



Polish Migration Forum Foundation

Annual Report 2022



20.02.2023

Introduction

2022 was undoubtedly the most difficult year in the 16 years of work of the Polish Migration Forum Foundation. At multiple occasions we achieved the impossible, exceeded many of our own limitations and did more than we could have imagined. The organisation itself underwent a major transformation last year – it grew sixfold. PMF has always worked with people affected by conflict. But for the first time, we had the war at our doorstep, as we were helping people who had left their homes two or three days earlier. We worked side by side with refugees who had just unpacked their suitcases in Poland, providing support to hundreds of people a day.

This activity report is a record of that experience. First and foremost, we want to account for the generous financial support given to PMF. We also write about what our work involved and what challenges we faced.

The biggest thanks for this year go to the PMF team – almost 200 people who are employed or volunteer with us. More than half of them have migration experience. I am incredibly proud of you.

Our work would not have been possible without the impressive circle of friends, partners and sponsors, people of goodwill, who gave us financial, material and advisory support in 2022. Thank you for the generous help and support we received, but above all – for your trust.

You gave us strength, empowerment, a sense of sisterhood. 2022 taught me that much more is possible than we think. And there really are more good people in the world.

Agnieszka Kosowicz



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Who we are, how we operate, what we want

The Polish Migration Forum Foundation has been supporting refugees and migrants in Poland since 2007. We strive to ensure that the rights of people with migration experience are respected and that Poland is a country where people of different religions and cultures can live in harmony and respect.

We help everyone: regardless of their nationality, language of communication, religion or other factors.

At PMF, we see migration as a natural, constant part of reality. We know that this phenomenon will only increase in the coming decades due to the current and future conflicts, but also as a result of climate change. The experience of migration can be simply difficult: both for migrants and their host communities. It often raises different emotions and concerns. That is why we often operate on two levels: we help migrants find their place in the new reality, and we help Poles build communities together with migrants where everyone feels comfortable and safe.

Building diverse communities and a sense of security in dynamically changing societies is, in our view, the biggest global challenge for the foreseeable future.

War in Ukraine and great changes

Russia's invasion of Ukraine on 24 February 2022 triggered the largest migration in Europe since the Second World War. According to the UN, in 2022, Europe hosted 5 million Ukrainian refugees. More than one and a half million people received temporary protection in Poland. Warsaw alone provided shelter to more than 160,000 people – it is as if all the residents of Bytom had moved to the capital. More than 17,000 Ukrainian children joined Warsaw's primary, secondary, post-secondary schools and kindergartens – they currently account for around 5% of students. Women and children account for 86% of those fleeing the war in Ukraine.

The new arrivals joined the hundreds of thousands of migrants of the multicultural metropolis. The rapidly growing number of people in need of new forms of assistance created unprecedented challenges for NGOs in Warsaw.

We looked with admiration at the commitment of the Polish people delivering humanitarian aid – providing housing, food, basic material assistance to hundreds of thousands of people in need.

Strategic decisions

Until February 2022, we were a small, highly-specialised organisation providing professional services in the area of migrant work. Our areas of expertise are

- information and advice,
- psychological support,
- education, and
- working with special needs groups.

The escalation of the war and the arrival of millions of refugees radically changed the reality of our work. The PMF Board decided to develop the organisation in order to offer high-quality assistance to as many migrants as we could. **We decided that in the crisis situation we would make the best use of our resources by expanding our specialised services and sharing our knowledge with others.**

By hiring new experts, we significantly increased the scale of our operations. We introduced new working methods that allowed us to reach more people: an infoline, a helpline, video information materials, plus we offered some of our services online.

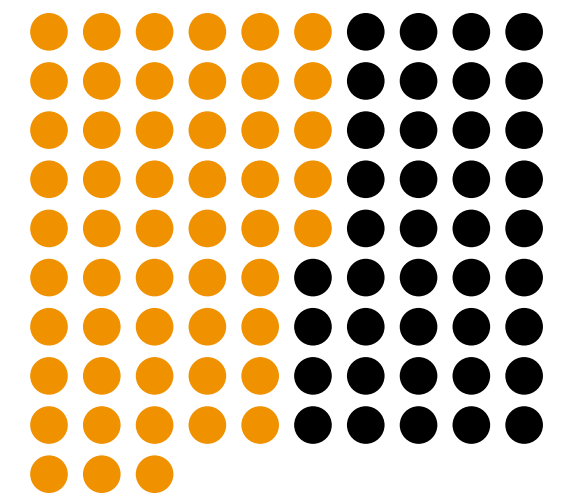
We launched dozens of webinars, training sessions and recordings in our area of competence to help others: teachers, psychologists, social workers and organisations for whom working with migrants was a completely new experience. We also developed our own competences.

Team

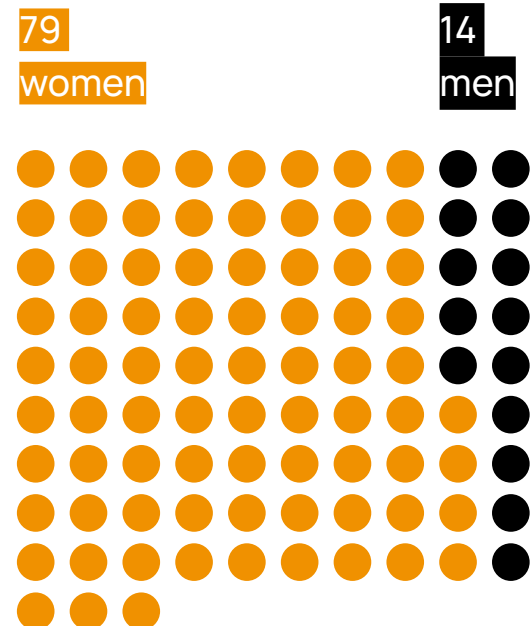
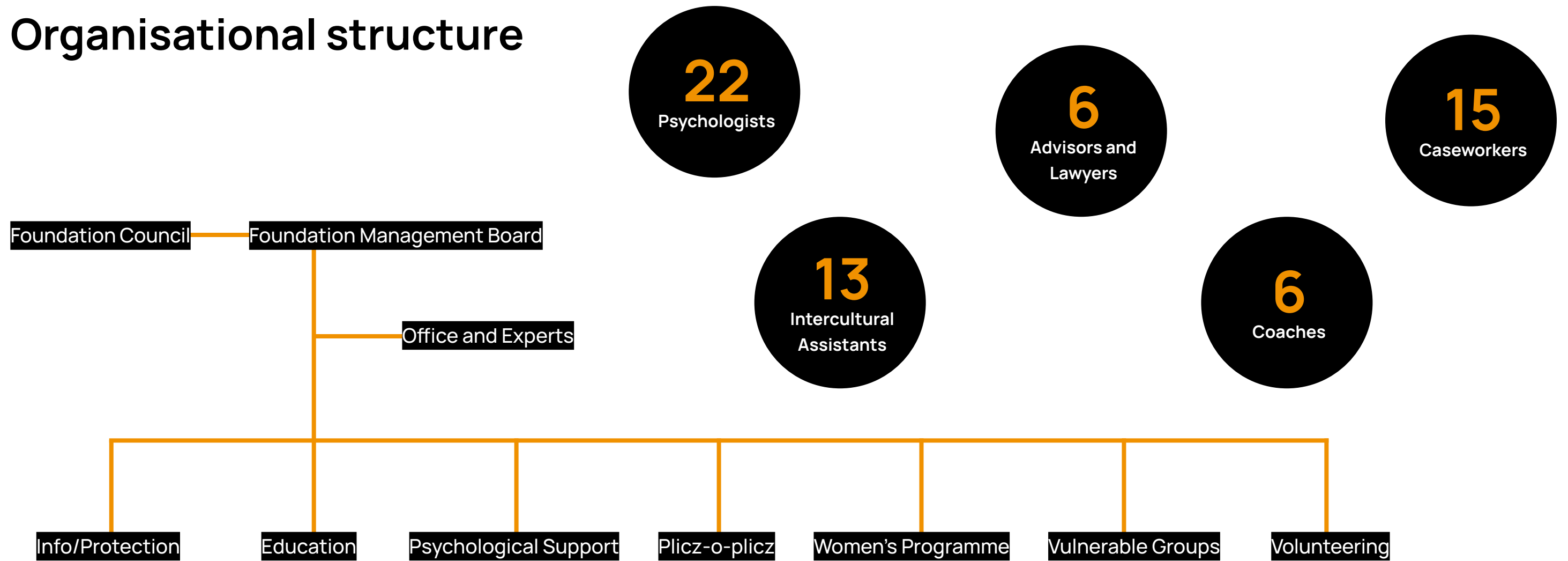
We expanded the team from 12 to 93 employees. We employed dozens of professionals with migration experience, including people who only came to Poland as a result of the war. Currently, 57% of the Foundation's team are migrants representing six nationalities.

One-person jobs grew into departments and teams, and we strived to maintain high quality of work and consistent standards across the growing organisation.

57%
of the
Foundation's
team are migrants
of six nationalities



Organisational structure



The last few months have been a time of intensive team growth for us. We have been joined by people from different parts of the world, different cultures and religions, with different backgrounds - both professional and personal. It has been, and still is, very important for us to maintain our organisational culture despite these dynamic changes - one that values openness, trust and high quality of work. We have consciously worked on this. We run induction trainings for new employees or various internal communication activities. This was not at all obvious, as it is often difficult for NGOs to set aside time and attention for internal matters. What I can clearly see from the perspective of these past months is that the concern for relationships and the way we work within our organisation has had a big impact on how we have coped with the challenges that 2022 has presented us with.



Anna Dunin-Brzezińska,
HR Manager

What were we up against? Challenges of organisational growth

need to learn quickly and acquire competences

A number of team members became leaders in charge of teams. We had to learn how to manage a large organisation, large budgets, working under the pressure of war and time – immediately. The right selection of staff, honesty, openness, a good division of work and communication were key to the process.

