

## Please contact the IOM office in your country:

IOM Nigeria  
Abuja  
No. 11 Haile-selassie Street  
Asokoro District  
Tel: +234 9062280950  
AbujaAVRR@iom.int

Lagos  
No 1, Isaac John Street,  
Ikeja GRA, Ikeja  
Tel: +234 9065925462  
+234 9065949932  
+234 9062655578  
+234 9062655575  
iomlagosops@iom.int

Benin City  
+234 9097253909  
+234 8119017293  
iomlagosops@iom.int

IOM Cameroon  
Yaoundé, Bastos,  
Avenue USSR, behind the  
Swiss Embassy  
Tel: +237 222 20 32 78

Douala  
Rue Koufrah  
+237 233 43 22 15  
CamerounAVRR@iom.int

IOM Gambia  
46, Kairaba Avenue Pipeli-  
ne – PMB 586 Serekunda  
Tel: +220 437 6152  
iombanjul@iom.int

IOM Ghana  
House 10, plot N°48,  
Osu Badu Road,  
Airport West, Accra  
Tel: +233 501617262  
+233 302 742 930  
+233 302 742 933  
AccraAVRR@iom.int

## FREQUENTLY ASKED QUESTIONS

### 1) Am I eligible for assistance under the Joint Initiative?

Yes, if you were assisted to return from a European country, North Africa, Niger, Mali or Burkina Faso and if you were informed before departure or upon arrival by IOM staff that you are eligible under the project.

### 2) How is reintegration assistance provided?

You will learn more about reintegration assistance during a counselling session. Several sessions may be needed to decide how best we can assist you. You may be offered services like training, or

the materials, equipment and goods needed to carry out the reintegration project agreed upon during the counselling sessions. This is called “in-kind” assistance.

The only money you will receive as part of this Joint Initiative program is “pocket money” to cover basic needs after arriving in your country and transportation home.

### 3) How is reintegration assistance defined?

Several criteria will be used to assess your needs and the suitable type of assistance. For example, enhanced assistance is provided to migrants assessed to be in a situation of vulnerability, such as those requiring medical or psychological assistance, victims of trafficking or unaccompanied minors.

Other criteria defined by IOM and its partners in your home country, such as job creation at the local level, will also be taken into account in defining your reintegration project.

# Assistance for Returning Migrants

## Information Leaflet

# 2018



Project funded by the European Union



International Organization for Migration (IOM)  
The UN Migration Agency  
Project implemented by IOM

# About reintegration assistance

We are here to help you. Reintegration assistance is provided to you by IOM and its partners in your country.

Different types of assistance are available depending on your case/situation: medical treatment, education, job training and help setting up a small business for example.

Special assistance will be provided to vulnerable people who need medical or psychological help, victims of trafficking and children who are traveling alone.

## 1 Upon your arrival



- When possible, IOM and representatives of your country will welcome you home upon arrival at the airport or bus station. IOM will register your contact details.
- It is important that you provide accurate, detailed information so we can contact you in the future.
- You can include the phone numbers and/or addresses of your family or neighbours.

- IOM will provide “pocket money” to cover your immediate needs including the cost of transportation to your home. All other assistance will be “in-kind” in the form of trainings, education or help starting a small business.

- If you have not received pocket money before departure, you will receive it upon arrival.

## 2 Initial contact and counselling session



- Please contact the IOM office in your country within 30 days of returning home to schedule a counselling session.

- Your needs will be discussed during the counselling session. Together we will decide what type of reintegration project is most suitable. More than one counselling session may be needed.

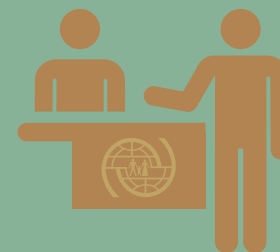
- The office addresses and phone numbers are on the back of the leaflet.

## 3 Assistance

Based on your needs and competence as well as on IOM and counterparts’ resources, one or more of the following services can be provided to you:

- Referrals to programmes or services in your country;
- Trainings or other activities organized by IOM and its partners;
- Medical care and psychological support;
- Education or vocational training;
- Links to existing employment opportunities;
- Help setting up a small business: available to individuals, groups of returnees or in partnership with your community.

If this is the type of assistance you would like to receive, IOM strongly encourages you to consider “collective projects” with other returnees or “community-based” projects with residents of your village or town.



## 4 Follow-up



- A few months after receiving assistance, IOM or its local partners will contact and possibly visit you to see how things are working out.
- If you agree, a questionnaire will be completed and pictures will be taken of your reintegration project.
- It is very important that you contact IOM if your phone number changes or you move.

### Please note that:

Pocket money provided when you return to your country is the only cash payment you will receive through this project.

You need an identification document to

start the process.

- Abusive or disruptive behaviour towards IOM staff or its partners (verbal violence, intimidation, insults, obstructing

the office entrance, etc) is unacceptable.

- Anyone engaging in such behaviour will be denied assistance and their file will be permanently closed.