

On the Refugee Needs: A Holistic Approach

Irina POP

Abstract. The present paper is inspired by the dramas of the Ukrainian refugees, in the 2022 war. It starts from the acknowledgment of the complexity of their needs, from their rights to be supported, and from the difficulties to organize the support, immediately and adequately, with many people untrained to help, and with the bureaucracy blocked in its books of procedures. We launch here the hypothesis that an account of human needs – as it is done in the well-known Maslow Pyramid – could be in itself a guide in supporting the refugees with what they need. It could guide against the agglomerations of all the helpers with items such as clothes, shoes, or blankets when the refugees need medical assistance or news from home. It could guide against the simplistic approach to refugees' support as a simple enterprise done individually and sporadically. With such a hypothesis, we remind here Maslow Pyramid, an example of its adaptation in Nursing – done by Virginia Henderson, which leads to the spider web diagram in nursing care. The main part of the paper is the proposal of the Pyramid of the Refugees' Needs. It is an adaptation of the Maslow Pyramid for refugees in emergency cases. We propose it, as a concept that is easy to put in a diagram, distributed among those involved in support; and ready to be interpreted as a call to pay attention to the refugees' needs as a whole. We focus here only on the general (regular) needs, and not on those of unaccompanied minors or vulnerable people. Our main proposal here is to operationalize the concept of the refugee needs – to realize a spider web diagram with the categories of needs in each stage of refuge and to project the assistance according to the needs, implement the support according to it, and report it on the same bases. The paper – part of a larger project on refugees - is structured in three parts: I. Maslow Pyramid of General Human Needs; II. Maslow Pyramid applied in Nursing; III. Maslow's Pyramid is possible to be applied to get at a glance all categories of Human Needs.

Keywords: *Maslow Pyramid of Human Needs; the Emergency situation for refugees; Refugee' in emergency situation Pyramid of Needs; Refugees' Identity Needs; Refugees Communication Needs.*

Introduction

The present attempt is inspired by the drama of the Ukrainian refugees and the complexity of their demands toward Romanian authorities, NGOs, Churches, and Civilians.

Firstly, we introduce the popular distinction in the psychology of motivation between *needs, demands, and desires*. Human desires and demands are subjective.

They are practically unlimited and theoretically hardly to be systemized. Or the capacity to assist refugees are limited and the process must be rational and well planned according to a criterium transparent and largely agreed upon between two parts (assistants and assisted). That is why the concept of the pyramid of needs seems to be the best solution for working in the field.

With such a perspective in mind, we addressed two questions: *“Which demands are the legitimate refugees' needs?”* and *“How much needs could be prioritized?”* To answer the two questions, we appeal to the psychologic theory of human needs as it is structured in Maslow's *Pyramid of Human Needs* and to its application in a particular case: nursing care. The analysis and the efforts to simplify the two theories lead us to the idea that the Pyramid of Needs could be adapted to the refugees' needs.

Encouraged by the large utility of the Pyramid of needs in nursing, we tried to explore – in the literature on refugees and refuge, especially in the Memoirs – resources to compile a pyramid of needs in the refugees' cases. An exceptional set of resources represented for us the UNHCR and FRA normative documents, reports, and manuals. Excellent resources were also the Romanian law, the authorities' guides, and reports. The media reports of the concrete needs of the refugees crossing Romanian borders in the Ukrainian crisis were also taken into consideration. Similarly, interviews with the international refugees provide us with arguments for compiling a Pyramid of Needs in the case of the Refugees.

We reproduce below a) a simplified view of the Maslow theory, and b) a very popular application of it in nursing care. Our main aim was to introduce the concept of the Pyramid of Needs in the Refugees case.

We estimate that the concept will be simple to communicate and distribute if it will be configured in an image. With such an image in mind will be much easier to design, apply and report on refugees' assistance. That is why we propose, a paper in three parts: 1. Maslow Pyramid of Human Needs, general theory; 2. Maslow Pyramid in Nursing; 3. Pyramid of the Refugees Needs.

1. Maslow's original Pyramid of needs

1.1 Maslow Pyramid on Human Needs at a glance

In support of the people who eventually arrived in refugee conditions, we propose below a remembering of Maslow's theory of the hierarchy of human needs,

in its form of 1943¹. The pyramid is a hierarchized inventory of the general categories of human needs. Maslow draws the attention that they are acting, that is there are no categories that could be totally excluded from satisfaction without affecting the human life quality and human dignity.

