



## **ABBREVIATIONS**

**GOSL** -- Government of Sri Lanka

**IOM** -- International Organization for Migration

**SLBFE** -- Sri Lanka Bureau of Foreign Employment

**SOPs** -- Standard Operating Procedures

**UN SDG MPTF**-- United Nations Sustainable Development Goals Multi-Partner Trust Fund

## FINAL NARRATIVE UPDATE

### SUMMARY

The project was funded by the Australian Government through the UN SDG MPTF and implemented by IOM. It is in line with the Government of Sri Lanka (GoSL) National *COVID-19 Response Plan for Migrant Workers*. Working toward the project objective: to contribute to mitigating and addressing immediate and mid-term protection needs of Sri Lankan migrant workers affected by the COVID-19 pandemic, the project made the following achievements throughout the project implementation period from 27 May 2021 to 26 May 2022.

- By the end of the project 90 per cent of migrants reported satisfaction with the repatriation experience exceeding the project target of 70 per cent.
- A vulnerability assessment screening and counselling was conducted for a total of 108 migrant workers and families in Kuwait (90 women, 7 men, 8 girls and 3 boys).
- Out of the 108 migrants screened, assistance was provided to 88 migrant workers and their families (73 women, 5 men, 7 girls, 3 boys) to safely return to Sri Lanka from Kuwait. The migrants returned in 26 batches. All IOM data protection principles were adhered to during the collection, management and reporting of migrant details. For details of return dates, return locations, beneficiary comments, migrant gender disaggregation, screening, needs, and assistance provision, social media details, project photographs and visibility, see Annex A.
- Support was provided to IOM Lebanon with translation of COVID-19 vaccination awareness materials into the Sri Lankan national languages of Sinhala and Tamil.
- On arrival in Sri Lanka, IOM made arrangements to ensure a smooth clearance of immigration formalities, access to onward transportation and to the required stay in GoSL quarantine facilities.
- Bags and hygiene kits, and as required wheelchairs were provided to returnees. These assistance items carried GoSL, IOM and Australian Government identification in the form of 50 stickers, 100 fabric bags, logos for wheelchairs and hygiene kits.
- IOM provided pre-departure cash grants to 87 migrants while in Kuwait to cover their transport and other costs of any urgent items needed immediately on return such as food, clothing, and other essential items. Further, with the prevailing economic crisis in Sri Lanka, many migrant returnees and their families experienced enormous economic and social hardships, making their reintegration extremely challenging. To address some their pressing needs and ease their financial burden, IOM provided an additional reintegration cash grant to 63 individuals.
- Two social media posts on COVID-19 related information were developed and translated into the local languages (Sinhala and Tamil) and published across IOM Sri Lanka social media. The first post was aimed at addressing the anxiety and uncertainties surrounding COVID-19. The second post provided information regarding COVID-19 vaccinations in Sri Lanka. The above messages were posted on IOM Facebook and Twitter pages on December 2021 and April 2022.

- All project support for stranded migrants by IOM Sri Lanka and Kuwait was conducted in consultation with GoSL Sri Lanka Bureau of Foreign Employment (SLBFE), and the Embassy of Sri Lanka in Kuwait.
- As ascertained through returnee interviews, all returns were voluntary and performed in line with IOM global standards and guidelines to facilitate safe, orderly, and dignified migration. Follow up monitoring revealed migrants reported satisfaction with the return process and that IOM assistance was able to accommodate their specific personal needs.
- IOM concluded all individual vulnerability screenings and repatriations from Kuwait on 24 May 2022, as the project ended on 26 May 2022.

## I. Purpose

**Project Objective:** *To mitigate and address the immediate and mid-term protection needs of vulnerable migrant workers in Kuwait affected by the COVID-19 pandemic.*

**Project Outcome:** *Protection and assistance needs of migrant workers in vulnerable conditions are mitigated and addressed at pre-departure stage in Countries of Destination.*

The project objective and outcome were under the UN SDG MPTF *Resilience* theme with funding from the Australian Government.

The project was implemented in response to the COVID-19 pandemic and the resulting mobility restrictions which caused border closures and suspension of flights in early 2020 severely impacting all travellers including migrant workers. The project was designed to address the urgent priorities of stranded Sri Lankan workers in line with the *GoSL COVID-19 Response Plan for Migrant Workers*.

The funding enabled IOM to support migrant returns from the Middle East—the main destination for Sri Lankan migrant workers. Since there was limited official or updated government data available on the number of migrants awaiting return due to COVID-19, IOM coordinated with relevant embassies/consulates in countries of destination to obtain statistics, as available, on the number of stranded migrants in need of support to return. Embassy officials in Kuwait, informed IOM as of March 2021, almost 5,000 Sri Lankans wished to return home. The pandemic placed many Sri Lankan migrant workers in highly vulnerable positions without employment, homes, means of subsistence and access to basic services. The Embassy received many requests for food, rent payments, and temporary accommodation. The shelter facility managed by the Embassy in Kuwait had reached maximum capacity and could not accommodate any more requests for support until repatriations commenced opening needed space.

## II. Results

### i) Narrative reporting on results:

- **Outcomes**

*Project outcome: Protection and assistance needs of migrant workers in vulnerable conditions are mitigated and addressed at pre-departure stage in countries of destination from to the following results were achieved. (Target: 80)*

From 27 May 2021 to 26 May 2022, 108 (90 women, 7 men, 8 girls and 3 boys) stranded vulnerable migrants were screened and counselled with support from IOM Kuwait.

Of the 108, the project contributed to addressing the humanitarian protection and assistance needs of 88 (73 women, 5 men, 7 girls, 3 boys) vulnerable Sri Lankan migrants through provision of pre-departure and on arrival individual assessments and support. IOM stands ready to assist the remaining migrants under other funding once all procedures and documentation are in order for travel.

A follow up monitoring survey was administered to all 88 individuals (77 families) who returned through the project. Out of these, 60 individuals (54 families) were contactable, and 28 individuals (from 23 families) were not contactable with the provided phone numbers. IOM was informed that one returnee had passed away after her arrival due to health complications. Hence, only 60 individuals (54 families) were monitored.

Of the 60 migrants surveyed, 90 per cent reported they found the information and counselling provided by IOM to be useful.

All reported a positive repatriation experience and IOM recorded a 98 per cent satisfaction for the repatriation assistance and protection services.

- **Outputs:**

**Output 1.1 Stranded migrants and migrant returnees have access to timely, context-specific, and correct information on COVID-19 prevention measures.**

A summary of IOM assistance provided for migrants to gain access to timely, context-specific, and correct information on COVID-19 prevention measures through the project funding is presented below and further detailed under relevant outputs.

**Rapid needs assessment:** The target for this indicator was successfully met through a rapid needs assessment conducted at the project inception in countries of destination in the Middle East to ascertain the estimates of migrants awaiting return and the feasibility of planning returns under the project. Based on the results of the assessment Kuwait was selected as the primary country for the returns under this project. Approximately 5,000 migrants were awaiting return from Kuwait and some of the most vulnerable were residing in the overburdened shelter facility managed by the Embassy of Sri Lanka in Kuwait. Filled to maximum capacity, the shelter could not accommodate any more requests for support until repatriations commenced opening needed space.

**Information on COVID-19:** Supporting migrants access to timely, accurate COVID-19 related awareness materials, support was provided to IOM Lebanon by IOM Sri Lanka for the translation of printed materials into Sinhala and Tamil, the national languages of Sri Lanka. The materials included accurate information on the vaccinations available to migrant workers in Lebanon.

Migrant communities in Sri Lanka were also targeted by IOM through dissemination of accurate information on crucial COVID-19 matters via social media and website platforms. Two posts were published on IOM Sri Lanka Facebook and Twitter pages on 10 December 2021 and 25 April 2022. One post was aimed at addressing the anxiety and uncertainties surrounding COVID-19 and the other post focused on providing information regarding COVID-19 vaccinations in Sri Lanka. (Photos and the response details pertaining to the posts are in Annex A. The post link is: <https://www.facebook.com/828445607199538/posts/4982184758492248/>)

**Output 1.2: Vulnerable stranded migrant workers have improved access to protection, and assistance services in host countries.**

Project support for protection and assistance provision to vulnerable migrants contributed to the achievements below supporting 88 (73 women, 5 men, 7 girls, 3 boys) vulnerable migrants. All repatriations and assistance to migrants under the project concluded on 26 May 2022. The support to migrants under the project was provided as below:

**Migrant screening through vulnerability assessment:** IOM obtained data from SLBFE detailing migrants in extremely vulnerable conditions and coordinated with the Embassy of Sri Lanka in Kuwait to conduct individual interviews with migrants and to verify and determine their eligibility.

To collect individual data on migrants' needs and vulnerabilities and to identify priority needs and risks among the target group, resulting from the COVID-19 outbreak, IOM developed an assessment tool presented in Annex B. This effectively captured individual migration experiences, access to basic needs such as adequate food, accommodation, and health services and other protection needs. The individual screening was conducted for 108 (90 women, 7 men, 8 girls and 3 boys.) stranded migrants in Kuwait.

Based on the location of each migrant, interviews were conducted either at the IOM Kuwait office, the Embassy of Sri Lanka or, in some instances due to the severity of the migrant's condition, at hospitals with necessary safety precautions. Those interviewed included: migrant workers and their families, pregnant women, unaccompanied minors, elderly persons, single parent families, persons with disabilities, migrants seeking medical attention, and victims of exploitation.