We were also learning to understand partners and donors in a humanitarian aid environment, with which we had no previous experience.

maintaining work standards and quality

Quality is our priority. We sorted out a range of internal standards and are successively training the whole team: in safeguarding, in particular child protection policies, service provision, standards for abuse reporting, purchasing, remuneration and HR, anti-bullying and anti-burnout policies – our work is very demanding. The challenge was to sort out standards while working intensively and training the team quickly.

Our great asset was the support of international organisations that had already developed many standards and were willing to share them (thank you DRC for Core Humanitarian Standards training).

many staff members with fresh migration experience

Working with people who had just become refugees required attentiveness, wisdom and flexibility. An important challenge was to provide support to those in the Foundation team who were helping others while being fully entitled to feel in crisis themselves. We launched a separate meeting group for employees with refugee experience. The entire Foundation team have access to supervision and psychological support.

team communication

when a team grows sixfold rapidly, when it is multicultural, ensuring good internal communication requires more work. We established regular meetings to improve the flow of information. Every month we met online as a whole team. Every week – as the coordinating team. There were also weekly team meetings of lawyers, psychologists, counsellors. The second half of the year saw the need for an internal brochure – a map that gathered all our services, contacts and practical information for the team.

equality

Our Foundation supports people regardless of their background. It was difficult to reconcile this principle with the expectations of some donors, who were only prepared to support refugees from Ukraine. It is also sometimes difficult for people fleeing war to think about the victims of other wars. Public opinion and the media narrative did not help in noticing the needs of the 'others' – those without Ukrainian passports. Maintaining a consistent standard of work for all those in need was sometimes a challenge. We made every effort to ensure that all people with migration experience had equal access to our support, regardless of their background.

attentiveness to changing needs

New working methods and a growing team led us to build new channels for collecting feedback from the migrant community we help. With the use of a survey in five languages, we get to know the needs and gather the comments of migrants, shaping our support services accordingly. We joined Talk To Loop and formalised procedures for collecting other forms of feedback in Standard Operating Procedures. The crisis has its own dynamics – keeping up with changing needs required us to stay attentive.



Where did we operate?

Our offices

Szpitalna 5/14
Prosta 51
Plicz-o-plicz (Chmielna 85/87)

Schools

WARSZAWA:
SP 221 (Ogrodowa)
SP 264 (Skorochód Majewskiego)
SP 279 (Cyrklowa)
SP 363 (Rozłogi)
SP 300 (Gubinowska)
SP 260 (Zakrzewska)
SP 374 (Boremlowska)
SP 275 (Św. Hieronima)
SP 152 (Powstańców Wielkopolskich)
SP 205 (Spartańska)
SP 187 (Staffa)
LO nr 62 (Konwiktorska)
MICAŁOWICE – SP w Michałowicach
MARKI – SP nr 4 w Markach
IZABELIN – SP w Izabelinie
PIASECZNO – SP nr 1 w Piasecznie

Centres for foreigners (open and guarded)

Accommodation facilities for refugees

Dom Matki (Małego Rycerza)
Wołoska 7
Ośrodek Recepcyjny w Dębaku
Torwar
EXPO (Modlińska)
Etezja (Chlubna)
Ilmet (Jana Pawła II)
Matecznik (Cybernetyki)

Venues hosting us

BAZA Inclusive.Buzz (Marszałkowska)
Muzeum Historii Żydów Polskich POLIN
Miejsce Aktywności Lokalnej (Grójecka)
Miejsce Aktywności Lokalnej (Paca)
Centrum Lokalne Żoliborz (Rydygiera)
Urząd Miasta Marki
Urząd Miasta Podkowa Leśna
Urząd Gminy Izabelin

Support places (daytime)

Świetlica i freeshop (Freta)
Świetlica (Domaniewska)
Wawerski Ośrodek Wsparcia (Włókiennicza)
Centrum Wsparcia Koordynacji (Sienna)
Punkt Pomocy WUM (Nowy Świat)



Our activities

In my previous work I didn't have so many cases involving child neglect. Parents don't know from what age a child can be left alone at home according to Polish law, or whether they can be entrusted with the care of siblings, so a lot of children stay at home unattended.

Due to the language barrier, it is not possible to provide adequate psychological and pedagogical support in schools for children with experiences of migration, refuge or war. Some traumatised children are unable to focus on their education and are perceived as lazy or incapable. Often it is only crisis situations that trigger a response from teachers, and then a huge amount of work is needed from the whole team to improve the child's situation. Unfortunately, it is difficult to put it into practice because teachers simply don't have the time.

Intercultural Assistant

Last year was very difficult for all of us. The demand for help for those in need right here and now increased dramatically. Obviously, we had been dealing with legalisation support, psychological support and integration support before, but our beneficiaries were able to wait for consultations and cases requiring urgent intervention could be handled on an ongoing basis. The war meant that our work was constantly needed, requiring us to work continuously, and the volume of work was no longer predictable. We experienced a humanitarian crisis every day. I completely understood the feeling of powerlessness that accompanied the Ukrainians, as I experienced it in 2008 in my home country of Georgia. It was difficult for me to detach myself emotionally from people's problems and at the same time to find the strength to work in the new reality. In order to meet these challenges, we kept growing the team, looking for new colleagues, onboarding them, training them, learning completely new tools, for example when we realised that we needed to launch an infoline and a psychological support helpline in Ukrainian. All this without losing touch with reality, while staying up-to-date, ensuring quality and continuing to support a multitude of migrants. How did we achieve this? Together.

Lali Tvalchrelidze, Registration Team Coordinator

Information support



375

calls per month answered by helpline consultants



2532

people benefited from the assistance of lawyers and advisers



887

people benefited from the assistance of caseworkers

team

4 lawyers (migration and refugee law, criminal law, administrative law, business law, legalisation of stay, labour law, civil law, business and company law, copyright and related rights)

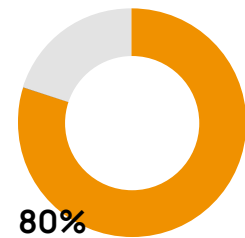
1 advisor for legalisation of stay in Poland

1 advisor for establishing and running business activity

2 helpline consultants

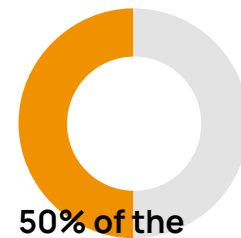
5 caseworkers

1 integration specialist



80%
of the team are people with migration and refugee experience

We work in Polish, Ukrainian, Belarusian, Russian, English, French, Dari and Pashto and offer interpreting support.



50% of the team are women

Key challenges and needs:

- managing a culturally diverse team
- counteracting professional burnout
- professionalising the team, taking care to train employees, updating their knowledge e.g. with changing legislation
- the need to look for a quick, adequate and professional response to the extremely dynamic situation related to the war in Ukraine and the humanitarian crisis in Poland
- insufficient access to public services, such as: social welfare centres, schools, labour offices, healthcare facilities
- limited access to lawyers willing to undertake legal representation of clients in international protection cases



Magda Sadura, Head of Information Department

Our team work in surgeries, online, via the helpline, in temporary accommodation establishments, on interventions and in the field. They support adults and children by providing one-to-one consultations, delivering training and information meetings.

The main topics that arise during consultations, meetings and training sessions are: legalisation of stay, access to the labour market, education, access to healthcare, taxes, international protection procedure, setting up a business in Poland, access to the support system for people with disabilities, as well as movement regulations related to travel abroad or to the country of origin

Hotline

A service for people with refugee experience from Ukraine and of other nationalities, where experts (speaking Ukrainian, Russian, English and Polish) provide information on topics concerning legalisation of stay and social support. The service operates five days a week, six hours a day.

One-to-one consultations provided by lawyers and advisors

At PFM, we are committed to providing individual and comprehensive support to our clients, which is why we have been offering free legal assistance and expert consultant support for many years now. Consultations are provided online or in-person after prior appointment. Support is available in Polish, Russian, Ukrainian, English, Belarusian and French (with the possibility of accessing an interpreting service for other languages).

Casework

Frontline staff, i.e. the helpline team, lawyers and advisors refer beneficiaries with the most difficult and complex needs to a team of caseworkers. They accompany clients or their families, holistically supporting them to achieve independence.

Beneficiaries are also covered by an individual support and protection programme, which allows for the financing of important expenses such as certified translations of documents, transport costs, purchase of medicines and equipment for people with disabilities.

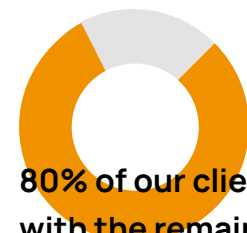
Psychological support

6500

consultations
provided by
psychologists

In our work with children and teens, we see a huge increase in the serious difficulties they experience. In previous years, two out of ten children receiving psychological support needed psychiatric consultation or hospitalisation. Now eight out of ten are receiving pharmacological treatment, have a history of suicide attempts, hospital stays, episodes of self-harm and experiences of violence, including sexual violence.

Marta Piegat-Kaczmarczyk, child psychologist



80% of our clients were from Ukraine, with the remainder being from: Belarus, Russia, Afghanistan, Turkey, Tajikistan, Vietnam, Argentina, Bolivia, the Philippines, Venezuela, Brazil, El Salvador, Iraq, Syria, Armenia, Iran, Sudan, Colombia, Egypt and other countries.



approx. 40% of those benefiting from our support are children

2 weeks

average waiting time for an individual appointment (adults)

8 weeks

average waiting time for an individual appointment (children)

Key challenges and needs:

- easy and quick access to psychiatrists
- greater availability of child psychologists
- psychological support for those helping foreigners and hosting refugees in their homes
- standardisation of psychological assistance and promotion of psychoeducation
- availability of psychotraumatologists, psychiatrists, diagnosticians on the National Health Service and not only in private practice
- need to increase the number of professionals from migrant backgrounds with competences to provide psychological support to persons experiencing violence and to persons using violence
- need for offices for providing individual support
- access to clients in guarded centres for foreigners
- we anticipate an increase in the number of people suffering from PTSD, as the syndrome can produce symptoms with some delay.



