



PROVIDE

Presentation Training Course WP3 Telefono Donna

Project Manager – Stefania Bartocchetti

Translator - Giulia Dakli

Trainer – Elisa Re

Monitoring Expert – Alessandra Barone



TRAINING COURSES

Two editions: Milano Bresso and Lecco

MODULES	TIMETABLE 1^ EDITION IN MILANO BRESSO	TIMETABLE 2^ EDITION IN LECCO
	Tutor Raffaella Corio	Tutor Silvia Rumi
Module 1	Tuesday, 05/02/2019	Thursday, 21/02/2019
Module 2	Tuesday, 12/02/2019	Thursday, 07/03/2019
Module 3	Tuesday, 12/03/2019	Thursday, 21/03/2019
Module 4	Tuesday, 26/03/2019	Thursday, 04/04/2019
Module 5	Tuesday, 09/04/2019	Thursday, 11/04/2019
Course timetable	10-13 (Theoretical lesson) 14-16 (Workshop)	10-13 (Theoretical lesson) 14-16 (Workshop)
Location	Croce Rossa Italiana C.N.F. Bresso (MI) Via Gian Carlo Clerici 5	Casa sul Pozzo Corso Bergamo 69, Lecco
Number of participants	40	31



TRAINING COURSES

Two editions: Milano Bresso and Lecco

The two chosen locations are emblematic of welcoming foreign people in their respective territories:

- **Italian Red Cross (CRI) Bresso** welcomes 400 asylum seekers and is a consolidated and important reality in Milan compared to the reception of migrants;
- The **Casa sul Pozzo in Lecco** is a reality that has always been open to immigration and the first to be opened in Lecco, it represents the symbol of hospitality and integration of foreigners in that territory

The total participants are 71, compared to the 30 originally foreseen by the Grant Agreement.



TRAINERS

MODULES	TRAINER	QUALIFICATION AND EXPERIENCE
Module 1 Gender inequality, gender violence versus proximity violence	<i>Sonja Riva</i>	Expert Counselor operating c / o Antiviolence Center
Module 2 Migrants and human rights in international and EU legislation	<i>Massimiliano Vivenzio</i>	Lawyer with expertise in immigration and international protection issues
Module 3 Personal and health care	<i>Aurélie Potier</i>	Psychologist in the field of health care, psychological support for victims of violence (men and women) and networking in the social care field
Module 4 Mental health	<i>Chiara Dragoni</i>	Psychologist and Transcultural Psychotherapist, expert in the management of trauma; collaborator of the European Institute of Psycho-Traumatology and Stress Management in Milan
Module 5 Stress Management	<i>Chiara Iacono</i>	Psychologist and Psychotherapist, expert in psychotraumatology and stress management; collaborator of the European Institute of Psycho-Traumatology and Stress Management of Milan and of Medici Senza Frontiere



TRAINERS

The recruitment of teachers took place through a public selection announcement published on the Telefono Donna's website on 04/10/2018, followed by selection interviews on 08/11/2018.

The call was opened for 5 figures, respectively for the 5 modules: an expert in anti-violence centers, a lawyer expert in immigration matters, and three psychologists who are experts in the themes of modules 3, 4 and 5 respectively.

Potier, Dragoni and Iacono have worked for years with migrants seeking asylum, men and women, in the context of psychological support in a cross-cultural perspective, as well as supervision to operators.



DISSEMINATION STRATEGY FOR THE 1° EDITION IN MILANO BRESSO

- Publication of the call for participants on Telefono Donna's website
- Mail contacts with the *Rete Antiviolenza del Comune di Milano* and with the *Rete Antiviolenza Ticino-Olona* (that include CAV, Municipal social services, Counseling centers, Health Protection Agencies - ATS - and Local Social and Health Services - ASST, Psycho-Social Services, Emergency rooms, Police, Safe houses and shelters, etc...) and the network of the Niguarda Hospital of Milan
- Direct contacts with the officer for social policies of the City of Cinisello Balsamo, which has spread the initiative to the local CAS and SPRAR centers
- Direct contacts with the CAS of *Croce Rossa Italiana* (sections of Bresso, Via Aquila and Corelli), of *Fondazione Somaschi* and with the First Aid «*La Tua Isola*»



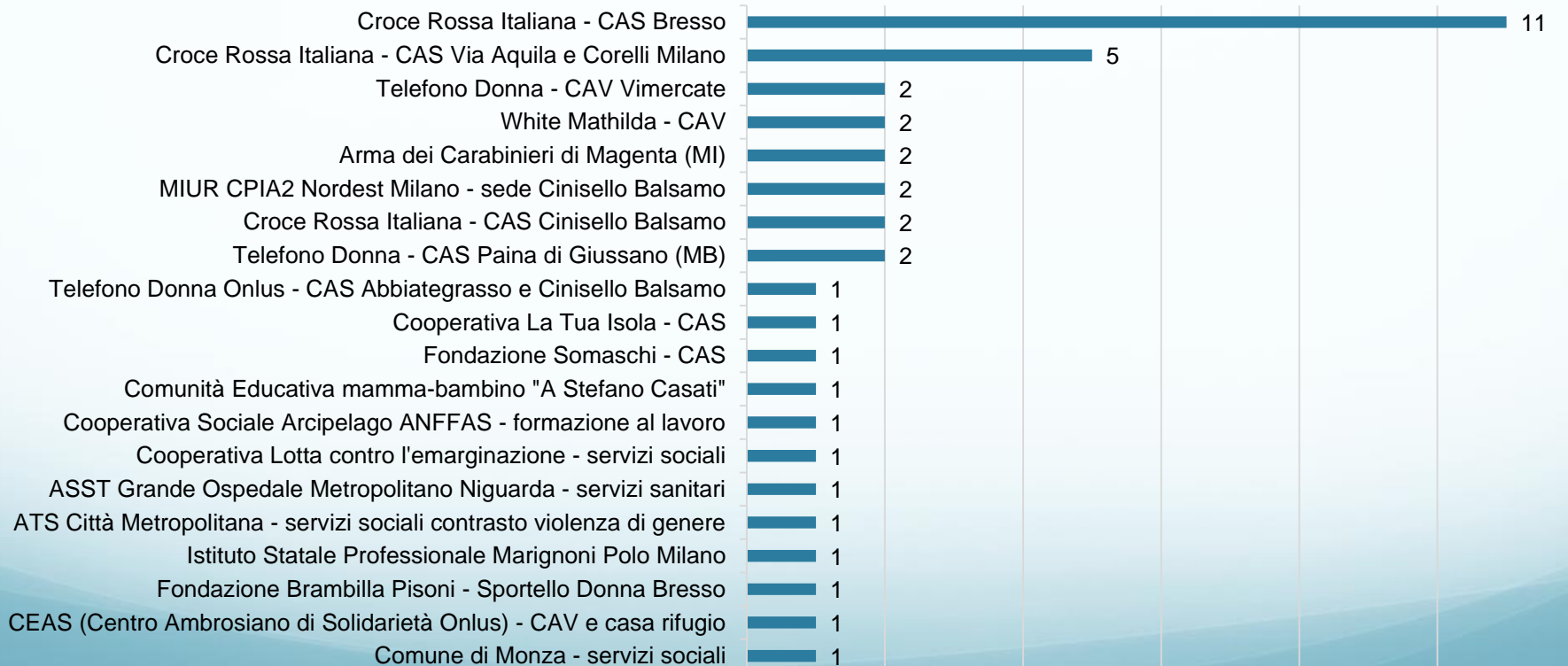
DISSEMINATION STRATEGY FOR THE 2° EDITION IN LECCO

- Publication of the call for participants on Telefono Donna's website
- Direct contacts with *Prefettura di Lecco*; mail contacts with all CAS and SPRAR centers in the area of Lecco, for example: *Coop. sociale Progetto Itaca*, CAS Cremeno *Le Tre Fontane*, *Coop. sociale Nuova Idea*, *Associazione Comunità Il Gabbiano Onlus*, *Coop. Sociale L'Arcobaleno* (the only one managing a SPRAR in Lecco)
- Mail contacts with *Comunità Montana Valsassina*, Valvarrone, Val d'Esino e Riviera, with all Mayors of the area of Lecco, Social Services of all Municipalities in the Lecco area, Office for the Protection of Minors, Hospital of Lecco, Counseling services, Provincial education center for adults (CPIA), Office in charge of social reintegration of convicted persons (UEPE) of Como, Police HQ
- Mail contact with the provincial team that deals with violence against women