The pyramid reveals the whole picture of satisfaction that any person needs, to be fully functional socially, and personally happy.

To focus on the categories and hierarchy of human needs charted in the Pyramid, we propose the diagram below, largely like thousands of such images used in psychological literature. We opted for one composed by Kendra Cherry and adjusted by David Susman². It is because it seems to us very intuitive and because it is recently (February 2022) adjusted.

Figure 1. Maslow (1943): Pyramid of Needs



Source: Maslow's Hierarchy of Needs (verywellmind.com).

¹ Maslow, A. H. (1943): *Theory of Human Motivation*, in *Psychological Review*, vol. 50, no. 4, pp. 370-396, [Classics in the History of Psychology -- A. H. Maslow \(1943\) A Theory of Human Motivation \(yorku.ca\)](https://www.yorku.ca/classics-in-the-history-of-psychology/a-h-maslow-1943-a-theory-of-human-motivation).

² Cherry, Kendra, & and Susman, David, (2022): *Maslow Theory of Needs*, [Maslow's Hierarchy of Needs \(verywellmind.com\)](https://www.verywellmind.com/maslow-theory-of-needs).

The image corresponds to Maslow's conception of 1943. Although it was later remodeled³, it remained a reference theory in understanding human motivations, precisely because it was based on observing reality and reiterating the old Latin addition to European soteriological experience: "*Primum vivere, deinde Philosophare*".

1.2 Maslow's Pyramid on Human Needs contents en detaille

Maslow (1943) operates with a 5-level pyramid and defines them, in the terms listed below.

Basic level or level no. 1. The level of the Physiological needs. (They were formulated in Maslow's 1943 theory. They are improperly called so because, in fact, they refer to all the needs without which human life and its quality are threatened. They are the needs for:

air; b) water; c) food; d) sexual life; e) sleep and rest; f) clothing.

The mentioned needs unmet affect the human dignity instantly, put in major risks the individual human existence in minutes, hours, days (according to the needs unsatisfied) and its quality within weeks.

Basic level or the level no. 2. The level of the Safety needs. The security and safety needs are those that unmet affects severely the individual life existence or and its quality. They are the needs for:

a) health and personal Integrity; b) personal security; c) emotional security and d) financial security.

The mentioned needs unmet affect human dignity instantly, the individual human life in weeks.

Level no. 3. The level of needs for Love and Belonging. The needs in this category are those to be related to a family, to a small group or more - friends, group of work, group of sports, group of shared hobbies, high school colleagues, college, comrades-in-arms - and to be part of a large group, a city, a region, an organization, a nation, a region, a religion, to be part of humanity, etc. They also need of being

³ Maslow, A. H. (1954): *Motivation and Personality*, Publisher Harper&Brother, ISBN 978-0-06-041987-5. (There were some other editions.); Maslow, A., H. (1962): *The Farther Reaches of Human Nature*, Reprint 2011, Publisher Martino Fine Books, ISBN-10 – 1614270678.; Maslow, A., H. (1962): *Toward a Psychology of Being*, (1st edition, 1962; 2nd edition, 1968), Publisher Sublime Books, 2014, ISBN -13 978-1627556224.; Maslow, A. H. (1964): *Religions, Values and Peak Experience*, Columbus, Ohio state University Press, Reprinted by Penguin Books ISBN: 0 14 00.4262 8.; Maslow, A., H. (1965): *Eupshychian Management*, Republished 2011 as *Maslow on Management*, Publisher Wiley, ISBN: 978-0-471-24780-7.

considered reliable and to be accepted,

They are reflected psychologically as needs to need for a family, friendship, romantic attachments, a church belonging.

These needs unsatisfied could drive anxiety, loneliness, and depression and could introduce the risks of major morbidity or of suicide.

Level no. 4. The level of needs for Esteem. The category of self-esteem needs - noted by Maslow as divided into two subcategories, that of the minimum self-esteem needs ("lower") and, respectively, that of the maximum needs, "higher" - consists of:

The "*lower*" sub-category includes needs for: a) social status; b) appreciation; c) recognition; d) of fame; e) prestige; f) respect.

