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National analysis of best practices to combat the violence against migrant women in Italy

360 REWIN Project

Project Result n.3

National analysis of best practices to combat the violence against migrant women.

Result Leading Organisation



National analysis of best practices to combat the violence against migrant women

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Introduction - The violence against migrant women in Italy

General information on the phenomenon

1. Migrants women in Italy

The transformation of immigration in Italy during the late Seventies and early Eighties marked a significant shift from a historically emigrant to an immigrant nation, crucial for understanding the Italian migration landscape (Pugliese E., 2006). Despite a decline in industrial employment since the 1980s, there has been an increase in smaller enterprises, particularly in the tertiary sector, shaping the evolving economic dynamics.

Italian immigration is distinctive due to its diverse and extensive composition, resembling an "archipelago of immigration." Originating from various parts of the world, including Morocco, the Philippines, Tunisia, Albania, Egypt, Lebanon, Yugoslavia, Romania, Senegal, Sri Lanka, Serbia, Montenegro, Macedonia, Croatia, Bosnia Herzegovina, Slovenia, China, and South America, this diverse ethnic mix is noteworthy, given Italy's historical, cultural, linguistic, social, and economic disconnect from most of these nations (D'Alconzo G. et al., 2002).

In Italy, the immigrant female population forms a significant yet often overlooked portion of the foreign demographic. These women face unique challenges, residing on the fringes of society. Female migration introduces distinct social nuances, particularly evident in reception and cultural mediation. Women in migration paths, whether reuniting with family members or pursuing independent journeys, increasingly play prominent roles, emphasizing the pivotal role of the women's movement in contemporary international migrations (Maronilli, M. P., 2020).

Motivations for women leaving their country of origin share similarities with men, encompassing cultural, political, economic, and security concerns. However, women's motivations are characterized by specificities related to their roles as married, divorced, mothers, violated, or repudiated individuals, rooted in the pursuit of economic and social autonomy, seeking recognition independent of their roles as mothers and wives.

Migrant women aim to break free from situations of inferiority within marital relationships, demonstrating resilience and tenacity. Their pursuit of new horizons is driven by the desire for personal redemption, improved economic conditions, and enhanced social roles for themselves and their families. Earnings are often sent back to their home countries to support unforeseen expenses, construct homes, or finance their children's education. Family ties are central to the migration plans of women, surpassing their significance for men. Recognizing migrant women as protagonists in their migration projects challenges the prevailing notion of their marginalization or subordination to male figures.

Perceiving immigrant women in Italy as occupying an inferior and marginal position, as outlined by Sayad's concept of the paradox of otherness, reinforces the idea of being absent where one is present

and present where one is absent (Sayad, 2008). In the receiving country, immigrants are physically present but emotionally detached, while in the country of origin, they are physically absent but emotionally connected, underscoring the complex nature of the immigrant experience.

2. Profile of women victims of violence

The profile of women victims of violence, with a specific focus on immigrant women in Italy, reveals distinctive patterns in the prevalence, types, and perpetrators of violence. Drawing from data presented by ISTAT in 2015, this section provides a comprehensive overview of the experiences and challenges faced by women, emphasizing the intersectionality of violence with factors such as nationality and relationships.

Violence against immigrant women in Italy reflects similarities and differences compared to Italian women. While the overall risk of experiencing sexual or physical violence during their lives is comparable (31.3% for foreigners and 31.5% for Italians), nuances emerge in the types and frequency of violence (ISTAT, 2015).

Physical violence is more prevalent among foreign women (25.7%) compared to Italian women (19.6%), whereas sexual violence is more frequent among Italian women (21.5% of Italians compared to 16.2% of foreigners). Notably, more severe forms of violence, such as rape and attempted rape, are more widespread among immigrant women (7.7% and 5.1%, respectively). This suggests that Italians often experience less severe forms, such as harassment, particularly from strangers (ISTAT, 2015).

Foreign women, in contrast to Italians, predominantly experience violence from partners or former partners (20.4% compared to 12.9%). The analysis also highlights that 27.9% of foreign women faced violence from a former partner, with 46.6% of these cases occurring before arriving in Italy (ISTAT, 2015).

Examining the six largest groups of foreign citizens in Italy, Moldavian, Romanian, and Ukrainian women report the highest incidence of violence. Moldavian women, in particular, face a higher prevalence of rape and attempted rape (11.7%). Chinese women, resembling Italian women, experience violence predominantly from men other than their partners (ISTAT, 2015).

While 17.1% of foreign women press charges against partners, they turn more often to specialized centers (6.4%). Despite facing serious injuries (44.5%) and fearing for their lives (44.2%), foreign women express satisfaction when reporting violence to the police (35.6%) (ISTAT, 2015).

Comparing data over the last 5 years with the 2006 survey, there is a notable increase in awareness and reporting of violence. More women press charges (11.8% compared to 6.7%), discuss their experiences, and seek support from anti-violence centers. The perception of violence as a crime has also risen significantly (from 14.3% to 29.6%) (ISTAT, 2015).

The profile of women victims of violence in Italy, particularly immigrant women, underscores the need for targeted interventions. Understanding the variations in experiences among different nationalities and relationship dynamics is crucial for developing effective strategies to combat violence against women.

3. Italian laws regarding access to the right to health for EU and non-EU citizens

Italy recognizes the right to health as a fundamental individual right and a community interest under Article 32 of the Constitution. This right is guaranteed to all individuals, including both European Union (EU) and non-EU citizens, whether regular or irregular, as well as their minor children. The Immigration Consolidation Act further delineates these rights in articles 34, 35, and 36.

Specifically addressing women's health, Article 35, paragraph 3, of the Constitution ensures healthcare for all, focusing on the protection of pregnancy and maternity, safeguarding the health of the child, vaccinations within the scope of collective prevention campaigns, and prophylaxis, diagnosis, and treatment of infectious diseases. Irregular foreign citizens can access health services through the STP code (Temporary Foreigner Present), valid throughout the Italian territory.

Italy also provides a program of assistance and social integration for foreign individuals who are victims of violence and serious exploitation, as established by Article 18 of the Immigration Consolidation Act. This program includes the issuance of a specific residence permit "for reasons of social protection," offering access to welfare services, education, enrollment in placement lists, and the ability to engage in subordinate work, subject to minimum age requirements. Notably, this program addresses various forms of violence and exploitation, and data from IOM and GRETA suggest that a significant number of individuals benefiting from this initiative are women and adolescent girls.

Despite these legal provisions at the national and regional levels ensuring equal access to healthcare for Italian and foreign citizens, there exist serious limitations to access. Bureaucratic delays, extended waiting times, the use of inaccessible technical language by healthcare personnel, and instances of institutional racism for foreign citizens contribute to these limitations, leading to increased distrust in approaching healthcare services. This discrepancy between formal access possibilities and substantial access prompts a critical examination of the trajectory taken by foreign women to access healthcare and the available orientation tools.

Migrant women in Italy tend to rely more on public healthcare services than private facilities and social services, with approximately 80% seeking public healthcare during pregnancy, in contrast to 33% of Italian women (Lombardi, 2004).

One of the most significant factors influencing migrant women's access to SSR services is language, with women who speak only a foreign language often requiring an interpreter or cultural mediator, not always readily available. Close family members or even minor children may assist in translation, but guidelines caution against potential inhibitions in free communication when sensitive information is involved (Cantwell et al., 2011).

Indeed, a systematic analysis of the impact of medical interpreting services has found that the quality of healthcare is worse for patients who speak foreign languages when untrained or ad hoc interpreters (friends, family members) are used (Flores, 2004).

Cultural or religious norms may further present barriers, as certain norms may prohibit sex outside of marriage or hinder discussions about sexual health. Consequently, some migrant women may encounter difficulties seeking contraception or preventive care (Metusela et al., 2007). Additionally,

discussions about menarche and menstruation with other women may be perceived as shameful, and during menstruation, women might avoid various activities to prevent potential contamination. Conversely, when engaging with topics related to body education and sexuality, many migrant women express a desire to provide information and guidance to their daughters (Hawkey et al., 2016).

Patients' expectations regarding medical care and the role of doctors may significantly differ from Western countries. For instance, a study on African immigrant families in Canada revealed patient dissatisfaction with extended waiting times. Another qualitative study involving Finnish healthcare professionals reported difficulties with Somali women, highlighting cultural differences in attitudes toward physical contact. While patients sought more interpersonal relationships, healthcare staff adhered to a professional demeanor focused on executing exams and technological assessments (Degni et al., 2011).

In a study conducted in the United States, some Somali women expressed surprise at doctors asking numerous questions, conducting investigations, and prescribing fewer medications compared to their home country. In their cultural context, they expected doctors to ask fewer questions and immediately provide prescriptions based on their knowledge (Pavlish, Noor, and Brandt, 2010).

Some women continue to report experiences rooted in racism and stereotypes. A study on migrant women in London indicated varying encounters with healthcare professionals: some were dedicated despite language barriers, while others displayed disinterest. "Unconsciously" racist ideas surfaced, with professionals expressing beliefs that Somali women are inherently good mothers, do not require painkillers, and prefer instructions over detailed information (Bulman and McCourt, 2002).

In conclusion, while Italian laws aim to ensure equal access to healthcare for EU and non-EU citizens, including specific provisions for women's health and victims of violence, there are challenges and disparities in practice. The barriers to healthcare access faced by migrant women, including language barriers, cultural differences, and discriminatory behaviors, underscore the need for continued efforts to bridge the gap between legal provisions and the lived experiences of individuals seeking healthcare in Italy.

4. Bodies and institutions offering assistance

The Italian government collaborates with Prefectures, specialized NGOs/associations, and private companies to operate reception centers aimed at providing support to asylum seekers facing financial constraints. Managed by the Ministry of Interior, these centers play a crucial role throughout the asylum application process.

The reception centers are diverse, each serving specific purposes based on the stage of the asylum application. Upon arrival in Italy, individuals undergo initial identification and care in first-aid and assistance centers. Subsequently, they may be transferred to either a first assistance or temporary center or directly to a Special Reception Project (SAI), contingent on space availability. Accommodation is provided in Italian territory during the entire asylum procedure, wherever space permits. These centers offer indispensable services, encompassing social and psychological assistance, health care, cultural mediation, legal support, and Italian language courses (United Nations High Commissioner for Refugees website).

The Italian reception system, governed by Legislative Decree 142/2015, has undergone iterative reforms since its inception. The original S.A.I.-centered model faced challenges, notably voluntary municipal participation issues in the SAI network. The "Salvini Decree" in 2018 brought substantial changes, impacting the system. Subsequent reforms, notably the "Lamorgese Decree" in 2020, partially reinstated the original model.

The current structure, outlined in LD 142/2015, distinguishes between first aid and identification activities, first assistance in various centers, and reception in the SAI system. However, the 2020 reform (DL 130/2020) introduced changes to access and services in the reception system. In cases of space shortages, asylum seekers may be temporarily housed in Extraordinary Reception Centres (CAS) before transferring to SAI centers. Despite the legal framework, access to the second-level reception system (SAI) often doesn't materialize, with over 66% of asylum seekers accommodated in CAS, revealing chronic inadequacy in meeting reception needs.

In May 2023, Law 50/2023, converting Decree Law 20/2023, came into force, introducing restrictive measures. Notably, asylum seekers were again excluded from accessing the SAI system. Consequently, applicants will only have access to collective government centers and temporary facilities, while the SAI becomes exclusive to protection holders, with limited exceptions for vulnerable asylum seekers and those entering Italy through complementary pathways. This mirrors the approach of the 2018 Salvini Decree, with the new provision adding criteria for SAI access (Asylum Information Database).

To access a reception center, individuals must apply for asylum through the Police Headquarters and Prefecture. Notably, personal circumstances are considered during assessment, but individuals cannot choose their reception center's location; it depends on space availability within the national network (United Nations High Commissioner for Refugees website).

However, three persistent factors impact the system and asylum seekers' access:

- Voluntary Nature of SAI Activation by Municipalities: Reception measures are mandatory, but municipalities can choose to join the SAI network, resulting in a lack of consistent places nationwide.
- Chronic Unavailability of SAI Places: Shortages lead local Prefectures to establish temporary measures like government reception centers (CAS). Low costs for reception in these facilities favor large centers managed by for-profit organizations, excluding smaller non-profits and cooperatives.
- Emergency Approach and Limiting Arrivals: The perception of reception duties as short-term emergencies and intentions to limit arrivals prevent comprehensive interventions, hindering the development of an efficient accommodation system.

Consequently, the insufficient number of reception places compared to needs makes access challenging for entitled individuals. The entry into reception varies for those from search and rescue operations, who go directly to hotspot facilities, and spontaneous arrivals, who may wait months for asylum procedure access (Asylum Information Database).

The duration of stay in the reception center aligns with the entire asylum application process. Services like social and psychological assistance, health care, legal support, and language courses are provided during this period. Withdrawal of reception measures is possible if an individual leaves the center

without formal authorization, poses a threat to public order and security, engages in seriously violent behaviors, or possesses sufficient financial resources (United Nations High Commissioner for Refugees website).

Upon receiving international protection, individuals have the right to stay in a dedicated reception center (SAI project) for six months, extendable for another six months. Alternatively, they can seek private accommodation at their own expense (United Nations High Commissioner for Refugees website).

Regarding reception facilities, tender specifications schemes in 2018 significantly altered the landscape, lowering costs, eliminating core services, and favoring large collective centers managed by for-profit organizations. Over 3,500 reception facilities were closed between 2018 and 2021, resulting in a decrease in available places. The voluntary adhesion of municipalities to the SAI system further limits places in these projects (United Nations High Commissioner for Refugees website).

The law mandates a limited stay in first reception facilities, followed by a transfer to SAI. However, access to SAI is subject to availability, and the vague definition of "time strictly necessary" provides discretion to public administration. Even after the reform, the SAI system primarily serves international protection beneficiaries and unaccompanied minors, with others gaining access only when vacancies allow (United Nations High Commissioner for Refugees website).

The impact of Decree Law 130/2020 on services for asylum seekers in the Italian reception system was substantial. The restoration of access to the SAI system brought improved services, including social and psychological assistance, cultural mediation, Italian language courses, legal information, and information on territorial services. These crucial services had been removed in 2018, leaving asylum seekers without essential support during their stay in Italy.

However, challenges persist in the quality of services for asylum seekers:

- Access to SAI Services: Asylum seekers in SAI centers have access only to "first-level" services, lacking support for integration, job search, orientation, and professional training. These services are limited to beneficiaries of national or international protection. The chronic shortage of SAI system positions forces most asylum seekers to stay in CAS, depriving them of SAI-quality services.
- Quality of Services in CAS: While essential services have been reinstated in CAS, the new specifications for service awards suggest low-quality services. Inadequate hourly forecasts for service operators limit the actual content of services, reflecting a lack of interest from national authorities in effective implementation.
- Unaccompanied Children: Despite the supposed immediate access to SAI for unaccompanied children, they predominantly stay in governmental centers, temporary structures, or residential care facilities.
- Impact of Law 50/2023: The new law removes health care, social assistance, and linguistic-cultural mediation from governmental centers and CAS. This change will be followed by new tender scheme specifications for these centers.
- Reception Approach Changes: The 2018 "Security Decree" shifted the reception approach towards large CAS centers, favoring for-profit companies and sidelining small local cooperatives. This resulted in job losses and reduced positive effects on host territories.

- Continued Challenges: Tender specifications published in 2021 did not significantly alter the first reception scenario post the 2018 reform. The distinction between services for asylum seekers and those exclusively for protection beneficiaries hampers the process of asylum seekers regaining self-sufficiency.

In conclusion, the intricate landscape of the Italian reception system for asylum seekers reflects a dynamic interplay of legislative frameworks, reforms, and persistent challenges. While collaborative efforts between the government, Prefectures, NGOs, and private entities aim to provide essential support during the asylum application process, structural deficiencies, and policy shifts pose obstacles to effective service delivery. The restorative impact of Decree Law 130/2020 on access to the Special Reception Project (SAI) underscored the significance of comprehensive services for asylum seekers. However, the enduring issues, such as the limited availability of SAI spaces, the voluntary nature of municipal participation, and the consequences of Law 50/2023, continue to impede the system's efficiency. Addressing these challenges requires a holistic approach, fostering inclusivity, resource allocation, and sustained commitment to the welfare of those seeking refuge in Italy.

The perception of the phenomenon by migrant women

This section explores the nuanced perspectives of migrant women on the phenomenon of gender-based violence, offering insights through interviews conducted with frontline operators engaged in supporting migrant communities and migrant women themselves. The interviews, encompassing diverse cultural contexts, highlight the multifaceted nature of gender-based violence and its implications for migrant women.

1. Exploring migrant women's perspectives on violence

Migrant women's experiences with gender-based violence are intricate and influenced by a myriad of factors, including cultural backgrounds, workplace dynamics, and awareness levels. This section synthesizes insights derived from interviews with operators immersed in the frontline support of migrant communities. The aim is to provide a comprehensive understanding of migrant women's perceptions of gender-based violence and the support mechanisms in place.

Stereotyping and Discrimination in the Workplace :

Analysis of the interview data reveals a disconcerting reality for migrant women, particularly those of Nigerian descent, who grapple with deeply entrenched stereotypes that indiscriminately associate them with illegal activities and prostitution. These pernicious stereotypes, perpetuated by societal prejudices, inflict systemic discrimination upon these women, significantly shaping their lived experiences and limiting their access to socio-economic opportunities. The confluence of racial and gender biases further exacerbates their challenges, creating a hostile environment that impedes their integration into various sectors.

The phenomenon of gender-based violence is linked with workplace dynamics. As an operator highlighted it during the interview: *"Foreign women are paid less on a contractual level. Almost all migrants get a job thanks to temporary employment agencies, that offer very short work contracts."* Migrant women find themselves disproportionately affected, as they encounter barriers in accessing employment opportunities and face unequal treatment. Indeed, they are often engaged through

temporary employment agencies, and face obstacles such as limited job opportunities and lower pay. The narratives from the interviews underscore the intersecting dimensions of discrimination, wherein migrant women not only grapple with gender-based biases but also contend with racialized expectations that perpetuate harmful stereotypes. The intersectionality of gender and migrant status intensifies these challenges, with second-generation migrants experiencing heightened gender-based discrimination in the workplace.

Moreover, the interviews reveal an additional layer of complexity, wherein the gender-based vision of the operators becomes an obstacle to open communication. The operator reflects on the challenges encountered in establishing rapport with Nigerian women, acknowledging the difficulty in eliciting explicit discussions about the stereotypes imposed upon them. The operator states *"I have dealt especially with Nigerian women that were considered with the stereotype of the Nigerian woman who for sure is a prostitute, who for sure does illegal activities. They didn't talk to me about it explicitly, it could also be because I am a man."*

This revelation underscores the importance of fostering gender-sensitive communication channels within support systems to ensure that the nuanced experiences of migrant women are adequately addressed. The intersectionality of gender and cultural biases thus emerges as a crucial focal point for comprehensive interventions aimed at dismantling stereotypes, mitigating workplace discrimination, and fostering an inclusive environment for migrant women.

Awareness, cultural factors, and Perceptions:

Cultural factors play a pivotal role in shaping perceptions of power dynamics between genders. The acceptance of male supremacy in some migrants' countries of origin contributes to the normalization of domestic violence. Power imbalances, including instances of domestic abandonment, are identified as sources of significant suffering among migrant women.

From the interview, we noticed that the comprehension of gender-based violence among migrant women is intricately linked to their cultural origins. *"In their country of origin they were aware of this. Because some of them had just run away from situations where they were repressed, mistreated and they suffered violence, and so there was this awareness. But before, from a certain point of view, they accepted that situation even though they were conscious that they were in a bad situation."*

In their countries of origin, many of these women possess an acute awareness of gender violence, often stemming from personal experiences involving repression, mistreatment, and violence. The acceptance of certain conditions, despite awareness, can be attributed to the normalized nature of gender-based violence in their countries of origin.

Upon arrival in Europe, a discernible shift occurs in their awareness levels. Migrant women begin to recognize the inherent unacceptability of certain behaviors and attitudes, fueled by their exposure to different societal norms. This increased awareness becomes particularly evident as they become sensitive to the possible effects on their residency status, highlighting how cultural changes can transform their views on gender-based violence.

However, we also notice a disparity in the responses to gender-based violence among migrant women, who exhibit a spectrum of awareness levels, influenced by cultural factors, educational backgrounds, and time spent in the host country. While some women internalize Western concepts of equality and

gender violence, others may require targeted interventions, such as specialized courses, to foster awareness.

2. Challenges faced by migrant women: Insights from interviews

This section explores the different needs of migrant women, based on interviews with frontline operators and the women themselves. The analysis reveals various challenges across practical, economic, cultural, health, legal, and psychological aspects. The identified needs reflect the complexity of migrant women's experiences, recognizing specific requirements. However, challenges persist, highlighting that diverse responses are common, even in official settings.

General needs

Survival-Oriented Challenges

The interviews illuminate significant challenges associated with bureaucratic processes, involving documentation, court appearances, and requests for international protection. The delicate balance required to address immediate practical needs and psychological distress is a critical concern. Migrant women express a prevailing perception that the violence they endure is inevitable, intensifying the struggle to prioritize psychological well-being amidst pressing survival imperatives. Diverse individual needs emerge, with aspirations ranging from transitioning from service users to pursuing professional roles. Decision-making regarding continuing studies or entering the workforce is notably complex, influenced by their roles as mothers and individuals with career ambitions. There is a highlighted necessity for more effective channels enabling direct communication of needs to professionals within support centers, indicating a discerned need for enhanced clarity in disseminating information to navigate support structures.

