts that are being implemented in various cities because they place in the field of action knowledge that is circulating and arguments being debated on multiple regional and international fora. These discussions do not always reach places where human mobility is showing not only the amiable face of the wealth brought to us by diversity, but also the discrimination and inequality that appears when those crossing borders are also poor.

In line with the working methodology of partnership promoted by CIPDH, this publication was prepared in collaboration with the Latin American and Caribbean Coalition of Cities against Racism, Discrimination and Xenophobia, the City of Montevideo – the technical secretariat for the Coalition – and the UNESCO Regional Bureau in Montevideo. It received and incorporated initial suggestions from the Regional Office for South American of the International Organization for Migration (IOM) and inputs from various cities attending the twenty-second Summit of Mercocities (Cordoba, Argentina, 2018). To all of them go our thanks.



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para la Promoción de los  
Derechos Humanos**

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# Introduction



Cities are spaces connecting local actions with global actions and providing visibility and proximity to the various stakeholders involved. Over half the world population presently lives in cities and it is expected that by 2050 this figure will reach 66 percent. (UN, 2014).

Migrant, asylum-seekers and refugees increasingly show a trend to settle in cities, transforming urban spaces into multi-ethnic, multicultural and intercultural spaces. At the same time, this involves the challenge of managing inclusive diversity policies, facilitating the integration of new inhabitants into local communities.

UNESCO has highlighted the importance of cities as a strategic space for sustainable development and the promotion of interculturality (UNESCO, 2017). UNESCO mobilizes various city platforms, among them the International Coalition for Inclusive and Sustainable Cities and its Latin American and Caribbean chapter, the Latin American and Caribbean Coalition for Cities against Racism, Discrimination and Xenophobia (hereinafter the Coalition). This network is promoted by strategic cities and stakeholders interested in promoting the creation of regional structures to struggle against racism, discrimination, exclusion and xenophobia. Its aims are to strengthen local inclusive policies, coordinate joint actions among cities and enhance

experience and best practices among local governments. Since its creation in 2006, the Coalition has been supported by Latin American and Caribbean cities engaged in fulfilling a Ten Point Action Plan to counteract racism, discrimination and xenophobia based on ethnicity, race, religion, nationality, gender, health, sexual inclination and all types of marginalization and exclusion<sup>1</sup>.

The Handbook is aimed at Latin American and Caribbean city governments, as a tool supporting the design and implementation of local public policies regarding international human mobility from the standpoint of rights and in line with the 2030 Agenda<sup>2</sup>. This tool was prepared by the UNESCO International Centre for the Promotion of Human Rights (CIPDH), in collaboration with the UNESCO Regional Bureau in Montevideo and the City of Montevideo, as leader city for the Coalition.

In order to develop the Handbook, a survey was carried out in 2017 among the Coalition's member cities, interviews were held with key stakeholders in cities and current international documents and diagnoses regarding human mobility were examined. Furthermore, over one hundred relevant schemes were examined selecting those that, because to their pertinence and framework, were considered as most eloquent for the region and for the cities of Latin America and the Caribbean.

<sup>1</sup> More information on the Action Plan at: [http://coaliccionlac.org/sites/coaliccionlac.org/files/Plan\\_10\\_puntos\\_Coalici%C3%B3n.pdf](http://coaliccionlac.org/sites/coaliccionlac.org/files/Plan_10_puntos_Coalici%C3%B3n.pdf)

<sup>2</sup> For more information on the 2030 Agenda see: <http://www.un.org/sustainabledevelopment>



This tool seeks to facilitate, promote and replicate the implementation of local public policies aimed at providing care, receiving and integrating migrants and refugees, in addition to progressing in the fulfilment of the 2030 Agenda. In all cases, the migrant and refugee population in a vulnerable situation is emphasized.

Additionally, it is hoped that this tool will serve to enhance and promote the exchange of experiences and best practices regarding international human mobility in the cities of Latin America and the Caribbean.

## Why address local governments?

Cities will be the protagonists of world society in the twenty-first century, as venues where people meet, interact and develop projects and strategies. For the first time in history, humanity is predominantly an urban species. Cities are increasingly affirming their importance on the international political, economic and cultural scenario (UNESCO, 2016).

While 54% of the world population lives in cities, this figure reaches almost 80% in Latin America and, in South America, 83% of the population lives in cities (Prado, 2017).

Migrants also mainly tend to settle in large urban centres. For this reason, in almost all large cities the proportion of the immigrant population is higher than the national average. For example, in the Brazilian city of Sao Paulo, the proportion of immigrants is four times higher than the average for the whole country (UN, 2012).

This urban growth poses a challenge to the local authorities that sometimes find difficulties in implementing active policies for the integration of the new inhabitants, such as lack of resources, services, technical capacity, etc.

# Why promote public policies to address human mobility?

---

The migrant and refugee population show a trend to settle in cities, transforming urban spaces into multiethnic and multicultural locations, involving the challenge of managing inclusive diversity policies in harmony with interculturality (UN, 2012).

Between 2000 and 2015, the number of international migrants worldwide increased by 41 percent. While in 2015 the number was estimated to be 244 million, in 2000 this figure was 173 million. (UN, 2015). There are roughly 9 million international migrants in Latin America and the Caribbean, who make considerable contributions to their countries of origin and to the destination countries. (ICHR, 2015).

Furthermore, international and regional organizations are advancing an agenda to promote safe migration and respect for migrant peoples' rights. This has been set out in the 2030 Agenda and in the New York Declaration for refugees and migrants (2016), promoting the adoption of a Global Compact for safe, orderly and regular migration.



# 1

**The SDGs and human mobility, a conceptual overview, a contextual overview**

# The 2030 Agenda, the SDGs and the slogan “leave no one behind”

The 2030 Agenda was adopted by the United Nations General Assembly in September 2015<sup>3</sup>, following three years of negotiations, consultations and international meetings. The Agenda is a global action plan of expected outcomes for people, planet and prosperity. It was drawn up with the aim of strengthening universal peace in larger freedom. One hundred and ninety-three countries asserted the need to eradicate poverty and hunger, reduce the gap of inequality among and within countries, promote just, peaceful and inclusive societies, protect human rights, promote gender equality and commit to environmental sustainability.

Sustainable development has been defined as development able to fulfil the needs of the present without compromising the capacity of future generations to satisfy their own needs<sup>4</sup>. To achieve this it is essential to harmonize three basic elements: economic growth, social inclusion and protection of the environment. These elements are interrelated and all of them are essential for the welfare of people and societies. The eradication of poverty in all its forms and dimensions is an indispensable condition to achieve economic development.

This is why the 2030 Agenda has stated: “As we embark on this collective journey, we pledge that no one will be left behind”. No one should be left behind in development processes, especially not groups in vulnerable situations.

The Agenda has 17 Sustainable Development Goals (SDGs) and each one has specific targets (a total of 169 targets). The goals and targets are an integral and indivisible whole and conjugate the three dimensions of sustainable development: economic, social and environmental.

Each of the 17 goals also has indicators that enable progress and achievement of each goal on a worldwide level to be measured. A total of 230 indicators have been defined<sup>5</sup>.

On a regional level the Economic Commission for Latin America and the Caribbean (ECLAC) leads the task of preparing a set of specific indicators<sup>6</sup>.

Each government is the main responsible for the follow up and the examination of progress made in achieving the goals and targets on a local, national, regional and global level.

<sup>3</sup> See Resolution A/70/L.1, at: [http://www.un.org/en/development/desa/population/migration/generalassembly/docs/globalcompact/A\\_RES\\_70\\_1\\_E.pdf](http://www.un.org/en/development/desa/population/migration/generalassembly/docs/globalcompact/A_RES_70_1_E.pdf)

<sup>4</sup> More information at: <https://www.un.org/sustainabledevelopment/> Los indicadores fueron elaborados por el Grupo Interinstitucional y de Expertos sobre Indicadores de ODS y se presentaron al Consejo Económico y Social para su aprobación a través de la Comisión Estadística de las Naciones Unidas.

<sup>5</sup> The indicators were prepared by the Inter-Agency Expert Group on SDG Indicators and submitted to the Economic and Social Council for adoption through the United Nations Statistical Commission. See resolution E/CN.3/2016/2/ at: <https://unstats.un.org/unsd/statcom/47th-session/documents/2016-2-IAEG-SDGs-Rev1-S.pdf>.

<sup>6</sup> In 2015, ECLAC decided to prepare a regional statistical framework to follow up on the 2030 Agenda. See ECLAC annual report on regional progress and challenges in relation to the 2030 Agenda for Sustainable Development in Latin America and the Caribbean, 2017 ECLAC. Available at: [https://repositorio.cepal.org/bitstream/handle/11362/41189/S1700474\\_en.pdf?sequence=7&isAllowed=y](https://repositorio.cepal.org/bitstream/handle/11362/41189/S1700474_en.pdf?sequence=7&isAllowed=y). A first proposal was published in November 2017. Available at: [https://repositorio.cepal.org/bitstream/handle/11362/42388/S1700993\\_es.pdf?sequence=4](https://repositorio.cepal.org/bitstream/handle/11362/42388/S1700993_es.pdf?sequence=4).