The "*higher*" sub-category includes needs for a) self-confidence; b) self-respect; c) acquiring competence and high performance; d) independence (autonomy); e) freedom; f) power; g) and, even, abnegation, self-dedication to general causes.

They generate altruistic behavior and make altruism a high standard of humanity. These needs, when felt by one person, guide or reduce all the others to a minimum. Gandhi reduced his physical needs to eat a banana a week, cover himself with a simple cloth, and so on⁴. Under the pressure of a very strong need for self-esteem, some people may develop behaviors of general self-denial (sacrifice and martyrdom).

Uncovering such needs affects the dignity of a person.

Level no. 5. The level of Self-actualization. (Person's dreams reaching)

According to Maslow, the persons need to reach their full potential, to become everything they could be. It includes all the urges that tempt the person and determine his behavior. Exceptional people like the great performers: in sports, like Nadia Comăneci; in science, such as the Einstein type; in art, such as those of the Brâncuși type; in philosophy, somewhat like Bertrand Russell; in politics, such as Eleanor Roosevelt or Gandhi, exemplifies the presence of such needs and how these needs have guided their behavior and shaped them to perform.

At the level of ordinary people, self-actualization means the presence of the need for maximum achievement in being good parents, pursuing their talent, in

⁴ He theorized these reductions in Gandhi, Mohandas, Karamchand (2012): *Il libro de la sagesza*, Trudy Settel, Ed. Traduzione Franco Pari, Newton Compton Editori. So did cynical philosophers, anchorites, communist prison saints.

pursuing their goals.

To generate climates to let these needs unmet is to deprive them of happiness.

In the later developments in the theory of needs, Maslow also accepted the existence of other needs, which were not perfectly accommodable to the original theory. These new needs are:

A. COGNITIVE NEEDS the needs of creativity and imagination; foresight and foresight; to exercise intellectual curiosity; finding meanings; to achieve cognitive consonance and harmonization of validated knowledge content...

B. AESTHETIC NEEDS: the need to live surrounded by beauty in everyday life, to have a beautiful life

C. THE NEEDS TO SELF-TRANSCENDENCE⁵: the need to be good, to dedicate oneself to others, to be altruistic, and even the need for mystical experiences, etc.

He also extended the theory by admitting, that the order in the hierarchy is not a rigid one. It is flexible according to the external circumstances and particularities of the individuals. Some individuals could sacrifice the meeting of their basic needs in order to cover their need to express their creativity. Also in the maturity papers, Maslow emphasized that the determination of behavior is multifactorial. Multiple or all needs are involved in determining behavior at the same time.

The theory was intensively criticized, mainly because the psychologist did not find evidence that the needs follow a hierarchy and because it is difficult to test it, according to the epistemological criteria for a scientific theory.

Despite the criticism, the Maslow Pyramid of needs is resilient at least two domains of practice use it intensively: marketing and nursing. We believe that the utility, simplicity, and elegance of the theory made it very popular. (It should be noted, however, that it was also repeatedly reevaluated by Maslow himself).

Indeed, in practice, it has proved to be useful, at least, in the field of marketing and patient care. In these areas, Maslow's theory of human needs and their fulfillment has developed opportunities to understand man simply as a being with common general needs (hence, easy to understand by empathy). It teaches us to look at and treat persons with special needs, to nurse those that are no longer in

⁵ Koltko-Rivera, Marko, E., (2006): *Rediscovering the later version of Maslow hierarchy of needs: Self-transcendence and opportunities for theory, research, and unification* in "Review of General Psychology", no. 10/2006, pp. 202-312.

a situation of autonomy, to meet their complex system of needs, and respect each of their human dignity.

Maslow's Pyramid favors the concrete understanding of the human person as an entity with a set of needs. Without satisfying their system, human life and dignity are severely affected.

That is why we take it as the base in designing the refugee needs system and as the guidance in supporting refugees to help themselves and avoid shortages in their routes to liberty.

2. Maslow Pyramid of Needs, and its application in the Nursing Care

In spite of its universality, the Pyramid is flexible. Applied to specific areas, it shows faces of the needs or new needs to be taking into account, when the person life quality and human dignity is respected. In the nursing practice functions one of the largely used interpretation of Maslow Pyramid. There is not nursing plan, in the actualized care system – that ignore the principle. Each nursing plan operates with a diagram inspired by the theory of human needs, as it was conceived in the humanistic psychology.

