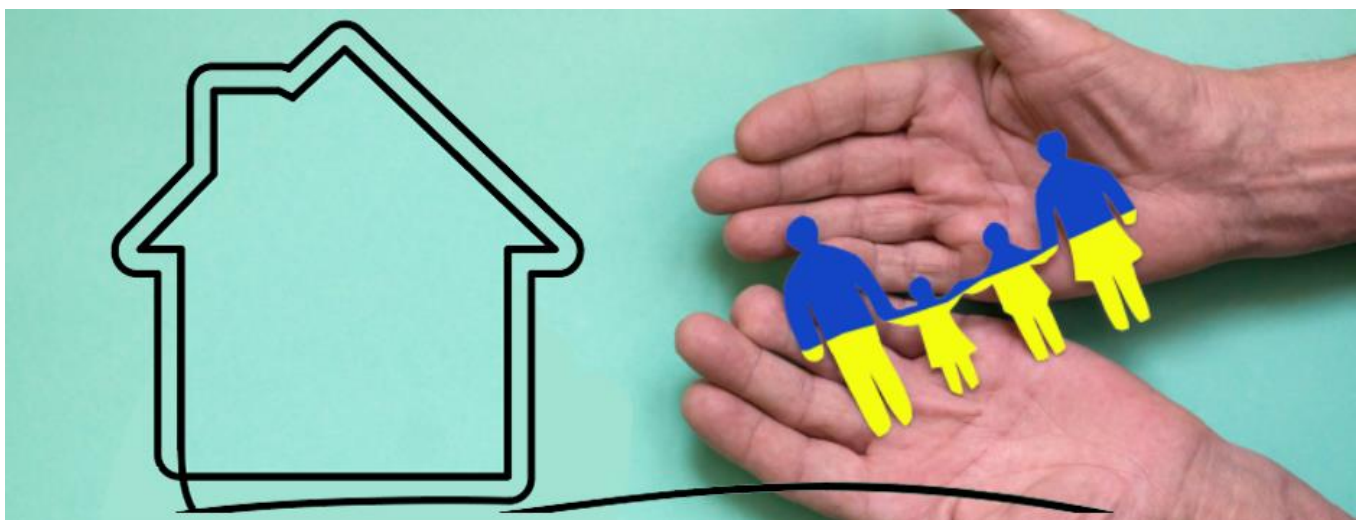# How can we improve the lodging process for Ukrainian refugees in host families in the Canton of Vaud?

Travail de Maturité

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2023/24

Abstract

Almost two years ago, on 24th February of 2022, Russia declared war to Ukraine. This led millions of Ukraine people to flee their homes and seek refuge in nearby European countries. Switzerland being one of them.

The scope of this document is to analyze how the local cantonal authority EVAM (Établisement Vaudois d'accueil des migrants) handled the housing of Ukraine refugees in host families and how we can improve it.

To do this, I have learned how EVAM places refugees in host families on their website. I have interviewed five different people, two EVAM workers and three host families. By comparing the content of these interviews, I have identified four different issues, they are:

1) lack of workers in EVAM's project "Héberger un migrant" et "Un village, une famille";
2) no psychological follow-up;
3) no effort in generating a good match between refugees and host families;
4) no process to improve from past mistakes.

For each of one of these issues I propose solutions that could help improve EVAM's lodging process in host families. I have discussed these proposals with one EVAM worker and I have consequently modified my original solution to render them more realistic and feasible. Specifically:

1) adding (in case of a crisis) to their permanent staff back-up workers or other forms of volunteers;
2) taking better advantage of the link between EVAM and *Appartenances*, a group of psychologists with expertise in refugees' issues, by prominently featuring it on EVAM's website and making all host family know of this link;
3) given that EVAM considered impossible, in time of crisis, to match families with refugees based on the host families preferences, EVAM should stop during such times asking families for their preferences not to create false expectations;
4) at the end of the cohabitation between both refugee and host families, an online questionary should be put in place and used to identify common problems.

This allowed me to conclude that the EVAM process is not bad but there is always room for improvement for the future.

Acknowledgements

I would like to express my deep appreciation and gratitude to the following people.

First my professor Mr. Berna for his patience, guidance, and mentorship during the writing of my TM, but also, for giving me the inspiration and encouraging me to participate in an amazing humanitarian project.

I would also like to acknowledge the two EVAM workers, Mrs. Bertolus and especially Mr. Favin,i for taking the time to answer my questions an letting me interview them.

In addition, I would like to thank Mrs. Barras, Mrs. Monserrat and Mr. Coletta for their time and their precious information on there experience as host families.

I would also like to give both my parents and my brother a special recognition for their encouragement and understanding during the challenging phases of writing my TM. Their support and help kept me motivated and determined.

Sofia Stellacci

Table of Contents

1. Introduction

Russia started a full-scale invasion on Ukraine on 24th February 2022. The massive destructions of villages and homes has led nearly six million Ukrainian civilians to seek refuge in other nearby European countries. Within these six millions, almost eighty thousand have fled to Switzerland.

All of these people needed housing and economic support. The Swiss confederation quickly put in place means to achieve rapidly refugee visa status as well as economic support. To address the housing problem for such a large amount of people, the confederation decided to split them equitably among Cantons. In the Canton of Vaud, it was estimated that almost 6 thousand Ukrainian refugees arrived in the spam of a few months.

Each Canton was allowed address the housing problem freely. In the Canton of Vaud, it was decided that the process would be mainly handled by a Cantonal authority called EVAM (Établisement Vaudois d'accueil des migrants). EVAM allowed refugees to choose between four different options for accommodation: common lodging, private appartement leased by EVAM, private appartement leased by the refugee, housing with a host family.

In this work, I present EVAM's projects "Hosting a Migrant" and "A Village, a Family", detailing the process used by EVAM to place refugees in host families. To get more information and understand better this process, I present interviews with two EVAM workers and compare their theoretical process with what happened in reality. I also present interviews with three host families to illustrate what really happened for the hosts. The analysis of these interviews is used to address the question: "How can we improve the lodging process for Ukrainian refugees in host families in the Canton of Vaud?"

In these interviews I find and highlight a few recurrent problems. I suggest some solutions to these problems, in order to provide ideas on how to improve EVAM's lodging process in the event of a new crisis of the size of what has happened with the Ukrainian war.

This document is organized in four parts. In the first (Context) I introduce the key concepts (humanitarian aid, NGOs, and refugees) and provide and historical context for the war. In the second part I introduce the EVAM and their lodging process. In the third part, I present the main topics addressed in the interviews. In the fourth part, I present the analysis of the problem and the suggest approaches that could be taken to improve the lodging of refugees.

2. Context

2.1 Definition of humanitarian Aid

Humanitarian assistance is defined as a series of actions aimed at preserving lives during periods of crisis like war or conflicts and natural disasters. It follows 4 main principles such as humanity, impartiality, neutrality, and independency that were initially brought up by the International Red Cross and Red Crescent Movement (RCRC) and later reaffirmed by the UN General Assembly and have now become the standers for many international organizations[1]. In Annex 1, there is a historical background for humanitarian aid.

2.2 NGO's

NGO is an acronym that stands for a non-governmental organization. They are private and usually non-profitable organizations that are independent from any government. NGO's can work on different scales that can be either at community, national, or international level. They can undertake different activities like humanitarian, environmental, health, etc. These organizations can either rely on work from volunteers or from paid staff. This is the reason why there are many different types of acronyms for NGOs, for example: an international NGO (INGO), a government-organized NGO (GONGO), an environmental NGO (ENGO), etc[2]. To give some context, organizations with humanitarian goals have existed since the late 18th century, like the Anti-Slavery Society (1839) and Young Men's Christian Association (1844). In the 19th century, the Red Cross (1864) was funded the first example of an institution with humanitarian goals.[3] Regardless of them existing for so long, it is only after World War II that NGOs gained popularity "with over 200 organizations established in the 4 years immediately following"[5]. Indeed, the term NGO was first used in 1945 when the UN was created.