An analysis of the 108 vulnerability assessments from the migrants screened revealed the following information:

- 47 migrants were not vaccinated.
- All 108 migrants did not have the capacity to meet basic needs in their country of destination. They were unable to afford their rent, food, and health care needs while abroad. They were unemployed and although some were receiving temporary support from friends or migrant communities, in the long term with no family or State support, the migrants were at a high risk of living undocumented in poverty.
- All 108 migrants had an irregular migration status with expired visas. IOM successfully coordinated with the Embassy of Sri Lanka in Kuwait to obtain the clearance and approvals for 88 migrants to return.
- 90 of the 108 migrants screened had medical needs and were suffering with severe chronic illness such as cancer, mental health conditions, uterus fibroids, cancer, kidney stones, skin allergy, arthritis, bleeding disorder, diabetes, kidney failure, paralysis, amnesia and high blood pressure. From the 88 migrants who returned, 70 of them had health needs. Most reported that they were forced to neglect their health and did not receive regular treatment due to their irregular migration status and lack of financial capacity. In addition, their living conditions and lack of access to public health services, made them highly vulnerable and at high risk of contracting COVID-19.
- 54 migrants had been in exploitative work situations for several years, unable to return to Sri Lanka. Migrants highlighted issues such as excessive working hours, movement restrictions, confiscation of identification documents, non-payment of wages, physical and psychological abuse that they had to endure during their work tenure in Kuwait.

Each return was unique and highlighted the different and extreme conditions the migrants faced amidst the COVID-19 pandemic prior to their return.

**Standard Operating Procedures (SOPs):** IOM Sri Lanka developed project-specific IOM internal project guidelines. These SOPs were shared with IOM Kuwait as the office in the country of migrant destination and IOM Jordan, as the office responsible for airline ticketing for the migrants. The SOPs helped streamline the processes for a well-coordinated response to meet the needs of vulnerable migrants.

**Pre-departure counselling:** Recognizing counselling as a key component of the voluntary return process, IOM Sri Lanka requested IOM Kuwait to provide pre-departure counselling following the screening process for all 108 identified migrants, 88 of whom have returned. The counselling ensured migrants had adequate information to make an informed and voluntary decision about their return. Over the course of the project, IOM offices in countries of destination, including Kuwait, communicated on a regular basis with IOM Sri Lanka regarding GoSL COVID-19 restrictions to ensure migrants received the latest information. Migrants were further provided with accurate details of arrival procedures, COVID-19 measures, and quarantine requirements in Sri Lanka.

All, 100 per cent, 108 (90 women, 7 men, 8 girls and 3 boys) migrants were provided with pre-departure counselling and received access to protection, and assistance services in host country. This exceeded the output indicator target of 90 migrants.

**Hotline Operation:** IOM Sri Lanka further advertised its existing safe migration and counter trafficking hotlines to the migrants stranded in the Middle East. The hotlines provide advice, counselling, and assistance to migrants in vulnerable situations.

**Cash assistance:** To cover any initial expenses, each migrant was provided with a minimum cash assistance of USD 50 or USD 100 shortly before departure from IOM Kuwait to cover costs of any urgent items immediately on return such as food, clothing, and other essential items.

**Reintegration grant:** Considering the ongoing economic crisis in Sri Lanka, based on returnees needs and vulnerabilities, IOM provided reintegration cash grants to 63 individuals. As ascertained through returnee interviews, the grants were useful to returnees to cover their medical, livelihood and other immediate and mid-term needs. Returnees with health concerns stated that they found it extremely challenging to obtain medical care/treatment after their return due to the prevailing economic crisis and the reintegration grant was useful for them to cover their medical expenses. Others were able to use their grant and start up a small-scale business, enabling them to have a regular income.

**Output 1.3: Migrants who are unable or unwilling to remain in their host countries and wish to return to Sri Lanka continue receiving support related to their return.**

IOM identified the priority needs of the target group and successfully delivered assistance, and as reported above, facilitated the repatriation of 88 vulnerable women migrants from Kuwait throughout the one-year implementation period. This exceeded the output indicator target of 50 migrants.

The assistance covered medical and psychosocial needs, pre-departure counselling, support for departure and arrival airport procedures, provision of hygiene kits, wheelchair support, COVID-19 protective masks, PCR tests, transport, an initial cash allocation, reintegration grants and access to quarantine as further detailed below:

- Prior to departure, IOM provided all 88 migrants with air tickets and facilitated transportation, PCR tests, ‘fit for travel’ medical examinations and pre-departure counselling (including briefing on the arrival formalities and quarantine measures in Sri Lanka). All migrants were assisted through immigration formalities at the airport, ensuring that the return took place in a smooth manner.

- IOM ensured that all appropriate COVID-19 safeguards were put in place throughout the entire return process. All migrants completed a PCR test prior to departure, of whom 67 migrants were financially supported by IOM. For the remaining migrants, the PCR test was conducted free of charge by the hospital where they were admitted with the process being facilitated by IOM. ‘Fit for travel’ medical assessments were completed for 81 migrants. Wheelchairs were donated to 11 migrants as they embarked on their journey home from Kuwait to assist with mobility during travel and once they restart their lives in Sri Lanka.
- During the initial months of the project, based on the Ministry of Health arrival guidelines, IOM successfully coordinated with respective officials from SLBFE to obtain a government quarantine facility for 36 migrants upon arrival to the country. As months went by, the arrival guidelines were later revised and mandatory state/private quarantine was no longer a requirement and migrants were asked to self-quarantine in their home itself.
- Following the quarantine period, during the initial months of the project while some migrants were assisted by GoSL to return to home locations across the country, others received financial support from IOM to cover the cost related to transportation to their hometown.

<b>Summary of Migrant Assistance</b>			
<b>Type of assistance received by IOM</b>	<b>No. of Migrants</b>	<b>Female Total: &lt; 18 / &gt; 18</b>	<b>Male Total: &lt; 18 / &gt; 18</b>
Basic counselling and information provision	88	80: 73/7	8: 5/3
Air ticket	88	80: 73/7	8: 5/3
Transportation to the airport	88	80: 73/7	8: 5/3
PCR test prior to departure	88	80: 73/7	8: 5/3
Cash grant for immediate needs upon arrival	87	79: 72/7	8: 5/3
Airport departure assistance (In Kuwait)	88	80: 73/7	8: 5/3
Fit for Travel assessments	81	73: 66/7	8: 5/3
Wheelchairs	11	11:11/0	0:0/0
Reintegration grants (Cash assistance)	63	57 :53/4	6:5/1

IOM’s assistance to vulnerable migrants with support from the Australian Government was highlighted in local newspapers and media. This is presented in Annex C and the link: <https://www.ft.lk/news/IOM-Australia-support-repatriation-of-stranded-Sri-Lankan-migrant-workers-from-Kuwait/56-721684> .

**Describe any delays in implementation, challenges, lessons learned & best practices:**

In the early months of the project, due to the COVID-19 pandemic, GoSL imposed movement restrictions and IOM was unable to meet returnees at the airport and thereby provide reception assistance as per the usual IOM practice. Instead, for these cases, IOM took preparatory steps prior to the migrant departures to coordinate with respective officials from SLBFE to obtain a government quarantine facility for 36 migrants who returned during the initial months of the project. Further, efforts were made by IOM to contact all migrants individually over the phone immediately after their return.

Following arrival, IOM Sri Lanka conducted a follow up/monitoring survey to obtain feedback on IOM services and monitor the progress or situation of returnees after their return. A few challenges were



experienced contacting some returnees as the phone numbers provided during the interviews were either incorrect or non-responsive.

For migrants holding an irregular migration status, there are multi-layers of official pre-departure approvals required to obtain permission to exit the country. These approvals can take weeks if not months to complete. For these cases, IOM continuously followed up with the Embassy of Sri Lanka in Kuwait to secure the necessary clearances and approval documents, enabling the migrants to return as soon as possible. Despite these challenges, IOM was able to provide protection and assistance to 88 migrants within the project period and exceed the output indicator target of 50 migrants.

The returnees were appreciative of the assistance provided by IOM and were happy to be reunited with their families. Since the project is focused on addressing the immediate and short-term needs of migrants, as per the needs raised by the returnees, IOM was able to provide the details of the available government support services for their long-term support.

- **Qualitative assessment:**

Although IOM Sri Lanka was not able to follow its usual practice of receiving all returnees at the airport due to the government imposed COVID-19 restrictions, each migrant was contacted following their return and a monitoring was conducted by phone. All usual IOM data protection and confidentiality practices were followed. A follow up monitoring survey was administered to all 88 individuals (77 families) who returned through the project. Out of these, 60 individuals (54 families) were contactable, and 28 individuals (from 23 families) were not contactable with the provided phone numbers. IOM was informed that one returnee had passed away after her arrival due to health complications. Hence, only 60 individuals (54 families) were monitored.

Returnees expressed appreciation for the assistance provided by IOM and stated they were happy to be reunited with their families. As a follow up to the project support for immediate and short-term assessed needs of migrants, IOM Sri Lanka also provided migrants with details of relevant and available government services for their long-term support.

Through Australian Government funding channeled through the UN Sri Lanka SDG Multi-Partner Trust Fund and at the request of SLBFE, IOM successfully implemented the project within the established timeframe and addressed the immediate and mid-term protection needs of the Sri Lankan migrant workers affected by COVID-19 pandemic. All planned targets were achieved and exceeded.

## ii) Indicator Based Performance Assessment:

Using the **Programme Results Framework from the Project Document / AWP** - provide an update on the achievement of indicators at both the output and outcome level in the table below. Where it has not been possible to collect data on indicators, clear explanation should be given explaining why, as well as plans on how and when this data will be collected.

