

**Report –Canadian Orientation Abroad visit to Kenya**  
**March 23-31, 2010**  
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*1.) Summary of the visit.*

**March 24 – Nairobi**

The first day began with a meeting with IOM COA staff to do introductions, discuss the COA curriculum and schedule for the week briefly and watch a short video about the work of the IOM.

This was followed by a meeting with Dr. Raz Mohamed Wali (IOM Chief Migration Health Physician) and Oleg Syshchikov (IOM Operations officer) to learn about their teams' roles in the Canadian resettlement process. In the afternoon, the group visited the Medical Health Assessment Centre in Nairobi, where we met with Dr. Lovorko Ikovac and learned about assessment and treatment services that are offered through this centre for “urban refugees”. We also visited the blood lab and learned about the procedures there. This was followed by a visit to the IOM transit centre, which provides temporary accommodation to refugees from Nairobi and the camps, during the days immediately prior to departure. The centre can also accommodate those who need to come to the city from the camps for medical treatment. The day ended with a trip to the airport, along with a group leaving for the USA, in order to learn about departure procedures.

**March 25 – Kakuma**

In the early morning, the group flew from Nairobi to Kakuma, along with COA staff operating in Kenya and Ethiopia. Upon arrival, we met very briefly with the acting camp manager and received a warm welcome to the camp. In the afternoon we traveled 12 km to the IOM offices, thus gaining a better understanding of the physical layout and size of the camp. There, we met with Francis Njoroge (COS Assistance – Officer-in-charge) and Abdi Farah (IOM senior operations, Kakuma) and were given an overview of IOM operations, with a focus on the medical assessment process and how this plays out in the camp setting. We were then given a tour of the IOM sub-office and facilities where COA orientations take place, including the mock North American apartment that is used during the orientation sessions.

**March 26 – Kakuma**

In the morning, the group met with the medical “officer in charge”, Francis Njoroge (COS Assistance – Officer-in-charge) and Abdi Farah: senior operations (IOM operations). The focus was on the history of Kakuma camp, how the IOM activities differ in the camp from those we had learned about in Nairobi, and IOM livelihood activities with the local Turkana population. In the afternoon, we met with the Girmai (Senior Operations Officer at the UNHCR Sub-Office in Kakuma) and two of his staff, Peter (Registration Officer) and Randiar (Resettlement officer), to learn about the role of the UNHCR in camp life and the resettlement process. This was followed by visits to two partner organizations in the camp: The Jesuit Refugee Services Centre #1 and the International rescue committee (IRC).

**March 27 – Kakuma**

The group observed and participated in the first day of a 3 day COA orientation session from approximately 8 am – 2 pm. The COA session consisted of 15 participants. The group was made up primarily of Somalis, with one man from Ethiopia. There were about 4 children in the group. Child-minding is available but most of the children were older and remained with the group most of the time. In

the afternoon, after lunch at a restaurant in the camp called “Franco’s”, the group received a tour of the various sections of the camp and visited one of the participants of the orientation session at his home. The day finished with lively discussion / debriefing of the orientation session with COA staff at the IOM / UNHCR residential compound.

### **March 28 – Kakuma (IOM / UNHCR residential compound)**

The agenda for this day was to attend the second day of the COA orientation. Due to a large amount of rain and resulting floods, our group was unable to travel to the session. One COA staff did manage to make it to the session and did some orientation as planned with participants, before deciding to end early due to the fears & dangers caused by the weather conditions. We had unexpected learning opportunities this day which included: how the unpredictability of weather conditions affects life in the camp very deeply, learning how a child may have been washed away by the rain and others risked their lives just to cross over the laga just to get to their homes. Some of us also learned more about UNHCR and IOM work on livelihoods projects with the local Turkana population, through conversation with other staff working on these projects. Some members of the group also learned about the US organization responsible for orientation of those going to the USA. We also learned more details about the security situation in the camp, through a discussion about whether or not it was safe for us to go walking in the camp on our own.