## 2030 Agenda's targets



# What do we mean when we talk about international human mobility

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We understand *international human mobility* as the displacement of persons from the territory of one national State to the territory of another national State, involving the crossing of an international border with the aim of settling for a period of time or permanently, either voluntarily or compulsorily, with or without consent, in this second State (IOM, IPPDH, 2017). This concept covers any population movement, irrespective of its size, composition or causes. *International human mobility* may respond to one or to multiple causes (such as economic, social, political, environmental, etc). Aware that the diversity implied by human mobility is an enriching value, it is essential to put into practice public policies geared to equality and non-discrimination.

The mobility of persons has taken place throughout the history of humanity. However, mobility has become more complex and dynamic: the characteristics, causes and conditions of migrant groups have changed and destinations have diversified, implying that States find greater difficulty in responding. At the end of 2015, it was estimated that there were 63 million international migrants living in countries of the Americas (ICHR, 2015).

For the purposes of this Handbook, persons in the context of *international human mobility* are understood to be those covered by the various legal statuses, such as migrant, asylum-seeker, and refugee. This legal distinction is crucial in the international system for the protection of human rights and in national policies on migration and asylum. However, for the purposes of analysing strategies for

local governments to address the issue, this condition is not the most relevant factor when designing most of the integration and reception actions although in some cases, focalization on a specific group is required.

It is important to note that persons in a context of human mobility are conditioned by the decisions adopted by national States through their regulatory frameworks, policies and practices regarding arriving, leaving and remaining on their territories. In this way an irregular or regular migratory situation, or recognition of the condition of refugee, will have a direct impact on the possibility of effective access to rights, particularly for those persons in a vulnerable situation.

Furthermore, factors such as lack of knowledge of the language and culture, discrimination and xenophobia will have an impact on the capacity of migrants, asylum-seekers and refugees to access conditions for a decent life and integration in urban centres, presenting an additional barrier to those that nationals experience, even when they have similar poverty levels. Finally, migrant women and children, older and/or sick people are groups that are especially exposed to excesses and/or violence, or to trading or trafficking offenses, among others.

Although there are people who are displaced in a safe and orderly manner, many others undertook risky journeys to migrate. Some boundaries and routes are particularly dangerous. Between January 2014 and November 2017, over 22,300 deaths of migrants were recorded globally

(IOM, McKinsey&Company, 2018). Children are in a particularly vulnerable situation when undertaking the journey. The risks of smuggling, trafficking or other forms of abuse are greater, particularly when they travel alone.

Given these conditions, there is presently great concern about how to lessen the vulnerable situations to which persons involved in international human mobility are exposed. To address this, in November 2016, UN members

agreed on the need to work towards a global Compact on the refugee question, and on a global Compact for safe, orderly and regular migration which is expected to be adopted in 2018<sup>7</sup>. As stated by the UN Secretary-General in the report Making migration work for all (2017) in these Compacts, the role of governments and local authorities will be key in making effective the commitments taken on at international level.

## Types of human mobility

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International human mobility may respond to one or to multiple causes (such as economic, social, political, environmental, etc). This situation involves people covered by the various legal statuses, such as migrant, asylum-seeker, and refugee.

<sup>7</sup>Resolution A/71/L.1. Available at: <http://documents-dds-ny.un.org/doc/UNDOC/LTD/N16/285/46/PDF/N1628546.pdf?OpenElement>

## International migration

Movement of persons who leave their country of origin, or the country of habitual residence, to establish themselves either permanently or temporarily in another country. An international frontier is therefore crossed. (IOM, 2006).

## Spontaneous migration

An individual or group who initiate and proceed with their migration plans without any outside assistance. Spontaneous migration is usually caused by push-pull factors and is characterized by the lack of State assistance or any other type of international or national assistance.

## Return migration

The movement of a person returning to his/her country of origin or habitual residence usually after spending at least one year in another country. This return may: voluntary (when the person decides to return to his/her country voluntarily), voluntarily obliged (when the person is at the end of his/her condition temporary protection, asylum is rejected or he/she cannot remain and chooses to return by their own free will) or involuntary (as a result of a deportation order issued by the authorities of the State of destination).

## Forced migration

A migratory movement in which an element of coercion exists, including threats to life and livelihood, whether arising from natural or man-made causes. Included in this definition are refugees, asylum-seekers and displaced persons, among others.

### Asylum-seeker

A person who requests admission into a country as a refugee and awaits the decision for refugee status under relevant international and national instruments. Status will be subject to the migratory policy of the country in question.

### Refugee

According to the Convention on the Statute of Refugees, a refugee is a person who owing to a well-founded fear of persecution for reasons of race, religion, nationality, membership of a particular social group or political opinions is outside the country of his/her nationality and is unable or unwilling to avail himself of the protection of that country, has the possibility of requesting the protection of the country he travelled to, under the category of refugee. In 1984, the Cartagena Declaration was signed, broadening the definition of refugee for Latin America in a spirit of solidarity and cooperation, including persons who flee their countries because their lives, security or freedom have been threatened by generalised violence, foreign aggression, internal conflicts, massive violations of human rights or other circumstances which have seriously disturbed public order (IOM, IPPDH, 2017).





# 2

From global to local

# Localization of the SDGs

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The process of localization of the SDGs in local governments involves integrating the 17 goals into the strategic pivots of government policy. In order to do so, the following is required: incorporation of the three dimensions of the 2030 Agenda (social, economic, environmental); determination of a series of priority targets and indicators that enable follow up and re-orientation of local government actions in this respect.

SDG 11 on sustainable cities and human settlements is the lynchpin of the localizing process. While the SDGs are global, these become effective in the territories<sup>8</sup>, meaning that their achievement will depend on the ability of each government level to make them a reality in our

cities and regions. With SDG 11, for the first time the urban context has become the centre of sustainable development and local governments are the protagonists in its implementation.

The 2030 Agenda has goals and targets directly related with the provision of basic services, therefore the implications for local government responsibility are natural. In this framework, localization of the SDGs is not only a political process, but also a technical one and its achievement is closely related to the ability of local governments to promote integrated, inclusive and sustainable territorial development<sup>9</sup>.

## The strategic role of local governments regarding human mobility

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Cities as centres for development of economic activity, innovation, production, cultural and intellectual expression, are the privileged destination of migrants and refugees. According to the IOM World Migration Report 2015, "Every week, three million people in the world were moving to cities" (IOM, 2015). Cities are the driving force for economic, social and cultural development; and migration is a central element in this human and productive

development. Not only is human mobility foundational to urbanization processes, but also nurtures and strengthens them, providing man-power and talent, people with aspirations to a better life and with the energy to achieve it. Human mobility provides diversity of ideas, traditions, customs, contributing to innovation and the emergence of intercultural cities, boosting the construction of dynamic and creative societies. Furthermore human

<sup>8</sup>Territories may refer to municipalities, districts, departments, etc.

<sup>9</sup>See more on localizing the SDGs in: *Global Taskforce of local and regional governments; United Nations Development Programme (UNDP); United Nations Human Settlements Programme (UN-Habitat). Handbook for localizing the SDGs: Implementation and monitoring at sub-national level. Available at: <http://localizingthesdgs.org/library/55/3/Gua-para-la-localizacin-de-los-ODS-Implementacin-y-Monitoreo-Subnacional.pdf>*

mobility connects cities and communities, building bridges, creating economic and social opportunities and bringing about cooperation and the establishment of alliances (IOM, 2015).

While migrants represent approximately 3 percent of the world population, they produce over 9 percent of the global GDP (IOM, McKinsey&Company, 2018). Among persons who migrate, the proportion of the population of working age is greater than the general average; in 2015, 72 percent of international migrants were aged between 20 and 64 (UN, 2015). This explains why migrants tend to contribute a greater amount in taxes than they receive from host States (UN, 2017).

These and other positive effects of migration will be manifest in cities, depending on the degree of migrant integration. Persons who migrate seeking better living conditions, jobs that will enable them to live decently, schools for their children, hospitals and health centres they can attend, housing, public transport to travel in the city, that is to say, all the things that the local population also requires and has access to. This additional demand for services is a challenge facing local governments. The lack of attention to migrants' needs and particularly, to situations of extreme vulnerability may generate tensions with the local population, creating resentment, discrimination and even violence.

Local authorities have the advantage and responsibility for the daily management of migration; the possibility to combat prejudice and contribute to the development of inclusive policies focussing on rights promoting and boosting interculturality. It is the design of policies aiming at the social, economic and political integration of those new arrivals that will guarantee that the benefits of human mobility are far-reaching, and it is the local governments that are privileged stakeholders in facilitating and managing this mobility. The importance of the role of local government in the promotion of social inclusion and sustainable development has been taken up by UNESCO and by the 2030 Agenda and is also to be found in the spirit of the New Urban Agenda, adopted by the Habitat III Conference in 2016<sup>10</sup>.

The management of human mobility by local governments should be designed from an intersectional approach, linking the various areas of government, guaranteeing an integrated governance process. The establishment of crosscutting policies within urban governments and the inclusion of relevant stakeholders, particularly civil society and international organizations and the private sector is important. Partnerships between local and central authorities will favour a national policy complemented by local governments' needs and capacities.