PROFILE OF PARTICIPANTS – 1° EDITION

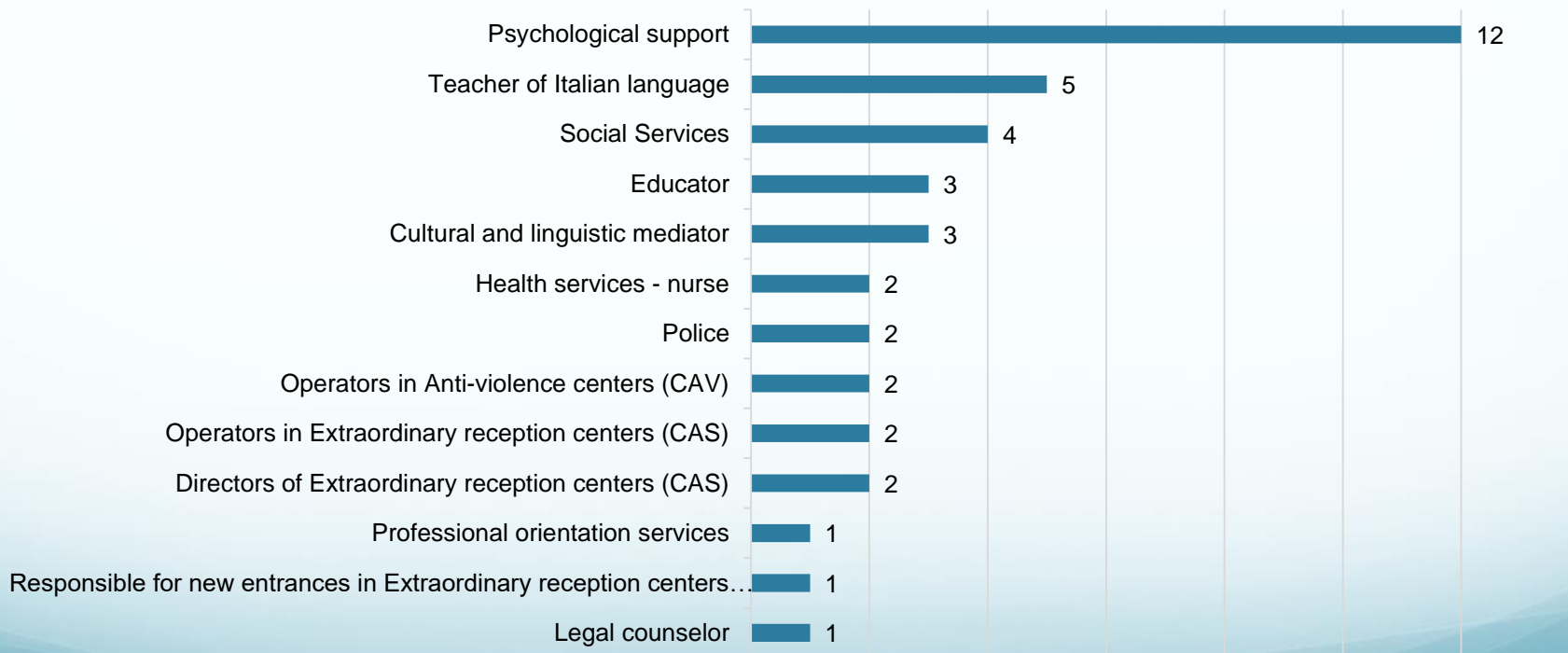
Membership in organizations or public services





PROFILE OF PARTICIPANTS – 1° EDITION

Profession





PROFILE OF PARTICIPANTS – 1° EDITION

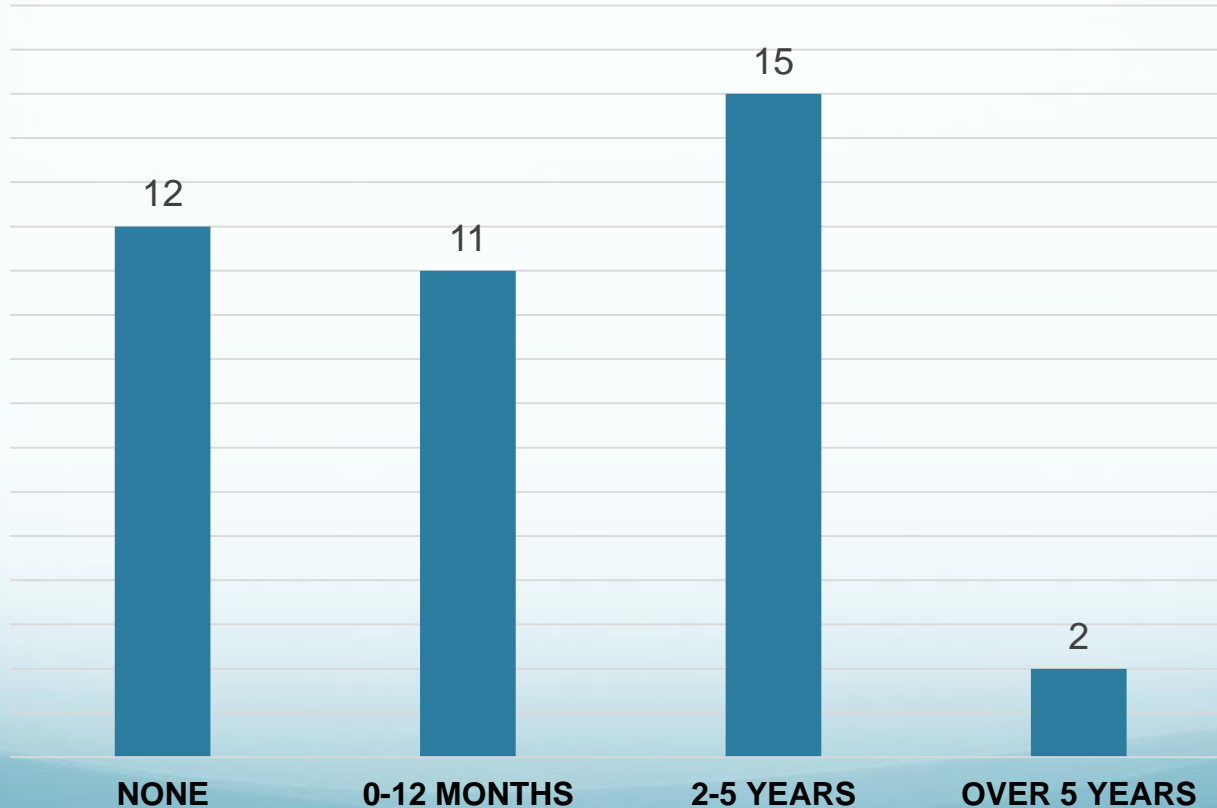
Study experience





PROFILE OF PARTICIPANTS – 1° EDITION

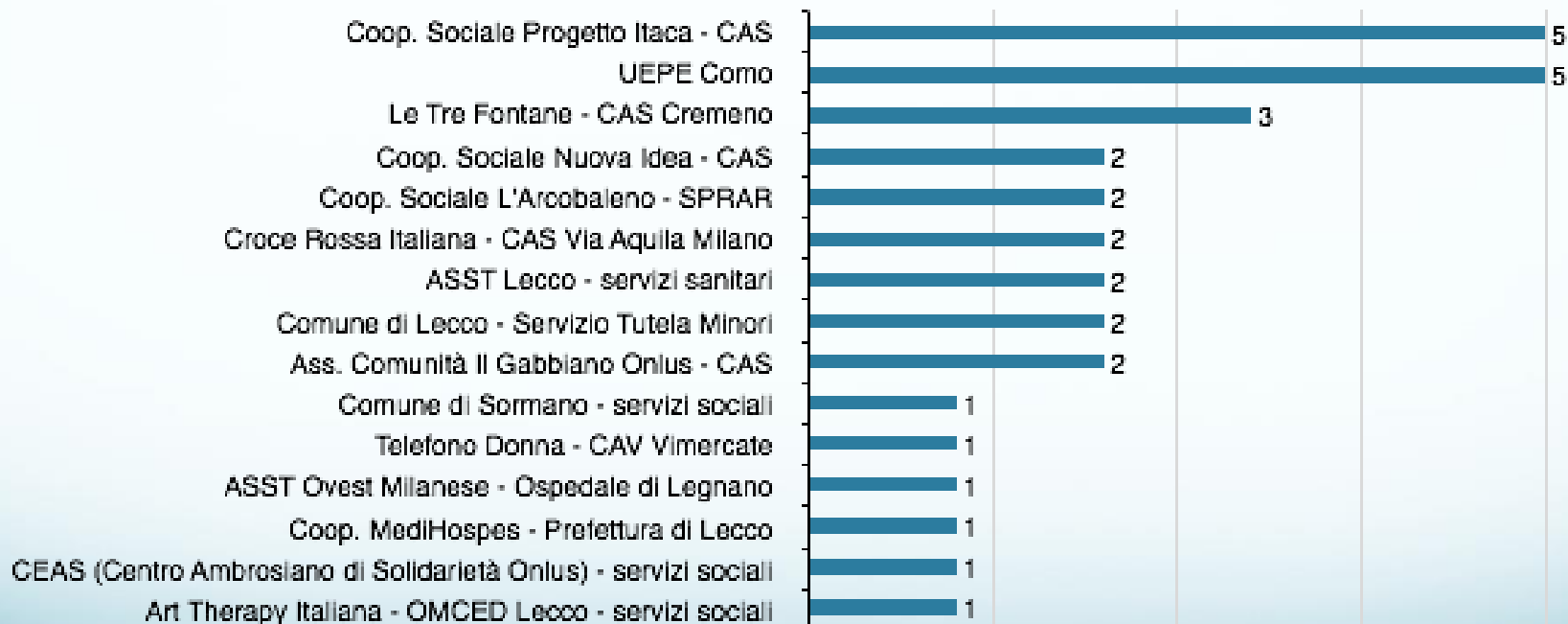
Experience in centers for asylum seekers