There are organizations that perform very similar functions to NGO but they do so on a government mandate hence they are GO (Government organization) even though they tend to be free from government involvement. One example in Switzerland is the *Direction du Dévloppement et de la Coopération* (DDC) that is present in 16 countries and employs 400 people. The vast majority of NGOs and GOs are non-profit organizations (NPOs). Here, the focus will be on a GO-NPO. NPOs are defined by their dedication to promote a: "mission, social cause, or shared goal"[4] as opposed to businesses they do not earn any profit. They are

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[1] Global humanitarian assistance, *Defining humanitarian assistance*, https://web.archive.org/web/20171102215158/http://www.globalhumanitarianassistance.org/data-guides/defining-humanitarian-aid , consulted 03.08.23.

[2] Investopedia, *Non-Governmental Organization (NGO)? Definition, Example, and How it Works*, https://www.investopedia.com/ask/answers/13/what-is-non-government-organization.asp,consulted 08.08.23.

[3] GPF global policy forum, *The Rise and Rise of NGOs*, https://archive.globalpolicy.org/component/content/article/176-general/31937.html,consulted 08.08.23

[4]BoardEffect, Nonprofit Organizations: How They Work and What They Do, https://www.boardeffect.com/blog/governs-nonprofit-organizations/,consulted 08.08.23.

generally prevalent across communities and governments and are backed up by businesses and individuals to overall benefit the communities they take care of.

2.3   The war in Ukraine

As a result of years of tensions (that are described in Annex 2), on February 21st 2022 Vladimir Putin, the current Russian president, recognized as independent the different territories in Donbas, a region of Ukraine that is mainly inhabited but a Russophone population. This was in part due to the fact that Russian relations with NATO and with the West had started breaking down. The first and main key event of the war in between Russia and Ukraine was Russia's invasion in the Southeast part of Ukraine (Donbas) and in the North to directly attack Kyiv (Ukraine's capital) on February 24th 2022. Volodymyr Zelenskyy, the current president of Ukraine, broke diplomacy ties with Russia the same day and on September 30th 2022, Ukraine formally applied to join the NATO alliance The war between Russian and Ukraine is still ongoing. Russia has invaded in the last year and a half Luhansk and Donetsk (in the regions of Donbas) but also Mariupol, Kehrson and Crimea (see Fig.1) effectively establishing a connection

Figure 1 : Map of the evolution of the war in Ukraine. [12]

between Crimea and Russia. Thanks to a fierce resistance, Ukraine regained their territory close to the capital in the north where they were first attacked and it is slowly trying to reconquest the territories lost in the South. Even though as of mid 2023 Russia has completely withdrawn its army from the northern part of Ukraine this has not prevented them from bombarding: "…Ukraine's port and grain infrastructure…"[5] like a hospital in Kramatorsk, the airport of Ivano-Frankivsk, the city of Podolsk where the booming killed six civilians[6] and the historic cathedral in Odesa on July 23 of 2023. Today Ukraine is continuing its counter-offensive operation in hopes of regaining the south-east.

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[5]BBC News, *Ukraine in maps: Tracking the war with Russia*, https://www.bbc.com/news/world-europe-60506682,consulted 10.08.23.

[6] NBC News, *Ukraine attacked: Map of sites targeted by Russia's invasion*, https://www.nbcnews.com/specials/ukraine-attacked-sites-targeted-russia-invasion/index.html,consulted 10.08.23.

2.4   Refugees

2.4.1   Definition

A refugee is an individual that had to flee its home country due to war, violence, conflict or even persecution and was forced or decided to go to another country to seek for safety[7]. According to the United Nations High Commissioner for Refugees (UNHCR) 108.4 million refugees registered across the world by the end of 2022.

2.4.2   Types of Refugees

There are 4 different subcategories when it comes to refugees.

- There are migrants. They are individuals that voluntarily choose to leave their home country and make a new life in another country.
- There are asylum seekers who are individuals who have fled from there own country due to fear of political persecution and have applied for (legal and physical) protection in another countries or embassy.
- There also exist internally displaced people who are unable to live safely in their own home or region and are still living in their own country.
- And finally, there are stateless persons. They are individuals who does not have a nationality recognised by any country.[8]

2.4.3   Historical Background

Throughout history, there have been many instances where people had to leave their country. There are traces of asylum seekers from the ancient Greeks and ancient Egyptians till the Middle Ages.[9] An example of one of the first insistences in history where we would be able to apply the term of "refugee" as we know it today would be in 1685 after the revocation of the Edict de Nantes. France outlawed Protestantism which led to thousands of Huguenots to flee to Britain, the Netherlands, and Germany due to their religious views. Not long after that time, the French Revolution in 1789 had many nobles seek safety in Britain.

In the 19th century another event that led to masse immigration was in 1881 when the Tsar Alexandre II was assassinated and then that even led to pogroms all over Eastern Europe and Russia of Jews. 2 million Jewish people left their home countries in Eastern Europe. This wave of Jewish refugees led Britain in 1905 to create the Aliens Act which would introduce the first

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[7]UNHCR The UN Refugee Agency, *What is a refugee?* https://www.unhcr.org/what-refugee,consulted 11.08.23.

[8] RoadstoRefuge, *WHO IS A REFUGEE*, https://www.roads-to-refuge.com.au/whois/whois_definitions.html#:~:text=Refugee%20definitions%3A%20Migrants%20%7C%20Asylum%20seekers,Internationally%20displaced%20persons%20%7C%20Stateless%20persons,consulted 11.08.23.

[9] Wikipedia, *Refugee*, https://en.wikipedia.org/wiki/Refugee#History,consulted 12.08.23

controls and registrations for immigrants. Because before the 20th century, the general idea of what was a refugee existed in the population but was no legal status for them.

The World Wars was the origin of the biggest number of refugees in history also due to the easy movements across borders and later the introduction of passports, visas, and other documents. The First World War originated stateless persons and religious, political, and ethnical refuges. This is why after the war the League of Nation was organized and why Fridtjof Nansen (the High Commissioner for Refugees at the time) created the Nansen passports to help stateless people.[10] By the end of World War II, 40 million people had to flee their homes due to the persecution of minorities and Jewish individuals. Many refuges association were created after the war like the United Nations Relief and Rehabilitation Administration (UNRRA) which later became United Nations High Commissioner for Refugees (UNHCR) in the 1950's. A year later, in July of 1951, the United Nation created the definition of "refugee" but also international guidelines and laws to protect and accept refugees during the Refugee Convention that took place in Geneva.[11]

Today most 85 % of refugees come from developing countries generally in internal conflict like for insistence Afghanistan, South Sudan, and the Syrian Arab Republic. Most of these refugees are asylum seekers that flee to developed countries.[12] According to the UNHCR in 2017, the number of refugees rose to 19.9 million and 3.1 million asylum-seekers and in 2022, this number has almost doubled with 35.3 million refugees and 5.4 million asylum seekers around the world.[13]

2.4.4 Ukrainian Refugees in Switzerland and in the Canton of Vaud

Since Russia full invasion in Ukraine on the 24th of February of 2022 millions of Ukrainian citizens have had to flee and have crossed borders into neighboring European countries due to mass destructions of their civilian infrastructure and homes. The UNHCR has recorded 5,882,100 refugees in Europe in total.[14]Out of the almost 6 million Ukrainian refugees in Europe 78,000 of them have fled to Switzerland since February of 2022 and have applied for protection.[15] In the canton de Vaud today, according to the newspaper, "Le Temps" out of the 17,320 in the French-speaking part of Switzerland 5,700 now reside in the Canton of Vaud.[14]

[10]Wikipedia, *Nasen passport*, https://en.wikipedia.org/wiki/Nansen_passport#:~:text=The%20first%20Nansen%20passports%20were,for%20the%20League%20of%20Nations, consulted 12.08.23.

