Glossary

acculturation

The dual process of cultural and psychological change that takes place as a result of contact between two or more cultural groups and their individual members. At the group level, it involves changes in social structures and institutions and in cultural practices. At the individual level, it involves changes in a person's behavioral repertoire.

Source: Berry, J. W. (2005). Acculturation: Living successfully in two cultures. *International Journal of Intercultural Relations,* 29(6), 697–712. https://doi.org/10.1016/j.ijintrel.2005.07.013

The processes by which groups or individuals adjust the social and cultural values, ideas, beliefs, and behavioral patterns of their culture of origin to those of a different culture. **Psychological acculturation** is an individual's attitudinal and behavioral adjustment to another culture, which typically varies with regard to degree and type.

Source: American Psychological Association. (n.d.). Acculturation. *APA Dictionary*. Retrieved April 11, 2025, from https://dictionary.apa.org/acculturation

acculturative stress

The psychological impact of adapting to a new cultural environment. It encompasses the challenges and pressures that individuals face during the process of acculturation, which can lead to significant stress and affect their mental health and well-being.

Source: Sluzki, C. E. (2010). Psychologische Phasen der Migration und ihrer Auswirkungen. In T. Hegemann & R. Salman (Eds.), *Handbuch Transkulturelle Psychiatrie* (pp. 108-123). Psychiatrie Verlag.; Machleidt, M. (2013). *Migration, Kultur und psychische Gesundheit. Dem Fremden begegnen* (1st ed.). W. Kohlhammer GmbH.

See definition of *"stress"* in this glossary.

adversity-activated development (AAD)

The newly developed positive characteristics, skills, and habits that arise after enduring highly challenging or adverse life circumstances.

Source: Papadopoulos, R. K. (2007). Refugees, trauma and adversity-activated development. *European Journal of Psychotherapy & Counselling,* 9(3), 301–312. https://doi.org/10.1080/13642530701496930

biopsychosocial model

An approach to understanding mental and physical health through a multi-systems lens, taking into consideration the influence of biology, psychology, and the social environment. A biopsychosocial approach to healthcare acknowledges that these systems overlap and interact to impact each individual's

well-being and risk for illness, and that understanding these systems can lead to more effective treatment. It also recognizes the importance of patient self-awareness, relationships with providers in the healthcare system, and individual life context. Dr. George Engel and Dr. John Romano developed this model in the 1970s, but the concept has existed in medicine for centuries.

Source: Engel, G. L. (1977). The need for a new medical model: A challenge for biomedicine. *Science, 196*(4286), 129–136. https://doi.org/10.1126/science.847460

children   Term first introduced in: **Module 3 pg. 51**

Every human being below the age of 18 years, unless under the law applicable to the child, majority is attained earlier.

Source: UNHCR (2024). *Refugee children and youth.* https://www.unhcr.org/handbooks/ih/age-gender-diversity/refugee-children-and-youth

coping skills (or coping strategies)   Term first introduced in: **Module 4 pg. 6**

An action, a series of actions, or a thought process used in meeting a stressful or unpleasant situation or in modifying one's reaction to such a situation. Coping strategies typically involve a conscious and direct approach to problems, in contrast to defense mechanisms.

Source: American Psychological Association. (n.d.). Coping strategy. *APA Dictionary*. Retrieved April 11, 2025, from https://dictionary.apa.org/coping-strategy

crisis   Term first introduced in: **Module 2 pg. 48**

An unstable condition involving an impending abrupt or significant change that requires urgent attention and action to protect life, assets, property or the environment.

Source: World Health Organization. (2020, April 9). *Glossary of health emergency and disaster risk management terminology.* https://www.who.int/publications/i/item/glossary-of-health-emergency-and-disaster-risk-management-terminology

cultural awareness   Term first introduced in: **Module 3 pg. 16**

The ability to recognize, understand, and respect the differences and similarities between cultures. It involves considering cultural factors, such as values, beliefs, customs, and behaviors, to improve communication and build meaningful relationships across diverse cultural groups. This awareness is essential in fostering inclusive practices, especially in healthcare settings, where it can enhance service delivery and patient care.

