



Bu proje Avrupa Birliđi ve Türkiye Cumhuriyeti tarafından finanse edilmektedir  
This project is co-funded by the European Union and the Republic of Turkey

### Refugee Protection and Service Delivery project

## **Cultural mediation and volunteering to assist refugee arrivals**

### **Programme for a 2.5-day European Exchange Visit**

23-25 November 2016

Hosting partner: Consorzio Communitas (Consorzio Farsi Prossimo)

Location: Venue Consorzio Farsi Prossimo, Viale Sarca 336/F, 20126 Milano

### DAY ONE

12.00 *Registration and lunch*

**13.00-13.30 Welcome & opening**

- Luciano Gualzetti, Director, Caritas Ambrosiana & Ettore Fusaro, Director Consorzio Communitas

**Introduction to the EU - Turkey Civil Society Dialogue & relevance of cultural mediation in assisting refugee arrivals**

- Elif Özer (HRDF) and Magdalena Boehm (ICMC Europe)

**13.30 - 14.00 Tour de Table**

**14.00–14.30 Refugee reception and integration in Italy**

- Alessandra Camporota, Chief Cabinet, Ministry of the Interior, Department Civil Liberties and Immigration (IT)

**14.30–15.00 Refugee arrivals in Italy and cultural mediation during referrals**

- Luisa Bianco, Senior Protection Assistant UNHCR Italy

*Coffee break*

**15.30–16.00 Cultural mediation practices in Italy: overview and role of volunteers**

- Oliviero Forti, Head of Immigration, Caritas Italiana

**16.00 – 16.30 Engaging refugees as volunteers: coaching, cultural mediation, interpretation**

- Sabir Zazai, Coventry Refugee and Migrant Centre (UK)

**16.30-17.00 Reflections on the concept of cultural mediation in Italy and opportunities of transfer to other national contexts**

- Dr Lorenzo Rocca (LIAM group, Council of Europe)

17.00 Q & A, General discussion

19.30 *Dinner*





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## DAY TWO

8.45 *Registration (new participants)*

**9.00-10.00 Welcome, Introductions & Tour de Table**

**10.00-10.30 The work of HRDF in providing services to refugees & piloting a volunteering programme for refugee integration in Istanbul: the state of play**  
- Alp Biricik & Elif Özer (HRDF)

**10:30-11:00 Feedback from the audience**

*Coffee Break*

**11.30- 12.00 Engaging local students as volunteers: coaching, interpretation, social inclusion**  
- Zekiye Dogan, Dervis Baba (TK)  
- Mariana Stoyanova, Red Cross Bulgaria

**12.00 – 13.00 Engaging refugees as volunteers: coaching, cultural mediation, interpretation**  
- Nafisa Nur Osman, Dutch Council for Refugees (NL)  
- Marijan Bilic, city of Antwerp (BE)

*Lunch*

**14.30 – 15.30 Working with volunteers and cultural mediators: thematic break-out groups**  
- Engaging local students as volunteers  
- Engaging refugees as volunteers / linguistic & cultural mediators  
- Cultural mediation in Italy and Turkey: opportunities and challenges  
- The role of cultural mediators during refugee referrals

*Coffee Break*

**16.00 – 17.00 Feedback from the break-out groups and general discussion**

17.15 *Introducing day III and closing*

19.30 *Dinner*





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### DAY THREE

At Caritas Ambrosiana (Conorzio Farsi prossimo) Service Centre

**9.30-10.30**

#### **Refugee assistance in Milan – projects presentation at site:**

- Role of volunteers and professional in referrals, cultural and linguistic mediation
- Engaging student volunteers in labour market integration

*Coffee break*

**11.00-12.30**

#### **Developing a Policy on Volunteering**

- Leyla Soydi, TOG - Community Volunteers Foundation (TK)

**Presentation of HRDF's Volunteer Strategy draft & group discussion**  
(HRDF) & Magdalena Boehm (ICMC)

**12.30-13.30**

#### **Selecting thematic areas for the roundtable meeting in Ankara 2017**

#### **Reviewing the seminar & next steps**

- Magdalena Boehm (ICMC Europe)

**13.30**

*Seminar close*