### **March 29 - Kakuma**

The group traveled as planned to the IOM offices, to attend last day of the three day COA orientation. The session went a little longer than planned, due to additional materials that had not been covered the previous day, and ended with a graduation and photos of the group.

### **March 30 – Kakuma / Nairobi**

The group began the day by debriefing the previous day’s COA session, over breakfast and then departed for Nairobi, driving to the airport at Lodwar. Upon arrival in Nairobi, the group visited Eastleigh, the area of Nairobi where most urban refugees live while they are in the process of applying for resettlement or awaiting other solutions.

### **March 31 - Nairobi**

The group met early in the morning to prepare for the visit to the Canadian High Commission in Nairobi (CHC). In the late morning, COA staff and the Canadian delegation met with staff of the Canadian High Commission in Nairobi. This visit was well-timed, as group members were more informed than we had been at the beginning regarding the responsibilities of each organization involved in the Canadian resettlement process and had a good discussion with CHC staff. The remainder of the day was spent preparing to depart for Canada late in the evening.

## ***2.) Impressions about the COA activities. Did you participate in COA activities? If so, how were you included?***

We were introduced to COA, its history, and curriculum and program development during meetings on the first day of the visit, which helped to put in context what we learned during the observation of the COA sessions later in the week.

During this initial meeting, we learned the following basic information about COA:

- Average group size is 20-25 participants
- COA is done in the 1<sup>st</sup> language (usually)
- Have 1-2 language groups only at a time
- Ages of participants: 12 + (have childcare for smaller children)
- New recently – there is a survey is given on last day. Participants fill out first part at end of session and second part is to be filled out after 3 months in Canada.
- COA is offered in about 10 countries
- Challenges – After COA, people can wait sometimes up to one year before they travel, their concentration may not be there (for a number of reasons) and when there are only 1-2 people (COA is done by mail, which may not be as effective).

Once in Kakuma camp, we attended two days of a three-day orientation session. As mentioned above, the weather conditions meant that we were unable to attend the second day. However, this allowed for other valuable unexpected learning to take place. On the first day of the session, we introduced ourselves through an “icebreaker” activity that was used with the whole group. As we observed the session, the facilitators regularly asked for our input into the discussion, were open to our comments and questions and flexible with the learning activities they had planned.

On the second day that we were present in the orientation, the COA facilitators used our presence as a learning opportunity for the group, regarding services in Canada, how refugees are received etc. Following each day’s orientation session, the Canadian delegation and the COA staff met for a “debriefing”, during which we gave feedback and had lively, rich and mutually beneficial discussion about the day’s COA activities. The debriefing on the first day lasted 2.5 hours, when we had only scheduled one hour. I believe this is clear evidence of the level of engagement with each other that took place. On a personal level, I found this an excellent opportunity to reflect not only on what happens in COA sessions, but on the orientation that happens through our agencies upon arrival in Canada. In fact, I would love to have the opportunity for COA staff to observe some of our activities in Canada and receive their feedback.

I felt that we were included in COA activities in ways that were useful and mutually beneficial, given the time constraints.

### ***3.) What topics were covered and what questions were asked by the refugees?***

#### **Topics covered:**

- Introductions – Name, where do you come from, what do you do for a living?
- Writing your name - Name tags
- “In-house rules” for the session
- Expectations / Hopes / Fears. What do you know about Canada, what do you want to know, what are you afraid of, what do you hope for?
- Assurance of confidentiality in the room
- Canada – geography, climate, language
- Voltage in Canada
- Time zones
- Seasons, Dressing for winter / dealing with winter, ice, snow
- Travel / Transit – from Kakuma to Nairobi, Nairobi to Canada