Source: Gilbert, J., Goode, T. D., & Dunne, C. (2007). Cultural awareness. *National Center for Cultural Competence, Georgetown University Center for Child and Human Development.*

cultural competence

The ability to collaborate effectively with individuals from different cultures in personal and professional settings. This usually involves a recognition of the diversity both between and within cultures, a capacity for cultural self-assessment, and a willingness to adapt personal behaviors and practices. Cultural competence, also known as intercultural competence, has become a central concept in business, education, health care, government, and many other areas.

Source: American Psychological Association. (n.d.). Cultural competence. *APA Dictionary*. Retrieved April 11, 2025, from https://dictionary.apa.org/cultural-competence

cultural concepts of distress

The ways in which different cultural groups experience, understand, and communicate suffering, behavioral problems, or troubling thoughts and emotions.

Source: American Psychiatric Association. (2013). *Diagnostic and Statistical manual of mental disorders* (5th ed.). Arlington, VA: American Psychiatric Publishing.

cultural curiosity

The genuine desire to explore, learn, and appreciate the customs, traditions, languages, and perspectives of cultures different from our own. It involves recognizing the beauty in our differences and finding common ground amid the rich tapestry of humanity.

Source: Culture Encounters. (n.d.). *Cultivating cultural curiosity*. Retrieved April 13, 2025, from https://cultureencounters.org/cultivating-cultural-curiosity

cultural essentialism

The belief that individuals within a particular cultural or social group share a set of inherent and unchanging traits. This perspective views cultural traits as fixed and natural, attributing specific qualities to all members of a group based on their shared heritage or background. It simplifies identities by attributing fixed characteristics to all members of a group, often overlooking diversity within that group.

Source: adapted from Haslam, N., Bastian, B., & Kuppens, P. (2006). The social psychology of essentialism. *Personality and Social Psychology Review, 10*(2), 1–18. https://doi.org/10.1207/s15327957pspr1002_1

cultural formulation interview (CFI)

Instrument developed in the DSM-5 to help clinicians understand a patient's cultural context, including how cultural factors influence their health beliefs, behaviors, and treatment expectations. It involves 16 open-ended questions across four domains, guiding clinicians to gather culturally relevant information that can enhance diagnosis and treatment planning.

Source: Lewis-Fernández, R., Aggarwal, N. K., Hinton, L., Hinton, D. E., Kirmayer, L. J., & López, S. R. (2016). *DSM-5 handbook on the cultural formulation interview*. American Psychiatric Publishing. https://doi.org/10.1176/appi.books.9780890425596

cultural integration

Term first introduced in: **Module 1 pg. 40**

See definition of *"integration"* in this glossary.

cultural mediator

Term first introduced in:
Module 3 pg. 29 (version for interpreters and cultural mediators)
Module 3 pg. 28 (version for other profiles)

A professional who facilitates communication (including interpretation) between people speaking different languages and coming from different cultural backgrounds.

Note:

1. Cultural mediators provide information on different sets of value, orientations to life, beliefs, assumptions, and socio-cultural conventions by clarifying culture-specific expressions and concepts that might give rise to misunderstanding.

2. The terms cultural mediator and intercultural mediator are used differently in EU Member States and different standards apply.

3. Cultural mediator should not be confused with the term **interpreter**, as intercultural mediation is a much wider and a more enriched means of communicating messages from sender to receiver than interpreting. For more information, see also the entry of interpreter.

Source: European Commission. (n.d.). *Cultural mediator*. European Migration Network Glossary. Retrieved April 11, 2025, from https://home-affairs.ec.europa.eu/networks/european-migration-network-emn/emn-asylum-and-migration-glossary/glossary/cultural-mediator_en

culture

Term first introduced in: **Module 1 pg. 7**

Values, beliefs, language, rituals, traditions, and other behaviors that are passed from one generation to another within any social group. Broad definitions include any socially definable group with its own set of values, behaviors, and beliefs. Accordingly, cultural groups could include groups based on shared identities such as ethnicity (e.g., German American, Blackfoot, Algerian American), gender (e.g., women, men, transgender, gender-nonconforming), sexual orientation (e.g., gay, lesbian, bisexual), and socioeconomic class (e.g., poor, working class, middle class, wealthy).

