Phase 4: Arrival (Transport Assistance)

Operations

Arrival Notification

For ground and water movements, once arriving at the intended destination point and arrival notification should be sent out and all relevant stakeholders should be informed.

Sample structure of an arrival notification message that can be sent by text or messenger application:

ARVL. [insert location of departure]

[insert date dd/mm]

Time [inset time 24h format].

[Insert location of arrival].

[Number of vehicles].

[Number of pax] / [Name of Escort]

Locations: Note that there may be several arrival points in one area. In this case, it is recommended that codes for each separate location in the area are identified.

e.g. Arrival to Beirut may have several locations e.g. Office (OFC), Hospital (HST). Arrival codes (OFC) for Office HST for Hospital can be used to report the specific arrival point in Beirut.

Example: ARVL. Zahle 05/12 09:40. OFC. 3 buses. 130 pax /Ahmad Salloum

Updating Manifests

Upon arrival, operations staff should review the final manifest that was shared during the departure phase to ensure that the full caseload was received at the arrival point.

Reception Assistance

Reception assistance at the destination point can vary depending on the operation. This can include registration, and onward transportation assistance that can assist beneficiaries in arriving at their exact point of destination (e.g. specific town within the country of arrival where they are from).

Referrals or direct implementation of longer term assistance (e.g. reintegration support) should also be considered.

Leçons apprises / Meilleures pratiques

Tools and guidance documents that have been developed and used in different movement operations are available in the Guidance Documents and Tools for Transport Assistance entry

Liens

- [RMM Portal](#)

Autres entrées dans ce sujet

- [Guidance Documents and Tools for Transport Assistance](#)
- [Phase 1: Planning the Movement](#)

- [Phase 2: Pre-Departure (Transport Assistance)](#)
- [Phase 3: Departure (Transport Assistance)](#)
- [Phase 3.1: Transit (Transport Assistance)](#)
- [Gender Mainstreaming](#)

Contacts

For more information on movements by air and for additional guidance on use of the operations templates provided in this chapter contact the Resettlement and Movement Management (RRM): RMM@iom.int.

For more information on movements by land and water contact the Preparedness and Response Division (PRD): prdcore@iom.int.

For guidance on protection issues contact the Department of Operations and Emergencies (DOE) Protection team: DOEProtection@iom.int.

For information on pre-departure health checks and other health related concerns contact the Migration Health Division (MHD): mhddpt@iom.int.

For more information on legal agreements and beneficiary consent contact the Legal Department: LEG@iom.int.

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