	<b><u>Achieved</u> Indicator Targets</b>	<b>Reasons for Variance with Planned Target (if any)</b>	<b>Source of Verification</b>
<p><b>Objective:</b> To contribute to mitigating and addressing immediate and mid-term protection needs of the Sri Lankan migrant workers affected by COVID-19 pandemic.</p> <p><b>Indicator:</b> % of migrant returnees who report being satisfied with repatriation assistance received from IOM (disaggregated by gender and age).</p> <p><b>Baseline:</b> 0 <b>Planned Target:</b> 70</p>	<p><b>88</b> migrants (73 women, 5 men, 7 girls, 3 boys)</p> <p>90% reported they found the information shared during the counselling sessions useful.</p> <p>Follow up monitoring surveys completed for 60 migrants</p>	<p>Monitoring was administered to all 88 individuals (77 families) who returned through the project. Out of these, 60 individuals (54 families) were contactable, and 28 individuals (from 23 families) were not contactable with the provided phone numbers. IOM was informed that one returnee had passed away after her arrival due to health complications. Hence, only 60 individuals (54 families) were monitored.</p> <p>The project exceeded the planned target of 70.</p>	Survey
<p><b>Outcome 1:</b> Protection and assistance needs of migrant workers in vulnerable conditions are mitigated and addressed at pre-departure stage at CoDs.</p>	<p>108 (90 women, 7 men, 8 girls and 3 boys) stranded vulnerable migrants supported through predeparture counselling individual assessments.</p>	<p>Monitoring was administered to all 88 individuals (77 families) who returned through the project. Out of these, 60</p>	Survey

<p><b>Indicator 1.1:</b> % of assisted stranded migrant workers satisfied with the repatriation assistance and protection services (disaggregated by gender and age).  <b>Baseline:</b> 0  <b>Planned Target:</b> 80</p>	<p><b>88</b> migrants (73 women, 5 men, 7 girls, 3 boys) vulnerable migrants were screened and provided with predeparture assistance in IOM Kuwait and repatriation assistance to Sri Lanka.</p> <p>90 per cent reported satisfaction with predeparture guidance.</p>	<p>individuals (54 families) were contactable, and 28 individuals (from 23 families) were not contactable with the provided phone numbers. IOM was informed that one returnee had passed away after her arrival due to health complications. Hence, only 60 individuals (54 families) were monitored.</p> <p>The project exceeded the planned target of 80.</p>	
<p><b>Indicator 1.2:</b> % of assisted migrants who received the information and found it useful to protect themselves/others from COVID-19  <b>Baseline:</b> 0  <b>Planned Target:</b> 80</p>	<p>100%: All screened migrants <b>108</b> (90 women, 7 men, 8 girls and 3 boys) migrants who received counselling following, the screening process, found the COVID-19 and predeparture information useful.</p>	<p>The project exceeded the planned target of 80.</p>	<p>Interviews and Survey</p>
<p><b>Output 1.1:</b>  Stranded migrants and migrant returnees have access to timely, context-specific, and correct information on COVID-19 prevention measures  <b>Indicator 1.1.1:</b> Availability of a rapid needs assessment report  <b>Baseline:</b> 0  <b>Planned Target:</b> Yes</p>	<p>Yes: A rapid assessment was conducted in Middle East countries to obtain an estimate of migrants wishing to return. This was used to inform the selection of the initial priority caseload in Kuwait and to provide accurate information to the migrants.</p>	<p>No variance</p>	<p>Document review</p>

<p><b>Indicator 1.1.2:</b> # of people reached through IOM social media posts targeting Middle East region  <b>Baseline:</b> 0  <b>Planned Target:</b> 15,000</p>	<p>Facebook reach – 75,401  Facebook impressions – 98,397  Facebook engagements - 1680  Twitter impressions – 467  <b>Total – 175,945</b></p> <p><i>*Impressions are the number of times your particular page or a post has been seen. The content may be seen by the same person multiple times. Each contact, regardless of if it's unique or not, is counted as an impression.</i></p> <p><i>*Reach is the total number of unique individuals who have seen your content.</i></p> <p><i>*Engagement depicts the number of times individuals took some sort of action on your post.</i></p>	<p>The project exceeded the planned target of 15,000</p>	<p>IOM social media account information</p>
<p><b>Output 1.2:</b> Vulnerable stranded migrant workers have improved access to protection, and assistance services in host countries.  <b>Indicator 1.2.1:</b> # of stranded migrant workers who receive protection or other repatriation related services in host countries (disaggregated by gender and type of service: pre-departure counselling, addressing immediate needs based on vulnerability screening, cash grants to meet any urgent needs during travel/transit, departure assistance)  <b>Baseline:</b> 0  <b>Planned Target:</b> 90</p>	<ul style="list-style-type: none"> <li>• Vulnerability assessments for <b>108</b> (90 women, 7 men, 8 girls and 3 boys) individuals. The assessments supported in identifying immediate needs of migrants.</li> <li>• Basic counselling and information provision for 108 individuals.</li> <li>• Cash assistance to cover migrants' initial expenses upon arrival for 87 migrants.</li> <li>• Reintegration grants towards migrants' short term and mid-term needs (including medical and livelihood) for 63 migrants.</li> </ul>	<p>The project exceeded the planned target of 90.</p>	<p>Document review</p>
<p><b>Output 1.3:</b> Migrants who are unable or unwilling to remain in their host countries and wish to return to Sri Lanka continue receiving support related to their return.</p>	<p>A total of <b>88</b> vulnerable migrants supported to return (73 women, 5 men, 7 girls, 3 boys), through the provision of the following services:</p>	<p>The project exceeded the planned target of 50.</p>	

<p><b>Indicator 1.3.1:</b>  # Of migrants who are in vulnerable situations due to COVID-19 who received additional return support, (disaggregated by gender, age, and type of services: Health screening/PCR/Fit to Travel, booking of air tickets, transport assistance to the airport, immigration formalities and quarantine process, arranging onward transportation)  <b>Baseline: 0</b>  <b>Planned Target: 50</b></p>	<p>Air ticket: 88  Transportation to the airport: 88  PCR test prior to departure: 88  Airport departure assistance (In Kuwait): 88  Fit for Travel assessments: 81  Wheelchairs: 11  Quarantine Facility: 36</p>		<p>Document review</p>
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### iii) A Specific Story (Optional)

See **Annex D** for four returnee case stories from IOM.

**Problem / Challenge faced:**

**Programme Interventions:**

**Result (if applicable)**

**Lessons Learned:**

### III. Other Assessments or Evaluations (if applicable)

NA

### IV. Programmatic Revisions (if applicable)

NA

### V. Resources (Optional)

NA

## ANNEXES

Annex A: Project photographs, map of return areas, beneficiary selection details,  
Assistance details, and beneficiary comments.

Annex B: Screening vulnerability assessment tool

Annex C: Newspaper story on migrant returns

Annex D: IOM case stories

**Assistance to the government of Sri Lanka to address the immediate and mid-term needs of the Sri Lankan migrant workers in line with the national COVID-19 response plan for migrant workers**

Outcome 1: Protection and assistance needs of migrant workers in vulnerable conditions are mitigated and addressed at pre-departure stage at CoDs and upon arrival in Sri Lanka

*Output 1.1 Stranded migrants and migrant returnees have access to timely, context-specific and correct information on COVID-19 prevention measures.*



**Figure 1: IOM Sri Lanka assisted IOM Lebanon in the translation of COVID-19 vaccination IEC and awareness materials to be accessed by Sri Lankan migrant workers in Lebanon@IOM2021**

Are you worried and anxious about the future with

## UNCERTAINTIES SURROUNDING COVID-19?

What to do:

- 1 Be active – intellectually and physically
- 2 Talk to someone you trust who can help you
- 3 Do something constructive to ease anxiety
- 4 Encourage healthy habits and coping mechanisms
- 5 Ensure a regular routine, this can ease excessive worrying

Do you feel worn out and need someone to talk to?

To know more about the available support services, contact our hotline  
077 44 100 86

IOM UN MIGRATION Australian Aid

## COVID-19 vaccines can help combat this pandemic

- Avoid misinformation.

For COVID-19 related information visit  
[http://www.health.gov.lk/moh\\_final/english/others.php?pid=231](http://www.health.gov.lk/moh_final/english/others.php?pid=231)

or  
<https://www.presidentsoffice.gov.lk/index.php/vaccination-dashboard/>

Make sure you have received the required doses!

IOM UN MIGRATION Australian Aid

## COVID-19 இனை சுற்றியுள்ள நிலையற்ற தன்மையினால் நீங்கள் எதிர்காலத்தை பற்றி கவலைப்படுகிறீர்களா?

என்ன செய்யலாம்?

- சுறுசுறுப்பாக இருங்கள் - அறிவுபூர்வமாகவும் உடல் ரீதியாகவும்
- உங்களுக்கு உதவக்கூடியவர் என நம்பிக்கையை வென்ற ஒருவருடன் பேசுங்கள்
- கவலையை போக்கும் ஆக்கபூர்வமான ஒன்றை செய்யுங்கள்
- சுகாதார பழக்கவழக்கங்களையும் சமாளிக்கும் பொறிமுறைகளையும் ஊக்கப்படுத்துங்கள்
- வழக்கத்தை தொடர உறுதி பூணுங்கள், இது தேவையற்ற கவலைகளை மறக்கடித்திடும்

நீங்கள் நலிவுற்றுள்ளதோடு யாருடனாவது பேச வேண்டும் போல் உணர்கிறீர்களா?

உதவிச்சேவைகளை பற்றி அறிந்து கொள்ள எங்களின் நேரடி இலக்கத்திற்கு அழையுங்கள்  
0774410086

IOM UN MIGRATION Australian Aid

## இந்த பூகோள தொற்றை எதிர்த்து போராட COVID-19 தடுப்பூசிகள் உதவ முடியும்

தவறான தகவல்களை தவிர்த்திடுங்கள்

COVID-19 தொடர்பான தகவல்களுக்கு  
[www.health.gov.lk/moh\\_final/english/others.php?pid=231](http://www.health.gov.lk/moh_final/english/others.php?pid=231)  
அல்லது  
[www.presidentsoffice.gov.lk/index.php/vaccination-dashboard/](https://www.presidentsoffice.gov.lk/index.php/vaccination-dashboard/)

உங்களுக்கு தேவையான அளவினை பெற்றுக்கொண்டதை உறுதிப்படுத்திக் கொள்ளுங்கள்!