Source: American Psychological Association. (n.d.). Culture. *APA Dictionary*. Retrieved April 11, 2025, from https://dictionary.apa.org/culture

System of shared beliefs, symbols, behaviors, values, and customs that members of a society use to make sense of their world and interact with each other. These elements are passed down through generations, helping to create a distinct and cohesive community identity. People from a common culture often feel a sense of belongingness with each other while also feeling different from other groups.

Source: International Organization for Migration. (2022). *Manual on community-based mental health and psychosocial support in emergencies and displacement* (2nd ed.). IOM. https://doi.org/10.18356/9789210562954

diagnostic and statistical manual of mental disorders (DSM-5)

A comprehensive guide (5th edition) published by the American Psychiatric Association that provides standardized criteria for diagnosing mental disorders, including descriptions, symptoms, and diagnostic features. It is used by clinicians and researchers to ensure consistent and accurate diagnoses across various mental health conditions.

Source: American Psychiatric Association. (2013). *Diagnostic and statistical manual of mental disorders* (5th ed.). American Psychiatric Publishing. https://doi/book/10.1176/appi.books.9780890425596

displaced minor(s)

A child or adolescent who has been forced to leave their home due to conflict, disaster, or crisis. They may be unaccompanied or separated from their family, facing significant vulnerability and hardship.

See *"unaccompanied and separated children"*, *"displacement"* and *"children"* in this glossary.

Source: International Organization for Migration. (n.d.). *Key Migration Terms*. International Organization for Migration. Retrieved April 13, 2025, from https://www.iom.int/key-migration-terms

displacement

The movement of persons who have been forced or obliged to flee or to leave their homes or places of habitual residence, in particular as a result of or in order to avoid the effects of armed conflict, situations of generalized violence, violations of human rights or natural or human-made disasters.

Source: International Organization for Migration. (n.d.). *Key migration terms*. International Organization for Migration. Retrieved April 11, 2025, from https://www.iom.int/key-migration-terms

ecological systems theory (EST) / socio-ecological model (SEM)

A theoretical framework developed by Urie Bronfenbrenner in 1979, emphasizing that human development is influenced by various environmental systems surrounding an individual. These systems range from immediate, direct settings like family and school (microsystem) to broader societal and cultural contexts (macrosystem). The **Socio-Ecological Model (SEM)** builds upon this framework by exploring how individuals interact with dynamic social systems throughout their lives, highlighting the reciprocal relationship between personal and environmental factors. At its core, it suggests that individual behavior is shaped by a complex network of influences – spanning intrapersonal, interpersonal, institutional, community, and public policy factors.

Source: Bronfenbrenner, U. (1977). Toward an experimental ecology of human development. *American Psychologist, 32(7)*, 513–531. https://doi.org/10.1037/0003-066X.32.7.513

empathic communication coding system (ECCS)

A validated instrument developed by Carma Bylund and Gregory Makoul in 2002 to assess empathic communication in professional-client encounters. It identifies and categorizes client statements that

express emotions, progress, or challenges, and evaluates clinicians' responses to these empathic opportunities.

Source: Bylund, C. L., & Makoul, G. (2002). Empathic communication and gender in the physician–patient encounter. *Patient Education and Counseling, 48*(3), 207-216. https://doi.org/10.1016/S0738-3991(02)00173-8

empathy
Term first introduced in: **Module 3 pg. 4**

Understanding a person from their frame of reference rather than one's own, or vicariously experiencing that person's feelings, perceptions, and thoughts. Empathy does not, of itself, entail motivation to be of assistance, although it may turn into sympathy or personal distress, which may result in action. In psychotherapy, therapist empathy for the client can be a path to comprehension of the client's cognitions, affects, motivations, or behaviors.

Source: American Psychological Association, (n.d.). Empathy. *APA Dictionary*. Retrieved April 11, 2025, from https://dictionary.apa.org/empathy

explanatory model (EM)
Term first introduced in: **Module 2 pg. 12**

In the explanatory model, clinicians ask the patient the questions -*What, Why, How,* and *Who* to address cultural differences and consider how a person with a different cultural background understands and feels mental health challenges while maintaining a common purpose: therapy.

