

e-spices Final Conference
Best Practice in Intercultural & Institutional
Communication

**Ciliberti Anna, “The role of the cultural
mediator in processes of women's integration in
the sanitary sphere“
(Università per Stranieri di Perugia)**

2009 Statistical Dossier "Immigration" (19th Report on Immigration) published by Caritas/Migrantes

85,947 foreigners legally resident in Umbria on January 1st 2009, distributed as follows:

- 67,296 in the province of Perugia (78.3%),**
- 18,651 in the province of Terni (21.7%).**

Dossier "Immigration" (cont.)

Umbria ranks second in Italy (9.6%) for the presence of foreigners.

Reasons for which residency permits are issued:

- 55.7% employment,
- 36.1% family,
- 4.6% study.

Difficulties met by immigrants in gaining access to services

Complexity of the inter-relationships among the services provide. In particular, difficulties of access concern the areas of:

- health;
- education;
- administration.

CNEL report on immigrant integration (2009) for Umbria

- high level of territorial attractiveness:
national ranking = 3rd place,
- High degree of integration in relative and absolute terms,
- conditions of 'specific' immigrant integration:
national ranking = 12th place.

Access to various public services presents criticalities caused by:

- language barriers,
- lack of knowledge of the procedures, rules and places involved.

Social safety nets

- high level of dispersion: immigrants seem to prefer private solutions arrived at primarily through the ethnic network of family, friends and acquaintances.

Difficulties in gaining access to services

- Difficulties of access are often due to the complexity of the inter-relationships among the services

In particular they concern the area of:

- health
- education
- administration

Sanitary sphere: ISTAT study (2005)

Less access by immigrants than by Italians:

- less visits to the doctor,
- less clinical examinations,
- less specialist visits.

Action project

General aim: giving greater attention to the specific needs of foreign women in the sanitary sphere through a strengthening of the role of the cultural mediator.

The mediator as a 'bridge' connecting foreign women and public institutions.

training/refresher course

It integrates different components and perspectives

Three objectives:

- linguistic and communicative,
- Relational,
- informative.

training/refresher course

- 15 cultural mediators (both Italian and foreign) operating in the provinces of Perugia and Terni
- 15 weeks (with a weekly meeting of 4r hours) for a total of 60 hours:
 - 28 hours: relational objectives,
 - 10 hours: linguistic objectives,
 - 20 hours: informative objectives.