[11] Refugee History, *Refugee Timeline*, http://refugeehistory.org/timeline-refugee, consulted 12.08.23.

[12] National Geographic, *Refugee*, https://education.nationalgeographic.org/resource/refugee/,consulted 12.08.23.

[13] USA for UNHCR The UN Refugee Agency, Refugee Statistics of the end of 2022,https://www.unrefugees.org/refugee-facts/statistics/#:~:text=Global%20Trends%20At%2Da%2DGlance&text=This%20includes%3A,5.4%20million%20asylum%20seekers, consulted 12.08.23.

[14] Operation Data Portal, *Ukraine Refuge Situation*, updated weekly on Wednesday by 12:00, https://data2.unhcr.org/en/situations/ukraine, consulted 13.08.23.

[15]Le Temps, *En Suisse romande, la prévention de la traite des réfugiés ukrainiens a fonctionné*, https://www.letemps.ch/suisse/suisse-romande-prevention-traite-refugies-ukrainiens-fonctionne#:~:text=Ils%20sont%20aujourd%27hui%20plus,à%20être%20arrivés%20en%20Valais, consulted 13.08.23.

3. The NPO studied: EVAM

3.1 Description of EVAM

EVAM is an acronym that in French stands for: "Établissement vaudois d'accueil des migrants" which in English can be translated as "establishment for the reception of migrants of Vaud" and it is a Swiss institution that has the Canton of Vaud mandate to deal with refugees. Its headquarters for administration is in Lausanne and its director today is Erich Dürst.

According to the EVAM website they describe themselves as: "…a public law institution charged by the State of Vaud to assist and accompany people who have come to ask Switzerland for protection and are assigned to the canton."[16]

To give some context, before EVAM was founded on 1st January 2008 it existed already with a different name. It was named "Fondation vaudoise pour l'accueil des requérants d'asile" which means "Vaud foundation for the reception of asylum seekers" (FAREAS) and it was created in 2004. The name changed after the 2006 adoption of the law on assistance to asylum seekers and certain categories of foreigners (LARA).

3.2 Objectives of EVAM

EVAM's main objective is clearly stated on their website, and it is to: "support and assist beneficiaries with our vision resolutely oriented towards promoting their autonomy. Our action is based on two intrinsic values: openness and responsibility."[17]

Its main objective being to favor migrants' autonomy by giving them professional support. To get to their objectives, EVAM has 3 different poles: Mission, Vision, and Values (see Fig.2). More information regarding these three poles can be found in Annex 3.
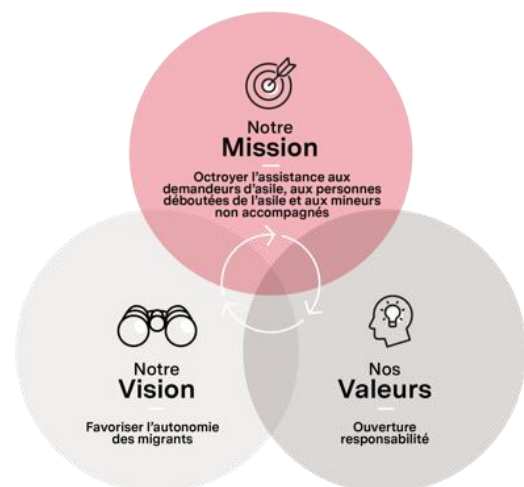
Figure 2 :EVAM's three poles to accomplish their objective

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[16] EVAM, *Qui sommes-nous?* https://www.evam.ch/qui-sommes-nous/, consulted 14.08.23.

[17] EVAM, *Mission-Vision-Valeurs*, https://www.evam.ch/qui-sommes-nous/mission/#:~:text=L%27EVAM%20est%20chargé%20d,projet%20personnel%20pour%20devenir%20autonome, consulted 14.08.23.

3.3 Project: "Hosting a Migrant" & "A village, a family"

The project "Héberger un migrant" et "Un village, une famille" is a project founded in October 2015 that consists in placing migrants or most recently refugees in host families (singles, couples, flat-shares etc.) that live in the Canton of Vaud. The basic objective of this project was to "help them improve their level of French, create links and find a secure and warm place."[18]

3.4 Lodging process in host families

There are two different perspectives to take into consideration when talking about the lodging process. Which are, the process for the host family and the process of a refugee. Both are essential to understand to further analyze what can be improved.

For a (more specifically) Ukrainian refugee:

When Ukrainian refugees arrive in Switzerland (by bus, by car, etc.) they have 90 days to apply for an S permit at The Center from Asylum Seekers (CFA). To be clear, an S permit is a permit put in place by the Suisse confederation in March of 2022[19]. It is destined for individuals of Ukrainian nationality and of non-Ukrainian nationality who resided in Ukraine before 24th February 2022. So, it was created only because and for Ukrainian war refugee.[20]

After the refugees apply for asylum protection in Switzerland, the CFA will determine if you meet all the criteria required to get protection. But usually as long as they have a Ukrainian passport and that they were in Ukraine at the time of the war the S permit will be granted very quickly. Even though the CFA grants the S permit an interview is made afterwards to check the truthfulness of what they asked or declared.

Once the Ukrainian refugee officially gets his S permit, he will be oriented in the cantons according to a distribution principle of proportionality to the number of the population in each canton by the CFA. If the refugee is attributed to the Canton of Vaud the SPOP (the service of population in Lausanne) will validate their arrival in the Canton. Finally, the refugees can then, if they wish, ask support from the EVAM for an accommodation, financially, socially, etc. If a refugee would like to live with a host family, they have to ask for it themselves and let it know to their social worker.

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[18] EVAM, *20 question fréquentes*,
https://www.evam.ch/app/uploads/2023/03/HuM_FAQ_mars.2023.pdf,consulted 15.08.23.

[19] Organisation Suisse d'aide aux Réfugiés, https://www.osar.ch/themes/asile-en-suisse/statut-de-sejour/statut-s#:~:text=Le%20statut%20de%20protection%20S%20a%20été%20activé%20pour%20la,agression%20menée%20par%20la%20Russie ,consulted 16.08.23.

[20] État De Vaud, *Pour les personnes fuyant le conflit en Ukraine: obtenir le statut de protection S*,
https://www.vd.ch/toutes-les-actualites/ukraine-obtenir-le-statut-de-protection-s-senregistrer-dans-un-cfa-accueillir-une-personne-migrante-faire-du-benevolat-securite-de-la-population-etc/pour-les-personnes-fuyant-le-conflit-en-ukraine-obtenir-le-statut-de-protection-s, consulted 16.08.23.

For a host family:

A host family must first be interested in welcoming a refugee in their home. Usually, they will try to inform themselves (by relatives, friends, newspapers, etc.) on how to welcome a refugee in their home.In the Canton of Vaud, an individual will most likely be oriented to the EVAM website. They are directed to their webpage called: "Héberger un migrant" and a host family are confronted with the rules/conditions to welcome a migrant which are the following:

- You have a habitable, furnished room at your disposal.
- You're willing to share your kitchen, laundry machine, and bathroom - unless the room has its own bathroom - under jointly agreed conditions.
- You live within reasonable walking distance of regular public transport to urban centers.
- You'd like to share time with a migrant and experience living with another culture.[21]

If the host family think they meet these criteria, they can contact the EVAM by email or by telephone to express their desire to let a refugee live in their home. An EVAM worker will them contact the family in question by telephone to organize a first interview. The family will then be asked information on their housing situation (like the area available to the migrant) and a copy of from their criminal record. Then an EVAM worker will come visit the premise where the migrant is supposed to stay to ensure that the migrant will be living in an appropriate housing.