IOM UN MIGRATION Australian Aid



**COVID-19** වටා පවතින අවිනිශ්චිතභාවය සමග ඔබ අනාගතය ගැන පීඩාවෙන් හා කනස්සල්ලෙන් පසුවන්නේද?

**ඔබ කුමක් කළ යුතුද?**

- ක්‍රියාකාරී වන්න - බුද්ධිමය හා ශාරීරිකව
- ඔබට උදව් කළ හැකි ඔබ විශ්වාස කරන කෙනෙකු සමඟ කතා කරන්න
- කනස්සල්ල ලිහිල් කිරීමට නිර්මාණාත්මක දෙයක නිරත වන්න
- සෞඛ්‍ය සම්පන්න පුරුදු වලට හුරු වන්න
- අධික කනස්සල්ල අඩු කර ගැනීමට, නිතිපතා ක්‍රියාශීලී වර්යාවන් වල නිරත වන්න

පවතින උපකාරක සේවා ගැන වැඩි විස්තර දැන ගැනීමට, අපගේ ක්ෂණික දුරකථන අංකය අමතන්න

**0774410086**

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**COVID-19 එන්නත එම වසංගතය මැඩ පැවැත්වීමට උපකාරී වේ**

- ✓ වැරදි තොරතුරු මගහරින්න
- COVID-19 සම්බන්ධ තොරතුරු සඳහා [www.health.gov.lk/moh\\_final/english/others.php?pid=231](http://www.health.gov.lk/moh_final/english/others.php?pid=231)
- ✓ හෝ [www.presidentsoffice.gov.lk/index.php/vaccination-dashboard/](http://www.presidentsoffice.gov.lk/index.php/vaccination-dashboard/) පිවිසෙන්න
- ✓ නිර්දේශිත එන්නත් මාත්‍රාවන් ලැබී ඇති බවට වග බලා ගන්න

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Figure 2: Social Media Posts related to COVID-19 workers in Kuwait. ©IOM2021/2022



Figure 3: Produced Fabric bag for Hygiene kits and Sticker for wheelchair. ©IOM2021

## A. (ii)

Table 1

Batch No.	Date of return	No. of migrants returned				
		Women	Men	Girls	Boys	Total
1	2/8/2021	12				12
2	13/09/2021	3		1		4
3	22/09/2021	2	1		1	4
4	29/09/2021	3				3
5	3/10/2021	6				6
6	10/10/2021	1				1
7	12/10/2021	1				1
8	19/10/2021	2				2
9	26/10/2021	2				2
10	1/11/2021	1				1
11	10/11/2021	6	1	1	1	9
12	23/11/2021	2		1		3
13	10/12/2021	3		2	1	6
14	23/12/2021	1				1
15	06/01/2022	1				1
16	04/02/2022	6				6
17	11/02/2022	3				3
18	16/02/2022	5				5
19	21/02/2022		1			1
20	25/02/2022	2	2			4
21	14/03/2022	2				2
22	04/04/2022	1				1
23	21/04/2022	1				1
24	26/04/2022	1				1
25	28/04/2022	4		2		6
26	24/05/2022	2				2
<b>Total</b>		<b>73</b>	<b>5</b>	<b>7</b>	<b>3</b>	<b>88</b>

**Table 2****Social media posts**

Social Media Posts		Facebook			Twitter	Total
		No. of people reached	No. of impressions	No. of Engagements	No. of impressions	
Message 1	Addressing the anxiety and uncertainties surrounding COVID-19.	75,401	98,397	1680	467	<b>175,945</b>
Message 2	Information regarding COVID-19 vaccinations in Sri Lanka					

*\*Impressions are the number of times your particular page or a post has been seen. The content may be seen by the same person multiple times. Each contact, whether unique or not, is counted as an impression.*

*\*Reach is the total number of unique individuals who have seen your content.*

*\*Post Engagement depicts the number of times individuals took some sort of action on your post.*

*Output 1.2: Vulnerable stranded migrant workers have improved access to protection, and assistance services in host countries.*

**Table 3**

Gender	No. of Migrants screened	Age Breakdown									
		20-25	26-30	31-35	36-40	41-45	46-50	51-55	56-60	<18	Above 60 years
Women	90	1	2	8	9	26	8	26	8		2
Men	7	2				1	1	1	1		1
Girls	8									8	
Boys	3									3	
Total	<b>108</b>	<b>3</b>	<b>2</b>	<b>8</b>	<b>9</b>	<b>27</b>	<b>9</b>	<b>27</b>	<b>9</b>	<b>11</b>	<b>3</b>

### IOM Selection and Assistance process

IOM Sri Lanka will coordinate with relevant state institutions such as the Sri Lanka Bureau for Foreign Employment (SLBFE), State Ministry of Foreign Employment, Ministry of Foreign Relations, Ministry of Justice, etc. to obtain migrant data and information on migrant workers who are stranded and in need of return assistance.



Having obtained the list of migrant data, IOM Sri Lanka will then coordinate with the relevant IOM missions in destination country to conduct vulnerability assessments to determine migrant eligibility for assistance



The screening assessments will determine whether the migrant meets all necessary eligibility criteria to be able to qualify for assistance under the project. IOM missions will be responsible for screening, reviewing and approving all cases and to organize all movements in a timely manner, in coordination with the Sri Lankan embassy in country of destination



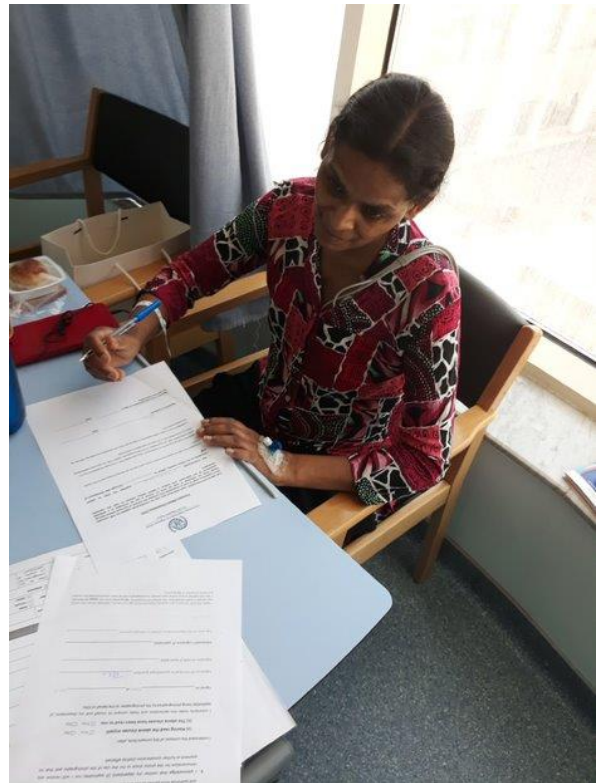
Following the approval, IOM mission in destination country will provide the required pre-departure assistance to migrants as per their needs, until their return.



Considering the COVID-19 quarantine measures, IOM Sri Lanka will do the needful coordination with relevant government stakeholders with regard to organizing quarantine facilities for migrants upon arrival in Sri Lanka (includes PCR tests and transportation upon arrival )



Shortly after the migrants return, IOM Sri Lanka will contact the returnee (via phone) and complete the a brief monitoring survey

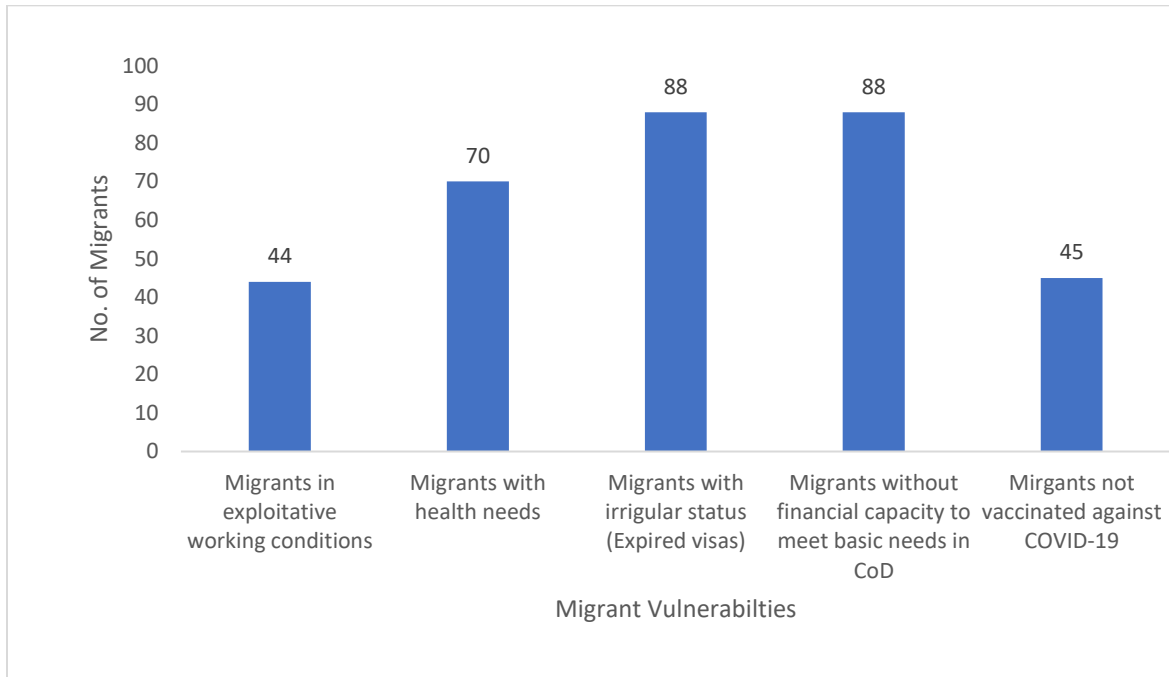


*Figure 4: Screening interviews with migrants in Kuwait, © IOM Nov/Dec 2021*

### Outcome of the vulnerability assessments

The graph below describes the various vulnerabilities of migrants after analyzing the 88 assessment forms of those who returned.