Basic and Economic Support

Articulated needs encompass fundamental requirements such as food, clothing, and economic essentials. Bureaucratic processes are navigated as matters of survival, presenting challenges in addressing psychological discomfort and trauma. Economic and social autonomy, especially through employment and housing, emerges as a critical requirement. Independence, both socially and economically, is a common aspiration, with employment playing a crucial role. Pressing needs range from general support to the fundamental necessity of securing employment for self-sufficiency. Emotional support, coping mechanisms, legal documents, and good health are underscored as contributors to emotional well-being.

Revictimization Concerns

The risk of establishing relationships mirroring past traumas surfaces as a pervasive issue. Women engaged in prostitution encounter stereotypes, victim-blaming, and inappropriate comments during interactions with authorities, amplifying concerns about secondary victimization. Seeking help from institutions may yield unfavorable outcomes, adding a layer of complexity to their experiences. Instances of secondary victimization, encompassing racism, discrimination, and challenges in institutional interactions, are acknowledged. Specific situations, such as child removals affecting black mothers, reveal differential treatment, necessitating resilience to prevent revictimization.

Cultural and Identity Dynamics

Anthropological considerations, such as "Sayad's Syndrome" of the double absence, underscore the dynamic nature of identity in migratory contexts. Migrant women express a desire for an improved status quo, emphasizing the evolving nature of identity throughout their migration journey. The pivotal role of cultural-linguistic mediation in healthcare settings is emphasized, ensuring comprehensive health literacy, particularly in gynecological care. Mediators, surpassing translators, become indispensable in overcoming cultural barriers and enabling effective healthcare access. The significance of building positive relationships among residents from different backgrounds is stressed, emphasizing the value of fostering understanding and peace within the community.

Employment, Training, and Education

Employment emerges as a pivotal need for financial independence, particularly for those seeking autonomy after leaving spouses. A pronounced desire for training and education is evident among migrant women, emphasizing the importance of study and work opportunities for empowerment and professional development. Education stands out as a prominent theme, encompassing language learning, employment aspirations, and the hurdles of adjusting to a new language. Recognizing career development and educational opportunities as essential for empowerment, the challenges in accessing health services and post-support project concerns reveal an ongoing need for assistance. The significance of overcoming linguistic obstacles is underscored, highlighting the importance of transcultural perspectives and integrating medical anthropology into healthcare training.

Post-Reception Period Needs

The post-reception period is identified as a critical phase requiring support. Concerns revolve around employment, relational care, and creating spaces for autonomy. Instances of repeating complaints without mediation and insensitivity from hospital staff underscore challenges in post-reception experiences.

Health Needs

Counselling and Emergency Services

Through the analysis of frontline operations and migrant women interviews, a palpable gap in counseling centers dedicated to migrant women's healthcare has been discerned. This deficiency accentuates the necessity of instituting specialized non-judgmental first aid and emergency services, tailored explicitly for critical situations. The strategic approach aims to foster a supportive environment, encouraging migrant women to seek assistance without apprehension of societal stigma or judgment.

Mental Health Restructuring

The imperative of restructuring mental health support surfaces prominently, acknowledging the disadvantaged starting point and heightened somatization rates among migrant women. The inadequacies within the existing healthcare system regarding mental health issues necessitate comprehensive measures to effectively address these deficits.

Broader Perspective on Health

An expansive perspective on health needs has been identified, recognizing the intricate interplay between economic and social conditions and the overall well-being of migrant women. This broader viewpoint implies that health interventions should extend beyond conventional medical domains, considering the socio-economic determinants of health.

Sex Education and Reproductive Health

The significance of sex education and reproductive health for migrant women is underscored. The discourse extends to the promotion of healthier lifestyles, incorporating considerations of nutrition, physical activity, and dietary habits. This approach seeks to address the distinctive health challenges faced by migrant women, necessitating tailored interventions.

Linguistic and Cultural Sensitivity

A conspicuous gap is identified in addressing linguistic obstacles and the profound need for understanding transcultural perspectives within the healthcare domain. Proposing the integration of medical anthropology into health training, this approach aims to cultivate a more culturally sensitive healthcare environment. Specific domains, such as gynecology, nutrition, and prevention, warrant comprehensive and culturally tailored strategies.

Mediation Support in Healthcare

Recognizing the pivotal role of cultural-linguistic mediation in hospital settings for facilitating migrant women's access to healthcare, the imperative lies in ensuring comprehensive health literacy, with a particular emphasis on gynecological care. Beyond acting as mere translators, mediators play an indispensable role in surpassing cultural barriers, thereby enabling effective healthcare access.

Prioritizing Health Areas

Strategically prioritizing health areas for migrant women is exemplified by successful resolutions achieved through initiatives like Prevenzione Serena. Emphasis is placed on screening protocols for specific health concerns, including Mediterranean anaemia, favism, and parasitosis. Despite encountering resistance, there persists an unwavering commitment to addressing concerns through gradual and personalized approaches, acknowledging the diverse backgrounds of migrant women.

This integrated analysis illuminates the nuanced tapestry of health needs among migrant women, providing a foundation for targeted interventions and policy enhancements in healthcare delivery.

3. Legal frameworks: Support for migrant women

In this section, we'll explore the legal challenges highlighted in the interviews with both frontline workers and migrant women. We will explore issues regarding access to legal advice, the rights of migrant women, and the challenges faced by workers in this context.

Legislative Consideration and rights of professional workers :

The interview analysis has uncovered a crucial need for legislative attention, particularly concerning the 2019 Code Red law. It is imperative to implement specific training and awareness programs for

professionals, including social workers, nurses, and police, to ensure they possess the necessary skills and sensitivity to navigate diverse situations effectively.

A potential challenge concerning the rights of professional workers has been identified, with an emphasis on the importance of access to legal advice in their work as frontlines operators. There is a highlighted need for advocacy to address bureaucratic challenges, ensuring workers' rights. This includes the establishment of essential facilities, such as a psychology desk.

The lack of recognition for the role of anthropologists is mentioned, indicating a blind spot in the current system. There is a need for better representation and protection, including training from the start, suggesting a desire for improvements in the legal and professional rights of workers.

There are some challenges within the system, particularly time constraints in the second reception phase. There is an emphasis on the need for an extended timeframe to facilitate effective integration. Additionally, a challenge has been indicated in the financial aspects of working for institutions, including delayed payments and unfair checks. Issues with neighbors and potential challenges such as the introduction of bedbugs due to used clothes suggest a need for better support or regulations in these areas.

Legal support for migrant women

Legal assistance and recognizing the rights of migrant women upon arrival hold significant importance. Various interviewees stressed the need to inform migrants, especially women, about their rights and legal processes before engaging with the commission. A potential information gap surfaced, indicating the necessity for comprehensive details on rights, legal procedures, and available support services.

The emphasis on seeking legal representation signals a dedicated commitment to ensuring migrant women receive proper legal support. Regional disparities in the legal process, particularly delays in obtaining the initial permit due to the COVID-19 pandemic, reveal the need for consistent support across diverse municipalities. Challenges faced in acquiring a residence permit in Naples underscore the ongoing need for comprehensive assistance beyond initial stages, even after leaving reception centers.

Family ties and support were underscored as crucial in navigating legal aspects. The reliance on husbands or family members, especially those with Italian citizenship, highlights the interconnected nature of legal processes and familial assistance. Instances of relying on a husband for legal aid and considering future plans accentuate the interconnectedness of legal processes and childcare concerns.

Despite challenges, some interviewed women acknowledged receiving assistance for the asylum process and legal support, emphasizing the importance of legal aid and the right to appeal negative decisions. These efforts indicate a commitment to safeguarding the legal rights of migrant women, particularly during the asylum process. The focus remains on ensuring proper legal representation, reinforcing the dedication to protecting migrants' rights throughout their legal journey.

The interviews collectively underscore the diverse legal needs of migrant women, including the necessity for information dissemination, legal representation, support during the asylum process, addressing regional variations, and ensuring continuous assistance throughout their migration journey.

4. Organizational support for migrant women

The promotion of independence and the proactive addressing of issues within migrant communities are central aspects emphasized in the interviews. Community-driven initiatives, notably exemplified by events like community dances and informal meetings, have proven to be highly efficacious in addressing critical issues and fostering the autonomy of migrant women. As articulated in the interview, these communal gatherings have become invaluable platforms for the open discussion of pertinent concerns. The quote, "*The things that helped most to bring out these critical issues were community dances, or music meetings,*" encapsulates the transformative impact of these initiatives in providing a conducive environment for dialogue and empowerment.

An integral component of fostering independence involves the establishment of safe spaces that facilitate open communication. Within migrant communities, where instances of gender-based violence may be pervasive, creating environments where individuals feel secure to discuss such sensitive matters is paramount. The interviews underscore the critical role of safe spaces in acknowledging and addressing gender-based violence. These spaces serve as sanctuaries where individuals can openly share their experiences, concerns, and perspectives, contributing to a collective effort in dismantling the barriers and challenges faced by migrant women.

Moreover, the interviews reveal a nuanced and comprehensive approach employed by frontline operators to address gender-based violence. The deployment of multifaceted support strategies is evident, with psychologists assuming a pivotal role in the process: "*Psychologists take part in neutral observation. They do informal interviews while accompanying users in daily activities, for example doctor's visits.*"

Their involvement spans neutral observations, informal interviews, and the establishment of heterogeneous contexts to cater to the diverse needs of individuals who have faced gender-based violence. Practical interventions in everyday life, such as ensuring the equitable distribution of domestic responsibilities, emerge as effective strategies in instigating positive change. This holistic approach emphasizes the importance of addressing not only the immediate psychological and emotional needs of survivors but also the broader societal factors contributing to gender-based violence within migrant communities.

Best practices to combat the violence against migrant women in Italy

In the pursuit of addressing the pressing issues of gender-based violence and discrimination against migrant women in Italy, an exploration of best practices has been undertaken. This investigative endeavor involves a multifaceted approach, incorporating desk research, analysis of interviews with migrant women, and insights from frontline operators. By delving into diverse information sources, a nuanced understanding of the specific needs and challenges faced by migrant women in the realm of gender-based violence and discrimination has emerged.

The research process not only serves to unveil the prevalent issues but also aims to illuminate effective strategies and interventions that have proven beneficial in combating gender-based discrimination against migrant women. This exploration has identified and analyzed best practices that exhibit promising outcomes in the ongoing fight against gender-based violence and discrimination faced by migrant women in Italy.

Best practices n.1 : Turin, my city

In the heart of Turin, Italy, the "Turin, My City" program is a best practice that focuses on empowering immigrant women from Maghreb countries in Turin, Italy. Launched in 2000, the initiative addresses challenges faced by these women, including limited integration opportunities due to childcare responsibilities and cultural barriers. The program offers women exclusive morning courses, taught by female instructors, covering Italian language, active citizenship, and various practical subjects. Notably, childcare services are provided during classes, overcoming obstacles related to family responsibilities. The initiative's success is evident in the enrolment of over 3,000 women since its inception, with 1,500 obtaining lower secondary school licenses. The program's holistic approach, partnerships with adult education centres, and diverse funding sources contribute to its effectiveness in fostering integration and education among immigrant women and their families.

"Turin, My City" goes beyond conventional language education, stretching its arms to encompass vocational training, employment support, childcare services, citizenship education, social support, counseling, health, legal advice, and cultural activities. Its holistic approach recognizes the multifaceted challenges faced by immigrant women.

The principal beneficiaries are immigrant women from North African countries in Turin, Italy, and their preschool-aged children. The program's implementation involves a collaborative symphony with civic libraries, adult education centers (CPIAs), and associations like "Il nostro pianeta," MEIC, and Come noi onlus.

At its core, the program is a response to various forms of violence and barriers faced by immigrant women:

- ◁ Gender-Based Violence: Exclusive morning classes offer a safe sanctuary, breaking free from potential control and coercion.
- ◁ Cultural and Social Isolation: Language courses, guided city tours, and cultural activities serve as bridges, connecting immigrant women to the broader community.

- ◁ Educational Inequality and Discrimination: Tailored courses and resources dismantle barriers, paving the way for inclusive education.
- ◁ Restrictions on Autonomy: Childcare services during classes liberate women from familial constraints, fostering autonomy.
- ◁ Language and Communication Barriers: The program dismantles linguistic walls, providing language courses and workshops to enhance communication skills.
- ◁ Lack of Access to Services: Information and support dismantle barriers, guiding immigrant women to essential services.
- ◁ Cultural and Religious Discrimination: Workshops and activities foster intercultural understanding, creating an inclusive environment.
- ◁ Economic Vulnerability: Education and training opportunities empower women, offering a route out of economic vulnerability.
- ◁ Systemic Discrimination: The commitment to education challenges systemic barriers, empowering women to navigate societal structures.

Courses, carefully tailored to participants' backgrounds, unfold for 6 hours weekly, from October to June. Childcare services during class time enable mothers to participate, emphasizing the program's commitment to inclusivity. The success stories echo through Turin, with over 3,111 women embarking on a transformative journey in the past 16 years. The program's methodology has not only garnered recognition but has become a model replicated across various regions in Italy.

Success Factors

The program's unwavering commitment to cultural sensitivity is a cornerstone of its success. The employment of cultural mediators and an all-female staff ensures an understanding and respect for the diverse backgrounds and challenges faced by participants. Inclusivity is prioritized through flexible schedules, making it easier for women with familial responsibilities to attend and engage in the program.

The program operates in collaboration with various community institutions such as libraries, civic centers, and religious spaces. This collaborative approach helps in reaching a wider audience and building a sense of community, fostering a supportive environment.

The holistic intervention, addressing not just language education but also vocational training, employment support, childcare, citizenship education, and more, sets the program apart. This comprehensive strategy acknowledges the multifaceted challenges faced by immigrant women.

Flexible schedules accommodate the family commitments and school hours of the participants. This adaptability ensures that women with familial responsibilities can actively participate in the program, addressing a significant barrier to their involvement.

The presence of an all-female staff creates a comfortable and supportive environment for the participants. This factor is crucial in addressing potential gender-related challenges and providing a safe space for women.

The incorporation of regular assessments during enrollment and ongoing monitoring of participants' progress allows for the tailoring of the program to evolving needs. This adaptability contributes to the program's effectiveness over time.

Constraints

Despite efforts towards cultural sensitivity, there is a risk of inadvertently perpetuating stereotypes or misunderstanding cultural nuances. Continuous assessment and adjustment of program materials and approaches are crucial to avoid unintentional harm.

While the program addresses gender-based challenges, there may still be instances of gender-related issues that require ongoing attention. Monitoring any signs of gender-based discrimination or violence within the program is essential.

Providing childcare services during class time involves ensuring the safety and well-being of children. Stringent safety measures, qualified staff, and continuous monitoring are crucial to ensure a secure environment for the children.

As the program adapts tools for a broader audience, there is a risk of unintentionally neglecting the diverse needs of different immigrant groups. Continuous efforts should be made to ensure inclusivity for all participants, including those from Sub-Saharan Africa.

Despite providing language courses, some participants may face persistent challenges in achieving language proficiency. This could affect their ability to fully engage with the program and integrate into society. Additional support mechanisms and differentiated approaches may be needed.

The potential limitation in resources, such as physical space and qualified staff, poses a challenge. Balancing increased demand while maintaining program quality requires careful management and consideration of resource constraints.

In navigating these constraints, the program must maintain its commitment to ongoing assessment, adaptation, and inclusivity, ensuring that its success factors continue to outweigh the challenges faced.

Conclusion

The "Turin, My City" program encapsulates a transformative narrative of empowerment for immigrant women in Turin. Its holistic approach, extending beyond language education to encompass vocational training, childcare services, and cultural activities, stands as a model for integration initiatives. Cultural sensitivity, community collaboration, and acknowledgment of challenges underscore its success.

Beyond being an educational endeavor, the program is a catalyst for societal change, leaving a lasting impact on Turin's social fabric. Transferable elements provide global insights, offering a roadmap for initiatives seeking to replicate its achievements. In essence, "Turin, My City" exemplifies the profound impact of holistic support on the journey of immigrant women towards meaningful integration and empowerment.

As the program continues to evolve, various training manuals, supplementary materials, and research documents have been developed, serving as a valuable source of learning for similar initiatives globally. Its transferable elements — flexible design, diverse teaching staff, and collaborative agreements — offer insights for those aiming to replicate its success. In conclusion, "Turin, My City" is not just a program; it's a narrative of empowerment, resilience, and community building, demonstrating the profound impact of holistic support on the lives of immigrant women and their journey towards meaningful integration.

Turin, My City Torino, la mia città	
Element	Guiding questions
Area of intervention	<i>Holistic approach: The program goes beyond language education, including elements of vocational training and employment support, childcare services, citizenship, social support and counselling, health, legal advice, and cultural activities.</i>
Short description of the best practice	<i>The "Turin, My City" program is a best practice that focuses on empowering immigrant women from Maghreb countries in Turin, Italy. Launched in 2000, the initiative addresses challenges faced by these women, including limited integration opportunities due to childcare responsibilities and cultural barriers. The program offers women exclusive morning courses, taught by female instructors, covering Italian language, active citizenship, and various practical subjects. Notably, childcare services are provided during classes, overcoming obstacles related to family responsibilities. The initiative's success is evident in the enrolment of over 3,000 women since its inception, with 1,500 obtaining lower secondary school licenses. The program's holistic approach, partnerships with adult education centres, and diverse funding sources contribute to its effectiveness in fostering integration and education among immigrant women and their families.</i>
Target audience	<i>Immigrant women from North African countries who live in Turin, Italy are the principal beneficiaries of the programme. In addition, their preschool-aged children receive childcare during class time.</i>
Actors who apply the methodology or use the tool	<p>Civic libraries of the City of Turin: based on the agreement signed with MEIC in 2007 and renewed with MIC (Mondi in Città, the non-profit organization who created the project Turin myCity), in 2014, the libraries disseminate the poster, make the premises of the "Primo Levi" Civic Library in District 6 available free of charge for the conduct of activities, collaborate with MIC initiatives as well as MIC collaborates with the initiatives promoted by the Libraries.</p> <p>Area CPIAs (CPIAs 1, 2, 3): thanks to the stipulated agreements, which provide for the sending of tutors and teachers to the MIC offices for the eighth grade, those attending are recognized as valid for the purposes of attendance and access to public exams the hours of activity at the courses organized by MIC. Furthermore, based on the same agreements, the CPIA direct women accompanied by pre-school children to TLMC courses.</p> <p>"Il nostro pianeta" association: participates in the citizenship journey with regard to school and educational aspects. It is available to give school support</p>

	<p><i>to the children of female members and to support the family unit in educational action.</i></p> <p>MEIC - ecclesial movement of cultural commitment - Turin Group: <i>supports financially, the activities at Santa Monica Parish (district 8) and the promotion of activities.</i></p> <p>Come noi onlus: <i>also promotes and supports the project financially.</i></p>
<p>Type of violence opposed</p>	<p>Gender-Based Violence: <i>The program opposes gender-based violence by providing exclusive morning classes for women and offering a safe and supportive space. It acknowledges and addresses potential restrictions imposed by husbands on women attending mixed-gender classes, thereby combating forms of control and coercion.</i></p> <p>Cultural and Social Isolation: <i>By facilitating cultural integration through language courses, guided city tours, and visits to cultural institutions, the program counters the violence of isolation that immigrant women may experience due to cultural differences. It encourages interaction with the broader community, fostering social connections.</i></p> <p>Educational Inequality and Discrimination: <i>The program opposes educational inequality by tailoring courses to the diverse educational backgrounds of participants. It provides support and resources to overcome barriers immigrant women face in accessing education, thus challenging discriminatory practices.</i></p> <p>Restrictions on Autonomy: <i>Childcare services during class time empower women to attend courses without restrictions posed by childcare responsibilities. This counters the violence of restrictions on autonomy, ensuring women have the opportunity to pursue education and personal development.</i></p> <p>Language and Communication Barriers: <i>The program addresses the violence of exclusion and isolation resulting from language barriers. By providing language courses and workshops, it empowers women to communicate effectively, reducing the potential for linguistic discrimination.</i></p> <p>Lack of Access to Services: <i>Immigrant women often face barriers in accessing essential services like healthcare and education. The program opposes this form of violence by providing information and support, enabling participants to navigate and access necessary services in Italy.</i></p> <p>Cultural and Religious Discrimination: <i>By fostering intercultural understanding and promoting dialogue through workshops and cultural</i></p>

	<p><i>activities, the program opposes discrimination based on cultural and religious differences. It encourages an inclusive environment that respects diversity.</i></p> <p>Economic Vulnerability: <i>The program indirectly addresses economic violence by providing education and training opportunities, empowering women to enhance their skills and potentially improve their economic prospects, reducing vulnerability to financial abuse.</i></p> <p>Systemic Discrimination: <i>The program's commitment to education, active citizenship, and engagement with experts in various fields challenges systemic discrimination that may perpetuate inequalities. It strives to empower women to navigate and challenge systemic barriers.</i></p>
<p>Introduction</p>	<p><i>The context is the city of Turin, Italy, where the project "Torino la mia città" has been offering free linguistic and citizenship education activities to North African women of Arab-Islamic culture, along with their preschool-aged children, since the year 2000. The challenge being addressed is the integration of these women into Italian society. Many of them face difficulties in learning the Italian language, understanding societal rules, accessing healthcare services, and entering the workforce. This challenge is exacerbated by the economic and employment crisis.</i></p> <p><i>These women are identified as a particularly vulnerable population, struggling to attend Italian language courses due to the lack of babysitting services. They are often confined to their homes, hindering their language acquisition, understanding of Italian society, and access to essential services.</i></p> <p><i>The good practice involves providing linguistic training and citizenship education to North African women. The project operates in four locations with high densities of immigrant families in Turin. The courses are tailored to meet the needs of these women, with flexible schedules compatible with family commitments and their children's school hours. The activities are conducted exclusively by female staff, ensuring cultural sensitivity and offering childcare services for children aged 1 to 3. The project aims to empower these women, addressing the dual challenge of cultural integration and the current destabilization in their countries of origin.</i></p> <p><i>Gender is a crucial consideration in the good practice. The courses are designed to accommodate the specific needs of women, with schedules compatible with family responsibilities. The activities are conducted by an all-female staff, and there is a focus on providing assistance to children aged 1 to 3, allowing mothers to participate in the courses. Additionally, there are mediatrices culturale arabofone (cultural mediators) present to ensure cultural understanding and sensitivity.</i></p>