The EVAM will then choose an appropriate refugee according to the host family's lifestyle (smoker or non-smoker, pets, or no pets, etc.) and what was their preference (female, family, child, elderly, etc.). A first meeting will then happen with the host family, the migrant, a designated EVAM worker and a translator to discuss house rules to cohabitate together and further questions. They then both have 24 to 48 hours to plan on whether they would like to continue.
If both sides agree, a lease formalizes the agreement and a date to enter the home is chosen.

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[21] EVAM, *Héberger un migrant*,https://www.evam.ch/logeur/heberger-un-migrant/, consulted 17.08.23.

4. Case studies

4.1   Introduction

For my TM, I interviewed 5 different people: 2 EVAM employees and 3 host families. To suggest ways that the EVAM can improve their lodging system in host families, I will summarize the essential points of the interview for each person, so to support my analysis presented later. The complete version of these interviews can be found in the Annex.

4.2   EVAM workers

4.2.1 Interview 1: Alexandre Favini

The first EVAM worker I interviewed was Alexandre Favini. He has been working for EVAM for 3 years and this last year he has worked with the project "Un village, une famille". Currently his role in the "pôle Interface" is being a regional coordinator for the district of Morges and Nyon where he is in charge of placing Ukrainian (or other) refugees in host families. His role as a social worker is to help migrants build bridges around them, integrate them in Swiss society and act as a mediator once the refugee is placed with a host family.

In his interview, Mr. Favini highlights more aspects of the lodging system. He states that **all host family** are asked to provide a clean criminal record if they want to host a refugee. A host family will also be asked a certain number of questions to determine which refugee would be the best match for them, for example: "Do you accept a pet? Do you mind if it is someone who smokes? If there are children, will a baby be possible, or what age range would be?". They must be able to provide an independent room that has a lock. To be sure that this condition is met, he states **that him or one of his colleagues would go visit the home to see the space** where the refugee is going to live. Another duty he has is to speak to the host family (for 45 minutes to 1h) to make them understand: "what it means to welcome into their home someone who has lived through the traumas of war"[22] to project them in a cohabitation for 6 months.

When asked about why there might be problems between a host family's and a refugee Mr. Favini said that problems can occur for multiple reasons. First, he states that **not speaking the same language** can lead to miscommunication issues and later to disagreements. **Cultural differences** can also be a factor that can lead to problems. But his main point is that problems are also a lot about different **personalities**. For example, Mr. Favini mentioned that a cultural difference between Ukrainian and Swiss people is that the former tend to have meals at any time while the latter tend to have regular schedules for meals. I agree with Mr. Favini, when he says that the main problems are due to personality differences. In fact, when interviewing

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[22] Interview Alexandre Favini : Line 40-41 question c

host families, these were the main one mentioned (differences in economical background that lead to different approaches to life).

Another pertinent point he highlighted was the evolution of the number of people working at EVAM and the number of foster families. Before the crisis in Ukraine in his team ("pôle interface" for district of Nyon et Morges) they were 7 co-workers. Knowing that as he says: "in 2015, EVAM already had 80 or 100 host families, some of whom withdrew in the meantime"[23]. When the war started in Ukraine a wave of generosity struck families around Canton of Vaud. **Their team doubled** (they are 14 now) and the number of host families (also according to the 2022 EVAM report) has increased up to 600. He states that the EVAM overall went from taking care of 5500 to 11'000 refugees today and from 350 to 800 employees.

4.2.2 Interview 2: Julie Bertolus

I also had the opportunity to interview Julie Bertolus. She is head of the housing Placement department also known as "pôle placement" which is a different sector of the EVAM then the one in which Mr. Favini works in. The department she works in is responsible for analyzing asylum seekers' needs, to assign them to one of the types of housing that EVAM has, and to ensure that the all the administrative paperwork gets done (like registrations in the commune or their financial subsidy).

When asked questions about the lodging system Mrs. Bertolus gave mostly the same answers of Mr. Favini. For instance, she said that **all host family** go through a criminal background check and a EVAM workers will be sent where the refugees will be housed to ensure that room is suitable, but she added that to be a host family there must be one bedroom for every adult in the family or one bedroom per couple. And that the house is not further than 15 minutes from public transportation.

She also stated that most problems between a host and a migrant may come from mainly due to the huge **cultural differences** between the guests and hosts in regards, for example: "in how meals are shared"[24], but also, a bit of **personality** can be a factor of argument and tension in any two families. In these situations, EVAM workers are mediators, they try to defuse the situation favoring dialogue between the parts, at times this is helped by hiring a professional interpreter. For reasons of privacy, specific examples were not provided.

She also mentioned the simple fact that her team has had to hire many more collaborators due to the increase of volume in terms of refugees and host families.

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[23] Interview Alexandre Favini : Line 30-31 question c
[24] Interview Julie Bertolus : Line 74 question c

4.3 Host families

4.3.1 Interview 1: Béatrice Montserrat

Béatrice Monserrat is a mother of 3 and lives with her family in a house in St-Prex. She made available their garage that she remodeled as a small appartement for a Ukrainian mother and her son.
Mrs. Monserrat's way of welcoming a refugee was a bit different then the other two host families interviewed.

Instead of contacting EVAM to take in a Ukrainian refugee, she made private arrangements. Her brother, who has a friend in Kiev, asked her at the end of March 2022 if she would be willing to take in two refugees. She decided she would, and her brother put them in touch. They finally arrived in mid-April. It was only after their arrival that Mrs. Monserrat contacted the EVAM by telephone. She asked questions and she states that her questions were answered very well. She physically helped guide both refugees through all the administrative procedures (first bringing them at the CFA and then at EVAM center in Lausanne and finally to the town hall). She points out the fact that **nobody ever came to visit her house** (as they say they do on the website) and puts the blame on the fact that probably EVAM do not have enough workers. Since then, both Ukrainian guests are still living in Mrs. Monserrat's appartement.

When asked during the interview if she is was supported by EVAM during the cohabitation in case of problems or arguments her answer was **positive**. She often repeated during her interview that the EVAM was of great help towards her in case of questions or any kind of explanations. Even though there are not any big problems she states that: "I think, I'm sure they would help"[25]. She says that she was really helped in the steps to do when both refugees came to Switzerland.

When asked about how their experience is with the refugee in general (are there any arguments or problems?) her answer was **sometimes but not major**. Her complaints on the problems that she encountered for the time being with them are mainly about their **personality**. The mother comes from a wealthy family originally and this leads to her never helping in the house or other things of similar sorts. But when there were these small tensions, she would always communicate and talk to them.

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[25] Interview Beatrice Monserrat: line 335-336 question i

4.3.2 Interview 2: Marco Coletta

Marco Coletta also decided to welcome a Ukrainian refugee in his home. For the context, he is retired and living in a house in Dullier in the district of Nyon with his wife. He made available a bedroom, a small room right in front of it, and bathroom for a Ukrainian retired university professor.

M. Coletta applied as a host family in June of 2022. He did that by writing an email directly to the EVAM in which he made himself available to welcome (of preference) a mother with children. The EVAM answered at first: "please wait a moment as we are very busy"[26] but after only a few weeks they contacted M. Coletta again for a meeting.

Their process unfolded almost exactly like what the EVAM website and workers declared it would.

This call initiated the process. EVAM first asked him question on their housing situation (the surface area available to the migrant) and **his criminal record**. He then states that EVAM did not give much information about the refugee in return (name, profession, origin). An EVAM worker **came to their house** to see where the refugee would stay. And a first meeting with the refugee, designated EVAM worker, translator and him and Mr. Coletta's was made. They prepared a long list of questions they were going to ask the refugee and a list of rules to cohabitate together. But the EVAM worker **shut him and his wife's questions down** because they were: "…too personal, so don't be so direct be more cautious, more discreet."[27] These questions were of the likes of whether he lost his house, if he was mutilated, if he had lost a loved one. This frustrated Mr. Coletta quite a bit and gave him the impression that: "he welcomed this person without really knowing anything about him"[28].