<sup>10</sup> *The New Urban Agenda is a document establishing new global guidelines for sustainable urban development. It was adopted at the United Nations Conference on Housing and Sustainable Urban Development (Habitat III) in Quito, Ecuador, on 20 October 2016. It was endorsed by the United Nations General Assembly at its sixty-eighth plenary meeting of the seventy-first session on 23 December 2016. An electronic version of this publication are available for download from the Habitat III website at <http://habitat3.org/wp-content/uploads/NUA-english.pdf>*



**SDG 11:** Make cities and human settlements inclusive, safe, resilient and sustainable.

Cities are hotbeds of ideas, trade, culture, science, productivity, social development and more. The problems facing cities can be overcome in such a way as to enable them to continue prospering and growing. The future we want includes cities of opportunities, with access to basic services, energy, housing, transport and more facilities for all.





# 3

## Addressing international human mobility towards the SDGs

# Methodology for the preparation of an instrument for practical action

## Analysis of the 2030 Agenda

To prepare this instrument, the 2030 Agenda was examined and, as a first step, specific SDGs and targets associated with international human mobility were identified. Thematic criteria were established in function of UNESCO and Latin American and Caribbean Coalition for Cities against Racism, Discrimination and Xenophobia framework themes in order to define suggested actions<sup>11</sup>. Likewise, the criteria of the IOM, which is monitoring the targets linked to migration, have been adopted (IOM, 2017).

## Methodology developed

In the preparation of this Handbook, the following methodologies were applied:

- Documentary analysis of international organizations and academic reports relating to human mobility, Coalition instruments and those of other urban networks.
- Survey based on a questionnaire sent to Coalition member cities.
- Interviews with leaders and specialized officials in the cities of: Buenos Aires, Córdoba and Quilmes (Argentina), Sao Paulo (Brazil), Quilicura (Chile), Quito (Ecuador), Mexico City

(Mexico) and Montevideo (Uruguay).

- Inputs received during the presentation of the preliminary version of the Handbook at the Mercocities Summit, Córdoba (November 2017).
- International survey of local policies for human mobility.

Among the main inputs were relevant schemes carried out in the framework of cities regarding human mobility and identified SDG targets<sup>12</sup>. Furthermore, during the initial stages, inputs and recommendations were received from the Regional Office for South America of the International Organization for Migration (IOM). In this Handbook we refer to “relevant schemes” as meaning those local public policies, initiatives and actions that can, to a greater or lesser degree, bear witness to the following aspects: innovation, social participation, sustainability, effectiveness, demonstrable results, and potential for replication<sup>13</sup>. One hundred and fourteen schemes have been systematized, of which 72 correspond to cities in Latin America and the Caribbean, 32 to cities in Europe, 7 to cities in the United States and Canada, while for Asia and Oceania, 1 and 2 schemes were included respectively.

<sup>11</sup>The themes were defined in function of the indicators under UNESCO's custody: education, education and gender, cultural diversity, heritage, partnerships, inclusive cities and culture.

The themes defined in function of the 10-point Coalition Action Plan were: racism, discrimination and xenophobia, institutionalization processes, inclusive cities, access to housing, participation, education and cultural diversity.

<sup>12</sup>Databases for schemes related with human mobility were consulted, such as: the Database of livelihoods and local integration in Latin America, prepared by UNHCR, “My JMDI Toolbox”, Migration and Development (JMDI), developed by IOM and ITCILO, among others. Reports were also examined such as that of the IOM 2015 Conference on “Migrants and Cities”, the report prepared for UNESCO and UN-HABITAT on MIGRANTS' INCLUSION IN CITIES: Innovative Urban Policies and Practices.

<sup>13</sup>The category of “relevant scheme” is to be distinguished from good practices in that the latter have been defined by the UN as successful initiatives that have: an obvious and tangible impact on improving peoples' quality of life; are the result of effective joint work among the public, private and civic sectors of society; and are socially, culturally, economically and environmentally sustainable.

Based on the different sources, 13 possible lines of action to address international human mobility were designed from the framework of cities, in accordance with the SDGs, responding to the situation and needs of the Latin American

and Caribbean Region<sup>14</sup>. Prior scenarios and strategies for implementation were identified for each one. Additionally a set of indicators are suggested to facilitate follow-up.

## Practical action instrument

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A tool containing lines of action that can be implemented by local governments is set out here below, with the aim of responding to the diverse situations in cities that migrants and refugees must face, while achieving the SDG targets included in the 2030 Agenda. This tool does not attempt to be exhaustive and any

other action planned and carried out by local governments aiming at good management of human mobility and seeking to achieve the SDG targets will always be a complement to this Handbook.

<sup>14</sup>In the following chapter and for the purposes of this tool, relevant schemes arising from public policies in a local context that are exclusively concerned with human mobility have been selected. Initiatives originating from international organizations or civil society organizations have not been considered.

## How is it used?

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This practical tool offers a series of actions and strategies to resolve concrete challenges regarding health, education, employment, among others. It presents a scheme which is applicable at local level, based on problems and challenges that generally arise in receiving cities and gives local officials a global tool, adaptable to local conditions. The identification of actions to solve such challenges will provide specific strategies to plan local development.

### How to select an action?

When identifying an action, the local government should consider different aspects. In the first place, the local scenario or situation regarding migrants, asylum-seekers and refugees (MAS&R), its administrative structure and its budgetary power. Moreover, it should coordinate at every stage with the National and/or sub-national Government to avoid overlapping actions that have already been envisaged by the public policies of other jurisdictions.

Each city can implement the actions that better help to address outstanding challenges and that better adapt to its needs and possibilities. Likewise, the actions should be adjusted to the local situation, by adapting the scope (or extent), of the implementation strategies and follow up.

Each action presented in this Handbook has some thematic fields that illustrate the spirit of the public policy and the mechanisms that can help to implement it. Every action was built from similar relevant experiences that have been previously implemented by local governments from different countries around the world.

### Tips for reading each action

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#### Possible prior scenarios

Prior scenarios defined in each action emerge from possible situations faced by MAS&R communities in the cities. They involve emerging issues identified by local authorities by means of their own specific studies or studies made by other public agencies or academic institutions, complaints, mass media, claims or demands by social or migrant organizations, among other options. The suggested set of prior scenarios is not exhaustive and local authorities could implement the same action in a different context.



## SDGs and TARGETS

As mentioned earlier on, the core of the SDG localisation process is Goal 11 on cities and sustainable communities. In this respect, all actions suggested in this practical tool are geared to achieving SDG 11.

In order to help local governments achieve the 2030 Agenda, specific SDG targets were identified to be fulfilled by each action. Page 41 shows a complete list of the targets covered by the practical tool.

## Implementation strategies

Implementation strategies consist of suggestions to implement each action. Although the strategies should be adapted to the local situation and needs, most of them focus on three aspects: a) formalization of areas and actions of intervention, seeking for these to be sustainable over time; b) intergovernmental cooperation and social participation, emphasizing the importance of migrant community participation and a crosscutting approach to human mobility; and c) record of actions and results as an essential point in the production of information and knowledge for public policy decision-making and feed-back.

## Indicators and ways of measurement

The indicators suggested are not exhaustive, but seek to provide guidance on possible ways of measuring to help local authorities to follow up on actions and expected results. This is a minimum set that should, in every case, be adapted to the action designed. Whenever this is appropriate, the record of information and the indicators should be designed with the greatest level of disaggregation possible in terms of gender, nationality and age. Further disaggregation will be useful based on each indicator, such as migratory situation, type of cooperating body, etc.

## Relevant schemes

The relevant schemes accompanying each action are some examples of local public policies gathered from different parts of the world that have inspired the design of each action. It is particularly recommended to get to know these schemes, perhaps by contacting stakeholders involved in the design or implementation of these policies. Additionally, more detailed information on these policies is provided at the end of the Handbook,



# Actions

## Guarantee access of migrants, asylum-seekers and refugees (MAS&R) to public policy-making processes.

### SDGs AND TARGETS



Target 10.7



Target 16.7

### POSSIBLE PRIOR SCENARIOS

- Existence of public policies that do not take into consideration the daily reality of MAS&R.
- Lack of MAS&R participation in the design, planning and assessment of public policies targeting them.

### IMPLEMENTATION STRATEGIES

1. Make a survey of all the organizations related with MAS&R.
2. Set up a registry of organizations and opportunities for participation.
3. Organize opportunities for dialogue aimed at MAS&R and at organizations in order to assess community needs.
4. Involve MAS&R in existing opportunities for decision-making or political debate.
5. Legalize the participation of MAS&R communities in the public policy cycle.
6. Disseminate opportunities for dialogue and participation.

### INDICATORS

- Number of opportunities for participation, broken down by area (health, education, work, social development, etc.).
- Mechanisms to legalize MAS&R participation have been put in place.
- Number of MAS&R communities represented when opportunities for participation arise.

### RELEVANT SCHEMES

#### Sao Paulo, Brazil – Municipal Conference and social participation

The first challenge of the Coordination for Migration Policies (CPMig) to respond to the lack of attention to migrants regarding public services was to formulate and implement public policies using participatory instruments. The Conference was convened, involving the participation of 695 people from 28 different nationalities, who prepared 463 proposals, 57 of which were selected as priorities during the assembly, to be submitted to the Conference, which was later held on a national level.

Other schemes:

- Campaign for Migrant Vote – Dublin, Ireland..
- Plan to take in and recognize migrants and refugees (PARMIRE). - Quilicura, Chile.
- Consultative bodies - Nantes, France.

Create a specific institution for care, reception and integration of migrants, asylum-seekers and refugees. (MAS&R).

