

MSRI Staff Booklet  
-2020-

S.A.H.A.B.A.T  
REFUGEE PROJECT BY MSRI



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Hello, my name is Hayley Dwyer, I created this booklet with the help of the staff and interns at the Malaysia Social Research Institute. This booklet is meant to assist new interns and staff who are joining the organization.

If you ever need any clarification or have questions, please do not hesitate to contact me by email at:

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## Chapter 1: Sahabat Refugee Project Overview

### HISTORY

Malaysian Social Research Institute (MSRI), formerly known as Malaysian Sociological Research Institute, was inaugurated on 24 November 1959. The main purpose of the Institute was to publish and promote Malaysian culture and assist Malaysian authors who were at the forefront of Malaysian writing to publish works on Malayan culture, history, religion and customs.

In the 1980s MSRI's late Founder, Dato' Dr Alijah Gordon, personally witnessed the devastating outcomes of the Palestinian-Israeli conflict and the civil war in Lebanon. This compelled her to establish an adopt-a-child sponsorship program for Palestinian children and assemble a medical aid team who were sent to camp Burj Al Barajneh to aid Palestinian refugees there.

Both the sponsorship and aid were under the purview of a Malaysian Government created Trust. This Trust was officially established in 1989, with MSRI appointed as one of its trustees until 2008. Today, MSRI has grown to serve more than 20 different refugee communities from the Middle East, North Africa and Central Asia. We are a UNHCR Implementing Partner catering to the needs of refugees and asylum seekers through our education, health and empowerment programs.

### BOARD OF GOVERNERS

At the core of the Malaysian Social Research Institute (MSRI) is a Board of Governors with diverse professional backgrounds and expertise. The Board is responsible and accountable for the overall governance and performance of MSRI. The Board steers the organization towards its mission and purpose through sound, ethical and legal governance and financial management policies.

#### Board Members:

Governor  
Hishamudin Ubaidulla

Governor  
Abdul Halim Abdullah

Chairman  
Dato' Mohamed Ab Halim Ab Rahman

Treasurer  
Fatimah Haron

## **MSRI CURRENTLY**

MSRI is a Malaysian registered non-profit dedicated to providing humanitarian assistance through our Sahabat Refugee Project. We provide humanitarian assistance such as education, health and empowerment programs to urban refugees and asylum seekers from the Middle East, North Africa and Central Asia. As of 2019, there are about 2,000 families registered with MSRI numbering to almost 7,000 individual refugees and asylum seekers. Our refugee clients are registered with UNHCR.

Today, the three main programs offered under the Sahabat Refugee Project are:

- Sahabat Education Programme
- Sahabat Healthcare Programme
- Elham Empowerment Programme

Other supplementary programs include Emergency Medical Support, Livelihood Support and Legal Advice and Referrals.

\*\*Afghanistan remains one of the main populations registered with the Sahabat Refugee Project at 20% followed by Iraq at 15% and Syria at 15%. The number of Palestinian refugees has also grown.

### **SAHABAT EDUCATION PROGRAM**

The Sahabat Education Program is an Implementing Partner of UNHCR that offers formalized education for children who are refugees and asylum seekers. Our education center offers students a recognized curriculum and pathways to higher education within a safe and conducive environment. We focus on the overall wellbeing of our students including their nutritional and mental health needs. The school operates in two schooling sessions (8.00am to 1.00pm and 1.00pm to 5.00pm) to cater to the high demand for this service from the communities we serve. The Sahabat School currently serves 430 refugee students aged 4 to 18 years of age.

### **SAHABAT HEALTH CARE PROGRAM**

The Sahabat Healthcare Program provides a broad range of services for vulnerable and at-risk refugees or asylum-seekers, most of which have no income. Their complex health concerns require multiple consultations across a broad range of health disciplines, which include basic healthcare and basic mental health. Primary healthcare services are offered Monday to Friday according to the availability of our doctor. There is currently one full time physician and two additional physicians who volunteer their time. Other services include referrals to partner organizations such as Buddhist Tzu Chi for additional treatments and our optometry partner SpecVision, which provides discounted prices for eye glasses. The efficacy of our healthcare

services is possible thanks to our refugee interpreters who are fluent in Farsi, Arabic, Somali and English. On average, we serve 35-40 clients per day.

Other services provided include social, livelihood and legal referrals to registered refugees and asylum seekers who are in need of assistance. In the Sahabat Livelihood Assistance Program, registered participants will be interviewed by our social case workers and the urgency, vulnerability and type of assistance needed is assessed. Each case will be reviewed by the Social Case Committee where the form of assistance to be granted is decided. Types of assistance vary from internal referrals (to Sahabat Refugee Project's other programs) to external referrals (to UNHCR or other partner organizations).

Basic mental health and psychosocial support services are provided for refugees and asylum seekers, where individuals and families are able to receive counseling from our in-house certified counselors. The demand for mental health has continued to grow over the last five years as more and more refugee clients are seeking help for trauma, post-traumatic stress disorder, suicidal ideation, sexual and gender-based violence, depression and helplessness upon receiving rejections on their quest to be repatriated to host countries. There are currently four counselors serving this division together with three interpreters who are crucial to the success of the services provided.

### **ELHAM EMPOWERMENT PROGRAM**

The Elham Empowerment Programme provides skills training, entrepreneurship workshops and access to the marketplace for refugee clients. The entrepreneurship workshops are conducted via the Sahabat Empowerment & Entrepreneurship Programme (SEE Program) which is a three-month coaching program focusing on increasing the income generating capabilities of refugees through the selling of goods and services.

We host a weekly bazaar for our refugee clients to buy household goods and appliances, baby items and furniture for less than RM 8 each. The funds from these sales are used to conduct training programs and for emergency cases.

We also have a refugee Wishlist where our refugee clients can request for specific items. When we receive donations in the form of the requested items (ie. baby stroller, wheelchairs, walkers, baby cribs), we will hand over the items to the requester for free.

The Emergency Humanitarian Fund lends assistance to refugees who need temporary financial relief such as groceries, rent, bills, medical expenses and transportation for refugees who experienced loss of jobs, injury, death or illness causing the loss of ability to earn an income.

## NEW PROGRAMS

### Sahabat Food Aid Program

In August 2019 the Sahabat Refugee Project will launch the first Sahabat Food Aid Program, a monthly food aid disbursement program using the Smart Card Technology. 200 refugee families have been registered for the program based on certain criteria's including household income, number of school-going children, single parent households and special needs. The families will be able to purchase RM 120 worth of groceries every month at participating retail outlets for the duration of one year using the Sahabat Card. This is a dignified method of disbursing aid and also minimizes wastage.

### Farming for Refugees

In our efforts to maintain sustainable funding, MSRI is embarking on a project to farm 10-acres of land to produce and sell papayas. Through this sustainable funding initiative, we hope to reduce our reliance on donations to enable the continuation of the Sahabat Refugee Project's free services for the 7,000 refugee clients under our care. In this project we will be training and employing 5-10 refugee clients to work on the farm for a salary, accommodation and benefits. Profits from the farm will be channeled to the Sahabat Education Program, Sahabat Healthcare Program and the Elham Empowerment Program.

## FUNDING

MSRI operations rely entirely on the goodwill and donations from philanthropic individuals and corporate organizations without which, none of our programs would be possible. Our centers have a long waiting list of clients with high medical, education and livelihood needs, and our Emergency Medical Fund and Emergency Humanitarian Fund is in need of funds.

## Chapter 2: MSRI Guidelines for Emergency Support Cases

### The Malaysian Context

The Malaysian government is not a signatory to the UN Convention Relating to the Status of Refugees or its 1967 Protocol and does not recognise or provide any protection to refugees and asylum seekers. Under Malaysia law, refugees and asylum seekers are considered “illegal” immigrants and are in principle subject to arrest, detention, prosecution, whipping and deportation. Their illegal status results in a lack of access to health care services, education, employment, and an adequate standard of living.

Homes are generally dilapidated, low cost, one to two room flats with as many as 20 persons crammed into each apartment. Work is scarce as employers are reluctant to hire them due to their undocumented status. When they are able to obtain work, jobs are often low-paying, irregular and exploitation of workers is common. As a result, money is scarce, and many cannot afford to pay for health care expenses out of pocket. Those that suffer accidents such as burns and orthopaedic fractures at the workplace have little or no support from their employers. To avoid accountability, the employers often dismiss them from their jobs. Besides this, they live in fear of frequent immigration raids on their neighbourhoods and workplaces.

Many of the refugees and asylum seekers assisted at the SSC have to cope with difficult living conditions, insecurity and daily hardships inevitably impacts on their physical and mental health. Their health problems are aggravated by economic constraints, overcrowding, poor nourishment, lack of hygiene and chronic infections. These problems are further compounded by the fact that they face many barriers that impair their access to health care. Health staff in some public facilities is obligated to report patients without any documents to the police. If they are accepted for treatment at government hospitals, they have to pay the higher fees required of foreigners. With a UNHCR card or medical referral letter, persons of concern are able to receive a 50 per cent discount on hospital charges but the medical cost is still prohibitive in some cases. Furthermore, this concession is not always available due to the various and inconsistent policies for different hospitals when dealing with them. Sometimes they are turned away and can only obtain treatment from private clinics at an even higher price. Other obstacles to accessing health care are language barriers and lack of familiarity with the health care system.