PROFILO PARTECIPANTI 2° EDITION

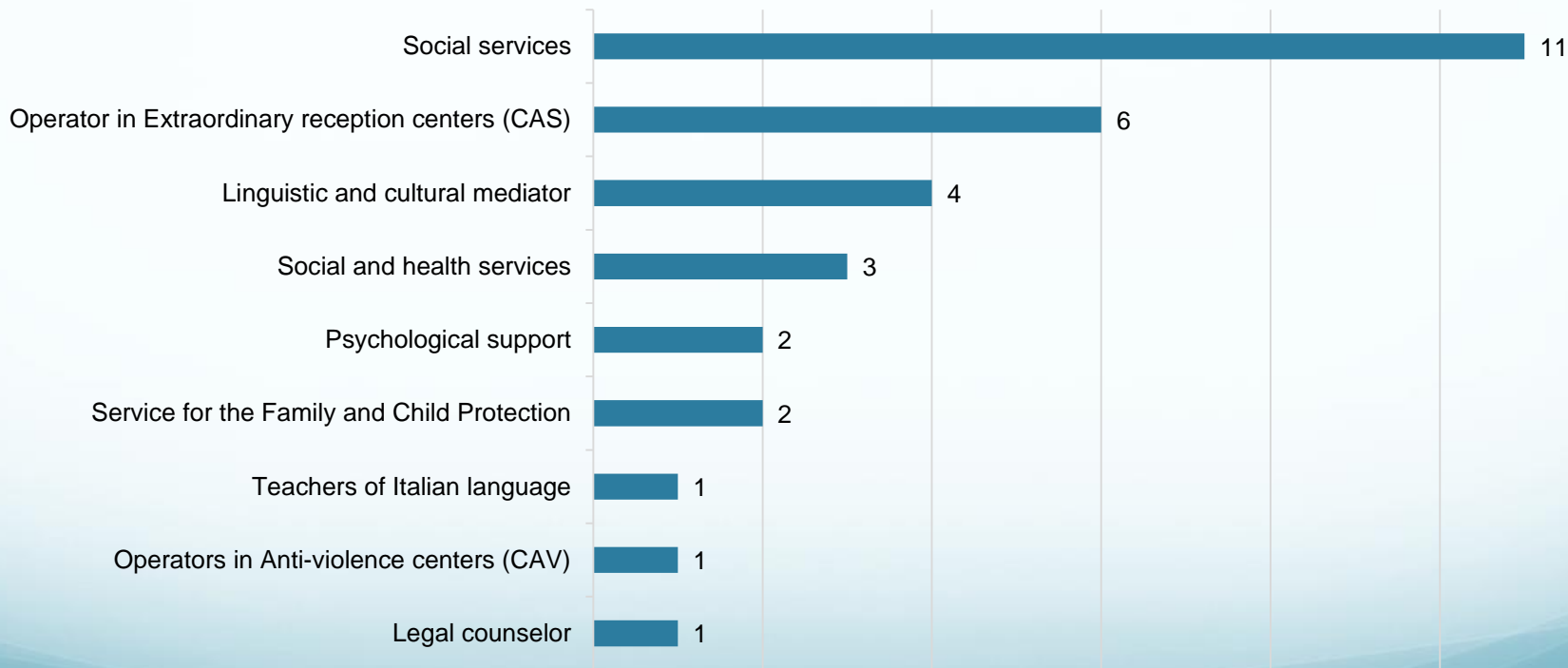
Membership in organizations or public services





PROFILE OF PARTICIPANTS 2° EDITION

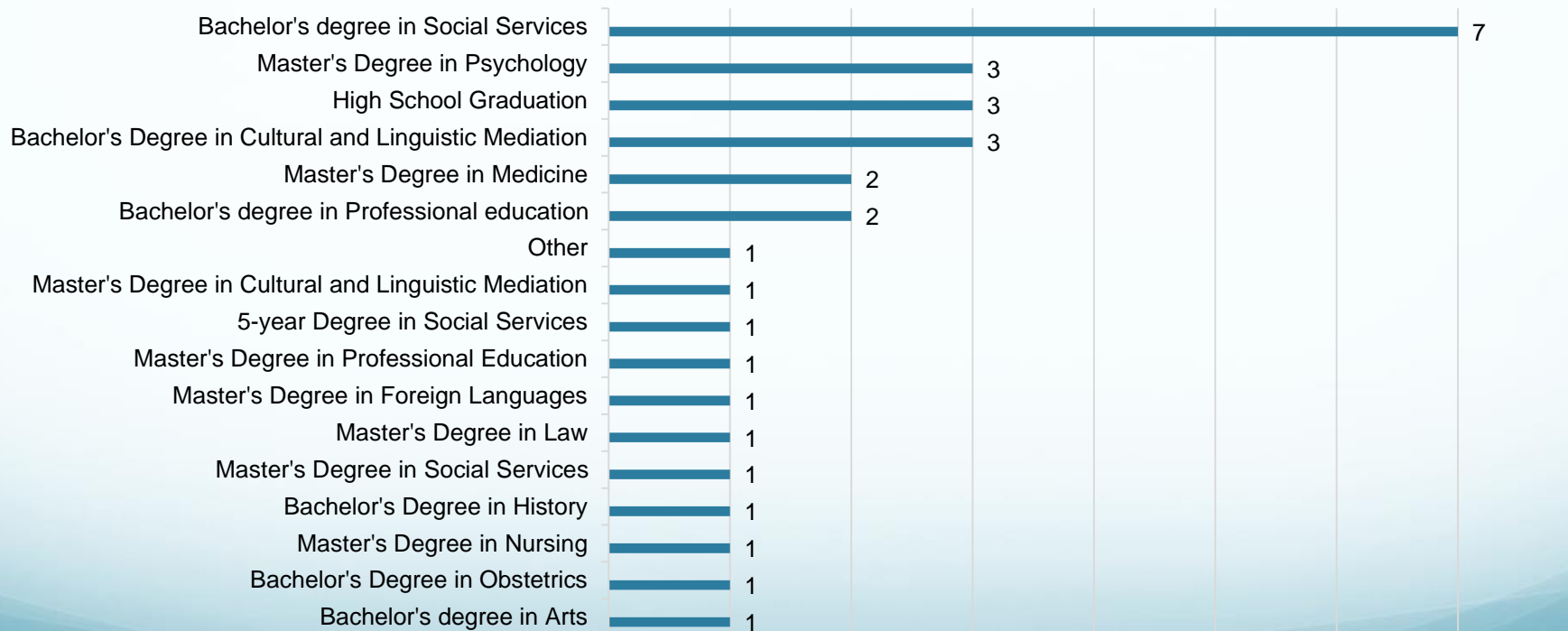
Profession





PROFILO PARTECIPANTI 2° EDITION

Study experience





PROFILE OF PARTICIPANTS – 2° EDITION

Experience in centers for asylum seekers





STRENGTHS

- *Excellent feedback from the territory* during the course promotion and recruitment of participants: integration between "top-down" awareness raising actions and spontaneous applications
- Creation of *multidisciplinary groups* with respect to the institution/organization of origin and professional qualification for both editions
- Interactive lessons, group of attentive and interested students
- *Continuity between theoretical lessons and practical workshops* thanks to the use of the case study methodology



WEAKNESSES

- Some of the enrollments were not successful because, in the face of the interest shown, it was impossible to reconcile the course with work commitments
- Difficulties in involving Police representatives
- The recent Italian socio-political and regulatory changes and the consequent reorganization of many CASs and SPRARs do not seem to favor the mission within which the PROVIDE project was born and therefore the objectives of the related training course (aimed at increasing operators' skills in managing the most vulnerable subjects)