When asked if he felt supported by EVAM in case of problems and arguments with the refugee his answer was **no not really**. He said that there were not such big problems to interrupt their cohabitation, but he was expecting at the end of the cohabitation at least some sort of debriefing that never happened.

He will state that **the matching** between their profiles **was not well done**. He was expecting someone that matched more his initial desires.

When asked how his experience was living with the refugee in general (like where there any problems or arguments?) his answer was **no major problems**. Of course, there were small problems related to their **cultural differences** (like his hygiene when washing dishes or his waste management) and personality. But one thing that struck him is that gradually during their cohabitation he discovered that this refugee living with him was quite wealthy and did not need EVAM's social assistance.

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[26] Interview Marco Coletta: line 50-51 question d
[27] Interview Marco Coletta: line 69-70 question e
[28] Interview Marco Coletta: line 73-74 question e

4.3.3 Interview 3: Audrey Barras

Audrey Barras is a mother of two small children (of 6 and 2 years old) and she works at as the dean of the finance at the EPFL. She currently lives in a house in Ecublens and she made available a studio to a young couple of 2 refugees (a 19 and 20 year old).

Mrs. Barras started her journey when she applied to be a host family on the website of the "Office de Berne" in March 2022, but she welcomed both refugees only in July of the same year. When doing the application, she put that she wanted the cohabitation to last 3 months and she preferred to take in a student.

Their process did not unfold as the EVAM website and workers declared it would.

The process started on July the 7th 2022 when the Office of Bern called them and asked if they were still interested in welcoming someone. They said they had 2 young Ukrainian refugees that had just arrived and asked if **they could welcome them that same night**. Her husband then called the Office of Berne again to confirm. He asked if they could arrange a telephone call so that they could just get to know the refugees and see who they were picking up at Lausanne station that day. Once the refugee had arrived, they got in touch with EVAM that asked some information and to meet them. They also told her that the minimum time for the cohabitation was of 6 months and not 3. The visit of the house and the discussion with the EVAM worker, a translator, both refugees and her and her husband was planned a months later. But at the last minute the EVAM worker in charge of doing this cancelled. **And they never came after that.**

When asked later during the interview if she felt that the EVAM supported her in case of problems her answer was **no**. She states during her interview that she was very disappointed with how EVAM gave them almost **no support**. She said was expecting guidance in administrative stuff but ended up having to do everything by herself like managing all the different permits, making their CVs, putting them in touch with communities. She also discovered, after further digging, that both refugees: "had a past a little bit heavier than just a refugee"[29], what she explained is that both had mental problems that the war had made worse. She had to be the one to make appointments with her doctor so to help them both. She was really expecting a little support to help them with paperwork and help them in knowing who to contact for what. This argument is also supported by the fact that when her husband asked for help to their designated EVAM worker they would often get answers like: "Ah, but I'm on vacation until such and such a date"[30]. So, with this fact of them being on vacations did not help this feeling of not having been supported. This situation also made her think that **the matching** between both their profile's **was not well done**.

When asked about how her experience with the refugee was in general, for example if there were any problems or arguments, her answers was that **the cohabitation went well**. There were no major problems, but she noticed many **cultural differences** like the fact that they smile very rarely, their hygiene regarding food or their eating schedules. But in case of funny requests or manners in their house she said they would always be very open and try to discuss thing and both went very straight to the point.

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[29] Interview Audrey Barras: line 82-83 question e
[30] Interview Audrey Barras: line 108-109 question g

5. Analysis

In this analysis, I have compared the theoretical functioning of EVAM, as understood from their website, with the content of the interviews of the two EVAM workers to grasp the difference between what EVAM would like to do and what workers are actually able to do. Furthermore, I have used the content of the interviews with three host families to investigate how the process was really put it into practice.

I do think that in theory EVAM has great intentions and has tried to do the best they could in the middle of a crisis. But what I have noticed is that in practice many things do not always get done and there are others that maybe should be done better in the future. Hereafter, I discuss more in-depth these issues. I have tried to put them in order of importance from the most to the least pressing issue.

I also for each of these issues, suggested various solutions that address the problems in general and lastly looked if these solutions were actually feasible or not. The latter point was done by a final interview with Mr. Favini, where I told him my conclusions and I discussed with him their feasibility. As a result of this discussion, I propose some changes to my original solutions.

1) *Lack of workers in EVAM's project "Héberger un migrant" et "Un village, une famille".*

Problem:

I think that one of the reasons for why EVAM does not always manage to follow their methods is **due to a lack of staff**. What I mean by this is that only in 1 out of the 3 host families I interviewed the process that EVAM states that they are doing each time (on their website and in interviews) was respected, *in the other two cases key steps were not performed*. For example, both Alexandre Favini and Julie Bertolus stated during their interviews that, for each family, they do a criminal background check and visit the host family's house and the room where the refugee is going to stay. In the cases of both Beatrice Monserrat and Audrey Barras *nobody ever came to their home* and in and in both cases, there is no mention during their procedure that they were asked for any criminal record.

Just to make things clear, I do not think that EVAM is doing this on purpose. I think that they would like always to do things in the best way possible. **But I do think that the skipping some steps for some host families is because of their lack of staff**. This argument can be simply supported by the numbers mentioned in Mr. Favinis interview. He clearly said that his team (that is the team that takes care of host families in the district of Morges and Nyon) were 7 when the numbers of host families were only 80 to 100 in the Canton of Vaud in 2015 when the project "Héberger un migrant" et "Un village, une famille" started. In the annual report of 2022, the number of host families went up to 600 (that is by a factor of at least six times).

Meanwhile his team only doubled (from 7 to 14). So, in my opinion, the biggest problem is that the Canton doubling his team effectively **left it understaffed**, it should have increased the team of a factor of six (that is ~40 people). And I think this is the main reason for why their theory (that is how they say they do things) is not always put into practice.

Another aspect that made me think that EVAM do not have enough workers was the support given to the host families in case of problems or arguments. This is not a factual argument but more an assumption I made looking at my 3 different cases. I think that EVAM gave more or less support to the host families depending on the time each one welcomed a refugee. For example, for Mrs. Monserrat she is the only one that stated having support by EVAM and I think this is because she welcomed her refugee in mid-April when EVAM was in the middle of a wave of generosity regarding host families. But Mrs. Barras who welcomed her refugees in July did not get this support and for example got the answer by her EVAM worker: "I'm on vacation until such and such a date"[31]. I think that EVAM's lack of support was also due to the timing where host families decided to welcome a refugee. The EVAM workers were few and overworked, hence they needed a vacation but their vacation in the lack of temporary replacements made the understaffing problem even worse. Leading to the families that welcomed refugees in summer really alone.

Solution:

The ideal solution to this issue would be **that EVAM hires more people**. But today, this would not be realistic since we are 2 years after the war and the waves of Ukrainian refugees has passed.

My idea would consist in having a permanent staff but, in case of a new crisis like this one, **have back-up workers that could help**. This would be done by sending a form asking if people would like to volunteer to work for an undetermined period in the project "Héberger un migrant" et "Un village, une famille" in case of crisis.

This form would be sent to any person working in the social field of any NGO or NPO in Switzerland (also including retired workers) but also to any person working as a social worker in general. I know that EVAM has this already in place, but maybe they should promote it more or better push their volunteering programs especially when a crisis starts. Volunteers could help with simpler tasks to give the people that work in the "pôle interface" a little lighter workload.