SDGs AND TARGETS



Target 10.7



Target 16.6  
Target 16.b

POSSIBLE PRIOR SCENARIOS

- Lack of a local government area or official responsible for care, reception and integration of MAS&R.
- Lack of comprehensiveness in local MAS&R care, reception and integration policies. .
- Lack of continuity in local MAS&R care, reception and integration policies.

IMPLEMENTATION STRATEGIES

1. To define the local government department where the area can be included, preferably it should have a capacity for crosscutting cooperation.
2. The creation of the area should be legalized.
3. Opportunities for social participation and intra-governmental cooperation in the design of an Action Plan should be promoted..
4. Design a comprehensive Action Plan.
  - ➔ Sign agreements with key stakeholders for the promotion of MAS&R rights.
5. Design a follow up mechanism and registry of information on actions implemented including, as far as possible, recovery of specific statistics on human mobility. .

INDICATORS

- Existence of a specific legalized area
- Existence of a comprehensive Action Plan.
- Number of agreements signed with key stakeholders for the promotion of MAS&R rights (private companies, NGOs, international organizations, etc.).
- Number of initiatives or projects disaggregated by state (on-going, completed) and type of cooperating agency.
- Number of cooperation meetings and/ or activities carried out, disaggregated by type of agency (civil society, international organization, private, academic sector, local/ national government).

RELEVANT SCHEMES

**Quito, Ecuador – Ordinance for the Promotion, Protection and Guaranteeing of the Rights of Persons living in Human Mobility**

This has led to the establishment of the District System for Human Mobility to implement the “District Plan for Human Mobility”. It involves four components: the District Human Mobility Board, the District Service Network, Housing for Human Mobility and the District Observatory for Human Mobility. It also pinpoints within the municipal structure, the implementation of actions aimed at achieving harmonious coexistence, social inclusion and respect for the rights of these persons and their families.

Other schemes:

- Municipal Migrant Law – Sao Paulo, Brazil.
- The Casa del Migrante - in Foz do Iguazú, Brazil.

## Provide training and awareness to local government officials in all branches regarding care, reception and integration of migrants, asylum-seekers and refugees (MAS&R), focusing on rights.

### SDGs AND TARGETS



Target 10.2  
Target 10.7



Target 16.b

### POSSIBLE PRIOR SCENARIOS

- Existence of myths and prejudices associating MAS&R with negative values on the part of government officials.
- Lack of tools available to government officials to address the specific requirements of MAS&R in their fields of action.
- Existence of discrimination complaints made by MAS&R.

### IMPLEMENTATION STRATEGIES

1. Survey the number of officials to be trained and their fields of action.
2. Design training and teaching aids, considering the diversity of issues, such as cultural practices, intercultural mediation, diversity and non-discrimination, gender violence, people trading, etc.
  - ⇒ Sign agreements with organizations, universities, among others, for the development of contents and provide training.
3. Implement continuing training, including periodic updating.
4. Keep a record of training, including participants and content.
5. Support training with manuals and/or protocols facilitating implementation.

### INDICATORS

- Number of training opportunities offered, broken down by field of intervention (security forces, education, health, etc).
- Number of officials trained.
- Existence of practical tools such as manuals or protocols
- Proportion of the MAS&R population having personally felt victimized by discrimination or harassment over the previous 12 months\*.

\* Taken from the Report prepared by the Inter-Agency and Expert Group on Sustainable Development Goal Indicators. Resolution E/CN.3/2016/2/at: <https://unstats.un.org/unsd/statcom/47th-session/documents/2016-2-IAEG-SDGs-Rev1-E.pdf>

### RELEVANT SCHEMES

#### Quilicura, Chile – Intercultural training for teachers and staff in the field of education.

Awareness on conceptualizing human mobility as a right was brought to educational communities, which was reflected in better welcoming of MAS&R children in school communities. Furthermore, training was available to staff and officials in charge at the Department of Municipal Education regarding the issue of migration and refuge. Actions were carried out with universities interested in working on the concept of interculturality in the schools of the commune.

Otras experiencias:

- Capacitación a funcionarias y funcionarios públicos y sensibilización en la atención ofrecida a migrantes - San Pablo, Brasil.
- Charlas de capacitación en no- discriminación - Comuna de Concepción, Chile.

## Develop anti-discriminatory campaigns proclaiming the value of interculturality for human and sustainable development.

### SDGs AND TARGETS



Target 10.7



Target 16.b

### POSSIBLE PRIOR SCENARIOS

- Presence of new migrant communities in the city.
- Existence of discrimination towards the MAS&R population on the part of the population in general and in particular on the part of public officials.
- Existence of myths and prejudices associating MAS&R with negative values.

### IMPLEMENTATION STRATEGIES

1. Survey the frameworks and contexts having the most discriminatory acts.
2. Design campaigns to attack myths and prejudices, aimed at the public in general and at key sectors in particular, such as teachers, mass media, public officials.
3. Carry out these campaigns in a sustained way over time.
4. Implement studies on perception of discrimination.

### INDICATORS

- Variation in the number of complaints, etc., received regarding discrimination of MAS&R following launching of campaigns.
- Number of campaigns carried out and estimated audience reached.
- Proportion of the MAS&R population declaring that they have personally felt victimized by discrimination or harassment.

### RELEVANT SCHEMES

#### Barcelona, Spain–Anti-rumour network

This is an anti-discriminatory campaign, aimed at the general public, teachers, public officials and professional mass media communicators, to dissipate rumours, false ideas and stereotypes regarding MAS&R. Furthermore, a network was set up involving 1000 associations, municipal teams and individuals with the technical and economic backing of the Municipality.

Other schemes:

- Dolls to education against prejudice – Berlin, Germany..

## Implement programmes granting local identification to migrants, asylum-seekers and refugees (MAS&R) facilitating their access to social rights such as housing, health, education, among others.

### SDGs AND TARGETS



Target 10.2  
Target 10.7



Target 11.1



Target 16.9

### POSSIBLE PRIOR SCENARIOS

- Existence of migrants and asylum-seekers having difficulty in accessing documentation.
- MAS&R finding it difficult to access social services and benefits due to lack of personal documentation.

### IMPLEMENTATION STRATEGIES

1. Design the scope of services and benefits granted by the documentation/card.
2. Issue the necessary regulations for their implementation.
  - ⇒ Create or strengthen institutions to implement the programme.
  - ⇒ Establish requirements for granting these services and benefits.
3. Keep a record of people assigned the card.
4. Establish partnerships (which later can be confirmed by signing agreements) with relevant stakeholders to offer additional benefits.
5. Train public officials from the areas involved. .
6. Carry out dissemination campaigns to promote the card.

### INDICATORS

- Proportion of the MAS&R population holding the card.
- Existence of diverse distribution channels.
- Number of services provided to beneficiaries of the card, broken down by type of service.
- Number of identifications granted.

### RELEVANT SCHEMES

#### **New Haven, United States - Municipal Identity Card**

It was implemented by the Government of New Haven in 2007 for use with the police, schools, banks and municipal installations, discounts in shops and as prepaid debit cards. Furthermore, it fosters civic integration for residents who have difficulties in obtaining identity documents issued by the government. It facilitates economic and social integration and is aimed at all the city's residents and does not take into account their migration status or their citizenship. It is the first of its kind in the United States

Other schemes:

- Guest Card - TarjetaHuésped – Mexico City, Mexico.

## Complement curricula in schools and teacher training colleges with a component on intercultural education and, in the case of schools with communities of migrant, asylum-seekers and refugees (MAS&R), with bilingual education

### SDGs AND TARGETS



Target 4.1



Target 10.7

### POSSIBLE PRIOR SCENARIOS

- Increased number of MAS&R children in school enrolment.
- School attrition rate of MAS&R children.
- MAS&R children lacking integration in schools.
- MAS&R children finding difficulties in studying due to language-related problems.

### IMPLEMENTATION STRATEGIES

1. Survey the communities present in the area.
2. Analyse school and teacher-training college curricula from the standpoint of an intercultural education perspective.
3. Incorporate aspects related with intercultureality in school and teacher-training college curricula (for example by signing agreements with universities that are able to develop this content).
4. Develop specific curricular designs based on the needs of each school.
5. Support directors and teachers in the implementation of intercultural teaching.

### INDICATORS

- Quantity of schools and teacher-training colleges that have incorporated courses or specific activities regarding intercultural education.
- Number and diversity of school support courses and plans and programmes supervised by the local government.
- Number of schools providing bilingual education.
- Number of communities in the city having access to bilingual education.
- Number of children and adolescents from MAS&R communities a) between 15 and 20 years of age with complete primary schooling, b) between 20 and 24 years of age with complete secondary schooling\*.

\*See indicator 4.1.2 in the Proposal on a Regional Framework of Indicators for Monitoring the Sustainable Development Goals in Latin America and the Caribbean [http://repositorio.cepal.org/bitstream/handle/11362/42397/4/S1700992\\_en.pdf?sequence=4](http://repositorio.cepal.org/bitstream/handle/11362/42397/4/S1700992_en.pdf?sequence=4).

### RELEVANT SCHEMES

#### Zurich, Switzerland – Multiethnic Schools

The QUIMS project is aimed at raising the level of education in multiethnic schools. Extra financial and professional help is provided to assist in developing special projects on a par with the programme's aims based on local needs. The local programme is adapted in harmony with three obligatory fields of action: linguistic support, learning and integration. They receive structured plans for school development and additional help for the educational administration, including advisory services, professional development, teaching aids, manuals, local networks and evaluation. The approach focuses on teaching and learning processes more than on results.