UPDATE EX POST

**Update report on the 2 editions of the PROVIDE course held in Milan
(Bresso) and Lecco**

4° Project Meeting in Paris, 03/07/2019

Giulia Dakli



Tutor observation charts

LESSONS – TEACHER’S METHOD AND ATTITUDE

- M1: Frontal, very interactive, very well organized and objective-oriented. Great capacity to manage the Q&A session – Professional and engaging;
- **M2: Frontal, not very interactive, based on reading slides and not responsive to the requests of the classroom. In case of specific questions the answers showed the trainer’s competence, but there was little exchange with the participants – Professional**
- M3: Frontal, interactive, very well organized and objective-oriented – Professional, attentive to feedback, engaging, very competent
- M4: Frontal, interactive, very well organized and objective-oriented – Professional and engaging
- **M5: Frontal, interactive, extremely organized and objective-oriented with constant attention to the needs of the class - Professional, very attentive to feedback, actively involved students and made connections to other modules.**



Tutor observation charts

LESSONS – MOST INTERESTING CONTENTS

- M1: Concept of violence, types and indicators, differences and specific aspects. Questions on trainer's personal experiences
- M2: Programme was too wide with respect to the aims of the course. Most highlighted concepts: minors, art. 18, free legal aid. Many questions on changes due to Government's «Security» Decree, retroactivity.
- M3: "Cure / Care" to cure vs. to take care of; concept of illness, health; culture, definition and characteristics; structural violence, access to health services. Questions on specific cases.
- M4: Trauma from migrations. Questions on specific cases.
- M5: Concept of one's limit, how to manage fear, stress, frustration and burnout. Strategies for emergency situations. What the operators can and cannot do and the greatest difficulties of the operators in front of the guests victims of violence. Good practices.



Tutor observation charts

LESSONS – STUDENT PARTICIPATION AND FEEDBACK

In general students showed a **focused, collaborative and constructive interest** during all lessons.

Strong feedback: In general students enacted a very eager socialization with the trainers. In particular, they gave very good feedback during Module 1 and 5, when students even asked to skip the break to continue the lesson.

Weak feedback: The Module that encountered a slightly lower attention was Module 2, due to the little interactivity of the lessons but also due to the nature of the topic.



Tutor observation charts

WORKSHOPS - OVERVIEW

Methodology: **simple and effective**

Continuity between lessons and workshops: **excellent**

Engagement of the class as a group: **excellent**

Participation and engagement of single students: **excellent**

Capacity of the class to work in an independent way: **excellent**

Individual/Group work skills of participants: **very good**



Tutor observation charts

WORKSHOPS - TECHNIQUES

M1: Division in 3 Groups – 1 case study per Group. Development an **strategy for the management of 3 women victims of violence**

M2: Division in 2 Groups – working on 2 case studies (1 young vulnerable adult and 1 migrant woman both victims of violence). Focus on the **legal and regulatory aspects of the 2 case studies**;

M3: Division in 3 Groups – 3 case studies based on different initial inputs. The groups **mapped social and health services on their territory and created graphic posters** and gave an oral presentation. For each service the groups identified resources, criticalities and collaboration tools;

M4: Division in 3 Groups – each group was responsible for the development of a case study (1 teenager, 1 woman, 1 men, all migrants victims of violence). Groups had to develop ay **strategy for the treatment of these three subjects**;

M5: Division in 4 Groups – development of **four case studies on the management of different critical situations that can be faced by operators during their job**: fear, stress, frustration and burnout.



Il progetto PROVIDE è realizzato con il contributo del programma REC (Rights and Equality and Citizenship) della Commissione Europea



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Telefónica Dorada



Comune di Trapani



Comune di
Valderice



OXFAM
Italia

Intercultura

samusocial
International



Agencia Sanitaria Aho Guadalupe
CONSEJERÍA DE SALUD



Comune di
Milano



PROVIDE



PROVIDE

PRoximity On Violence: Defence and Equity

Brief report on the Ex ante Survey and Evaluation Survey

Monitoring Expert for Telefono Donna
Alessandra Barone

Paris, 3 July 2019



EX ANTE SURVEY REPORT

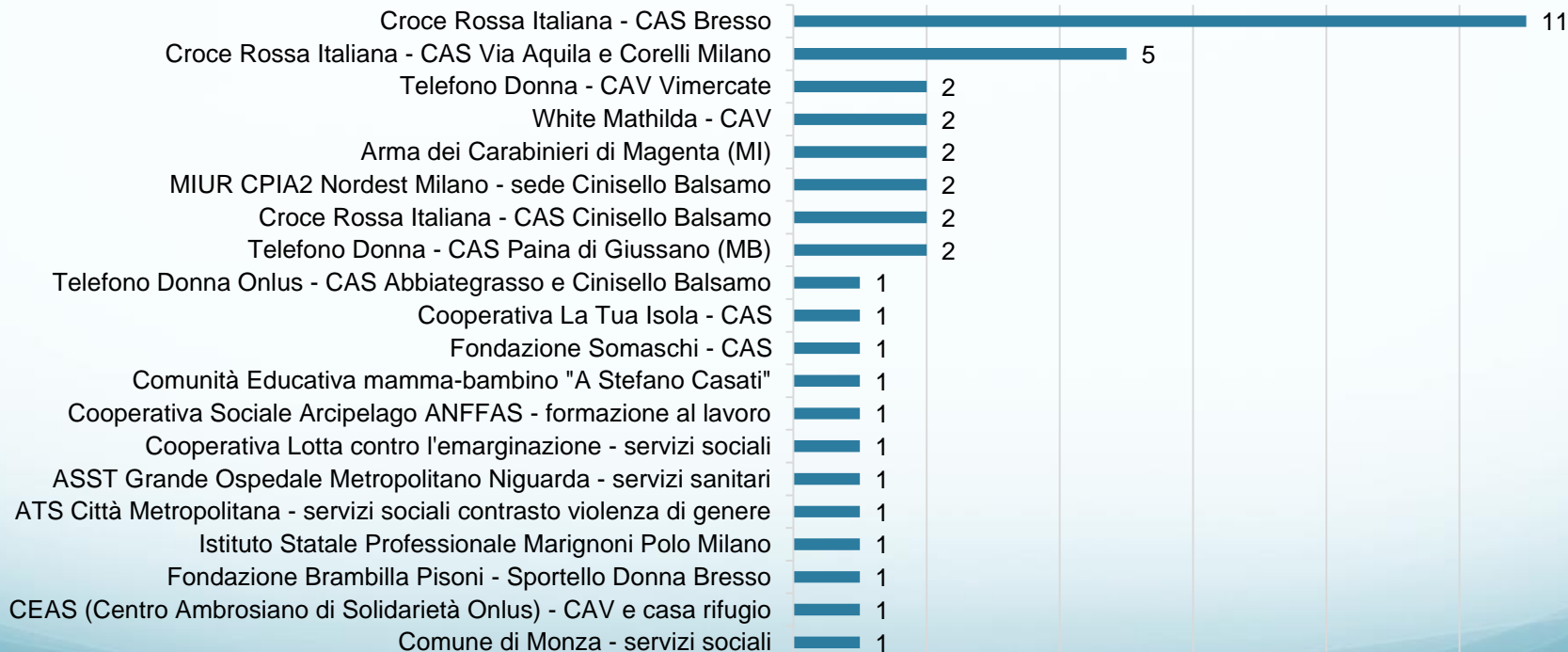
The ex ante survey has been dispensed at the beginning of Module 1 to the 35 students that were present at the first edition of the PROVIDE training course, held in Milan in the Croce Rossa offices, Bresso.

The **specimen** is composed by 5 men and 30 women, coming from different agencies/organizations and covering different professional roles.



