

# HANDBOOK



FOR THE IDENTIFICATION,  
REFERRAL AND CARE OF  
PERSONS LIVING WITH  
**VULNERABILITIES**

ENTERING ITALY  
AND WITHIN THE PROTECTION  
AND RECEPTION SYSTEM

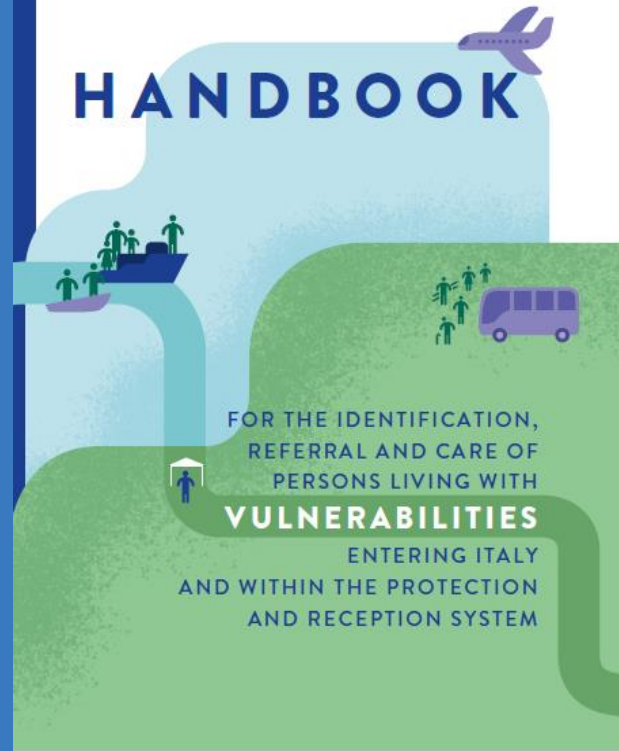
## The Handbook for the identification, referral and care of persons living with vulnerabilities

WHAT

HOW

WHY

# HANDBOOK

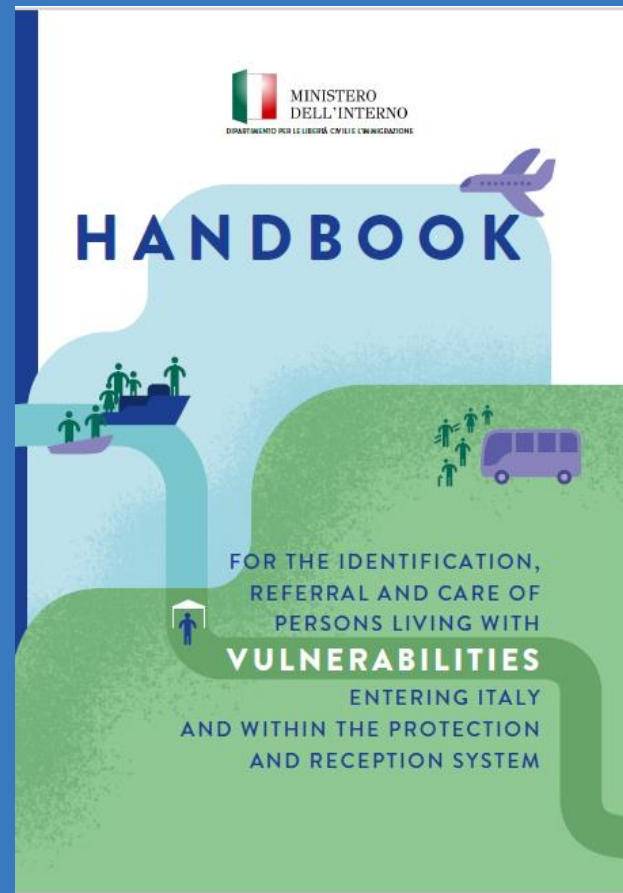
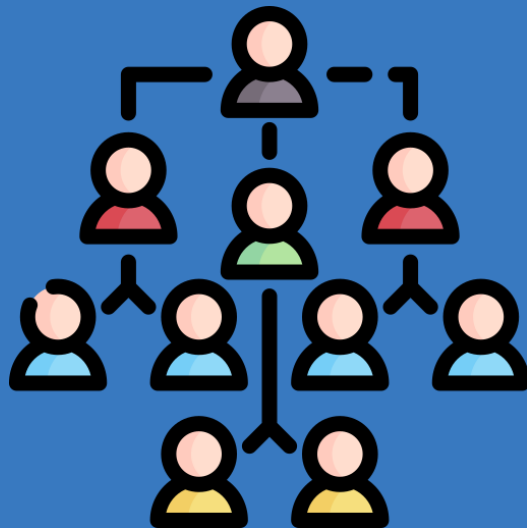