According to Virginia Henderson⁶, the patient's needs were rethought in a holistic 14-class scheme. These needs are monitored and noted daily in a template document based on diagram, in a radial pattern. It shows the diagram of the health of the cared for person, respectively, each monitored need satisfaction, in its involution towards the accentuation of the disease or his evolution towards the health.

Compared to the 1943 Maslow Pyramid, Virginia Henderson's list is an interpretation of nursing. It adds needs and eliminates needs, taking into account the specifics of the analyzed case, the specific case of the patient. Also, Henderson's list does not rank needs but emphasizes their interdependence and their holistic functioning, in a unitary whole and in relation to the context.

The 14 human needs selected by Henderson are: 1) to be able to breathe; 2) to be able to drink and eat; 3) to be able to eliminate; 4) to be able to move and sit

⁶ Henderson, V. (1991): *The nature of nursing: Reflections after 25 years*". New York, National League for Nursing Press, Third Edition, ISBN 100887374 948; Henderson, V. (1991) : *Principii fundamentale ale îngrijirii bolnavului, [Basic Principles in Nursing Care]*, București, Editura Danemarca, without an ISBN and .

in a proper position; 5) to be able to sleep and rest; 6) to be able to wrap and unveil; 7) to have a normal body temperature (37.2 degrees C); 8) to be clean and have protected skin; 9) to avoid obvious dangers; 10) to be able to communicate; 11) to be able to act according to his beliefs; 12) to be concerned with its realization; 13) to recreate; 14) to learn.

She put them in a radial schema and used them in monitoring their meeting. Finally, on such a base she put the nursing diagnostic and instructs daily, the care-plan for any patient.

Virginia Henderson's diagram proved the help that a simplifying concept of motivation can bring to a complex human activity as is health care. Today, all around the world qualitative nursing care is based on the concept of Henderson, based on an interpretation of the Maslow Pyramid. Henderson's accomplishment is inspiring and encouraging.

We also propose an interpretation of the Needs Pyramid appropriate to the special case of refugees' needs.

We consider Maslow's Pyramid of human needs useful in revealing what needs are important and how - for any person, and under any conditions. We consider this interpretation useful in guiding people in a situation of refuge in packing the things that are necessary for them. Most of these things are needed both during their deployment at home and in the immediate aftermath of the border crossing ("emergency aid"). It is only after these preparatory phases that refugee assistance enters the phase of structural assistance. Structural assistance involves trying to cover all personal needs of Maslow.

3. On the refugees' needs in emergency situations emphasizing need for identity and communication

3.1 Needs of the refugees and their particular configurations in each stage of refuge

The needs of people who flee their homes are multiple, and those who flee internationally are even larger. Practically, they leave their life with all the facilities here, they lose their main opportunities to valorize the competencies achieved – especially because of the new language to be acquired; they lose their socio-economic status, mechanisms to adapt to normal life the personalized needs to the personalized possibilities to satisfy them. All those become needs for them.

The needs of the persons that flee from war are a continuous dynamic. Their dynamic is determined by the stage of refugee that they go through. According to the UNHCR manuals, there are different types of refugees assistance that are to be delivered to a refugee in different situations. Analyzing them, it is easy to observe that the differences in assistance are created by the stage of the refuge that a person goes through. We describe these stages of refuge explicitly as:

stage 0. *Escaping from the Risk of Death versus Refuge (losing all the material possessions, professional, socio-economic status)*

0. A: *escaping from home and home city (at risk of being destroyed)*

0. B: *escaping from the highly insecure country*

stage 1. *Admission into a country of refuge, a signatory part state in the Geneva Convention for Refugees.*

stage 2. *Transit from a country of refuge to another one;*

stage 3. *Insertion into the country of refuge;*

stage 4. *Inclusion/Integration into the adoptive country;*

stage 5. *Voluntary repatriation*⁷.

stage. 5+ *Traumas of the refuge*

The needs for variety and continuous progress are daunting. However, there is psycho-philosophical literature, mainly contributed by humanistic psychology, which succeeded to draw a minimal general picture of human needs. The emblematic figure for the simplified theory of human needs is Abraham Maslow (1908-1970)⁸, a professor at Columbia University, a descendant of a refugee family with roots in Kyiv, Ukraine. A particularization of the picture of the human need, done for nursing purposes, was proposed by Virginia Henderson⁹. Later, the nurses used the theory of Henderson and designed a spider web diagram in projecting and administrating the nursing cares to each patient. Simple to be used, the diagram was the best indicator of the condition of each patient at any moment of his/her life under nursing care.