PARTECIPANTS PROFILE

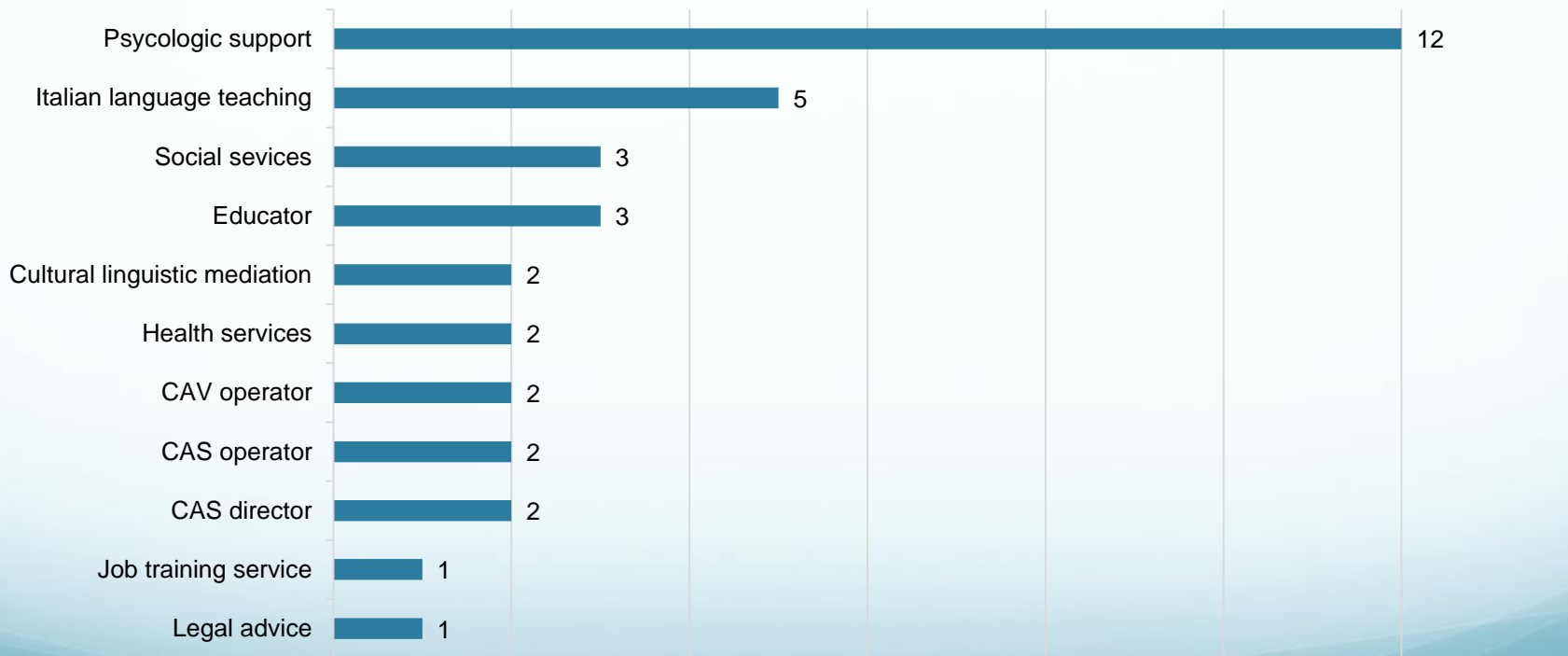
Professional background





PARTECIPANTS PROFILE

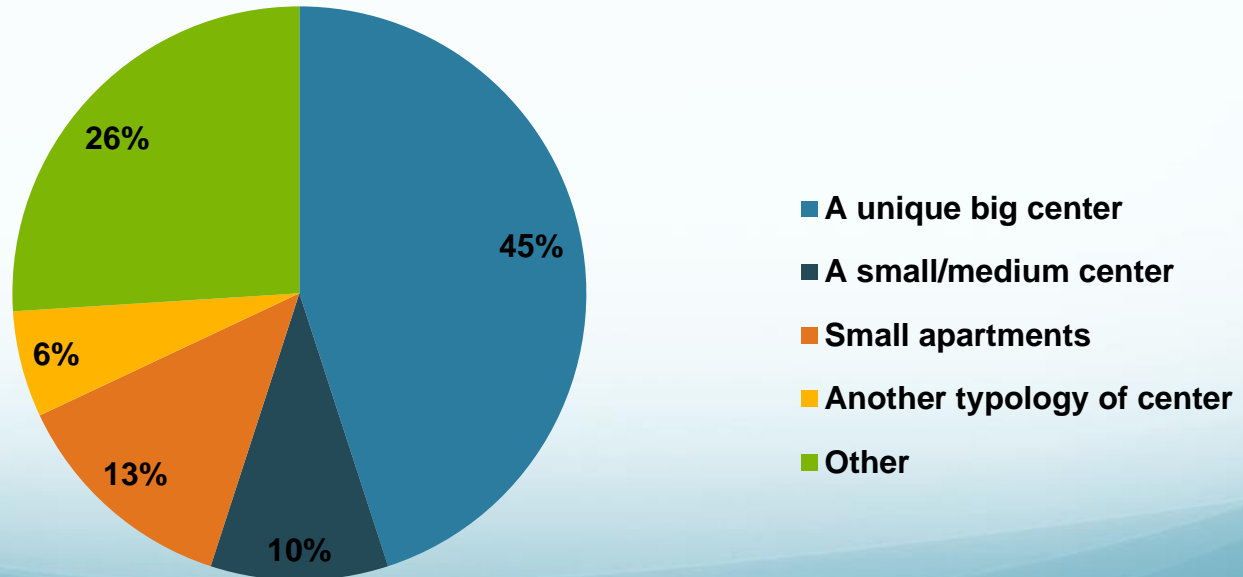
Professional area





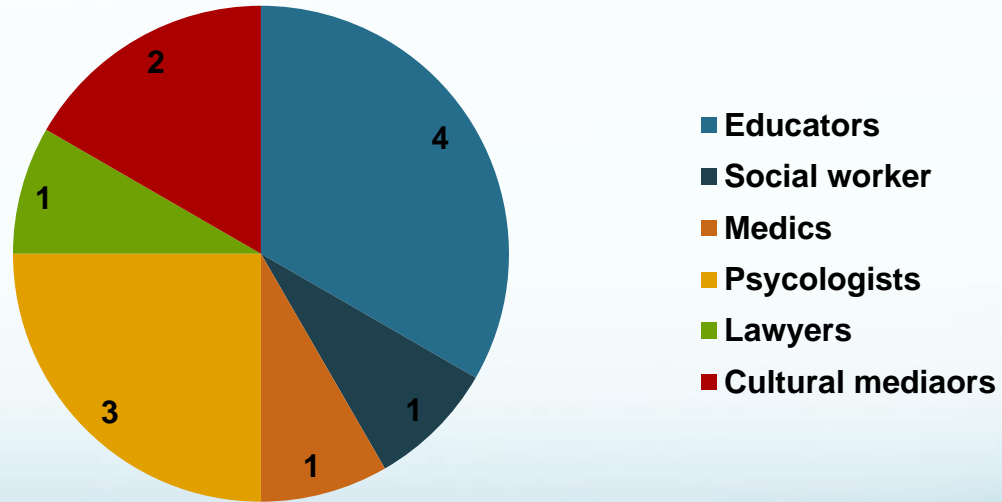
The great part of the operators that joined the course works in a unique big center.

Job Facility



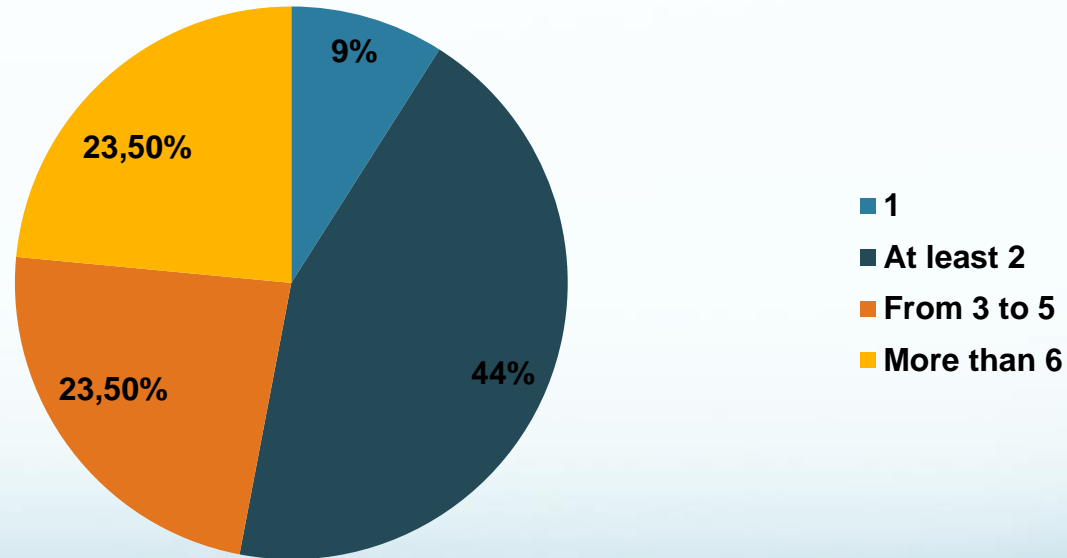


Different professional profiles works inside the same facility.