Arina Shadiy, specialist



Aleksandra Kochanowska, Head of Psychological Department



Marta Piegat-Kaczmarczyk, Specialised Support

The team of psychologists consists of 22 people.

60% are people with experience of migration

86% are women

We work with children, with young people, with adults; with individuals: from the LGBTQ+ community, experiencing violence, using violence, in suicidal crisis, after traumatic experiences, with difficulties in functioning as a parent, in bereavement, after experiencing war trauma, with anxiety and adjustment disorders, with addicts, with ACoAs, with pregnant women, in perinatal crisis, with mothers of infants.

The majority (around 80 per cent) of our clients are women and children. These are groups that are particularly vulnerable to threats and abuse during migration and in the host country, which is why we dedicate many of our specialised activities to them.

We work in different psychotherapeutic streams: integrative, systemic, Ericksonian and SFBT (Solution-Focused Brief Therapy).

We work in Polish, Ukrainian, Russian, Belarusian, Spanish, Portuguese, Dari, French, German, English, and offer interpreting support.

The team receives regular supervision (individual and group) and training (e.g. in psychological first aid, crisis intervention, use of metaphor cards in working with traumatised children, EMDR and TRE techniques, application of polyvagal theory in crisis situations, working with sexual trauma in the Somatic Experiencing approach).



Educational support

609
children and young people supported by assistants in 2022

80% of those supported in 2022 were children and young people from Ukraine, the others were from: Belarus, Afghanistan, India, Chechnya and other countries

13
intercultural assistants working in
16
schools



Anna Maciejko,
Head of Educational Department

Most Ukrainian students attend two schools - a physical school in Poland and online in Ukraine. Children are very overloaded, which makes them lose motivation to learn. Nobody checks how they are doing, whether the demands set for them are too high, whether they feel safe and able to work in the school environment. Most of these children want to go back home and are only thinking about when that will happen, so learning at a Polish school doesn't interest them, they don't take it seriously.

Intercultural Assistant

 **courses, webinars, workshops:**

3
two-day courses for persons acting as intercultural assistants and teacher aides, which were completed by 62 persons

24
webinars for teachers, psychologists, school counsellors and parents

34
intercultural competence workshops in schools and kindergartens, 607 children participated

Key challenges and needs:

- development of individual forms of support for children and young people through casework – we are launching such an activity in 2023
- improving access of foreign pupils to psychological-pedagogical clinics,
- we see a need for training for intercultural assistants and those working as teaching assistants in Warsaw and other cities in Poland
- our assistants are detecting more and more cases of abuse (including neglect) in the families of the children they work with. Comprehensive training on the prevention of child abuse is needed for staff working with children with migration experience

Our intercultural assistants work in primary schools and in an upper-secondary school in Warsaw and the surrounding areas (Michałowice, Marki, Izabelin). They work in Polish, Ukrainian, Russian, Dari and English.

In the work of the intercultural assistants, we use the Scandinavian model of providing comprehensive support to male and female school pupils with migration experience, as well as to their parents, teachers and headmasters – the school staff. An important element in this model is intercultural and anti-discrimination education implemented through intercultural competence workshops for children and young people, training courses and webinars for teachers, psychologists and educators.

Our intercultural assistants regularly participate in supervisory sessions led by a supervisor – an intercultural psychologist.

We also work directly with pupils at schools. In 2022, we carried out several educational projects aimed at intercultural education, explaining the causes and challenges of migration. We have been carrying out the “Whole World in our Classroom” project for 11 years now!

In the last months of 2022, we also developed a programme of new educational activities – and started a pilot. These are workshops to strengthen mental resilience in children and young people, normalising asking for psychological help. Male and female participants practise their social skills and learn how to manage stress. The target audience for the classes is children with migration experience, the activities are run in Ukrainian and Russian.



POLSKO-AMERYKAŃSKA
FUNDACJA WOLNOŚCI



POLISH-AMERICAN
FREEDOM FOUNDATION



Support for women



8

antenatal classes for 76 people



292

obstetric consultations for pregnant women and women with young children



244

consultations with a physiotherapist

Our programme benefited migrant and refugee women from Afghanistan, Ukraine, Belarus, Chechnya, Pakistan, Nepal, Iran, Brazil, Armenia, Georgia, India, Ireland, Algeria, Turkey, Kazakhstan, Tajikistan, Kirgistanu, Albania, Rwanda, Kongo.



49

midwives and psychologists working with pregnant women and young children underwent our specialised training

I wasn't afraid to go to hospital in a foreign country.

I received very useful information on how to register the baby and what childbirth is like in Poland, what vaccinations there are, a lot of practical knowledge on how to hold a baby, how to dress or bathe them – it seems simple but it is not!

Participants of antenatal classes

Key challenges and needs:

- training for health professionals: on supporting women in the perinatal period and on dealing with children with trauma experiences
- facilitating access for hospital midwives and community midwives from outside Poland to practise the profession
- involvement of interpreters in maternity and paediatric hospitals
- protection of children after termination of parental rights
- promotion of preventive healthcare among women and children (e.g. educating on vaccinations)



Weronika Brączek, coordinator

I'd given birth before, so I wasn't scared of giving birth. I met other mums who had also fled the war and I felt that I was not alone, that we were together.

Participant of antenatal classes

We support migrant and refugee women, especially those who are pregnant, with young children, after experiencing trauma and those who want to improve their parenting and caring skills.

- we run **antenatal classes** for migrant and refugee women,
- we run **support groups for women**, mothers of babies and young children,
- we conduct workshops to **improve parenting/caring skills**
- we provide **obstetric consultations**, assist with pregnancy care,
- we provide individual consultations with a **physiotherapist** for young children,
- we **train healthcare professionals** on perinatal care in a culturally diverse environment
- we provide **financial and material support** to pregnant women and women with young children

Many of these activities were already being carried out by the Foundation long before the war, so we are currently drawing on previous experience and knowledge on a new, larger scale. We can see that our previously niche activities and competences have become valuable and needed by a large number of people.

The greatest difficulties faced by our beneficiaries are: migration-related insecurity and instability, complicated dealings with authorities and formalities e.g. registration of a newborn child and limited opportunities to work, lack of material assistance, poor living conditions.

Our team works at permanent accommodation establishments, in surgeries, conducts interventions at homes and over the phone with migrant and refugee women from all over Poland. We work in Polish, Ukrainian, Russian, Dari, French and English.

Support for vulnerable groups

We also tried to connect organisations and institutions working on behalf of migrants with special needs through **networking and advocacy, as well as by sharing resources and competences** – organising training and networking meetings with NGOs and local government institutions, jointly creating postulates addressed to the government regarding unaccompanied children, sharing knowledge on resources and opportunities for cooperation, and **developing solutions and recommendations for better support for migrants from vulnerable groups**.



9 networking meetings dedicated to special needs groups, including people with disabilities, people from the Roma community and unaccompanied minors.



407 hours of psychological consultations for 103 unique beneficiaries, including 2 unaccompanied minors



279 caseworker consultations for 58 unique beneficiaries



Justyna Róžańska, coordinator

According to the European Parliament Directive, vulnerable groups are: minors, unaccompanied minors, persons with disabilities, elderly persons, pregnant women, single parents of minor children, victims of human trafficking, people suffering from serious diseases, persons with mental disorders and persons who have been subjected to torture, victims of rape or other serious forms of psychological, physical or sexual violence.

We established a separate department at PMF focused on the needs of vulnerable groups about four years ago, when people with disabilities were coming to us and we did not have a service for them at PMF at the time. We wanted to be able to offer them individual, comprehensive support.

Meanwhile, in the past year, almost every person who came to us belonged to a 'vulnerable group'. That is why we fundamentally restructured our way of working for clients with different types of special needs.

Our approach to working with vulnerable groups is two-pronged:

- on the one hand, we provide professional psychological, counselling, legal, information support, caseworker assistance;
- on the other hand, seeing the huge involvement of many specialised organisations and institutions, we create platforms for cooperation, exchange of experience and knowledge, and develop systemic recommendations.

Recipients of direct psychological support included women with traumatic experiences suffered in their country of origin and on their way to Europe, including experiences of violence, single women with children, children with disabilities and their families, and unaccompanied children.

The caseworker's support often consisted of assisting clients in accessing appropriate medical care or rehabilitation, housing, social support and in dealing with official matters.

In 2022, a special project entitled "Comprehensive support for people with special needs in the Polish migration management system (KOMPLEKS)" was targeted at vulnerable groups.

I accompany our clients in various intimate settings, such as doctor's appointments, when I sometimes have to explain how to function after a heart transplant but also how much time someone has left to live. I feel a huge responsibility, in such a situation the manner of interpreting needs not only to be factual but also to convey an appropriate emotional charge. Sometimes it is difficult for me to explain that I am a caseworker and not a friend, my work comes to an end, I have many clients and I cannot be available 24/7. I have learnt that. At first you think you can do everything, at work you help clients, and after work you help friends. Then you understand that your resources will run out at some point and you have to help yourself first. Remember your boundaries. Do not make empty promises. Choose your words carefully. Soon after the outbreak of the war in Ukraine, one of my clients told me in detail about the bombing of her city and then showed me pictures. I was not prepared for that, it was one of the most difficult experiences in my work. There are also very happy times in my work, such as when I was able to accompany a client to a hearing aid fitting and share her joy at hearing her own and her daughter's voice for the first time in ages. The knowledge gained at work has strengthened me, PMF gives me a lot of space to grow, to learn about the world and people and their experiences. At work I feel understood, cared for, I know I matter.

Lesia Shykiriava, caseworker

Community Center Plich-o-plich



3043
unique
beneficiaries

5810
visits
(many people come back
to us)

77%
of beneficiaries
are women

91%
of beneficiaries are
Ukrainian men and
women. The others
come from Afghanistan,
Belarus, Chechnya,
Georgia, Russia,
Tajikistan, Poland and
fifteen other countries



160
times the
psychological
team provided
support



1441
people
benefited from
the assistance
of caseworkers

Data from the beginning of the
Centre's operation (22.08.2022)
to 1.02.2023

Key challenges and needs:

- first and foremost - finding and renting suitable premises on a permanent basis
- we are also launching a mobile assistance point - by the end of 2023, we will be making regular visits to 12 towns and cities in the Mazovian Voivodeship situated at a distance from Warsaw. We will bring help where it is needed and it will be a challenge.