Other schemes:

- Bilingual Chinese-Argentina state school – Autonomous City of Buenos Aires, Argentina.



## Strengthen the capacity of associations, networks, or groups of women migrants, asylum-seekers and refugees (MAS&R) as strategic stakeholders.

### SDGs AND TARGETS



Target 5.1  
Target 5.2



Target 10.7



Target 16.7

### POSSIBLE PRIOR SCENARIOS

- Lack of visibility or formalization of associations, networks, or groups of MAS&R women.
- Lack of links between these groups and local government.
- Lack of independence of MAS&R women.

### IMPLEMENTATION STRATEGIES

1. Survey, contact and get to know the associations, networks or groups of MAS&R women existing in the city.
2. Incorporate the particular requirements of MAS&R women into programmes specifically aimed at women.
3. Develop strategies to support the legal standing of groups or networks of MAS&R women.
4. Design a registry of associations of MAS&R women and keep it permanently updated.
5. Generate opportunities for bonds and communications between the associations and the local government.

### INDICATORS

- Existence of a registry of associations.
- Number of annual meetings between local government officials and MAS&R women's groups.
- Number of associations with legal standing.

### RELEVANT SCHEMES

#### **Quilmes, Argentina - Centro Integral de la Mujer "Bartolina Sisa" ("Bartolina Sisa" Comprehensive Women's Centre)**

Set up by the "Bartolina Sisa" women's association, it comprises 70 representatives of diverse nationalities in coordination with the Municipality. It includes victims of violence, empowers them, training and integrating them both in the workforce and socially. It is part of an inter-institutional network to facilitate communication and action channels, generating bonds among public and neighbourhood institutions, social organizations and the neighbours.

It implements actions to improve health, caring for families and also children and adolescents in situations of violence. It organizes activities in public spaces, therapy groups, specific training of territorial agents to detect, prevent and accompany when facing situations of gender violence, among others

Other schemes:

- Group of women refugees "Águilas Emprendedoras" – San Jose, Costa Rica.

Implement programmes to care for women migrants, asylum-seekers and refugees (MAS&R) victims of gender violence and design strategies to raise awareness on this problem.

8

ACTION

## SDGs AND TARGETS



Target 5.1  
Target 5.2  
Target 10.7  
Target 16.1

## POSSIBLE PRIOR SCENARIOS

- Existence of cases of gender violence towards MAS&R women.

## IMPLEMENTATION STRATEGIES

1. Develop training courses on gender violence focused on MAS&R aimed at public officials.
2. Carry out specific awareness campaigns and training aimed at MAS&R women.
3. Agree on a protocol for attention to victims of gender violence from MAS&R communities.
4. Implement therapy groups for MAS&R women.

## INDICATORS

- Number of public officials trained on gender violence focused on MAS&R.
- Number and scope of the awareness campaigns carried out.
- Existence of a protocol for caring for MAS&R women who have been victims of violence

## RELEVANT SCHEMES

### **Bilbao, Spain–Women, Health and Violence Programme**

Programme based on empowering women migrants in Bilbao, through the prevention of gender violence, the promotion of sexual and reproductive health and channels of transmission in the communities the participants come from. It works along four lines of intervention: training of empowering agents to achieve a multiplier effect on the largest number possible of women migrants, information and awareness workshops for collaborating bodies, pilot scheme regarding prevention of female genital mutilation and a guide for all the women, a working and reference tool.

## Implement Language Programmes for migrants, asylum-seekers and refugees (MAS&R).

### SDGs AND TARGETS



Target 4.4

### POSSIBLE PRIOR SCENARIOS

- Difficulties found by MAS&R in integrating into society, the field of education, accessing decent employment, due to lack of knowledge of the language.

### IMPLEMENTATION STRATEGIES

1. Survey MAS&R communities present in the city and their language requirements.
2. Develop provision of courses addressing different needs, such as country of origin, and ages.
  - ⇒ Sign agreements with organizations that can provide the training.
  - ⇒ Include options for online language training, addressing cultural aspects.

### INDICATORS

- Number of courses offered, broken down by geographical distribution.
- Number of MAS&R that are receiving language courses.

### RELEVANT SCHEMES

#### Madrid, Spain–Language courses for the migrant population

The offices addressing the integration of the migrant population give Spanish language classes, with a perspective placing the students at the centre of the educational project. The curricula are prepared based on a process of social consultation and include contents favouring coexistence in the city. The courses are programmed considering student needs. Furthermore, these training opportunities enable networks to be established

Other schemes:

- Socio-cultural insertion of migrants and refugees – Cordoba City,
- Argentina. Language teaching for disabled people – Stockholm, Sweden.

## Develop programmes for skills improvement promoting the inclusion of migrants, asylum-seekers and refugees (MAS&R).

### SDGs AND TARGETS



Target 8.7  
Target 8.8  
Target 10.7

### POSSIBLE PRIOR SCENARIOS

- MAS&R finding difficulties in inserting themselves in the labour market.
- MAS&R finding it impossible to obtain better jobs due to lack of training or lack of accreditation of their knowledge.
- Existence of areas of labour vacancies that MAS&R could cover if they acquired the necessary knowledge.

### IMPLEMENTATION STRATEGIES

1. Assess areas of labour vacancies in the city.
2. Prepare a strategy having a varied menu for job-related training (diversity of trades, learning and tools addressing new technologies).  
⇒ Enter into agreements with organizations that can provide training and certify knowledge.
3. Link with areas of interest, such as enterprises, public bodies and other possible employers.
4. Disseminate the courses among the communities present in the city.
5. Allocate vacancies in function of applications by MAS&R, addressing their interests and prior track record.

### INDICATORS

- Number of participants in the training courses, broken down by type of training.
- Number of people trained.
- Number of institutions that agreed to take on trained workers.
- Number of trained MAS&R incorporated in the labour market.

### RELEVANT SCHEMES

#### **Santiago, Chile – Accreditation of Labour Proficiency for migrant beneficiaries.**

The Municipality of Santiago, the National Service for Training and Employment and the Commission of the National Labour Proficiency Accreditation CHILEVALORA, signed a collaboration agreement to carry out training, assessment and accreditation of labour proficiency leading to accreditation of the occupational profiles set out in the CHILEVALORA Catalogue, aimed at migrant beneficiaries in a vulnerable situation.

Other schemes:

- Vocational and Technical Training – Panama City, Panama.

## Provide cultural mediators and interpreters to Health and Healthcare Services.

### SDGs AND TARGETS



Target 3.8



Target 10.7

### POSSIBLE PRIOR SCENARIOS

- Lack of a capacity for communication among migrants, asylum-seekers and refugees (MAS&R) and healthcare providers, due to language issues.
- Problems in understanding medical and sanitary procedures due to lack of knowledge of other cultures.
- Difficulty in requesting medical appointments due to language issues.

### IMPLEMENTATION STRATEGIES

1. Identify health services receiving greater demand on the part of MAS&R
2. Survey each service's specific requirements regarding culture and language.
3. Produce material in different languages to support the services, according to the main MAS&R communities. For this purpose, agreements can be signed with translators and language schools.
4. Provide cultural mediators and interpreters.
5. Select, train and raise awareness among mediators and all those people participating in the service.
6. Design and implement an instrument to collect information on care provided by the various services.
7. Disseminate the service.

### INDICATORS

- Rate of coverage (number of services having mediators in relation to the services identified in the initial survey).
- Number of cultural mediators.
- Number of languages in which reference material is available.
- Number of MAS&R accessing the health service.

Note: It is suggested that the data for all these indicators be broken down by service and by community.

### RELEVANT SCHEMES

#### **Auckland, New Zealand–Primary Health Interpretation Services.**

This is a free interpretation service for patients who do not speak English and the people providing health services. Ranging from general practitioner surgeries to pharmaceutical services, laboratory, palliative care, family planning and child welfare services. It is offered by telephone and in situ and includes confirmation of appointments and telephonic supervision. Furthermore, it gives training to primary health care providers on culture and how to work with interpreters. For the patients, access to the interpreters in this service implies a better diagnosis for better health.

Other schemes:

- Language Health Facilitators– Municipality of Quilicura, Chile.

## Hold celebrations and commemorations at schools related with important dates for migrants, asylum-seekers and refugees (MAS&R).

### SDGs AND TARGETS



Target 4.1  
Target 4.7

### POSSIBLE PRIOR SCENARIOS

- Increase in number of MAS&R children enrolled in schools.
- MAS&R children lacking integration in schools.
- The academic community has no knowledge of the culture, the customs and history of MAS&R children attending the school.
- Lack of participation in schools of the families of MAS&R children.

### IMPLEMENTATION STRATEGIES

1. Make a survey of the communities present in the city.
2. Design a calendar with dates and celebrations relating to the communities present at the schools.
3. Incorporate cultural symbols or references to communities in schools (such as flags, shields, etc.).
4. Develop commemorative activities involving the whole educational community, particularly MAS&R families and students..
5. Supplement the activities with contents on the history and culture of these communities.

### INDICATORS

- Number of celebrations of MAS&R communities carried out in the city's schools throughout the year.
- Number of schools in the city carrying out MAS&R community celebrations.