Starting from these theoretical major sources, inspired by the nursing care

⁷ The concept of *voluntary repatriation* is different by the voluntary return. (The second one is applied to the migrants that does not fulfill the requirements of the *EU Directive of Qualifications*.)

⁸ The general needs of man as a bio-psycho-social being were mentioned, according to Maslow, in the first diagram quoted ([Maslow's Hierarchy of Needs \(verywellmind.com\)](https://www.verywellmind.com/maslows-hierarchy-of-needs-2796094)).

⁹ Henderson (1991): *The nature of nursing: Reflections after 25 years*". New York, National League for Nursing Press, Third Edition, ISBN 100887374 948. Ellis, J.R. and Nowlis, E.A. (1989): *Nursing. A Human Needs Approach*, Fourth Edition, Houghton Mifflin Company, ISBN 0-395-43304-5.

practice, embracing the positive perspective¹⁰ proposed in the humanistic psychology, in the literature on the problem, and valorizing Romanian experiences in helping the Ukrainian massive influx of refugees in the 2022 crisis, we try to configure the system of the refugee needs.

The system of the refugee needs that we propose is drawing the attention that in emergency situations the well-known Maslow Pyramid of Needs takes a new shape: a rectangle meant to underline that the external circumstances of life become crucial in configuring the refugees' system of needs.

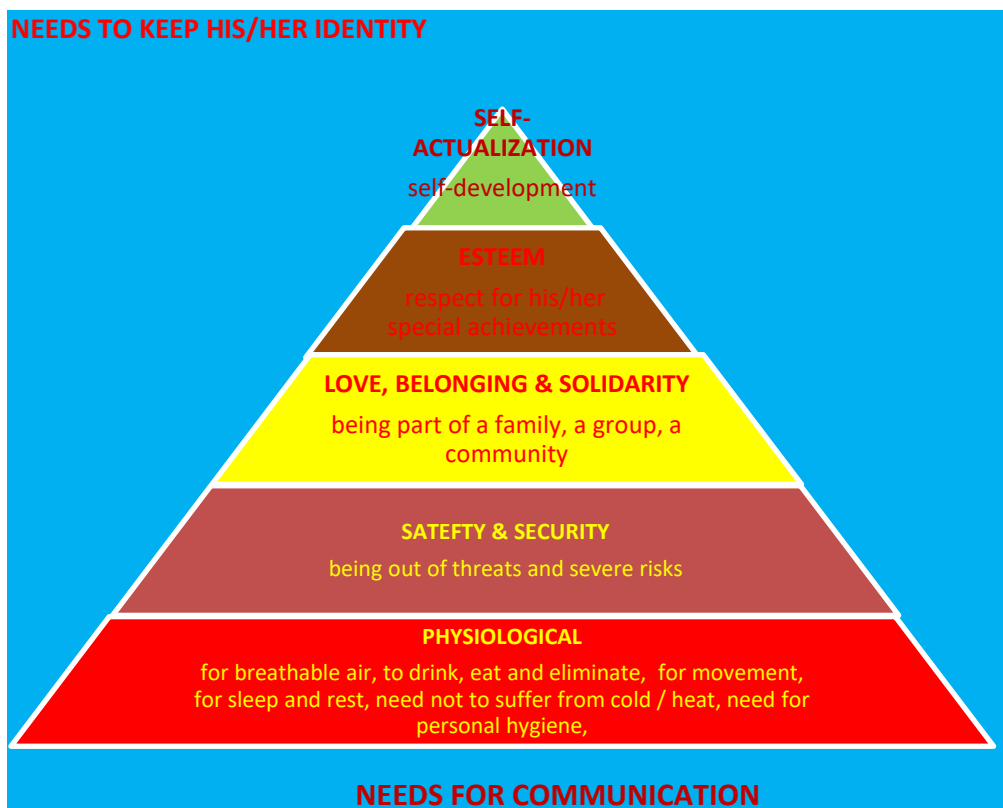
Those circumstances become crucial in a refugee case because the person loses his/her usual life milestones or sensitivity to them. There are not anymore, for him/her the common pressures for an external and internal coherency, for consistency to his/her previous acts¹¹. On contrary, they tempt the refugee to dissimilate into a new environment. The new condition generates the need *for identity*, as need to accomplish the new country law's requirements, (to document our physical identity with a valid ID and Passport); to keep our internal energy (to keep our psychologic integrity as sane and independent persons); and, the needs to keep our cultural identity (to preserve our names, our language, our attachments to our commune – patriotic - values, to our ways of life, to our high and popular culture traditions, religion, etc.).

