

GOOD PRACTICES

Partner Organisation
KU TU Ltd.
Bulgaria

1 – Organization / Individuals	
Name	International Organization for Migration, Bulgaria
Country	Bulgaria
Type of Organization	Inter-governmental organisation
Address Website	www.iom.bg
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2 – Action / Project / Activity	
Title	<p>“Creation of a network of information centers for immigrants in Bulgaria”</p> <p>Project funded under the European Integration Fund</p>
Duration	1 February – 20 June 2011
Category	<ul style="list-style-type: none"> – Internal Proceedings in the Health Care Services (Ex. Creation of migrant-friendly Services with collaboration of cultural and language mediators, creation of a service for the telephone translation...) – Production and Use of Innovative online Materials – Face-to-face consultations
Description	<p>Target group: Immigrants</p> <p>Methodology: The project aims to raise the knowledge of third-country immigrants of their rights and obligations in Bulgaria; to support and assist the access to services and civic orientation for an effective social, economical and cultural integration into local society.</p> <p>Under the project Information Centers were established in Sofia, Burgas, Plovdiv and Kardzhali where immigrants can receive free and individual consultations regarding their rights as immigrants in Bulgaria. The consultants provide information related to the healthcare and social insurance systems, education as well as opportunities for entering the labour market in Bulgaria.</p> <p>Besides consultations, the Centers organise free courses in Bulgarian language and computer literacy.</p> <p>The Information Centers also encourage the intercultural dialogue through organising events multicultural meetings and concerts for introducing the immigrants with the Bulgarian</p>

	traditions, history, institutions and culture. Further goal is to introduce the Bulgarian society with the culture and traditions of the immigrant communities through stimulating the participation of the immigrants and their communities in the social life at local level and thus contribute to their successful integration.
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3 – Products / Results

<p>Description</p>	<p>What type of products/ resources? Online resources Consultations</p> <p>The following outcomes resulted from the project:</p> <ul style="list-style-type: none"> • Creation of Information Centers for the Integration of Immigrants in Sofia, Burgas, Plovdiv and Kardzhali. • Creation of a specialized hotline for providing information to immigrants: 02/ 939 47 55. • Creation of a specialized website (www.iom.bg/integration) and creation of an Internet Forum for asking questions.(http://integration.bulgarianforum.net/) • Organization of Information days for immigrant integration • Conducting multicultural meetings with the communities in Sofia, Burgas, Shumen, Varna and Blagoevgrad
<p>Links</p>	<p>http://iom.bg/en/integration/ https://www.facebook.com/integration.of.immigrants http://integration.bulgarianforum.net/</p>
<p>Impact on target groups</p>	<ul style="list-style-type: none"> • Providing information about the Bulgarian legal and administrative systems and the rights and obligations of the immigrants in Bulgaria • Facilitating the access to governmental institutions • Assisting the integration of immigrants on social, healthcare and educational level • Facilitating the integration in the labor market. • Organising training courses for improving the knowledge of immigrants in Bulgarian language, traditions, history, culture, social, economic and administrative structure • Encouraging the intercultural dialogue • Encouraging the participation of immigrants and their communities in the social and cultural life • Providing individual consultations by experts in the Centers and answering online queries on the special integration website (http://www.iom.bg/en/integration) and on the special immigrant integration hotline: +359 2 939 47 47 • Providing a channel for submitting reports about violations related to the rights of immigrants and their access to services • Distributing information materials among the immigrant communities.