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WHAT

# GOVERNANCE MODEL



# HOW

DEPARTMENT FOR  
CIVIL LIBERTIES  
AND IMMIGRATION



UNHCR



**ITALIAN INSTITUTIONS**  
(i.a. Ministry of Interior,  
Ministry of Health, Ministry  
of Foreign Affairs)

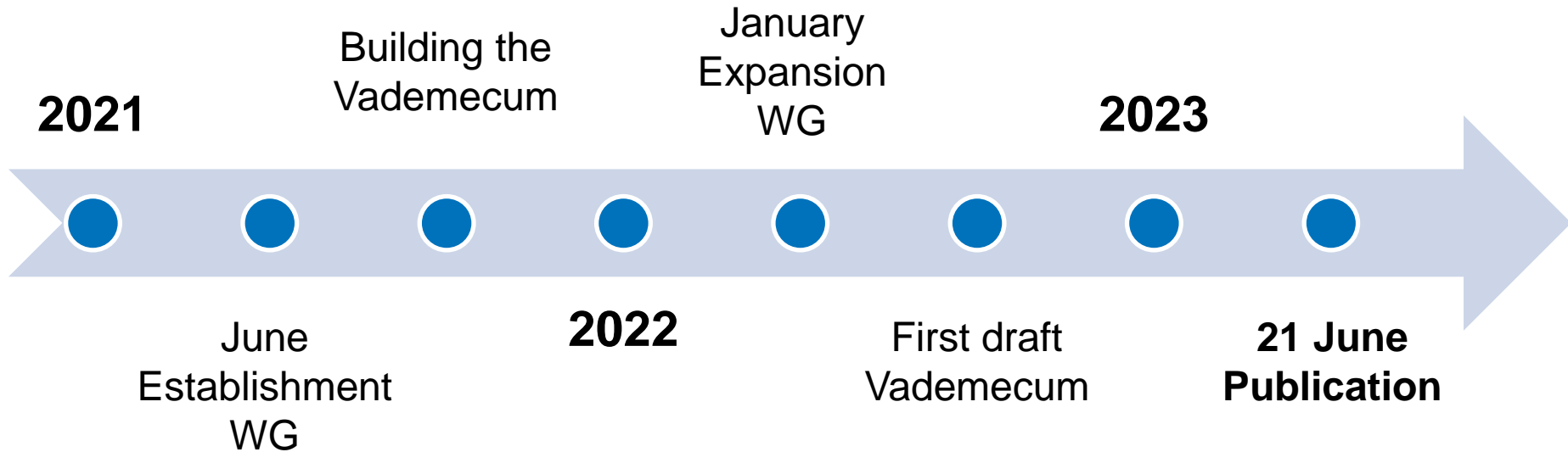


**EUROPEAN INSTITUTIONS**  
(i.a. European Commission,  
Frontex, Europol, EUAA)



**INTERNATIONAL  
ORGANIZATIONS**  
(UNHCR, IOM, UNICEF, CRI)

# How it all started



WHY



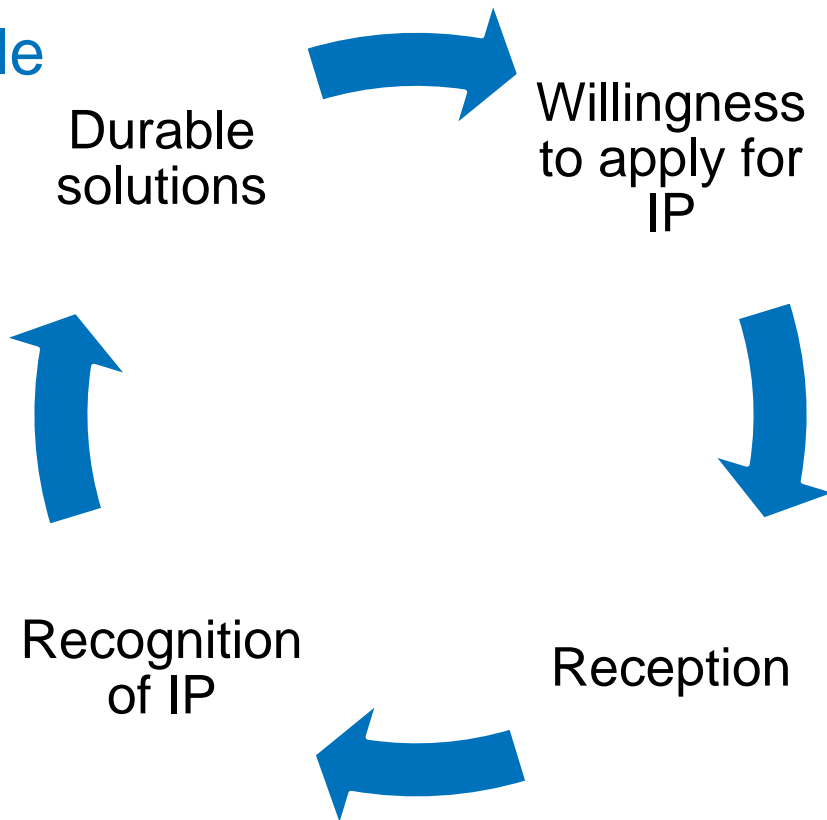
# Why is it a best practice?



	<b>III. GENERAL PRINCIPLES</b> ①	
	<b>INSIGHTS</b>	
1	Linguistic-Cultural Mediation	①
2	Vulnerabilities and Priorities	①
3	Victims of Trafficking	①
4	Psychosocial support and mental health services to children and their caregivers	①
5	The right to family unity	①
6	Survivors of Gender-Based Violence	①
7	Persons discriminated against on the basis of sexual orientation	①
8	Persons with disabilities	①
9	Actions in the event of large flows	①
10	Safety and mitigation of the risk of exposure to violence and exploitation through safety audits	①
	<b>IV. ACTORS INVOLVED</b> ①	
	<b>V. OPERATIONAL SEQUENCES</b> ①	
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3	Air arrivals	①
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V.II	Health surveillance	①
V.III	Reception system	①
1	Reception of households and single parents with children	①
2	First reception governmental centres and temporary facilities	①
3	Reception and integration system (SAI)	①
4	Centres for UASCs	①
V.IV	Administrative detention in detention centres for repatriation	①
	<b>VI. PROCEDURE FOR THE RECOGNITION</b>	



# The Asylum Cycle



# Structure

- Legal framework
- General principles
- Thematic SOPs/Guidelines
- Operational sequences

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Vulnerable applicants for international protection outside of the reception circuit	
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# General principles