The external circumstances also generate the refugee's needs for communication: to express him/herself and to get empathy; to freely express its demands and to get informed about what happened to him/her family in the new environment, to his/her beloved left home, to his/her possessions left home, to his/her country, to this world ...

Briefly, it looks like in the below rectangular image.

¹⁰ A positive perspective is one that look to a person in difficulty as a unit of possibilities and specific energy easy to be release with a minimum external support. (It left the traditional approach that sow the human being in difficulty as "a bag of symptoms".)

¹¹ The book *The Pianist* (original title *Death of a City*, 1946) written by W. Szpilman and elaborated by Jerzy Waldorff provides a powerful inside in the life of a refugee in a dead city, as the Warsaw's ghetto was 1939-1945.)

Figure 2. Refugees Needs


What is new in the image proposed is the placement of the Pyramid into a rectangle image are two added understandings of the refugees' needs with two new sets of needs that accompanied permanently the refugee' life and have to be considered on each other levels.

The first added understanding of the refugees' needs is, that in emergency situations, a refugee becomes dependent on external support and what it is important for him/her and for the supporters is to assist him /her to regain as soon as possible its independence. This becomes possible if he/she is keeping his/her identity. It means the need to keep his/her documented and felt identity. (The documented - official identity – means to keep the documents as the IDs and other documents that prove his/her uniqueness and belonging to a community with an official existence. The felt identity is about his/her feeling that his/her reality as a person is a valuable one for somebody, for his/her family, group, or country.) In the absence of a documented identity, he/she meets bureaucratic difficulties, plus mistrust of his/her group. In the absence of the felt identity, he/she is exposed to

collapse, getting sick, or even committing suicide. There are no chances for a person's independence without the feeling that he/she is needed by his/her family, group, or country.

The second added understanding of the refugees' needs is that communication is also crucial to keep the refugee person in good health (mental and physical), and in a position to strive for its independence. (In such a context, the need for communication is composed of other categories of needs as a) the need to be kept informed about his/her beloveds' situations, to inform them on him/her conditions and to be connected with them as frequent as possible; b) to be informed on the war's dynamic, on their fate; c) to stay close and in contact with people familiar to him/her; d) to learn about others people in similar condition; e) to express his/herself; g) to speak about his previous status, his/her today condition and hopes; h) to get active listeners; i) the needs to impress the audience and to mobilize them to support him; j) to see the effects of his/her messages in their support and many others.)

In brief, the formula proposed in the figure above is comparable with the Maslow Pyramid image, slightly adapted, to incorporate the needs for identity and communication, and to illustrate how a person in an emergency situation could get an independent person.

3.2 On the refugees' needs in emergency situations, "en detaille" described

The refugees' needs are special because they are needs reshaped by the emergency situation. In a comprehensive list, their categories are 1) physiological needs; 2) safety and security needs; 3) needs to belong to and to be loved; 4) needs to esteem; 5) needs for self-actualization; 6) needs for identity; 7) needs for communication.

