



Nuevo Hogar Betania



MINISTERIO
DE INCLUSIÓN, SEGURIDAD SOCIAL
Y MIGRACIONES

SECRETARÍA DE ESTADO
DE MIGRACIONES
DIRECCIÓN GENERAL DE ATENCIÓN
HUMANITARIA E INCLUSIÓN SOCIAL
DE LA INMIGRACIÓN

SOCIAL INTERVENTION GUIDE FOR HUMANITARIAN ATTENTION



! Hello, we are NEW HOME BETANIA!

We are a non-profit association, our mission is to serve anyone who is in a situation of social exclusion.

In Nuevo Hogar Betania, we work in line with the sustainable development goals, putting solutions to poverty, hunger and providing projects that improve the health and well-being of the people who come to our resources.

We are committed to personal and professional growth, reducing inequalities of any kind, to achieve our main objectives: PEACE AND SOCIAL JUSTICE.





We have actions in various strategic points of the national territory, developing our work in the autonomous communities of Andalusia, Extremadura, Madrid, Canary Islands and the Basque Country. Our headquarters are located at Calle Gibraltar N°152, in La Línea de la Concepción (Cádiz).





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- Area of trafficking in human beings and gender violence: currently the attention in our Homes is specialized and diversified according to the characteristics and circumstances experienced by women, for this reason our homes differ in those that are for women victims of violence of gender as well as their minor children; home for pregnant women or women with children under 3 years of age, as well as our home for women victims of human trafficking, victims of sexual exploitation and in the context of prostitution, including their minors.
- Intervention area in the territory: The main purpose of the project is to achieve the success of the development of socio-labour inclusion itineraries, full labor insertion and the educational level of the population to be served
- Emergency and humanitarian care area: The objective of this new Humanitarian Care Program is to comprehensively welcome migrants with special vulnerability and attend to their basic accommodation and maintenance needs, in addition to providing them with social tools, such as language learning, training and guidance
- Area for persons deprived of liberty: "Intervention program for aggressors of gender violence in alternative measures (PRIA-MA)", "Traffic education program in Spanish prisons" and "Prevention and reduction of the risk of consumption in women deprived of freedom".
- Area for homeless people: in which programs such as La Alianza, Primera Acogida, Residential Center, Supervised Housing, Comprehensive Care for Young Immigrants, Network of Semi-Autonomous Housing and Street Care for Homeless People are developed.

AREAS OF INTERVENTION





Humanitarian Attention

The right to receive and provide humanitarian assistance is a principle

Fundamental humanitarian that assists every citizen in every country. As members of the International community recognizes our obligation to provide humanitarian assistance where needed. The main motivation for our intervention as a result of our work.

The objective of this Humanitarian Assistance Program is to comprehensively accommodate the migrants with special vulnerability and meet their basic needs, in addition to providing them with social tools, such as language learning, training and employment and legal guidance.





Beneficiaries



They will be beneficiaries of the actions included in the humanitarian assistance program, as well as the reception resources provided for in the aforementioned program, those migrants in vulnerable situations who meet the following requirements:



Migrants in vulnerable situations due to physical or mental deterioration and lack of social support. These people must lack the economic resources to meet their needs and those of their families, either because they do not have income, or because it does not exceed the income that has been established for access to the program.

Migrants arriving on Spanish shores irregularly, or well accessed to the autonomous cities of Ceuta and Melilla after irregularly crossing the border with Morocco. This situation entails serious social and health risks, so these beneficiaries need immediate action programs to correct their high vulnerability.



SOCIAL INTERVENTION

PERFORMANCES

To guarantee good social care for migrants, it is key to try to create a relationship based on trust, respect and dialogue, encouraging the participation of people as protagonists of their own processes.

- Initial scan
- History of the migration process
- Pre-migration issues
- Social and family support
- Psychopathology/previous functioning
- Personal Coping Resources
- Daily functionality
- Adverse or limiting reactions

TEAM MULTIDISCIPLINARY

- Jurists
- Social workers
- Psychologists
- Educators
- Monitors and assistants
- Volunteers



SOCIAL INTERVENTION

OBJECTIVE

Reduce their situation of vulnerability, cover their basic needs and provide them with tools for their integration in the host country through learning the language, activities, talks, courses and everything that contributes to integration.

HOW TO ACT

- Normalizing tone, close and warm
- Adapted language (do not use technical words, labels...)
- Warm welcome to make you feel as comforted as possible.





TYPES OF INTERVENTIONS

SOCIAL

INITIAL INTERVIEW to collect data that they provide us with to know more in depth their history and situation, as well as the detection of vulnerability factors and / or difficulties that may present (Individualized Care Plan).

Activate together with the person the necessary resources to start a recovery process, accompanying them in the transition process, and adapting to their new life in the country that welcomes them.

Carry out a PERIODIC FOLLOW-UP of the new intervention, the achievements achieved, how the person feels and how the various areas of his life are.