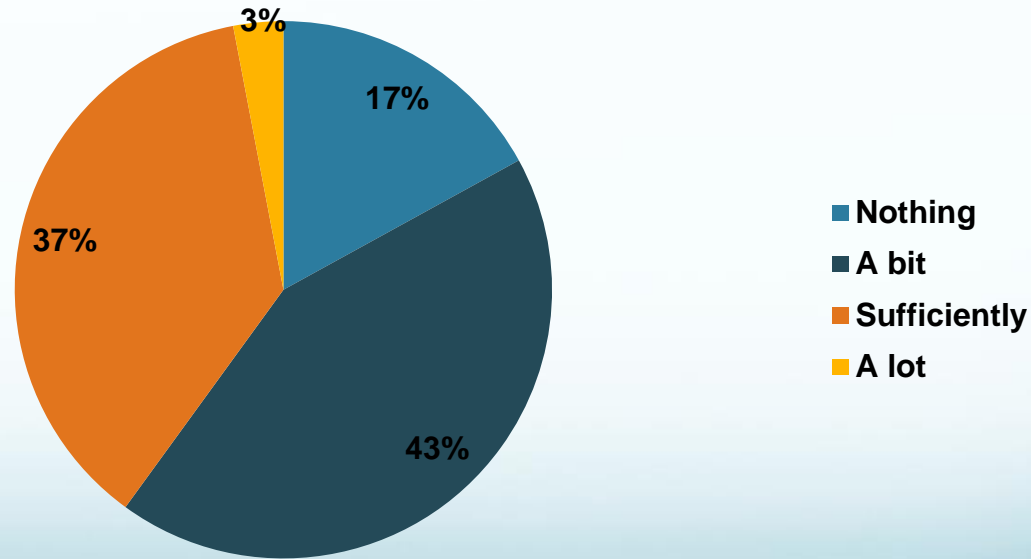


At least two operators works on average during the same shift.





In the agencies/organizations in which the students works, about 23% of users are migrant women, about half of the students report to have a low experience with dealing with these users.



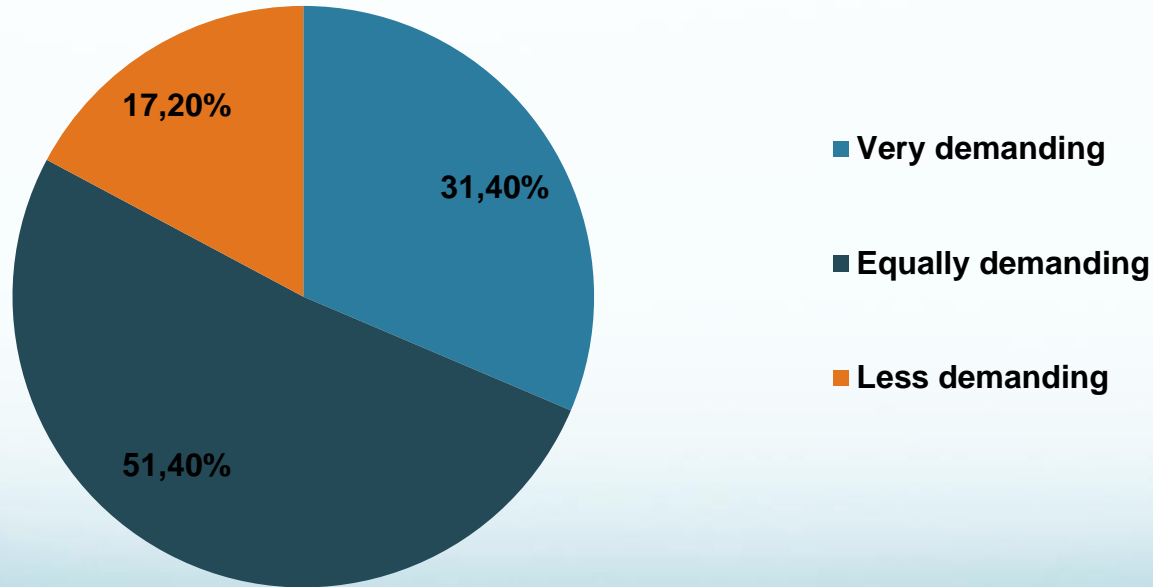


Half of the students report to have a good relationship with migrant women, although these women have difficulties to engage in relationships of trust.



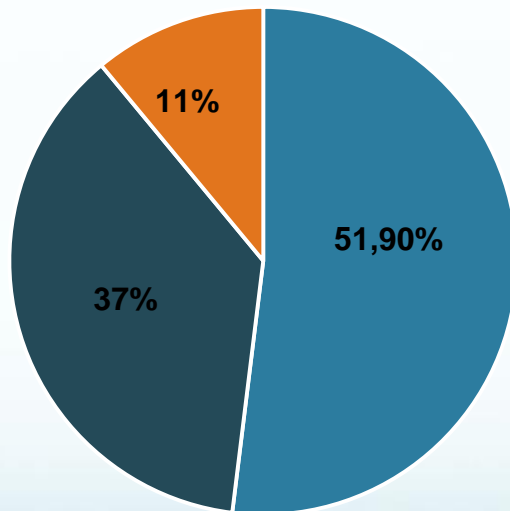


The work experience with migrant vulnerable woman is judged equally demanding compared to the work experience with migrant men.





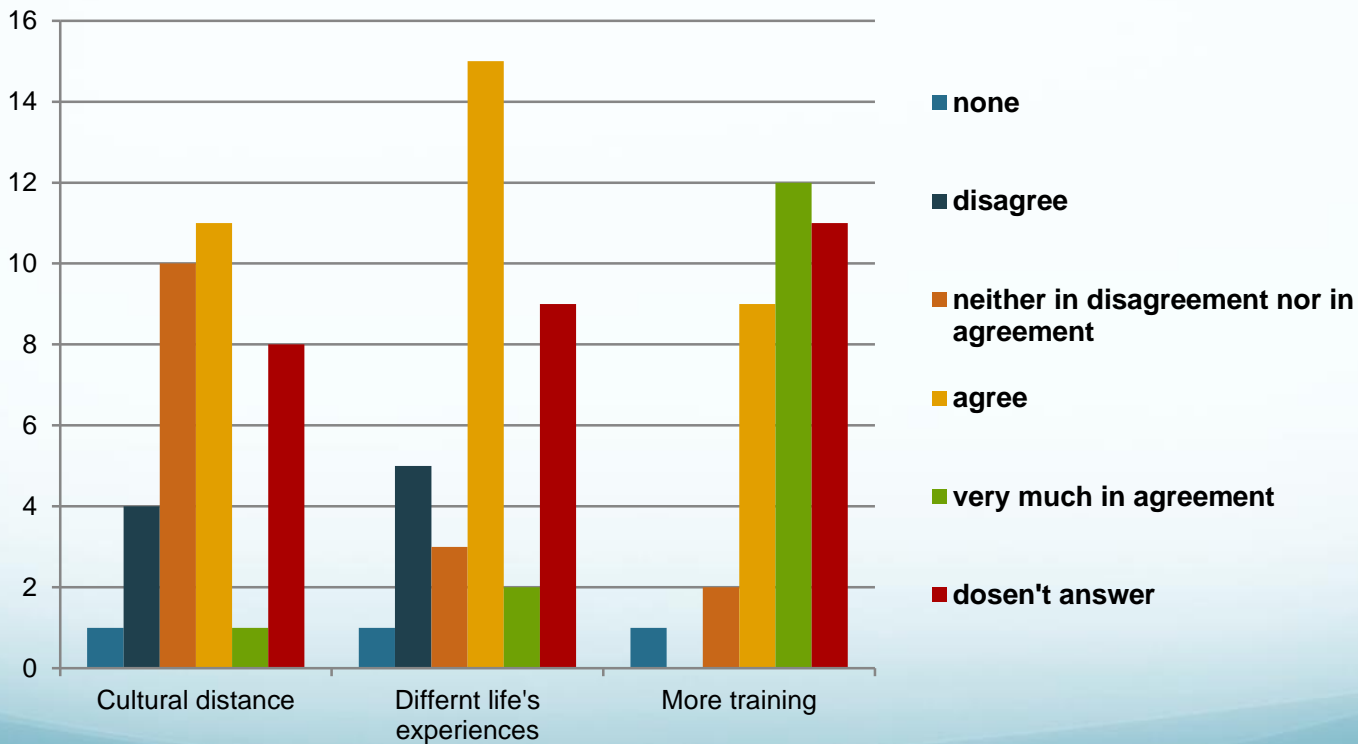
Most of the students report that migrant women victim of violence can speak about the violence suffered only after the establishment of a relationship of trust with the operator.