	<p><i>The project has been active since the year 2000, providing services for approximately 18 years.</i></p>
<p>Where the good practice takes place (Description of organization)</p>	<p><i>Economic sustainability has been possible so far by both contributions from private (Compagnia di San Paolo, Fondazione CRT, Ufficio Pio) and public (City of Turin) as well as from disbursements from associations engaged in activities cultural, social and solidarity activities (MEIC, Come Noi Onlus), from contributions deriving from the 5xmille and from donations from private individuals.</i></p> <p>Space: <i>The programme operates in 4 different locations. It receives free rooms/spaces from public bodies and associations, except for reimbursement of expenses (i.e. cleaning costs).</i></p> <p>Publicity: <i>The press office of the Torino public libraries provides support for dissemination of promotional posters.</i></p> <p>Staff: <i>The programme has over 40 staff members: coordinators, teachers, volunteers, cultural mediators, etc. Among the paid personnel are approximately 12 women of immigrant origin.</i></p> <p>Costs: <i>For 2017, the programme spent approximately 64,000 euros on typical programme activities (i.e. teaching-related costs), including invoiced teacher services (4,500); compensation for cultural mediators (21,700); costs of photocopies, stationery and printing costs, travel expenses (4,500); programme coordination and exam preparation (11,800); accounting and legal fees (11,000). In addition to teaching-related costs, the programme spent about 17,600 euros for childcare and children’s entertainment (in Arabic).</i></p>
<p>Context</p>	<p><i>The "Turin, My City" program originated in the year 2000 in Turin, Italy. Its genesis lies in recognizing the challenges faced by immigrant women from Maghreb countries, particularly those who came to Italy for family reunification. These women encountered barriers to integration, primarily due to childcare responsibilities and cultural constraints, including restrictions on attending mixed-gender classes.</i></p> <p><i>The program's founders identified a gap in existing integration opportunities, where conventional evening courses in mixed-gender environments were often inaccessible to these women. The genesis of the program lies in the commitment to address these specific challenges and provide tailored support to facilitate the integration of immigrant women into Italian society.</i></p>
<p>Objective</p>	<p>Language Acquisition: <i>The program focuses on teaching the Italian language to participants, helping them overcome linguistic barriers and empowering them to communicate effectively in their new environment.</i></p>

	<p>Cultural Integration: Through various activities such as guided city tours, visits to cultural institutions, and workshops on integration and daily life, the program aims to facilitate cultural integration. This includes understanding Italian culture, monuments, and social norms.</p> <p>Education on Active Citizenship: The program provides education on active citizenship, covering topics like immigration issues, maternal and child health, job training, and children's education. This empowers participants to actively engage in and contribute to their local communities.</p> <p>Childcare Support: Addressing the challenge of childcare responsibilities, the program offers childcare services during class time, enabling mothers to attend courses without hindrance.</p> <p>Consultations with Experts: Individual consultations with experts in education, law, personal finance, and family counseling provide participants with personalized guidance, addressing specific needs and challenges.</p> <p>Recognition and Certification: The program has agreements with local Centers for Adult Education (CPIAs), allowing participants to obtain formal recognition for the courses they complete. This includes the possibility of A2 language certification or secondary school completion exams.</p> <p>Empowerment of Immigrant Women: By focusing on women's empowerment, the program aims not only to facilitate their integration but also to empower them with knowledge and skills that can positively impact their families and communities.</p>
<p>The description of the methodology</p>	<p>The programme participants are evaluated during registration for their existing Italian language knowledge and their educational backgrounds. The participants are then grouped into a course level based on their profiles, ranging from illiterate/low education with very limited knowledge of Italian to medium/higher education with some knowledge of Italian. All participants in this programme are female (except for some preschool-age children who receive childcare). The programme staff are also female.</p> <p>The participants have 6 hours of courses per week from October to June, typically 2 days per week for 3 hours each day, and always during weekday mornings. The courses are free of charge. During class time, the programme provides childcare services for children who are preschool-age. The participants receive a total of 180 hours of instruction, comprised of:</p> <ul style="list-style-type: none"> < 120 hours of instruction in Italian language, foreign language, mathematics and civics, led by an expert language learning teacher

	<p><i>who is accompanied by a trained volunteer on North African culture and/or a trainee from the University of Turin.</i></p> <ul style="list-style-type: none"> <i>< 60 hours of instruction in 'active citizenship', including meetings with experts on immigration issues, maternal and child health, job training, children's education, etc.</i> <i>< Individual consultations with experts in education, law, personal finance and family counseling who are available to meet periodically during class time.</i> <i>< Basic level students can take part in a welcome tour of Turin, to introduce them to the culture, monuments and notable places of the city. The tour is guided by intercultural escorts and given and/or translated in Arabic, English and French.</i> <i>< Intermediate and advanced students take part in guided visits in Arabic/Italian to cultural institutions like the Egyptian Museum and the Royal Museums. They also take part in workshops comprised of a meeting with an expert on a relevant theme, followed by subsequent meetings in class groups led by the teacher (assisted by a dialogue facilitator and/or peer educator) during which the participants discuss their experiences and difficulties with the theme.</i> <p><i>The workshop themes have included: integration and daily life (e.g. cultural differences, relationships with people from other cultures, etc.); education and school; experiences as (immigrant) women; interreligious dialogue; nutrition etc.</i></p> <p><i>The programme has signed agreements with local Centres for Adult Education (CPIAs), which are government-run centres for education and training of adult immigrants. The agreements allow the programme courses to be recognised by the CPIA as 'formative credits' that allow students to obtain A2 language certification at the CPIA or to take the exam certifying secondary school completion. In turn, the CPIAs direct women with children aged 0-3 years to the programme.</i></p>
<p>Achieved results</p>	<p><i>Over a span of sixteen years, the program has facilitated the transformative journey of more than 3,111 women who ventured out to learn Italian and engage in discussions about their family and integration challenges in Turin, fostering a collective path of personal growth that significantly contributes to the integration of both participants and their families.</i></p> <p><i>Notably, some of these women have evolved into intercultural guides at prestigious institutions such as the Egyptian Museum and the Royal Museums.</i></p> <p><i>The success of these initiatives is underscored by the program's commitment to respecting the cultural and social living conditions of the students, ensuring a conducive learning environment. This success has led to the program's method of intervention evolving into a model, embraced not only in Piedmont but also in various other regions across Italy. In the program year 2017-2018</i></p>

	<p><i>alone, 366 women, accompanied by 200 children, registered for the course, with a balanced representation of both new and returning participants.</i></p> <p><i>Since its inception, the program has witnessed the enrollment of over 3,000 women, with approximately 1,500 achieving a lower secondary school license, demonstrating its profound impact on education and empowerment.</i></p>
<p>Success Factors</p>	<p><i>The project recognizes and respects the cultural diversity of its participants. Cultural mediators are employed to ensure understanding and sensitivity to the specific needs and challenges of the target population.</i></p> <p><i>The courses are designed with flexible schedules to accommodate the family commitments and school hours of the participants. This adaptability makes it easier for women with familial responsibilities to attend and engage in the program. Childcare services allow mothers with young children to participate, addressing a significant barrier to their involvement.</i></p> <p><i>The use of an all-female staff fosters a comfortable and supportive environment for the participants.</i></p> <p><i>The project operates in collaboration with various community institutions, such as libraries, civic centers, and religious spaces. This collaboration helps in reaching a wider audience and building a sense of community.</i></p> <p><i>The program goes beyond language education, including elements of citizenship, health, legal advice, and cultural activities. This holistic approach addresses the multifaceted challenges faced by the participants.</i></p> <p><i>Sports, counseling, and consultation services are provided to address various aspects of the participants' lives. Experts are available for individual consultations, enhancing the overall support structure.</i></p> <p><i>Organizing visits to local landmarks, museums, and conducting cineforums fosters familiarity and integration with the local community. This approach helps participants feel more connected to their new environment.</i></p> <p><i>Regular assessments during enrollment and the ongoing monitoring of participants' progress help tailor the program to evolving needs.</i></p>
<p>Constraints</p>	<p><i>While the "Turin, My City" program has demonstrated success in addressing the challenges faced by immigrant women and promoting their integration, there are potential constraints and elements of danger associated with its application. It's essential to recognize and mitigate these factors to ensure the continued effectiveness and safety of the program:</i></p>

	<p>Cultural Sensitivity and Respect: <i>Despite efforts to promote cultural sensitivity, there is a risk of inadvertently perpetuating stereotypes or misunderstanding cultural nuances. It is crucial to continuously assess and adjust program materials and approaches to avoid unintentional harm.</i></p> <p>Gender-Based Challenges: <i>While the program addresses gender-based challenges, there may still be instances of gender-related issues that require ongoing attention. Monitoring for any signs of gender-based discrimination or violence within the program is essential.</i></p> <p>Childcare Safety: <i>Providing childcare services during class time involves the safety and well-being of children. It is crucial to have stringent safety measures, qualified staff, and continuous monitoring to ensure a secure environment for the children.</i></p> <p>Inclusivity for Diverse Immigrant Groups: <i>As the program adapts tools for a broader audience, including women from Sub-Saharan Africa, there is a risk of unintentionally neglecting the diverse needs of different immigrant groups. Continuous efforts should be made to ensure inclusivity for all participants.</i></p> <p>Language Proficiency Challenges: <i>Despite providing language courses, some participants may face persistent challenges in achieving language proficiency. This could affect their ability to fully engage with the program and integrate into society. Additional support mechanisms and differentiated approaches may be needed.</i></p> <p>Limited Resources for Expansion: <i>If the demand for the program grows, there may be limitations in expanding resources, such as physical space and qualified staff. A careful balance must be maintained to ensure quality service while managing increased demand.</i></p>
<p>Sustainability</p>	<p>Institutional sustainability of the identified good practice hinges on the establishment of robust partnerships with local government agencies, educational institutions, and community organizations. These partnerships serve as a foundation for ongoing support and resource allocation. Integrating the good practice into existing educational frameworks and policies ensures alignment with broader societal goals. Continuous capacity building for program staff is vital, allowing them to adapt and enhance their skills over time. Comprehensive documentation of program activities and regular evaluations provide a basis for internal assessments and external reporting to potential funders and partners.</p> <p>Social sustainability is fostered through a commitment to cultural sensitivity, regularly updating program content to reflect the evolving needs and cultural</p>

	<p><i>nuances of participants. Active community engagement, where participants have a role in decision-making processes, creates a sense of ownership and community. Promoting inclusivity and awareness campaigns helps garner support from the broader community, reinforcing the positive impact of the program.</i></p> <p>Economic sustainability is achieved through diversifying funding sources, including government grants, private donations, and corporate partnerships, reducing dependency on a single funding stream. Exploring income-generating opportunities, such as fee-based services or collaborations with businesses, ensures financial stability. Implementing cost-efficiency measures without compromising program quality optimizes resource use for sustained operation.</p> <p>Environmental sustainability is integrated through the adoption of environmentally friendly practices, such as digital documentation, waste reduction, and energy conservation. Responsible use of resources and materials, coupled with environmental education components within the program, cultivates a sense of responsibility among participants towards environmental sustainability.</p>
<p>Transferability</p>	<p><i>Several elements of the described program can be transferred to other contexts and countries. These transferable elements include:</i></p> <ul style="list-style-type: none"> ◁ Conducting a comprehensive needs assessment to understand the specific linguistic, educational, and cultural requirements of the target population is a universally applicable practice. ◁ Flexible program design to accommodate family commitments and offering courses during weekday mornings allows for adaptation to different cultural contexts. ◁ Employing a diverse teaching staff, including native speakers and individuals familiar with the cultural background of participants, promotes cultural sensitivity and enhances the learning experience. ◁ Providing on-site childcare services during class hours is crucial to enabling mothers to participate, and this approach can be replicated in various cultural settings. ◁ Developing a comprehensive curriculum that covers language skills, civic education, and practical subjects like mathematics is adaptable to different educational needs. ◁ Incorporating a citizenship education component with workshops on immigration, health, job training, and individual consultations can be valuable in multiple contexts. ◁ Organizing integration activities like guided city tours, cultural visits, and workshops on relevant themes encourages community integration and can be tailored to suit different cultural backgrounds.

	<ul style="list-style-type: none"> ◁ Establishing agreements with local educational institutions to recognize program courses as formative credits provides participants with opportunities for further education and certification. ◁ Implementing regular evaluations and utilizing participant feedback for continuous improvement is a universal practice in program management. ◁ Offering multilingual support during tours, workshops, and classes ensures inclusivity and can be adapted to meet the language diversity of different immigrant groups.
<p>Related resources that have been developed</p>	<p>Several training resources and materials have been developed in response to the implementation of the identified good practice. Specifically, comprehensive training manuals have been crafted to facilitate the teaching of Italian as a second language to foreign women. These manuals have undergone updates since 2018 to align with a contemporary and effective didactic methodology. The training materials comprise seven volumes, catering to different proficiency levels:</p> <ul style="list-style-type: none"> ◁ Basic Level ◁ Intermediate Level ◁ Advanced Level ◁ Two Exercise Books ◁ A Special Dossier Focusing on Verb Conjugation ◁ A Volume Dedicated to Civic Education, designed to complement the "Active Citizenship" course. <p>In addition to the primary resources, supplementary materials have been developed to enhance the educational framework. These include a comprehensive guide detailing the intricacies of teaching Italian to North African women, providing methodology guidelines. Furthermore, an instructional manual highlighting the significance of play in children's education has been created. Other supplementary resources encompass a report documenting discussions held with elementary school teachers, a guide on maximizing the utility of the school diary, and manuals offering insights into navigating the challenges of adolescence and preadolescence, ...</p> <p>Also, some research documents have been created like a study of the project after 15 years of its start, some reports on migrants pathway in the city of Torino, etc.</p> <p>All extra material are available here : https://www.mondincitta.it/mic/materiali/</p>
<p>Language(s)</p>	<p>Only in Italian</p>

Application of good practices to assist discriminated migrant women and combat violence against women	
Success Factors for use for Woman Migrants	<i>The methodology described is specifically concerning migrant women and their vulnerabilities and specificities.</i>
Constraints for use for Woman Migrants	/
Summary	
Summary of the best practice	<p><i>The "Turin, My City" program, launched in 2000 in Turin, Italy, is a comprehensive initiative designed to empower immigrant women from Maghreb countries. This program, spanning over 18 years, addresses the challenges faced by these women in integrating into Italian society. The initiative combines linguistic education with vocational training, employment support, childcare services, citizenship education, social support, counselling, health, legal advice, and cultural activities.</i></p> <p><i>Targeting immigrant women from North African countries residing in Turin, the program enrolls preschool-aged children in childcare during class time. It collaborates with various actors, including civic libraries, educational centers (CPIAs), associations like "Il nostro pianeta," MEIC, and Come noi onlus, ensuring a holistic support network.</i></p> <p><i>The program opposes various forms of violence, including gender-based violence, cultural and social isolation, educational inequality, restrictions on autonomy, language barriers, lack of access to services, and cultural and religious discrimination. It tailors courses to diverse educational backgrounds, ensuring inclusivity and fostering intercultural understanding.</i></p> <p><i>Operated by over 40 staff members, including coordinators, teachers, volunteers, and cultural mediators, the program offers 6 hours of weekly courses from October to June. The curriculum comprises 120 hours of language, mathematics, and civics, and 60 hours of 'active citizenship' covering immigration, health, job training, and more. The program provides individual consultations and cultural activities, fostering integration.</i></p> <p><i>Results indicate significant success, with 3,111 women benefiting over 16 years. Some participants have become intercultural guides, and the program's methodology has become a model in Italy. In the 2017-2018 year alone, 366 women registered, accompanied by 200 children. Over 3,000 women have</i></p>

	<p><i>enrolled since inception, with about 1,500 obtaining a lower secondary school license.</i></p> <p><i>Success factors include cultural sensitivity, flexible schedules, an all-female staff, collaboration with community institutions, a holistic approach, and regular assessments. Constraints include potential perpetuation of stereotypes, gender-related challenges, childcare safety concerns, inclusivity for diverse immigrant groups, language proficiency challenges, and resource limitations.</i></p> <p><i>The program achieves sustainability through partnerships, continuous capacity building, documentation, and evaluations. Social sustainability is ensured through cultural sensitivity, community engagement, and awareness campaigns. Economic sustainability involves diversifying funding sources and exploring income-generating opportunities. Environmental sustainability is integrated through responsible resource use and environmental education. Transferable elements include needs assessment, flexible design, diverse teaching staff, childcare services, comprehensive curriculum, citizenship education, integration activities, agreements with educational institutions, evaluations, and multilingual support.</i></p> <p><i>Various training resources have been developed, including seven volumes of training manuals for teaching Italian, supplementary materials, and research documents. These resources are available on the program's website.</i></p> <p><i>In conclusion, the "Turin, My City" program is a transformative initiative that goes beyond language education, promoting the integration and empowerment of immigrant women and their families in Turin.</i></p>
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Best practices n.2 : A journey for freedom

"Un Viaggio per la Libertà," (A journey for freedom) an initiative led by CADMI (Casa delle Donne Maltrattate - Homes of Abused Women), represents a groundbreaking project addressing the complex challenges encountered by migrant and refugee women who have endured gender-based violence. This innovative endeavour provides a dedicated shelter, equipped with eight bedrooms, serving as a secure haven for women who have faced sexual violence, forced marriages, genital mutilation, and sexual exploitation. The project distinguishes itself through a holistic support system, engaging professionals such as educators, psychologists, linguistic/cultural mediators, and art therapy practitioners. Notably, it places paramount emphasis on the overarching goal of achieving emotional, economic, and housing autonomy for the women involved.

The methodology employed is deeply rooted in feminist empowerment, trauma-informed care, inclusive integration, and a holistic approach. These principles manifest in practical tools such as individualized empowerment plans, language courses, household management training, art therapy sessions, co-residency agreements, and regular group meetings. The project's dynamic evolution is evident, transitioning from maintaining continuous educator presence in its initial phase to adopting a strategic approach that ensures personalized empowerment projects for each woman. Immediate economic autonomy is facilitated through monthly allowances, instigating independence right from the project's inception.

Residents actively participate in managing domestic responsibilities collaboratively, such as weekly grocery shopping, instilling valuable skills like budgeting and domestic economy management. The utilization of cash for these activities not only facilitates practical learning but also teaches independent financial resource management. A core aspect of the project lies in its focus on trauma processing, with all residents benefiting from individual psychological support, and notably, six opting for additional art therapy sessions.

Success Factors

The success of the "Un viaggio per la libertà" project lies in its ability to comprehensively address the complex needs of migrant and refugee women who have endured gender-based violence. The multifaceted support services offered, ranging from psychological assistance to legal support, create a tailored framework that acknowledges and responds to the diverse challenges these women face.

A pivotal success factor is the project's unwavering commitment to the safety and security of its participants. By providing a secure and confidential living environment, coupled with continuous monitoring, the initiative fosters an atmosphere conducive to healing and recovery.

The project's emphasis on empowerment, coupled with skill development initiatives, plays a transformative role. Through language training, vocational courses, and other empowerment programs, women are equipped with the tools necessary to regain control over their lives, both economically and socially.

Central to the success of the initiative is its recognition of the psychological trauma experienced by the participants. Individualized psychological support and innovative approaches like art therapy

contribute significantly to the emotional well-being of these women, facilitating resilience and recovery.

A robust financial sustainability strategy, including diverse funding sources and collaborations with foundations, ensures the project's long-term viability. This not only safeguards against dependency on a single funding stream but also enhances adaptability to emerging challenges.

The continuous monitoring and adaptation mechanisms embedded within the project are instrumental for its ongoing success. Flexibility in adjusting methodologies based on the evolving needs of the participants underscores the initiative's commitment to staying responsive and effective.

At its core, the project operates as a women-led initiative founded on feminist principles, promoting female solidarity. This unique approach fosters a supportive community where the autonomy and agency of women are central, contributing to the overall success of the endeavor.

Constraints

Despite its success, the "Un viaggio per la libertà" project faces several challenges that necessitate careful consideration. Safety and security concerns are paramount, given the vulnerable nature of the participants who have experienced various forms of violence. The ongoing risk of potential harm or retaliation from abusers requires constant vigilance and protective measures.

Cultural sensitivity is another constraint that requires nuanced navigation. The diverse cultural backgrounds of migrant and refugee women demand a careful approach to ensure effective support without inadvertently causing distress. Cultural competence among staff is imperative to navigate these differences respectfully.

Addressing the psychological trauma experienced by participants is a critical but delicate task. The project must continually focus on providing adequate mental health support, considering potential triggers and ensuring a sensitive approach to trauma processing.

