

Information/resource facilities

Information and resource facilities provide a wide range of services that differ depending on the national and regional context they operate in, as well as on the needs of the targeted beneficiaries. Overall, the aim of such facilities is the **provision of independent and impartial information, advice, and outreach services**. These facilities are meant to offer a neutral space for migrants and potential migrants that can enable them to make informed decisions at the different steps of their migration process, thus playing a key role in migrant protection and assistance. In fact, migrants and potential migrants often lack accurate and up-to-date information on the risks of irregular migration and on the procedures for regular migration and employment, thus becoming vulnerable to exploitation and abuse. Information and resource facilities can be established in countries of origin, transit, and destination.

Best practices from the field

In Central America and Mexico, more than 30 Information Hubs (ventanillas) are coordinated by national and local authorities and supported by IOM. The ventanillas are located in key migration hubs and their function is to provide safe and accurate information about migration procedures, services for migrants, the risks of irregular migration and regular migration options.

Their **design and implementation** may entail the deployment of outreach teams in key locations, with services adapted to local conditions and information requirements by migrants, potential migrants, returnees and their families, as well as asylum seekers and refugees. Some facilities may meet both the needs of their own nationals emigrating to or returning from abroad and to those of foreign nationals residing in or transiting through the country.

A variety of approaches may be used for the provision of assistance, including individualised counselling, awareness raising initiatives and dedicated hotlines and websites. **Topics addressed through information and resource facilities** may include pre-departure information, orientation and advice; sensitisation and awareness raising on the risk of irregular migration; provision of

accurate information on regular migration options and procedures; vocational trainings, language courses and other skills development for migrants; reintegration services for returning migrants and cultural activities to facilitate social (re)integration; employment and remittances related services; services for migrants at risk or who have experienced exploitation and legal counselling; and referrals to specialised services or assistance.

In IOM's programming, the most used terminology to refer to information and resource facilities is ***Migrant Resource Centers (MRCs)***. Other terms to refer to this type of facilities are: Migrant Information Centres; Migration Information Centers; Migrant Service Centres; Migrant Assistance Centres; Centres for Migrant Advice; Migrant Worker Centres; listening and orientation offices ("BEIOs - Bureaux d'écoute et d'orientation" in French); Orientation and help centers ("COAM - Centres d'Orientation et d'aide aux Migrants" in French); Information hubs ("Ventanillas" in Spanish); and Orientation centers for migrants and refugees ("COMyR - Centros de Orientación a migrantes y refugiados" in Spanish).

References and Tools

- [Running an Effective Migrant resource center: an Handbook for practitioners](#)
- [Manual de gestión. Centro de orientación a migrantes y refugiados](#)
- [Manual ventanillas informativas sobre migración en Mesoamérica y el Caribe](#)
- [Yenna platform for practitioners from the field of awareness raising, community...](#)