Though many pregnant women are now able to access prenatal care at government mother and child health care (MCH) clinics, there are still many who face difficulties in approaching these clinics. Reasons include lack of awareness of the importance of antenatal care, lack of documentation, language barriers and cost.

Mental health problems such as depression, anxiety-related disorders and post-traumatic stress disorders are common among the refugee/ asylum seeker population. Some of their problems are a result of traumatic experiences in their home country and in Malaysia, as well as during their journey to Malaysia. Health problems in relation to poor diets and unhygienic living conditions include skin disorders, gastrointestinal disorders, upper and lower respiratory tract

infections and rheumatic pains. Oral and dental health is often poor. Chronic ailments such as hypertension, diabetes and asthma may go undetected for long periods and may be inadequately controlled. HIV/AIDS and TB are also affecting the refugee/ asylum seeker population. Poverty, security and lack of awareness prevent many from access to early diagnosis and treatment.

### **Demographics of Beneficiaries**

The beneficiary population assisted at the SSC, categorized as “urban refugees and asylum-seekers”, includes various nationalities and ethnic groups (majority of them coming from Afghanistan, Iraq, Syria, Iran, Palestine, among smaller numbers from other countries of origin). As of today, about 1,115 families and about 3,421 persons of concern are supported at the centre. The largest age group consists of people between 19-50 years old (929 male and 802 female), followed by the group of kids below 12 years old (738 children). Most of them live in apartments in the Ampang and surrounding areas.

### **Definition of Emergency Cases**

MSRI/SSC consider emergency cases the situations in which refugees and/or asylum seekers have medical vulnerabilities (including: mental health problems, single parents, women with marital distress, big families with more than five members, families with members in immigration detention, families with elderly people, new arrivals), who are unable to avail themselves of the discount at the government hospitals, and/or need more support for expensive surgeries and highly expensive medicines, and/or have not capacity to avail themselves of the assistance programme currently implemented by UNHCR. MSRI receives numerous requests for assistance, which exceed the currently available financial resources.

### **How MSRI can support individuals**

MSRI/SSC Emergency Assistance will run for those that are in a vulnerable situation and those that are unable to avail of the discount at the government hospitals, or that need more support for expensive surgeries and highly expensive medicines. A fund equivalent to MYR 10,000.00 per month is available to sustain the most vulnerable cases. This fund will be used exclusively for emergency cases and in order to address their vital needs (i.e. contribution to the delivery for vulnerable pregnant women, contribution to financial need for housing, etc.). In order to accurately assess the vulnerability of the cases with impartiality and fairness, the activity of a social worker will be necessary.

Moreover, an extra amount of money for MYR 50,000.00 per year should be made available to contribute to the expenses of serious surgeries, which are not covered by UNHCR support (through the UNHCR Tune Insurance) and the POCs cannot afford to pay.

Under this emergency assistance, the money might be also used to sustain the transport costs to the SSC Refugee School for those families that live far away from Ampang area (MSRI/SSC centres) and cannot send their children to the school.



## Priority & Eligibility Criteria for the Emergency Assistance

The refugees and/or asylum seekers that apply for the Emergency Assistance will be considered only if they hold critical medical & financial vulnerabilities, according to the following eligibility criteria:

- Mental health problems
- Serious health problems and expensive/long-lasting medical procedures<sup>1</sup>
- Chronic diseases (including diabetes, high/low blood pressure)
- Single heads of house with livelihood needs
- Women at risk
- Families with members in immigration detention
- Copious families with more than five members with medical & financial vulnerabilities
- Elderly people with medical & financial vulnerabilities
- New arrivals with medical & financial vulnerabilities

Priority will be given to those refugees and/or asylum seekers that are in more severe and problematic conditions concerning their health situation and vital needs. Specifically for the medical cases, the Emergency Assistance will be also provided in the above-mentioned conditions, when the applicant is unable to avail of the discount at the government hospitals, and/or need more support for expensive surgeries, highly expensive medicines, long medical treatment, and/or have not capacity to avail of the assistance programme currently implemented by UNHCR (IAD/Tune Insurance).

In consideration of the eligibility criteria listed above, the Emergency Assistance for livelihood purposes will be considered upon the identification of vital needs that the applicant lacks, because of his/her medical and financial problems. The financial support to livelihood cases will be assessed case by case, evaluating the credibility of the applicant, the emergency and the seriousness of the livelihood need, and the capacity, or lack of it, of the applicant to address it by his/her own means.

## Referable Health Problems for Emergency Support

Depending on availability of funds and the number of cases qualifying under these guidelines the following health conditions will be considered for Emergency Support for health problems.

Individuals with:

- Medical and Surgical emergencies including Obstetrical and Gynaecological cases.
- Psychiatric disorders, severely traumatized
- HIV/AIDS
- Tuberculosis
- Illnesses that can cause death or permanent disability if not treated on time.
- Severe and chronic diabetes. High/low blood pressure.

- Illnesses in which the only treatment option is surgical and requires hospital admission, and with the said treatment; can prevent a serious increase of the disease or condition or allow the patient to return to his normal functions (whereby the current condition is preventing him from performing his normal functions).

This does NOT include surgical interventions for:

- Removal of lumps /lesions on the skin which are benign, of which the removal serves an aesthetic purpose only.
- a disease /condition that is not affecting the daily functions of the patient
- a disease/condition that is not known to have a long-term affect if not surgically treated

The use of sophisticated radiological examinations such as CT and MRI scanning will be strictly limited and prioritized by the treating doctor(s). Supportive aids and special prostheses will be considered on an individual basis after assessment on costs and possibilities of community support and availability of resources. Support to livelihood needs will be also provided for those vulnerable situations listed above in the eligibility criteria, based on the actual priorities and needs of the Applicant.

**\*THIS IS NOT AN EXHAUSTIVE LIST OF HEALTH REFERRABLE CONDITION**

## Chapter 3: Au Fund & SaF SOP

### OPEN DAY BOOKING PROCEDURES

Scheduling Open Day Appointments	Scheduling Open Day Appointment for Emergency Cases
<ol style="list-style-type: none"><li>1. Clients can only make appointments at the Community Center by being physically present. Clients cannot make appointments via calls, unless client's case are deemed as emergency.</li><li>2. Receptionist verifies client's identification to confirm that the client is registered with MSRI and all UNHCR details are current and updated.</li><li>3. Client's appointment can only be scheduled <u>two months after their previous Open Day appointment</u> unless it is an emergency.</li><li>4. Receptionist reminds client to bring all necessary documents - original receipt, referral letter, etc.</li></ol> <p><b>TO NOTE:</b></p> <ol style="list-style-type: none"><li>1. SUKA Society representative can make appointments and attend interviews on behalf of minors. SUKA can book appointments via calls. Appointment can be scheduled on the upcoming OR nearest available Fridays, if it is an emergency case referred by,<ul style="list-style-type: none"><li>• MSRI Doctor or Health Care Manager</li><li>• MSRI Counselors</li><li>• MSRI Legal Case Advisor</li></ul></li></ol>	<p>-The people above are recommended to <u>email all social workers and SPM details of the emergency prior to the client's Open Day Interview.</u></p>

## OPEN DAY PROCEDURES

Interview Procedure	Information
<p><b>TO NOTE:</b></p> <ol style="list-style-type: none"> <li>1. Ideally 30 minutes for each client, subject to longer on case-to-case basis.</li> <li>2. <b>Strictly do not see a client without an appointment.</b> Inform them to make an appointment with the receptionist at the Community Center.</li> <li>3. Strictly <b>no cash, nor food box</b> can be given on open day unless it is an emergency. Emergency cases:</li> <li>4. Strictly <b>no personal money</b> given to clients.</li> </ol> <p><b>PREPARATION FOR OPEN DAY</b></p> <ol style="list-style-type: none"> <li>1. Social worker is required to print the Friday appointment list of clients on the previous <u>Thursday</u>.</li> <li>2. Give the list to the receptionist to find all files and put in the box of files.</li> <li>3. Ensure all the forms below are prepared at the location of interview:               <ul style="list-style-type: none"> <li>• Intake Form</li> <li>• Request for Assistance Form</li> <li>• Case Update Form</li> <li>• Supporting Documentation Form</li> </ul> </li> </ol> <p><b>INTERVIEW</b></p> <ol style="list-style-type: none"> <li>1. Introduce yourself. <i>My name is _____ and I am a program manager / social worker at MSRI.</i></li> <li>2. Introduce the interpreter. <i>This is _____ our interpreter for today.</i></li> <li>3. Explain to clients:               <ul style="list-style-type: none"> <li>• Everything you say today, _____ (interpreter's name) will keep it confidential.</li> <li>• Interpreters are not allowed to clarify or explain anything. If you have any questions please ask me, and our interpreter will interpret for you.</li> </ul> </li> </ol>	<p>-Intake Form to be filled out for client's initial visit on opening day.</p> <p>-Request for Assistance; must fill in request in detailed format.</p> <p>- Case Update Form must be filled in independently with the Request Assistance Form.</p> <p>-Supporting Documentation Form used for clients who are bringing documents in for assessment. Ex. Original copy of medical bills or their CV.</p>