- Travel money
- Packing for your journey
- Documents (IOM bag)
- What will happen on the plane, on the journey, when you arrive
- Health system
- Cities in Canada
- Services when you arrived in Kakuma; challenges faced in Kakuma
- Services in Canada
- Typical house in Kakuma, expectations for house in Canada (what does it mean to say “a good house?”)
- Housing – factors to consider when looking for a house
- Services – in the first few weeks in Canada (CPR, SIN, IFH, Bank card, start-up money, temporary accommodations, finding permanent accommodations etc)
- Difference between PSRs / GARs (very brief – no PSRs in this group)
- Transportation, bus system, social etiquette on bus, transfers, taxis etc
- One year window
- Greetings in Canada – practice (man-man; man-woman etc.)
- Lease terms in Canada
- Tenants rights / responsibilities
- Telephone, thermostat, etc
- Rights and responsibilities in Kenya & Canada (comparison)
- Canadian charter of rights and freedoms – document that says all this
- Cultural issues – female circumcision, polygamy, gender roles, same sex couples
- Employment (work culture, shifts, hours, level of language needed, kinds of jobs group members have in mind, start-up jobs, importance of learning language, volunteer work as way to learn about Canadian ethics / work environment, age requirements.

### **Questions /Comments from participants in the COA session:**

- Do slums exist in Canada?
- Will I be able to continue with my exercise (running)
- Washing machines? Do I need to keep mixing clothes myself in machine?
- What if the plane crashes?
- I have never been in plane before - what happens in flight?
- I don't know English or how to read and write. How I will communicate? What will happen with my child who is sick?
- How cold does it get?
- How will I get to Nairobi?
- Can't I throw something out the window on the plane?
- What about the oven? How does that work?
- Can I clear this loan before the agreed upon time?
- What about my health condition? What will happen?

### **Questions that raised by facilitators (perhaps too taboo for participants to raise):**

- If we have freedom, why can't we have more than one wife? As Somalis, we have this tradition, yes? Answer: (from group) - We are going to a country which had laws before we come there. Need to conform / abide by laws of that country.
- What about female circumcision? Not allowed and is considered abuse in Canada. Everyone has the responsibility to report abuse by law.
- What about same-sex couples? What will you do? How will you react to this reality?

#### **Expectations / hopes expressed by participants:**

- Vision of being given house with very green garden, good medical services
- Good house- different from Kakuma, safe, doesn't leak, made of blocks (cement)
- High hopes, opportunity to learn what I have missed. Having lived in Kakuma for 15 years, looking forward to a different life – education, housing
- Very happy. I want to go to Canada. Expectation to have equal rights, get education, opportunities, employment. No fears. The fear that I have is here in the camp. Have been here 10 years. I am afraid when I go running. People have died here when running.

#### **4.) *In your opinion, did the refugees benefit from COA?***

Yes, I feel that the participants in the session we observed definitely benefited from the session, in the following ways:

- The combination of the relaxed atmosphere, participatory activities and lots of small group work, allowed participants to open up and ask questions; practice things they were unsure of.
- The participants seemed very engaged in the activities; particularly the practical aspects. It is difficult for us to know at this point, how much each person will retain from the sessions. Perhaps we will be able to assess this, if we receive some of these people in the coming months. That said, even if participants do not remember each detail, these sessions will be useful to participants as long as the facilitators continue to respond to the most pressing questions and concerns of the group, and conduct the sessions in such a participatory way. From my perspective as someone dealing with clients when they arrive, I think that the value of reducing the stress of settlement, by making things even a little bit less “strange” cannot be underestimated (i.e.: having seen what the inside of a north American house might look like, even if it is not exactly the same, will no doubt help).
- Addressing taboo questions and rumours directly, must have some effect on the impact on the rumours that circulate in the camps. I also get the sense that IOM staff have an opportunity, through these sessions to be seen as trustworthy and approachable sources of the “right” information. This is perhaps an area that could be explored further by CHC, in terms of getting some of the messages out about procedures, OYW, declaring family members, etc.