**Table 4**



*Output 1.3: Migrants who are unable or unwilling to remain in their host countries and wish to return to Sri Lanka continue receiving support related to their return*

**Table 5**

Type of assistance delivered by IOM	No. of Migrants
Basic counselling and information provision	88
Air ticket	88
Transportation to the airport	88
PCR test prior to departure	88
Cash grant for immediate needs upon arrival	87
Airport departure assistance (In Kuwait)	88
Fit for Travel assessments	81
Wheel-chairs	11









*Figure 5: IOM Kuwait staff at the airport providing airport departure assistance, © IOM Oct/Nov/Dec 2021 / Jan/Feb 2022*



*Figure 6: IOM Kuwait staff at the airport providing cash grant assistance prior to departure, © IOM Feb 2022*



## Returnees location in Sri Lanka



## Monitoring



*Figure 7: IOM staff in Sri Lanka conducting monitoring/follow up calls to returnees. © IOM August 2021*



*Figure 8: Field visit/ monitoring conducted by IOM staff for a migrant family (DFAT052) returned on 10 December 2021 © IOM January 2022*





*Figure 9: Migrant (DFAT024) who returned on 10 October 2021, invested her reintegration grant to start up a small scale business (production of bags) © IOM April 2022*



*Figure 10: Migrant (DFAT056) who was suffering from a leg fracture due to Guillain Barre syndrome returned to SL on 10 December 2021 and was re-united with her family. She was provided with a reintegration grant which has been useful for her medical treatment and recovery. © IOM April 2022*

## Appreciation from Migrant Returnees

- *DFAT057 - “I am very grateful for every assistance provided by IOM. they even asked me if I need a wheelchair, but I said no because I had already got one from my friend. Also, I am very grateful for the cash grant provided by IOM, as I lost my savings and suffering from many illnesses”*  
***Migrant conveyed her appreciation to IOM during the monitoring call***
- *DFAT062 - “IOM officers were very helpful and friendly. I told them my difficulties and they patiently listened to me and this was very helpful to me at that time as I needed someone to talk to. I am a cancer patient. Throughout the journey IOM officers took care of me very well. Thank you very much. I am grateful to IOM for assisting me with the return process. Also, for the cash grant. Even now I do my cancer treatments from that money”*  
***Migrant conveyed her appreciation to IOM during the monitoring call***
- *DFAT086 – “I have family problems and many health issues that did not permit to work in Kuwait. Fortunately, I received assistance from IOM and was able to return Sri Lanka. The cash grant I received was very useful for my medical treatments. I am grateful for the assistance I received from IOM”*  
***Migrant conveyed her appreciation to IOM during the monitoring call***
- *DFAT089 - “I wasn’t in a good health condition when returning to Sri Lanka. But IOM officers took care of me very well. I am grateful to IOM for helping me to return, otherwise I would have been still trapped in Kuwait without having a way to return. Further, I never expected to receive a reintegration/cash grant. Today with the present situation in Sri Lanka, I am very grateful for this and I use this grant towards my medical expenses”*  
***Migrant conveyed her appreciation to IOM during the monitoring call***
- *DFAT054 - “I am very satisfied with the services provided by IOM. After returning home, I called IOM Kuwait and thanked them for all their support. I am very happy”*  
***Migrant conveyed her appreciation to IOM during the monitoring call.***
- *DFAT046 – “The officer was in constant touch with me until I returned home. IOM officials also coordinated with the Sri Lankan embassy to obtain my medication. I have very thankful for the support provided”*  
***Migrant conveyed her appreciation to IOM during the monitoring call.***
- *DFAT043 – “I am very happy with how I was treatment and I am thankful for the wheel chair that was provided to me”*  
***Migrant conveyed her appreciation to IOM during the monitoring call.***
- *DFAT037 – “I am thankful to IOM because despite my health complications, I was able to return to Sri Lanka. I am now recovering and also have managed to start up a self-employment”*

***Migrant conveyed her appreciation to IOM during the monitoring call.***

- *DFAT006 - “I was extremely worried about my health. I was suffering from diabetes and had a very poor vision. I needed immediate medical care. With my health condition, returning home was the only viable option for me. Immediately after my return, I went to the government hospital to get myself checked up. The doctor said that my eye was badly affected due to diabetes and that I must undergo immediate surgery. Thanks to IOM, I was able to return home and I hope to do this surgery in 10 days’ time. The doctor also recommended that I wear spectacles and with the cash grant given by IOM, I managed to purchase a spectacle for me”.*

***Migrant conveyed her appreciation to IOM via a text message***

- *DFAT007 – “I have been suffering with a bleeding disorder for a long time and I am extremely thankful for the support extended by IOM staff who looked into all my needs before I returned”.*

***Migrant conveyed her appreciation to IOM during the monitoring call***

- *DFAT004 – “I have a severe medical condition where I need dialysis twice a week . When everyone else turned their back on us, your organization came to help us and for that I am very grateful. I am happy to be back with my family”.*

***Migrant conveyed her appreciation to IOM during the monitoring call***

- *DFAT010 – “I have been battling with lung cancer and I am grateful that I had the opportunity to return back. There are many others like me in Kuwait who are without any support and need help to return to Sri Lanka. Please help them as well”*

***Migrant conveyed her appreciation to IOM during the monitoring call***

- *DFAT005 – “ I have been suffering with Lung cancer for several years but wasn’t provided with any medical care or treatment. I couldn’t afford treatment in Kuwait neither did I have any savings to purchase a flight ticket. I had no other option but to take “Brufen” regularly to contain my pain. My health was neglected and returning home was my way out and I am extremely thankful that you made a way for me to return. Immediately after quarantine, I was able to visit the government hospital and start treatment.*

***Migrant conveyed her appreciation to IOM during the monitoring call***



International Organization for Migration (IOM)  
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ASSISTANCE TO THE GOVERNMENT OF SRI LANKA TO ADDRESS THE IMMEDIATE AND MID-TERM NEEDS OF  
SRI LANKAN MIGRANT WORKERS STRANDED IN THE MIDDLE EAST REGION

VULNERABILITY SCREENING FORM

<i>FOR IOM USE ONLY</i>			
AVRR DFAT project case number:		Name of Interviewer:	
Referring Agency / Entity:		Name of Referrer:	
Location of Referrer:		Contact of Referrer:	
Interview Date: (dd/mm/yy)		Interview Location:	
Language of Applicant:		Interpreter?	
Name of Interpreter			

SECTION 1: APPLICANT PERSONAL DETAILS

Last Name		First Name	
Date of birth		Gender	<input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other
Marital Status	<input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Divorced <input type="checkbox"/> Widowed		
Are you currently employed?	<input type="checkbox"/> Yes <input type="checkbox"/> No If No , Reason?	How do you manage your life in country of destination?	

		(Job hiring, support from NGO/ family)	
<b>Occupation</b> Did individual engage in any (commercial/income generation) activity in destination country?if yes,how long?			
<b>Have you registered with SLBFE?</b> (Sri Lanka Bureau of Foreign Employment)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>If Yes, Reg No</b>	
<b>Contact person / Address in Sri Lanka</b>			
<b>Telephone numbers in Sri Lanka</b>			

SECTION 2: TRAVEL

<b>Date of arrival at the host country</b>		<b>Country of destination</b>	
<b>Itinerary used to reach the host country (If there were transits, pls. indicate)</b>			
<b>Present Location in Host Country / Address</b>			
<b>Contact number in host country</b>			
<b>Travelled with family, details of dependents</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<b>If Yes,</b>	
		No. of Males _____ No. of Females _____ No. of Children _____	
<b>Do you/family have any travel or identity documents with you? Documentation (Check on travel document, Visa, air ticket and validity)</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <u>Passport</u> Number: Expiry date:	<b>Do you have access to them?</b>	
		<input type="checkbox"/> Yes <input type="checkbox"/> No	

	Issuing entity: Other documents:  (Visa) Is the visa valid?  (expiry date)						
<b>Number of Family members Intending to travel with the applicant</b> <i>(add lines if necessary)</i>							
<b>Full Name</b>	<b>Gender</b>	<b>Date of Birth</b> <i>(dd/mm/yy)</i>	<b>Relationship Applicant</b>	<b>to</b>	<b>Passport No.</b>	<b>Valid?</b>	<b>Expiry Date</b>

<b>Migration Status (check which apply)</b>	
Asylum seeker	
Irregular migrant, irregular entry	
Irregular migrant, overstayed permit/visa	
Regular migrant	
Other (please specify)	

**How often do you contact to your family back home? Can they support you in returning?**

---



*The Background/Migration history should cover the following key areas:*

- Reason for departure
- Details of the experiences while living in country of destination. If migrant has undergone any sexual or labour exploitation while in country of destination, please specify details of the exploitation
- If required, the VOT screening could be used for this
- If the migrant is residing at the embassy, how did he/she reach the embassy?
- Any Medical concerns
- Why did the migrant decide to return to Sri Lanka

## SECTION 4 : MIGRANT VULNERABILITIES

**1. Food and nutrition**

1. (a) Do you have access to nutritious food at the moment?

- Yes  
 No  
 Refused to answer

If no, please state the reason: \_\_\_\_\_

**2. Accommodation**

1. Do you have a place to stay at the moment and is it safe?

- Yes – safe  
 Yes – but it is not safe (If not safe – indicate why)-----  
 No  
 Refused to answer

If Yes, where do you stay at the moment?