The general premises of listing these categories of needs are:

a) that the listed needs are real needs, not simple desires¹² or requests; that their coverage is mandatory; (They ensure the bio-psycho-social existence of the human being, and they are not just some desires with roots in self-centering or some

¹² For differentiation of needs by pampering requirements of the desires see Cotinaud, Ollivier, (1983): *Psychologie et Soins infirmiers, approche relationnelle*, Paris, Centurion, ISBN 9-782227 130 272, pp. 16-37. For understanding relationship between emotions and needs, between the needs and satisfied needs and the conflict of needs see, Dally, P., & Watkins, Mary, J., (1964): *Psychology and Psychiatry*, Six Edition, London, 1986, ISBN 0-340 -37b85-b, pp. 3-6.

infantile pampering requirements. They condition the access of the person that is fleeing from war to safe are.)

b) that they could be ranked by different criteria (ex. after the urgency of their satisfaction, in certain circumstances), but human dignity depends on access to meet all the needs listed; (They are altogether parts of the same coherent system of needs which satisfaction warrant the human person health and independence.)

c) temporarily, some needs, those in the upper part of the *Pyramid* can be postponed or compensated by satisfying others which are theirs complementary, but their satisfaction cannot be postponed indefinitely, without harming human quality of life and dignity;

d) these needs are strongly determined by the context. In the emergency situation in which certain people end up, a situation that adds to the "classic" list of needs two new classes of needs: the need for identity and the need for information. In the regular conditions, the refugees' needs become peculiar for each stage. The categories I, and II (basic needs, the needs for security) plus the needs for identity and communication are dominant in the stages of refuge 0, 1,2, 3 and 6. The categories III, IV, V are dominant in the stages 4, 5, 7.

Physiological needs of the refugees in the emergency situations:

These are the basic needs of the human being living without major life risk. Concretely, they need breathable air; to drink, eat and eliminate; for secure movement; for sleep and rest; not to suffer from cold / heat; for personal hygiene.

Needs for safety and security of the refugees in the emergency situations

These are the basic needs of the human being aware of his/her own risks. Concretely, they are needs for personal integrity, not to fear that he will end up severely injured, disabled, or mutilated; not to be victims of identity stilling; not to be victims of traffickers in human beings; not to fall victims to crooks and exploiters; not to be afraid of isolation, of disrespect and emotional insecurity; for financial and general security of NOT TO BE AFRAID OF THE FUTURE.

Needs for love, belonging to, and solidarity of the refugees in the emergency situations

These are the basic needs of the human being living in the human condition, humanitarian shaped. Concretely they are needs for being and feeling like a part of

a group; for feeling intimacy and constant connection with loved ones; to receive solidarity and to express gratitude; to trust those who offer to help; to be accepted as a person with a definite identity into a new group.

Needs for the esteem of the refugees in the emergency situations

These are the basic needs of the human being living in well-being. Concretely they are the need for self-confidence, to cultivate self-respect, to dedicate oneself to general and prestigious causes; to acquire competence and high-performance capabilities in the profession and in helping and encouraging others; for independence and freedom; for social status, appreciation, prestige & recognition.

Needs for self-actualization of the refugees in the emergency situations

Every human person develops a category of needs that can be satisfied when he/she feels free to fully realize his/her potential, according to the natural endowment, the professional training that the person acquired. Those needs are: needs to not lose hope that the opportunities for self-actualization left home are not definitively lost; to “see” opportunities for his/her actualization offered by the new environment or at least, to see that the actualization is not definitely blocked by the refuge; to get motifs to keep alive the interests in knowledge, in professional development, and in living beautifully; to get ways to self-transcendence, to generosity and mission beyond him/herself.

Around such needs dominate the needs for identity and the needs for communication

Needs for the identity of refugees in the emergency situations

The needs for identity are the need for keeping his/her documented identity and his/her felt identity. The documented - official identity – means to keep the identification documents as the IDs and other documents that prove his/her uniqueness and belonging to a community with an official existence. It is to be sure you can prove – on the ground of a document officially issued – your –physical personal identity in front of the authorities. It is to have on yourself a valid ID Passport, and visa (when it is the case). It is to keep yourself in security condition and to not become a victim of the identity’s stilling or other fraud to identity. In the absence of a documented identity, he/she meets bureaucratic difficulties, plus mistrust of his/her group. (The recompositing of an identity for a person takes effort,

and time and involves difficulties in crossing borders, getting a residence, getting a job, assistance for health, social assistance...)