#### **5.) *What comments and / or recommendations do you have (if any) for your hosts regarding their COA activities?***

The following ideas and feedback were offered by various members of the Canadian team, as part of the debriefing & discussion we had each day, after the COA session:

- Wonderful use of “going from the known to the unknown” and using participants own experiences to inform how they will handle their upcoming move to a new country. It sends a strong message that what participants already know is valuable and could be useful to them in the future.
- What about doing some activities in gender-specific groups? (COA facilitators confirmed that on other occasions, this has not worked well. Upon reflection about other ways to handle it (i.e.: not for all activities), COA staff are willing to try it again, for some activities.
- Good use of visual materials. SPOs in Canada have lots and could also help with this.
- What about a story-telling style for part re: history of migration to Canada...? Maybe not as many dates, statistics for this part, but more general?
- Even more opportunities for questions...?
- I see that IOM is really connecting with people through these sessions.
- Interpreting was really good today.
- What about having a binder with pictures of phone, power, etc with plastic sleeves – for people to follow; particularly for those with literacy challenges?
- Be careful not to raise expectations very high with statements like: “These will be like your father, mother, your sister....when you arrive in Canada”.
- What about doing a “trip” activity using different buildings in the IOM compound & have the group moving around more (i.e.: one building could be the continent of Africa, one could be Europe & one north America)? As people move along, what happens at each stage could be discussed. This idea would, of course, depend on the time available, but would be good for those who remember best by “doing”.
- What about having stuff on a table (rather than a list) to do activity where families need to decide what to pack / not pack ?
- During discussion of seasons, showing pictures of nice bungalow in winter and summer may lead to false expectations (“So this is Mohamed’s house”). Most will not be able to afford a house like this for quite a while and will more likely live in a high-rise. Perhaps either use another photo to talk about weather, snow OR use photos of other types of dwellings with / without snow.
- During the discussion of winter, a picture of car covered in snow was shown and the group was asked “how are you going to get the snow off the car?”. This could unnecessarily raise the expectation re: car ownership. Although some GARs do manage to somehow buy cars, is not easy to do. Perhaps another photo could be used to illustrate how to get around the challenges of winter (maybe one of a bus shelter in the snow, followed by a discussion of the need to go out even when it is cold and snowy)?

- Idea for geography of Canada: what about doing an activity using puzzle of map of Canada? (COA facilitators confirmed that this is an activity they often do during the 5 day sessions)
- When talking about Territories – Yukon, Nunavut, NWT, perhaps it would be good to mention First Nations people and languages, briefly. Unfortunately, when people arrive in Canada, it does not take long before people can tell you about the stereotypes about first nations people. It would be another way to discuss diversity in the definition of “who is Canadian?”, as you already do (& reinforce the idea that a Canadian IS NOT necessarily a white person who speaks English). This is also something that we could probably do more of as an integral part of our work in Canada.
- Related to the above point, it might be interesting for people to guess what the top 3-4 languages spoken in Canada are, other than French and English (or perhaps statistics on the languages that people have as their mother tongues in Canada).
- Remember to mention secondary migration, as part of the discussion of travel and distances in Canada. Emphasize that it is better to tell UNHCR, IOM or CHC about family members living in a certain city before your destination is confirmed, than to wait until you arrive in Canada. Not sure what is the best way for people to do this?
- The section on employment may be a bit detailed & more than is needed at this point in the process. It is important to emphasize studying as their “job” during the first year.
- Maybe piece on employment could include something where people start to identify skills talents they already have. Facilitators here are more likely to be able to go deeper, draw more out from participants on this topic. Employment counselors with settlement agencies in Canada will start from this point, but will not have as much context to draw upon, when asking about someone’s experience. If people have already begun to articulate this, it may help them to get further, faster in their first session or two with employment counsellor. (COA facilitators confirmed that this is also something they would do during the 5 day sessions).
- Maybe something could be included on security issues in apartments, specifically. Maybe something on safety and security issues in Canada? Although we try our best to find apartments in areas that are safe, the budgets that clients are living on, often make the choices very limited. Although we don’t want to scare people, it is good for clients to be aware that they need to be aware about safety in Canada too.
- What about something on coping with winter in Canada (being inside all the time – what can you do as a family). Also – what about something on how to handle materialism with children & within family when you will still be living on limited income?
- Cultural issues (polygamy, female circumcision, same-sex marriage, gender relations etc…) Facilitators did very good job at discussing complex issues with the group.
- If COA staff can play a role in emphasizing the importance of declaring all family members on forms, prior to leaving Kenya – it would be wonderful. Perhaps collaboration between IOM or CHC and SPOs in Canada on educational tools for this purpose would be a good idea.