- With the Employer
- Sri Lankan embassy shelter/Safe house
- With a friend
- In a rented room/house
- On the streets
- other

If other please specify \_\_\_\_\_

2. Do you have to pay for your current accommodation?

- Yes
- No

If yes, how do you pay for this

- I pay a monthly rent
- A friend helps me
- My family in SL support me
- other

3. *[For the interviewer]* Does the individual/family require temporary accommodation?

- Yes – requires temporary accommodation (To be ticked if the migrant has no accommodation at all)
- No – does not require temporary accommodation

Interviewer Remarks : \_\_\_\_\_

\_\_\_\_\_

### 3. **Health**

1. Do you, or members of your family, have any health or medical needs, for which you require assistance, such as:

- Psychological concern
- physical condition impairment
- Chronic Diseases
- Communicable disease
- No health complications

If yes, please mention the health condition and specify the required medical needs:

\_\_\_\_\_

If yes, would you/ or your family member need any assistance during your travel?

\_\_\_\_\_

2. Have you tested positive for COVID 19 within the last 6 months?

- Yes

- No
- Don't know
- Refused to answer

If Yes, When (date)?

---

3. Have you got vaccinated for COVID 19 recently?

- Yes
- No
- Don't know
- Refused to answer

If Yes (Date),

1<sup>st</sup> Dose: \_\_\_\_\_ 2<sup>nd</sup> Dose: \_\_\_\_\_

[For the interviewer] Does the individual (and/or a member of his/her family/household as applicable) require immediate health care or psychological treatment?

- Yes – requires immediate assistance (within a week)
- No– does not require immediate health care or treatment

Interviewer Remarks : \_\_\_\_\_

#### 4. **Protection concern**

1. Has anyone threatened you or a member of your family in the country of origin or in the host country?

- Yes
- No
- Refused

If yes, who made the threat(s)?

- Employer
  - Official (police officer, immigration officer, etc.)
  - Community member
  - Other, please specify:
-

2. **Have you recently (within the last 6 months) gone through any of the following events (Don't ask for each, fill in as talked about in presented problem)?**

<input type="checkbox"/> Sexual violence in the host country	<input type="checkbox"/> Received threats	<input type="checkbox"/> Marital violence
<input type="checkbox"/> Sexual violence in transit countries	<input type="checkbox"/> Incarceration/Kidnapping/hostage	<input type="checkbox"/> Child abuse/ill-treatment
<input type="checkbox"/> Physical violence	<input type="checkbox"/> Witnessed violence /execution/gross human rights violations	<input type="checkbox"/> Severe physical illness/handicap
<input type="checkbox"/> Ill-treatment in detention / employer	<input type="checkbox"/> Properties destroyed or lost	<input type="checkbox"/> Accident
<input type="checkbox"/> Tortured	<input type="checkbox"/> Forced labour/modern slavery	<input type="checkbox"/> Prostitution

3. *[For the interviewer] Based on your interview, do you think the individual could be potential VICTIM of TRAFFICKING ?*

Yes       No

If yes, please explain the **ACT, MEANS** and **PURPOSE** under section 3 (Background/Migration history) with detailed description.

4. *[For the interviewer] Does the individual or family have a protection concern to be addressed? If Yes – pls. explain.*

Remarks : \_\_\_\_\_

5. How do you feel about going back to Sri Lanka (Are there potential risks upon return to Sri Lanka – If yes, pls. indicate)?

\_\_\_\_\_  
\_\_\_\_\_

**SECTION 5 : VULNERABILITY ASSESMENT**

<b>Sex, Gender, Gender Identity, Sexual Orientation</b>		<i>If you checked any of these cells, please provide more information on the vulnerability:</i>
Pregnant woman or girl, or nursing mother		
Single mother with child/children		
Woman at risk of sexual or gender-based violence, or adult or child experiencing family violence, exploitation or abuse		

Person at risk of violence due to their sexual orientation and/or gender identity (LGBTI: lesbian, gay, bisexual, transgender or intersex persons)					
<b>Health and Welfare Concerns</b>					
Physical and mental health (including depression / risk of suicide / addiction)					
Disability					
Elderly person (Over 60 years)					
<b>Protection needs</b>					
Concerns about security back home <i>In case there is a threat in country of origin, kindly complete the risk assessment</i>					
Survivor of torture and trauma					
Survivor of sexual or gender-based -violence or other violent crime					
Victim of trafficking in persons					
Other (please specify)					
<b>Basic needs</b>					
Migrant does not have any means to access basic needs such as shelter, food, water, clothing, documentation.					
<b>Is this the applicant's first-time receiving return assistance with IOM?</b>	<table border="1"> <tr> <td>Yes</td> <td></td> <td>No</td> <td></td> </tr> </table>	Yes		No	
Yes		No			

## SECTION 6 : ASSISTANCE AND BUDGET

Assistance that will be provided by IOM			
Type	Description (date route, remark, etc)	Yes/No	Cost (in USD)
<b>Beneficiary: domestic travel</b> (Please specify reason)			
<i>Beneficiary:</i> Shelter and other immediate needs such as meals, Sanitary items, clothes, etc. before departure (please specify reason and the needs – if there are no means to access these at all)			
Beneficiary : Travel documents (Specify if there is a cost involved or not)			
<b>Beneficiary: international travel</b>			
<i>Pre-departure:</i> Fit for Travel			
Covid-19 PCR test prior to departure			
Beneficiary : Medical needs (If any)			
Cash grant to meet the migrant's immediate needs during travel and upon arrival (specify the reason)			Only if required, IOM Sri Lanka will provide a small cash allowance
<b>Total</b>			

## INSTRUCTIONS TO IOM STAFF

- Please send the completed screening form to IOM Sri Lanka with the rest of the supporting documentation (voluntary declaration form, consent form, photo consent form, copy of passport),
- Please mark only the assistance that will be provided by IOM in section 5 and include the tentative costs for each of the assistance that will be provided. The budget will be reviewed and approved by IOM Sri Lanka based on the funding availability. Once the budget is approved, if there are any additional expenses, the budget will need to be revised and approval should be obtained by IOM Sri Lanka. Since the project falls under emergency humanitarian assistance (with limited funding), IOM Sri Lanka aims to prioritise the return assistance and any urgent immediate needs.
- Please contact the relevant focal officers for further information (Information available in the project SOP/guidelines)



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## GENERAL CONSENT FORM

I, [*Name of data subject*], hereby authorize the International Organization for Migration (hereinafter, "IOM") and any authorized person or entity acting on behalf of IOM to collect, use, disclose and dispose of my personal data and, where applicable, the personal data of my dependants [*Name of child/family members*] for the following purposes:

PURPOSES  Specified and defined prior to data collection	DESCRIPTION  To be filled in by data controllers/interviewers	CONSENT	
		YES	NO
(a) Original specified purpose	.....		
(b) Continuum of assistance	.....		
(c) Additional research purpose	.....		
(d) Additional foreseeable purposes	.....		

I agree that my personal data may be disclosed to the following third parties for the above purpose(s):

	NAME OF THIRD PARTY  To be filled in by data controllers/interviewers	CONSENT	
		YES	NO
(e) Authorized IOM staff	<ul style="list-style-type: none"> <li>•<b>IOM Sri Lanka</b></li> <li>•<b>IOM mission in the host country (include the name of Mission.....)</b></li> <li>•<b>IOM Mission providing transit assistance (If applicable include the name)</b></li> </ul> <p><i>fill in authorized staff of different IOM projects</i></p> <p><i>.....if foresee internal flow within IOM.....</i></p>		
(f) Authorized third parties	<p><b>Sri Lankan embassy in host country, Ministry of Foreign Relations in Sri Lanka, Sri Lanka Bureau for Foreign Employment in Sri Lanka</b></p> <p><i>Fill in other authorized staff if applicable</i></p> <p>.....</p>		

**Data subject's declaration of informed consent:**

1. I have been informed about the specified and additional purpose(s) for which my personal data will be collected, used and disclosed, as described above.
2. I understand that my personal data may be used and disclosed for secondary purposes that are necessary to achieve the above described specified purpose(s).
3. I understand that I may access and rectify my personal data on request by contacting IOM.
4. I understand that withdrawal of my consent may result in IOM being unable to provide me with a service for my benefit.
5. I declare that the information I have provided is true and correct to the best of my knowledge
6. I hereby release, discharge and agree to hold harmless IOM, its officers, employees and agents from any liability or damage caused, directly or indirectly, to me, my family or relatives in connection with this authorization by virtue of the use or disclosure of my personal data for the specified purpose(s) as described above.
7. **I understand the contents of this informed consent form after:**
  - (a) **Having read the above clauses: YES/NO**
  - (b) **The above clauses have been translated or read to me: YES/NO**
8. I voluntarily make this declaration and freely consent to the collection and processing of my personal data by IOM.

Signed at (place).....on (date).....

.....

Interpreter's signature

.....