Katarzyna Strzałkowska, coordinator



Michalina Wieczorek, team leader

Thank you for the consultation. I was given hope that my problems could be solved.

I feel endless gratitude for these wonderful people, their open hearts and professional help.

I am very pleased with the quality of the consultation received. The information was provided in an accessible, knowledgeable and effective way.

Beneficiaries

In August 2022, in cooperation with the Ukrainian House in Warsaw and the Foundation for Freedom, we launched the "ПЛІЧ-О-ПЛІЧ" ("Plicz o plicz", Ukrainian: "Arm in Arm") Support Centre in ul. Chmielna 85/87, Warsaw. The nationwide project is coordinated by the Danish Refugee Council and funded by UNHCR.

The support can be accessed without prior registration and the centre is open Monday to Friday from 9:00 AM to 5:00 PM.

We provide comprehensive assistance to people with migration experience, regardless of their country of origin. We offer support in Polish, Ukrainian, Russian, Belarusian, English, French, Chechen and Dari. We also offer the support of caseworkers and psychologists, as well as legal advice.

In partnership with the Foundation for Freedom, we have organised a day care centre where parents with migration experience can leave their children (up to 4 hours) in the care of professional guardians. Specialists from the Ukrainian House in Warsaw provide advice on legal issues.

We organise classes, workshops, informational meetings, Polish lessons and events for children.

DRD DANISH
REFUGEE
COUNCIL



UNHCR
The UN Refugee Agency

Volunteering work coordination

over
100
volunteers

Among more than 100 PMF volunteers, there are also migrants from Ukraine, Azerbaijan, Iran, Venezuela, Bolivia, Colombia, Afghanistan, Spain, the United States, India and Belarus etc.

80

international conversation pairs in Come Have a Word (Chodź na Słówko)

320

hours of language lessons provided by volunteers per month.

Before, I was involved in volunteering for 8 years, in France and in my native Bolivia. I ended up at PMF because I was looking to make contact with other foreigners in Warsaw – “vine a buscar cobre y encontré oro” (I was looking for silver and found gold).

I started volunteering at PMF by giving Spanish lessons. It turned out that in the PMF team, in addition to Kasia Sawko, there are many more open, empathetic and accepting people, who have a lot of experience working with migrants – they understand their situation and the difficulties they face. I decided to get even more involved. I am now helping with a new project that will involve a lot of cooking together with support from volunteers. I love working with migrants! I can see that it is difficult for some non-Polish speakers to get into volunteering because of the language and cultural barrier. Such people are also often shy, they do not want to offend anyone e.g. by unintentionally saying something the wrong way, they do not feel at ease. But at least with a darker complexion you can't see blushing!”

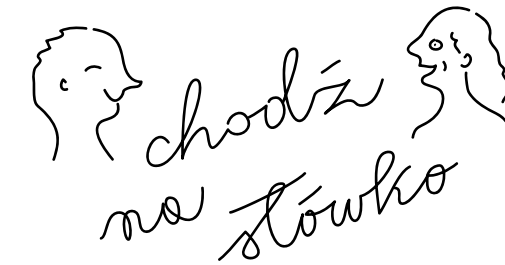
Jose, Volunteer

Key challenges and needs:

- team enlargement
- implementation of a tool to manage the volunteer programme
- making better use of the potential of our volunteers, especially migrant volunteers and those who want to offer psychological support.



Kasia Sawko, coordinator



Our male and female volunteers support the Polish Migration Forum Foundation team and migrants primarily in the following areas:

- language teaching as part of the Come Have a Word project, for which we are continuously recruiting people willing to conduct conversations in Polish and English.
- In 2022, there were around 80 international pairs who met at least once a week for a minimum of three months (most are still meeting) either in person or online. To begin with, we train our volunteers in the methodology of teaching Polish as a foreign language and tell them about the specifics of working in a migrant environment. For willing participants, we organise training in psychological first aid according to the International Medical Corps method. Everyone gets access to exercises and textbooks and can also benefit from methodological advice;
- educational support for children - volunteers visit school-aged migrant children to help them with homework, preparation for tests and revision work
- support with the organisation and running of meetings and workshops - handicrafts, dance, sports, cooking, etc.
- day-to-day assistance for Foundation staff in office and administrative work
- translations into various languages
- childcare during workshops for women
- occasional support for migrant men and women in daily life, for example in writing a CV, driving a child to classes or shopping.

2022 also saw the continuation of cooperation with the “ę” Association of Creative Initiatives. Together we implemented the project entitled “Poland for Beginners and the Advanced”, which is oriented at intercultural, but also... intergenerational integration. We supported the establishment of support networks between migrants and 60+ Polish nationals. Its continuation is the “New Relations” project, in which we develop ideas for intergenerational and intercultural interactions together with 10 organisations from all over Poland.

HelpAge
International

Iceland
Liechtenstein
Norway

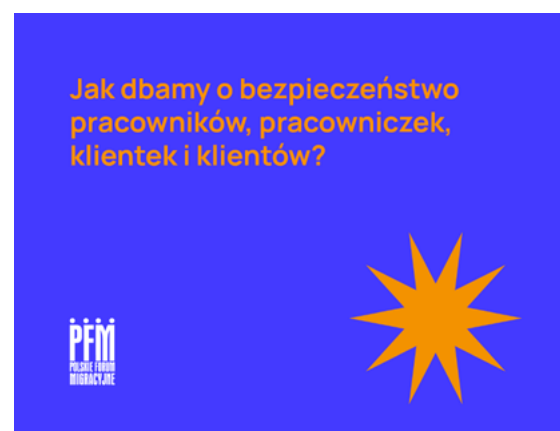
Active citizens fund

STICHTING
VLUCHTELING
IBAN 999

Quality and safeguarding

Core Humanitarian Standards

We are committed to implementing the Core Humanitarian Standards. Our entire team regularly participates in training to improve competences in ensuring compliance in their daily work. We care about quality and accountability, many of us on a daily basis deal with people who experience violence or discrimination in Poland and it is very important to us to ensure an approach that is consistent with the standards in place in the humanitarian sector.



Katarzyna Sulima, MEAL and Child Protection Specialist



Artem Graban, MEAL

feedback

The MEAL Team (Monitoring, Evaluation, Accountability and Learning) ensures the collection of indicators, ongoing feedback from male and female beneficiaries and satisfaction surveys. We strive to implement the highest standards of humanitarian work. While meeting the requirements of our partners, but also simply responding to the needs of the people we help, we are constantly improving the quality of the assistance provided and developing our own tools.

PMF beneficiaries are able to evaluate our activities, make complaints and suggestions about the support offered. The people we help have access to our feedback form available in five languages. Beneficiaries receive QR codes for the form every time they are in contact with our specialists. The "Plicz o plicz" Support Centre also supports contact via the Talk to Loop platform. We have developed standard operating procedures (SOPs) for responding to feedback received.

safety policies

We have developed safety policies and procedures for our work at PMF. These documents structure our approach and policies at work in the areas of: safety and security of our clients, beneficiaries and employees; protection of children from harm; and prevention of discrimination, bullying and sexual harassment. We ensure their compliance with the requirements of our key partners, large international NGOs.

Not just Ukraine...

Last year, the attention of many good people focused on the needs of people from Ukraine. From our perspective, the war was our fourth area of activity. The first is the daily work with people from all over the world, which we have been doing since the establishment of the Foundation. The second area is the humanitarian crisis on the Polish-Belarusian border (from summer 2021). The third is to support a group of evacuees from Afghanistan (from autumn 2021). In February 2022, the war broke out.

Irrespective of the challenges posed by 2022, just as before we were dealing with the support and integration of migrants living in Poland, regardless of their country of origin. A major challenge in the implementation of the earlier projects was to adapt them to the new 'post-war' conditions so that they would respond to the real needs of our clients.

Poland already had a large migrant community before 2022. PMF supported people of different nationalities who had come to Poland in search of work, but also as a result of forced migration or for other reasons. The Ukrainian migrant population alone was over 1.5 million. Often PMF clients were persons from Belarus, who represented the largest group obtaining refugee status in Poland in recent years. Persons benefiting from our support also come from Chechnya, Russia, Afghanistan, Turkey, Tajikistan, Vietnam, Argentina, Bolivia, the Philippines, Venezuela, Brazil, El Salvador, Iraq, Syria, Armenia, Iran, Sudan, Colombia, Egypt and other countries. We have worked to ensure that all our services are accessible to all migrants, regardless of country of origin or reason for migration.

Supporting a group evacuated from Afghanistan



195

people from Afghanistan provided with various forms of assistance



19

flats for 17 families from Afghanistan (some very large)



14

internships. We recruited 5 people from Afghanistan to work on this project. As a result, at least 10 people have already found employment in Poland.

Working with Afghans can be a challenge, it is about constantly explaining what Poland is like and how to adapt to living here. It is very important to support women with professional activation and independence. Another group that needs a lot of attention is children and facilitating their integration in schools, mainly with the help of intercultural assistants. Adults need motivation to continue learning Polish and a lot of support in finding their place on the labour market. Here every step, such as passing the driving test or completing an internship matters twice as much. I try to share all my life experience, because I know that adapting to such different conditions, in a completely different culture, is much more difficult. The war in Ukraine and the lack of stability do not help speed up the process, because people have the right to be afraid. In Afghanistan, as we were leaving for school every day our mother would say goodbye forever, as we never knew if we would make it home safely for the night. I know what war, destabilisation and forced migration are, but I also know how precious aid is. I have been living in Poland since 2002, having come here on a scholarship from the University of Warsaw. Here in Poland I planned my future, I started a family, my children were born here, this is my second homeland. May we all live in peace!