The felt identity is about his/her feel that his/her reality as a person is a valuable one for somebody, for his/her family, group, or country. In the absence of the felt identity, he/she is exposed to collapse, getting sick or even to commit suicide. There are no chances for person's independency without the feeling that he/she is needed by his/her family, group, or country. A felt identity is about a) keeping the person's internal energy to preserve who he/she use to be (to keep the person's psychologic integrity as a sane, independent, and, possibly, inspiring person); b) keeping personal cultural identity (to preserve our names, our language, our attachments to our commune – patriotic - values, to our ways of life, to our high and popular culture traditions, religion, etc.), to not dissimilate in another culture; c) to get accepted as what you are; d) to be not de-personalized by imposing forced work, humiliating jobs, inhuman residence, poverty; e) to be not humiliated or deprived by the human condition of life because of their current situation.

A person with an identity well kept is more likely to get independent by the others' support, than one with a broken identity.

Needs for communication of the refugees in the emergency situations

For the refugees, the communication between themselves and effectively with them becomes the need to be not excluded, de-valorized, or depersonalized taken as an object. Analytically seen such needs are:

- to get access to a set of credible sources and to be informed correctly about his/her condition in the new country, what is to be expected, what not; about the dynamic of war; to learn what is happening to him/her family in the new environment, to his/her beloved left home, to his/her possessions left home, to his/her country, to this world; to learn about others people in similar conditions ...

- to get involved in drafting solutions for refugees' problems solving and to see them disseminated;

- to be active in internal communication – among the refugees – and in communication with the new neighbors and helpers, as interpreters or as providers of concrete solutions offered by the refugees;

- to express him/ herself: to feel free and encouraged to express him/herself and his/her stories and dramas, as parts of his/her identity; to get appreciation and understanding for the courage proved in the refuge experience faced; to feel and

encouraged to speak about his/her fears and weaknesses, about his/her capacities and hopes and about his/her family and communities experiences, depressions, and hopes.

- the needs to impress the audience and to mobilize them to support him; to see the effect of his/her messages in their support;

- to have listened: to be surrounded by empathy.

- to get support to freely express him/her personal demands and in understanding which demands could be taken as needs to be immediate, which not, and why not all the demands could be taken as needs to be met.

A person which communicates – expresses themselves, gets listeners, impresses the audience, gets involved in inspiring others – is already an independent person in stressful conditions. All the types of messages listed above are verbalized messages. When the un verbalized messages miss, it is to pay more attention to the non-verbal ones. The non-verbal messages – others than those caused by the unmastered new language – are by themselves a signal to a person in need. A person which cannot yet communicate at all is a sick person. A person with limited capacities of communication, one who just listens – unable to be active, unable to express himself, unable to desire to impress and mobilize others, unable to articulate demands, or who articulate fantastic demands is a vulnerable person, which needs help.

On brief, in the case of the refugees, the need for communication expressed and with the strive to see it met is a sign of the readiness for independency of the person who communicates.

Conclusions

In assisting the refugees in emergency cases, we proposed above to focus on their needs. Further, we plead for using the *Maslow Pyramid of human needs adapted*, as a tool to simplify the large complexity of needs of the refugees, to work with categories of needs, to detail each category's content, to accept a hierarchy of needs, which reveals the priorities and to emphasis that the human needs are interrelated into a system.

The adaptation of the Pyramid, which we introduced for the refugees' understanding, is adding to the “traditional” five categories of needs, two new ones: the needs for identity and for communication. They modify the shape of the known

Human Needs System from a *Pyramid*, indifferent to the context, into a new image which suggests that in exceptional circumstances, the context becomes itself a pressing force that introduces new human needs: identity and communication. The needs for identity and the need for communication become in each of the refuge stages, specific demands addressed by the refugees to themselves as groups and to their assistance.

The advantages offered by such a concept of the refugees' assistance are multiple. The concept facilitates a common understanding of human needs; systematizes the multitude of demands expressed by refugees and on prioritizes objectively the refugees' demands satisfaction and the criterium respected in it.

The concept of the refugees' assistance based on their needs offers:

- a pattern of a common understanding of the refugees' needs as a system composed of various categories to be addressed as a system governed by internal rules and internally coherent.

- a pattern that draws attention to how important is to communicate to the refugees, encourage them to express themselves and actively listen to them, to involve them in the assistance process.

The operationalization of the concept of refugees' needs - as a spider web diagram – could be an easy instrument to project the policy to assist them in each stage, to implement such a policy (to see briefly how a category of needs is met and to correct it), to report comprehensibly and objectively what it is done, what it is to be done further.

That is why we strongly recommend the use of the tools generated by the concept in helping the refugees.

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