Data subject's signature or mark

(or parent/guardian/proxy)

*\* NOTE: This sample consent form is for general use when collecting personal data from data subjects. It highlights the necessary elements to ensure that consent is obtained for specified purposes(s), foreseeable purposes and disclosure to third parties. It is only an outline and can be adapted, as necessary, to meet the objectives of the project. If the consent form is converted into an electronic format by uploading it to a database module for storage purposes, the below consent box could be used to accurately record the form of consent obtained.*

CONSENT BOX			
<b>Form of consent obtained from the data subject:</b>			
Explicit		Implicit	Proxy
<i>written</i>	<i>oral</i>		
<b>List of categories of specified purposes consented to:</b>			
<ol style="list-style-type: none"> <li>1. <i>Original specified purpose:.....</i></li> <li>2. <i>Continuum of assistance: .....</i></li> <li>3. <i>Additional research/ other specified purposes.....</i></li> <li>4. <i>Disclosure to staff in different IOM projects.....</i></li> <li>5. <i>Transfer to foreseeable third parties.....</i></li> </ol>			





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## PHOTOGRAPHY CONSENT FORM

I, \_\_\_\_\_ [name of individual or parent / legal guardian], hereby authorize the Representative of the International Organization for Migration (hereinafter "IOM") or delegate partner to take photographs of myself and/or my dependants \_\_\_\_\_ [name of child/family members if applicable\*]:

1. I consent on behalf of my dependants (if applicable) and myself to being photographed by the Representative of IOM or delegate partner.
2. I authorize IOM to use and reproduce the photographs outside the scope of the Project for future use in its work, including to:
  - Increase knowledge and understanding of migration issues.
  - Raise awareness in campaigns, promotional activities, communication strategies and public communications.
  - Document and promote IOM's work.
  - Inform IOM's donors, partners, the media, the general public and others about IOM's programmes and activities.
3. I understand and agree that future use of the photographs may include, but is not limited to, use in publications, promotional material, brochures, reports, articles, presentations, future exhibitions and display on the websites of IOM and other third-party electronic format media outlets.
4. I understand the nature of the photo shoot and the intended use of the photographs and hereby give my permission for the above-mentioned purposes. I also understand that any photographs taken may be shown in a public environment.
5. I acknowledge that IOM is not obliged to use the photographs.
6. I hereby release, discharge and agree to hold harmless IOM from any liability or damage caused, directly or indirectly, to me, my child or my family in connection with this authorization by virtue of the use of any of the photographs for the purpose of the Project or for IOM's future use.
7. I understand and agree that IOM will have the copyrights and any other intellectual property rights relating to the photographs and that IOM can use and publish them, and authorize third parties to use and publish them, without my consent.
8. I acknowledge that neither my dependants (if applicable) nor I will receive any remuneration for the photo shoot or for the use of the photographs and that no payment or further consideration shall be effected.

I understand the contents of this consent form, after:

(a) **Having read the above clauses myself:**            **Yes**       **No**

(b) **The above clauses have been read to me:**            **Yes**       **No**

I voluntarily make this declaration and freely consent to myself and my dependants (if applicable) being photographed by the photographer on the behalf of IOM.

Signed on \_\_\_\_\_ [date] at \_\_\_\_\_ [place]

Signature of individual or parent/legal guardian: \_\_\_\_\_

Signature of child (if applicable): \_\_\_\_\_

Interpreter's signature (if applicable): \_\_\_\_\_

Signature of the Representative of IOM or delegate partner: \_\_\_\_\_

[IOM STAMP]

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\* NOTE: The child's consent is also necessary where the child's age and maturity reasonably dictate that his/her own consent is owed consideration. The consent of the parent or legal guardian must also always be obtained. If the child declines to give his/her own consent, no photographs shall be taken notwithstanding the consent granted by the parent or legal guardian.



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## **Voluntary Return Declaration Form**

**FOR IOM STAFF/PARTNERS:** Each individual who may be considered/be eligible for IOM voluntary return assistance must be able to understand and consider the content of this form before signing. Please allow the individual to read the form (or ensure it can be translated in a language understood by the applicant); and explain it before asking him/her to sign the voluntary declaration.

I, the undersigned, \_\_\_\_\_, express my wish to return voluntarily to my home country, which is \_\_\_\_\_, through the assistance of IOM.

I understand that IOM will assist me to return home, and I will not be allowed to stop over in any transit country.

I agree for myself as well as for my dependants, heirs and estate that, in the event of personal injury or death during and/or after my participation in the IOM programme, neither IOM, nor any other participating agency or government can in any way be held liable or responsible.

I understand that if I make a false statement in signing this form, the assistance provided by IOM can be terminated at any time.

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**Signature of Applicant**

---

**Date**

---

**Signature of the Representative of IOM or  
the referring organization**

---

**Date**



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**ASSISTED VOLUNTARY RETURN OF SRI LANKAN MIGRANT WORKERS IN THE MIDDLE EAST REGION**

**CASH GRANT RECEIPT**

I, \_\_\_\_\_, the undersigned, assisted by the IOM Office in \_\_\_\_\_  
\_\_\_\_\_, for my voluntary return from (country of departure) \_\_\_\_\_, to  
(country of return) \_\_\_\_\_, declare that I have received cash assistance towards my  
immediate/emergency needs during my travel/upon arrival.

Type of Assistance : Cash Grant \_\_\_\_\_

Amount : \_\_\_\_\_ (in USD)

Payment date : \_\_\_\_\_

I hereby accept the assistance and declare receipt of cash grant by the International Organization for Migration (IOM)

Enter the date \_\_\_\_\_

DFAT project case ID \_\_\_\_\_

[IOM stamp here]

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Applicant**

**Interpreter (If applicable)**

**IOM Representative**



ASSISTANCE TO THE GOVERNMENT OF SRI LANKA TO ADDRESS THE IMMEDIATE AND MID-TERM NEEDS OF  
SRI LANKAN MIGRANT WORKERS STRANDED IN THE MIDDLE EAST REGION  
AVR PROGRAMME MONITORING SURVEY

FOR IOM USE ONLY			
AVRR DFAT project case number:		Beneficiary Name	
Interview date		Name of Interviewer	

Please mark all assistance received by this beneficiary pre-departure and during travel

- |   |   |
|---|---|
| <input type="checkbox"/> Information provision                              | <input type="checkbox"/> Pre-departure cash grant, please specify amount: _____ (USD)     |
| <input type="checkbox"/> Contact with IOM in Country of Origin facilitation | <input type="checkbox"/> Departure assistance   |
| <input type="checkbox"/> Medical assessment/assistance (including PCR test) | <input type="checkbox"/> Transit assistance   |
| <input type="checkbox"/> Psychosocial assessment/ basic counseling          | <input type="checkbox"/> Immediate assistance (food, clothing, water, hygiene kits, etc.) |
| <input type="checkbox"/> Risk assessment                                    | <input type="checkbox"/> Transportation assistance  |
| <input type="checkbox"/> Travel documents facilitation                      | <input type="checkbox"/> Other, please explain:   |
| <input type="checkbox"/> Temporary accommodation                            |   |

Question	Answers	Notes
How would you describe the information given to you before departure?	<input type="checkbox"/> Very clear <input type="checkbox"/> Clear enough <input type="checkbox"/> Not clear at all	
Did you feel that your return was well organized?	<input type="checkbox"/> Yes <input type="checkbox"/> No - please explain →...	

<p><b>How satisfied were you with the counselling sessions before departure?</b></p>	<input type="checkbox"/> Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> OK <input type="checkbox"/> Dissatisfied <input type="checkbox"/> I don't wish to answer <input type="checkbox"/> N/A	
<p><b>How satisfied were you with assistance at the point of departure (airport, bus station, etc.)?</b></p> <p><i>(where not provided, select N/A)</i></p>	<input type="checkbox"/> Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> OK <input type="checkbox"/> Dissatisfied <input type="checkbox"/> I don't wish to answer <input type="checkbox"/> N/A	
<p><b>How satisfied were you with transit assistance?</b></p> <p><i>(where not provided, select N/A)</i></p>	<input type="checkbox"/> Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> OK <input type="checkbox"/> Dissatisfied <input type="checkbox"/> I don't wish to answer <input type="checkbox"/> N/A	
<p><b>Overall, how satisfied were you with the travel assistance?</b></p>	<input type="checkbox"/> Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> OK <input type="checkbox"/> Dissatisfied <input type="checkbox"/> I don't wish to answer	
<p><b>Has the assistance provided served its general purpose? (to assist migrants with return to country of origin)</b></p>	<input type="checkbox"/> Yes <input type="checkbox"/> Neutral/I don't know <input type="checkbox"/> No	
<p><b>Have you felt that IOM staff cared about your wellbeing all along the process?</b></p> <p><i>(Did the migrant feel their wellbeing was taken into account by IOM staff during all components of the AVR programme?)</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> Mostly <input type="checkbox"/> No - please explain	

<p><b>Was IOM assistance able to accommodate any specific personal needs you had?</b></p> <p>(Specific personal needs might include health considerations, for example)</p>	<p><input type="checkbox"/>Yes</p> <p><input type="checkbox"/>Mostly</p> <p><input type="checkbox"/>No - please explain</p>	
<p><b>What could be done better?</b></p> <p>(Suggestions for improvement of programme)</p>	<p>Please record brief answer here:</p>	
<p><b>If a friend of yours was in a similar situation like you were, would you recommend to them to contact IOM?</b></p>	<p><input type="checkbox"/>Yes</p> <p><input type="checkbox"/>Maybe</p> <p><input type="checkbox"/>No</p>	
<p><b>Is there anything else you would like to share with IOM?</b></p>	<p>Please record returnee's answer briefly:</p>	





FT TV

E-PAPER

# IOM, Australia support repatriation of stranded Sri Lankan migrant workers from Kuwait

Saturday, 14 August 2021 00:40 - 457

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The International Organization for Migration (IOM) with the support of the Australian Government, in close collaboration with the Sri Lankan Embassy in Kuwait and the Sri Lanka Bureau for Foreign Employment (SLBFE), successfully repatriated a group of Sri Lankan migrant workers from Kuwait.

Carried out in support of the Government of Sri Lanka's ongoing repatriation efforts, the group were assisted back home under the auspices of the National COVID-19 Response Plan for Migrant Workers.

Approximately 1.5 million Sri Lankan migrant workers are employed overseas and statistics derived from SLBFE indicate that in 2018, less-skilled and domestic worker categories represented 55.2% of the total departures for foreign employment from Sri Lanka.

The Middle East continues to be the main destination for Sri Lankan migrant workers with approximately 97.4% of domestic workers and 78% of low-skilled category workers concentrated in Kuwait, the Kingdom of Saudi Arabia, Qatar, and the United Arab Emirates.

The COVID-19 crisis has brought about an unprecedented impact on economies and societies. This in turn has disproportionately affected the most vulnerable segments of the societies and communities, in particular migrants.