- **Yes, after the establishment of a trust relation**
- **Sometimes, but always after a while**
- **It is very difficult that they tell about the suffered violence**

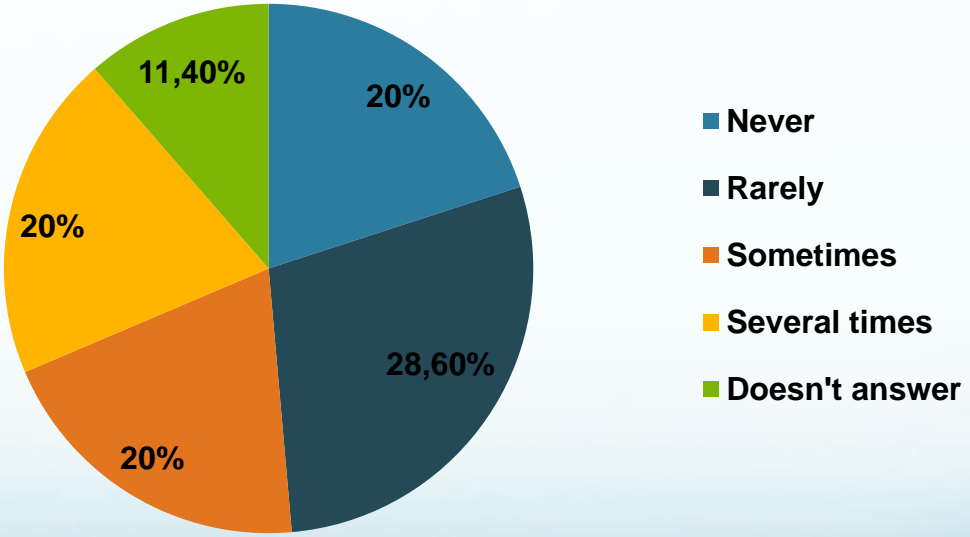


The obstacles in talking with migrant woman about violence



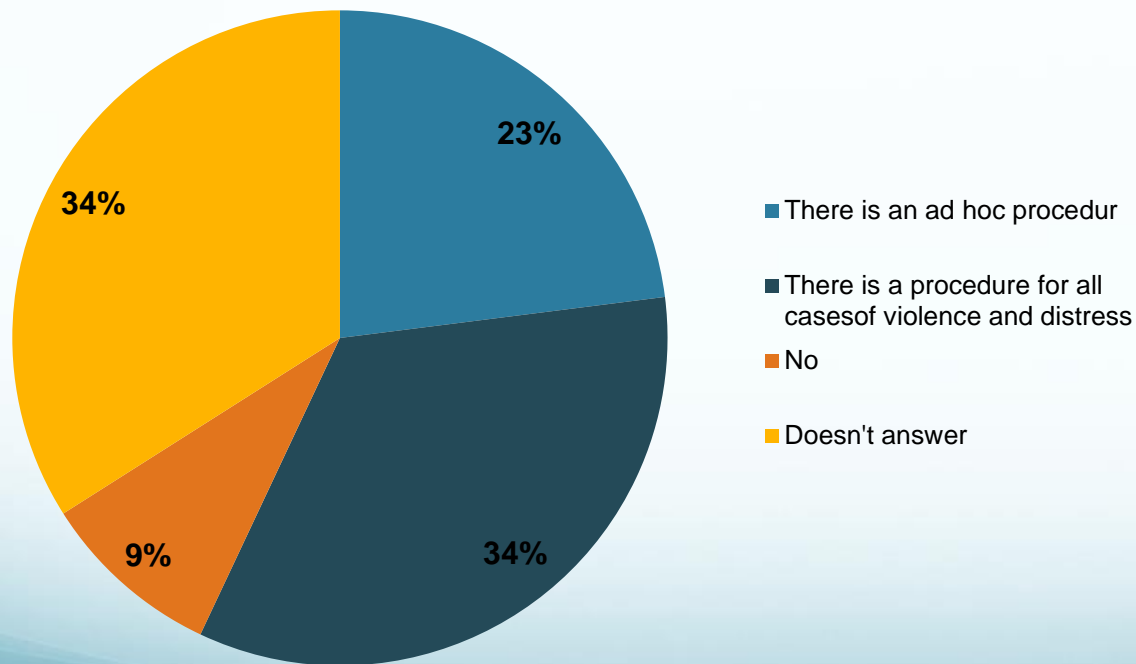


In most cases, operators only rarely detect episodes of gender-based violence and proximity violence suffered by guests hosted in their structure/organization/center.





Existence of a specific procedure to be followed for cases of gender based violence

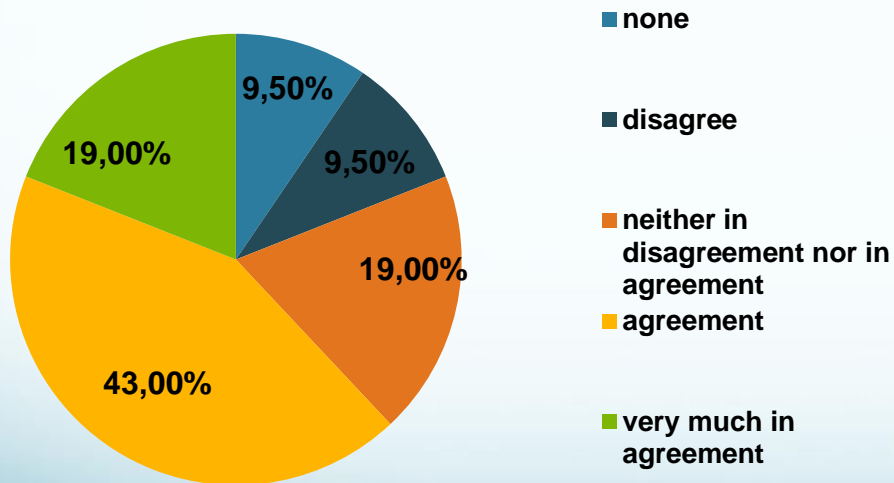


In 86% of cases the existing procedure is judged to be ineffective

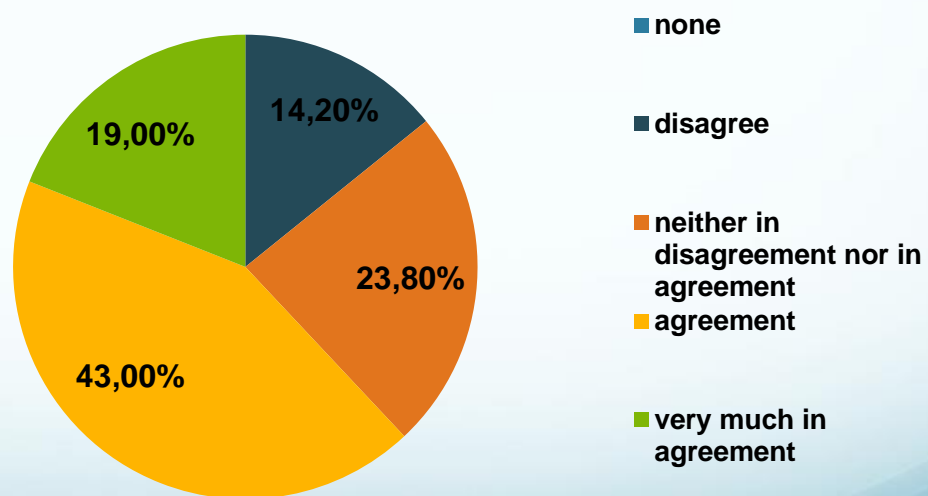


In the management of cases of gender-based violence, the operator has often felt he/she has little competence in the matter and little knowledge of this type of situation.

MORE SKILLS



FEW KNOWLEDGE





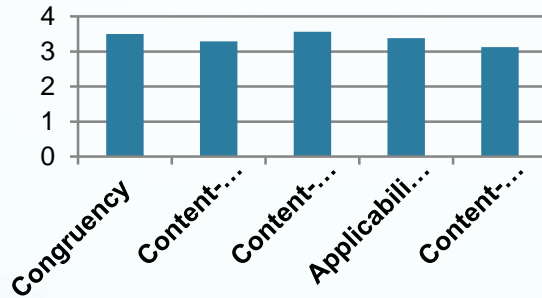
The results of the ex ante survey prove the need for an in-depth study on the aspects linked to the phenomenon of gender-based and proximity violence and on the procedures to be followed for the management of these complex cases.



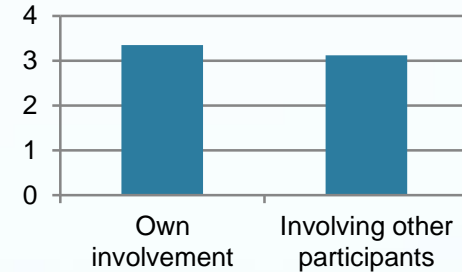
EVALUATION SURVEY REPORT

Overall, the judgment regarding the utility of the course, the interest and participation, the teaching material and the organization was quite positive.