Feasibility:

This idea when brought up during my second discussion with Mr. Favini was highly appreciated. He mentioned that having more people in their team would help host families feel more supported. For instance, if there were more people in their team if host families have any questions they can talk: "…with a specific person and not only the reception…"[32].

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[31] Interview Audrey Barras: line 108-109 question g
[32] Discussion with Alexandre Favini: line 45

Event thought he liked the idea and the initiative he did mentioned that the challenge of this solution would have to be identify beforehand these back-up workers and get in touch with them periodically and at the right time. The EVAM would have to have well in advance: "…a list of people who can be mobilized in a short space of time. "[33] So, when asked if this idea is actually feasible or not, he mentioned not really knowing for certain but liking the idea of more help in his field.

2)   *No psychological follow-up.*

Problem:

An issue that I have noticed during my interview with Mrs. Barras was that **there is no psychological evaluation or follow-up done by EVAM**. After looking at EVAM's website and talking to both EVAM workers none of them mentioned a psychological evaluation for the refugees especially the ones living in host families. I think that this could be a source that leads to eventual problems during a cohabitation. This was mentioned by Mr. Favini during his interview when asked the question if there were problems in between host families and refugees. To which he answered that most complaints from host families were that the refugees would lock themselves in their bedroom all the time and one of the reasons for that is also: "A bit of a post-traumatic shock…"[34]. Thankfully, the psychological problems that both the young Ukrainian refugees had (in Mrs. Barras case) were not a source of arguments or problems. But this and the fact that she was not supported by EVAM during their cohabitation made her experience quite a burden.

I do not think that a host family should (in addition to feeding, housing, and helping with administration) be a major psychological support and above all (as in the case of Mrs. Barras) the host should not by herself take care of finding a suitable doctor for the refugees. Even thought, this was the case for only one out of the 3 people I have interviewed, I think that most refugees that have fled their homes because of a war will still have some sort of trauma (which will be more or less strong depending on the person). I can support this point because according to the United Nations : "More than 60 per cent of Ukrainian refugee mothers in Poland are experiencing high or severe levels of distress"[35]. And this trauma should be evaluated not only to see and take care of how these refugees placed in host families are doing but also to see if it is ideal enough for that refugee to go live in a family (that have maybe smaller children for example). This would help to decreases the chances of having problems between the host families and the migrant in question but also ensure the migrant's well-being.

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[33] Discussion with Alexandre Favini: line 59-60
[34] Interview Alexandre Favini: line 281-282 question j
[35] United Nations, Survey reveals war's 'immense' mental health toll on Ukrainian refugee mothers in Poland, https://news.un.org/en/story/2023/05/1136857#:~:text=More%20than%2060%20per%20cent,the%20war%20in%20their%20homeland, consulted 19.09.23

A psychological evaluation of the refugee could also help address another complaint that I received by Mr. Coletta and Mrs. Barras. *They would have preferred that the EVAM would have given them more information about who they were welcoming in their home.* Had the refugee gone through a psychological evaluation, EVAM could have either acquired the information that Mr Coletta was seeking and told him the answers or could have allowed Mr. Coletta to pose the questions he wanted to ask directly to the refugee.

A phycological evaluation (maybe done also on the host families) could have also helped alleviate the problem number 3 that is described just below.

Solution:

The solution to this problem is rather obvious. **It would consist in hiring a psychologist to do an evaluation on the refugee**. This would be done by sending a form to former and retired psychologists asking if they would volunteer to work for an undetermined period in project of placing refugees in host families. The psychologist would take the time and to discuss with the refugee to ensure first of all, his/her well-being (and if not to put him/her in contact with a doctor if needed), secondly, to see if his/her state is suitable enough to be placed with a host family and finally, for EVAM and the host to get more information about who they are welcoming in their home.

Feasibility:

After sharing my idea with Mr. Favini, he stated that EVAM does not have any psychologist working for them, but **they do work in partnership with the biggest organizations with expertise in migration-related psychology in the Canton of Vaud named *Appartenances*.** They usually refer to them because they are specialist in the field. But the situation is not that easy because as he says: "In our health system, it's often the general practitioner who refers to a specialist…"[36]. So, in a case similar to the one seen with Mrs. Barras, a foster family has to fill in a form and has to begin with being referred by a general practitioner before they can go to *Appartenances.* He then said that he would rather be opposed to my suggestion because dealing with traumatized refugees is a very specific area of expertise, and not at all within the field of competence at EVAM.

After this dialogue I can propose an improved version of my solution. **I think EVAM should make it more clear and publicizes more their partnership with *Appartenances*.** At present, there is no mention of them on EVAM's website. Simply creating a new page on their website explaining what to do in case a refugee is showing psychological problems would drastically improve the current situation for host families. This webpage should describe the steps to be taken in case of problems. According to Mr. Favini, these steps are first to take the refugee to the host family's current generalist doctor and then taking the refugee to *Appartenances*. *I*

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[36] Discussion with Alexandre Favini: line 94-95

believe now that this problem is also due to understaffing because in the case of Mrs. Barras had a better contact with EVAM she would have learned about Appartenances.

3) <u>*No effort in generating a good match between refugees and host families.*</u>

Problem:

I have also noticed an issue in the cases of Mr. Coletta an Mrs. Barras. **They both complained about the matching between them and their refugees' profiles.** Both said that it was not well done. In both cases they did not arrange themselves privately to welcome a refugee (unlike Mrs. Monserrat), but they let EVAM or the Bern Office associate them with one refugee (doing the "matching").

In the beginning of the process, EVAM lets host families ask for a certain preference they may have when welcoming a refugee in their home (for example, Mr. Coletta asked for a mother/grandmother with a child and Mrs. Barras for a student). Yet, in either situation they did not get what they would have preferred. I think that in both cases they were expecting that EVAM would take their request into consideration. **Both EVAM workers in their interviews said that the host families preferences are not really taken into consideration**, **as their priority is a quick matching**. Mrs Bertolus states during her interview that EVAM will take more in consideration the immediate availability: "It's more a matter if the family has expressed a willingness and that the Ukrainian family has expressed a willingness to live with a host family"[37]. Meaning that is not about matching profiles together, **it is more about placing the refugees that want to go live with host families in any host family that has reached out to the EVAM at that moment**.

This consideration can be also be backed up thanks to Mr. Favini statement: "Because, after all, between their desire and our reality, even though we hear a lot in the media about single moms with kids, it's not necessarily about finding the right pair to match."[38] He clearly says that EVAM does not take into consideration the host family's desires and that their first priority is not to find good matches, but a quick match. **This is an issue in my opinion because if families are asked in the beginning of the process what their preference are, but these preferences are finally not taken even in consideration, this will lead to families not feeling heard and feeling neglected.** A bad match could lead to future problems between the refugee and the host family, while one could expect fewer problems if a better match would happen. At least, one could consider not asking for a preference at all, if this preference will go unattended anyway.

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[37] Interview Julie Bertolus : line 155-156 question i
[38] Interview Alexandre Favini : line 57-59 question c

Solution:

There are two different solutions I could suggest EVAM doing to improve.
The first is that EVAM does not ask host family for their preference in the begin of the process and tells them to come into the process with no expectation at all.
The second, would be to suggest creating a database where, the EVAM worker would put information about the refugee and host families in a software. The EVAM workers would take the time to put together the best match possible. This this would mean that it would take slightly longer to find an optimal match but, in the end, this would ensure a better cohabitation.