**all actors are  
responsible**

**specific  
guarantees &  
safeguards**

**continuous  
process**

**holistic approach**

**vulnerability** can  
be determined  
by **external  
factors**

**governance**

**prompt data  
transmission**

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# Thematic SOPs/Guidelines



INTRODUCTION

MAIN REGULATORY REFERENCES

GENERAL PRINCIPLES

ACTIONS INVOLVED

OPERATIONAL SEQUENCES

INTERNATIONAL PROTECTION

ANNEX 1

- [Guidelines for Territorial Commissions for the Recognition of International Protection: Identification of victims of trafficking among applicants for international protection and referral procedure](#), first adopted in 2016, in the framework of the project of the National Asylum Commission and the United Nations High Commissioner for Refugees (UNHCR) and updated with the support of the European Commission (2021).
- [Interim operational indications for the management of facilities with highly fragile and socially marginalised persons in the context of the COVID-19 epidemic](#) (published by NIIMP at the request of the Ministry of Health, 2020).
- [Guidelines for the early identification of victims of female genital mutilation \(FGM\) or other harmful practices](#) (Associazione Parsec; Ricerca e Interventi Sociali; Coop. Soc. Parsec; University of Milano-Bicocca; A.O. San Camillo Forlani; Nosotras Onlus and Associazione Trama di Terre, 2019).
- [National Guidelines for Health Authorities and Hospital Authorities on response and socio-health assistance for women victims of violence](#) (DPCM, GU no.24 of 30-1-2018).
- [Regional Health Contingency Plan on Migrants](#) (2017) published by the Regional Department of Health of the Sicilian Region and the Ministry of Health (General Directorate for Health Prevention).
- [Guidelines for the planning of assistance and rehabilitation interventions as well as for the treatment of mental disorders of holders of refugee status and subsidiary protection status who have suffered torture, rape or other serious forms of psychological, physical or sexual violence](#) (issued by the Ministry of Health, 2017).
- [Guidelines "Border controls barrier, health checks on arrival and health protection pathways for migrants hosted at reception centres"](#) (National Institute for Health, Migration and Poverty, 2017).
- [Hotspots Standard Operating Procedures \(SOPs\)](#) (published by the Ministry of the Interior, Department for Civil Liberties and Immigration and Department of Public Security, with contributions from the European Commission, Frontex, Europol, EASO, UNHCR and IOM, 2016).
- [Guidelines for implementing prevention, care and rehabilitation activities for women and girls survivors of female genital mutilation practices](#) (issued by the Ministry of Health, 2007).
- [IASC Guidelines on Mental Health and Psychosocial Support in Emergency Settings](#), 2007.

All activities outlined in this Handbook, including the transmission of information on identified vulnerabilities, must be carried out in compliance with the Law on the protection of privacy (EU Regulation 216/679 and Legislative Decree No. 196/2003 and, where applicable, Legislative Decree No. 51/2018).

INTRODUCTION



*Ministero della Salute*

*Linee guida per la programmazione degli interventi di assistenza e riabilitazione nonché per il trattamento dei disturbi psichici dei titolari dello status di rifugiato e dello status di protezione sussidiaria che hanno subito torture, stupri o altre forme gravi di violenza psicologica, fisica o sessuale*

Roma, 22 marzo 2017



Co-funded by the Asylum,  
Migration and Integration  
Fund of the European Union



**UNHCR**  
The UN Refugee Agency

## EMERSIONE E REFERRAL DELLE PERSONE SOPRAVVISSUTE A - O A RISCHIO DI - VIOLENZA DI GENERE

NEL CONTESTO  
DELLA PROCEDURA DI ASILO

Procedure Operative Standard  
per le Commissioni Territoriali  
per il riconoscimento  
della protezione internazionale

## THE IDENTIFICATION OF VICTIMS OF TRAFFICKING AMONG APPLICANTS FOR INTERNATIONAL PROTECTION AND REFERRAL PROCEDURES

Guidelines for Territorial Commissions for  
the Recognition of International Protection



Co-funded by the Asylum,  
Migration and Integration  
Fund of the European Union



