



NEAR

NEwly ARrived in a common home

AMIF NUMBER: 957999

TRAINING PROGRAMMES

Deliverable D 4.1

Work Package 4: Orientation Activity

Activity 4.2



NEAR
Project AMIF-2019-AG-CALL - 957999



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LABORATORY STRUCTURE – FONDAZIONE ISMU

The Welfare and Health Education Workshop in Milan provides important information regarding the access and the orientation to numerous useful welfare services in daily life. It includes all areas important for integration, i.e. health, housing, work and related services that are essential for integration in Italy, as well as a part of civic education.

The workshop last 20 hours and is intertwined with the Italian, agronomy and agriculture workshop and will run in parallel in the first few months between December 2021 and March 2022. It takes place in the training room of the Ismu Foundation.

The beneficiaries of the training are asylum seekers or holders of international protection living in governmental or state reception centres in the city of Milan.

Welfare and Health Education: 20 hours

Health	health Italian L2
Health	general practitioner, continuity of care, first aid (triage, access codes: which ones and for which kind of emergency in the city of Milan), specialist doctors
Health	personal electronic health record, office for choosing and withdrawing a general practitioner, renewal of health card, change of doctor, booking of visits, CUP (booking and payment of visits)
Health	Family planning centres, sexually transmitted disease centres, vaccination centres
Health	third sector clinics
Health	medical prescription: what it is, how to read it, income exemptions, urgencies
Health	medicines, type (ointment, tablet, ampoule, sachet, tablet, pill, syrup, etc.), dosage, package leaflet - pharmacies on call
Housing	housing vocabulary
Housing	types of housing

Housing	ownership-rental, rental contract
Housing	residence – domicile differences, fictitious residence
Housing	house hunting, agency, reading an ad, criteria, costs, expenses, utilities
Housing	building regulations - waste separation
Housing	pensioners/dormitories/"old emergency" in the city of Milan
Work	job search - job ads
Work	job centres
Work	temporary agencies
Work	interview
Work	contract
Work	payroll
Work	worker rights, safety at work unions
Other services	registry office (which documents and renewal)
Other services	post office (kit for residence permit renewal, payment of utility bill)
Other services	bank (opening a current account, bank statement, iban)
Other services	driving licence
Other services	-canteens, public showers, second-hand cloakrooms
Other services	libraries and cam
Other services	free Wi-Fi



Other services	CAF (tax assistance centres) and patronages, services offered, migrant counters
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References:

- A cura di M.Clementi, S. Langer, *L'italiano per...la salute e la sicurezza sul lavoro*, Fondazione Ismu
- *Percorsi di cittadinanza*, Fondazione Ismu
- *Lavorare in L2. Percorso didattico di italiano per il lavoro*, CGIL
- *Cittadini in gioco*, Fondazione Ismu
- *ABCinami*, Fondazione Ismu
- A cura di G. Favaro e P.Piras, *Tappe di Integrazione. Formazione civica e informazione sulla vita civile*, CENTRO COME
- www.centrocome.it



PERUGIA

LABORATORY STRUCTURE – TAMAT



Health service:

Information on orientation activities:

- “Ambulatorio Migranti” Migrant clinic offer medical visit and prescription of first check up for people that don’t have permit. It is located in the centre of the city; in via XIV Settembre.
- A little bit out from Perugia, as first emergency treatment there is a emergency room of the public hospital “Santa Maria della Misericordia” in San Sisto neighborhood
- The national health system offers the family doctor service. When obtaining a residence permit and a residence certificate, the request can be made to the registry offices by email at sportello.anagrafepg@uslumbria1.it attaching a copy of the residence permit and certificate of residence. The same thing is valid for the Pediatrician.
- Regarding the Health registry, the person newly arrived have to make sanitary card with fiscal code. If the person doesn’t have a fiscal code, the first request must be done at Agenzia delle Entrate, that will give a fiscal code while if the person has yet a fiscal code the request must be done at anagrafe assistibili directly. In this way the operator of anagrafe assistibili will bestow, both general practitioner and/or pediatrician and sanitary card.
- Within Hospital system, exist a list of mediators available in cases of the person needs a translation and cultural mediation. this requires filling out an application form 48 hours in advance <https://www.uslumbria1.it/servizi/mediazione-culturale>
- On Perugia territory, there are many health centers, for all treatments that not needs hospitalization. There is a centre in each neighborhood:
 - **CENTRO DI SALUTE “PONTE FELCINO-PG”**
 - 1 Ponte Felcino
 - 2 ponte Pattoli
 - **CENTRO DI SALUTE “PERUGIA SUD-OVEST”**
 - 1 Madonna Alta
 - 2 San Sisto
 - 3 Castel del Piano
 - **CENTRO DI SALUTE “PERUGIA NORD-EST**
 - 1 Ponte San Giovanni
 - 2 Torgiano
 - 3 San Martino in Campo
 - **CENTRO DI SALUTE “PERUGIA CENTRO”**
 - 1 Perugia Centro, via XIV Settembre
 - 2 San Marco
- Emergency numbers:
 - Ambulance: 118
 - Police: 113
 - Carabinieri: 112
 - fire fighters: 115
- These health centers have counseling for women that deal from to prevention and accompanying paths to childbirth.