Source: Kirmayer, L.J. and Bhugra, D. (2009). Culture and mental illness: social context and explanatory models. In I.M. Salloum and J.E. Mezzich (Eds.), *Psychiatric diagnosis: Patterns and Prospects* (pp.29-37). New York: John Wiley & Sons.; Kleinman, A. (1980). *Patients and healers in the context of culture.* Berkeley, CA: University of California Press.

functional adaptation
Term first introduced in: **Module 1 pg. 40**

The process through which individuals adjust to and manage the challenges posed by their new environment, particularly regarding psychological and social functioning. This adaptation includes learning how to navigate the host society's social norms, laws, and cultural practices, while maintaining the ability to cope with the stressors of migration.

Source: Sluzki, C.E. (2010). Psychologische Phasen der Migration und ihrer Auswirkungen. In T. Hegemann & R. Salman (Hrsg.), *Handbuch Transkulturelle Psychiatrie* (S. 108-123). Berlin: Psychiatrie Verlag.

health
Term first introduced in: **Module 1 pg. 21**

A state of complete physical, mental and social well-being and not merely the absence of disease or infirmity.

Source: World Health Organization. (1946). *Constitution of the World Health Organization* (adopted 22 July 1946, entered into force 7 April 1948), 14 UNTS 185, Preamble.

IASC MHPSS Intervention Pyramid
Term first introduced in: **Module 3 pg. 45**

A framework developed in 2007 by the Inter-Agency Standing Committee (IASC), a UN-established body for coordinating humanitarian response. It guides the provision of mental health and psychosocial support (MHPSS) in emergency settings through a tiered system of care. The pyramid consists of four levels of intervention: (1) basic services and security, (2) community and family supports, (3) focused, non-specialized supports, and (4) specialized services, including psychiatric care. It emphasizes starting with broad, population-level strategies and progressing to targeted, individual support for those with more severe mental health needs.

Source: Inter-Agency Standing Committee (IASC). (2007). *IASC guidelines on mental health and psychosocial support in emergency settings.* Retrieved from https://interagencystandingcommittee.org/iasc-guidelines-mental-health-and-psychosocial-support-emergency-settings-2007

idioms of distress
Term first introduced in: **Module 2 pg. 13**

Specific expressions of psychological distress, which may not refer to specific symptoms or syndromes, but rather reflect a collective and shared understanding of personal distress.

Source: Von Lersner., U., & Kizilhan, J. I. (2017). *Kultursensitive Psychotherapie.* Hogrefe Verlag.

interdisciplinary collaboration
Term first introduced in: **Module 3 pg. 43**

The cooperation of professionals from different disciplines to achieve common objectives, often in complex contexts like healthcare, humanitarian work, or research. This approach ensures the integration of diverse expertise, which enhances problem-solving, decision-making, and overall effectiveness in meeting the needs of individuals or communities.

Interdisciplinary approach is defined by the APA as a manner of dealing with psychological, medical, or other scientific questions in which individuals from different disciplines or professions collaborate to obtain a more thorough, detailed understanding of the nature of the questions and consequently develop more comprehensive answers. For example, an interdisciplinary approach to the treatment or rehabilitation of an individual who is ill, disabled, or experiencing distress or pain uses the talents and experiences of therapists from a number of appropriate medical and psychological specialties.

Source: American Psychological Association, (n.d.). Interdisciplinary approach. *APA Dictionary.* Retrieved April 11, 2025, https://dictionary.apa.org/interdisciplinary-approach

international statistical classification of diseases and related health problems (ICD-11)
Term first introduced in: **Module 1 pg. 54**

A standardized classification system (11th edition) developed by the World Health Organization (WHO) for coding diseases and health conditions. The purpose of the ICD is to permit the systematic recording

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analysis, interpretation and comparison of mortality and morbidity data collected in different countries or areas and at different times. The ICD is used to translate diagnoses of diseases and other health problems from words into an alphanumeric code, which permits easy storage, retrieval, and analysis of the data. In practice, the ICD has become the international standard diagnostic classification for all general epidemiological and many health management purposes and is widely used across European contexts.