<p><b>Standard Questions to Ask:</b>  Officers can ask any relevant questions in addition to the guidelines below:</p> <p><b>What is your UNHCR status?</b></p> <ul style="list-style-type: none"> <li>• Do you know whether you are a refugee or an asylum seeker?</li> <li>• When is your RSD interview or result?</li> <li>• If RSD rejected: When were you rejected? Have you made an appeal?</li> </ul> <p><b>Why are you here today? What is your request?</b>  If client's requests are <u>non-monetary related only</u>, IE: UNHCR process.</p> <p><b>UNHCR Process Advice/Referral</b></p> <ul style="list-style-type: none"> <li>• Why do you need this to be processed faster?</li> <li>• We will refer your case to our legal case advisor whether he/she/they can do anything regarding your case with UNHCR</li> </ul> <p><b>If a client requests for <u>monetary or in-kind donation support</u>. Fill in first the Case Update Form by asking the following questions:</b></p> <p><b>Employment</b></p> <ul style="list-style-type: none"> <li>• List out all names who works, work location, date or month started working, salary per month/daily, work days in the week  <i>Not working:</i> Reason for stopping work, date or month stopped working, how does your family sustain</li> </ul> <p>Note: in situations where individuals need work opportunities then there should be a database created of their skills and talent which MSRI can use in order to put them in touch with the relevant working background.</p> <p><b>Living conditions</b></p> <ul style="list-style-type: none"> <li>• Where do you currently live?</li> <li>• Do you rent a whole house or a room?</li> <li>• How much is the monthly rent?</li> <li>• How many members living in the same home?</li> <li>• Are you sharing the house with another family?</li> </ul>	<p><b>Additional Information:</b></p> <p><b>UNHCR Process</b>  Registration - Asylum Seeker - RSD Interview - RSD Result  More information:</p> <ul style="list-style-type: none"> <li>• MSRI only <u>accepts original medical receipts which are dated within 4 months prior to the interview.</u></li> <li>• MSRI <u>only accepts receipts from public healthcare with the exception of private healthcare centres that clients were referred to (either by MSRI doctors and/or Doctor of Public Healthcare centres.</u> Otherwise, receipts from private healthcare centers can be considered if it was a justified emergency.</li> </ul>
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- Note: In cases where accommodation is expensive, suggest that the client share with another family. If yes then we can include them in the house sharing list - if they need a more reasonable accommodation then, suggest to them to look at mudah.com.my and other property listings websites
- Do you receive monetary support from a third party to help pay for your rental?

**Health updates**

- Do any members of your family (including you) have any health complications?
- Do you receive monetary support from a third party (besides MSRI) to finance your hospital expenses?

**Education**

- Do any of your children go to school?
- Which school do the children go to?
- How much is the monthly school fee for each child?

**REQUESTS:**

**Medical Receipts**

- Do you have the original copy of the medical receipts?
- What is each receipt for?
- Caseworker reviews receipts and informs clients which receipt will be considered for reimbursement

-If client needs X-Ray or a blood test, direct them to **Qualitas**.

-If client needs dental care, direct them to **Buddhist Tzu Chi** in Pudu.

-If client needs reproductive Healthcare (Vaccine etc.), direct them to **FREHA**.

**Qualitas**

Lot 71, Mezzanine Floor, Ampang Point, Jalan Mamanda 1, Taman Dato Ahmad Razali, 68000 Ampang, Selangor, Malaysia (Next to Pizza Hut)

**Buddhist Tzu Chi**

4th, Floor, 221, Jalan Pudu, 55100 Kuala Lumpur, Federal Territory of Kuala Lumpur, Malaysia

**The cost covered by AU Fund if approved for glasses requested are as of below:**

Client under 18 years old - AU Fund covers the whole cost

Client above 18 years old - AU Fund covers 50% of the cost

Refer to Letter of Agreement with SpecVision for more details.

**Anticipated questions for general requests:**

**Eye Glasses**

- Why do you need glasses? (Reading glasses will not be approved).
- Have you visit MSRI Healthcare Center to get your eyes checked?

**If yes, ask:**

- Do you have a referral form from MSRI Health Care to go to SpecVision?
- Have you gone to Spec Vision to get a quotation bill?
- Do you have the quotation bill from Spec Vision?

**If no, advise clients to follow the following instructions:**

- Give client supporting documents
- Client needs to go to MSRI Healthcare Center to get eye checkup and subsequently be referred to Spec Vision.
- Client needs to bring the referral obtained from MSRI Healthcare to SpecVision.
- Client only needs to pay RM20 consultation fee at Spec Vision (not refundable).
- Client will receive a quotation bill for the glasses from Spec Vision.
- The price of frames covered will be within RM50-RM75
- Quotation bills need to be submitted with supporting documents within two weeks of the interview
- An MSRI officer will make and keep a copy (putting the MSRI stamp) for discussion on AU meeting. The original quotation will also need a stamp from MSRI and date of view.

**Livelihood Support**

- Cash
- Food vouchers
- Support a Family Program - In order to be under this program, our social worker will

need to visit your house for further assessment

#### **In-Kind Support**

- Food box has milk
- Formula milk - How old is your baby?
- Sanitary pads - How many women in the family?

#### **UNHCR Process Advice/Referral**

- Why do you need this to be processed faster?
- We will refer your case to our legal case advisor whether she can do anything regarding your case with UNHCR. Self-refer themselves

#### **Looking for Employment**

1. What are your skills?
2. What languages can you speak?
3. Mention of job ads around the facility
4. Put their information in our Job Database

#### **MSRI School**

- Is your child on the waiting list?
- If yes, then you just have to wait. We will call when there is space for your child.
- If no, please register at the school to be on the waiting list. We will call when there is space for your child

#### **Conclusion**

- Is there anything else you need?
- Thank you for your clarification, I will discuss your case with my team and when we come to a decision, we will call you (this can generally take around 2 weeks). We are only able to contact you if your request is approved. If you do not hear from us within one month, it means your request was rejected.

*If there are any documents needed that the client did not bring; Please submit xx document along with this*



<p>document (Supporting Document Form) and give it to our receptionist within 2 weeks' time. Can I have your latest number? (If differs from the stated number in the file)</p>	
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**EMERGENCY SUPPORT MEETING PROCEDURE**

<b>Support Guidelines</b>	<b>Referrals</b>
<p><b>Vulnerability Criteria</b></p> <ul style="list-style-type: none"> <li>• Mental health problems</li> <li>• Single mothers/women in marital distress</li> <li>• Large families - six or more members</li> <li>• Families with member(s) in immigration detention</li> <li>• Families with elderly members (60 years old and up)</li> <li>• Those unable to avail themselves to the UNHCR discount at government hospitals</li> <li>• Beneficiaries requiring financial support for serious health problems and expensive/long-lasting procedures as below: <ul style="list-style-type: none"> <li>▪ medical and surgical emergencies (incl. Obstetrical and gynaecological cases),</li> <li>▪ psychiatric disorders, severely traumatised,</li> <li>▪ HIV/AIDS,</li> <li>▪ tuberculosis,</li> <li>▪ illness that can cause death or permanent disability of not treated on time,</li> <li>▪ severe and chronic diabetes,</li> <li>▪ high/low blood pressure,</li> <li>▪ illnesses which the only treatment option is surgical and requires hospital admission and the proposed treatment</li> <li>▪ will prevent a serious sequel of the disease or condition</li> <li>▪ will allow the patient to return to his normal functions (when those functions have been affected by the untreated condition)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Refer or assign tasks through comments in client's google document</li> <li>• Assignee will mark comment as resolve once done</li> <li>• Weekly follow up for assignment/referral by social worker if not completed</li> </ul> <p><b>Refer cases or assign tasks to;</b></p> <p><b>Education Manager for,</b></p> <ul style="list-style-type: none"> <li>• English Adult Education</li> <li>• School</li> </ul> <p><b>Legal Advisor for,</b></p> <ul style="list-style-type: none"> <li>• UNHCR Process or Referral</li> </ul> <p><b>Healthcare Manager/ Doctor,</b></p> <ul style="list-style-type: none"> <li>• Clarification for health-related issues</li> <li>• Hospital Interpreter</li> </ul> <p><b>Project Coordinator for,</b></p> <ul style="list-style-type: none"> <li>• Elham Project</li> </ul> <p><b>Senior Counselor for,</b></p> <ul style="list-style-type: none"> <li>• Counselling</li> </ul> <p><b>Caseworker for,</b></p> <ul style="list-style-type: none"> <li>• Further case management</li> </ul>

- the use of sophisticated radiological examination such as CT and MRI scanning has been prioritised by the treating doctor.

\*\*\* Please note: MSRI **does not** support vaccination, pregnancy and delivery.

In addition to the criteria above, guidelines for support can be followed as below:

#### **Food Box**

- Families with no source of income or does not have a fixed job.
- Families who have more than five children living in the same household can receive two boxes)

#### **Livelihood Support**

- Families with many family members, no source of income, limited source of income, individuals with high vulnerabilities
- Livelihood struggle

(Given according to levels: Level 1 = RM100, Level 2 = RM150, Level 3 = RM200)

#### **Support A Family**

- Social Worker conducts a thorough assessment or a house visit

#### **Medical Receipts**

- MSRI only accepts original medical receipts which are dated within 4 months prior to the interview and from a public healthcare centre.