- It would be great to continue to have dialogue about these sessions, and hear back regarding the results of the new two part survey that has been developed. One suggestion that did occur to me is that perhaps CIC or IOM Ottawa could play a role in sending these surveys to clients to be filled out 3 months after they arrive in Canada. I would suggest that it might help increase the number of surveys that are returned. Given the amount that GAR clients are dealing with after only three months in Canada, it is more likely that they will fill it out or ask for assistance to do so, if it arrives in the mail.

The dialogue that followed the above feedback, was extremely fruitful for all of us. During the discussion, it became clear that the 5 day orientation sessions allow facilitators more flexibility and time, to include some of the more participatory activities members of our group suggested. On the whole, our team was *extremely* impressed with the quality of the orientation sessions. The COA team in Kenya (and Ethiopia) is made up of committed, hard working and dynamic individuals. The approach is thoughtful, flexible and respectful of the life experiences that participants bring with them into the room. The barriers that participants may face, due to the differences between life in the camps and urban north America are addressed through practical, creative activities. The learning environment is one where humour is used to address sensitive issues, where gender dynamics are taken into account, and where participants feel comfortable asking questions. Limiting the number of language groups for every session, combined with the use of interpreters seem to make the sessions very accessible, both linguistically and culturally. Wonderful sessions!

In addition to the value of observing the COA sessions themselves, we had the privilege of traveling during our time in Kenya, with COA staff from both Kenya and Ethiopia, which allowed us to learn a great deal through informal debriefing and discussion between meetings. Their understanding of the context helped us to piece together what we heard in meetings with staff of various agencies.

The COA visit also gave the group from Canada, an excellent chance to share our work with each other and “brainstorm” new ideas, in the fertile learning environment that was created during our time together and by meeting our “counterparts” in Kenya. This is a rare opportunity and happens only once every 2-3 years at the national RAP conference.

## ***6.) Observations / Impressions about resettlement operations abroad:***

***a.) What did you learn about IOM operations and how resettlement is conducted overseas? What were your observations, lessons learned, biggest surprises?***

- I feel that my sense of which organizations are involved in which parts of the resettlement process is much clearer.
- I learned a great deal about the medical assessment and treatment process that people go through before they come to Canada.
- I learned about the variety of roles that the IOM takes on the resettlement process.
- I now have a greater understanding of the integral role that on-the-ground staff at IOM, UNHCR and partner various organizations can play in making the process of being “resettled” more

humane (through involvement in the health assessment process, livelihoods programs, COA sessions, etc).