Rahim Azimi, caseworker



Aleksandra Oško, coordinator



Bartosz Domański, coordinator

A challenging undertaking was to assist a group evacuated in 2021 from Afghanistan by the Government of Poland. With funding from the Prime Minister's Office, we cared for a group of almost two hundred evacuees for eight months in 2022 (and earlier for 2.5 months in 2021). Help for this group would not have been possible without the involvement of the Piaseczno District Family Assistance Centre, the Warsaw Family Assistance Centre, the Office for Foreigners, the Paragona Language School and the Linguae Mundi Foreign Language Teaching Foundation. A community of Polish judges, lawyers and legal advisers played an invaluable role in working with the Afghan group.

Support for the Afghan group included the funding of 19 housing units used by more than 80 people from 17 families during the year, as well as the provision of material and social assistance to 165 people. We helped them in difficult and everyday life situations.

The main aim of the programme was to activate the beneficiaries in the labour market and to provide educational support. All support recipients (195 in total) benefited from Polish language tuition at the Linguae Mundi Foundation, which was our partner in this project.

We employed two intercultural assistants to support the children from Afghanistan – in Warsaw and Piaseczno. They helped the children to find their place in school, the parents to get to know the Polish education system and the teachers to communicate with the children's families. We offered psychological support to the children and adults.

An important part of our work was to create opportunities to learn about Polish culture, customs and realities, and to simply spend some time in a pleasant way. We organised excursions, meetings, workshops, sessions of cooking and making cosmetics together.

Finding their place in Poland and starting an independent life is a major challenge for many evacuees, not least because of the vast cultural differences. A complicating factor is the tense situation in Afghanistan, fears for loved ones who remain there, especially for women and girls removed from social life.

Border Group (Grupa Granica)

The Polish Migration Forum Foundation works to protect human rights in the Polish-Belarusian border area. The presence of migrants in the region is undoubtedly the result of political manipulation. However, this cannot be a reason for Poland to violate human rights. We oppose sending people back to Belarus without the possibility of effectively applying for international protection. We do not agree with the manner in which the Polish uniformed services secure the border, which puts the lives and health of migrants at risk. We also do not agree with the criminalisation of humanitarian aid provided selflessly by various people in Podlasie.

Working in collaboration with activists and other NGOs, we engaged in the following initiatives in 2022:

Psychological support for persons detained in guarded centres for foreigners

In Białystok, Białą Podlaską, Lesznowolą. Access to those in need of external psychological support was restricted by the Border Guard. On many occasions, in many establishments, we were denied an opportunity to support our clients. Nevertheless, we reached 148 people with psychological support, including 22 women and 126 men.

PMF psychologists prepared 50 psychological reports. This was only possible during a personal visit. The reports concerned a total of 83 people (8 reports concerned families). We also provided crisis intervention by telephone when psychologists were not allowed to enter the centres. 20 official memos and 20 notices on the mental and physical state of foreigners were produced in situations where, to our knowledge, the person's condition required rapid medical intervention. PMF specialists regularly received information about suicide attempts, self-harm, hunger strikes in the centres for foreigners. We received reports of mental crises and even suicide attempts by children confined in the centres.

Advocacy

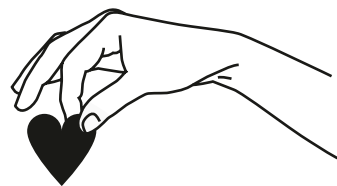
Our aim is to protect the health, life, dignity and rights of migrants. We work to ensure that human rights are respected in the Polish-Belarusian border area and in guarded centres for foreigners. There is a need for systemic changes and a return to compliance with international and European law, which clearly states that push-backs are an illegal practice. We took every opportunity to speak out about it – in the media, at conferences, seminars, in meetings with decision-makers.

Fundraising

At our initiative, Shop Without Borders was established (www.sklepbezgranic.pl), where through symbolic purchases it is possible to support the activities of the Border Group, such as paying for a medical aid kit, a food parcel or supporting activists saving the lives of people in forests in the border area. At the beginning of 2022, we also did some crowdfunding for the Border Group – the funds raised were donated to people and entities working at the border and in guarded detention centres for foreigners.

Support for organisations and individuals working in the border area and providing frontline support

We shared our knowledge and experience with those involved in supporting people with experience of migration in the border area, also by raising funds for further activities and building relations with donors.



SKLEP BEZ GRANIC

Cooperation and advocacy – our impact on the political and social reality

In 2022, all of our good relationships and partnerships proved invaluable, and in areas where we had not yet developed good cooperation – its lack was severely felt.

We particularly value our participation in the **Migration Consortium** – a group of organisations working together for migrants in Poland since 2016 (www.konsorcjum.org.pl). The result of the Consortium's work is the preparation of a unique non-governmental Polish Migration Policy, as well as practical guidance for local governments receiving refugees, the "Integration Toolbox for Local Governments". We regularly jointly prepare commentaries on new refugee and migrant protection legislation.

We are pleased with the dialogue initiated with the government. PMF President Agnieszka Kosowicz was invited to join the **Expert Team of the Minister for Social Integration**, Agnieszka Ścigaj, at the Chancellery of the Prime Minister. Between September and December 2022, the team worked on the state's social inclusion strategy.

We participated on multiple occasions in coordination meetings to which the **Government** of Poland had invited selected NGOs. We regularly commented on the special act, which is still being updated. We strive to be the voice of the people we help. We talk about difficult issues on which we do not see eye to eye with the government, such as the rights of migrants at the Polish-Belarusian border or access to psychological assistance in guarded centres for foreigners.

We regularly cooperate with the **Office for Foreigners** – providing psychological assistance at the reception centre in Dębak, supporting evacuees from Afghanistan in the refugee procedure or in many situations where refugees need our help.

An important experience was the cooperation with the **local government community**, in particular the local government/non-government Roundtable Talks on Migration, which took place in Wrocław in May 2022. During the meeting we jointly developed the White Paper – diagnosis, challenges and recommendations for Poland's new migration situation.

Together with local government leaders, Agnieszka Kosowicz handed over the White Paper to the Speaker of the Polish Senate, Tomasz Grodzki, on 10 June.

In addition, we participated in the local government meeting in Sopot and in the "Local Trends" local government event in Poznań. We are also active in our home city of Warsaw. We work with the City Council and, among others, have trained some of the residents' services team on how to work in an intercultural environment.

PMF opinions and recommendations were presented in the Polish **Senate** and at meetings in **Parliament**. PMF shared its experience of supporting refugees at the institutions of the European Union (we were guests of FEMM, visited DG Home in Brussels and kept in ongoing contact with the **European Commission** representation in Warsaw). We received **delegations from member states, and many international experts benefited from our knowledge and experience when commencing operations in Poland.**

We co-organised **two conferences** on aid to refugees from Ukraine with the **International Crisis Group**: in **Warsaw** in the spring and in **Brussels** in the autumn, in partnership with the Migration Consortium. Each one brought together people from different backgrounds and created a space to talk to people who look at the challenges of migration differently – this kind of exchange is very valuable to us.

We also participated in a huge number of **conferences and meetings** where we shared our experience and knowledge with **business** (as guests of IMPULS, W4UA, etc.), as well as in expert and **scientific circles**, including the Migration Policy Institute, European Policy Centre, ICMPD, UNHCR, OSCE/ODIHR, EPIM, as well as during the Tri-Conference in Gdańsk – the largest joint scientific conference of the Polish Psychological, Psychiatric and Psychotherapeutic Societies. Our voice as practitioners in the field of psychological support for people with refugee experience proved to be a very important part of the conference.

At the beginning of 2022, before the war, we published the **first professional publication in Poland entitled “refugee children. Standards, diagnostic tools and psychological support”** addressed to psychologists, therapists and educators. It is a helpful tool for preparing and conducting the diagnostic process, selecting diagnostic tools and preparing for therapeutic work in the practice.

We are in contact and share our knowledge with the **Council for Migration of the Polish Episcopate**, the **Polish Ecumenical Council**, as well as with lay circles in the **Catholic Church**, for example the WIEŻI community and the Catholic Intelligentsia Club.

Our voice and mentions of the Polish Migration Forum appeared more than 280 times in the **media** in 2022.

We were featured in:

- AlJazeera,
- The New Humanitarian,
- The Atlantic,
- EUObserver,
- Radio Canada International,
- GBNews,
- Politico,
- New York Times,
- TV ARTE,
- Głos Ameryki,
- News 24,
- MTV,
- Le Monde Diplomatique,
- Polityka,
- TVN24,
- Gazeta Wyborcza,
- Rzeczpospolita,
- Więź,
- Pismo,
- Interia,
- Newonce,
- TOK FM,
- Gazeta Prawna,
- Polskie Radio,
- Oko.press,
- Noizz,
- Magazyn Kontakt,
- ONET,
- KAI,
- Radio Białystok
- and in Ukrainian media such as Espresso TV.

The Polish Migration Forum Foundation was also recommended as a worthwhile partner by the **Obama Foundation**.

Through Facebook, we **reached more than one million people**, our website was visited by around 100,000 users.

Agnieszka Kosowicz, President of the Board (on the right) and Karolina Czerwińska, Programme Director (on the left)



Partners and Donors

In 2022, we experienced unprecedented generosity and trust – translating into financial support and extraordinary volunteer commitment. The creation of a community of people around the Foundation supporting our mission also gained tremendous momentum. We did not feel alone – and we thank you for that.

Business

Business played a remarkable role in our 2022 operations. It was thanks to the rapid response of the private sector that we were able to immediately activate our Team, scale up our operations and immediately move to help the refugees from Ukraine.

Special acknowledgments:

Allegro

Google and The Tides Foundation

Fundacja ING Dzieciom

Fundacja BNP Paribas

Robert Bosch Sp. z o.o.

Non-financial support was of great value to us, as without it we could not have imagined to get through the year:

- **Colliers** offered us premises pro-bono when we rapidly grew the team,
- **IKEA** donated equipment for psychological offices, our new offices and workshop rooms
- **CitiBank Handlowy** made its specialists available to help us organise the work of the rapidly growing team
- **Google Poland** offered space to organise information meetings and a recording studio, where our informational films for refugees were produced
- **Process Renewal Group Poland** - thank you for helping us analyse our Foundation's management and assisting us in implementing change.