Health Care 30 h
MODULE I (6 h: 9.00 – 15.00) <ul style="list-style-type: none"> • Mediacal center for migrant people • Hospital Mediation institution • Workshop on: How's work Emergency medical service and emergency room.
MODULE II (8 h: 9.00 – 13.00/14.30-18.30) <ul style="list-style-type: none"> • Iter for obtaining general practioner • Iter for booking specialist visit • Emergency numbers (118,113,112...) • Workshop and simulated activity
MODULE III (8 h: 9.00-13.00/ 14.30-18.30) <ul style="list-style-type: none"> • Medical center of migrant people • General Practioner and Pediatrician • Consultori (Family counseling • Workshop and simulated activity
MODULE IV (8 h: 9.00-13.00/ 14.30-18.30) <ul style="list-style-type: none"> • Territorial health center • Mental health center • Anti-violence center

Social Inclusion:

Information on orientation activities:

- SPID: In Italy, to access virtual branches relating to one's administrative positions, one must have the SPID which would be a virtual identity. To do this, you need to fill-in an application request to one of the institutions that provide it. It can be used only after having made an acknowledgment, the methods are different according to the entity to which the request is made
- License: the public body in charge of issuing of license is the Civil Motorization. You can prepare yourself for both the written and the practical exam by paying the state fee. After passing the written exam, a pink paper is issued that allows you to practice with a person who has at least 10 years of driving license. However, there are driving schools that prepare you for both exams.
- How to renew the permit: the public body in charge of issuing permit of residence is the Questura for all type; while, requests for family reunification, citizenship, asylum are managed by the prefecture.

Social Inclusion 30 h
MODULE I (8h: 9.00-13.00/14.30-18.30) Workshop on: <ul style="list-style-type: none"> • Spid • License • Social service
MODULE II (8h: 9.00-13.00/14.30-18.30) <ul style="list-style-type: none"> • Helpdesks of the renewal of document

<ul style="list-style-type: none"> • Questura (Police station) • Workshop and simulated activity
<p>MODULE III (6h 9.00-15.00)</p> <ul style="list-style-type: none"> • How's work Prefettura (IT) or any other institution that manages migrant integration processes
<p>MODULE IV (8h: 9.00-14.30-18.30)</p> <p>Debate and mapping on:</p> <ul style="list-style-type: none"> • Social gathering centers • Local Association

LABORATORY STRUCTURE – AIDGLOBAL

Training sessions are based on non-formal and informal learning, focus on intuitions and welfare services, health education, life skills and employment networks, to empower participant's freedom of choice, foster their autonomy process and promote social inclusion. The program was designed in co-creation with AIDGLOBAL team, the trainers and partner organizations to make sure that there is no duplication, but an increment to the work already being done by other stakeholders involved.

The group of trainees is divided into 2 groups, due to the linguistic part. So we have a group of 6 people from Jesuit Refugee Service (JRS) who speaks in French and 1 person that comes from O Século Foundation. The other group is from Focus Assistência Humanitária and we have 15 Afghan participants whose training is in english. The training is separate but takes place at the same time, in different rooms.

Partner Organizations:

JRS - <https://www.jrsportugal.pt/>

Focus Assistência Humanitária - <https://www.focus-europe.org/pt/>

O Século - <https://oseculo.pt/fos/>

Information on orientation Sessions

Module 1: Coaching

Goal: Assess participant's skills and goals to access employment and further training, as well as, to provide better and personalized support during the course.

- Recognition of prior education attainment and work experience to further support on the validation and certification process.
- Identify participant's goals and dreams.
- Identify acquired skills and competencies to match participant's effectively with employment opportunities and further training.

This was the only part where the training is individualized, especially with the afghan group, giving 1 hour per each participant. In the French group, they needed motivation so we decided to do the coaching as a group.

Module 2: Cultural integration

Goal: Prepare the participants to the intercultural challenges and opportunities that come from moving into a socio-cultural context that is completely different from the one in which a person is born and raised.

- Develop a sense of belonging and achieve cultural safety conditions
- Develop intercultural skills for a smoother integration and minimize the cultural shock.



Module 3: Services and Institutions

Goal: Introduce participants to the processes for obtaining the necessary legal documents and the roles and responsibilities of the different social services and institutions.

Local NGOs community
Social Services in the community
Translation Services

Module 4: Education and employment

Goal: Prepare the participants to be more autonomous and make informed decisions and choices related to education, training and employment.

- Improve the knowledge of the Portuguese language by the beneficiaries and understand the importance it has to access education, further training and employment in Portugal
- Develop digital skills to access
- Beneficiaries will understand the different pathways for employment and learn how to search and apply for jobs online
- Support beneficiaries to build their curriculum and prepare for job interviews
- Introduce participants to Portuguese educational system and the services and institutions available to obtain education and training

Module 5: Life Skills

Goal: Strengthening the life skills of the participants to help them to better manage challenges and risks, maximize opportunities and solve problems in co-operative, non-violent ways.