Thousands of Sri Lankan migrant workers who are employed in the Middle East have lost their jobs resulting in substantial implications on their economic security. Measures such as lockdowns, border closures and travel restrictions which have been in place to mitigate the transmission risks of COVID-19 have further exacerbated the dire situation of many migrants.

The first group of repatriated migrant workers were living under extremely vulnerable conditions in Kuwait. With funding from the Government of Australia, IOM was able to address the immediate concerns of these vulnerable migrant workers during this period, including conducting health examinations, PCR tests for COVID-19 prior to departure and provide them with transportation and mobility assistance for those with medical conditions.

In the coming months, IOM will continue to extend its support to the Government of Sri Lanka to facilitate the repatriations of vulnerable Sri Lankan migrant workers who are affected by the COVID-19 pandemic.

"The magnitude of this crisis and its cascading impact on the migrants, irrespective of their migration status, calls for responses through firm cooperative measures. A comprehensive cross sectoral approach by governments, international humanitarian organisations, the private sector, and the civil society is needed in providing both practical and sustained solutions to these migrant workers," said IOM Chief of Mission for Sri Lanka and Maldives Sarat Dash.

Australian High Commissioner for Sri Lanka and Maldives David Holly stated: "Australia is pleased to support the Sri Lankan Government through IOM, in repatriating Sri Lankan migrant workers during COVID-19. It is important that we come together and support the community during this time."

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## IOM CASE STORIES

### DFAT024

Senuri<sup>1</sup> lives in a rural village in Sri Lanka coping daily with many economic and financial hardships. She has five children whom she must provide for and take care along with her husband who is paralyzed. She also takes care of her elderly mother who is 90 years old. Senuri is the main breadwinner in her family. She used to work in houses as a domestic worker and received a small payment on a daily basis, which was most often insufficient to cover the family daily expenses and her husband's medical expenses. Due to financial hardships, Senuri saw no other option but to migrate and earn money to enable her to continue educating her children and provide for her husband and mother's medical needs.

Senuri migrated to Kuwait as a domestic worker with the hope of providing a better future for her family. However, Senuri did not have a positive migration experience nor was she able to achieve her goals. While employed in Kuwait, she experienced many forms of physical abuse and harassment from employers. Her travel documents were confiscated by her employer and her movements were restricted. She described the many cameras that were fixed inside the house even in her bedroom which made her feel very uncomfortable. She was also forced to participate in religious rituals of another faith which she didn't believe in. Senuri was asked to work long hours without many breaks and was not provided with proper meals by her employer. She worked under three employers and in all homes, Senuri had similar experiences. In 2020, Senuri was infected with COVID-19 and was immediately admitted to hospital as she was physically weak. For 21 days she was hospitalised and due to her health condition, she was no longer able to work in Kuwait. In addition to this, her visa had expired, and her employer did not take any responsibility of her. Senuri was afraid because of her irregular status and she had no money to purchase her flight ticket. During this time she had heard about IOM and then reached out for assistance. IOM then visited Senuri in hospital and having completed all administrative formalities, Senuri was able to return to Sri Lanka and is now re-united with her family.

*"Returning home isn't easy, especially when you haven't achieved anything"* says Senuri, but she is hopeful. IOM's reintegration grant had benefitted her as she was able to start up a small-scale business

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<sup>1</sup> All names have been changed to protect the identity of the migrants.



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from her home. Senuri now makes bags and sells them to the local market and is now able to generate income. Through IOM grant, Senuri was able to purchase two new sewing machines that she now uses to make these bags. Her business is now operational and Senuri is happy with the progress.



*Image 1: Senuri's friend supporting her to sew the bags*



*Image 2: Sewed bags for an order. Her husband is also in the photograph with the wheelchair that was provided by IOM to Senuri. Since Senuri is recovered now, her husband has been using it as he is paralyzed and he did not have a wheel chair*



**DFAT031**

Anusha is from a small village in Trincomalee district. She is a mother of two small children, aged 14 and 17 years. Due to pressing financial hardships she decided to find employment overseas. She migrated to Kuwait in 2019 with the hope of providing a better future for her family. *“ We do not have proper housing and my home often gets flooded during heavy rains. This was another reason I decided to find a job abroad”*.

Arriving in Kuwait, Anusha was very happy with her employer as she was looked after well. She performed many household duties and worked hard every day. She had no restrictions in communicating with her family in Sri Lanka, but most often due to the workload at the end of the day she was too tired to speak to her family. After a year of work in Kuwait, Anusha developed many health complications. She was suffering from diabetes and blood pressure and could no longer work. She also developed a swelling at the bottom of her throat that was very painful. She found it hard to speak. The doctors in Kuwait advised her that she needs surgery immediately. With COVID-19 on the rise in Kuwait and in Sri Lanka, she was confused as to what should be done. Eventually she was no longer able to work, and her employer could not keep her in the house, so she found shelter at a friend’s place. Her health condition worsened day by day and she was in and out of the hospital. She could not afford medication and treatment in Kuwait without a job and therefore decided to reach out to the Sri Lanka embassy for assistance.

Having heard of IOM’s support, she wanted to return to her family immediately. *“ I am beyond grateful to IOM for giving me the opportunity to return to Sri Lanka. My health condition was deteriorating day by day and with the pandemic, I was very anxious and worried about my children’s safety in Sri Lanka. now that I have returned, my family is very happy. The cash grant that was provided to me was very useful for treatments and medication. I am currently undergoing treatment for my throat, but I fear that very soon I will lose my voice due to my illness ”*.



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**DFAT052**

Lalitha is a widowed single mother of three small children aged 7 and 5 years and 8-month baby. Both she and her husband had been living in Kuwait for over 8 years. While her husband was the main breadwinner of the family working as a taxi driver, Lalitha was staying in Kuwait under a dependent visa and taking care of her children. *“We didn’t want to live separate lives but wanted to live together as a family wherever it may be. That’s why I came to Kuwait with my husband.” We lived a happy and content life in Kuwait until COVID-19 took my husband away from me”.*

In August 2021, Lalitha and her husband contracted COVID-19 virus and was hospitalised. This was an extremely difficult time for Lalitha with three small children in a foreign country. During this period, friends in Kuwait supported her and took care of her children while she and her husband were in hospital. After several weeks Lalitha recovered and returned home but her husband’s health deteriorated and he passed away. Lalitha was in shock and was helpless and felt so lonely.

She lost her dependent visa status and was no longer able to stay in Kuwait. *“It all happened so fast. My husband was a good man and was very careful during the pandemic because of our little children. He even used to sanitize his hands after every hire and never came inside the house without having a bath and washing his own clothes. He never let us touch his clothes because he always wanted to protect us. He even went to the extent of not carrying our baby for a few months because he was out and about trying to earn money for us to survive. Even being so careful, he ended up getting infected with COVID-19 and sacrificed his life for our sake in a foreign land.”*

Lalitha had no other option but to return to Sri Lanka. Most of their family savings were spent on hospitalization and stay in Kuwait. With IOM’s support, she returned to Sri Lanka with her three children. She is currently staying with her elderly mother and her brother in Kegalle district. She is still recovering from her husband’s loss. Because she was completely dependent on her husband for everything, she was not used to managing on her own. She will now have to get used to a new way of living. At present, she does not plan to work because she has an infant, but eventually she will need to work to support her family. With the reintegration grant that will be provided by IOM, she hopes to open a fixed deposit and save this money for her children’s future and education.



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#### DFAT054

Kamala worked as a domestic worker in Kuwait for three years. During her employment in Kuwait, she underwent many hardships. *“I was physically and mentally abused and harassed by many of my employers and was sold to eight employers by my agent,”* she says. In some houses, she was not provided with proper food, water and was not permitted to go outside of the house. Many of her employers had cheated her and did not pay a monthly promised salary regularly. The daily stress caused her great emotional anxiety and she shared her difficulties with one of her friends in Kuwait who advised her to escape from her present employer to another known employer.

Fortunately, the new employer was kind to her, and she was did not have major issues working there. However, during this time, due to her past experience and previous physical abuse for which she had not had treatment, Kamala became physically and mentally weak. Her physical condition further worsened when she took the COVID-19 vaccination. Due to a reaction of the vaccine, she was admitted in hospital and had to stay in the intensive care unit for three days and was then hospitalised for three months. While she was in hospital, her friend reached out to the Sri Lankan Embassy for help and IOM was informed of this case.

Kamala returned to Sri Lanka with IOM support; although she had many health complications including weak eyesight. *“I was miserable in Kuwait because I was cheated repeatedly. I had so many loans to re-pay but because I didn’t receive a proper salary, I wasn’t able to re-pay my loans.”*

Now that Kamala has returned, she hopes to get her eyes tested and treated. She is hoping to utilise IOM’s reintegration grant for her medical needs.





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#### **DFAT056**

Nilmini was widowed and was unemployed in Sri Lanka. Due to pressing economic hardships, she decided to find employment abroad. She found a domestic worker job in Kuwait and worked there for two and a half years.

During her employment period in Kuwait, she experienced many forms of physical abuse and harassment from employers. These traumatic experiences caused Nilmini to develop various mental health issues. Because her travel documents were confiscated by her employer, she had no way of escaping exploitation. Despite many hardships and challenges, she continued her work for the sake of her family. Eventually she developed multiple health complications and had to be hospitalised. Nilmini was suffering from a leg fracture due to Guillain Barre syndrome (muscle weakness) and was unable to continue working in Kuwait. For two months she was in hospital and then reached out to the Sri Lankan Embassy for support.

IOM assisted Nilmini with immediate needs and provided a wheelchair as she was unable to walk. In coordination with the Sri Lankan embassy, Nilmini returned to her family and now lives with her mother. She continues her treatment and hopes to utilize her reintegration grant for her medical needs.