2022 was a time for us to develop new partnerships. I am particularly grateful for those that were based on trust, that were preceded by a conversation about values and a real reflection on the needs of the people we are working for. I also have a lot of gratitude for those partners who were willing to share their experiences, insights, knowledge and ideas. Thank you for that!

Karolina Czerwińska,
Programme Director, Foundation Board Member

International humanitarian organisations

In 2022, we also established a number of partnerships with international organisations – NGOs and United Nations agencies – that began their activities in Poland in response to the Ukraine war crisis. Some of them also supported our activities at the Polish-Belarusian border and in guarded centres for foreigners, thus supporting our postulates for equal treatment of refugees, regardless of their country of origin.

Thank you:

UNHCR
UNICEF
Danish Refugee Council
International Rescue Committee
CARE International
Choose Love
PLAN International
Mercy Corps
Stichting Vluchteling
HelpAge
Open Society Fund
WeMove



Individual donors

Thanks also to all individual donors! To the people who donated their 1% of tax to us, to the people who donated through the website and in other ways.

This kind of support is invaluable to us, gives us a sense of security and fills us with hope and satisfaction – we appreciate the great trust you put in us. This greatly motivates us to keep working. Thank you!

While appreciating the commitment so far, we ask you to continue to support our activities. Even small but regular contributions help us support the Foundation's beneficiaries on a regular and predictable basis.



Non-financial partnerships

Local authorities were very important partners for us last year. We repeatedly provided services to people with migration experience, but also to employees and residents of the municipalities of: Izabelin, Marki, Podkowa Leśna, Michałowice, Warsaw's Wawer district.

We also particularly appreciate the cooperation with the **Education Office of the Capital City of Warsaw**, with which we jointly supported children with migration experience in Warsaw schools (and trained intercultural assistants).

The fruit of our cooperation with the **Coalition for Intercultural and Roma Assistants** was the launch of the first postgraduate course for assistants at the University of Warsaw, where many PMF experts conduct classes.

In collaboration with the **Warsaw Centre for Educational and Social Innovation**, in the first weeks after the outbreak of war, psychologists from PMF conducted webinars for hundreds of teachers preparing them to work with children with trauma and refugee experience.

We would also like to thank the partners who hosted our activities, carried out projects with us or simply took action together with us:

- Foundation for Freedom (Fundacja dla Wolności)
- Association of Creative Initiatives "ę" (Stowarzyszenie Inicjatyw Twórczych „ę”)
- Inclusive.Buzz Association and their wonderful BAZA (Stowarzyszenie Inclusive.Buzz i ich wspianała BAZA)
- POLIN Museum of the History of Polish Jews (Muzeum Historii Żydów Polskich POLIN)
- Association for Legal Intervention (Stowarzyszenie Interwencji Prawnej)
- International Centre for Migration Policy Development.
- Ukrainian House in Warsaw (Dom Ukraiński w Warszawie)
- Żoliborz Local Centre (Centrum Lokalne Żoliborz)
- "OKO" Local Activity Place at ul. Grójecka (Miejsce Aktywności Lokalnej „OKO” na ul. Grójeckiej)
- Słuszna Strawa
- Culture Without Barriers Festival (Festiwal Kultury Bez Barier)
- Chlebem i Solą Hostel, Matecznik (Chlebem i Solą – hostel Matecznik)
- Towards Dialogue Foundation (Fundacja W Stronę Dialogu)
- indispensable Migration Consortium (Konsorcjum Migracyjne)
- and organisations, activists and everyone contributing to the Border Group (Grupa Granica)

The avalanche of support, goodwill, money, as well as resources of various kinds brought enormous opportunities, but also challenges - they are described on page 28.

What did that year teach us?

Lessons learned

Local NGOs and the world of humanitarian aid

The encounter between the humanitarian environment and the experience of working in a crisis of local organisations supporting migrants and in the context of working in the European Union was a new experience for all. There were times when cross-sectoral collaboration between entities with different experiences, working styles and standards proved difficult.

Past models of humanitarian work were not suited to European realities, while at the same time the experience of organisations such as PMF was not sufficient to meet the gigantic challenges. A new kind of response to the crisis had to be built and everyone needed to learn on the fly. Sometimes this generated tensions.

PMF was the initiator of the letter to donors prepared by the Migration Consortium, which was signed by almost one hundred Polish NGOs supporting refugees in autumn 2022.

We called for greater transparency, predictability, partnership, open dialogue and better use of the resources and time of local organisations. The content of the letter is available here: <https://forummigracyjne.org/news/to-international-donors-and-members-of-international-organizations/en>

Many postulates remain valid.

Multiculturalism in time of war

It is very difficult to maintain cross-cultural teams in an ongoing war. The experience of war often radicalises people. It is then more difficult to keep emotions in check. It is more difficult to adhere to humanitarian standards, providing assistance without discrimination to all who need it – even when someone sees them as enemies. Not every person is capable of doing this. An area of difficulty, for example, is the attitude to the Russian language – which varies among the people in the team. In line with our working standards, we serve customers in multiple languages, including Russian. In the current situation, the use (or non-use) of Russian is so politicised that it is a topic of discussion within the team and sometimes a source of conflict.

Coping with overload and burnout

The emotional burden of our work is currently very high. Our team of psychologists deal with trauma many hours a day. In therapeutic work involving interpreters, the psychologist needs to keep an eye on both the client and the person who is interpreting such difficult, painful content. Working with an interpreter means a much greater responsibility. Looking after the wellbeing and balance of ourselves and the team the way we did before is not enough. It takes a lot more attention to get back to own resources so you can keep working. Similar experiences of working under emotionally difficult conditions are shared by frontline staff and caseworkers.

Taking care of ourselves is an important part of our strategy for the coming year. We have already started the implementation of an anti-burnout programme. The last year was a time for us to work beyond our means. We do not want to reinforce this style of working, so we will look after our team even more than before. We will respect ourselves – our resources, our time and expect the same from our partners.

Institutional development

In 2022, we very much appreciated those partnerships that took into account the Foundation's need for institutional development. We are committed to creating an organisation with high standards of work, and for this we need reliable and transparent financial management, professional recruitment and HR, raising the managerial and leadership competences of staff. Modern and professional organisational management translates into the quality of services provided by psychologists, caseworkers, lawyers and others working directly with clients. That is why it is on our list of priorities.

We want to be a place of support for migrants, but also a quality workplace where male and female employees also experience the values we follow: respect, dignity and support for personal development.

It is important to us that our partners and funders share this way of thinking – they also support those aspects of our work that build the long-term potential of the Foundation. In 2023, we hope to have partnerships that will help us become a stronger, more stable and increasingly professional organisation.

Networking

Wartime showed us that we work well with others. We cultivated inter-organisational friendships and nurtured cooperation. We created new partnerships. We supported those who wanted to benefit from our expertise or experience. We ourselves benefited a great deal from the help of others.

Cross-sectoral cooperation was sometimes difficult – for example, dialogue with the government or building a good understanding with local authorities. We are on the right track – but at the start of it. A lesson for the future: stable, good partnerships built in peacetime come in very handy in difficult times. A lack of trust, lack of experience of working together and of overcoming obstacles is difficult to make up for quickly in a crisis.

Challenges: 2023 and beyond

We are expecting a difficult and busy year. Taking into account our experience to date, as well as our knowledge of the dynamics of past conflicts, we anticipate that the work and challenges will still be abundant, while resources will gradually dwindle. The environment in which we will all be working will also change: the presence of refugees from Ukraine in Poland will, on the one hand, become more ordinary, and there will be less social activation to provide assistance. On the other hand – their presence will generate increasingly complex social challenges.

The public outcry for aid as we experienced in 2022 has reduced significantly, and we do not expect another round. The time has come for systemic solutions - but work on these is slow.

State and politics

Parliamentary elections are scheduled in Poland in autumn 2023, and migration combined with elections in many countries around the world can be an explosive mix. Although we hope that the instrumentalization of the topic of migration for political purposes can be avoided in Poland, we expect the public debate on this topic to intensify. We hope that the discussion on migration will be substantive and serve to address important social issues.

We will engage in building awareness of the need to develop and implement a modern migration policy. We will also point out areas that need attention or solutions, and calm down the mood by sharing expertise and experience.

Lack of system resources

The time has come for systemic solutions, but these are absent in many important areas. Many of the public institutions responsible for supporting people with migration experience have been underfunded for many years, lacking the staff and resources necessary to work in the current conditions (e.g. the social welfare, education and mental health sectors, but also, for example, institutions responsible for legalising the stay of foreigners).

We therefore expect crises, tensions and lack of access to essential services in the areas of housing, labour market, education, social support and health, especially mental health. We are already seeing an increasing number of people either homeless or exploited in the labour market. The educational exclusion of a large group of Ukrainian children and the state of mental health of children and young people is alarming. In many areas, public services and institutions will need expertise in working with people with migration experience, or will simply need non-governmental hands-on staff. We will be there to ensure that those most in need find help. We will train others, building Poland's resources to work with refugees.

Divergence of Polish and Ukrainian interests

We expect that, over time, challenges will arise that will become a source of conflict between Poland and Ukraine. For Ukraine, the loss of a large population through emigration is a demographic disaster. The determination with which citizens are being encouraged to return to their homeland or support the maintenance of Ukrainian identity is not surprising. In some cases, the interests of Ukraine and Poland may diverge – for example, Poland should be keen that people from Ukraine master our language quickly. We are concerned about the consequences of such disputes for individuals.

Partnerships and presence of large international humanitarian organisations in Poland

We expect that the huge wave of aid, of which we have also been the recipients at PMF, will slowly subside. There will be fewer and fewer organisations willing to work together, so our aim is to build more long-term, strategic partnerships. As the humanitarian environment in Poland is becoming more structured, we can see new difficulties emerging: the loss of staff to foreign organisations, resulting in a significant increase in labour costs in the sector (difficult to sustain in the long term when international entities leave Poland) and difficulties in recruitment. We expect these developments to be difficult for local organisations.