Legal challenges, particularly regarding the immigration status and rights of participants, pose complexities. Indeed, recently, the CADMI refused to receive public financial support anymore because the Municipality requested to provide the fiscal code of the women migrants, which was threatening their anonymity and rights to privacy and protection.

For sustainability, both at the institutional and social levels, gaining continued recognition and support from governmental institutions, establishing clear protocols, fostering community integration, and maintaining cultural competence within the project team are indispensable. Economic sustainability hinges on diversifying funding sources, securing ongoing support, and ensuring continuous training programs for the economic independence of participants.

Capacity building and training for staff and volunteers are critical to sustaining success. Ensuring the workforce is well-equipped to handle the diverse needs of beneficiaries, including trauma support and cultural competency, is essential for the continued effectiveness of the initiative.

Conclusion

The "Un viaggio per la libertà" project, spearheaded by CADMI, emerges as an exemplary model in addressing the intricate challenges faced by migrant and refugee women who have endured gender-

based violence. This pioneering initiative has successfully created a comprehensive support system, transcending traditional approaches by encompassing psychological, economic, and housing autonomy for its participants.

At the heart of the project's success is its unwavering commitment to the safety and security of the women it serves. By providing a secure and confidential living environment, coupled with continuous monitoring, the initiative sets a benchmark for creating spaces conducive to healing and empowerment. The emphasis on empowerment, skill development, and trauma-informed care manifests as transformative elements within the project. Through tailored programs, such as language training, vocational courses, and art therapy, women are equipped with the tools necessary to reclaim control over their lives, fostering resilience and recovery.

The success of "Un viaggio per la libertà" is intricately woven with its ability to recognize and address the unique needs of participants. Individualized psychological support and a feminist approach that promotes female solidarity contribute to the creation of a supportive community where autonomy and agency are paramount.

In essence, "Un viaggio per la libertà" serves as a beacon of hope and resilience. Its model, rooted in empathy, empowerment, and inclusivity, offers a blueprint for organizations globally to address the multifaceted needs of discriminated migrant women. This practice not only advocates for change but actively contributes to the transformation of lives, embodying the principles of justice, equality, and compassion.

Un viaggio per la libertà A journey for freedom	
Element	Guiding questions
Area of intervention	<i>The best practice covers emotional, economic, and housing autonomy. However, it also includes a more comprehensive support with trauma management and psychological support.</i>
Short description of the best practice	<i>"Un viaggio per la libertà" is a project initiated by CADMI, the Casa di accoglienza delle donne maltrattate di Milano (Shelter for Abused Women in Milan), focused on providing support and refuge to migrant and refugee women who have experienced gender-based violence. The project involves a dedicated building with eight bedrooms, providing a sense of normalcy and a safe space for women with backgrounds of sexual violence, forced marriages, genital mutilation, and sexual exploitation.</i>

	<p><i>The project emphasizes creating a safe and welcoming environment with a dedicated building equipped with shared spaces, kitchens, and well-being areas. The initiative offers holistic support, including professional assistance from educators, psychologists, and mediators. The support extends throughout the journey of overcoming violence until achieving full emotional, relational, economic, and housing autonomy.</i></p>
<p>Target audience</p>	<p><i>The methodology is specifically addressed to migrant women who have experienced violence and trauma throughout their journey. While the methodology may draw on general principles of supporting women who have faced violence, the unique focus here is on the intersectionality of migration and gender-based violence. The approach recognizes the distinct challenges and vulnerabilities that migrant women may encounter due to their migration status, cultural differences, and the potential for violence during their journey.</i></p>
<p>Actors who apply the methodology or use the tool</p>	<p>Educators and Psychologists: <i>These operators played a crucial role in building personal relationships, recognizing the experiences and potential of each woman, and activating individualized empowerment projects.</i></p> <p>Linguistic/Cultural Mediators: <i>Two linguistic/cultural mediators were involved to support communication and understanding, contributing to the relationship-building process.</i></p> <p>Psychologists and Art Therapy Practitioners: <i>The project includes individual psychological support for all guests, and six guests opted for art therapy sessions. Psychologists and art therapy practitioners play a fundamental role in addressing and processing trauma.</i></p> <p>Training and Italian Language Courses: <i>The involvement of training providers and Italian language course instructors contributes to the educational component of the project.</i></p> <p>Institutional Representatives: <i>Representatives from institutions, including the Prefettura di Milano and Fondazione Cariplo, provide support and contribute financially to the project.</i></p> <p><i>Trust Nel Nome della Donna (Trust In the Name of Woman): The Trust actively contributes to the project by providing a building and financial support.</i></p> <p>CADMI - Casa di Accoglienza delle Donne Maltrattate (House of Welcome for Abused Women): <i>CADMI, as the implementing organization, plays a central role in coordinating and overseeing the project.</i></p>

<p>Type of violence opposed</p>	<p><i>The methodology or tool described in the provided information opposes gender-based violence, particularly violence against migrant women. Gender-based violence encompasses various forms of harm or discrimination that individuals may experience based on their gender, and in this context, the focus is on violence directed towards women.</i></p> <p><i>The methodology and tool developed by CADMI's Antiviolence Centers specifically address violence and trauma experienced by migrant women throughout their journey. This could include physical violence, sexual violence, psychological abuse, and any other form of harm that women may face due to their gender, often in the context of migration.</i></p> <p><i>The approach aims to provide a comprehensive support system that helps women overcome the effects of violence and trauma, empowering them to achieve emotional, economic, and housing autonomy. By addressing these aspects, the methodology seeks to counteract the negative impact of gender-based violence and contribute to the well-being and integration of migrant women in society.</i></p>
<p>Introduction</p>	<p><i>The context involves the increasing number of migrant women and asylum seekers in the Lombardy region, particularly those who have experienced violence and trauma during their journey. The challenge is twofold: addressing the specific needs of these women, including trauma management and empowerment, and filling the gap in existing support structures that may not adequately cater to the intersectionality of migration and gender-based violence. The testimonies of women arriving on the Diciotti ship underscore the urgency for competent and concrete responses to the challenges faced by migrant women.</i></p> <p><i>The good practice is the "Un viaggio per la libertà" project initiated by the Casa di Accoglienza delle Donne Maltrattate (CADMI) in Milan. This project aims to provide hospitality, support, and socio-cultural integration for migrant women and asylum seekers who have experienced violence. The initiative includes a shelter with 24-hour professional support, psychological paths for trauma management, and assistance for economic and housing autonomy. The project is expected started from October 2018 and signifies a collaborative effort between CADMI, private donors, the Prefecture of Milan, and Fondazione Cariplo.</i></p> <p><i>The challenge being addressed is inherently gendered as it involves women migrants who have experienced various forms of violence, including sexual and gender-based violence. The testimonies highlight the prevalence of such</i></p>

	<p>violence, from domestic and intra-family violence to genital mutilation and sexual exploitation. The challenge recognizes the specific vulnerabilities of women throughout their migration journey and the need for tailored support.</p> <p>The "Un viaggio per la libertà" project explicitly centers on the needs of migrant women. It acknowledges the gender-specific nature of the violence experienced, including sexual and gender-based violence, and tailors its approach to address the unique challenges faced by women. The project incorporates psychological support, economic empowerment, and housing autonomy, recognizing that gender-sensitive responses are essential for effective healing and empowerment.</p> <p>Gender is considered not only in the identification of the challenge but also in the design and implementation of the good practice. The methodology acknowledges the intersectionality of gender and migration, ensuring that the support provided is sensitive to the specific experiences and needs of migrant women who have faced violence and trauma.</p>
<p>Where the good practice takes place (Description of organization)</p>	<p>CADMI (Casa di Accoglienza delle Donne Maltrattate di Milano) is the key implementing agency and the organization leading the project. It has over thirty years of experience in providing support and shelter to women facing domestic violence.</p> <p>Nel nome della donna is a trust that plays a crucial role in the project. It provides the building for the project in the form of a free lease.</p> <p>Donne in rete con la violenza is an association managing 80 anti-violence centers across Italy. It collaborates with CADMI in the project, contributing to the identification of vulnerable cases and sharing expertise on preventing violence against women.</p> <p>Fondazione Vodafone is mentioned as a donor and supporter of the project. The foundation supports the project through funding in three key areas: hospitality activities, creation of an e-learning platform, and starting up new experiences in different locations. This support enhances the sustainability and effectiveness of the project.</p> <p>Prefettura (Prefecture) and Comune di Milano (Municipality of Milan) has recognized the project as a pilot initiative, indicating potential future implementations. The Municipality of Milan provided economic support to the project, showcasing the importance of government involvement and financial backing.</p>

	<p><i>Fondazione Cariplo is a foundation that contributed 100 000€ to the project through financial support, demonstrating the involvement of philanthropic organizations in supporting initiatives addressing gender-based violence and women's empowerment.</i></p> <p><i>Private donors have provided substantial financial support, covering the entire budget for the first year of the project. Their involvement showcases the importance of community and individual contributions to the success of such initiatives.</i></p>
<p style="text-align: center;">Context</p>	<p><i>The genesis of the "Un viaggio per la libertà" project can be traced back to the Casa di Accoglienza delle Donne Maltrattate (CADMI) in Milan, a longstanding organization founded in 1986. CADMI specializes in providing support to women facing various forms of violence, and it has been at the forefront of initiatives related to women's well-being and empowerment for over three decades.</i></p> <p><i>The idea for the project emerged at the end of the previous year when the Trust Nel nome della donna, a private trust created by Giovanna Foglia, Fiorella Cagnoni, and Serena Foglia to support women's initiatives, offered a building to CADMI. This trust had previously supported CADMI financially when public funds were insufficient.</i></p> <p><i>The context highlighted an escalating number of migrant women and asylum seekers in the Lombardy region, many of whom had experienced violence during their migration journey. This included various forms of violence such as sexual and gender-based violence, domestic abuse, genital mutilation, and exploitation.</i></p> <p><i>The testimonies of women arriving on the Diciotti ship emphasized the inadequacy of existing support structures in addressing the specific needs of migrant women who had experienced violence. There was a recognition that competent and concrete responses were urgently needed.</i></p> <p><i>Migrant women faced unique challenges, including trauma resulting from violence, which required specialized support. The testimonies highlighted the diverse range of traumatic experiences, from intra-family violence to the hardships faced during the migration journey.</i></p> <p><i>The testimonies of women arriving on the Diciotti ship reinforced the need for competent and concrete responses. It was apparent that waiting for responses was no longer feasible, and there was an urgent need to provide effective support tailored to the specific needs of migrant women.</i></p>

	<p><i>Women leaving existing structures, such as Reception and Identification Centers (CAS) or SPRAR facilities, were at risk of finding themselves in situations of violence or in a "no man's land". There was a need for a structured transition to help women regain control of their lives after leaving these facilities.</i></p> <p><i>The experiences of migrant women necessitated a holistic approach that addressed emotional, economic, and housing autonomy. The need for a comprehensive support system that recognized the interconnectedness of these aspects was evident.</i></p>
<p>Objective</p>	<p><i>The objective of the project is the achievement of three fundamental autonomies for the future of the women welcomed:</i></p> <p>Emotional Autonomy: <i>Emotional autonomy will be fostered through a sheltered environment, with skilled professionals (educators and psychologists) available 24 hours a day. Psychological paths, led by trauma management experts, will be offered through both individual and group sessions.</i></p> <p>Economic Autonomy: <i>With the support of CADMI's job desk and various training opportunities, resident women will have the chance to aspire to their economic independence.</i></p> <p>Housing Autonomy: <i>Building on the previous steps, the culmination of each woman's project will result in the achievement of housing autonomy, facilitating a genuine integration into our society.</i></p>
<p>The description of the methodology</p>	<p><i>The methodology of the project is based on a feminist approach to providing support and empowerment to migrant women who have experienced violence. It emphasizes the following principles:</i></p> <p>Feminist Empowerment: <i>Recognizing the agency and autonomy of women and fostering a supportive and empowering environment.</i></p> <p>Trauma-Informed Care: <i>Addressing the psychological and emotional impact of trauma and providing individualized support for trauma processing.</i></p> <p>Inclusive Integration: <i>Promoting language acquisition and professional skills for successful integration and encouraging collaboration with local entities and communities.</i></p>

	<p>Holistic Approach: Integrating psychological support, economic empowerment, and housing autonomy.</p> <p><u>Tool Examples:</u></p> <p>Individual Empowerment Plans: Collaboratively developed plans for each woman, addressing her specific needs, goals, and trauma processing.</p> <p>Language and Professional Training Modules: Structured courses covering Italian language proficiency and skills development for economic independence.</p> <p>Household Management Training: Practical sessions for managing household tasks, budgeting, and economic independence.</p> <p>Art Therapy Sessions: Utilizing art therapy as a tool for trauma processing, self-expression, and healing.</p> <p>Co-Residency Agreements: Establishing agreements for shared responsibilities within the household to promote teamwork and autonomy.</p> <p>Weekly Group Meetings: Regular gatherings to discuss progress, challenges, and collective decision-making.</p>
<p>Achieved results</p>	<p>"Un Viaggio per la Libertà," emerging as a successful pilot project, has evolved dynamically through practical experience. In its initial phase, the project ensured the continuous presence of 7 educators around the clock, providing a nurturing environment. Subsequently, a strategic decision was made to reduce the staff's continuous presence during daylight hours while enhancing co-presence and involving two linguistic/cultural mediators. This shift contributed significantly to the establishment of personal relationships, fostering the recognition of each resident's experiences and potentials.</p> <p>The activation of individualized empowerment projects tailored to the specific needs of each woman became possible through these personalized relationships. These projects aimed at developing the autonomy required for their social inclusion journey. Immediate economic autonomy support was provided by monthly allowances for each woman, allowing them to build their independence from the project's inception – a crucial element for project realization.</p> <p>Autonomy development extended to practical aspects, as residents collaboratively managed domestic responsibilities, such as weekly grocery shopping. This collective effort facilitated the acquisition of valuable skills like budgeting and domestic economy management. The use of cash for these activities enabled residents to learn independent financial resource management.</p>

	<p><i>Similarly, the delegation of household cleaning responsibilities promoted autonomy in caring for their living spaces, instilling a sense of discipline applicable beyond the project's confines. A core project objective was to create a space where residents could experience "restorative" moments, including socialization through dinners, small celebrations, outings, and receiving meaningful tokens.</i></p> <p><i>Integral to the project is the processing of trauma. All residents benefited from individual psychological support, with 6 opting for additional art therapy. To foster genuine autonomy and facilitate integration into the Italian (and specifically Milanese) context, residents attended language courses and professional skills development programs in collaboration with local entities.</i></p> <p><i>In the expansion phase, the project expand to 16 guests. It also introduces a forward-thinking approach with the development of an e-learning module. This module aims to provide remote courses to all staff members across the 85 anti-violence centers. The content is specifically tailored to support migrant women dealing with violence and the associated traumas.</i></p> <p><i>Considering the success of the project, it has been replicated in other locations, such as Catania and Bari, in collaboration with local anti-violence centers.</i></p>
<p>Success Factors</p>	<p><i>The success of the "Un viaggio per la libertà" methodology relies on various interconnected elements.</i></p> <p>Comprehensive Support Services: <i>The project provides a holistic approach by offering comprehensive support services, including psychological support, legal assistance, language training, vocational training, and empowerment programs. This ensures that women receive multifaceted assistance tailored to their individual needs.</i></p> <p>Safety and Security Measures: <i>Ensuring the safety and security of the women is a fundamental element. The provision of a secure and confidential accommodation facility, coupled with continuous monitoring and support, contributes to their overall well-being.</i></p> <p>Empowerment and Skill Development: <i>The emphasis on empowerment through skill development, language training, and professional courses is a key success factor. Equipping women with the tools to achieve autonomy, both economically and socially, contributes to their successful integration.</i></p> <p>Psychological and Trauma Support: <i>Acknowledging and addressing the psychological trauma experienced by participants is vital. The provision of</i></p>

	<p><i>individualized psychological support and art therapy helps women in their healing process.</i></p> <p>Financial Sustainability: <i>Diversifying funding sources, including private donations and collaborations with foundations like Fondazione Vodafone, ensures financial sustainability. This reduces dependency on a single funding stream and enhances the project's long-term viability.</i></p> <p>Continuous Monitoring and Adaptation: <i>Regular monitoring and evaluation allow the project to adapt to emerging challenges and refine its methodologies. Flexibility in adjusting approaches based on the evolving needs of participants contributes to ongoing success.</i></p> <p>Female Solidarity and Feminist Approach: <i>The project's foundation on feminist principles and the emphasis on female solidarity are critical elements. The autonomy and agency of women are central, and the project operates as a women-led initiative.</i></p>
<p>Constraints</p>	<p><i>Constraints or elements of danger in the application of this methodology may include:</i></p> <p>Security and Safety Concerns: <i>Given that the women participating in the project have experienced various forms of violence, ensuring their safety and security during their stay is crucial. The risk of potential harm or retaliation from abusers may exist.</i></p> <p>Cultural Sensitivity: <i>Migrant and refugee women come from diverse cultural backgrounds. Cultural differences and sensitivities need to be considered to provide effective support without causing unintended distress.</i></p> <p>Psychological Trauma: <i>Women involved in the project have undergone traumatic experiences. Addressing their psychological well-being and providing adequate mental health support is essential. It's crucial to be aware of potential triggers and handle trauma with sensitivity.</i></p> <p>Legal Challenges: <i>The legal status of the participants, including their immigration status and rights, may pose challenges. Legal complexities related to asylum applications and protection need careful attention. Indeed, recently, the CADMI refused to receive public financial support anymore because the Municipality requested to provide the fiscal code of the women migrants, which was threatening their anonymity and rights to privacy and protection.</i></p>

<p>Sustainability</p>	<p><u><i>Institutional Sustainability:</i></u></p> <p><i>Legal Recognition and Support: Gain continued recognition and support from governmental institutions at local, regional, and national levels to ensure the project's legality and legitimacy.</i></p> <p><i>Establishing Protocols: Develop and implement clear protocols and guidelines for the operation of the project, covering aspects like confidentiality, security, and collaboration with partner organizations.</i></p> <p><i>Monitoring and Evaluation: Establish a robust monitoring and evaluation framework to assess the project's effectiveness, identify areas for improvement, and demonstrate impact to stakeholders.</i></p> <p><u><i>Social Sustainability:</i></u></p> <p><i>Community Integration: Promote community engagement and integration programs to foster understanding and acceptance of migrant and refugee women within the broader society.</i></p> <p><i>Cultural Competence: Continue developing and maintaining cultural competence within the project team to address the diverse needs of women from different cultural backgrounds.</i></p> <p><u><i>Economic Sustainability:</i></u></p> <p><i>Diversification of Funding: Seek and secure diverse funding sources, including private donations, grants, and collaborations with foundations and corporate partners.</i></p> <p><i>Governmental and Corporate Support: Strengthen relationships with local governments, corporations, and philanthropic organizations to secure ongoing financial and in-kind support.</i></p> <p><u><i>Capacity Building and Training:</i></u></p> <p><i>Continuous Training: Provide ongoing training for staff, volunteers, and participants to enhance their skills and knowledge in areas like trauma support, cultural competency, and project management.</i></p> <p><i>Empowerment Programs: Develop and expand programs that empower women with skills relevant to the local job market, fostering economic independence.</i></p> <p><u><i>Networking and Advocacy:</i></u></p> <p><i>National and International Networking: Establish and maintain connections with national and international networks, NGOs, and advocacy groups working</i></p>
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	<p><i>on similar issues to share best practices, gain support, and contribute to policy discussions.</i></p>
<p>Transferability</p>	<p><i>Several elements of the "Un viaggio per la libertà" project can be considered transferable to other contexts and countries facing similar challenges related to supporting migrant women who have experienced violence. These transferable elements include:</i></p> <p><i>Housing and Shelter:</i> <i>Identifying suitable accommodations is fundamental. This involves understanding the local housing market, ensuring safety and security, and providing a supportive environment for the women. Tailoring housing solutions to local contexts and regulations is essential.</i></p> <p><i>Facilitating access to healthcare services</i> <i>is a material consideration. This involves collaborating with local healthcare providers, establishing relationships with clinics and hospitals, and ensuring that the women have access to necessary medical care.</i></p> <p><i>Educational Resources:</i> <i>With Italian language teachers, psychologists, and mediators. Those operators are essential to build a trustworthy relationship.</i></p> <p><i>Adopting a holistic approach</i> <i>that addresses the emotional, economic, and housing autonomy of migrant women can be applied universally.</i></p> <p><i>Implementing trauma-informed care</i> <i>practices is transferable to various cultural contexts. Providing specialized support for individuals who have experienced trauma is essential for their well-being and recovery.</i></p> <p><i>Establishing collaborations with local institutions, government bodies, and NGOs.</i> <i>Building partnerships enhances the effectiveness of interventions and promotes a collective response to the needs of migrant women.</i></p> <p><i>Providing continuous training and capacity-building programs for staff.</i> <i>Ensuring that the workforce is equipped to handle the diverse needs of beneficiaries is essential in various contexts.</i></p> <p><i>Documenting experiences, best practices, and lessons.</i> <i>Sharing knowledge with other organizations, both nationally and internationally, contributes to the collective understanding of effective approaches.</i></p> <p><i>Integrating economic empowerment initiatives,</i> <i>such as vocational training and entrepreneurship programs. Empowering women economically enhances their self-sufficiency and independence.</i></p>