### RELEVANT SCHEMES

#### **Puerto Madryn, Argentina –Intercultural Education**

In certain schools in the city having a large proportion of children from the Bolivian people, work is done with ethno-content, celebrations and shows are organized with the participation of key referents from the Bolivian community, such as the celebration of the Pachamama. The families participate in these activities. Various other actions are carried out in the neighbourhood. The Bolivian people gained visibility in the neighbourhood based on their participation in folk feasts and dances, while the joint work among students, families and institutions enabled their identity to be appreciated.

Other schemes:

- Intercultural Promotion -Quilicura, Chile.
- Paraguayan sponsorship of an Argentine school - Clorinda, Argentina.

## Promote and support community fairs and markets.

### SDGs AND TARGETS



Target 3.8



Target 10.2



Target 11.a

### POSSIBLE PRIOR SCENARIOS

- Lack of interaction between MAS&R communities and the local population.
- Lack of knowledge about the traditions and cultures of the communities residing in the city.
- Difficulty in accessing and circulating autochthonous products
- Weakness of ties within each MAS&R community.

### IMPLEMENTATION STRATEGIES

1. Make a survey of the various MAS&R communities in the city.
2. Contact the various referents in each community..
3. Design a calendar through a participatory process with the communities.
4. Create opportunity for dissemination of the programme, also providing information on the communities and their contribution to the city.
5. Carry out celebrations at symbolic locations in the city.
6. Integrate schools, social community and other organizations to achieve a multiplying effect
7. Establish a registry of market stallholders.

### INDICATORS

- Number of fairs and markets held over a year.
- Proportion of communities represented vis-à-vis those surveyed.
- Number of attendants.
- Dissemination about fairs and markets carried out.
- Number of stallholders incorporated as compared to the previous year.

### RELEVANT SCHEMES

#### **Buenos Aires, Argentina - Buenos Aires Celebrates**

This is an initiative showing culture, history and identity of the communities residing in the city, through festivals held in public places, free and open to every-one. This has become a key meeting point for socializing, interaction and integration, both of newly arrived MAS&R and of citizens who have resided for decades in the city.

Other scheme:

- National Communities' Festival – Municipality of Rosario, Santa Fe, Argentina.



**Target 2.1:** By 2030, end hunger and ensure access by all people, in particular the poor and people in vulnerable situations, including infants, to safe, nutritious and sufficient food all year round.



**Target 3.8:** Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all.



**Target 4.1:** By 2030, ensure that all girls and boys complete free, equitable and quality primary and secondary education leading to relevant and effective learning outcomes.

**Target 4.4:** By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.

**Target 4.7:** By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development.



**Target 5.1:** End all forms of discrimination against all women and girls everywhere.

**Target 5.2:** Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation.



**Target 8.7:** Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms.

**Target 8.8:** Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.



**Target 10.2:** By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.

**Target 10.7:** Facilitate orderly, safe, regular and responsible migration and mobility of people, including through the implementation of planned and well-managed migration policies.



**Target 11.1:** By 2030, ensure access for all to adequate, safe and affordable housing and basic services and upgrade slums.

**Target 11.a:** Support positive economic, social and environmental links between urban, peri-urban and rural areas by strengthening regional development planning.



**Target 16.1:** Significantly reduce all forms of violence and related death rates everywhere.

**Target 16.6:** Develop effective, accountable and transparent institutions at all levels.

**Target 16.7:** Ensure responsive, inclusive, participatory and representative decision-making at all levels.

**Target 16.9:** By 2030, provide legal identity for all, including birth registration.

**Target 16.b:** Promote and enforce non-discriminatory laws and policies for sustainable development.



# Suggested stages for the implementation of the Handbook

1. Designate area/areas in the local government responsible for its implementation.

The composition of the political-technical team might include different modalities according to the municipality (for instance the establishment of an Office for Migrant Care, an inter-institutional board, etc.). It is suggested that it have a crosscutting approach to the various areas of local government. The Human Rights or Social Development Areas might be suitable to head the team.

2. Identify scenarios

The identification of emerging problems requiring local government attention is specific to each city and will lead to the definition of the prior scenario. This step implies considering first of all the city's circumstances and historical characteristics with regard to human mobility, that is to say, whether it has historically been or presently is, a city of immigration or emigration, if permanent communities already exist, if it is a city with transit migrants, whether it is close or on the route of areas of conflict, etc.

Secondly, problems should be identified. These may correspond to structural shortfalls (for example regarding services) or new situations arising, such as a greater presence of migrant population, arrival of migrants from countries that do not have resident communities in the city, vulnerable migrant persons, urban settlements with a high proportion of migrants, situations of increasing discrimination, etc. Furthermore, it will be useful to examine the type of migration in the city (numbers of migrants, emigration flows, existence of asylum-seekers and of refugees), the distribution of the population (are there areas with

a higher concentration of migrant population?) Finally, from the scenarios surveyed, identify which correspond to the scenarios included in the practical Handbook.

3. Examine the prior institutional framework

Before starting with the design of policies to be implemented, it is essential to examine public policies already existing in the government (either local government policies or policies at another level), including those policies that may be in force without being effectively applied.

Likewise, other government offices having policies or programmes involving the human mobility population must be identified, in addition to key social stakeholders (for example migrant group leaders, civil society organizations, international organizations).

4. Identify one or more actions suggested in the Handbook

The Handbook suggests 13 possible lines of action, responding to diverse scenarios. Based on the scenarios identified in item 2, the actions best adapted to meet the city's needs should be identified.

5. Design of a public policy

Once the action to be developed has been chosen, a public policy must be designed, adapted to the implementation strategies suggested by the city's background and particularities. At this stage it is essential to consider the allocation of financial, human and other resources.

Furthermore, the stakeholders identified in the previous stage must be involved at this stage. For the policy design to include social participation, opportunities for interaction with these social stakeholders have to be considered.

The design should include a record of actions, such as reports, plot numbers, etc.

6. Provide a legal framework to public policy

In order to provide the public policy with sustainability, regulations, provisions, resolutions or others must be set out, providing the public policy with a legal framework.

This institutionalization should contemplate social participation mechanisms and monitoring of the public policies.

7. Implement public policy/ies.

Implementation should be done based on the design and include channels for dissemination and advertising of the policy.

8. Carry out a monitoring process

Para finalizar, es necesario realizar un proceso de monitoreo, seguimiento y evaluación de la política, para el cual se pueden usar los indicadores sugeridos en el Instrumento práctico para la acción.



# Annex

## Selection of Relevant Schemes

This annex provides more information on each of the schemes set out in the Handbook.



## First Municipal Conference on Policies for Migrants – We are all migrants. Sao Paulo, Brazil.

2013

1

SCHEMES

### Aims

To establish a horizontal dialogue between civil society and public authorities to get to know priorities, principles and orientations, helping in migrants' public policy-making, regardless of their origin, ethnic group, gender, race, religion, labour and migratory status, promoting democratization of the municipal, state and federal public administration, focusing on human rights.

### Institutional Office

Coordinating Office for Migrant Policies (CPMig), answering to the Municipal Secretariat for Human Rights and Citizenship (SMDHC)

### Strategy

In the organization, planning, mobilization and implementation of the Conference, an Organizing Committee was convened, comprising 28 representatives of the municipal government and civil society organizations.

Discussion, preparation and adoption of the proposals was carried out in three consecutive steps: 1) Four mobilizing stages and 9 free stages, distributed territorially according to the location of migrants in the city; 2) Working Groups for each of the 4 working pivots and; 3) Final plenary session.

Fifty delegates were elected among the participants to convey the final document containing the proposals and principles that were adopted to the First National Conference on Migrations and Refuge (COMIGRAR).

### Results

Six-hundred and ninety-five people from 28 different nationalities participated in the whole process. Four-hundred and sixty-three proposals were prepared and 57 were selected as priorities by the assembly. Open dialogues, periodic meetings, etc. were held to build collectively a permanent public policy, solid and open to social participation. Social movements, migrant, refugee and Brazilian communities were present, in addition to public sector representatives.

## District Plan for Human Mobility – Metropolitan District of Quito, Ecuador 2008

### Aims

To regulate the promotion, protection and guarantee the rights of persons and families living in human mobility situations, considering principles such as non-discrimination, inclusion and social integration, exercise and enjoyment of human rights, guaranteeing universal and quality public services, among others.

### Institutional Office

Metropolitan Office for Social Inclusion and Metropolitan Human Mobility House (Dirección Metropolitana de Inclusión Social, Casa Metropolitana de la Movilidad Humana), under the supervision of the Secretariat for Development and Social Equity (Secretaría de Desarrollo y Equidad Social).

### Strategy

The Plan was set up, based on ordinance 271/2008. It comprises a District Board, a District Service Network, Houses for Human Mobility (Migrant Houses) and an Observatory.

The Plan was prepared in collaborative way, inter alia, by sectors of civil society, foundations, migrant associations, and the academic community.

Among its main aspects the Plan establishes that all the processes of policy-making, planning, management, information and social control carried out in the District must be consistent with the Plan. A system for protection and support in educational sectors, of receiving, awareness and care for children of persons in human mobility will be strengthened, and sanctions will be imposed on municipal officials who discriminate or attack the rights of these persons.

### Results

In 2015 the Plan was reformulated in a participatory way, jointly with various local stakeholders in order to incorporate a new institutional and regulatory structure to protect rights and formulate public policy.