Commissione Nazionale  
per il Diritto d'Asilo



**UNHCR**  
The UN Refugee Agency



**UNHCR**  
The UN Refugee Agency

UNOFFICIAL TRANSLATION

# Structure

- Legal framework
- General principles
- Thematic SOPs/Guidelines
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# Operational sequences

# HANDBOOK ON VULNERABILITIES

INTRODUCTION  
MAIN REGULATORY REFERENCES

GENERAL PRINCIPLES

## ACTORS INVOLVED IN THE IDENTIFICATION OF VULNERABLE PERSONS ARRIVING ON THE TERRITORY

NOTES

### SEA OPERATIONS PHASE

**Medical personnel on board (if available)**

**Actions:** Medical personnel on board are responsible for conducting a general health assessment of each migrant, aiming to identify any medical condition or vulnerability requiring attention. This assessment also includes identifying any children who have declared themselves as unaccompanied. If any medical condition or vulnerability are found, these are documented on the appropriate form alongside the necessary actions to be taken.

If there are medical conditions that **require immediate care** and cannot be provided on the vessel, the Medical Evacuation (MedEvac) procedure is activated and is coordinated by the Coast Guard. Otherwise, priority is given to disembarkation.

**REFER TO:** the vessel's captain.




In the event of safety risks arising, it is imperative to provide the victim with information regarding the available options for ensuring safety on board. The victim's consent to proceed with protective and referral measures must be obtained through an informed decision-making process (Survivor-Centred Approach).

**Non-medical personnel on board**

**Actions:** Non - medical personnel on board conduct observational activities on board the vessel and identify any visible vulnerabilities or vulnerabilities that have been reported to the vessel's captain.

**REFER TO:** the doctor on board, if present, or the vessel's captain.








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LITIGIES		NOTES	
INTRODUCTION	MAIN REGULATORY REFERENCES	 <p><b>Accompanied children</b></p>	<p>In accordance with their best interests, it is generally not necessary to summon children who are part of a family unit for an interview with the Territorial Commission. In these cases, the interview may be limited to adult members of the family. However, if individual needs for international protection or specific situations concerning children arise, it is important to promptly report these to the Provincial Police HQs and the Territorial Commission. This ensures that each case is assessed on an individual basis, also by means of a personal interview.</p> <p>When conducting interviews, special attention should be given to intra-family relations. If any dynamics within the family need to be investigated or observed, it may be appropriate to conduct part of the hearing or a second hearing without one of the parents present. This sensitive issue must be handled with care, particularly in relation to parents, as the primary consideration is to avoid endangering the child and to uphold their best interests, which should always be protected.</p>
		 <p><b>Unaccompanied children</b></p>	<p>All documentation collected since the applicant's arrival on the territory, including the child's social file or relevant extracts from it, should be transmitted to the Territorial Commission. It is necessary to report whether indicators of trafficking, exploitation, or gender violence have been detected, regardless of whether a referral procedure with specialised bodies has been initiated or not.</p> <p>In addition, it is necessary to report whether the child has other family members in Europe, regardless of whether or not a Dublin Procedure has been opened.</p> <p>If, during the Territorial Commission's hearing, the applicant declares him/herself to be underaged or there are reasonable doubts about their age, the Territorial Commission suspends the interview. The alleged child is informed of his/her rights, and the case is reported to the Public Prosecutor's Office and the Public Prosecutor's Office at the competent Territorial Juvenile Court. This is done for the purpose of initiating an age-determination procedure and appointing a guardian for the applicant. The case is also reported to the social services of the competent local authority, in order to activate appropriate reception measures for the child.</p> <p>In such cases, the multidisciplinary team is responsible for following up on the case with the territorially competent Prefecture.</p>
GENERAL PRINCIPLES	ACTORS INVOLVED	 <p><b>Victims of human trafficking</b></p>	<p>The identification of victims of trafficking among applicants for international protection and referral procedures: <a href="#">Guidelines for Territorial Commissions for the Recognition of International Protection, National Commission on the Right to Asylum/ UNHCR</a>.</p>
OPERATIONAL SEQUENCES	INTERNATIONAL PROTECTION		<p>Report any detected indicators of trafficking (including prolonged absences from the shelter, attitudes of subjugation or control by third parties, or any other suspicious behaviours or circumstances), even if there has been no formal identification. <b>Information about whether a report has already been made or there have been previous contacts with an anti-trafficking agency regarding the applicant should be transmitted.</b> All relevant documentation, including medical, psychological, health-legal records, and any reports from agencies or services, should be transmitted to the competent Territorial Commission. This should be done with the consent of the trafficked or potential victim of trafficking, ensuring that their privacy and confidentiality are respected. It is important to specify any specific gender preferences for the cultural/linguistic mediator/interpreter and interviewer.</p>