	<p>Offering legal and administrative support to address the complex needs of migrant women. Navigating legal processes and providing assistance in regularization efforts is a common challenge in various settings.</p> <p>Establishing a robust monitoring and evaluation framework for assessing project. Regular evaluations contribute to continuous improvement and accountability.</p>
<p>Related resources that have been developed</p>	<p>E-Learning Module have been developed to deliver remote courses to the operators of the 85 anti-violence centers. The content focuses on specific aspects of supporting migrant women regarding the violence they have endured and the resulting traumas.</p> <p>The project expand itself and was replicated in 2 more cities: Catania and Bari.</p>
<p>Language(s)</p>	<p>Italian</p>
<p>Application of good practices to assist discriminated migrant women and combat violence against women</p>	
<p>Success Factors for use for Woman Migrants</p>	<p>The methodology described does specifically concern migrant women.</p>
<p>Constraints for use for Woman Migrants</p>	<p>/</p>
<p>Summary</p>	
<p>Summary of the best practice</p>	<p>"Un Viaggio per la Libertà," initiated by CADMI, is a pioneering project addressing the profound challenges faced by migrant and refugee women who have endured gender-based violence. This comprehensive initiative stands out by providing a dedicated shelter equipped with eight bedrooms, offering a safe haven for women who have experienced sexual violence, forced marriages, genital mutilation, and sexual exploitation. The project adopts a holistic support system, engaging professionals such as educators, psychologists, linguistic/cultural mediators, and art therapy practitioners. Notably, it emphasizes the overarching goal of achieving emotional, economic, and housing autonomy for the women involved.</p> <p>The methodology employed is rooted in feminist empowerment, trauma-informed care, inclusive integration, and a holistic approach. This approach</p>

	<p><i>translates into practical tools such as individualized empowerment plans, language courses, household management training, art therapy sessions, co-residency agreements, and regular group meetings. The dynamic evolution of the project is evident in its initial phase, maintaining continuous educator presence, and subsequently adopting a strategic approach to ensure personalized empowerment projects for each woman. Immediate economic autonomy is facilitated through monthly allowances, instigating independence right from the project's inception.</i></p> <p><i>The residents actively participate in managing domestic responsibilities collaboratively, such as weekly grocery shopping, instilling valuable skills like budgeting and domestic economy management. The approach of using cash for these activities not only facilitates practical learning but also teaches independent financial resource management. The focus on trauma processing is a core aspect, with all residents benefiting from individual psychological support, and a notable six opting for additional art therapy sessions.</i></p> <p><i>A key success factor lies in the project's ability to provide comprehensive support services, ensuring that women receive multifaceted assistance tailored to their individual needs. Safety and security measures, including a confidential accommodation facility and continuous monitoring, contribute significantly to the overall well-being of the participants. Empowerment and skill development play a crucial role, equipping women with tools for economic and social autonomy, thereby contributing to their successful integration into society.</i></p> <p><i>The sustainability plan encompasses various dimensions, including institutional, social, and economic sustainability. This involves gaining continued recognition and support from governmental institutions, establishing clear protocols, promoting community engagement, diversifying funding sources, and continuous training for staff and participants. The project's transferability lies in its adaptable elements, such as housing solutions, access to healthcare services, educational resources, a holistic approach, trauma-informed care practices, collaborations, continuous training, documentation of experiences, economic empowerment initiatives, legal and administrative support, and a robust monitoring and evaluation framework. This model serves as an invaluable blueprint for addressing the challenges faced by discriminated migrant women globally, offering a comprehensive pathway towards healing, empowerment, and autonomy.</i></p>
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Contact details

Name	Un viaggio per la libertà – Casa delle donne maltrattate
Company/Institution	NGO
Address/Website	https://cadmi.org/
Telephone	/
E-mail	/

Best practices n.3 : WASI

Wasi, derived from the Quechua term for "House," stands as a psychological support initiative dedicated to migrant women in Italy. Established in 2019 and significantly expanded during the pandemic, Wasi provides a secure haven. It engages native-speaking psychologists, proficient in diverse languages, offering counseling. Beyond psychological support, Wasi collaborates with strategic partners to foster economic empowerment.

Tailored exclusively for migrant women in Italy, Wasi is designed to meet their psychological and comprehensive needs. The initiative offers targeted support, counseling services, and empowerment initiatives, specifically addressing the nuanced challenges encountered by these women.

The key actors in the Wasi initiative encompass migrant women who constitute the primary beneficiaries, actively seeking support for psychological well-being, empowerment, and refuge. The involvement of Mother-Tongue Professionals, represented by psychologists with diverse ethnicities and languages, ensures a culturally sensitive approach. Support Staff efficiently manage administrative and logistical tasks for the seamless operation of the initiative. Collaborating Organizations, including entities such as Caritas Ambrosiana and Università di Pavia, contribute valuable resources and expertise. Trainers and Workshop Facilitators, responsible for language and skill development, actively contribute to the economic empowerment of the participants.

Wasi is resolute in its commitment to addressing various forms of violence, including physical, psychological, economic, and gender-based violence. The initiative achieves this through structured training, workshops, and targeted support programs.

Originating from the imperative to support migrant women grappling with psychological challenges, further intensified by the COVID-19 pandemic, Wasi was launched in 2019. It is crafted to provide comprehensive support, acknowledging the intersectionality of gender and migration.

Implemented by ASCS, Wasi engages various entities such as Parrocchia di Santo Stefano Maggiore, CEI, Lombardy Region, Caritas Ambrosiana, Università di Pavia, Cooperativa Farsi Prossimo, and Fondazione Haiku Lugano.

The primary objective of Wasi is to establish a secure space for migrant women. The initiative addresses psychological well-being through individual and group counseling, workshops, and economic empowerment programs.

The methodology encompasses the meticulous recruitment of diverse psychologists, one-on-one counseling sessions, group interventions, and skill-building courses. Stages such as pre-implementation, implementation, and post-implementation are integral to the initiative's methodology.

Practical examples of tools utilized include secure online platforms for counseling sessions, virtual meeting tools for workshops, and a language courses platform for online learning.

The program's sequential flow incorporates initial assessments, personalized counseling, group sessions, workshops, language courses, collaboration with external organizations, family involvement, and continuous monitoring.

The results achieved by Wasi are noteworthy, with over 250 women seeking assistance annually, involving approximately 90 women each quarter. All psychologists being mother-tongue speakers ensures cultural understanding, and 85% of women completing the program find a positive path forward.

Success factors

Wasi's success is rooted in the diversity of its professionals. Mother-tongue psychologists, each representing different ethnicities and languages, form a crucial component. This diversity ensures a nuanced understanding of cultural intricacies, lifestyles, and specific needs of migrant women. The cultural competence brought by these professionals enhances the effectiveness of counseling services. Additionally, their varied backgrounds enable Wasi to cater to a broad range of migrant women, acknowledging and respecting the diversity in languages and experiences.

The initiative stands out for its commitment to tailored counseling and support. Wasi acknowledges and addresses the unique psychological challenges faced by each woman through personalized one-on-one sessions. This approach ensures that issues such as anxiety, depression, or trauma related to migration are specifically targeted, fostering a more profound impact on the mental well-being of migrant women.

Creating a sense of community and mutual support is a vital success factor. Wasi achieves this by facilitating group sessions, known as Auto Mutuo Aiuto. These group interactions provide a platform for women to share personal experiences related to psychological challenges in the migration process. Recognizing the value of shared journeys in overcoming psychological challenges fosters a supportive environment and strengthens the bonds among participants.

Wasi's success is not limited to traditional counseling. It embraces a holistic support approach, extending beyond psychological assistance. The initiative integrates skill development courses, workshops on empowerment and violence prevention, and economic freedom initiatives. By addressing various facets of women's lives, Wasi contributes to a comprehensive assistance framework, recognizing the multifaceted needs of migrant women.

Flexibility and adaptability are key success factors for Wasi. The initiative demonstrated resilience, particularly during the COVID-19 pandemic, by swiftly adapting to challenges. The introduction of online support sessions ensured the continuity of services, showcasing Wasi's ability to navigate unforeseen circumstances and maintain its commitment to supporting migrant women.

Wasi empowers women economically by offering skill development courses. These initiatives, including acquiring a driver's license, language learning, and creative writing, aim to enhance the independence of migrant women and reduce economic dependence. The emphasis on skill development aligns with Wasi's broader goal of fostering empowerment in various aspects of the participants' lives.

Constraints

A significant constraint faced by Wasi is the potential stigma or resistance within the communities of migrant women. Fear of judgment or repercussions may deter women from openly seeking

psychological support. Overcoming this challenge requires strategies that address the societal barriers hindering access to Wasi's services.

Engaging with issues of violence against women poses security risks for participants. Some migrant women may be experiencing violence, and Wasi's involvement in addressing this issue exposes participants to potential security threats. Ensuring the safety of women seeking refuge from violence becomes a critical consideration and requires careful management.

Protecting the confidentiality and privacy of participant information is a paramount concern. Breaches in data privacy could harm the women involved and erode trust in the initiative. Wasi needs to implement robust measures to ensure the security and confidentiality of participant data throughout counseling sessions and workshops.

The success factors of Wasi include the diversity of professionals, represented by mother-tongue psychologists, offering cultural competence. Tailored counseling sessions provide personalized one-on-one interventions, fostering a sense of community through shared experiences. The initiative goes beyond psychological assistance, incorporating holistic support with economic empowerment initiatives. Wasi showcases adaptability to challenges, ensuring service continuity during unforeseen circumstances. Skill development initiatives contribute to economic independence.

Conclusion

In weaving together a tapestry of support, the Wasi initiative unfolds as a remarkable complete program, navigating the complex terrain of challenges faced by migrant women in Italy. Born out of the pressing need to bridge the gap in specialized assistance, Wasi has not only filled a void but has done so with a holistic and culturally sensitive approach.

What sets Wasi apart is its holistic view of well-being. It extends beyond conventional psychological support, embracing an array of empowerment initiatives such as skill development courses and workshops on violence prevention. This multifaceted approach acknowledges the diverse needs of migrant women and underscores the importance of fostering independence beyond immediate mental health concerns.

Cultural sensitivity is woven into the very fabric of Wasi. The initiative's commitment to employing mother-tongue psychologists representing diverse ethnicities reflects a nuanced understanding of the unique cultural nuances, lifestyles, and challenges faced by migrant women. This inclusivity creates a safe space that resonates with the diversity within the migrant women community.

Skill development emerges as a powerful tool for empowerment within Wasi. Courses encompassing driver's license acquisition, language proficiency, and creative writing contribute tangibly to the economic independence of migrant women. This emphasis aligns seamlessly with the broader vision of fostering autonomy and reducing economic dependence.

In conclusion, Wasi stands not merely as a psychological support initiative but as a transformative force, fostering empowerment, resilience, and community among migrant women in Italy. Its ethos of inclusivity, adaptability, and sustainability positions it as an exemplary practice deserving of recognition and consideration for emulation in analogous contexts across the globe.

WASI	
Element	Guiding questions
Area of intervention	<p><i>The best practice of Wasi encompasses psychological support and empowerment through skill development, including language courses, creative writing classes, and professional development initiatives and financial education.</i></p>
Short description of the best practice	<p><i>Wasi is an initiative providing psychological support for migrant women in Italy. Named after the Quechua word for "Casa" (meaning "House"), it aims to be a safe haven for women from diverse ethnic backgrounds who have undertaken hopeful journeys and are seeking a space for expression, psychological support, refuge from violence, or employment opportunities.</i></p> <p><i>Established just before the pandemic, Wasi swiftly became a vital resource for approximately 250 women annually, including Arabs, Hispanics, Ukrainians, and Russians. These women, facing anxieties and depression exacerbated by COVID-19, often find themselves victims of violence. Wasi's approach involves native-speaking psychologists who not only provide professional competence but also ensure linguistic and cultural understanding.</i></p> <p><i>Lucia Fucinelli, the coordinator of the psychological support center for migrant women, reveals that the project, launched in July 2019 for the Latin American community and later extended to include Ukrainian and Russian women, faced its official launch in January 2020, coinciding with the onset of the pandemic. The initiative adapted to the changing landscape, reaching women in Portuguese, English, and Arabic, in addition to the initially targeted languages.</i></p> <p><i>The initiative is not solely confined to psychological assistance. It collaborates with Caritas Ambrosiana, the University of Pavia, and Cooperativa Farsi Prossimo within the broader framework of Wasi Casa, aiming to provide refuge to women and free them from economic dependency. Skill-building courses, including acquiring licenses, learning Italian and English, and creative writing, are offered to empower women economically and socially.</i></p> <p><i>Wasi represents a comprehensive, culturally sensitive, and adaptable model for supporting the mental health of migrant women. Its emphasis on empowerment, community engagement, and continuous adaptation to meet evolving needs makes it a noteworthy and commendable practice.</i></p>

<p>Target audience</p>	<p><i>The methodology of Wasi is specifically addressed to migrant women. The initiative is designed to meet the psychological and holistic needs of women who have migrated to Italy, offering support, counseling, and empowerment tailored to the unique challenges and experiences faced by migrant women.</i></p>
<p>Actors who apply the methodology or use the tool</p>	<p><i>The Wasi methodology involves various actors who play crucial roles in its application. These actors contribute to the success of the initiative and include:</i></p> <p>Migrant Women: <i>Migrant women are at the center of the initiative. They actively seek support for psychological well-being, empowerment, and refuge from violence. Their participation, engagement, and feedback are essential for the success of Wasi.</i></p> <p>Mother-Tongue Professionals: <i>Psychologists involved in the initiative are mother-tongue speakers, representing diverse linguistic backgrounds. This ensures a deep understanding of the cultural nuances, language intricacies, and lived experiences of the migrant women.</i></p> <p>Support Staff:</p> <p><i>Administrative and Logistical Support: Personnel responsible for administrative and logistical tasks ensure the smooth operation of the initiative. Their roles include scheduling sessions, managing resources, and maintaining the confidentiality and security of the counseling process.</i></p> <p>Collaborating Organizations:</p> <p><i>Partners and Collaborators: Institutions such as Caritas Ambrosiana, Università di Pavia, and Cooperativa Farsi Prossimo collaborate with Wasi. These partnerships expand the support network, bringing in additional resources, expertise, and opportunities for the migrant women.</i></p> <p>Trainers and Workshop Facilitators:</p> <p><i>Skill Development Instructors: Professionals responsible for conducting skill-building courses play a crucial role. Language instructors, job placement trainers, and creative writing facilitators contribute to the economic empowerment of migrant women.</i></p>
<p>Type of violence opposed</p>	<p><i>Forms of Violence Addressed:</i></p> <p>Physical Violence: <i>Many women seeking assistance from Wasi report instances of physical violence. The initiative acknowledges and works to counteract the immediate and long-term impacts of physical abuse experienced during migration or within domestic settings.</i></p> <p>Psychological Violence: <i>The psychological toll of migration is evident, with a significant percentage seeking support for anxiety and depression. Wasi addresses the mental health challenges arising from the complex migration process and the additional stressors introduced by the COVID-19 pandemic.</i></p> <p>Economic Violence: <i>Women facing economic hardships, often linked to their migrant status, find refuge in Wasi. The initiative offers skill development</i></p>

	<p><i>courses, including language acquisition, driving lessons, and creative writing, aiming to empower women economically and break free from financial dependency.</i></p> <p>Gender-Based Violence: <i>The project actively engages in combating gender-based violence, conducting training sessions, thematic workshops, and support programs. The initiative fosters awareness and prevention strategies to empower women against violence.</i></p>
<p>Introduction</p>	<p><i>The initial context for the establishment of Wasi was the growing population of migrant women in Italy, facing psychological challenges associated with their migration experiences. The challenge addressed was the lack of specialized support for these women, exacerbated by the onset of the COVID-19 pandemic. The need for a safe space to address mental health issues, language barriers, and experiences of violence among migrant women became evident.</i></p> <p><i>Wasi, initiated in July 2019, is the first psychological support center for migrant women in Italy. It serves as a crucial resource for over 250 women annually, offering psychological counseling, group support, and holistic empowerment programs. The initiative expanded its services and adapted to the challenges brought by the pandemic, providing a comprehensive approach that goes beyond immediate mental health concerns. The practice involves native-speaking psychologists, workshops, and skill-building initiatives to empower women economically and socially.</i></p> <p><i>The project officially began in January 2020, coinciding with the start of the COVID-19 pandemic. The timeframe extends into the current period, with ongoing efforts to improve and expand services.</i></p> <p><i>Gender is a central consideration in both the challenge and the good practice itself. Migrant women, facing unique challenges due to their gender and migration status, are specifically targeted by Wasi. The psychological support provided is tailored to address issues that disproportionately affect women, such as gender-based violence and mental health struggles. The initiative recognizes the diverse needs of women across different age groups and ethnicities.</i></p> <p><i>In terms of the good practice, Wasi's approach involves employing female psychologists who are native speakers of the languages spoken by the migrant women, ensuring cultural and linguistic sensitivity. The empowerment initiatives, including skill-building courses, consider gender-specific challenges in fostering economic independence and social integration.</i></p>

	<p><i>The workshops and support groups create a gender-inclusive space for women to share experiences and address topics like the power of femininity and protection from violence. Overall, gender is a fundamental consideration in both understanding the challenges faced by migrant women and tailoring effective support through the Wasi initiative.</i></p>
<p>Where the good practice takes place (Description of organization)</p>	<p><i>The Wasi project involves several institutions, partners, implementing agencies, and donors that contribute to its success:</i></p> <ul style="list-style-type: none"> <i>< ASCS (Agenzia Scalabriniana per la Cooperazione allo Sviluppo) is the implementing agency behind the Wasi project. It plays a central role in coordinating and executing the initiative, ensuring its alignment with the goals of providing psychological support to migrant women.</i> <i>< Parrocchia di Santo Stefano Maggiore and Chiesa del Carmine (Milan). These church entities in Milan collaborate with ASCS and contribute to the project's implementation. Their involvement may include providing physical spaces for counselling sessions, workshops, and other activities.</i> <i>< CEI – Conferenza Episcopale Italiana. The CEI is a donor organization contributing to the Wasi project. Its involvement is primarily financial.</i> <i>< The Lombardy Region is another donor providing financial support to the Wasi project. Its contributions are essential for sustaining the initiative's activities.</i> <i>< Caritas Ambrosiana, Università di Pavia, and Cooperativa Farsi Prossimo. These organizations collaborate with Wasi, expanding its support network. Their involvement may include providing additional resources, expertise, and outreach capabilities. The collaboration aims to create a more comprehensive and holistic approach to support migrant women beyond psychological assistance.</i> <i>< Fondazione Haiku Lugano is involved in the project in Rome. While the exact nature of its involvement is not specified, it is likely a donor or supporter contributing to the initiative's success.</i>
<p>Context</p>	<p><i>Wasi, the psychological support center for migrant women, originated from the collaborative efforts of the Scalabrinian Agency for Cooperation and Development (ASCS) in Italy. The initiative was born out of a recognized gap in specialized support for migrant women who had undertaken journeys of hope to Italy. The genesis of Wasi can be traced back to July 2019 when it was conceived as a response to the mental health challenges faced by the growing population of migrant women in the country.</i></p> <p><i>The problems and needs that prompted the implementation of Wasi were multifaceted:</i></p>

	<ul style="list-style-type: none"> ◁ <i>Psychological Challenges of Migration: Migrant women experienced heightened psychological challenges associated with the migration process. The emotional toll of leaving one's home country, adapting to a new culture, and the uncertainties involved in the migration journey were significant stressors.</i> ◁ <i>Impact of COVID-19 Pandemic: The onset of the COVID-19 pandemic further exacerbated the mental health struggles of migrant women. Issues such as increased anxiety, depression, and grief due to losses became prevalent among this demographic.</i> ◁ <i>Violence Against Migrant Women: Many migrant women were victims of various forms of violence, including physical, psychological, and economic abuse. The need for a safe space to address and escape from such violence was a pressing concern.</i> ◁ <i>Language Barriers and Cultural Isolation: Language barriers and cultural isolation were significant challenges for migrant women. These factors not only contributed to difficulties in accessing mental health services but also hindered effective communication and understanding.</i> ◁ <i>Lack of Tailored Support Services: There was a noticeable lack of tailored support services that considered the unique needs of migrant women. Existing mental health services often did not provide the cultural and linguistic sensitivity required for effective support.</i> ◁ <i>Economic Empowerment and Integration Needs: Migrant women faced challenges in economic empowerment and social integration. The need for skill-building initiatives, language courses, and programs that would contribute to both personal development and economic independence was evident.</i> <p><i>The genesis of Wasi can be seen as a response to these identified problems and needs. The initiative aimed to create a comprehensive support system that not only addressed immediate mental health concerns but also considered the broader context of the challenges faced by migrant women in Italy. The collaborative efforts involving ASCS, local churches, and various organizations reflected a collective commitment to filling the existing gaps and providing a holistic solution for the well-being and empowerment of migrant women.</i></p>
<p>Objective</p>	<p><i>The primary objective of Wasi, the psychological support centre for migrant women, is to provide a safe and supportive space for women who have migrated to Italy, particularly those facing challenges post-COVID. The initiative aims to address the psychological well-being of migrant women by offering individual and group counselling, along with empowerment programs. Wasi seeks to be a refuge for women from diverse ethnic backgrounds,</i></p>