Along these lines, groups living in a background of human mobility can rely on a specialized subsystem which defines a routemap for intervention and protocols aimed at a better exercise of rights, in addition to an opportunity for direct representation in the Metropolitan Council for formulation, observance and mainstreaming in public policy regarding the issue of human mobility.

Additionally, the Municipality institutionalized a new model for the management of the “Casa de la Movilidad Humana” (Human Mobility House) (established in 2002), setting up a space for the integration of public services in the framework of municipal and private fields of action, aimed at improving the quality of life of people in human mobility.

## Intercultural training for teachers and staff members in the area of education. Municipality of Quilicura, Chile.

2015

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SCHEMES

### Aims

To train and bring awareness to school officials, professionals and directors on practices regarding intercultural mediation to help them face problems of coexistence within school communities and the difficulties migrant children find in adapting to the language, the codes and the ways they are taught.

### Institutional Office

Municipal Migrant and Refugee Office (Oficina Municipal de Migrantes y Refugiados-OMMR) which reports to the Department for Innovation and Citizen Participation within the Office for Community Development (Departamento de Innovación y Participación Ciudadana, Dirección de Desarrollo Comunitario- DIDECO).

### Strategy

The Department of Municipal Education (DEM), with the cooperation of OMMR, prepared and incorporated for the first time an Intercultural Plan in the Department of Municipal Education (PADEM) Annual Plan.

Awareness campaigns were carried out among educational communities to perceive human mobility as a right.

DEM managers and officials were trained in intercultural mediation practices:

- management of different codes and language articulation characteristic of Latin American migrants;
- respect for the cultural rights and legitimacy of refugees and migrants as community members;
- current situation of migrants and refugees.

Links were established with the Universities of Chile, Santiago and the Metropolitan Education Science University (Universidad Metropolitana de Ciencias de la Educación - UMCE) to help school communities progress along lines of action towards awareness of the migrant issue.

A Unit for Intercultural Education was set up, corresponding to a unit for technical teaching education, with a manager who will coordinate actions to receive and acknowledge migrants in educational communities.

### Results

- Better reception of migrant and refugee children in school communities, where they successfully finish their school semester in spite of the linguistic difficulties they face.
- External recognition of the new Intercultural Education Unit.

### Aims

To develop anti-discriminatory campaigns proclaiming the value of interculturality in human and sustainable development, aimed at the general public as well as at teachers, public officials and mass media professionals.

### Institutional Office

Technical Office for the BCN Anti-rumour Strategy, BCN Interculturality Programme, Office of Citizenship and Immigration Rights Service, Area Citizenship Rights, Participation and Transparency (Dirección de Servicios de Derechos de Ciudadanía e Inmigración, Área de Derechos de la Ciudadanía, Participación y Transparencia), Barcelona City Council.

### Strategy

Anti-rumour awareness campaigns were organized based on different material (comics, nameplates, glasses, guidebooks, manuals), and on actions in web spaces and virtual networks.

Action was taken from a territorial perspective, providing neighbourhood and district bodies with technical advice and free activities in anti-rumour awareness and intercultural reflection (workshops, participatory plays, debates, etc.). These proposals are set out in a catalogue of activities, annually renewed since 2012. Free training is offered enabling anti-rumour communicative tools and arguments to be shared with the citizenship. People who take part in this training become anti-rumour agents.

### Results

Anti-rumour training: over 1,000 agents trained. A module was added as a tool to fight against rumours in the mass media, aimed at new communication models and talks on cultural diversity.

Anti-rumour activities: 11,000 people took part in the various actions.

An Anti-rumour Network was set up that presently involves 1000 associations, bodies, municipal teams, and individuals, with the technical and financial backing of the City Council that also actively participates.

Many local administrations in Spain and other countries have contacted the City Council to learn about the scheme.



### Aims

- Promote civic integration for all city residents finding it difficult to obtain identity cards issued by the government.
- Create a feeling of belonging.
- Facilitate access to municipal services and financial bodies, independently of nationality.

### Strategy

Cards are offered to all city residents, whatever their status; all they need is proof of identity and residence, (public service bill for example) and a personal photo. It can be used in schools, banks and municipal offices (libraries, medical clinics, public beaches, among others). Furthermore, it provides discounts in shops and serves as a prepaid debit card to pay for municipal services, parking meters and also to apply for a driving license.

### Results

It gives people in an irregular situation greater confidence as it enables them to have a direct communication with the Police Department to report crime, eliminating their fear of being discriminated against and/or victims of abuse.

In the first five years since the card was issued, out of 150 thousand citizens, some 10 thousand have obtained a resident card. It became a useful form of identification for high-school students who were still unable to obtain a driving license and for older people who could no longer hold one.

Helps promote a feeling of belonging, a feeling of being a real “New Havener”, regardless of migratory status. Residents feel they have a participation in the community.

The initiative was replicated in other cities, such as San Francisco, California, Washington, New York and five independent counties in New Jersey, all taking the New Haven model.

## Quality in multi-ethnic schools (QUIMS Programme). Zurich, Switzerland.

Since 1996 (pilot scheme). Since 2006 (municipal law).

### Aims

To reduce inequality in education, integrating students in schools and promoting social cohesion.

To raise the educational level in multi-ethnic schools for all the students.

### Institutional Office

Department of Education of the Zurich Canton. Zurich Education Office.

### Strategy

The programme is applied in schools having an average of at least 40% of its students in human mobility or in a similar situation. It considers the needs of the teachers and problems in the classroom. It carries out awareness programmes for teachers on issues of ethnic and social inequality, in addition to dismantling stereotypes.

It offers extra financial and professional support to schools that implement it.

All the QUIMS schools adapt their local programme in keeping with three obligatory fields of action: linguistic support, learning support and support to integration.

Teachers from the schools involved receive training. Furthermore, these schools are allocated extra teaching posts and German classes as a second language for students/migrants.

### Results

The scheme has shown positive results in the case of promotion of reading skills, improvement of knowledge and cooperation on the part of teachers, most of the parents' satisfaction, but has been more ambiguous in the case of promotion of writing skills and in student assessment.

A good knowledge of their mother tongue helps children to preserve and maintain contact within the family and with family members. Good linguistic skills facilitate contact with their country of origin. Language and culture classes are a good support for success in state schools, as it strengthens self-confidence. Children have a better knowledge of their country of origin and learn to reflect on their situation in Switzerland. Furthermore, knowledge of additional languages is an advantage in professional life.

The QUIMS programme was nominated in 2008 for the prestigious Carl Bertelsmann Prize for "Education and Integration".

## “Bartolina Sisa” Comprehensive Women’s Centre, Quilmes, Argentina. 2017

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### Aims

Encourage women to be protagonists and stakeholders in the transformation of their situation and of their neighbourhoods, generating possibilities based on coordination, management and solidarity.

### Institutional Office

General Office for Gender, Family and Diversity Policies (Dirección General de Políticas de Género, Familia y Diversidad).

### Strategy

The initiative arose from an association of 70 women, mainly migrants, who were already carrying out actions linked with grass-roots feminism in neighbourhoods.

- Training courses and workshops are held in order to build collective contention strategies and to support women victims of gender violence.
- Activities are generated and organized in a public area which contributes to appreciate these women’s work on preventing violence.
- Therapeutic support groups have been set up together with weekly opportunities for specific training of territorial agents in detection, prevention and companionship when facing situations of gender violence.
- Joint activities are organized with other social organizations and areas of municipal and educational management. Systematized and audiovisual materials are produced.
- Actions are carried out for the dissemination, coordination and rapprochement of public policies with the migrant populations in the district from the standpoint of gender and rights.
- Training in the presentation of productive associative projects is provided, together with backup from the perspective of social and supportive economy.

### Results

Women found in the association and later in the Comprehensive Centre, a network, not only providing contention but also an opportunity to achieve economic independence, given the training and associative component among the members.

Actions were carried out in public areas with a view to recovering neighbourhood culture while respecting idiosyncrasies and customs.

Neighbourhood leaders were given training regarding the problems affecting the community from a gender approach and an inter-institutional network was set up to facilitate communication and action channels, access to available resources, creating bonds among the public institutions, neighbourhood and social organizations and neighbours.

The women’s diverse nationalities, far from representing a way of differentiating them, became one more reason to unite.

The different activities made it possible to make visible the various types of violence women suffer. Social, sisterly and supportive bonds, sustainable over time, were created among the women.

### Aims

To empower migrant women in Bilbao through skills improvement and training in personal health care, prevention of gender violence, promotion of sexual and reproductive health, and the establishment of channels for transmission in the participants' communities, creating awareness and providing information to women in and from their environment.

### Institutional Office

Equality, Cooperation and Citizenship Area of the Bilbao City Council (Área de Igualdad, Cooperación y Ciudadanía del Ayuntamiento de Bilbao).

### Strategy

Work was carried out along four lines: 1) Training and consolidation of empowerment agents, particularly those belonging to focal communities or those known as difficult to access (Maghrebian, Sub-Saharan and Gypsy communities) and Latin American women (a more numerous community); 2) Consolidation of the network of collaborating bodies and associations, providing them with information and awareness workshops on gender, promotion of sexual and reproductive health and gender violence (NGOs and others); 3) Comprehensive prevention of female genital mutilation (FGM) by establishing opportunities for reflection and learning and training agents in direct intervention; 4) Publication of a guidebook aimed at all women to inform them and bring them awareness on issues directly related with the Woman, Health and Violence Programme.