**PREPARING FOR DISBURSEMENT PROCEDURE**

Au Fund	Support A Family Procedure	Food Box	HEI & Glasses
<p>Social Case Officer prepare vouchers for:  <b>- Au Emergency</b>  <b>- Au Medication</b></p> <p>Submit application to Finance for cash disbursement with attached list of recipients</p>	<p>1. Social worker prepares voucher                  2. Submit application to Finance for cash disbursement                  -Print out list of recipients                  -payment voucher</p>	<p>1. Social worker prepares names on list                  2. Office admin arranges items with expiration date and does inventory</p>	<p>Social worker will send voucher to Spec vision according to the amount MSRI is supporting (50% or 100%)</p>

**DISBURSEMENT DAY PROCEDURE (Thursday 2.30 pm - 4pm)**

Disbursement Procedure
<ol style="list-style-type: none"> <li>1. Social Worker prepares call list and call clients at least a day before disbursement.</li> <li>2. Ensure all vouchers, cash and food boxes are in place.</li> <li>3. Ensure interpreters are available for disbursement.</li> <li>4. Ensure clients sign the vouchers.</li> <li>5. Submit original copy of voucher to the Accounts Manager to be filed.</li> </ol> <p><b>To Note:</b></p> <ul style="list-style-type: none"> <li>• SUKA representative can collect monetary or in-kind support on behalf of minors on disbursement day</li> <li>• Anyone other than minors are not allowed to make appointments nor attend interviews on behalf of PA.</li> </ul> <p><b>Financial or in-kind Support Not Picked Up</b></p> <ul style="list-style-type: none"> <li>• Clients are able to come the week after to obtain the approved support.</li> <li>• If they don't come <u>twice</u>, then the support will be withdrawn unless they have a really good reason that they are unable to come to MSRI</li> </ul> <p><b>Clients rejected by UNHCR the first time</b></p> <ul style="list-style-type: none"> <li>• MSRI still provides support, clients can still access MSRI's services</li> <li>• Ask for appointment letter for appeal</li> </ul> <p><b>Clients rejected by UNHCR the second time</b></p> <ul style="list-style-type: none"> <li>• MSRI provides support and services up to 6 months after rejection</li> </ul>

## Special Cases Registration

### Unaccompanied Minors (UAM)

MSRI can register three minors per month whom are already registered under Suka.

- UASC are referred from SUKA,
- UASC approach SSC1, where they are asked to fill in the SSC1 registration form. If they report that their age is below 18, SSC1 can contact the main office and an officer/case manager will make an appointment to interview the minor.
- Interviews take place at SSC1, usually on Friday during open day. (Information is collected on the Intake form - can be modified)
- The case will be discussed at the AU Meeting and UASC will be informed accordingly and given an SSC registration number if the committee agrees on registering the person. The approval for registration depends on MSRI's capacity and availability of resources at a given time.

## Disclosing Client Information

No client information shall be disclosed to any parties without the client's consent. Authorization to Disclose Information to Third Parties form must be filled out prior to disclosing any personal information.

## Filing

Checklist of items in client file:

- Registration form
- Update form
- Request for Assistance form
- Request for Supporting Documentation form
- Intake form
- Authorization to Disclose Information to Third Parties form
- Copy of UNHCR card / letter / Appointment card / passport

**Chapter 4: Arrest & Detention Handbook**  
**For Refugees and Asylum Seekers in Malaysia**  
**2019**

Arrest & Detention Handbook Table of Contents

- 1-Introduction
- 2-UNHCR Identifications
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- 4-What to do when Confronted by Authorities, Arrested, Detained, Reporting, brought to Court
- 5-How to report abuse or misconduct by authorities
- 6-More Legal Options
- 7-Useful Information and contacts

Written by:  
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## Introduction

In Malaysia, there is no legal framework regulating Refugee Status, and Malaysia is not a signatory state on the 1951 Convention or 1967 Protocol, consequently, Refugees according to the law are illegal, and not distinguished from Illegal Immigrant, it makes them at risk of arrest or detention, exploitation and abuse.

UNHCR Malaysia is the International Organization which carry on Refugee Status Determination for Asylum Seekers in Malaysia instead of the government, during this process, UNHCR issues different kinds of documents to identify its Persons of Concerns, it gives a degree of Protection when it comes to Immigration-Related offences, and that is according to some executive orders from the government which gives some protection of Detention and Deportation for Refugees despite their Illegal Status.

This handbook was issued to mitigate the confusion and clears the expectations when Person of Concerns have been confronted by the Authorities. Is significant to know that when we say “*Have No Authority to arrest you*” we mean for Immigration-Related Offences only and not for other criminal or civil violation of laws, Refugees and Asylum seekers shall always respect laws and regulations and never disturb the general order, so, if you have been stopped or arrested by Police for some other reason than being Refugee or Asylum Seeker UNHCR will not be able to intervene or to provide the necessary protection.

## UNHCR Identifications

UNHCR Card: *fromMid2018* these cards have been issued to Refugees only, and not Asylum Seekers. And so, this means that it is only issued to asylum seekers who have already been through RSD process and fulfill the criteria's to be recognized as Refugees by UNHCR Malaysia.

The cards are issued for each member of the family and it include essential information and colored picture, there are still Asylum Seekers holding UN Cards not Letters as It was issued before middle of 2018, this card is well known to Authorities and gives degree of protection for its holder, some refugees holding certified true copy of UN Card issued by UNHCR Malaysia and its recognized as well, you should know that your status with UNHCR is NOT registered or mentioned on the card, only UNHCR can know what is your status, and at UNHCR Office this card includes QR code which can be scanned via VerifyMy Application

Under Concern Letter: Issuance of this letter mainly is for Asylum Seekers (have not undergone to RSD Interview yet),and would be given for each member of family, it gives some protection for its holder, the letter includes essential information with grey picture, some Asylum Seekers holding certified true copy of Under Concern Letter issued by UNHCR, sometimes this letter would be given to the persons whom logged their appeal upon first rejection and waiting for the result, or not recognized yet as refugees due to Re-interview or other reasons during the RSD process, also could be given on emergencies. It also includes next interview date and reason of it. If you hold a UN Card and have not yet had your RSD interview so your card may be exchanged to a Letter when you go for next renewal. Starting from 2018 this letter holders are entitled to 50% discount at the government hospitals.

Appointment Card: this card given to person whom seek refuge in Malaysia pending the registration process and given on the same day of his/her first attendance to UNHCR, it include basic information only(Name, Gender, Date of birth, Country of Origin), this card has limited to No protection for its holder, but sometimes the police officers sympathizes with its holder and do arrested him, unfortunately there is no time limits for having your first interview for other document as it depends on UNHCR backlog and process, usually UNHCR prioritize only the most vulnerable cases, otherwise, you should wait for their call and you can go and inquire about your case

## **Governmental Bodies their ranks, uniforms, vehicles, and forms of identification**

### **Royal Police Malaysia**

The Police officers may or may not be wearing uniform, Police cars can be easily recognized but they may show up in civil cars, and sometimes in civil cars written on its side POLIS, they may also do patrols in motorcycles, You can also see them at check points on the streets, especially at late night

**Uniform:** There is clear police logo pinned on the Right side of the chest with officer's name and uniform ID Number, notice the logo on their caps, and usually at night they wear reflective vest (Yellow)with (PDRM)letters on it (PDRM and RPM is an abbreviation of Police of Malaysia),

Police officers can arrest you if they are investigating a crime if you are suspected, they can ask you for testimony, and Senior Police Officer (Superintendent & Commissioner) can order to arrest you for immigration related offence(ones whom usually wears insignia on their shoulders not their arms)you can ask (politely) for Police officer ID even if he is wearing uniform.

We recommend avoiding walking and driving at late night, especially during festivals & public holidays if not necessary as the Police presence increased and there will be high risk to be detained during any incident.

You have to keep in mind that Police is the competent authority of law enforcement, and they have the power over all people living in Malaysia, it means that they can arrest and interrogate anybody when a crime committed.

**Plain Clothed:** You have the right to ask for their Authority Card (politely), in order to make sure that that they are real Police officers whom have the authority to stop / arrest you or not, they can show up riding Motorcycles or walking, or in civil cars, the only way to recognize them is by their cards, and you have the right to ask for the card (nicely), Once the Police Officer show you his card, you will know if he has the authority to stop you or not, if he mind and refuse and seems that he is hustler, you may ask for help from any real Police Officer or go to nearest police station, as he committed Impersonation

**Authority Cards:** its significant to know how police card looks like and the colors of it, RED card holder means that the person is suspended and have NO authority to arrest or question you. YELLOW and BLUE Card Holders only have the authority to stop, question or arrest you for Immigration-related issue

## **Immigration Malaysia**

Usually Immigration Officers stationed at airports and borders, and they do not do patrols or checkpoints on the street, but Immigration Authorities conducts raids and show up if they got information about illegal immigrants engaging in illegal activity such as taking up employment, which applies to Refugees and Asylum Seekers (UNHCR Document holders) whom have no right to work as well, Immigration can do arrests without warrants or reservations, it is the competent authority on immigration-related issues.

