



# Conclusions of the research conducted under WP 2

Interviews conducted in May  
and June 2018

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# Interviewed operators

Average age: 33 years old

All women, in possession of a university degree in the socio-educational field

Role: operators in the extraordinary reception centers (CAS) managed by Telefono Donna and located between the cities of Milan and Lecco



# Reception center - context

## CAS Context:

Reception methodology: diffused reception (from large temporary reception centers the migrants are dislocated in small apartments)

Location: several apartments between Milan and Lecco (10 apartments)

Guests: 60 people never mixed unless it is structured families. Some apartments host men only, other host families and single women with children.

It is important to underline that the interviews were conducted in apartments that at this moment host only structured family units of Christian origin.

Other Telefono Donna reception centers host men only, coming from different cultural and religious background. Only recently the center has welcomed single women with their children but they have spent too little time in the CAS to assess their situation.

# Territorial context

## Local context:

- Metropolitan city of Milan and City of Lecco
- Medium-low socio-economic integration with regard to migrants
- The metropolitan area of Milan favors, in most cases, a proactive dialogue between the resident population and migrants
- Predominance of prejudices in the city of Lecco compared to the metropolitan city of Milan with regard to migrants

## Practices to detect episodes of violence

- Recognition of symbolic violence contained in verbal behavior;
- Knowledge of the body language and of strategies that can defuse potentially aggressive content;
- Work on self-esteem of the migrants / asylum seekers hosted in the center

Methodologies used in extraordinary reception centers (CAS) to detect violence:

- direct and indirect observation;
- circular communication

# Weaknesses of the reception process

- Difficult adaptation of the family unit in the new social context;
- Lack of specific training courses on gender issues in migration phenomena
- Presence of prejudices of the resident population
- Migrant women perceived by the local population only able to conduct humble jobs because of the lack of professional and cultural qualification;
- The multicultural model still prevails over the intercultural model;
- Poor connection between the local networks of migrants and the CAS;
- Negative function of the media

# Good practices

- Building a genuine intercultural practice;
- Confrontation and dialogue between operators and migrants;
- Psycho-social preventive actions and support paths to manage the hardships and suffering perceived by migrants hosted in the reception centers;
- Building a relationship of trust between migrants and operators;
- Removal of any judgmental behavior of operators with regards to migrants' cultures and lifestyles;
- Multidisciplinary approach to understand and manage episodes of violence;
- Possibility of dialogue between operators and guests using the mother tongue of migrants on the most delicate issues.

# Training needs

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- Recognition of **different typologies of violence**: proximity violence, gender violence in its various forms (domestic violence, physical, psychological, economic, sexual violence), witnessing violence and human trafficking.
- **Criteria and symptoms to recognize signs of gender or proximity violence** in Reception Centers:
  - o medical and life history;
  - o direct and indirect observation of verbal and non-verbal behavior;
  - o reported symptoms
  - o circular communication between guests and operators.
- **Legal area:**
- **Medical area:** activation of health services for the detection of violence suffered by men and women seeking political asylum.

# Training needs

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- Reception of migrants: **importance of a cultural approach for integration**; significant role of the linguistic-cultural mediator
- Importance of a **multidisciplinary approach and networking effort** with local services
- **Strategies for management and prevention of crisis and emergencies**
- **Taking care of vulnerable subjects**: activating **ethno-psychological support paths**
- Getting out of the cycle of violence: **risk and resilience factors**; activation of individual/social resources.
- **Social reintegration, work and housing**: prejudices and social integration in the host territory.