- I learned about the extensive and complex anti-fraud measures that exist throughout the resettlement process. Although I am conscious that that fraud does indeed occur, I hope to use my knowledge of these measures as another tool to help to de-bunk the myths about the pervasiveness of refugees “cheating the system” in Canada.
- I was pleasantly surprised to learn that the UNHCR and IOM operations staff working in Kakuma live right next door to the camp, as opposed to in the next large town or city. As a result, they seem to be in touch with the realities of life in the camp on a daily basis.
- I was surprised to learn that getting funding for Kakuma from UNHCR is now difficult due to the perception that it was about to close several years ago. There do not seem to be enough UNHCR officers to handle the work-load. I was also surprised to learn that there are only two CHC officers handling such a large number of cases through the Canadian High Commission in Nairobi.
- Although the visits were brief, it was interesting to learn about the work of partner organizations in Kakuma camp; specifically the Jesuit Refugee Services, as they respond to the issue of violence against women and children and the work of the International Rescue Committee in providing health services, public health education and many other services.
- When the rains meant that we could not leave the compound, I was reminded of the huge impact that unpredictable weather can have, when people are living in such a precarious situation. IOM operations mentioned the unpredictability of weather as one of their main challenges, particularly with Canadian cases which have to go by road due to relatively small numbers.
- On a personal note, delivering letters and packages to the family members of clients and life skills workers, were some of the most memorable moments during our time in Kenya. These meetings were difficult, as I came to face to face with the obstacles that they were facing and the harsh reality that I had few answers to give. At the same time, it also brought the visit to a really personal, human level, which is ultimately what will motivate me to continue with this work.
- Life as a refugee in Kakuma is certainly full of the kind of uncertainty that could wear away anyone’s dignity. People run the risk of being undernourished, lack regular access to water, go to schools which do not have the funds they need, and life is full of a variety of dangers on a daily basis. At the same time, it was good to be reminded during these 7 days that life in Kakuma is also filled with incredible creativity, a thriving underground economy, internet cafes, soccer, basketball, schools, dancing, babies being born, and life continuing. As stated by Girmai, senior operations officer with UNHCR, “The only thing these people are missing is peace in their countries. Otherwise they are exceptional, unusual people”.

***b.) What do you want your colleagues to know about COA and about IOM processing overseas?***

**I would like to share with my colleagues:**

- All that I have learned, as described above (as relevant to various colleagues).

- A general understanding of work of IOM, UNHCR, and the overseas process in Kenya.
- Tools that can be used to dispel myths about refugees, for those who work doing educational and capacity building work in the community.
- An understanding of the challenges faced by IOM staff who are involved in COA sessions and other preparations prior to departure, so that we can think creatively about how to collaborate in the future.
- Ideas with colleagues about how we could build on this initial connection and collaborate with IOM colleagues in the future.
- An understanding of how beneficial it was to talk to people from the IOM and UNHCR, who are doing the on-the-ground work. It was fabulous to discover that we really are counterparts and “spoke the same language” on so many levels.
- The answers to the specific questions that colleagues “brainstormed” prior to my departure, which were aimed at understanding the overseas refugee process better; particularly regarding some of the barriers in Kenya.

**2. *How do you plan to apply your experiences and new knowledge in your work? (Please consider how this might apply to other colleagues).***

- I intend to share my knowledge and experience through presentations as originally planned. The following presentations are planned currently: general presentations for all ISIS staff, for the ISIS Settlement and Community Outreach team, for Community Language teachers, for IWK Extra Support for Parents volunteers (partner organization) and to the ISIS board of directors. Through these, I hope to increase the profile of the potential contributions of people coming to Nova Scotia as refugees. I hope to collaborate on some of these with others who may have complementary experience to share (For example: Life Skills Link Workers, staff who are working on issues related to private refugee sponsorship, pro-bono Law students who support clients with One Year Window Applications, etc).
- I hope to integrate this experience into the training for Life Skills Link Workers that I coordinate, by bringing in more discussion of camp life and new ideas of how to work with people. I am also re-thinking certain elements of the practical orientation that is being done in light of what we learned during the COA sessions.
- I hope to bring an understanding of the overseas process into my team discussions and the work that ISIS does with GAR clients, as we respond to the unique challenges and strengths of our clients and plan our activities for the next year.

**3. *Observations and /or recommendations***

**Regarding COA visits:**

- COA trainers should be invited to do a workshop about their work at the next national RAP conference and / or another national venue.