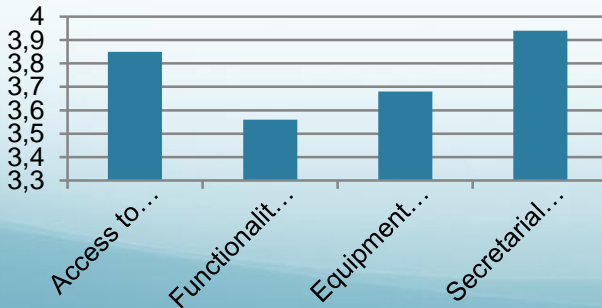
Utility



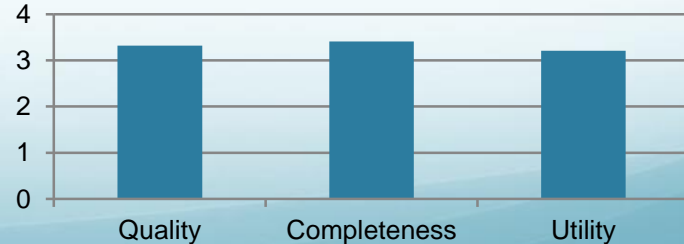
Interest and participation



Organization and services

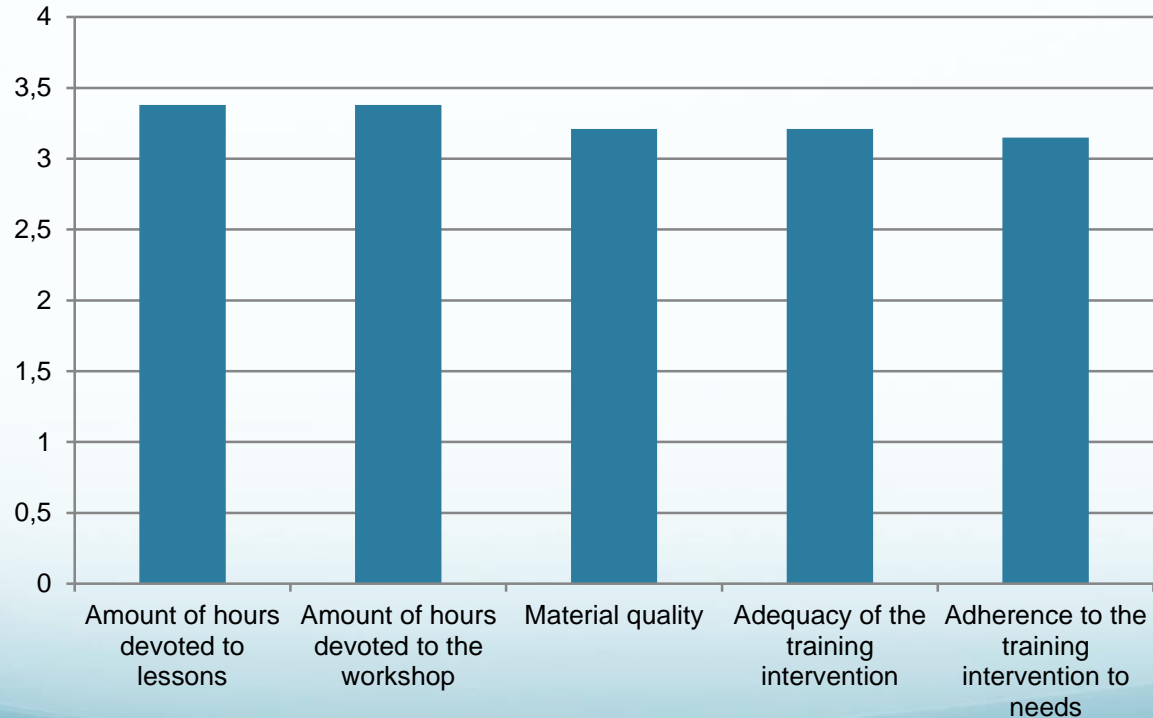


Teaching materials



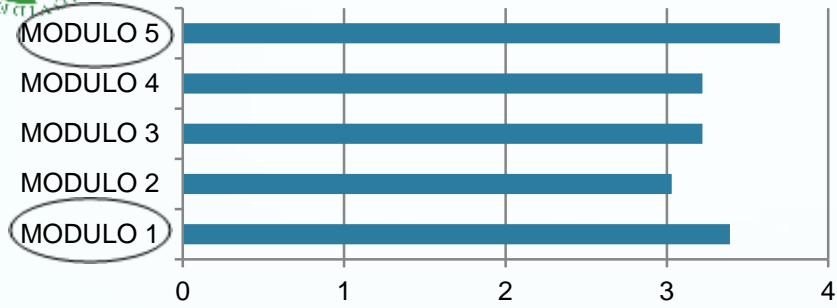


Overall the course, as it was designed, was judged very positively

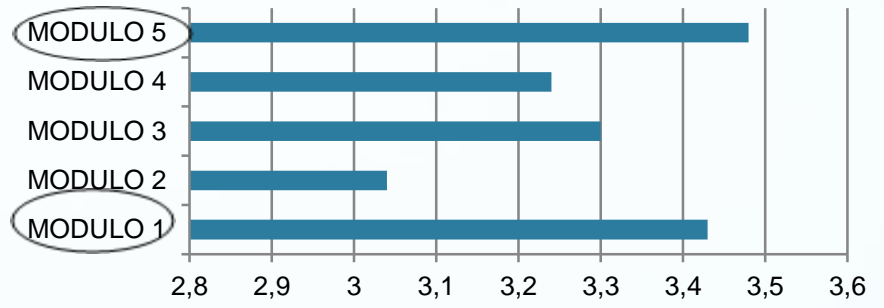




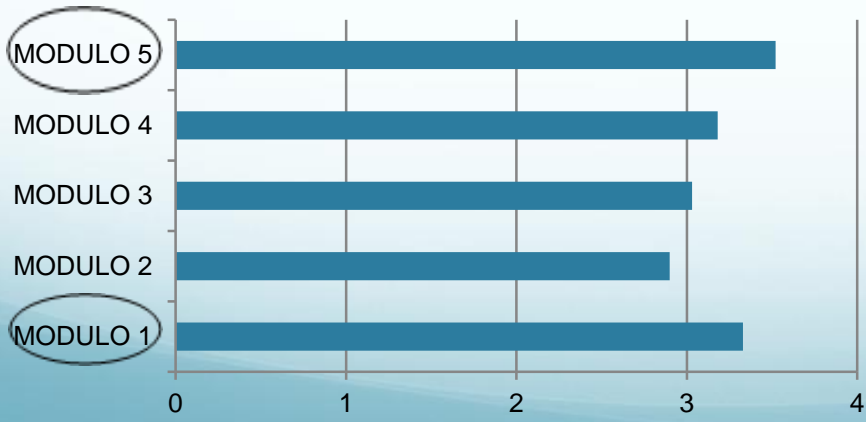
Content compliance with professional interests



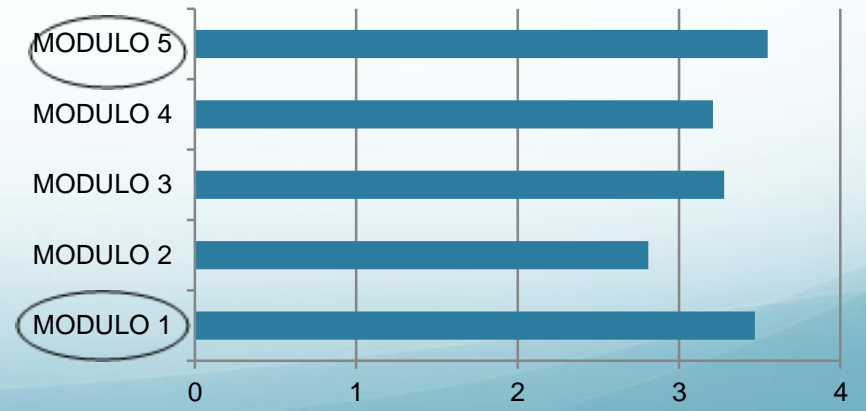
Applicability of the topics covered in the workplace



Content compliance with the need for updating



Own degree of involvement for the duration of the module





Finally, all the students would suggest the participation to this type of course to their colleagues, mainly due to the actuality of the topics treated – very linked to present and contemporary issues – as well as to the intercultural vision of the phenomenon and the interactive methodology of the workshops

Thank you for your attention



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