Feasibility:

When mentioned these solutions to Mr. Favini he focused on the idea of creating a database. He is rather opposed to the suggestion. His first argument is that "we are truly in a human-to-human situation"[39]. Meaning that the people that do his job develop a certain sensitivity to refugees and the host families. And that the more experience they have doing their job the better they get at finding the right pairs and the right combinations that will last. His second argument is that doing this in the middle of a crisis like in 2022 doing individual interviews with host families and refugees an having them enter data into a software program seemed: "a more demanding process, almost. And then no, I think it would be more counter-productive."[40]
As a result**, I think that in time of crisis EVAM should not create falls expectations and not ask the host families for a preference.**

4)   *No process to improve from past mistakes.*

Problem:

A last issue I have noticed is that **EVAM does not have any kind of process put in place to improve their past mistakes**. In neither Mr. Favini's nor in Mrs. Bertus's interviews they mentioned an exit interview or at least an exit questionnaire. For me this issue is very important because, as Mrs. Coletta said during his interview: "I think it's interesting and important, especially for EVAM, to know how things went and what to do better next time."[41]

As we all know, in the future, more wars like the one happening in Ukraine could occur. This can be backed up by the Global Trends that stated in their article on "The Future of the

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[39] Discussion with Alexandre Favini: line 158
[40] Discussion with Alexandre Favini: line 167-168
[41] Interview Marco Coletta : line 102-104 question g

Battlefields" that: "During the next two decades, military conflict most likely will be driven by the same factors that have historically prompted wars"[42]. This is why, in my opinion, **it is important that EVAM asks for feedback to all host families and refugees**, to see which issues are recurrent and which ones are important to most host families and refugees. This way the next time they will focus on such issues.

Solution:

This problem could be solved quite easily (for example with an online questionnaire and maybe somebody like me in this TM that collects and analyzes all the answers). It could help improve not only EVAM's project "Héberger un migrant" et "Un village, une famille", but also more in general the well-being of host families and refugees.

EVAM, at the end of each cohabitation, should ask for some feedback from the host families and form the refugees. This could be done either by sending them by email a questionary form or better by organizing an exit interview. It would be important to structure this exit interview so to detect recurrent issues and try to improve their system in case of another crisis.

EVAM could share and compare their exit interviews with similar organizations in other Cantons. This could allow also to detect whether things are done better in some parts of Switzerland rather than in others. **In this way there would be a simple way to understand what is done best in which Canton, proving an easy way to introduce best practices in the whole of Switzerland.**

Feasibility:

When I brought up my idea of either an exit interview or a standardized questionnaire, Mr. Favini stated that, as far as he knows there are no forms put in place and that it is feasible and a great idea to add one at the end of each cohabitation.
On the other hand, he stated that there are exit interviews. This is a shocking revelation due to the fact that none of the three families I have interviewed had one. He said that: "here are plenty that couldn't be done in practice because sometimes it ended badly or people left much sooner than expected, things like that. But it seems to me that, as a general rule, we've always done, if not face-to-face, at least by telephone."[43] *I think again the fact that these interviews were not done goes back to the first point I stated which is the lack of workers* in EVAM's project "Héberger un migrant" et "Un village, une famille". Again I think if there were more employees then these exit interviews would be done and would be of great help for the EVAM to detect recurrent issues and find ways to deal with them in the future.

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[42] Global Trends, The Futur of the Battefields, https://www.dni.gov/index.php/gt2040-home/gt2040-deeper-looks/future-of-the-battlefield#:~:text=During%20the%20next%20two%20decades,will%20change%20as%20new%20technologies%2C , consulted 19.09.23

[43] Discussion with Alexandre Favini: line 176-180

6. Conclusion

In conclusion, I have presented an analysis of the state of Ukrainian refugees in host families in the canton de Vaud, focusing on the work of the cantonal institution that is mandated to handle refuges, EVAM.

The analysis starts with a summary of the five interviews that were performed to help understand the situation. Two EVAM workers and three hosts were interviewed. By comparing and analyzing all of the interviews, as well as by comparing the reality described in the interviews with the theoretical way the EVAM's system should have worked, according to what is described on their website, four issues are unveiled. For each issue, I propose a possible solution whose feasibility is assessed in a final interview with Mr. Favini, an EVAM worker.

The first and the most important one, is that EVAM does and did not have enough staff to handle the wave of generosity coming from host families during the crisis. They could only double their team in the district of Morges and Nyon at the height of the crisis, but the host families increased by a factor of six.
I suggest that EVAM, in addition to their permanent staff, could have back-up workers (or other forms of volunteers) that would come to help in case of a crisis. Mr. Favini liked this idea and thought it could be feasible.

The second issue, is that EVAM does not have any psychological evaluation for neither refugees nor host families.
Only during my second interview with Mr Favini, I learned that EVAM does have in place a partnership with *Appartenances* a group of psychologists with expertise in refugees' issues. Yet, this partnership was not known by the host family that had to deal with a psychological problem of their guest refugee.
Hence, as a solution I suggest that EVAM could promote better their partnership with *Appartenance* son their website.

The third point to improve is the "matching" between host families and refugees. EVAM makes the family think they do a matching between both parties, but in reality they do not, they work with a "first come first serve" system where a refugee is sent to the first house that is available.
I propose that EVAM could either at least try to match the refugees with the preferences expressed by the host families with the help of a software or in case this is really not possible it should not ask host families for their preference at all and tell them to come into the process with no expectations whatsoever on the matching. After confronting Mr. Favini about this issue, I think the only possible solution is the latter, no expectation should be created as in a time of crisis the "first come first serve" principle has to be applied.

Finally, I have pointed out that EVAM does not have in place any process to learn from their past mistakes.

This could be done by adding at the end of the cohabitation between both parties a standardized online questionary for the host families to give their feedback. This idea was appreciated by Mr. Favini who thinks it is feasible.

Overall, I think that the system EVAM already as in place is not bad and I would just like to remind the readers of this TM that I have only pointed out minor regarding the EVAM's system details that could make it even better.

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8. Annexes

8.1 Annex 1: Historical background of Humanitarian Aid

Humanitarian aid as we know it today has only existed since the second half of the 20th century[44]. It is believed that the underline philosophy of humanitarian actions was at first religious. In Europe it started with Christian charity which is the belief of "agapè" in the New Testament that "the fatherly love of God for humans, as well as the human reciprocal love for God". The actions of charity taken could be understood as a justice (to defend the weak) and/ or an obligation for Christians to be saved.[45]

This charity also continued in the feudal ages with the work of monasteries. Where monks and nuns would: "…performed many practical services in the Middle Ages, for they housed travelers, nursed the sick, and assisted the poor…".[46]

Some of the basics of humanitarian aid are not derived from religious beliefs (Christian or other religions such as the principle of Zakat in Islam) but derive from wartime ethical rules. These principles were already present in the Roman Empire as well as ancient China. During the Crusades we can see these principles merge. There was a mix between military and religious drive towards humanitarian aid[47]. This will help develop the first basic principles of humanitarian aid in a form close to how we know them today. These basics were: assistance in faraway countries, assistance to war victims, protection of the groups threatened for their faith (pilgrims), medicine in epidemic times[48].

The Enlightenment started in the second half of the 18th century. During this period philosophers detached themselves from religion and turned humanitarian aid from a religious to moral duty. For these philosophers all humans are the same, hence, on one hand, the moral duty to help, care, and treat people in need, on the other the basis for democracy. Thus, from this point of view, democracy and humanitarian aid are permanently linked together[6].

Later, in the 19th century came the beginning of international aid due to technologic advances but also a destruction of human life on a bigger scale during war time. With the appearance of these new types of military conflicts came people who wanted to treat and care for the wounded of war. For instance, Florence Nightingale who was a British nurse and is still known today for being the: "…founder of modern nursing…" and for being of great help during the

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[44] Future Learn, *A short history of humanitarian action*, https://www.futurelearn.com/info/courses/humanitarian-action-responserelief/0/steps/61005#:~:text=The%20modern%20view%20and%20system,with%20the%20Treaty%20of%20Versailles, consulted 03.08.23.

[45] Britannica, *Agape*, https://www.britannica.com/topic/agape , consulted 04.08.23.