### Results

Twenty-eight information and awareness workshops were held (60 hours training) with 195 beneficiaries (179 women and 16 men).

Thirty-two migrant women, representatives of associations such as Agents for Empowerment from 12 nationalities, were trained. In turn, they have accompanied and/or informed another 252 women.

A Comprehensive Programme for the Prevention of Female Genital Mutilation in Bilbao was set up and an inter-institutional commission established. Fifty-nine paediatricians and paediatric nurses were trained, among others. The Programme was presented to 60 people from the associative background and 17 women were trained as Health and FGM Prevention Agents as well as 8 men, who reached another 357 people in the prevention of this practice.

Publication of the "Guía para todas las mujeres" (Guide for all women), translated into eight languages with a distribution of 4,200 copies.

## Spanish classes for the migrant population, City Council of Madrid, Spain.

2005

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SCHEMES

### Aims

Provide people of foreign origin with knowledge of Spanish as a key tool in social integration and access to employment.

### Institutional Office

Immigration Department of the General Sub-Directorate for Community Integration and Social Emergency, reporting to the General Directorate for Community Integration and Social Emergency (Departamento de Inmigración de la Subdirección General de Integración Comunitaria y Emergencia Social, Dirección General de Integración Comunitaria y Emergencia Social).

### Strategy

In order to prepare the plans, a process of social consultation was launched, aimed at involving social agents in collaborating, together with the City Council of Madrid, in the design of a model for migration management in the municipality.

Spanish-language training was given at the Information and Guidance for Integration Offices and through the reception services of the Second Madrid Plan for Social and Intercultural Coexistence.

Furthermore, there is an annual call for subventions, whereby projects aimed at teaching Spanish are financed. Work is done in a crosscutting way on content favouring coexistence in the city (civic habits, customs, rights and obligations, content of the most relevant municipal ordinances, garbage collection times, use of public areas, etc.

### Results

Approximately 5000 people have received training, mostly young Asian women.

The classes have been consolidated as a service of enormous interest and demand. Furthermore, they led to the creation of social networks of interest to people attending the classes, as they were established based on very heterogeneous groups.

## Pilot Project to Accredite Labour Qualifications for Migrant Beneficiaries - Santiago, Chile.

2016

### Aims

To carry out a process of training, assessment and accreditation of labour qualifications to consolidate migrant occupational profiles, as part of the public objective of the Ministry of the Interior and Public Security's Promotion and Social Assistance Programme for migrants in a vulnerable situation.

### Institutional Office

Office of Migrants, Sub-Directorate for Social Development, Directorate of Community Development, Municipality of Santiago, Chile (Oficina de Migrantes, Subdirección de Desarrollo Social, Dirección de Desarrollo Comunitario, Municipalidad de Santiago de Chile).

### Strategy

A Collaboration Agreement was signed to develop the Project among the National Service for Training and Employment (SENCE), the Commission of the System for National Certification of Labour Qualifications (ChileValora) and the Municipality of Santiago, Chile.

- The Commission for the System of National Accreditation of Labour Qualifications (ChileValora) guides the Municipal team on the characteristics of the process of assessment and accreditation of qualifications and in considerations for the selection of participants. It is a decentralized public service aimed at regulating people's labour qualifications, regardless of how they acquired them and whether they have or do not have a degree or academic diploma granted by formal education. Furthermore, it seeks to favour opportunities for people's life-long education and their recognition and appreciation.
- The Municipality of Santiago contracts training courses given by a Technical Training Body, registered with SENCE's National Registry of Technical Training Bodies, which are funded through the Programme for the Promotion and Social Assistance to Immigrants in a Situation of Vulnerability (2016), of the Ministry of the Interior and Public Security.

### Results

The training courses held were accredited through the Labour Fellowship Programme, to 32 persons in human mobility.

2008

### Aims

Improve primary health care for migrant and refugee patients from diverse linguistic, cultural and religious environments through an interpretation service.

### Institutional Office

The Service is managed at regional level by the Northern DHB Support Agency – NDSA and carried out on a local level through three District Health Boards (DHB) in the Auckland, Waitemata region.

### Strategy

The service provides interpretation by telephone to a large number of primary health care services, ranging from general practitioner surgeries to pharmaceutical services, laboratory services, palliative care services, family planning and child welfare services. It is available five days a week and offers: interpretation over the telephone and in situ, confirmation of appointments and telephonic supervision to ensure that patients take their medication and follow the instructions for prescribed treatment. The service is free and access is offered in over 75 dialects and languages.

The Interpretation Service is supported by sound education and continuous training of health professionals, including all the first line reception (including certified and professionally trained interpreters and translators). Primary care staff must attend two on-line accredited training courses: "Culture and Cultural Competency" and "Working with Interpreters".

### Results

The use of interpretation services improves the quality of service for patients who do not speak English or who have hearing disabilities. Telephonic interpretation continues to be the preferred medium, face-to-face interpretation is also available.

According to an evaluation by the Auckland DHB Refugee Health Collaborative carried out in 2012, it was seen that the use of interpreters had increased by 50% over a two-year period (2010-2012). The Interpretation Service is part of the continuous changes in the health care system in Auckland and it increasingly emphasizes primary care and improvement of patient diagnoses.



## Intercultural Education – City of Puerto Madryn, Argentina.

2010

### Aims

To preserve, develop, strengthen and socialize historical and current cultural migrant criteria, their languages, their cosmo-visions and ethnic identities as having rights and active protagonists in the development of contemporary society.

### Institutional Office

Neighbourhood Management Centres (CENTROS DE GESTIÓN BARRIAL) reporting to the Secretariat for Social Action of the Municipality of Puerto Madryn (Secretaría de Acción Social de la Municipalidad de Puerto Madryn).

### Strategy

Provincial schools in the city of Puerto Madryn having high enrolment of children of Bolivian and Mapuche-Tehuelche origin have incorporated intercultural and bilingual education in the framework of the Provincial Education Law.

Activities take place in the school and in and with the neighbourhood. Work is done with ethno-content to help preserve, strengthen and recreate their cosmo-visions, cultural criteria, identities and customs, recognizing they belong to a territorial location. School activities are organized with dance groups from the Bolivian community and key referents of the originating peoples additionally, school shows and murals are also part of the activities. Members of the communities are invited to give testimonials of their peoples. Commemorative dates relating to the diverse groups are also incorporated, (for example the celebration of the feast of the Pachamama), and they are organized jointly by the school and the families. Immigration Day is also celebrated. Workshops are organized (knitting, cooking, guitar), considered as an institutional opportunity for cultural diversity to converge. The participation of parents is encouraged and there are even classes for adults.

Furthermore, diverse actions are carried out in the neighbourhood. Students participate in celebrations held by the Bolivian community. The Municipality of Puerto Madryn participates from the Neighbourhood Management Centres and the Health Centres, strengthening the intercultural approach. Other institutions from other government levels also participate.

### Results

The migrant Bolivian people achieved visibility in the neighbourhood following their participation in grassroots festivals and dances. Cultural anniversaries have been transformed into a meeting point in the promotion of social cohesion and pacific coexistence.

Joint work among the students, families and institutions has made it possible to appreciate the identity of each ethnic group. Joint actions by institutions on a neighbourhood, city, provincial and national level regarding educational, social, cultural and religious aspects favour intercultural education.

### **Aims**

- To preserve the cultural heritage of migrants who arrived in the country, by showing and sharing dances, music, typical costumes, gastronomy, etc., of the different countries they come from.
- To achieve a rapprochement to knowledge of the values and traditions the members of the community has inherited from their migrant grandparents who settled and contributed to shaping the city we have today.
- To foster harmonious coexistence, integration and interculturality of all the city's inhabitants, with no distinctions.

### **Institutional Office**

General Communities Directorate, (Dirección General de Colectividades), reporting to the Under-Secretariat for Human Rights of the Government of the Autonomous City of Buenos Aires (Subsecretaría de Derechos Humanos del Gobierno de la Ciudad Autónoma de Buenos Aires).

### **Strategy**

Organization, promotion and dissemination of festivals and free and open events in the public highway, showing the traditions, customs and identities of the different cultures residing in the City of Buenos Aires.

Exhibition of typical dances, choirs, processions, gastronomy, art, etc.

### **Results**

It has become a key meeting point for socialization and integration, both of arriving migrants and of long-standing citizens. Thirty-six "Buenos Aires Celebra" were held during 2017, with an estimated attendance of 800,000 people.

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## THE SDGs AND CITIES INTERNATIONAL HUMAN MOBILITY

### Practical Handbook for local governments in Latin America and the Caribbean

Presently, over half the global population lives in cities. Likewise, migrants, asylum-seekers and refugees increasingly tend to settle in urban centres, transforming them into multi-ethnic, multicultural and intercultural spaces. This situation involves the challenge of managing policies that include this diversity and place value on the contributions presently made by international migrants both to their countries and to their countries of destination.

Local authorities can play a key role in the struggle against prejudices, contributing to the development of policies favouring inclusion and fostering the encounter of cultures. This Handbook proposes strategies, addressed to the governments of the region, for the democratic and respectful reception of migrants in cities, in line with the Sustainable Development Goals.

The Handbook is intended to be an input for consultation and a tool for discussion and exchange of noteworthy schemes to address human mobility. We trust it will offer alternatives to the challenges that this management faces on a daily basis.

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