Immigration Officers can be plain clothed or in Uniform, but they have two uniforms, one similar to police with different logo and the word (IMIGRESEN) inscribed on their shoulders, the second one is practical grey suit as following:

Immigration Malaysia launched many campaigns for undocumented illegal workers, and did raids on houses and condos which known that contained many illegal immigrants, especially from Bangladesh, Nigeria, Thailand, Philippine ...etc.

Usually Immigration Authority uses trucks with word of (IMIGRESEN) inscribed on it and large number of officers in their campaigns, sometimes Police OR RELA may show up with them during their raids, they can do raids everywhere they also have ID Cards mention on it Immigration Malaysia

## **RELA (Jabatan Sukarelawan Malaysia)**

The People's Volunteer Corps hold a white card, they belongs to RELA which is a civil volunteer corps formed by the government, usually you see them in LRT Stations, Malls, during public occasions ceremonies, and festivals, They wear green special Uniform as below and have their own logo, they have NO authority to arrest you but they usually help Immigration Officers in their big campaigns for illegal immigrants, so, you may see them during the raids of immigration.

### **Confronted by Authorities, dealing with Arrest and Detainment**

If Police officer stop you first and most important thing is that you Keep calm and respectful, do not use impolite or provocative language even if you think you have not done anything wrong, don't lose your temper

Police may arrest you if they suspect you just like any other residents in this country, they can arrest you for questioning for criminal offences also, and they can ask you for testimony as witness

Use the above information to identify the authority you are dealing with, name and badge number in particular if they are in Uniform, and then ask politely for Officer's ID, if he has Red Card it means that he is suspended and has NO authority over you, you politely walk away, if he has White Card it means that he is Reserved Police and can NOT arrest you for immigration offence only.

If Police officer get angry when you ask for his ID, so, try to remember anything related to him (Badge number if you see one, car model & license plate number, any remarks ..etc.) in order to use this information in reporting after that, and if you suspect that they are hustlers, ask for help from closest real police officer or nearest police station.



Show the officer your UN Identification, some of Syrian Refugees holding Temporary Resident card called (IMM 13) issued by Ministry of Home Affairs Malaysia through MAHAR office (Malaysian Humanitarian Aid and Relief), if you hold such card show it to the police officer as well because it consider temporary residency and give you some right (Employment), you can ask them to call UNHCR Hotline or general line, be aware of the place, time and any details of the incident, usually police officers recognizes UN IDs and IMM13 Card (if available) and will let you walk away if there is no other reason to stop you.

*\*Arrest: if authorized Police officer (holds Yellow or Blue Police Card) decided to arrest you, stay calm and do not resist arrest, you are entitled to know the grounds of your arrest, so, you can ask, and you are allowed to make phone calls, so, ask the officer to do so, use the phone call to inform your family member or UNHCR Hotline or General Line (see useful information and contact)its recommended to keep UNHCR Hotline Phone number memorized, you should know that Protection Unit in UNHCR can intervene quicker if they have sufficient information, so, it is important to provide this informational with the circumstances of your arrest:*

- Full Name
- UNHCR Status
- Date and Time of Arrest
- Place of Arrest
- Taken to which Police Station
- Name and Contact Number of the Investigating Officer (IO)If available

Police will take you to nearest Police Station, there is a clear sign include name of the police station at the gate. Police may also take photos or videos at the time of arrest, according to our information this is for evidence purposes and no worries, if necessary a body search can be conducted (usually if they are suspected on drugs or other criminal issue), and sometimes it can be happened on the place of arrest (night clubs ...etc.) and of course only female officer will do that for females.

**Report Arrest Incident:** All available information should be delivered to UNHCR Malaysia, either to hotline number (see Useful Information and contact), General line or in person to their Office in Kuala Lumpur/ Protection Unit (OPI), you can email UNHCR / OPI (see useful information) and you can also inform the Leader of your Community to report the incident to UNHCR

*In Police Station:* Police can hold you for 14 Days in order to carry out the Investigation or Verification process with UNHCR (if you are arrested for immigration offence only), remand period may be extended upon Police request if they file extension request to the court, so, it may take days or sometimes weeks to be released if judge decided to extend the remand period or the person charged in court, Protection Unit will verify your ID with Police station once they are requested to door notified by you or your family members, your family or lawyer can visit you only after the approval of the Investigating Officer (IO), and if he allowed them they can also bring you food or clothes ...etc.

Next: If your UNHCR ID has been verified, and there is no Criminal or Civil reasons for arrest, you more likely to be released withn14 days if the police have not file extension request to the court to extend the period of investigation / Verification

**\*\*Non-Immigration-related Offence:** It is important to know that if you have been arrested for Civil or Criminal matters not including immigration issue UNHCR will NOT intervene, in this situation you will still in Police custody until they finish their investigation and you may be released or charged, see (More Legal Options)

**Immigration:** Usually Immigration arrests people in raids, but it may happened individually, they will check the Identification of the targeted people especially in employment places, and if they decided to arrest UN ID holder they can because Refugees have no right to work, and they can do it without warrant, Immigration Department is the competent Authority on this issue

If you have been arrested, they put you in Immigration truck and transfer you to one of the Immigration Depots (e.g: Bukit Jalil, KLIA, Semenyih...etc.) according to the place of arrest, it happens after checking IDs on arrests for everybody

You may not be able to make phone calls during immigration raids due to the confusion and the large number of people, so, usually your colleagues at work (if available) can inform your family about your arrest incident and some details if available, in all ways do not resist the arrest

In Immigration Depot(Immigration Detention Center):when they will find that you are registered with UNHCR, Immigration Department will notify UNHCR about your detention, then UNHCR will send an Officer to interview you and review your situation with UNHCR Office, if you are registered, Request for Release will be sent to Immigration Department for Approval to be released, this process can take days or weeks depending on your case complexity and the timelines of the approval from relevant Malaysian Authorities,

In some cases, and if somebody who seeks refuge has detained by Immigration and not registered with UNHCR already, so, UNHCR may intervene and register him after many procedures in conjunction with the authorities, and it's on case by case.

Report Detention Incident: If you want to report a Detention incident which happened before with a person of concern of UNHCR and still in detention, you can inform Protection Unit at UNHCR, they will contact the respective authority to find out, you need to provide the Following Information:

- Full Name of Refugee or Asylum Seeker
- UNHCR Status (if known)
- Date of Arrest
- Detention place or Depot
- Body number: given to detainee by the Authority

Use the same ways and contacts to report, and as we said before try to provide sufficient information it facilitates UNHCR work If you have been referred to Court.

Refugees in Malaysia have no status but yet, the government is aware that they are here for humanitarian reasons, so, authorities more likely to withdraw the charges against refugees if it is immigration related offence only, it worth to say that many of Police officers sympathizes with Refugees and relives their plight, but if you have prosecuted and brought to the court for immigration offence, you shall do this:

- Inform the judge that you are Person of Concern to UNHCR and ask for his permission to call UNHCR Hotline or General Line (see useful information and contact) or Family member to inform them.
- Ask for interpreter if you don't understand Bahasa Malaysia
- Do not admit that you are guilty (plead guilty) if you have been charged under Immigration Law (155) Section 6 or Section 15, and keep saying "UNHCR" repeatedly
- If you have been asked a question which you don't understand do not shake your head in a way as a response (nod)
- Keep calm and don't lose your temper, UNHCR will intervene with the court if its immigration related charge

### **How to report Abuse or Misconduct by Authorities**

If you think that you have been subject of Misconduct or Abuse by law enforcement officers, you may first inform UNHCR / OPI for documentation purpose and Advocacy, and directly report to Enforcement Agency Integrity Commission (EAIC), this commission has many bodies under its jurisdiction including the Police and Immigration Department, it conduct full investigation and may refer your complaint to other disciplinary authorities if it's true or dismiss it, and You can report to EAIC by phone or online by website (see useful information and contact), the information you need to disclose is your name and some personal information, and details about the incident and the offending officer (Name, number, rank ,,etc.)

You can also report such incidents to (SUHAKAM) Human Rights Commission of Malaysia (see useful information and contact)

### **More Legal Options**

If you are arrested for non-Immigration-related offence or you are not registered as Person of Concern with UNHCR for any reason and have legal issue you have legal inquiry on domestic laws or in need for Local Lawyer. You shall go to nearest Bar Council Legal Aid Center LAC in your province (WILAYAH), you will find qualified lawyers providing free legal advice for people regardless of their Legal Status, it can take around two weeks for advise if you don't have urgent matter, legal Aid Centers can be the right place to go if you need Legal Advice regarding local issues

If you have personal problem (threatened by someone, fight with somebody, abused, etc.) and need to lodge Police Report for any other reason but afraid to approach police station alone, you can ask your Community Leader or Local Malaysian Friend to accompany you, especially that the language barriers may cause confusions, you can also ask for advice from Bar Council LACs. See Useful information and contacts about the addresses and contact numbers for LACs in Malaysia.

