

Types of facilities

The provision of services in physical facilities other than IOM offices is a core characteristic of MRRMs in the framework of IOM's technical assistance to its member states and upon their request. **Migrant centres are intended as neutral spaces** that provide migrants with protection and assistance services at all stages of the migration process, in countries of origin, transit and destination. The setting and services provided by IOM in migrant centres greatly vary depending on the specificities of each context, with different degrees of engagement. This entry presents **different types of facilities that may be set up in the frameworks of MRRMs** and it offers a series of resources that can help users to define the best format to be established in their context.

Migrant centres have been categorized in **six different typologies** based on their structure, scope, and services:

- [Multifunctional facilities](#): intended as collaborative spaces where different services are provided in a single place to respond to beneficiaries' urgent and immediate needs and to offer longer-term support;
- [Facilities providing shelter/accommodation to migrants in need of protection and assistance](#);
- [Information/resource facilities](#) offering access to independent and impartial information on migration and implementing outreach services;
- [Government-run facilities](#) in case MRRMs are embedded in pre-existing institutional government-run facilities providing assistance and services to migrants and other persons of concern in line with IOM mandate;
- [Hotels, guest houses and private accommodation](#), when protection and assistance services is provided in such structures rather than in dedicated medium or large-scale facilities;
- [Other types of facilities](#) including those providing assistance to both migrants and host communities or to particular categories of beneficiaries such as victims of trafficking or unaccompanied and separated children.

It is important to note that these typologies are not intended as rigid categories and they may therefore be combined (for example, a multifunctional facility may also provide accommodation among its services, or an information facility may be located in a space providing services not only to migrants but also to other categories of beneficiaries).

Ideally, IOM's role shall be limited to technical advice and support to state authorities managing the facility, which shall include its financial sustainability. Nevertheless, different measures to support the progressive increment of state ownership may be put in place to support the long-term handover to state authorities. IOM may therefore engage in the management of the facility, deploy its staff to the premises and support the government on its construction or rental, among other measures. Please consult [this entry](#) for an overview of the possible management models.

References and Tools

- [IOM and UNHCR Collective center Guidelines](#)
- [Running an Effective Migrant resource center: an Handbook for practitioners](#)
- [East Africa transit centers guidelines: Standard operating procedures, forms, new hotel SOPs](#)
- [IOM, NRC and UNHCR Camp Management Toolkit](#)
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Category

Management of migrant centres