	<p><i>including Arab, Hispanic, Ukrainian, and Russian, who may be experiencing anxiety, depression, or victimization, especially during the pandemic.</i></p> <p><i>The initiative aspires to be a haven for women who have embarked on journeys of hope, offering them a place to express themselves, seek psychological support, and find refuge from violence. Additionally, Wasi aims to provide opportunities for employment, recognizing the multifaceted needs of migrant women beyond mental health support.</i></p> <p><i>The initiative addresses prevalent issues such as anxiety, depression, grief management, family conflicts, and experiences of violence. The services extend beyond individual counselling to include group support through Auto Mutuo Aiuto sessions, creating a platform for women to share their experiences and build interpersonal relationships.</i></p> <p><i>Beyond psychological support, Wasi is actively involved in empowering women economically and socially. It aims to provide not only a refuge but also economic freedom to women through courses in acquiring skills, obtaining licenses, and learning languages.</i></p>
<p>The description of the methodology</p>	<p><i>The methodology requires a selection of qualified professionals: Recruiting six psychologists, each representing different ethnicities and languages. Ensuring psychologists have a deep understanding of the diverse backgrounds of the migrant women. Mother-tongue psychologists conduct one-on-one counseling sessions addressing anxiety, depression, and other psychological challenges. Linguistic and cultural sensitivity is maintained to enhance the effectiveness of therapeutic interventions.</i></p> <p><i>Stages:</i></p> <ol style="list-style-type: none"> <i>1) Pre-Implementation (2019-2020): Needs assessment, partner collaboration, and professional recruitment.</i> <i>2) Implementation (From January 2020): Launch of counseling services and group sessions, adaptation during the pandemic.</i> <i>3) Post-Implementation (Ongoing): Community expansion, collaboration with additional organizations, and continuous service improvement.</i> <p><i>Tool Examples:</i></p> <ul style="list-style-type: none"> <i>< Counseling Sessions Platform: Usage of secure online platforms for individual counseling sessions. Integration of tools for virtual communication, ensuring privacy and accessibility.</i> <i>< Online Workshop Tools: Virtual meeting tools for conducting educational workshops and thematic sessions. Interactive platforms for group participation, discussions, and sharing experiences.</i>

	<ul style="list-style-type: none"> < <i>Language Courses Platform: Online language learning tools for Italian, English, and other languages. Tailored courses to meet the linguistic needs of participants.</i> < <i>Creative Writing Platforms: Online platforms for conducting creative writing courses. Utilization of collaborative tools for sharing written work and fostering creativity.</i> < <i>Auto Mutuo Aiuto (AMA) Groups: Facilitation of group sessions where women share personal experiences related to psychological challenges in the migration process. Fostering connections, socialization, and interpersonal relationships among participants.</i> <p><i>Main Activities and Program Flow Process:</i></p> <ol style="list-style-type: none"> 1. <i>Women reach out to Wasi seeking support. Initial assessments to understand individual needs and challenges.</i> 2. <i>Women participate in personalized counseling sessions. Engagement in AMA groups for shared experiences.</i> 3. <i>Attendance in workshops addressing psychological well-being and empowerment. Enrollment in language courses and skill-building programs.</i> 4. <i>Collaboration with external organizations for broader support. Involvement of families and community leaders for sustained assistance.</i> 5. <i>Continuous monitoring of participants' progress. Adaptation of services based on feedback and evolving needs.</i>
<p>Achieved results</p>	<p><i>The achieved results with Wasi, the psychological support initiative for migrant women in Italy, can be summarized as follows:</i></p> <ul style="list-style-type: none"> - <i>Over 250 women annually seek assistance from Wasi, indicating a recognized and utilized resource.</i> - <i>Approximately 90 women every quarter, with a diverse ethnic distribution (46% Hispanic, 31% Arab, 10% Portuguese, 8% Slavic, and 5% Anglo-Saxon).</i> - <i>Despite the project's initiation in July 2019 for the Latin American community, the onset of the pandemic in January 2020 prompted quick adjustments. The initiative expanded to include women speaking Portuguese, English, and Arabic, demonstrating flexibility and responsiveness. All psychologists are mother-tongue speakers, enhancing cultural understanding. Individual counseling sessions, along with Auto Mutuo Aiuto (AMA) groups, provide tailored support, recognizing the importance of cultural nuances.</i> - <i>Wasi takes a proactive stance against gender-based violence. It conducts training sessions, thematic workshops, and supports women</i>

	<p><i>dealing with physical, psychological, and economic violence, emphasizing awareness and prevention.</i></p> <ul style="list-style-type: none"> - <i>The initiative goes beyond psychological support, offering skill development courses such as acquiring a driver's license, learning Italian and English, and creative writing to empower women economically and socially.</i> - <i>The project expands the support network, and was also implemented in Rome.</i> - <i>An encouraging 85% of women completing the Wasi psychological support program find a positive path forward, although challenges in retaining some migrant women are acknowledged. Future plans include enhancing service efficacy by involving more stakeholders, including families and community leaders.</i>
<p>Success Factors</p>	<p>Diversity of Professionals: <i>Mother-Tongue Psychologists: Having psychologists who are mother-tongue speakers ensures a deep understanding of the cultural nuances, lifestyles, and specific needs of migrant women. This cultural competence enhances the effectiveness of counselling and support services.</i> <i>Also, all the psychologists are representing different ethnicities and languages. This diversity enables a broad reach, allowing the initiative to cater to the varied backgrounds of migrant women.</i></p> <p>Tailored Counseling and Support: <i>Providing one-on-one counseling sessions addresses the unique psychological challenges faced by each woman. This personalized approach acknowledges and targets specific issues such as anxiety, depression, or trauma related to migration.</i></p> <p>Shared Experiences: <i>Facilitating group sessions (auto and reciprocate help groups) where women can share personal experiences fosters a sense of community and mutual support. This approach recognizes the value of shared experiences in overcoming psychological challenges.</i></p> <p>Beyond Psychological Assistance: <i>Going beyond traditional counseling, the initiative offers holistic support. Skill development courses, workshops on empowerment and violence prevention, and economic freedom initiatives contribute to a comprehensive assistance framework.</i></p> <p>Adaptation to Challenges: <i>The ability to adapt to challenges posed by the COVID-19 pandemic, such as introducing online support sessions, ensured continuity of services. This flexibility showcases the initiative's resilience in the face of unforeseen circumstances.</i></p> <p>Empowerment Through Skill Development:</p>

	<p><i>Offering courses for skill development, including acquiring a driver's license, language learning, and creative writing, empowers women economically. This approach aims to enhance their independence and reduce economic dependence.</i></p>
<p>Constraints</p>	<p>Stigma and Resistance: <i>Migrant women may face stigma or resistance within their communities, making it challenging to openly seek psychological support. Fear of judgment or repercussions could deter women from accessing the services.</i></p> <p>Violence and Security Risks: <i>Some migrant women may be experiencing violence, and the project's involvement in addressing this issue may expose participants to security risks. Ensuring the safety of women seeking refuge from violence is crucial.</i></p> <p>Data Privacy Concerns: <i>Ensuring the privacy and confidentiality of participant information in counseling sessions and workshops is crucial. Breaches in data privacy could harm the women involved and erode trust in the initiative.</i></p>
<p>Sustainability</p>	<p>Institutional Sustainability:</p> <ul style="list-style-type: none"> < <i>Diverse Funding Sources</i> < <i>Partnerships and Collaboration</i> < <i>Ongoing training and development programs for staff and volunteers ensure a skilled and motivated team, enhancing the initiative's effectiveness.</i> <p>Social Sustainability:</p> <ul style="list-style-type: none"> < <i>Community Engagement</i> < <i>Cultural Sensitivity</i> <p>Environmental Sustainability:</p> <ul style="list-style-type: none"> < <i>Digital Integration: Leverage technology for virtual counselling, workshops, and training, reducing the environmental footprint associated with physical meetings. Ensure accessibility to online resources for environmental sustainability.</i> < <i>Resource Efficiency: Implement eco-friendly practices within the organization. This includes energy-efficient technologies, waste reduction, and sustainable resource management.</i> <p>Monitoring and Evaluation:</p> <ul style="list-style-type: none"> < <i>Impact Assessment: Regularly assess the impact of the initiative on the well-being of migrant women. Use data and feedback to measure success, identify areas for improvement, and adapt services accordingly.</i>

	<p>◁ <i>Flexibility: Maintain flexibility in the program design to respond to external factors such as changes in migration patterns, socio-economic conditions, or public health crises.</i></p>
<p>Transferability</p>	<p><i>Several elements of the Wasi methodology can be considered for transfer to other contexts and countries, contributing to the success of psychological support initiatives for migrant women. Key transferable elements include:</i></p> <p><i><u>Mother-Tongue Psychologists:</u> Deploying psychologists who are native speakers and share the cultural background of the women seeking support is crucial. This ensures a nuanced understanding of cultural contexts, facilitating effective communication and empathy.</i></p> <p><i><u>Online and Face-to-Face Support:</u> The flexibility to offer both online and face-to-face support is essential. Online platforms enhance accessibility, especially during challenges like the COVID-19 pandemic, while face-to-face interactions provide a more personalized and immediate connection.</i></p> <p><i><u>Free Access to Services:</u> Providing psychological support services free of charge removes financial barriers, making the initiative accessible to a broader range of migrant women. This is particularly important for individuals facing economic challenges during the migration process.</i></p> <p><i><u>Skill Development Programs:</u> Integrating skill development courses, such as language acquisition and professional training, contributes to the economic empowerment of migrant women. This element can be adapted to suit the specific needs and opportunities in different regions.</i></p> <p><i><u>Collaboration with Organizations:</u> Establishing partnerships with local organizations, educational institutions, and community groups enhances the support network. Collaboration brings in diverse expertise, resources, and a broader range of opportunities for the women.</i></p> <p><i><u>Empowerment Through Education:</u> Conducting workshops addressing themes like women's empowerment, violence prevention, and cultural exchange fosters a sense of community and empowerment. Activities should be inclusive and tailored to the diverse backgrounds of participants.</i></p> <p><i><u>Feedback Mechanisms:</u> Establishing continuous feedback mechanisms from participants helps in adapting services to evolving needs. Regular assessments and adjustments ensure the relevance and effectiveness of the support offered.</i></p>
<p>Related resources that have been developed</p>	<p><i>Some posters have been produced to organize meeting between those women, or to invite them to support groups</i></p>
<p>Language(s)</p>	<p><i>Support is provided in Spanish, Ukrainian, Russian Portuguese and Tagalog</i></p>
<p>Application of good practices to assist discriminated migrant women and combat violence against women</p>	

<p>Success Factors for use for Woman Migrants</p>	<p><i>Yes, the methodology described for Wasi specifically concerns migrant women. The success factors mentioned in the context of Wasi are tailored to address the unique needs and challenges faced by migrant women during their resettlement process.</i></p>
<p>Constraints for use for Woman Migrants</p>	<p>/</p>
<p>Summary</p>	
<p>Summary of the best practice</p>	<p><i>Wasi, derived from the Quechua term for "House," stands as a psychological support initiative dedicated to migrant women in Italy. Established in 2019 and significantly expanded during the pandemic, Wasi provides a secure haven. It engages native-speaking psychologists, proficient in diverse languages, offering counseling. Beyond psychological support, Wasi collaborates with strategic partners to foster economic empowerment.</i></p> <p><i>Tailored exclusively for migrant women in Italy, Wasi is designed to meet their psychological and comprehensive needs. The initiative offers targeted support, counseling services, and empowerment initiatives, specifically addressing the nuanced challenges encountered by these women.</i></p> <p><i>The key actors in the Wasi initiative encompass migrant women who constitute the primary beneficiaries, actively seeking support for psychological well-being, empowerment, and refuge. The involvement of Mother-Tongue Professionals, represented by psychologists with diverse ethnicities and languages, ensures a culturally sensitive approach. Support Staff efficiently manage administrative and logistical tasks for the seamless operation of the initiative. Collaborating Organizations, including entities such as Caritas Ambrosiana and Università di Pavia, contribute valuable resources and expertise. Trainers and Workshop Facilitators, responsible for language and skill development, actively contribute to the economic empowerment of the participants.</i></p> <p><i>Wasi is resolute in its commitment to addressing various forms of violence, including physical, psychological, economic, and gender-based violence. The initiative achieves this through structured training, workshops, and targeted support programs.</i></p> <p><i>Originating from the imperative to support migrant women grappling with psychological challenges, further intensified by the COVID-19 pandemic, Wasi</i></p>

was launched in 2019. It is crafted to provide comprehensive support, acknowledging the intersectionality of gender and migration.

Implemented by ASCS, Wasi engages various entities such as Parrocchia di Santo Stefano Maggiore, CEI, Lombardy Region, Caritas Ambrosiana, Università di Pavia, Cooperativa Farsi Prossimo, and Fondazione Haiku Lugano.

The primary objective of Wasi is to establish a secure space for migrant women. The initiative addresses psychological well-being through individual and group counseling, workshops, and economic empowerment programs. The methodology encompasses the meticulous recruitment of diverse psychologists, one-on-one counseling sessions, group interventions, and skill-building courses. Stages such as pre-implementation, implementation, and post-implementation are integral to the initiative's methodology.

Practical examples of tools utilized include secure online platforms for counseling sessions, virtual meeting tools for workshops, and a language courses platform for online learning.

The program's sequential flow incorporates initial assessments, personalized counseling, group sessions, workshops, language courses, collaboration with external organizations, family involvement, and continuous monitoring.

The results achieved by Wasi are noteworthy, with over 250 women seeking assistance annually, involving approximately 90 women each quarter. All psychologists being mother-tongue speakers ensures cultural understanding, and 85% of women completing the program find a positive path forward.

The success factors of Wasi include the diversity of professionals, represented by mother-tongue psychologists, offering cultural competence. Tailored counseling sessions provide personalized one-on-one interventions, fostering a sense of community through shared experiences. The initiative goes beyond psychological assistance, incorporating holistic support with economic empowerment initiatives. Wasi showcases adaptability to challenges, ensuring service continuity during unforeseen circumstances. Skill development initiatives contribute to economic independence.

Despite its successes, Wasi faces constraints such as stigma, violence exposure, and data privacy concerns. Strategies for sustainability involve institutional sustainability through diverse funding, partnerships, and ongoing training. Social sustainability is achieved through community engagement and cultural sensitivity. Environmental sustainability is pursued by integrating digital tools and ensuring resource efficiency. Regular impact assessments and program flexibility constitute the core of monitoring and evaluation.

	<p><i>The elements that make Wasi successful, such as mother-tongue psychologists, online and face-to-face support, free access, skill development programs, collaboration with organizations, and empowerment through education, are transferable to diverse contexts.</i></p> <p><i>Additionally, related resources such as posters for organizing meetings and language support in Spanish, Ukrainian, Russian, Portuguese, and Tagalog contribute to the initiative's efficacy.</i></p> <p><i>Wasi's success factors can be extrapolated to support discriminated migrant women and combat violence, underscoring the importance of tailored services and addressing gender-based discrimination.</i></p>
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Best practice n.4 : CRINALI – Transcultural clinic

The transcultural clinic orchestrated by Cooperativa Crinali serves as a guiding light, addressing the nuanced healthcare needs of immigrant women. This innovative initiative encompasses a diverse range of interventions, spanning group transcultural healthcare, cultural mediation, joint consultations, childbirth preparation courses, and a focus on overall cultural sensitivity in healthcare services.

Cooperativa Crinali initiated transcultural clinics to address the challenges faced by migrant women in Milan's healthcare system. Cultural disparities, psychological distress, and economic vulnerability prompted the need for a more culturally sensitive approach, leading to the establishment of transcultural clinics since 2003. The transcultural clinic is a response to the evolving challenges faced by immigrant women in Milan. It weaves through the realms of healthcare, cultural understanding, and community building. This transcultural approach extends beyond traditional clinical settings, fostering collaboration and shared experiences.

At its core, this transcultural clinic methodology is meticulously tailored to cater to women, with a specific lens on immigrant women. It recognizes the unique interplay of psychological, emotional, and cultural facets in their healthcare journeys.

A cast of diverse actors brings life to this transcultural narrative. From healthcare professionals to cultural mediators, Cooperativa Crinali orchestrates a symphony of collaboration. Gynecologists, psychologists, cultural mediators, and operators work in harmony to create a holistic healthcare experience. Hospitals like San Paolo and San Carlo become the stages for joint consultations, while community and social workers add depth to the storyline, creating a network of support.

The transcultural clinic methodology emerges as a guardian against various forms of violence experienced by women, especially migrants. It stands against cultural violence by fostering understanding, psychological violence by providing support, gender-based violence through empowerment, social violence by building communities, and structural violence by advocating for systemic changes.

Cooperativa Crinali's transcultural clinic paints a vivid portrait of inclusivity in Milan's healthcare landscape. Launched in collaboration with local health authorities, this best practice unfolds through smaller group sessions led by Italian therapists and cultural mediators. These mediators, often women themselves, bridge cultural gaps, infusing a vital cultural perspective into healthcare.

The transcultural clinic, reaching beyond clinical norms, collaborates with San Paolo Hospital, shaping joint consultation approaches. Gynecologists, psychologists, cultural mediators, and women engage in comprehensive, culturally sensitive interventions. The clinic's group-oriented approach inspires childbirth preparation courses, uniting Italian healthcare professionals, cultural mediators, and women from diverse backgrounds.

The methodology involves cultural mediators, group therapy sessions, joint consultations, and specialized activities for pregnant immigrant women. It emphasizes transcultural principles in various healthcare settings and encourages a shared culture of transcultural approaches.

In essence, Cooperativa Crinali's transcultural clinic pioneers the adaptation of transcultural clinical principles. Its innovative approach, characterized by smaller group sessions, cultural mediation, and collaborative healthcare services, underscores the significance of cultural sensitivity in promoting well-being among immigrant women.

While specific quantitative or qualitative metrics aren't explicitly outlined, the transcultural clinic's impact resonates through enhanced cultural understanding, improved psychological support, and the promotion of cultural continuity in maternal care. Effective group therapy sessions, preventive transcultural measures, and the establishment of a supportive network mark the clinic's influence.

Success Factors

The transcultural clinic recognizes and honors the rich diversity among migrants, emphasizing the uniqueness of each individual's experiences, motivations, and background. This approach underscores the importance of acknowledging the individuality of every person, irrespective of their cultural or migratory background.

The foundation of effective care lies in the establishment of trust and understanding between healthcare professionals and migrants. This imperative forms the bedrock for providing assistance that is not only efficient but also genuinely responsive to the unique needs of migrant individuals.

Introducing the pivotal role of cultural mediators, the methodology emphasizes the significance of these mediators in facilitating seamless communication and understanding between healthcare professionals and patients. Ideally, these mediators share the root country with the target group or, in their absence, are foreign women who bring a crucial external perspective.

Inspired by transcultural methods, group therapy sessions and transcultural clinics emerge as specialized services to address the complex psychological and social needs of migrants. These initiatives signify a departure from conventional healthcare models, reflecting a commitment to tailoring services to the unique needs of migrant families.

Collaborating with local healthcare services is not just an operational detail but a strategic move. The creation of second-level transcultural clinics, accessible through referrals, exemplifies a collaborative effort with healthcare institutions and local services, establishing a comprehensive network of transcultural care.

Consultation approaches are redefined to incorporate joint sessions involving gynecologists, psychologists, and cultural mediators. This innovative approach aims to address not only the physical but also the psychological aspects of migrant women's well-being, particularly during gynecological visits.

Modifying communication styles to accommodate different cultural norms becomes a fundamental practice. The utilization of cultural mediators ensures a nuanced understanding of cultural nuances and preferences, especially in critical contexts like maternity care.

An innovative approach unfolds through group sessions designed for immigrant women preparing for childbirth. These sessions, steeped in cultural understanding, encourage the use of native languages and cultural stories in parenting, fostering support and community.

The transcultural clinics, far from being isolated healthcare services, actively contribute to social integration. They play a pivotal role in promoting peaceful coexistence among people from diverse cultural backgrounds, countering distress, and fostering integration in various community settings.

Constraints

The application of the transcultural clinic methodology, while innovative and promising, is not without its challenges. Awareness of potential constraints and dangers is crucial to ensuring the safety, effectiveness, and ethical implementation of these transformative programs.

The inadequacy of cultural sensitivity and competence among healthcare professionals and cultural mediators poses a risk of misinterpretations, misunderstandings, and unintentional offense. This deficiency may compromise the quality of care and hinder effective communication, potentially eroding patient trust.

Unequal power dynamics, influenced by cultural norms and gender dynamics, may exist between healthcare professionals and patients. These imbalances have the potential to impede open communication, hinder the disclosure of sensitive information, and perpetuate gender-based inequalities in healthcare.

The inadvertent reliance on preconceived notions or cultural stereotypes by healthcare professionals or cultural mediators introduces the risk of stigmatization. This can undermine the therapeutic relationship, discourage help-seeking behavior, and contribute to feelings of alienation among migrant individuals.

Inattention to informed consent and privacy concerns can lead to ethical dilemmas, breaches of confidentiality, and compromised patient trust. Upholding ethical standards is paramount in maintaining the integrity of the transcultural clinic methodology.

The scarcity of healthcare professionals and cultural mediators with sufficient cultural competence may compromise the effectiveness of transcultural clinics. The availability of adequately trained personnel becomes a critical factor in addressing the diverse needs of migrant individuals.

Some individuals may resist or reject the involvement of cultural mediators, perceiving it as an intrusion into their privacy or a challenge to their autonomy. This resistance has the potential to hinder effective communication and collaboration, resulting in suboptimal healthcare outcomes.

The intersectionality of factors such as gender, ethnicity, socioeconomic status, and migration status may complicate the provision of inclusive and tailored care. Insufficiently addressing the diverse needs of individuals may lead to disparities in healthcare outcomes.