## Useful information and Contacts

UNHCR Malaysia

570, Jalan Bukit Petaling

50460 Kuala Lumpur

General Line: 03 211 84 800 General Email: [mlsru@unhcr.org](mailto:mlsru@unhcr.org)

Hotline: 012 6 30 50 60 (for Quires on Detention: 08:00 am to 04:00 pm only)

Protection (OPI) email: [mlsruopi@unhcr.org](mailto:mlsruopi@unhcr.org)

If anyone requests money or any other favor from you to benefited from UNHCR, please contact

Fraud Team: [mlsrufrd@unhcr.org](mailto:mlsrufrd@unhcr.org)

If you have a complaint about mistreatment, harassment, abuse ..etc. by UNHCR Personnel please drop your complaint into the Complaint Box at the refugee reception area or send email to general email address, UNHCR will treat your complaint with Confidentiality and sensitively

**Rohingya Pilot Project Hotline: 012 22 16 397**

### **Enforcement Agency Integrity Commission (EAIC)**

Email: [aduan@eaic.gov.my](mailto:aduan@eaic.gov.my)

Complaint Line: 03 8880 5651 / 03 8880 5627/ 03 8880 5725

website: [www.eaic.gov.my](http://www.eaic.gov.my)

### **Human Rights Commission of Malaysia (SUHAKAM)**

11th Floor, Menara TH Perdana, Jalan Sultan Ismail 50250 Kuala Lumpur

Tel :03-2612 5600 Fax :03-2612 5620 email: [humanrights@suhakam.org.my](mailto:humanrights@suhakam.org.my)

## Legal Aid Centers in Malaysia (LACs)

### **Kuala Lumpur LAC**

Unit 3.03, Level 3

Wisma Badan Peguam Malaysia

2, Leboh Pasar Besar

50050 Kuala Lumpur

Tel: 03-2691 1121 / 2692 1122

Email: [legalaidkl@gmail.com](mailto:legalaidkl@gmail.com)

### **Kuala Selangor LAC**

No. 32, Jalan Bendahara 1/1

Taman Bendahara

45000 Kuala Selangor

Selangor

Tel: 03-3281 2428

Fax: 03-3281 2427

Email: [kualaselangorlac@yahoo.com](mailto:kualaselangorlac@yahoo.com)

### **Selangor LAC**

No. 41-A, Jalan Bola Jaring 13/15

Seksyen 13, 40100 Shah Alam

Selangor

Tel: 03-5510 7007

Fax: 03-5510 7009

Email: [lacselangor@outlook.com](mailto:lacselangor@outlook.com)

### **Malacca LAC**

No. 10, Jalan PPPS,

75150 Hang Tuah Jaya, Bukit Baru

Melaka

Tel: 06-230 9509 / 07

Fax: 06-230 9340

Email: [mcca.legalaid@gmail.com](mailto:mcca.legalaid@gmail.com)

**Perlis LAC**  
No.15, Tingkat Atas  
Taman Guru Jaya

**Kedah LAC**  
Kedah Bar Committee  
No. 54, Jalan Utama 3/1

Additional articles and references:

<https://www.linkedin.com/pulse/syrians-refugees-malaysia-returned-home-why-rate-raised-jihad-hasan/>

<https://www.linkedin.com/pulse/refugees-fruits-economy-need-reap-jihad-hasan/>

Chapter 5: Sahabat Teacher and Faculty Handbook  
Sahabat Support Center 2020

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## **1.0 General Information and Policies**

It is your first day teaching at the Sahabat Support Centre! You press the intercom to get into the school, and you walk up the stairs to the front office. Students are everywhere, and you're a bit overwhelmed already at the busy-ness of everything. You may start to doubt your ability to work in this hectic school, but don't worry, you will get comfortable here in no time, especially with a little help from this book and from other teachers and staff. Here is some information that is essential to know:

### **1.1 The Malaysian Government and Refugees**

The Malaysian government has not signed and ratified the 1951 Convention Relating to the Status of Refugees or its 1967 Protocol, and currently there is no national legislative framework in place for the protection of refugees and asylum seekers in Malaysia. Refugees and asylum-seekers lack access to basic services, including education and health. Even for those that might be fortunate enough to benefit from a resettlement program, the process can take years, leaving children at risk of missing crucially important developmental opportunities that can have a direct impact on their future.

Of the more than 158,000 refugees and asylum-seekers registered with UNHCR, around 10% come from places other than Myanmar. These minority communities include Afghans, Palestinians, Iraqis, Syrians, Iranians, Pakistanis, Sudanese, Somalis, Yemenis, etc. While the Myanmar refugee and asylum-seeker community (which comprises around 90% of the total UNHCR registrations) has been very proactive and successful in setting up community-based support networks, the same cannot be said for members of these other minority communities. There is an acute need for more basic support to meet the needs of this growing community, which represents MSRI's target population.

### **1.2 Information on the Sahabat Refugee Project and MSRI**

The Sahabat Support Centre 2 (SSC2) is a part of the Sahabat Refugee Project by the Malaysian Social Research Institute (MSRI). MSRI is primarily a service delivery non-profit organization, providing services to refugees and asylum-seekers in Kuala Lumpur. The programs and services provided include:

- an education program (which you are now a part of) for primary and secondary education, as well as adult English classes
- a health program that provides primary healthcare, as well as mental health and outreach services
- a livelihood program, providing empowerment programs such as skills and vocational training, and other support services such as emergency financial aid by the social case work team



These different programs are in different locations around Ampang Point. There are four different buildings for MSRI's administrative work and programs, as explained below.

*Operations Office:* 1, Jalan Mamanda 7, Ampang Point, 68000 Ampang, Selangor

This is the head office of MSRI. When not at the other centres or at meeting in the community, the Executive Director, Head of School (Education Programme Manager), Accountant, Legal Advisor, Social Case Workers, IT Personnel, and interns do their work in this office.

*SSC1:*

SSC1 has many programs happening that cross MSRI's education and livelihood sectors. For education, the International General Certificate of Secondary Education (IGCSE) classes and Adult English Classes occur in the upper levels of SSC1. Furthermore, a kitchen used to cook food for children in the school and unaccompanied minors is on the second floor of this building. As for livelihood programs, support services such as "open day" on Fridays happen in this building, to provide financial support and livelihood advice. Furthermore, skills training occurs in this building.

*SSC2:* No. 78 B & C, Jalan Mamanda 1, Selangor, 68000 Ampang Jaya

SSC2 is the school building for students in Kindergarten up to Grade 9, as well as tuition classes. This is the school where you will primarily be based.

*SSC3:*

This building is primarily used for the healthcare sector of MSRI. Primary healthcare, for example doctor check-ups and blood tests, as well as counseling services and other mental health services such as yoga are offered here on the second floor. SSC2's IT lab is also located on the third floor of this building.

### **1.3 Objectives of MSRI's Education Program**

- Provide access to education to asylum-seeker and children in Malaysia who would otherwise not have it;
- Establish an academic level that would allow those children being resettled in third countries to fit into new education systems;
- Provide opportunities to improve academic and language skills for future study or work opportunities;
- Foster a sense of community and solidarity with a value-led education program that focuses on harmony among different ethnic and national groups;
- Allow parents to work and earn an income while children are at school;
- Provide a protection framework by avoiding the exposure of children to the risks and pressures of life in Malaysia as irregular migrants: detention, trafficking, domestic violence, irregular and risky caring arrangements, etc.
- Provide a safe, supportive environment for children and unaccompanied minors to meet other wellbeing needs such as nutrition and mental health, as well as a routine and sense of normality;

- Provide opportunities to address concerns about children by providing an avenue to educate and communicate with parents on matters relating to their children’s wellbeing.

### 1.4 Class Times and Teacher Rotations for SSC2

- The school has two sessions: morning and afternoon.
- The school has students from Kindergarten to Grade 9, and some students are in Tuition class, improving their English before being officially placed in a grade.
- The SSC Kindergarten offers pre-kindergarten and kindergarten level education to children aged 4 to 6 and prepares them to enter the School Program. The SSC School offers schooling from grade 1 to 9. The four core subjects are: Mathematics, Science, Social Studies, and English. Physical Education, Information Technology (IT), and Library are classes students attend once every two weeks.
- Currently, there are two Kindergarten teachers, one teacher for Grade 1, and one teacher for Grade 2. These teachers do not run through rotations; they teach the same class for each session. Students in Kindergarten are only in the school for the morning session.
- Tuition class also happens in the morning and afternoon and is taught by two different teachers. Besides the official tuition class, many students also participate in tuition and tutoring by IGCSE students and outside volunteers outside of class time, and on Saturdays.
- For Grade 3 and above, teaching runs in rotations

There are three teachers for Grade 3 through Grade 5, who run through a rotation of the four core subjects. There is one teacher for Science, Math, and Social Studies. In the last block of both the morning and afternoon session, all three teachers teach English. For Grade 6 through Grade 9, there are four teachers: one for Science, Math, English and Social Studies. They rotate the four class slots in both the morning and afternoon. From Monday to Thursday, the morning sessions run from 8:15am-12:10pm and the afternoon sessions run from 1:00pm-4:55pm. From Monday to Thursday, each class is 50 minutes long. On Fridays, most classes are 40 minutes long, while some in the afternoon are 35 minutes long.

For Grade 3 and above, the class schedule (not the subject schedule) is below. For the cleaning block, students must clean their respective classrooms. Usually, the teacher will choose four students to clean the room every day. A set schedule can be made, or the teacher can choose each day.