Source: World Health Organization. (2016). *International statistical classification of diseases and related health problems* (10th ed.). World Health Organization. https://icd.who.int/browse10/2016/en

interpreter	Term first introduced in: **Module 3 pg. 29** (version for interpreters and cultural mediators) / **pg. 28** (version for other profiles)

A professional who is expected to convert oral communication from a source language (language/s of the country of origin of a migrant) to a target language (language of the host country) and vice versa to ensure appropriate communication between migrants and staff of public authorities in particular who do not speak the same language.

Note: The role of interpreters in asylum and migration procedures is expected to provide accurate and complete message transfer into the target language and vice versa preserving the content and intent of the source message without omission or distortion.

Source: European Commission. (2024, April 29). *EMN Asylum and Migration Glossary*. Directorate-General for Migration and Home Affairs https://home-affairs.ec.europa.eu/networks/european-migration-network-emn/emn-asylum-and-migration-glossary_en

Intersectionality	Term first introduced in: **Module 2 pg. 23**

A concept first introduced by Professor Kimberlé Crenshaw in 1989, which acknowledges that individuals experience oppression and discrimination in distinct and complex ways due to the intersection of multiple social identities. For example, a middle-aged white woman from a disadvantaged background may face different forms of marginalization compared to a young Black woman from a privileged socioeconomic status or an older Hispanic man with a disability. Social identity is shaped by a variety of factors, such as gender, race, class, sexual orientation, age, physical ability, and mental health, all of which interact in ways that influence an individual's experiences.

Source: Mental Health Europe. (n.d.). *Intersectionality & mental health: Embracing diversity*. Retrieved April 13, 2025, from https://www.mentalhealtheurope.org/what-we-do/intersectionality/

involuntary dislocation	Term first introduced in: **Module 1 pg. 14**

A concept first introduced by Professor Renos K. Papadopoulos which refers to two distinct but interrelated facets or *moments* of dislocation: (a) the experience in which a person, family, or community no longer feels 'at home' in their own home – this represents a specific form of dislocation, a loss of the sense of belonging within one's own environment; and (b) the subsequent movement away (primarily

physical and geographical, but also psychological, cultural, and social) from the space that has lost its feeling of home.

> Source: Papadopoulos, R. K. (2021). *Involuntary Dislocation. Home, Trauma, Resilience and Adversity-Activated Development* (p. 39). London: Routledge.

language barriers

Term first introduced in: **Module 3 pg. 28**

The challenges in communication that arise when individuals or groups do not share a common language or have limited proficiency in each other's language. These barriers can impede access to essential services, including healthcare, education, and social support, leading to misunderstandings, reduced quality of care, and social exclusion.

> Source: European Commission. (2024). *The language barrier: the invisible yet critical cross-border obstacle.* Retrieved April 13, 2025, from https://futurium.ec.europa.eu/en/border-focal-point-network/library/language-barrier-invisible-yet-critical-cross-border-obstacle

mental disorder

Term first introduced in: **Module 1 pg. 55**

A clinically significant disturbance in an individual's cognition, emotional regulation, or behavior. It is usually associated with distress or impairment in important areas of functioning. Mental disorders may also be referred to as mental health conditions. The latter is a broader term covering mental disorders, psychosocial disabilities, and (other) mental states associated with significant distress, impairment in functioning, or risk of self-harm.

> Source: World Health Organization (2022). *Mental disorders – key facts.* World Health Organization. https://www.who.int/news-room/fact-sheets/detail/mental-health-strengthening-our-response

mental health

Term first introduced in: **Module 1 pg. 4**

A state of mental well-being that enables people to cope with the stresses of life, realize their abilities, learn well and work well, and contribute to their community.

> Source: World Health Organization. (2022, June 17). *Mental health – strengthening our response.* World Health Organization. https://www.who.int/news-room/fact-sheets/detail/mental-health-strengthening-our-response

mental health inequities

Term first introduced in: **Module 1 pg. 17**

The unequal distribution of opportunities for individuals to lead a flourishing life and enjoy good health, both between and within societies. These disparities are influenced by factors such as socioeconomic status, access to healthcare, and social determinants of health.