- This kind of COA exchange should definitely continue, so that Canadian SPO and IOM staff can strengthen the links that have begun, learn from each other, and collaborate to meet the needs of refugees and ensure that their rights are respected before and after resettlement.
- As part of the above, it would be interesting to explore the idea of “work exchanges”, where IOM staff could get a sense of settlement work in Canada and Canadian SPO staff could have the opportunity to work in the international resettlement context. Spending significant time in each others’ contexts would allow for a deeper understanding of each others’ realities and result in better services overall.
- I suggest that there should be an opportunity for SPO representatives who participated in the COA professional development visits in the three sites, to meet and share experiences.
- There should be a regular exchange of orientation materials between service providers in Canada and IOM staff.
- There should be a meeting between the RAP working group and representatives of the IOM in Canada to discuss recommendations that have resulted from these professional development visits.

**Regarding the Canadian Resettlement Process:**

- IOM should be contracted to deliver COA to all refugees coming to Canada. I would also suggest that COA orientation would be very useful to all people coming in family class, skilled worker and other categories where people can be in vulnerable positions upon arrival in Canada. For skilled workers, COA should have a particular focus on labour rights and what to do if these rights are not being respected once someone arrives in Canada.
- Copies of pre-departure health assessment documents should be provided to all clients prior to departure. These are their medical records and they should have the right to share this information with medical professionals in Canada as they choose.
- UNHCR staff in Kakuma acknowledged that they could improve their efforts to respond to vulnerable cases and the changes in security situation of applicants. In order to do this, UNHCR may require additional support in this region, to have sufficient staff to respond to the high numbers they are processing. Increased communication with IOM staff, as outlined below may also affect change in this area. The Canadian government may also need to re-visit the “women at risk” category. While there may have been abuse in the past, there is a need to ensure that this category can be used for those who really are at serious risk. For example, the women who are living in the “Safe Haven” centre that we visited, which is operated by the Jesuit Refugee Service. Some may be able to find a local solution that is safe, but some may not.
- During several meetings during our time in Kenya, the group discussed various measures that could contribute to all family members being declared on forms. The hope is to lessen the numbers of family members being left behind and the impact of rumours that circulate about reasons not to declare. Some options to address this issue that were discussed were:
  - a.) Canadian High Commission (CHC) staff should meet with the IOM when in the camps for interviews, so that IOM staff can bring updates on particular cases and be in regular

contact regarding other matters. Another option would be for IOM representation to be present during CHC meetings with the UNHCR when in the camps for interviews. As mentioned above, CHC could take advantage of the relationships of trust that IOM staff seem to have, in terms of getting some of the messages out about procedures, OYW, declaring family members, etc.

- b.)** A big challenge for IOM operations are “surprise newborns”. The final family composition information needs to be communicated to the IOM by the UNHCR immediately. If the UNHCR in Kenya does not have the financial resources to monitor their cases more often (every 3 months) to capture any changes in family composition, then potential donor countries like Canada need to respond to this reality.
- c.)** CHC should interview larger numbers at a time, so that travel will be more cost effective and to lessen the trauma that occurs when families are separated for the purpose of resettlement. It is very traumatic when some family members are approved and have to leave while some are still pending.
- d.)** Organizations doing public health work can play a key role in getting the word out about the importance of both declaring children and bringing health records from clinics in the camps to the country of resettlement. In our discussion with the representative of the International Rescue Committee, he agreed to bring up these two issues at the inter-agency meeting in Kakuma camp and agreed that it could be replicated in other places, at least within Kenya.
- e.)** That there be a collaboration between IOM, CHC and Canadian service provider organizations, on educational tools that could raise awareness about the importance of declaring all family members, and lessen the impact of the myths that circulate in the camps. One idea that was presented was to use video to present “first voice” case-studies where people talk about the impact that not being able to bring family members has had on their lives in Canada.