#### *Monday to Thursday Morning Schedule -- Grade 3 and Up*

8:15am-9:05am	9:05am-9:55am	9:55am-10:15am	10:15am-11:05am	11:05am-11:55am	11:55am-12:10pm
1st Class	2nd Class	Break	3rd Class	4th Class	Cleaning

*Friday Morning Schedule -- Grade 3 and Up*

8:15am- 8:55am	8:55am- 9:35am	9:35am- 9:55am	9:55am- 10:35am	10:35am- 11:15am	11:15am- 11:30am
1st Class	2nd Class	Break	3rd Class	4th Class	Cleaning

*Monday to Thursday Afternoon Schedule -- Grade 3 and Up*

1:00pm- 1:50pm	1:50pm- 2:40pm	2:40pm- 3:00pm	3:00pm- 3:50pm	3:50pm- 4:40pm	4:40pm- 4:55pm
1st Class	2nd Class	Break	3rd Class	4th Class	Cleaning

*Friday Afternoon Schedule -- Grade 3 and Up*

2:00pm- 2:40pm	2:40pm- 3:15pm	3:15- 3:30pm	3:30pm- 4:10pm	4:10pm- 4:45pm	4:45pm- 4:55pm
1st Class	2nd Class	Break	3rd Class	4th Class	Cleaning

### **1.5 International General Certificate of Secondary Education (IGCSE)**

MSRI offers school for grades 10 to 12. Students are required to study: Mathematics, Geography, English, and IT based on the IGCSE curriculum; offering two extra subjects also based on the IGCSE curriculum: Physics and Biology.

### **1.6 Registration Policy**

The Sahabat Support Centre School works on a first-come-first-serve basis. Parents who wish to apply on behalf of their children will need to fill out a registration form. Parents must be registered with the United Nations High Commission for Refugees (UNHCR) before they can apply to the school; appointment cards are also accepted.

**Procedure:**

Fill out an SSC application form and attach the following:

- Two passport photos
- A photocopy of their UNHCR Card or their Appointment card
- A vaccination record (if any)

Please note: Forms can be obtained from the school office. One form is needed for each child. If there is no available space, the child will be placed on the waitlist and a staff member will notify the parents when there is a space for the child.

*Office Procedure:*

1. Once a registration form is received it should be filed in the school office and added to the digital waitlist.
2. Any students whom the school cannot immediately accommodate will be placed on the school waitlist. When the school has room to accept them, they will be contacted by the phone numbers on their registration form and called in for a placement test. When a student is contacted, it must be noted on the paper copy of the school waitlist with the date and the response of the parent.
3. *Placement Exams:* All potential students must sit placement exam before they are assigned to a grade in the school. English and Maths exams will be given to grades 6-9 and will be marked by the teachers. The respective teachers will make a recommendation as to which grade the student should be placed in due to their level. These exams will then be given to the Head of School who will make the final decision as to where they will be placed.
4. *Admissions:* After students are accepted into the school and assigned to a grade, their information must be moved from the digital waitlist and then added to the digital registration list by the assistant manager. Their names should then be added to the daily attendance list by the class teachers.

### **1.6 Book Fees Policy**

The book fees for the first term (January to June) are 100RM. The second term (July to November) book fees are 80RM.

*Procedure:*

1. Book fees are due at the beginning of each term: at the beginning of January and June. They are to be paid to the front desk in the school.
2. Students entering SSC at midterm should refer to the office to be advised on book fees.
3. For IGCSE students, the cost is based on their respective books and should be advised by their subject teachers.
4. If families cannot afford the respective book fees, they can write in to request assistance. Letters are to be addressed to the school management.
5. For families with more than two children, parents must pay full book fees for up to two students and the rest will receive 50% off.
6. For children of SSC teachers and staff, book fees are reduced to 50% of the regular fees.

### **1.7 Visitor Policy**

Visitors and parents may not go upstairs without official permission by the Assistant Manager or the Head of School.

*Procedure:*

1. All visitors must check in with the front desk before they continue to the rest of the school. Visitors will include parents/guardians, volunteers, potential funders, university students, etcetera.
2. Potential funders will be accompanied around the school by either the Head of School or another member of management.
3. Parents wishing to meet a teacher, counselor, or the Head of School, must first make an appointment at the front desk at least one day before the meeting.
4. If a visitor is granted permission to go upstairs, either with a staff member or alone, they must be reminded not to take any photographs of any students. If they are doing a project of some kind, they can take photographs of students as long as no one's face is in it, thus it must be done under the supervision of a teacher, volunteer, or staff of MSRI.

## **2.0 Staff Expectations**

### **2.1 Staff Attendance**

Teachers and staff are expected to come to all of their classes and arrive on time and prepared to teach their lessons.

*Procedure:*

1. The workday for teachers and staff begins at 8:00am and ends at approximately 4:55pm. Teachers must clock in with the front office management when they arrive.
2. Teachers are expected to be in their classrooms before 8:15am for the morning session and 1:00pm for the afternoon section from Monday to Thursday. On Fridays, teachers are expected to be in their classrooms by 2:00pm for the afternoon session.
3. There is a short lunch break from 12:10pm-1:00pm when teachers can have lunch, leave school property and attend to their own business.
4. Teachers cannot leave the school premises during the morning and afternoon school sessions without approval from the Head of School.
5. If there is an emergency and a teacher cannot make it to school or class on time then they must contact the Head of School immediately so arrangements can be made for their classes.
6. Teachers must remain in class to supervise the cleaning; they are not permitted to leave class before the students leave.
7. IGCSE and UAM/Adult English teachers are expected to follow their schedule and be punctual to their respective class times as set by the school management.

## 2.2 Teachers Annual and Medical Leave Policy

Note: Teachers are accorded 12 days of leave a year.

*Procedure:*

1. For Annual Leave, applications must be submitted to the front office a week before the requested leave.
2. Teachers should wait until approval has been granted before making arrangements.
3. If teachers are sick, they should call school management at the earliest possible time to inform of their absence.
4. Please see a doctor and obtain medical certificate which is to be submitted to the manager the first day back to work.

## 2.3 Teamwork

Working together as a team is an important aspect of building an environment that fosters respect and kindness among all people in the school.

*Procedure:*

1. In order for our team to function well and ensure the best for our students, we must practice mutual respect between all staff members and colleagues.
2. If you have any grievances, try to work it out respectfully. Otherwise please seek help from the Head of School or Assistant Manager.
3. Arguments and disagreements are not allowed in front of students, parents or guests.

## 2.4 Lesson Plans and Curriculums

The school management will provide subject books to the teachers. However, teachers must notify school management if they would like different textbooks or workbooks for their students based on their curriculum.

*Procedure:*

1. Teachers are to finalize their chosen curriculums with the office management before the start of the school year in January.
2. If a teacher wishes to change their curriculum, they must seek permission and finalize the new curriculum with the school management before the beginning of the school year in January.
3. Teachers must send the information and links to the books to the Head of School or Assistant Manager as soon as possible, so they can be printed out and prepared well before the beginning of the semester.

### 3.0 School Procedures

#### **3.1 Communication with Parents**

Any communication to parents must be done with either the Head of School, Assistant Manager, or the front desk.

*Procedure:*

1. Teachers should not communicate with parents without first informing the Assistant Manager or the Head of School.
2. Teachers who have children in the school should refrain from interfering with the decisions made by their children's teachers. Any grievances should be referred to the Head of School.
3. Children of the teachers may not have any special privileges; they are to be treated equally like all other students.

#### **3.2 Student Evaluation**

Teachers are expected to do continuous evaluations for students and complete report cards four times during the school year.

*Procedure:*

1. Teachers should keep track of grades, attendance, and participation for each student in their subjects.
2. Teachers should inform the Head of School, Assistant Manager and/or counselor if there are continuous behavioural or academic issues with a student.
3. Teachers must complete report cards for each of their students in all of their classes twice a term. The report cards must be completed after midterm and final exams for each semester.

#### **3.3 Attendance Reporting**

Class teachers must take attendance for their own class every day and enter their attendance onto the attendance sheets. Before the first day of school a binder containing empty sheets for the whole year should be provided to each teacher.

*Procedure:*

1. Teachers are to take attendance every day and record it on the attendance sheets.
2. If a student accumulates more than 3 absences a month or more than 2 consecutive absences the teacher is to report the absence on the absence book in the main office and notify the counselor or the Assistant Manager.
3. The Assistant Manager will then call the parents/guardians of the students.

### 3.4 Counseling

The SSC School is aware of the diverse and sometimes traumatic backgrounds of the students at the school; thus, the school believes it important that students have access to a counselor. The counselor is there to support children who are in need of extra support in behavior or academics.

#### *Procedure:*

1. The counselor is available four days a week in the school for students and/or parent meetings.
2. If a parent wishes to make an appointment with the counselor, they can call or come to the front desk to make an appointment.