We are also looking with concern at how the availability of foreign funds makes local authorities feel absolved of their responsibility for various issues including the support of local organisations. However, while appreciating foreign partners, we also need partners on the ground: in government, in local authorities. The withdrawal of large international organisations and NGOs from Poland will probably be a difficult moment for our community.

Fatigue

In discussions about the Polish response to the humanitarian crisis, too little, in our view, is said about the emotional cost it entails. We expect a breakdown of good Polish-Ukrainian relations in Poland and even local conflicts and mutual resentment, largely caused by the great fatigue of both groups: the Poles and the Ukrainians in Poland.

We will provide emotional and psychological support for people from Ukraine, adults and children. We will also support local communities hosting refugees to sustain aid capacity and empathy.

Difficult social phenomena

We can see that the exploitation of Ukrainians in the labour market is increasing (non-payment of wages, fraud, undeclared work). We work with children of Ukrainian parents with alcohol dependency or experiencing domestic violence. We know that support for families in crisis is insufficient in Poland. Another problem is inflation and the rising cost of living. When resources shrink, it is more difficult to share. This is already a cause of social tensions that will only increase. We are seeing an increasing number of small challenges, misunderstandings, local conflicts regarding, for example, waste segregation, low vaccination rates among Ukrainian people (especially children); we are also seeing xenophobic moods on the rise.

Long-term thinking

A very significant challenge that we expect to work with in Poland is the lack of long-term thinking. We are convinced that Poland needs to move away from seeing migration in the context of a specific war, one crisis or another. A new way of thinking is needed – of a world where migrants and cultural diversity are a permanent reality.

Of course, the war in Ukraine has radically changed the reality of life in Poland. However, building the Polish capacity to function in a diverse world requires not only finding practical solutions for the 'here and now', which is a challenge in itself. We also need to think in terms of decades, other global processes (demographic, economic) and above all, climate change, which is already affecting migration mechanisms.

In the Polish discourse on migration, the long-term perspective still seems to be absent. We invite everyone to join this discussion. We do not have ready-made solutions. We have a great willingness to think and learn together. We want to assist all those who are ready to co-create a new reality based on respect for others, human dignity and respect for the law.

Greek advice the Polish way

When the war started, the good advice we received from the Greeks and Turks was very important for us. They shared their experience of working in a humanitarian crisis between 2015 and 2017. We put their advice to use on a number of occasions. After a year of working in crisis, we complete the list with our own advice from our own experience. Maybe it will be useful to someone: other organisations in Poland, other organisations around the world.

Choose your battles

Our friends from Greece told us this after experiencing the humanitarian crisis on the Greek islands: it is impossible to do everything. But in a humanitarian crisis, everything is needed. In a crisis, organisations are also under intense pressure to take on many activities and scale up their work, especially when there are available resources. However, there is no better advice: you have to choose what your organisation does and what it doesn't do - and then stick to those decisions, leaving a small, clever margin for change.

Celebrate

We didn't listen to that piece of advice as much as we should have. In a crisis, it is easy to throw oneself into work, but everyone needs rest, good time together as a team, recognising success. In the large PMF team, we didn't always handle it so well - now we are trying to catch up. This is one of those good pieces of advice that is easy to underestimate. Don't do that.

Eat and sleep

Oh, how we laughed at the Greeks when they advised us even before the war that in a crisis it was important to eat, sleep, rest, work 8 hours a day. But this is a valuable lesson. People are incapable of working effectively when they are tired, hungry, working non-stop. The more demanding the work, the more emotionally draining it is, the more important sleep, a meal and a weekend off are.

Mourn change

In the small team we had before the war, we had very close relationships. The outbreak of the war changed our organisation in this respect too - our way of working changed. We are friends, but it is different. For many people, this change has been very difficult. Many people felt and continue to feel a sense of loss of the organisation they were used to, which has grown so much. Others long for the previous style of work: systemic, long-term, as opposed to current interventionist work. It is good advice to say goodbye to what once was and to embrace the new reality. You have to go through a kind of mourning period.

Look after team communication

It has been good practice at PMF to have an internal document collecting all our services in one place. In the large extended team, it is difficult for employees to keep up with what the organisation is doing. One file with all the information, indicating who is responsible for what, has been helpful for us. Of course, we also have a permanent channel of communication, meetings, groups and subgroups.

Make friends with accountants

The bigger the money, the more you need to keep things in order. As many organisations are finding out, it is worthwhile to create robust financial management structures within the organisation and to earmark funds for this purpose in all projects undertaken. Every donation, even the smallest grant, needs to make provisions for this purpose. When you grow - look for finance people immediately. Recruitment in this area is ongoing.

Onboarding new staff

In business it is the standard, in NGOs not necessarily. Every new employee receives initial training at PMF: learning about the organisation, values and mission, but also about the working style, structure and tools we use to work together. It is surprising just how valuable this simple solution is.

Standards

It may seem that in an NGO in a familial atmosphere it is enough to simply get along and we all agree with each other. Nothing could be further from the truth, especially in a crisis. Setting rules, standards, procedures proved very important for us on many occasions. It is difficult to create standards under time pressure, but it is worth it. It is also worth taking the time to work through the standards as a team - rather than adopting someone else's copy-and-paste rules. When there are a lot of international players around, such a temptation may arise. Don't give in.

Refuse

It's not easy to say 'no' to a hundred thousand dollars, but sometimes you have to. It is even more difficult to refuse to take up a challenge that no one is addressing - but sometimes you have to, because no one organisation is capable of becoming the answer to all the evils of the world. The crisis was a time for us to learn how to make difficult decisions. Of the many areas of great importance, a few must be selected to work on. And many others, very important ones, need to be left alone.

People are not Lego blocks

Working under pressure, in a large group, for a large group, in a dynamic reality, creates various temptations when managing operations. Sometimes you think of staff or refugees as building blocks - we move some here, others there, today you do this, tomorrow you do that. Meanwhile, people are people - everyone is different, has different needs, a different idea of themselves. Everyone thinks differently, feels differently, has a different sensibility and working style. Managing people in crisis so that everyone feels cared for, respected, safe, heard, making sure their values are put into practice every day at work - is very difficult. In principle, we did a decent job here. But a piece of good advice: always be attentive and respectful to your own colleagues, not just to your clients.

Activities completed in 2022

For multi-year projects,
only the amount spent in 2022 is reported.

Project title	Scope	Duration	Budget - executed in 2022	Source of funding	Fields / TAGs
Adaptation to life in Poland of Afghan citizens evacuated after the Taliban takeover	Support for the integration and professional activation of a group of Afghans evacuated by the Polish government in August 2021, including housing, material support, psychological support and caseworker support.	01.05.2022 - 31.12.2022	2396730,76 PLN	Chancellery of the Prime Minister	Integration Professional activation Social assistance
Ukraine crisis emergency response	Running a legal, integration, information helpline: 22 110 00 85 Providing legal consultations. Long-term and holistic support for caseworkers working with adults and families, with in-kind support tailored to pre-identified needs. Information campaigns oriented towards the rights of refugees in Poland.	30. 04. 2022 - 30. 11. 2022	791 547,19 PLN	Danish Refugee Council	Access to information Legal assistance Casework
Protection of PoCs Fleeing War in Ukraine Through Community Centers in Poland	Running the "Plicz-o-plicz" refugee and migrant support centre. The centre offers the support of a caseworker, a psychologist, information and individualised in-kind support. It operates a day care for children. Project implemented in Warsaw in partnership with Foundation for Freedom and Our Choice Foundation.	01.07.2022 - 31.12.2022	598609,06 PLN	UNHCR and Danish Refugee Council	Integration Social assistance Psychological support Access to information Casework
Pregnancy care for expectant mothers Local response to the refugee crisis in Warsaw and Warsaw suburbs	Support for mothers with migration experience, including: running intercultural antenatal classes, midwifery consultations, health promotion education, support groups for mothers of young children. Addressing violence against women and girls. A particular group we are targeting with the project are midwives - we train them and share our experiences, especially from working in culturally diverse environments and with women who have experienced trauma or abuse.	01.05.2022 - 09.01.2024	459237,72 PLN	CARE	Perinatal support Strengthening systemic competencies
Supporting foreigners in Mazovia	Supporting the integration of migrants in Mazovia: psychological counselling, legal counselling, legalisation of stay counselling. The project leader is the Linguae Mundi Foundation and the partners are the Foundation for Somalia and the Polish Migration Forum Foundation.	01.06. 2021 - 20. 10. 2022	368432,02 PLN	Project co-financed by the European Union's Asylum, Migration and Integration Fund and the state budget	Integration Professional activation Legal assistance Psychological support Formal education Access to information Perinatal support Strengthening systemic competencies
Stronger together	Project implemented in partnership with the organisations forming the Migration Consortium. The PFM Foundation provides psychological and psychiatric support as part of the project (by referring clients to collaborating doctors) and offers legal and legalisation-related consultations for foreigners.	01.04.2022 - 31.12.2023	291836,14 PLN	Open Society Foundation	Psychological support Legal assistance Social assistance
KOMPLEKS	The project aims to strengthen cooperation between institutions, strengthen the potential of Polish institutions (e.g. Office for Foreigners and the Border Guard) in the context of working with persons from vulnerable groups, strengthening existing legal solutions and making a real improvement in the situation of persons from vulnerable groups in Poland.	01.07. 2021 - 31. 01. 2024	269 243,1 PLN	Project co-financed by the Norwegian Financial Mechanism 2014-2021, programme: "Internal Affairs", thematic Area PA18 "Asylum and Migration"	Casework Psychological support Strengthening systemic competencies
Education and protection of children, youth and adults affected by the consequences of war in Ukraine	Intercultural assistantship in Warsaw schools. Creation of educational materials to prepare for the work of an intercultural assistant. Supporting caseworkers working with children, young people and adults.	01.08.2022 - 31.07.2023	256821,65 PLN	International Rescue Committee	Formal education Casework Strengthening systemic competencies