- Decision Making - ability to think through steps that lead to a desired goal by identifying and understanding a problem and devising a solution to address it.
- Problem Solving - ability to make constructive and responsible choices about personal behaviour and social interactions based on ethical standards, safety concerns, social norms, the realistic consequences of actions and the wellbeing of others
- Cooperation - exercise flexibility and a willingness to be helpful by making the necessary compromises to accomplish a common goal and assume shared responsibility for collaborative work
- Health Education – Portuguese health rights and services for refugees and asylum seekers, disease prevention and mental health.

Module 6: Assessment and planning

Goal: Support participants to build a custom a plan for specific professional or personal goals.

- Beneficiary's actions plan for the next months.
- Beneficiaries will provide feedback on the training.

Module 7: Building Resilient and supportive social networks

Goal: Help participants to build and create social connections and networks with their peers and members of the local community to facilitate their integration in the community and labour market.

- Provide beneficiaries with strategies to build supportive social networks;
- Introduce integration success stories in Portugal to beneficiaries
- Networking sessions and job Interviews
- Tradition and culture exchange

Below the structure of the general agenda of the training for both classes:

Orientation Activity	English	French	Schedule
MODULE I - Coaching	3h	15h	19th January until 11th, february 2022
MODULE II – Cultural Integration	4h	4h	25 and 26, january 2022
MODULE III – Services and institutions: Social Inclusion	2h	2h	27, january 2022
MODULE IV – Education and employment	5h	5h	1 and 2, january 2022
MODULE V – Life Skills	5h	5h	7 and 8, january 2022
MODULE VI - Building Resilient and supportive social networks	8h	8h	9, january 2022
MODULE VII – Assessment and planning	2h	2h	18, january 2022
Total	29h	41h	Total of 70h of

			<p>training in the orientation activity.</p>
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LABORATORY STRUCTURE - CARDET

During the orientation activity, we will focus on the improvement of knowledge about institutions and welfare services, including health education, in order to facilitate migrants' freedom of choice, foster their autonomy, and promote social inclusion. In order to include people with low educational backgrounds or no study habits or experience, the orientation activity will be based on non-formal and informal learning.

Health care services:

Information on orientation activities:

- Public Health Services
- Emergency Rooms
- General Healthcare System
- Health insurance Coverage
- Pharmacies
- Mental health services
- Anti - violence center (SPAVO)
- NGO center (Mihub)

Health Care 30 h	
Training 1 (5 h) <ul style="list-style-type: none"> • Primary Health Care • Secondary Health Care • Accidents and Emergency Departments 	Training 4 (5 h) <ul style="list-style-type: none"> • Athalassa Hospital • Psychiatric Clinics • Center for Specialized Mental Health Assessments
Training 2 (5 h) <ul style="list-style-type: none"> • Emergency Rooms • GESY • Health Insurance Plans 	Training 5 (5 h) <ul style="list-style-type: none"> • Work Rehabilitation Units • Day Centers • Adolescent Services
Training 3 (5 h) <ul style="list-style-type: none"> • Medical center • Pharmacies • Hospitals • Outpatient Centers 	Training 6 (5 h) <ul style="list-style-type: none"> • NGO Centers • Anti-Violence Center

Social Inclusion:

Information on orientation activities:

- Culture

- Economy
- Employment & Labor
- Social Services
- Helpdesk for the renewal of Documents

Social Inclusion 30 h	
<p>Training 1 Workshop on:</p> <ul style="list-style-type: none"> ● Meeting Nicosia tour ● Local shops and then “secret places” ● Introduction to Cyprus culture 	<p>A day in Nicosia with a set of activities that will allow the beneficiaries to explore the area and understand the basic history of the city.</p> <p>Through this day our goal will include to know the local shops and hangout places but also to explore the area.</p>
<p>Training 2</p> <ul style="list-style-type: none"> ● Cyprus Labor Market ● Administration for Social Insurance and Employment office ● Employment Documents ● Transportation 	<p>An introduction to the local labor market from a to Z. Starting about the general idea and policies regarding the rights and obligations for different population and ending the day on specific information about how to go through different procedures.</p> <p>We intent to bring experts to talk about the current system to facilitate the administrative process in their minds.</p>
<p>Training 3</p> <ul style="list-style-type: none"> ● Finding a job successfully - skills and tips ● Workshop to create the CV at the spot ● Basic interview skills 	<p>A practical day to support the employability skills of the beneficiaries.</p> <p>They will have the opportunity to complete their CVs and practice their interview skills or communication skills in groups with the supervision of a career counsellor.</p>
<p>Training 4</p> <ul style="list-style-type: none"> ● The integration path ● Local stakeholders and activities for new comers ● Community activities ● Other community support services 	<p>Focus on specific plan on what actions will they be able to take in order to create their community.</p> <p>We intent to bring different stakeholders to talk about their activities so they can sign up and take action.</p>