### 3.5 School Trips for Students

Students will periodically take class trips, usually funded by outside organizations. Places students have gone in the past are to:

- The National Zoo (Zoo Negara)
- Petrosains, The Discovery Centre
- SuperPark
- The International School of Kuala Lumpur (ISKL)
- UniKL campuses
- Jump Street
- KL Eco Park - urban jungle in central KL
- Urban Hijau - urban farm in central KL

#### *Procedure:*

1. Permission slips and any additional paperwork will be sent home with students the week before an outing.
2. The permission slips must be signed by a parent/guardian.
3. Permission slips must be signed and returned to the school management before the student is allowed to go on the trip.
4. It is a requirement for teachers to come on school trips and help facilitate and supervise activities and programs.
5. Unaccompanied minors must have permission from the Head of School and then have a risk-assessment form filled out before being allowed to come on a field trip.

### 4.0 Examinations

Exams are a method of evaluation for the students within SSC. These exams help determine whether a student should stay in the current grade they are in, or whether they need to be moved up or down a grade. Therefore, these exams are primarily in place to help students succeed.



## 4.1 Preparing Exams

Teachers of Grades 3 to 5 and Grades 6 to 9 are expected to prepare exams for each class and subject they teach.

1. Teachers are to write their respective exams.
2. Teachers must send the Head of School all of the exams for the grades and subjects they teach at least one week before exam week takes place, so there is time to edit, prepare, and print out all of the exams in advance.

## 4.2 Exam Protocol

There are four sets of exams per year: one set of midterm exams and one set of final exams per term. There will be a notice sent out to the student body before the exams take place.

*Procedure:*

1. Exams will take place at the middle and end of each term.
2. Notices will be sent home with students the week before exams are to take place.
3. *Set-Up:* Teachers are responsible for setting up the classrooms and room lists for the students before the exams begin.
4. Students are expected to be on time for their exams. Students who arrive later than 15 minutes into the exam must speak to the Assistant Manager or the Head of School. They may be sent home and must schedule another time to write exams with the school.

## 4.3 Academic Integrity Policy

The SSC School takes academic integrity very seriously. Cheating will not be tolerated.

*Procedure:*

1. If a student is caught cheating on an exam paper, their exam paper is to be taken and they will not finish the exam. Their parents will be called to a meeting with the Head of School, the teacher and the student.
2. If a teacher suspects a student of cheating on an exam paper, they are to call a meeting with the respective students, their parents, teachers, and the Head of School.

## 5.0 Accidents, Illness, and Safety

### 5.1 Accidents, Medical, and Illness Policy

Any time a student is hurt or is feeling ill enough to leave class they should be brought to the front office.

*Procedure:*

1. If the student is sick enough to go home, the school management will call the students' parents or guardians to come and collect their child.

2. If the student needs immediate medical attention, a teacher or volunteer will accompany the student to the clinic with the permission of their parents/guardians.

## 5.2 Fire Safety

If there is a fire in the school, teachers must evacuate the class they are teaching to the area across from the building. Fire drills should be done in the school at least once a semester, in order to ensure all students and staff know the correct procedure. For drills, two classes doing the drill at one time should be proficient, since any more students will be too much to manage.

*Procedure:*

1. Teachers must calmly evacuate the class they are teaching out of the building.
2. One teacher should check the bathroom on every floor. There should be a designated teacher per floor, to be chosen beforehand.
3. Once outside, teachers should take attendance of their respective classes, using the attendance sheet they used at the beginning of class to ensure everyone is there.
4. Everyone should remain outside until the building is deemed safe to enter by the fire service.

## 5.3 Intruder Safety

Even with a locked gate, unwanted visitors, such as parents without permission to go upstairs, can end up in the school. There is also a possibility that a potentially-threatening intruder may enter.

*If it is a non-threatening intruder, such as a parent who does not have permission to go upstairs:*

1. The Assistant Manager, and/or the teacher of the classroom the non-threatening intruder entered must confront the intruder and ask them to come down to the front office.
2. The Assistant Manager or the Head of School must have a conversation with them and decide on what will happen depending on the context.

*If it is a potentially-threatening intruder, such as an unidentified stranger:*

1. The Assistant Manager orders and announces, “lockdown with intruder.” This will be done through a group WhatsApp call, to not confuse teachers and students with more than one bell, thinking there is a fire. Teachers should ensure that each teacher on their floor is aware.
2. Immediately direct all students, staff, and visitors into the nearest classroom or secured space.
3. Classes that are outside of the building, such as at the IT lab, should not enter the building.
4. Lock classroom doors.
5. Do **not** lock exterior doors.

6. Move people away from the windows and doors. Keep all students sitting on the floor and turn off the lights.
7. Take attendance of students in each classroom. (Teachers should prepare a list of missing and extra students in the room and carry this list with them once they are directed to leave the classroom).
8. Do not respond to anyone at the door until “all clear” is announced over WhatsApp.
9. Administration, such as the Assistant Manager, and the custodial staff check the hallways and bathroom for students.
10. Keep out of sight.
11. When or if students are moved out of the classroom, assist them in moving as quietly and quickly as possible.
12. When the threat is over/the intruder has left the building, the building administrator announces “all clear” over WhatsApp.

### **6.0 School Rules for Students**

The school rules for the students must be enforced by all teachers and staff of the school. All teachers and staff must stick to these rules for consistency in regard to requirements and disciplinary action.

#### **6.1 Punctuality**

1. Be on time.
2. School opens at 8:00am, and classes start at 8:15am sharp.
3. The front door of the school will be locked at 8:15am.
4. If a student is late 3 times without a letter or call from parents, the student will be removed from the school.
5. If a student is late after the break time, they will not be allowed in the classroom, and parents will be informed. If this happens more than 3 times, disciplinary action will be taken.

#### **6.2 Absenteeism**

1. Absent students must bring a letter from parents.
2. The school management must be informed in prior.
3. Students who are absent for 2 days without permission or valid reason will be dismissed.

#### **6.3 Textbooks**

1. Students must have their textbooks with them.
2. If a student forgets his books 3 times, parents will be called, and the student will be sent home.

#### **6.4 Homework**

1. Homework must be completed on time.
2. If students do not do their homework, parents will be called. If there is no good reason behind them not completing their homework, the student will be sent home.

#### **6.5 Electronic Devices**

1. Students are not allowed to have electronic devices in class (mobile, laptop, tablet, etc). A few unaccompanied minors have special permission from the Head of School, but the students with permission will be notified beforehand.
2. All phones, laptops, tablets, etc. must be left in the office. Students will collect them when going home.
3. If a student without permission has any of those items in the classroom, their parents will be called, and they will be sent home.

#### **6.6 Behavior and Respect**

1. All students must respect all students, staff, and teachers regardless of nationality, religion, status or gender.
2. If a student experiences bullying, they are to immediately report it to a teacher.
3. Students who are not respectful or violate school values will get warnings.
4. If a student receives 3 warnings, their parents will be called, and they will be dismissed from the school.

#### **6.7 Using the Washroom and Filling Up Water**

1. Students are expected to use the washroom and fill their water bottle before classes begin.
2. Students can go to washroom and fill up their water bottle during class time if they receive permission from their teacher.

#### **6.8 Speaking English**

1. English is the medium of instruction and the official language of the school, and thus it should be the only language used, especially in the classroom.
2. Not speaking English may result in punishment.

#### **6.9 Keeping the School Clean**

1. Students are expected to care for the school property and to take care of the building.
2. Not caring for the building or not keeping it clean may result in punishment.
3. If a student breaks something on purpose, or due to being inattentive, their family may have to pay to replace it, depending on the situation.

## 7.0 Reminders

### **7.1 Students Education and Behaviour**

Students are in school to not only learn about the class subjects. They are also here to learn how to work with others, behave well, be respectful, follow rules, and many other values. Please help them foster this kind of learning as well by setting a good example and creating a respectful, communal environment.

The primary focus of the school is to educate children, thus, even if children are constantly difficult and/or misbehaving, please do not ask the Head of the School to dismiss the student from school. Our school not only provides education but teaches behaviour as well as keeps students busy, so their parents are able to work.

Furthermore, as mentioned in *Section 3.4 Counseling*, the SSC School is aware of the diverse and sometimes traumatic backgrounds of the students at the school. Also, there is no place for recreational activities in the school, so students are unable to release energy on a consistent basis while at school. Please be aware of this and accepting of these reasons being possible contributors to student's behaviour.

### **7.2 Your Part in Funding**

All of us are partially responsible for bringing funds into the school, from teachers, to staff, to students. The primary way to do this is to participate in events put on by funders and events where there are potential funders. Please participate and make sure students are on their best behaviour on outings, especially when current or potential funders are around.

## 8.0 Tips for Success

I gathered some tips and tricks from teachers on how a teacher or volunteer can succeed in their teaching efforts as well as how to bond with students and thrive in the school environment. Here is a cumulation of the results:

### **8.1 Behaviour**

All teachers generally agreed that being calm, patient and understanding is the best way to bond with students.

1. For students having trouble with behaviour or class work, don't talk to them in front of the other students. Advise them privately if you want to help them.
2. Be patient with any bad behaviour because we cannot change students overnight; we need to work with the manager and the student's family.
3. Keep some gifts just to make sure if they follow the rules and they study well you reward them immediately. This can create a kind of competition between them and for themselves that pushed them to improve themselves.

## **8.2 Teamwork**

Give a chance for strong students to help with weak students; students like to learn from their peers.

## **8.3 Trust and Love**

Trust and love are very important because the school is students and teachers second home. Everyone needs to feel comfortable and safe.