> Source: World Health Organization. (2008). *Closing the gap in a generation: Health equity through action on the social determinants of health. Final report of the Commission on Social Determinants of Health.* WHO Document WHO-IER-CSDH-08.1. https://www.who.int/publications/i/item/WHO-IER-CSDH-08.1

mental health and psychosocial support (MHPSS)

A term used to describe any type of local or outside support that aims to protect or promote psychosocial well-being and/or prevent or treat mental disorders. The term 'psychosocial' denotes the inter-connection between psychological and social processes and the fact that each continually interacts with and influences the other.

Source: Inter-Agency Standing Committee (IASC). (2010). IASC Reference Group for Mental Health and Psychosocial Support in Emergency Settings, *Mental Health and Psychosocial Support in Humanitarian Emergencies: What Should Humanitarian Health Actors Know?*

migrant

An umbrella term, not defined under international law, reflecting the common lay understanding of a person who moves away from their place of usual residence, whether within a country or across an international border, temporarily or permanently, and for a variety of reasons. The term includes a number of well-defined legal categories of people, such as migrant workers; persons whose particular types of movements are legally defined, such as smuggled migrants; as well as those whose status or means of movement are not specifically defined under international law, such as international students.

Note: At the international level, no universally accepted definition for "migrant" exists. The present definition was developed by IOM for its own purposes and it is not meant to imply or create any new legal category.

Source: International Organization for Migration. (2019). *International migration law no. 34: Glossary on migration.* International Organization for Migration. https://publications.iom.int/books/international-migration-law-ndeg34-glossary-migration

migration

The movement of persons away from their place of usual residence, either across an international border or within a State.

Source: International Organization for Migration. (2019). *International migration law no. 34: Glossary on migration.* International Organization for Migration. https://publications.iom.int/books/international-migration-law-ndeg34-glossary-migration

migratory mourning

The psychological and emotional challenges migrants face during the process of migration. Inspired by the mythical journey of the Greek hero Odysseus (Ulysses), this model may help field workers identify specific areas in migrants' lives that need special attention to promote resilience and prevent severe mental health challenges.

Source: Achotegui, J. (2022). Immigrants living extreme migratory grief: The Ulysses syndrome. *International Journal of Family & Community Medicine, 6*(6), 303–305. https://doi.org/10.15406/ijfcm.2022.06.00295

nonverbal communication

The act of conveying information without the use of words. Nonverbal communication occurs through facial expressions, gestures, body language, tone of voice, and other physical indications of mood, attitude, approbation, and so forth, some of which may require knowledge of the culture or subculture to understand.

Source: American Psychological Association, (n.d.). Nonverbal communication. *APA Dictionary*. Retrieved April 11, 2025, from https://dictionary.apa.org/nonverbal-communication

non-violent communication (NVC)

A communication process developed by American psychologist and mediator, Marshall B. Rosenberg, designed to resolve conflicts through compassion and understanding. It focuses on creating meaningful connections by fostering empathy, expressing needs, and finding mutually beneficial solutions that address the needs of all parties.

Source: Center for Nonviolent Communication. (n.d.). *What is Nonviolent Communication (NVC)?* Retrieved April 11, 2025, from https://www.cnvc.org/learn/what-is-nvc

oversimplification

A process of describing or explaining something in a way that excludes essential details or complexity, resulting in a misleading or inaccurate understanding of the issue. It often occurs when nuanced problems are reduced to simple statements or solutions that do not reflect their true nature.

Source: Cambridge English Dictionary. (n.d.). *Oversimplification*. Retrieved April 11, 2025, from https://dictionary.cambridge.org/us/dictionary/english/oversimplification

post-traumatic growth

The positive psychological changes that can occur as individuals struggle with and process highly challenging life events. Among migrants and refugees, it involves a reflective meaning-making process through which individuals reinterpret their traumatic experiences, often leading to strengthened relationships, a deeper appreciation of life, personal resilience, new possibilities, and spiritual or existential growth. This transformation is not the absence of distress but rather a parallel process, where growth arises through the struggle – not despite it.