# ANNEX 1

Annex 1

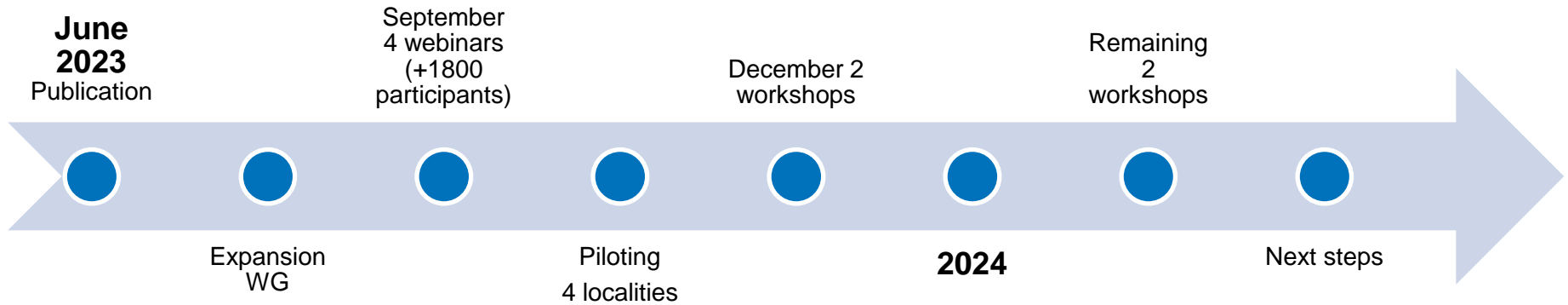
## LAND ARRIVALS

 	Land arrival	Date of arrival mm/yy	Identification No. (if any):
	Air arrival	Date of landing mm/yy	
	Report	Reporting entity:	
INFORMAZIONI GENERALI			
Total No. of persons rescued:			
Any corpses:			
COMPOSITION:			
No. of males:		No. of females:	Other:
 M:  F: No. of accompanied children (<14yo):	M: F: No. of UASCs (<14yo):	 M:  F: Family units (Total No. of persons)	M: F: Total No. of persons:
 No. of pregnant women: Total No. of persons:	Notes:		
NEEDS UPON ARRIVAL:			
Immediate medical care/assessment:			
Ambulance transfer:			
Non-ambulant person:			
Use of wheelchair:			
Use of crutches:			
Other special assistance needs upon arrival:			
Need of special mediation:		YES	NO
Sign language interpreter:			
Languages/dialects (specify):			
Other:			

ANNEX 1

# Annex

# Roll out



4  
PSYCHOSOCIAL  
SUPPORT AND MENTAL  
HEALTH SERVICES  
TO CHILDREN AND THEIR  
CAREGIVERS



6  
SURVIVORS OF  
GENDER-BASED  
VIOLENCE



8  
PERSONS  
WITH  
DISABILITIES



# Thank you!

**Carmen Cosentino**

Ministry of Interior

**Marta D'Agosto**

UNHCR



MINISTERO  
DELL'INTERNO



**UNHCR**  
The UN Refugee Agency