Project title	Scope	Duration	Budget - executed in 2022	Source of funding	Fields / TAGs
Ukraine crisis emergency response	The project aims to provide psychological support to children, young people and adults. Psychologists employed in the project work in offices at the Foundation's headquarters, at reception centres and collective accommodation points for refugees and via the slowopomoc.pl helpline.	01.04.2022 - 30.09.2022	246970,00 PLN	Choose Love	Psychological support
Ukraine Refugee Programme - Protection of Vulnerable Groups	Psychological support for children and adolescents. Classes in schools dedicated to mental resilience, coping with stress and drawing on one's own resources - the target audience is young people with migration and refugee experience.	01.05.2022 - 30.04.2023	224046,31 PLN	Department of Foreign Affairs of the Republic of Ireland Plan International	Psychological support Formal education Non-formal education
Psychological support for persons staying in guarded centres for foreigners	The aim of the project is to provide psychological support to people subjected to detention after experiencing violence at the Polish-Belarusian border. As part of therapy, psychologists provide: crisis intervention and psychological diagnosis.	01.01.2022 - 31.12.2022	218520,12 PLN	International Rescue Committee	Psychological support
Emergency response to war in Ukraine	Direct support for refugees fleeing the war in Ukraine, in intervention form, including, inter alia, psychological assistance, legal assistance, translation of medical records, training for volunteers.	24.02.2022 - 01.05.2022	184143,00 PLN	International Rescue Committee	Psychological support Social assistance Legal assistance Access to information
Hello Neighbour! Migrant integration in local communities	The project is being implemented in 3 cities or municipalities near Warsaw: Podkowa Leśna, Izabelin and Marki. It involves providing legal assistance and increasing access to information for migrant residents. The project involves employing intercultural assistants, providing Polish language courses and organising neighbourly picnics. The project partner is the Foundation for Freedom.	01.01.2021 - 30.09.2023	149 246,95 PLN	Project funded by Liechtenstein, Iceland and Norway through the EEA Funds as part of the Active Citizens - Regional Fund programme.	Integration Formal education Non-formal education Strengthening systemic competencies
Supporting Ukrainian refugees in the educational environment	Running a volunteer programme "Come Have a Word" to support Polish language learning. Psychological support for children and adolescents, with referrals to a psychiatrist.	01.05.2022 - 30.04.2023	145756,57 PLN	Stichtung Vluchteling	Volunteering Non-formal education Psychological support
Ukraine Emergency Response - Mental Health and Psycho-Social Support	Psychological support for children, adolescents and adults. Running a helpline: slowopomoc.pl	01.05.2022 - 30.06.2022	104000,00 PLN	Mercy Corps	Psychological support
Intercultural assistants in Warsaw schools and kindergartens 2022	The project involves supporting children and young people with experience of migration in their school environment. The project employs a team of intercultural assistants.	01.03.2022 - 14.07.2022	91 650,00 PLN	Project co-financed by the Capital City of Warsaw	Formal education Strengthening systemic competencies
Slowopomoc. The improved access to MHPSS services for people affected by the war in Ukraine	Psychological support for children, adolescents and adults. Running the slowopomoc.pl helpline with a promotional campaign among partner organisations.	01.12.2022 - 31.03.2023	83778,28 PLN	UK Foreign, Commonwealth and Development Office Mercy Corps	Psychological support
First steps in Poland Legal, psychological and integration support for children and adults seeking protection in Poland	Pre-integration support for people seeking international protection in Poland: regular weekly visits of a child psychologist to the centre for foreigners in Dębak, physiotherapy support, training for psychologists working with refugee children.	01.01.2020 - 31.03.2022	72182,89 PLN	Project co-financed by the European Union's Asylum, Migration and Integration Fund and the state budget	Psychological support Strengthening systemic competencies
Information and advisory point of the Mazovian Voivode located in Warsaw at ul. Nowy Świat 15/17	Psychological support at the point run by the Mazovian Voivodeship Office.	01.07.2022 - 30.09.2022	64793,86 PLN	Mazovian Voivodeship Office	Psychological support
Poland for beginners and the advanced	The project involves creating intercultural and intergenerational support networks. As part of the project, senior citizens support people with migration experience in learning the Polish language, and migrants offer help and activate senior Warsaw residents. An element of the project is the promotion and dissemination of the model of intercultural and intergenerational exchange among organisations and institutions acting as local community animators. The project partner is the "ę" Association of Creative Initiatives.	01.01.2021 - 30.06.2022	56259,04 PLN	The project is funded by Liechtenstein, Iceland and Norway through the EEA Funds under the Active Citizens Programme - National Fund.	Integration Volunteering Strengthening systemic competencies
Together we can do it! Comprehensive psychological support for children and young people with migration experience	As part of the project, we provide individual psychological counselling for children and young people in different languages. We also deliver webinars for parents - normalising the topic of psychological and psychiatric support for children. We also train psychologists to work with children with migration experience	01.01.2022 - 14.07.2022	52840,00 PLN	Project co-financed by the Capital City of Warsaw	Psychological support Strengthening systemic competencies

Project title	Scope	Duration	Budget - executed in 2022	Source of funding	Fields / TAGs
Khosh amadi, or welcome	The project aims to provide social support to refugees, with a particular focus on Afghan nationals. As part of the project we also train officials and community leaders from the Mazovia region.	01.11.2021 - 30.06.2022	52135,03 PLN	The project is funded by Liechtenstein, Iceland and Norway through the EEA Funds under the Active Citizens Programme - Regional Fund.	Integration Social assistance Casework Strengthening systemic competencies
All for One, One for All IV	Project implemented in partnership with the organisations forming the Migration Consortium. As part of the project, we provide psychological counselling for the most excluded groups, also in the procedure for granting international protection in Poland.	01.01.2022 - 31.12.2022	47 636,75 PLN	Open Society Foundation	Psychological support
Training of Warsaw intercultural assistants/ teacher assistants	The project consisted of two 2-day comprehensive training courses to prepare intercultural assistants for work in primary and secondary schools.	15.08.2022 - 30.09.2022	47 308,31 PLN	UNICEF City Hall in Warsaw	Strengthening systemic competencies Formal education
Ukraine Emergency Response - Mental Health and Psycho-Social Support	Psychological support for children, adolescents and adults. Running a helpline: slowpomoc.pl	01.06.2022 - 30.10.2022	45968,01 PLN	WeMove Europe	Psychological support
Together we can do more - first cycle of the activation programme for foreigners 2022-2023	Professional activation and support for people with migration experience in setting up a business. The project leader is the Foundation for Social and Economic Initiatives	01.07.2022 - 31.12.2023	31800,00 PLN	Ministry of Family and Social Policy	Professional activation
Languages - the key to getting to know the world! Strengthening linguistic, social and cognitive competencies of students of Warsaw schools 2021/22.	The project focuses on intercultural education and sensitising students to linguistic diversity. An important element of the project is to support families raising children in a multilingual environment, as well as training for male and female teachers	01.09.2021 - 30.06.2022	31774,31 PLN	Project co-financed by the Capital City of Warsaw	Non-formal education Strengthening systemic competencies
Whole World in our Classroom 2021/2022	Intercultural education in Warsaw schools and kindergartens, psychological support for children living in the city of Warsaw, webinars for teachers and parents	01.09.2021 - 30.06.2022	30339,74 PLN	Project co-financed by the Capital City of Warsaw	Non-formal education Psychological support
New Relations - Action for Intergenerational Inclusion and Integration of People from Ukraine with Refugee Experience	A regranting programme aimed at local organisations combining activities for migrants and seniors. 10 organisations are involved in the programme. PMF supports the project in terms of content and training. It runs a dedicated programme helpline and builds the partners' new psychological support skills. Project implemented in partnership with the "ę" Association of Creative Initiatives (project leader).	01.07.2022 - 30.06.2023	29329,81 PLN	The programme is funded by HelpAge International with funds from the Conrad N. Hilton Foundation.	Integration Volunteering Strengthening systemic competencies
Whole World in our Classroom 2022/2023	Intercultural education in Warsaw schools and kindergartens, psychological support for children living in the city of Warsaw, webinars for teachers and parents	01.09.2022 - 30.06.2023	23060,60 PLN	Project co-financed by the Capital City of Warsaw	Non-formal education Psychological support
Intercultural Crisis School	Supporting male and female pupils with migration experience through the employment of school intercultural assistants, intercultural and anti-discrimination education aimed at students and teachers in schools in Warsaw suburbs, raising awareness of the needs of pupils with migration and refugee experience.	01.09.2022 - 31.03.2023	18489,40 PLN	"Aid Fund for NGOs and civic initiatives 2022-23" programme established by the Polish-American Freedom Foundation, implemented by the Education for Democracy Foundation.	Formal education
Soft DIGITal skills building for TCN women	The aim of the project is to develop a shared understanding of the needs of modern digital inclusion for migrant women in Europe. As part of the project, we will develop and pilot an online platform to build digital competences among women with migration experience. Project partners: Symplexis (Greece) HIP - Hub for Innovation Policy (Romania) Diesis Coop (Belgium) Austrian Association of Inclusive Society (Austria) BK Consult GbR (Germany) Elliniko Forum Metanaston (Greece)	01.09.2022 - 30.09.2024	9423,75 PLN	Project funded by the Erasmus+ programme	Professional activation Strengthening systemic competencies

Polish Migration Forum Foundation
Annual Report 2022

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We offer support:

- psychological for children and adults
- legal,
- casework (in dealing with specific issues, e.g. education, health, authorities),
- consultant for legalisation of stay,
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- midwives,
- others, especially dedicated to women, people with disabilities, young people, children, parents and carers, teachers

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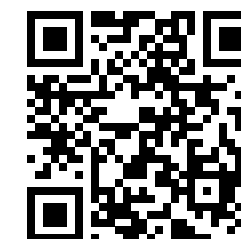
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