Source: Chan, K. J., Young, M. Y., & Sharif, N. (2016). Well-being after trauma: A review of posttraumatic growth among refugees. *Canadian Psychology / Psychologie canadienne,* 57(4), 291–299. https://doi.org/10.1037/cap0000065

psychosocial well-being

The interplay between individual psychological processes (such as emotions, thoughts, and behaviors) and the broader social environment, including relationships, community, culture, and societal conditions. It

captures how people function emotionally and socially, and how external factors such as displacement, discrimination, or support systems influence their mental health and overall quality of life.

Source: Eiroa-Orosa, F. J. (2020). Understanding psychosocial wellbeing in the context of complex and multidimensional problems. *International Journal of Environmental Research and Public Health, 17*(16), 5937. https://doi.org/10.3390/ijerph17165937

reflective practice
Term first introduced in: **Module 3 pg. 10**

A process through which professionals critically examine and learn from their experiences to deepen understanding, particularly in complex situations. It fosters continuous professional development and improves clinical decision-making through self-awareness and contextual insight.

Source: Prosser, M., Stephenson, T., Mathur, J., Enayati, H., Kadie, A., Abdi, M. M., Handuleh, J. I. M., & Keynejad, R. C. (2021). Reflective practice and transcultural psychiatry peer e-learning between Somaliland and the UK: A qualitative evaluation. *BMC Medical Education, 21*, 58. https://doi.org/10.1186/s12909-020-02465-y

refugee
Term first introduced in: **Module 1 pg. 13**

Under international law, the United Nations Convention on the Status of Refugees, 1951, defines a refugee as a person who 'owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion is outside the country of his nationality and is unable, or owing to such fear, is unwilling to avail himself of the protection of that country; or who, not having a nationality and being outside the country of his former habitual residence, as a result of such events, is unable to or, owing to such fear, is unwilling to return to it' (Article 1 (A)(2)).

Source: United Nations High Commissioner for Refugees. (2011). *Handbook and guidelines on procedures and criteria for determining refugee status under the 1951 Convention and the 1967 Protocol relating to the status of refugees* (HCR/1P/4/ENG/Rev. 3). https://www.unhcr.org/publications/legal/handbook-and-guidelines-procedures-and-criteria-determining-refugee-status

A person who, owing to a well-founded fear of persecution for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, is unwilling to avail himself of the protection of that country; or who, not having a nationality and being outside the country of his former habitual residence as a result of such events, is unable or, owing to such fear, is unwilling to return to it.

Source: United Nations. (1951). *Convention relating to the status of refugees* (adopted 28 July 1951, entered into force 22 April 1954), 189 U.N.T.S. 137, Article 1A(2). https://www.unhcr.org/3b66c2aa10

resilience
Term first introduced in: **Module 1 pg. 30**

In the context of humanitarian, development, peacebuilding, and security policies and operations, the ability of individuals, households, communities, cities, institutions, systems, and societies to prevent, resist, absorb,

adapt, respond and recover positively, efficiently, and effectively when faced with a wide range of risks, while maintaining an acceptable level of functioning and without compromising long-term prospects for sustainable development, peace and security, human rights, and well-being for all.

Source: United Nations Development Group, & Inter-Agency Standing Committee. (2015). *Joint letter from UNDG and IASC chairs on guiding principles on advancing resilience* (p.3). https://interagencystandingcommittee.org/system/files/undg-iasc_joint_letter_on_resilience_final.pdf

risk and protective factors   Term first introduced in: **Module 1 pg. 29**

The multiple individual, social, and structural determinants throughout our lives that may combine to protect or undermine our mental health and shift our position on the mental health continuum.

Source: World Health Organization. (2022). *World mental health report: Transforming mental health for all.* World Health Organization. https://www.who.int/publications/i/item/9789240049338

social determinants of health   Term first introduced in: **Module 1 pg. 18**

The conditions in which people are born, grow, live, work and age and are mostly responsible for health inequities – the unfair and avoidable differences in health status seen within and between countries.