Migrant communities expressing distrust towards healthcare institutions or professionals due to past negative experiences or systemic.

Conclusion

In conclusion, Cooperativa Crinali's transcultural clinic in Milan represents a groundbreaking model in addressing the healthcare needs of migrant women. Its success lies not only in its innovative approach but in its commitment to fostering cultural understanding, providing psychological support, and creating a sense of community for those navigating the challenges of migration.

By acknowledging the diverse backgrounds and experiences within migration, the transcultural clinic recognizes the individuality of each person, ensuring a more personalized and effective healthcare experience. The emphasis on building trust, facilitated by cultural mediators ideally from the same root country, establishes a crucial connection between healthcare professionals and migrant individuals.

The introduction of group sessions, transcultural clinics, and collaborative efforts with local healthcare services reflects a comprehensive approach that goes beyond traditional healthcare models. However, this success is not achieved without acknowledging the constraints, including the need for continuous cultural competence development and the potential for resistance or stigmatization.

In navigating these challenges, Cooperativa Crinali's transcultural clinic stands as a beacon of resilience. The commitment to ongoing training, collaboration, and an adaptive approach ensures that the clinic remains responsive to the unique needs of migrant populations. In doing so, it not only addresses immediate healthcare concerns but also contributes to the broader goal of fostering integration, preventing violence, and creating a supportive healthcare environment.

As a best practice, Cooperativa Crinali's transcultural clinic provides valuable insights for healthcare professionals, institutions, and policymakers globally. Its success factors underscore the importance of cultural sensitivity, collaboration, and continuous improvement in transcultural healthcare practices. Ultimately, this clinic serves as a testament to the transformative impact that thoughtful, inclusive healthcare models can have on the well-being of migrant women and their families.

CRINALI - Transcultural Clinic	
Element	Guiding questions
Area of intervention	<i>This best practice covers group transcultural healthcare, cultural mediation, joint consultation in healthcare, childbirth preparation courses, cultural sensitivity in healthcare services, therapy sessions, prevention and well-being.</i>
Short description of the best practice	<i>Cooperativa Crinali's transcultural clinic in Milan exemplifies a best practice in catering to the healthcare needs of culturally diverse populations. Launched in collaboration with local health authorities, the initiative utilizes smaller group sessions led by Italian therapists and cultural mediators. Those cultural mediators are women with extensive training, representing cultural diversity within the group and playing a crucial role in bridging cultural gaps.</i>

	<p><i>The transcultural clinic goes beyond traditional clinical settings, influencing joint consultation methods in healthcare services. In collaboration with San Paolo Hospital, gynecologists or midwives, upon identifying psychological concerns in patients, involve psychologists, cultural mediators, and the women in joint consultations. This approach ensures a comprehensive and culturally sensitive intervention.</i></p> <p><i>Moreover, the transcultural clinic's group-oriented approach has inspired the development of childbirth preparation courses for immigrant women in San Paolo Hospital. These courses, led by Italian healthcare professionals, cultural mediators, and women from diverse backgrounds, emphasize cultural exchange and mutual understanding.</i></p> <p><i>In summary, Cooperativa Crinali's transcultural clinic is a best practice adapting transcultural clinical principles to address the healthcare needs of immigrant women in Milan. Its innovative approach, characterized by smaller group sessions, cultural mediation, and collaborative healthcare services, underscores the importance of cultural sensitivity in promoting well-being among individuals from diverse cultural backgrounds.</i></p>
<p>Target audience</p>	<p><i>The transcultural clinic methodology implemented by Cooperativa Crinali in Milan is primarily addressed to women, with a specific focus on immigrant women. The methodology aims to provide comprehensive support to women, considering their psychological, emotional, and cultural needs.</i></p>
<p>Actors who apply the methodology or use the tool</p>	<p><i>The methodology and tools described in the provided information are applied by various actors in the field of transcultural clinics. Here are the key actors involved:</i></p> <p><i>This methodology can be applied by diverse actors like psychologists, neuropsychiatrists, rehabilitation experts, cultural mediators, midwives, gynaecologists, paediatricians, nurses, social workers, educators, SAI and CAS operators...</i></p> <ul style="list-style-type: none"> ◁ <i>Healthcare Professionals: Gynecologists, Obstetricians, Psychologists. They play a crucial role in implementing consultation approaches that involve joint sessions with psychologists and cultural mediators. They may request the presence of a psychologist during medical consultations to address both physical and psychological aspects of a patient's well-being.</i> ◁ <i>Cultural Mediators: These individuals, often immigrants themselves, are trained to mediate between healthcare professionals and patients from diverse cultural backgrounds. They help in translating, understanding cultural nuances, and bridging communication gaps.</i>

	<ul style="list-style-type: none"> ◁ <i>Cooperative Crinali: It operates transcultural clinic services in collaboration with local healthcare institutions. The cooperative is responsible for implementing the transcultural approach in these services.</i> ◁ <i>Operators and Therapists: The cooperative employs therapists and operators who work directly with patients in transcultural clinic settings. They participate in group sessions, consultations, and other activities aimed at providing transcultural care.</i> ◁ <i>Hospital Settings: Ospedale San Carlo and San Paolo di Milano: These hospitals are mentioned as partners in the transcultural clinic initiatives. They provide the infrastructure and support necessary for the implementation of transcultural clinics, including spaces for group sessions and joint consultations.</i> ◁ <i>Courses and Workshops Organizers: Actors involved in organizing courses, workshops, and group sessions, such as those preparing women for childbirth. These sessions aim to provide education, support, and cultural integration for immigrant women.</i> ◁ <i>Community and Social Workers: Professionals engaged in promoting social integration initiatives in various settings, including hospitals, schools, and community centres. They contribute to creating a network of services that use a common transcultural approach.</i>
<p style="text-align: center;">Type of violence opposed</p>	<p><i>The methodology opposes various forms of violence, particularly those that may be experienced by women, especially migrant women:</i></p> <p>Cultural Violence: <i>By fostering cultural understanding through the involvement of cultural mediators, the clinic seeks to counteract misunderstandings and stereotypes that may lead to cultural violence.</i></p> <p>Psychological Violence: <i>The clinic provides psychological support and counseling, opposing any form of psychological violence that women may encounter, especially related to the challenges of migration.</i></p> <p>Gender-Based Violence: <i>Recognizing the intersectionality of gender and migration, the methodology opposes gender-based violence. It aims to empower women economically and emotionally, addressing power imbalances and vulnerabilities.</i></p> <p>Social Violence: <i>Through group sessions and support networks, the methodology works against social violence by creating a sense of community and mutual support among women.</i></p> <p>Structural Violence: <i>By collaborating with healthcare services and other institutions, the clinic addresses structural issues that might contribute to violence against women, seeking systemic changes for better support.</i></p>
<p style="text-align: center;">Introduction</p>	<p><i>The context is the provision of healthcare services, particularly for migrant women and families in the Milan area, Italy. The initial situation involves healthcare professionals encountering difficulties in understanding and</i></p>

effectively addressing the diverse needs of migrant individuals due to cultural differences. The challenge is to establish trust, provide adequate care, and address the psychological and social well-being of migrant women and families, as traditional healthcare tools were found to be insufficient for this purpose.

The good practice involves the implementation of transcultural clinics by the Cooperative Crinali in collaboration with local healthcare institutions, particularly Ospedale San Carlo and San Paolo di Milano. These transcultural clinics provide specialized services, including group sessions, joint consultations, and workshops, aiming to understand, support, and integrate migrant women and families into the healthcare system. The practice has been carried out since 2003, with ongoing efforts to refine and adapt the approach.

The challenge being addressed is intricately linked to gender, focusing on the unique needs and experiences of migrant women. The initial difficulty arises from women expressing distress indirectly during gynecological visits, highlighting the importance of addressing gender-specific concerns in healthcare.

Gender considerations are explicitly taken into account in the transcultural clinics. For example:

- Consultation Approaches: Joint sessions with gynecologists, psychologists, and cultural mediators are implemented to address the comprehensive needs of women.*
- Maternity Support: Specialized group sessions are organized for immigrant women preparing for childbirth.*
- Cultural Mediators: The presence of cultural mediators, who are often women themselves, ensures a gender-sensitive approach. They provide a source of reassurance for migrant women, acting as intermediaries and understanding the specific cultural contexts that may impact women's health and well-being.*
- Prevention through Cultural Integration: Encouraging women to speak in their native language, share cultural stories, and engage in social activities contributes to the creation of a supportive environment. This approach recognizes the role of women in the cultural transmission of values and provides a platform for mutual support among women from different backgrounds.*

The good practice of transcultural clinics not only addresses the broader challenge of cultural integration in healthcare but also pays specific attention to gender considerations, ensuring that the unique needs and experiences of migrant women are acknowledged and effectively addressed.

<p>Where the good practice takes place (Description of organization)</p>	<p><i>Institutions and Partners:</i></p> <ul style="list-style-type: none"> ◁ <i>ASL Città di Milano Servizio Famiglia Infanzia Età Evolutiva: Collaborative partnership in establishing a transcultural clinic in Milan.</i> ◁ <i>Bobigy Team (Assumed Transcultural Clinical Training Team): Providing training and supervision in transcultural clinical practices.</i> ◁ <i>Ospedale S. Paolo and S. Carlo di Milano: Hosting health centers for immigrant women and participating in joint consultations.</i> ◁ <i>Cooperativa Crinali: Implementation and management of transcultural clinics and related services. Training, supervision, and coordination of healthcare professionals, cultural mediators, and interpreters.</i> ◁ <i>Healthcare Professionals (Gynecologists, Obstetricians, Psychologists): Direct involvement in joint consultations and provision of healthcare services.</i> <p><i>Funding:</i></p> <ul style="list-style-type: none"> - <i>Local Health Authorities (ASL Città di Milano, ASL Provincia di Milano2): supporting the establishment and operation of transcultural clinics.</i> - <i>Government Grants and Subsidies: sources of financial support for healthcare initiatives focused on transcultural care.</i>
<p>Context</p>	<p><i>The Cooperativa Crinali in Milan introduced the transcultural clinic methodology to address the distinct challenges encountered by migrant women in the healthcare system. This initiative stemmed from an acknowledgment of the issues arising from cultural disparities, psychological distress, and economic vulnerability within the Milanese migrant community. As Milan, characterized by its diversity, observed a growing population of migrant women struggling with healthcare access, conventional healthcare setups proved inadequate in addressing the intricate cultural and psychological aspects of their experiences. Recognizing significant cultural gaps between healthcare providers and migrant women prompted the genesis of this practice.</i></p> <p><i>The genesis of the transcultural clinic practice was prompted by several factors:</i></p> <ul style="list-style-type: none"> ◁ <i>Cultural Disparities: Notable cultural differences highlighted the necessity for a more culturally sensitive approach to healthcare, particularly in gynecological and obstetric care.</i>

	<ul style="list-style-type: none"> ◁ <i>Psychological Distress: Migration experiences often led to trauma, isolation, and acculturation stress, contributing to heightened psychological distress. Existing mental health support systems were insufficient to address these complexities.</i> ◁ <i>Language Barriers: Clear communication, especially in gynecological and obstetric consultations, was hindered by language barriers, emphasizing the need for effective communication strategies.</i> ◁ <i>Social Isolation: Many migrant women faced social isolation, lacking a supportive community. This absence of a network compounded their challenges and impeded their navigation of the healthcare system.</i> ◁ <i>Inclusive Practices: Traditional healthcare models fell short in accommodating the diverse needs and backgrounds of migrant women. Hence, there arose a demand for a comprehensive, transcultural approach.</i> <p><i>The implementation of the transcultural clinic was driven by a commitment to address these challenges comprehensively. It involved collaborative efforts with healthcare institutions, the training of mediatic cultural professionals, and the creation of tailored programs extending beyond conventional healthcare models.</i></p>
<p>Objective</p>	<p><i>The transcultural clinic methodology implemented by Cooperativa Crinali in Milan aims to achieve several interconnected objectives:</i></p> <p>Cultural Understanding: <i>Foster cultural understanding and sensitivity among healthcare providers to address the diverse backgrounds of migrant women, thereby reducing cultural disparities and promoting respectful communication.</i></p> <p>Psychological Support: <i>Provide psychological support and counseling services to address the mental health needs of migrant women, recognizing the psychological challenges often exacerbated by migration experiences.</i></p> <p>Preventive Healthcare: <i>Integrate cultural mediation into healthcare services, particularly in gynecological and obstetric care, to prevent and address potential issues related to cultural differences and promote overall well-being.</i></p> <p>Community Building: <i>Create a sense of community and mutual support among migrant women through group sessions, workshops, and social activities, countering social isolation and fostering a supportive environment.</i></p> <p>Prevention of Gender-Based Violence: <i>Through awareness programs, the methodology aims to prevent and address gender-based violence, recognizing the vulnerabilities of migrant women and working towards creating safer environments.</i></p> <p>Enhancing Healthcare Accessibility: <i>Facilitate access to healthcare services for migrant women by addressing language barriers, cultural differences, and ensuring that healthcare providers are equipped to provide inclusive and culturally competent care.</i></p>

<p>The description of the methodology</p>	<p><i>The text describes the transcultural clinical services provided by Cooperativa Crinali in Milan, specifically focusing on two transcultural clinics and additional activities in health centers for immigrant women and their children.</i></p> <p><i>The methodology, tools, and main activities involved can be outlined as follows:</i></p> <ul style="list-style-type: none"> - <i>The use of cultural mediators, individuals trained to work within therapeutic groups, bridging cultural gaps and facilitating communication between healthcare professionals and patients.</i> - <i>The transcultural clinics employ group therapy sessions, involving therapists, cultural mediators, and interpreters to address cultural differences and evoke cultural representations related to patients' experiences.</i> - <i>In health centers for immigrant women, a joint consultation approach is used, involving gynecologists, psychologists, cultural mediators, and the patient. This helps address psychological distress indirectly expressed by the patient.</i> - <i>Small groups are formed to provide support and cultural understanding for pregnant immigrant women, utilizing the expertise of healthcare professionals, cultural mediators, and other women with linguistic and cultural diversity.</i> - <i>Encouraging immigrant mothers to speak their native language with their children to enhance cultural continuity and create a secure cultural environment.</i> <p><i>Overall Approach:</i></p> <ol style="list-style-type: none"> 1. <i>Apply transcultural principles in various healthcare settings, including hospitals, family and pediatric clinics, social services, nurseries, and schools.</i> 2. <i>Encourage the creation of a shared culture of transcultural approaches across different healthcare services, promoting a common language while respecting each service's uniqueness.</i> 3. <i>Utilize transcultural clinics and services as preventive measures against distress and suffering, acknowledging that transcultural clinical work is an evolving process that requires adaptation and creativity.</i> <p><i>The concrete activities involve group therapy, joint consultations, preparation for birth groups, and the integration of cultural mediators to address the unique needs of immigrant women and their children in healthcare settings. The transcultural approach aims to create an inclusive and culturally sensitive healthcare environment.</i></p>
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<p>Achieved results</p>	<p><i>The text doesn't explicitly provide specific quantitative or qualitative results obtained using the described methodology and tools. However, we can infer potential outcomes based on the information provided:</i></p> <p><i>Potential Results Obtained:</i></p> <ul style="list-style-type: none"> - <i>Enhanced Cultural Understanding: Improved understanding of cultural nuances and factors affecting communication between healthcare professionals and immigrant patients.</i> - <i>Improved Psychological Support: Enhanced psychological support for immigrant women in health centers, addressing their distress indirectly expressed during medical consultations.</i> - <i>Cultural Continuity in Maternal Care: Promotion of cultural continuity in maternal care through preparation for birth groups, emphasizing native language usage and cultural practices.</i> - <i>Effective Transcultural Group Therapy: Successful implementation of group therapy sessions, incorporating the expertise of cultural mediators and therapists. Positive group dynamics, improved patient engagement, and effective communication within the therapeutic setting.</i> - <i>Preventive Measures in Healthcare Settings: Implementation of transcultural approaches in various healthcare settings to prevent distress and suffering among individuals from diverse cultural backgrounds.</i> - <i>Creation of a Supportive Network: Establishment of a network of services utilizing a common transcultural language while preserving individual service specificity. Collaboration and information-sharing among healthcare institutions, creating a supportive network for individuals from diverse cultural backgrounds.</i> - <i>Community Building and Social Integration: Community building through activities like preparation for birth groups, fostering social interactions, and celebrating cultural diversity.</i> <p><i>It's important to note that the actual results may vary, and the specific outcomes would depend on the implementation and effectiveness of the described methodology within the context of Cooperativa Crinali's transcultural clinical practices. Detailed evaluation and assessment would be necessary to measure the success and impact of these initiatives accurately.</i></p>
<p>Success Factors</p>	<p><i>The provided information outlines the basic principles and elements of transcultural clinic practices. Here are the key elements highlighted in the text:</i></p> <ul style="list-style-type: none"> ◁ <i>Understanding Diversity within Migration:</i> <i>Acknowledge the diversity among migrants, recognizing that their experiences, motivations, and backgrounds vary significantly. Highlight the importance of understanding the individuality of each person, irrespective of their cultural or migratory background.</i>

	<ul style="list-style-type: none"> ◁ Building Trust and Understanding: Identify the need to establish trust and understanding between healthcare professionals and migrants for effective assistance and care. ◁ Cultural Mediation: Introduce the role of cultural mediators who facilitate communication and understanding between healthcare professionals and patients. Highlight the importance of cultural mediators in bridging cultural gaps and evoking cultural representations during therapy. Ideally, those mediators belong to the same root country than the target group, if not, it is crucial that those are foreign women. ◁ Group Sessions and Cultural Clinics: Implement group sessions inspired by transcultural methods to address the psychological and social needs of migrants. Establish transcultural clinics as a specialized service to cater to the needs of migrant families. ◁ Collaboration and Second-Level Services: Collaborate with local healthcare services to create a second-level transcultural clinic that is accessed through referrals from other services. Recognize the collaborative effort with healthcare institutions and local services in providing transcultural care. ◁ Consultation Approaches: Develop consultation approaches that involve joint sessions with gynecologists, psychologists, and cultural mediators. Use consultation models to address psychological distress indirectly expressed by migrant women, especially during gynecological visits. ◁ Cultural Sensitivity in Healthcare: Implement cultural sensitivity in healthcare practices, such as modifying communication styles to accommodate different cultural norms. Utilize cultural mediators to ensure a better understanding of cultural nuances and preferences, especially in contexts like maternity care. ◁ Preparation for Parenthood: Introduce innovative approaches like group sessions for immigrant women preparing for childbirth, acknowledging cultural differences in parenting practices. Encourage the use of native languages and cultural stories in parenting to provide support and create a sense of community. ◁ Social Integration and Networking: Emphasize the social impact of transcultural clinics in promoting peaceful coexistence among people from diverse cultural backgrounds. Highlight the role of transcultural clinics in preventing distress and fostering integration in various community settings.
<p>Constraints</p>	<p>The application of the described transcultural clinic methodology and tools may encounter several constraints and potential elements of danger. It's</p>

	<p><i>crucial to be aware of these challenges to ensure the safety, effectiveness, and ethical implementation of such programs:</i></p> <ul style="list-style-type: none"> - Cultural Sensitivity and Competence: <i>Inadequate cultural sensitivity and competence among healthcare professionals and cultural mediators can lead to misinterpretations, misunderstandings, or unintentional offense. Lack of cultural competence may compromise the quality of care, hinder effective communication, and potentially contribute to feelings of mistrust among patients.</i> - Gender Dynamics and Power Imbalances: <i>Unequal power dynamics, particularly between healthcare professionals and patients, may exist, influenced by cultural norms and gender dynamics. Power imbalances can impede open communication, hinder the disclosure of sensitive information, and potentially lead to the perpetuation of gender-based inequalities in healthcare.</i> - Stigmatization and Stereotyping: <i>The risk of stigmatization and stereotyping exists, especially if healthcare professionals or cultural mediators inadvertently rely on preconceived notions or cultural stereotypes. Stigmatization can undermine the therapeutic relationship, discourage help-seeking behavior, and contribute to feelings of alienation among migrant individuals.</i> - Informed Consent and Privacy Concerns: <i>Inadequate attention to informed consent and privacy concerns can lead to ethical dilemmas, breaches of confidentiality, and compromised patient trust.</i> - Limited Availability of Culturally Competent Staff: <i>Availability of healthcare professionals and cultural mediators with sufficient cultural competence may be limited. In the absence of adequately trained personnel, the effectiveness of transcultural clinics may be compromised, potentially perpetuating the challenges faced by migrant individuals.</i> - Resistance to Cultural Mediation: <i>Some individuals may resist or reject the involvement of cultural mediators, perceiving it as an intrusion into their privacy or a challenge to their autonomy. Resistance to cultural mediation can hinder effective communication and collaboration, potentially leading to suboptimal healthcare outcomes.</i> - Intersectionality Challenges: <i>The intersectionality of factors such as gender, ethnicity, socioeconomic status, and migration status may complicate the provision of inclusive and tailored care. It may result in insufficiently addressing the diverse needs of individuals, leading to disparities in healthcare outcomes.</i> - Community Resistance and Mistrust: <i>Migrant communities may express distrust towards healthcare institutions or professionals due to past negative experiences or systemic issues. Community resistance</i>
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	<p><i>can impede access to healthcare services, limit the effectiveness of transcultural clinics, and perpetuate health disparities.</i></p> <ul style="list-style-type: none"> - <i>Crisis or Trauma Sensitivity:</i> <i>The methodology may not sufficiently address the specific needs of individuals who have experienced trauma or crisis situations. Insensitive approaches may inadvertently retraumatize individuals, exacerbate mental health issues, and hinder recovery.</i> <p><i>To mitigate these constraints and elements of danger, ongoing training, cultural competence development, regular evaluations, and an adaptive approach that considers the unique context of each patient are essential.</i></p>
<p>Sustainability</p>	<p><i>Sustainability in this context involves ensuring the long-term viability and effectiveness of the transcultural clinic model.</i></p> <ul style="list-style-type: none"> - <i>Organizational Commitment: Strong commitment from healthcare institutions, cooperatives, and collaborating agencies is crucial. Institutional support ensures the allocation of resources, ongoing training, and the integration of transcultural approaches into standard practices.</i> - <i>Clear Protocols and Guidelines: Standardized procedures ensure consistency in service delivery and help new staff members integrate into the model seamlessly.</i> - <i>Continuous Quality Improvement: Regular evaluations, feedback loops, and adjustments based on lessons learned contribute to the ongoing enhancement of services.</i> - <i>Community Engagement: Involve community members in decision-making processes, seek feedback on services, and collaborate on outreach initiatives. Building trust and partnerships with the community is essential.</i> - <i>Cultural Competence Training: Ensure ongoing cultural competence training for healthcare professionals and cultural mediators. This sustains the ability to meet the evolving needs of diverse migrant populations and promotes culturally sensitive care.</i> - <i>Resource Allocation: Efficiently allocate resources to support the transcultural clinic model. Adequate funding for training, staffing, translation services, and cultural mediation is essential for sustained effectiveness.</i> - <i>Integration into Healthcare Systems: Integrate transcultural approaches into broader healthcare systems. Seek collaboration with governmental health agencies and policymakers to secure sustained funding and institutional support.</i> - <i>Ethical Guidelines: Establish and adhere to ethical guidelines for transcultural healthcare. Ensure that practices respect patient</i>