SOCIAL

TYPES OF INTERVENTIONS

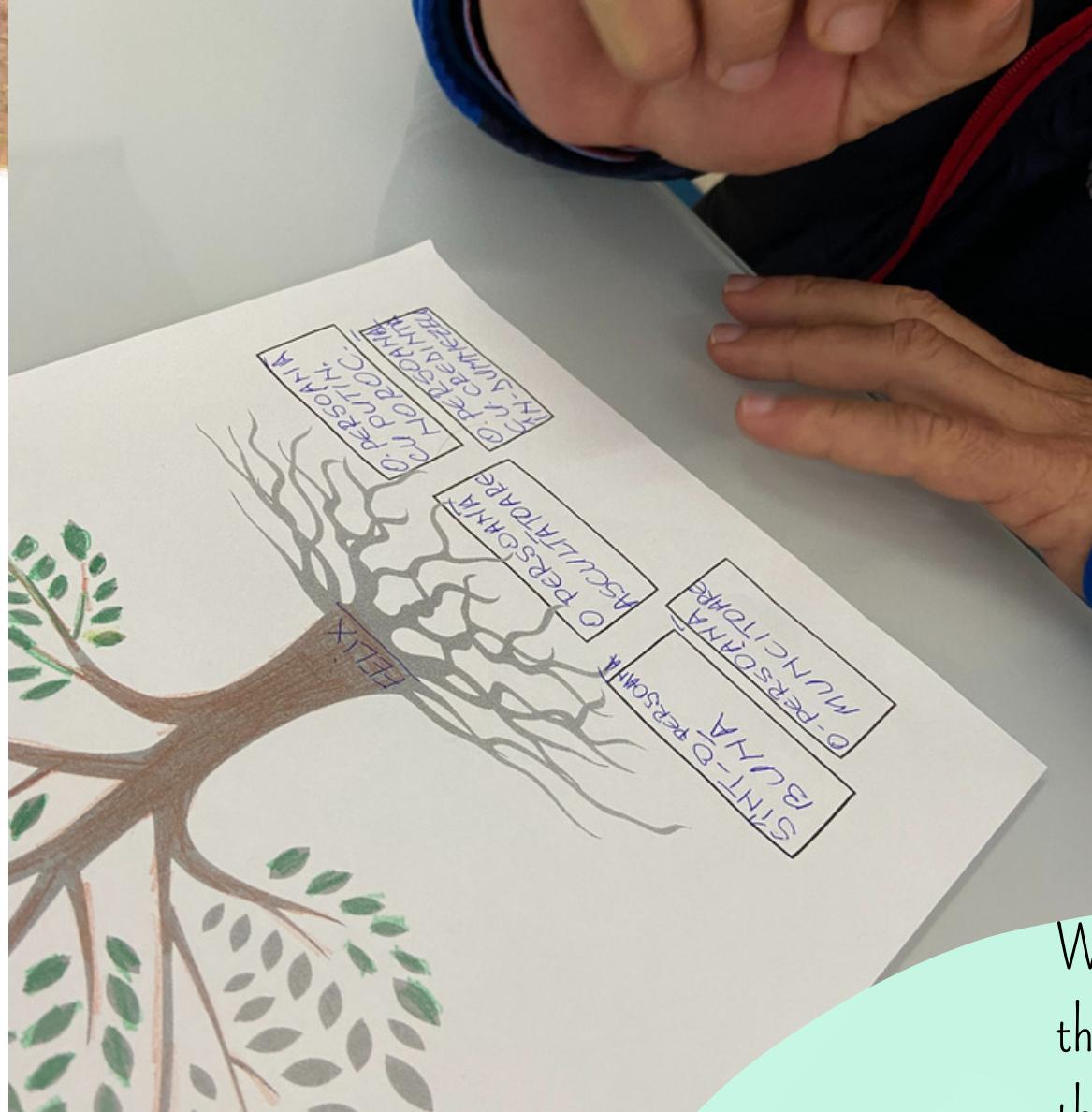
As for social intervention, the person is first interviewed to collect all kinds of information, know if there are vulnerability factors, in addition to this, non-verbal language will be studied including silences and expressions of the person. From there, the process of recovery and adaptation to their new life will begin, always carrying out an exhaustive follow-up of the progress of the person.



TYPES OF INTERVENTIONS

At the legal level, the jurist conducts an interview, together with the documentation that she carries, to make an analysis of her legal-administrative situation. And also, in the event that the migrant is an applicant for International Protection or expresses his desire to request it, her function is to advise and accompany him throughout the legal process. At this point, the intervention of the psychologists and the lawyer is key, so that the request for International Protection reaches a successful port, and thus covers the needs for legal protection, against the violation of the rights that people migrants, suffer in their countries of origin.





TYPES OF INTERVENTIONS

FORMATIVE

We project the person to internalize the study of the language of the host country, and all those trainings that enable them to live autonomously in stable and dignified. Therefore, the intervention of educators is essential, through them, they learn social tools, and acquire knowledge about the culture that welcomes them, thus reducing the impact of culture shock.

Although the language barrier can be a determining factor, there are telematic means, as well as translation services that can minimize this barrier, in addition to our volunteers.

Many times, even if they nod and give us a "YES", it is really a "NO". We try to use close and simple language, without technical terms. Cultural difference and language difficulty are important barriers to take into account. We use short and simple sentences.



PSYCHOLOGICAL

TYPES OF INTERVENTIONS

A migratory process is usually accompanied by many losses that people must process. If they do not have the capacity to assume them, a migratory duel can lead to a syndrome of the migrant with chronic stress, among others.

Similarly, their social, economic, work and family situation in Spain will largely determine measure their state of physical, psychological and social health. In addition, there is certain violence of gender of which migrant women can be victims, who also have an influence.

Likewise, they face situations of labor exploitation in sectors such as agriculture or domestic service.

That is why the specialization of the professionals, specifically the psychology professionals is decisive to increase the chances of total recovery of the person.





Psychological consequences



Physical level: Shortness of breath, numbness, tightness in the chest and stomach, hypersensitivity to noise...

Behavioral level: Isolation, hypervigilance, agitation, inactivity...

Cognitive level: Doubts, mistrust, uncertainty, lack of attention, Constant worry, hallucinations (auditory and visual), memory block.

Emotional level: Sadness, anger, guilt, anxiety, loneliness, helplessness, etc.





This guide has been prepared with the purpose of providing information and serving as a social tool for the entire population, both for workers in the social sphere and for possible people who may feel identified in a context of vulnerability.

We hope it has been helpful to you.