Source: World Health Organization. (2008). *Closing the gap in a generation: Health equity through action on the social determinants of health.* Final report of the Commission on Social Determinants of Health. World Health Organization. https://www.who.int/publications/i/item/WHO-IER-CSDH-08.1

stigma   Term first introduced in: **Module 2 pg. 7**

The negative attitudes and beliefs directed toward individuals or groups based on certain characteristics, such as mental health conditions. It can manifest in several forms, including **s**elf-stigma (internalized negative beliefs), help-seeking stigma (fear of seeking help due to perceived judgment), associative stigma (stigma associated with being connected to a stigmatized individual), public stigma (societal prejudices and discrimination), and anticipated stigma (fear or expectation of being stigmatized).

Source: Crowe, A., Averett, P., Glass, J. S., Dotson-Blake, K. P., Grissom, S. E., Ficken, D. K., & Holmes, J. (2016). Mental health stigma: Personal and cultural impacts on attitudes. *Journal of Counselor Practice, 7*(2), 97–119. https://doi.org/10.22229/spc801925

stress   Term first introduced in: **Module 4 pg. 6**

The physiological or psychological response to internal or external stressors. It involves changes affecting nearly every system of the body, influencing how people feel and behave. For example, it may be manifested by palpitations, sweating, dry mouth, shortness of breath, fidgeting, accelerated speech, and the intensification of negative emotions, especially if already present. While stress is often seen in a negative light, optimal levels of stress (also known as 'eustress') can enhance performance and motivation, helping individuals manage challenges effectively. However, severe stress is characterized by the General

Adaptation Syndrome (GAS), a three-stage process that describes the body's reaction to stress over time: the alarm stage (the initial "fight or flight" response), the resistance stage (where the body adapts but remains on alert), and the exhaustion stage (where prolonged stress depletes the body's resources, leading to burnout). These mind–body changes contribute to psychological and physiological disorders, negatively impacting both mental and physical health, and reducing overall quality of life.

Source: American Psychological Association, (n.d.). Stress. *APA Dictionary*. Retrieved April 11, 2025, from https://dictionary.apa.org/stress

stressor(s)
Term first introduced in: **Module 4 pg. 5**

Any event, force, or condition that results in physical or emotional stress. Stressors may be internal or external forces that require adjustment or coping strategies on the part of the affected individual.

Source: American Psychological Association, (n.d.). Stressor. *APA Dictionary.* Retrieved April 11, 2025, from https://dictionary.apa.org/stressor

structural competence
Term first introduced in: **Module 3 pg. 22**

The trained ability to discern how a host of issues defined clinically as symptoms, attitudes, or diseases (e.g., depression, hypertension, obesity, smoking, medication "non-compliance," trauma, psychosis) also represent the downstream implications of a number of upstream decisions about such matters as health care and food delivery systems, zoning laws, urban and rural infrastructures, medicalization, or even about the very definitions of illness and health.

Source: Wang E. E. (2019). Structural Competency: What Is It, Why Do We Need It, and What Does the Structurally Competent Emergency Physician Look Like?. AEM education and training, 4(Suppl 1), S140–S142. https://doi.org/10.1002/aet2.10415

translator
Term first introduced in: **Module 3 pg. 30**

A professional who converts written text from one language into another, ensuring that the meaning, context, style, and tone are accurately preserved. This process involves not only linguistic skills but also cultural understanding to convey nuances appropriately.

Source: Translators without Borders. (n.d.). *Field guide to humanitarian interpreting & cultural mediation.* Retrieved April 10, 2025, from https://translatorswithoutborders.org/wp-content/uploads/2017/04/Guide-to-Humanitarian-Interpreting-and-Cultural-Mediation-English-1.pdf
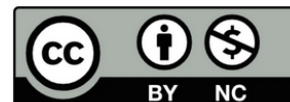
unaccompanied and separated children (UASC)
Term first introduced in: **Module 3 pg. 50**

Children, as defined in Article 1 of the Convention on the Right of the Child, who have been separated from both parents and other relatives and are not being cared for by an adult who, by law or custom, is responsible for doing so.

Note: In the context of migration, children separated from both parents or other caregivers are generally referred to as unaccompanied migrant children (UMC).

Source: United Nations Committee on the Rights of the Child. (2005). *General comment No. 6: Treatment of unaccompanied and separated children outside their country of origin* (CRC/GC/2005/6, para. 7). United Nations. https://www.unhcr.org/media/convention-rights-child-general-comment-no-6-2005-treatment-unaccompanied-and-separated