	<p><i>autonomy, confidentiality, and cultural values. Ethical considerations are fundamental to the sustainability of trust and effective care.</i></p> <ul style="list-style-type: none"> - <i>Intersectoral Collaboration: Foster collaboration with other sectors, including education, social services, and employment agencies. A holistic, intersectoral approach contributes to comprehensive support for migrant individuals and families.</i>
<p>Transferability</p>	<p><i>The elements of the transcultural clinic approach outlined in the provided information can serve as a valuable model and be potentially transferred to other contexts and countries with adjustments to suit the specific cultural, social, and healthcare landscapes. Here are the key transferable elements:</i></p> <ul style="list-style-type: none"> < <i>Cultural Sensitivity Training:</i> <i>The training modules and guidelines developed for healthcare professionals and cultural mediators can be adapted for use in different countries. Training on cultural competence, effective communication, and transcultural care is universally relevant.</i> < <i>Joint Consultation Model:</i> <i>The concept of joint consultations involving healthcare professionals, psychologists, and cultural mediators can be implemented in various healthcare settings to address both physical and psychological aspects of patient well-being.</i> < <i>Group Sessions and Workshops:</i> <i>Organizing group sessions and workshops on health-related topics can be replicated in different cultural contexts. Adapting content to address specific health concerns and cultural nuances is essential for effectiveness.</i> < <i>Cultural Mediation Strategies:</i> <i>The use of cultural mediators to facilitate communication, translate when necessary, and bridge cultural gaps is a transferable strategy. Cultural mediators can play a crucial role in enhancing understanding and trust between healthcare providers and patients in diverse settings.</i> < <i>Patient Education Materials:</i> <i>Creating culturally relevant pamphlets, brochures, and visual aids is applicable globally. Providing educational materials in multiple languages ensures accessibility and inclusivity.</i> < <i>Community Outreach and Preventive Programs:</i> <i>Educational programs and preventive initiatives can be adapted to address the specific health needs of migrant populations in different countries. Tailoring outreach efforts to the local context is crucial for community engagement.</i> < <i>Continuous Training and Supervision:</i> <i>The emphasis on continuous training for healthcare professionals and cultural mediators, along with regular supervision, is a best practice that can be incorporated into healthcare systems globally. Ongoing professional development enhances the quality of care.</i> < <i>Integration within Interinstitutional Networks:</i>

	<p><i>Promoting greater integration among different institutions involved in migrant healthcare is a transferable element. Collaborative efforts and a coordinated approach enhance the overall support for migrant populations.</i></p> <p> < <i>Second-Level Transcultural Clinic Activities:</i> <i>Implementing second-level transcultural group clinic activities for minors and their families can be adapted to diverse contexts. Group-based interventions foster community and provide a platform for shared experiences.</i></p>
<p>Related resources that have been developed</p>	<p><i>The Cooperative organizes periodically an annual Transcultural Clinic Course addressed to professionals who, in various capacities, encounter migrant women, children, and families in the course of their activities (psychologists, neuropsychiatrists, rehabilitation experts, cultural mediators, midwives, gynaecologists, paediatricians, nurses, social workers, educators, SAI and CAS operators...).</i></p> <p><i>The objectives that the course aims to achieve are:</i></p> <ul style="list-style-type: none"> - <i>Acquiring cultural decentralization skills and awareness of cultural aspects in countertransference reactions.</i> - <i>Acquiring specific techniques for conducting interviews with foreign users.</i> - <i>Acquiring specific skills in working with the role of cultural and linguistic mediator.</i> - <i>Acquiring specific skills in working within a group setting (joint interviews with other professionals, technical devices in transcultural clinic).</i> <p><i>Other documents, articles, books, videos, and notebooks are also collected and published on their website : https://www.criminali.org/servizi/ricerca-e-documentazione-su-psicologia-migranti/articoli-pubblicati/</i></p>
<p>Language(s)</p>	<p><i>Italian</i></p>
<p>Application of good practices to assist discriminated migrant women and combat violence against women</p>	
<p>Success Factors for use for Woman Migrants</p>	<p><i>The methodology described in the text focuses on transcultural clinical services and activities primarily within the context of women's health, including transcultural clinics and health centers for immigrant women.</i></p>
<p>Constraints for use for Woman Migrants</p>	<p style="text-align: center;">/</p>

Summary	
Summary of the best practice	<p><i>The transcultural clinic, implemented by Cooperativa Crinali in Milan, addresses group transcultural healthcare, cultural mediation, joint consultations, childbirth preparation courses, cultural sensitivity, therapy sessions, and prevention and well-being.</i></p> <p><i>Cooperativa Crinali's transcultural clinic in Milan is a best practice catering to culturally diverse populations. Launched collaboratively with local health authorities, the clinic utilizes smaller group sessions led by Italian therapists and cultural mediators, predominantly immigrant women. The clinic extends beyond traditional settings, influencing joint consultation methods in healthcare services. In collaboration with San Paolo Hospital, gynecologists involve psychologists, cultural mediators, and women in joint consultations, ensuring comprehensive and culturally sensitive interventions.</i></p> <p><i>Primarily addresses women, specifically focusing on immigrant women, aiming to provide comprehensive support considering psychological, emotional, and cultural needs.</i></p> <p><i>Actors Applying the Methodology:</i></p> <ul style="list-style-type: none"> - <i>Healthcare Professionals: Gynecologists, Obstetricians, Psychologists.</i> - <i>Cultural Mediators: Trained individuals bridging cultural gaps.</i> - <i>Cooperative Crinali: Implements transcultural clinic services.</i> - <i>Operators and Therapists: Engaged in transcultural clinic settings.</i> - <i>Hospital Settings: San Paolo di Milano and San Carlo: Collaborative partners.</i> - <i>Courses and Workshops Organizers: Engaged in organizing sessions.</i> - <i>Community and Social Workers: Contribute to social integration initiatives.</i> <p><i>The methodology opposes cultural, psychological, gender-based, social, and structural violence through fostering understanding, psychological support, empowerment, and community building.</i></p> <p><i>This best practice addresses healthcare challenges for migrant women in Milan due to cultural disparities, psychological distress, and economic vulnerability. Traditional healthcare models were inadequate, necessitating a transcultural clinic approach. Gender considerations are integrated, focusing on the unique needs of migrant women.</i></p>

	<p><i>The methodology aims to achieve cultural understanding, psychological support, preventive healthcare, community building, gender-based violence prevention, and enhanced healthcare accessibility for migrant women.</i></p> <p><i>This best practice utilizes cultural mediators, group therapy sessions, joint consultations, preparation for birth groups, and native language usage to create an inclusive and culturally sensitive healthcare environment.</i></p> <p><i>While specific outcomes aren't quantified, potential results include enhanced cultural understanding, improved psychological support, cultural continuity in maternal care, effective transcultural group therapy, preventive measures in healthcare, and the creation of a supportive network.</i></p> <p><i>Success Factors are the following: Recognizes diversity within migration, emphasizes trust-building, cultural mediation, joint consultations, cultural sensitivity, preparation for parenthood, social integration, and networking as key success factors.</i></p> <p><i>Potential challenges include cultural sensitivity, power imbalances, stigmatization, informed consent, limited availability of culturally competent staff, resistance to cultural mediation, intersectionality issues, and community resistance.</i></p> <p><i>Sustainability: Ensures long-term viability through organizational commitment, clear protocols, continuous quality improvement, community engagement, cultural competence training, resource allocation, integration into healthcare systems, ethical guidelines, and intersectoral collaboration.</i></p> <p><i>Transferability: Elements like cultural sensitivity training, joint consultation models, group sessions, cultural mediation, patient education materials, community outreach, continuous training, and second-level transcultural clinic activities are transferable to different contexts with adjustments.</i></p> <p><i>Cooperativa Crinali conducts an annual Transcultural Clinic Course, offering skills in cultural decentralization, interviewing foreign users, working as a cultural mediator, and group settings. Additional resources are available on their website.</i></p> <p><i>Language(s): Primarily Italian.</i></p>
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Conclusion. The fight against violence against migrant women in Italy

The fight against violence against migrant women in Italy demands a multifaceted approach, as evidenced by the good practices analysed in this research. Several key elements have emerged that contribute to combating the phenomenon, and it is crucial to identify future areas of focus for effective intervention.

1. Effective Communication with Patients

Effective communication between healthcare professionals and patients is a fundamental element in improving patient satisfaction, treatment acceptance, and patient health outcomes (Degni et al., 2011). According to NHMRC (2004), the most desirable characteristics of good communication between doctors and patients are:

- Assisting the patient in providing information
- Improving patient satisfaction
- Involving the patient more in health-related decision-making processes
- Helping the patient make better health decisions
- Managing patient expectations more realistically
- Producing more effective therapies
- Reducing the risk of errors and setbacks

An important issue addressed in the best practices research is how to achieve these objectives, particularly with migrant women from various countries and diverse cultural backgrounds. Many obstacles to effective communication have been identified in the literature, but a better understanding of the reality of our healthcare services and patients is necessary to effectively enhance the quality of care provided.

2. The role of the cultural mediator

Based on the operators' interviews, the identified need has arisen to build stronger relationships with cultural mediators. The cultural mediator is considered a key figure in integration pathways, particularly within the healthcare system. Currently, these figures are also expected to collaborate with courts, police stations, and other public entities. However, there is no national legislation on this matter, only regional laws and disparities.

To ensure adequate assistance, the type of migrant population accessing the services needs to be considered: many of the users do not have a good level of knowledge of the Italian language, some do not speak it because they recently arrived in Italy, and others, despite being here for a long time and having had two or more completed pregnancies in Italy, have not yet learned it. Therefore, the language issue is fundamental, and the best practices aim to bridge this gap within the Institute in a way that is functional to the needs of various services, producing useful material - simple, with many images, translated into various languages with the help of culturally selected mediators.

3. The Importance of Healthcare Professional Training

The main guidelines of the Royal College of Obstetricians and Gynecologists on Female Genital Mutilation (FGM) state that all doctors should be aware of FGM complications, and gynecologists, obstetricians, and midwives should receive mandatory training on FGM and its management (RCOG, 2015). Some interventions suggested as possible strategies to improve healthcare interactions for women and girls living with FGM include education to reduce medicalization, improve communication, screening, diagnosis, and treatment of FGM complications (UNFPA, 2010).

Despite available learning resources, studies on awareness, knowledge, and attitudes of caregivers and medical students regarding FGM have shown a lack of awareness of prevalence, diagnosis, and management of FGM and difficulties in correctly classifying FGM according to the WHO classification.

FGM is not always included in the pre or post-graduate curricula of nurses, midwives, and doctors. This can be a problem because those not adequately trained may not recognize it, thus not initiating informative discussions with the patient for prevention purposes.

Interventions that could improve healthcare for women with FGM and prevent the practice have rarely been analyzed (Abdulcadir, 2015). These women have specific healthcare needs, and healthcare professionals are essential to ensure appropriate screening, diagnosis, assistance, counseling, and prevention (Dawson, 2015).

Although the practice is more widespread in African countries, changes in migration patterns have led healthcare providers to encounter women with FGM in high-income countries, including Italy (Dawson, 2015). Professionals working in this field must have access to guidelines and valid tools based on objective feedback for their work; this will be the subject of guidelines for operators currently being edited in our department.

4. Communication, Language Barriers, and Interpreting

- Interpreting in the field of sexual and reproductive health is not systematically or legally regulated.
- Problem-solving in communication is entrusted to individual healthcare providers and the creativity of migrant women themselves.
- Communication difficulties cause discomfort for both migrants and healthcare providers.
- Ineffective and/or inadequate communication can lead to errors or problems in treatment or medical procedures.
- Migrants who don't understand Italian often fail to obtain complete information (e.g., about the progress of treatments or childbirth), and as a result, they cannot benefit from certain health services.
- The need to introduce intercultural mediators is considered a key issue.
- Due to a lack of language knowledge, migrant women who do not speak Italian are excluded from pregnancy care (e.g., prenatal classes), and assistance during childbirth is reduced.
- It would be urgent to introduce an interpreter in healthcare or other services in foreign languages.

- Incomplete, inefficient, and inadequate communication between migrant women and healthcare providers leads to social exclusion, marginalization, and stigmatization of migrants, contributing to the establishment of unequal power dynamics between migrant women and healthcare providers.

5. Intercultural Differences and Intercultural Competencies

- Although in recent years, intercultural competencies in healthcare have received particular attention, medical staff still lack extensive knowledge in this field.
- The lack of intercultural competencies among medical personnel is highlighted by both migrants and healthcare providers.
- The importance of intercultural empathy is particularly emphasized.
- Employees of the Italian healthcare system should receive basic information about the culture, values, and practices of their patients' origin cultures, with a particular focus on aspects of sexual and reproductive health.
- In the treatment of migrant women, special sensitivity, within the context of sexual and reproductive health, should be dedicated to issues related to attitudes towards the body, privacy, and gender relationships.
- In this context as well, the importance of introducing and having intercultural mediators is underscored.

6. Ethnic Stereotypes, Ethnic Prejudices, Nationalism, "Racism," and Discriminatory Practices

- Discriminatory treatment practices are present even among healthcare providers working in the field of women's sexual and reproductive health.
- Increased awareness among healthcare providers regarding discriminatory treatment practices is necessary, achieved by enhancing intercultural sensitivity and reducing intercultural prejudices and stereotypes through conferences, courses, and workshops.
- Exploring the possibilities and opportunities to introduce treatment protocols tailored to the cultural specificities of migrants (e.g., female gynecologist, presence of a nurse during gynecological visits, respect for cultural specificities during childbirth, and more) is essential.
- In this context, the importance of the presence of intercultural mediators is also emphasized, which could have a key effect on reducing discriminatory practices.

7. Knowledge of the Healthcare System, Rights, and Access to Healthcare Services

- Migrants often lack information about options and rights in the field of healthcare.
- Due to a lack of information (and poor or no language knowledge), they are often excluded from institutionally provided prenatal care and, to some extent, postnatal care.
- Being less informed, migrant women find it more challenging to access healthcare services related to sexual and reproductive health (maternity school, pain relief during childbirth, recommended positions during childbirth, etc.).

- There is a need for written information on rights and opportunities in the languages of the migrants.
- Long waiting times pose a significant problem.
- The importance and role of socio-economic status cause differences in accessibility to the quality and speed of healthcare services for migrant women.
- Migrants without basic health insurance tend to avoid "non-urgent" healthcare services.

8. The Importance of Social Ties in Ensuring the Reproductive Health of Migrant Women

- The existence of a social network between migrant women themselves, their families or of people from their country of origin is an important source of support, information, and easier integration into the new cultural and social environment.
- The presence of contacts and social networks is a factor that allows migrants more effective access to healthcare services related to sexual and reproductive health.
- Migrants without a broad ethnic network in Italy and who are not integrated into a larger ethnic community largely depend on their husbands, who represent their primary source of information, support, and mediation between them and healthcare providers.
- Migrants without social ties and integration into the broader ethnic community's network represent a more vulnerable group, both in terms of reproductive and mental health.

9. Systemic Solutions for Issues Related to Migrants

Addressing the multifaceted challenges faced by migrant women requires systemic solutions that focus on inclusivity, cultural sensitivity, and empowerment. Several key strategies can be implemented to alleviate difficulties encountered by migrant women:

Language Barriers and Education:

- Implementing exclusive courses in the Italian language to address language barriers.
- Providing childcare services during classes to overcome family-related obstacles and actively involve mothers, emphasizing the program's commitment to inclusivity.

Psychological Support:

- Engaging native-speaking psychologists proficient in diverse languages to ensure effective communication and a culturally sensitive approach.
- Employing cultural mediators and maintaining an all-female staff to enhance cultural sensitivity and understanding, fostering effective communication and an inclusive environment.

Cultural Competence and Feminist Approach:

- Emphasizing cultural competence among staff, including linguistic/cultural mediators, as imperative for navigating cultural differences respectfully.
- Operating as a women-led initiative founded on feminist principles, promoting female solidarity, and countering potential ethnic stereotypes and discriminatory practices.

Intercultural Workshops and Activities:

- Implementing workshops and activities to foster intercultural understanding and create an inclusive environment for immigrant women.
- Addressing cultural and religious discrimination through targeted workshops and activities promoting intercultural understanding and inclusivity.

Challenging Systemic Barriers and Educational Inequality:

- Challenging systemic barriers and empowering women to navigate societal structures, actively working against educational inequality and discrimination.
- Providing information and support programs that aim to dismantle barriers, guiding immigrant women to essential services.

Social Support and Community Engagement:

- Inclusion of social support, counseling, and cultural activities to break cultural and social isolation, fostering social ties within the broader community.
- Collaborating with various community institutions such as libraries, civic centers, and religious spaces to form a comprehensive and collaborative approach to address challenges faced by immigrant women.

Addressing Violence and Empowerment:

- Actively focusing on various forms of violence, including physical, psychological, economic, and gender-based violence.
- Implementing tailored counseling, support, and empowerment initiatives to counter potential ethnic stereotypes and discriminatory practices faced by migrant women.

Fostering a Sense of Community:

- Fostering a sense of community and mutual support through group sessions, recognizing the value of shared experiences in overcoming psychological challenges during the migration process.

Economic Empowerment:

- Implementing economic empowerment initiatives such as skill development courses to reduce economic dependence and enhance the independence of migrant women, aligning with broader systemic solutions by addressing economic vulnerabilities and fostering autonomy.

10. Conclusions

In conclusion, the comprehensive examination of initiatives addressing the diverse challenges faced by migrant women underscores the importance of multifaceted, systemic solutions. These programs, rooted in inclusivity, cultural sensitivity, and empowerment, strive to create environments that not only address immediate needs but also foster long-term well-being and integration. The initiatives examined, including "Turin my city", "Un Viaggio per la Libertà," Wasi, and Cooperativa Crinali's transcultural clinic, serve as exemplary models, each contributing distinctive elements to the broader discourse on migrant women's support.

The identified good practices consistently emphasize the significance of language accessibility, recognizing it as a fundamental aspect of effective communication and the gateway to essential services. Addressing language barriers through language courses, native-speaking professionals, and intercultural mediators emerges as a common thread, ensuring that migrant women can access and benefit from crucial healthcare and support services.

Moreover, a focus on psychological support stands out as a pivotal component across initiatives. Engaging native-speaking psychologists, implementing trauma-informed care, and offering tailored counseling sessions demonstrate a commitment to addressing the unique mental health needs of migrant women. The emphasis on cultural competence, feminist principles, and the incorporation of a diverse set of professionals contributes to creating safe spaces that empower women while challenging stereotypes and discriminatory practices.

These initiatives also highlight the importance of a collaborative approach, forging partnerships with community institutions and actively engaging various stakeholders. By operating as women-led initiatives, advocating for economic empowerment, and fostering a sense of community through group sessions, these programs acknowledge the intersecting challenges faced by migrant women and work towards dismantling systemic barriers that contribute to social exclusion.

While these practices showcase remarkable success factors, it is crucial to acknowledge the constraints they encounter. Safety concerns, cultural sensitivity, and the need for continuous training underscore the ongoing challenges in effectively supporting migrant women. The initiatives' resilience in adapting to unforeseen circumstances, such as the COVID-19 pandemic, highlights the importance of flexibility and adaptability in ensuring sustained success.

In essence, these good practices exemplify not only the responsiveness of these initiatives to the unique needs of migrant women but also their potential to inspire systemic changes. By prioritizing inclusivity, fostering cultural understanding, and promoting empowerment, these models offer valuable insights for policymakers, healthcare professionals, and community leaders globally. As the narratives of "Turin my city", "Un Viaggio per la Libertà," Wasi, and Cooperativa Crinali's transcultural clinic intertwine, a collective call emerges for continued efforts in creating supportive, empowering environments that champion the rights and well-being of migrant women.

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