

* The recommendations specifically target refugees from Ukraine, but they can be applied more broadly

HOW TO CREATE A MUSEUM SPACE THAT WELCOMES AND SUPPORTS REFUGEES AND IMMIGRANTS*

Refugees and migrants are some of the most vulnerable groups in our society. To create welcoming museum spaces for these individuals, it's important to take specific preparations and considerations into account.

The following steps can help museums create more welcoming and inclusive environments for refugees and immigrants.





1. GET TO KNOW YOUR GROUP

Before you start, it's important to understand the needs of the group you'll be working with. Take time to learn about their background, culture, and any specific needs they may have.



5. RELY ON LONG-LASTING ACTIVITIES

Building relationships takes time, so approach this as a marathon, not a sprint. Plan for future activities and maintain contact with the group.



2. PREPARE A DIAGNOSIS OF NEEDS

This will help you adjust the program and schedule activities based on the group's specific needs. Consider involving local diaspora representatives or immigrants who speak the native language to help with this process.



6. FOCUS ON INTEGRATION

Engage local community representatives in the activities for increasing cultural awareness. Train staff and volunteers in intercultural communication, and practice an inclusive approach.



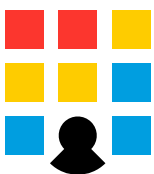
3. USE DIFFERENT RESOURCES

Utilize the support and practical experience of professional organizations, training and educational centers. Actively use university resources, libraries, and online resources for available materials.



7. USE THE POWER OF LANGUAGE

Address your message by using communication/simple words/common signs in the language of your target group (in space and descriptions). Visualize using colors of national flags to catch the eye. Use bilingual books for dedicated events and make them visible in the museum space. When preparing external communication, adjust it to different target groups and adapt your message linguistically.



4. APPLY A CULTURAL SENSITIVITY APPROACH

Keep in mind cultural differences and language barriers when planning and executing the activities. Remember to prepare a schedule of events and activities that takes into account the traditional holidays.

Remember that among the newcomers there may be persons who were victims of direct armed violence, came from the occupied territories, may have psychological trauma experience, PTSD, or are currently experiencing the loss or illness of loved ones. If necessary, reach for expert advice.