[46]The Met, *Monasticism in Western Medieval Europe*, https://www.metmuseum.org/toah/hd/mona/hd_mona.htm#:~:text=Monks%20and%20nuns%20performed%20many,medieval%20culture%20as%20a%20whole, consulted 04.08.23

[47]National Library of Medicine, *History and Principles of Humanitarian Action*, https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4910138/ , consulted 04.08.23.

[48] BERNA Patricio, PowerPoint, *History of Humanitarian Aid*, consulted 04.08.23.

Crimea war[49]. On the battlefield there were also doctors and nurses in each camp to help wounded soldiers but only the ones on their side. This led Henry Dunant (a Swiss businessman) to create The Red Cross in 1863 with the idea of providing care to wounded soldiers during battle independently of them being belligerents and on which side they were on. A year later in 1864, the first Geneva Convention was organized, and the Red Cross was given a formal mandate to aid wounded civilians and military victims of war[5].

At the end of World War I, the Treaty of Versailles was signed, it established the League of Nations as the: "…the first permanent international organization tasked with protecting vulnerable populations and maintaining peace." The United Nations will later on be formally established after the failure of the League of Nations after World War II in 1945. To prevent similar conflicts, it generated the Universal Declaration of Human Rights[5]. The UN in 1950 created the United Nations High Commissioner for Refugees (UNHCR).

The world is divided into 3 parts after World War II. The United States with western Europe (allied in the North Atlantic Trade Organization) was known as "the first world". The Soviet Union with eastern Europe (the Soviet Block), "the second world", started developing. What we know today as the "third world" is a term that initially indicated the rest of the world, but then would be used to indicate underdeveloped and impoverished countries like Africa, Latin America, and Southeast Asia. Thus, after the WWII, humanitarian aid focused their attention on the "third world". The outburst of conflicts in the Third World between 1970 and 80's required a lot of humanitarian action which led some French doctors on December 21, 1971, to create *Médecins Sans Frontières*, a medical association dedicated to address the shortcomings of the healthcare systems in the Third World especially during conflicts. They created this (at first a private association) because they were shocked by their experience during the Biafran War in Nigeria, where international organizations were slow in reacting. They intended to create something that could be quick in intervening as it was free from international bureaucracy and diplomacy [50]. Many civil wars began in the following 5 years in Africa, Liban, Afghanistan, Nicaragua, Angola, etc. which led the *sans-frontières* to expand everywhere.

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[49]The National Archives, *Florence Nightingale*, https://www.nationalarchives.gov.uk/education/resources/florence-nightingale/#:~:text=Florence%20Nightingale%20(1820%2D1910),the%20city%20of%20her%20birth, consulted 06.08.23.
[50]Médecins sans-frontières, *Notre Histoire*, https://www.msf.fr/decouvrir-msf/notre-histoire , consulted 06.08.23.

8.2 Annex 2 : Historical and Political Background of the war in Ukraine

To better understand why Russia invaded Ukraine on 24th February 2022, we need to uncover Russia and Ukraine political relations and background.
After the end of the Cold War the Soviet Union fell out; on December 1, 1991, Ukraine became an independent country. At that time, Ukraine was still in possession of many soviet nuclear weapons. Because of this, Russia with the United Kingdom and the United States agreed to give Ukraine its own territory and sovereignty in exchange for their nuclear weapons through the Treaty on the Non-Proliferation of Nuclear Weapons (NPT) on December 5, 1994.

A few years later, in 2004, Viktor Yushchenko ran for presidency (who was more pro-Europe) against Viktor Yanukovych (who was pro-Russia). During the time of the campaign, Viktor Yushchenko was poisoned and soon after Yanukovych was declared winner in November. The election was seen as fraudulent in the eyes of the Ukrainian population and so they protested in the streets wearing orange (which was the color of Yushchenko campaign). In December, the protesters finally forced a re-run of the elections that resulted in the victory of Yushchenko. This protest became known worldwide as the Orange Revolution.
In April of 2008, Ukraine wanted to join the NATO (North Atlantic Treaty Organization) which is: "…, a military alliance between 28 European countries and two North American countries dedicated to preserving peace and security in the North Atlantic area..."[51]. To join this alliance, you must have a Membership Action Plan (MAP). The current Russian president, Vladimir Putin, strongly voiced his opposition to Ukraine's membership with the Western countries claiming that Russia was promised in 1994 that former Soviet republics would not become members of the NATO. Ultimately, NATO denied Ukraine a MAP.
In 2010, Yanukovych ran again for president and this time he won the election after promising to work towards a union with Europe. But his promises did not last very long because he drastically changed his political direction towards Russia. The arrest of Yulia Tymoshenko (his political opponent and prime minister during Yushchenko's presidency) triggered in November 2013 many protests the government mainly on Maidan Square in Kyiv. These Euromaidan protests lead in February 2014 Viktor Yanukovych to flee to Russia. Russia took advantage of the momentary vacuum in power and, on February 27th, 2014, seized Crimea, a part of Ukraine strategically important for its access to the Black Sea mainly thank to the Sevastopol harbor.
During the same year, Russia also decided to invade Donbas which is a region that has common borders with Russia where the ethnicity of the inhabitant in its majority Russophone. Strategically, they did this to have access to the Sea of Azov that allows for a faster connection with Crimea. To address the situation in Donbass, Ukraine and Russia signed the Treaty of Minsk II in 2015 (a first treaty was signed a year before but never came to fruition). The treaty recognized some rights to the Russian population in Donbass, for example granting them the rights to have locally Russian language as official. In the following years, both Russia and Ukraine complained that the other part was not respecting the treaty and tensions and armed clashed continued.

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[51] U.S.news & world report, *Russia Invades Ukraine: A Timeline of the Crisis*, https://www.usnews.com/news/best-countries/slideshows/a-timeline-of-the-russia-ukraine-conflict?slide=5,consulted 10.08.23

8.3 Annex 3 : Mission, Vision and Values of EVAM

a) Mission:

The main mission of EVAM is described in the law of LARA (the law on assistance to asylum seekers and certain categories of foreigners) and is again to: "**support** and **assist the beneficiaries**".
EVAM **supports** each migrant when they arrive in the canton by welcoming them, guiding them, giving them advice and support on a long-term. All this in hopes of encouraging the migrant to think and later put in practice a personnel project to become self-sufficient.
Assist the beneficiaries which could be in a vast range of different sectors like: "accommodation to financial assistance, including transport allowances, compulsory health insurance and monitoring of health costs."[17]
EVAM's mission is addressed to different types of individuals who have received one of the following residence permits in Switzerland:
o   Permit N: In the asylum process.
o   Permit F: Who have received an admission that is provisional, without a refugee status.
o   Permit S: Is beneficiary of a protection status.

But also:
o   A minor that is unaccompanied
o   A beneficiary of emergency assistance (rejected asylum seekers)

b) Vision:

EVAM's vision for the migrants is to: "resolutely oriented towards promoting their **autonomy**".

c) Values:

And lastly, the last pole to get to their objective is EVAM values: "Our action is based on two intrinsic values: **openness** and **responsibility**".
        EVAM states that these values have different meanings depending on the different actors that EVAM interacts with.
        For beneficiaries, this means that EVAM advocates for **openness** to different "origins, cultures, languages, religions and experiences" [24] and take **responsibility** insuring them that they get equal treatment. In return they expect a respectful attitude which means respect rules and their commitment to become independent.
        For society, this means that EVAM favors **openness** towards "the authorities, our partners, volunteers and the media" and acts within the law and manage resources **responsibly**.
        For collaborators, this means that EVAM's value on **openness** is to work together at all levels between the different jobs and sites of EVAM's establishments. EVAM **responsibility** implies the creation of a good works place environment and remuneration and ensuring quality management.