

Project TIME – Train Intercultural Mediators for a Multicultural Europe

Research Report on Intercultural mediation for immigrants in Portugal



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Activity 01-A1 - Literature Review

Cláudia Santa Cruz and Mónica Diniz

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Literature Review

EXECUTIVE SUMMARY | 1

In the TIME Project – Train Intercultural Mediators for an Intercultural Europe – **Intercultural Mediators for Migrants (IMfM)** are defined as “*professionals who act as intermediaries between host society’s institutions and services and migrants, in order to facilitate communication among them*”. Integrated in the TIME Project, the present report shows the findings from the literature review, available in Portuguese language, on Intercultural Mediation in Portugal.

The literature review examines academic studies, government and regional policy, legal documents, project reports and materials from training courses. The evidence on academic studies and training materials was obtained through working meetings with key researchers from the Open University and through academic and governmental databases. The evidence on policy implementation was gathered from qualitative data provided through meetings with key stakeholders from the Portuguese High Commissioner for Migration – ACM, and from ACM Documentation Centre. The ACM is a public institute under the dependence of the Presidency of the Council of Ministers, with the mission to collaborate in the definition, implementation and evaluation of public, transverse and sectorial policies on migration issues relevant to the attraction of migrants in national, international and Portuguese-speaking contexts, for the integration of immigrants and ethnic groups (in particular Roma) and for the management and enhancement of the diversity of cultures, ethnicities and religions.

The report describes the literature review from the period of the late 90’s of the last century, when the concept of Intercultural Mediation started to be more used in the literature, until the present day. Due to time limitations for the study, it should be considered has a work in progress.

DEFINITION OF INTERCULTURAL MEDIATION IN PORTUGAL | 2

In Portugal, the intercultural mediator known as a professional line of work is not well known yet by the general public, being the literature on the subject scarce and available in Portuguese language only in recent years.

We can find the first legal definition of the sociocultural mediator figure, on the Law 105/2001, which considers that intercultural mediator as the task to collaborate on the immigrants and ethnic minorities integration in the Portuguese society, from the perspective of the intercultural dialogue and social cohesion enhancing, exercising functions in schools, social security institutions, health institutions, the Foreigners and Borders Service, the Social Reintegration Institute, local authorities and in public services where the exercise of its functions is felt as necessary.

Later, in 2009, it's in the context of the first official course in Portugal on intercultural mediators training, promoted by the High Commission for Immigration and Intercultural Dialogue (ACIDI, now known as ACM), that the intercultural mediation concept is presented and defined as: "A type of intervention from third parts, in and on situations of significant multiculturalism, geared to achieving the recognition of the Other and the approach of the parts, communication and mutual understanding, learning and the development of coexistence, conflict regulation and institutional suitability between social or institutional actors ethnoculturally differentiated" (Giménez, 2010, 67).

Since the concept of "sociocultural mediator" and "intercultural mediator" are both frequently used to describe the work on intercultural mediation, in order to further understand its appliance in the Portuguese context, we present in the next chapter the genealogy of the term of Intercultural Mediation.

THE GENEALOGY OF THE TERM- PHENOMENON | 3

The first experiences of training on intercultural mediation in Portugal in the 90's

Despite the history of Portugal as a destination country of immigration, the term of "Intercultural Mediation" and "Intercultural Mediator" as a profession is not yet easily recognized and only in recent years we can find Portuguese literature on the subject.

Indeed, intercultural mediation begins to be addressed from the 90s of the last century, following the entry of Portugal in the European Union which allowed access to international projects and other contexts and social organizations for whom mediation strategy was

crucial. Along the way, we highlight some experiences and projects that allowed open field on intercultural mediation and debate surrounding the mediator figure.

Initiatives in this area considered pioneers in Portugal occurred in this period of the late 90s, particularly through the work developed by the following organizations: National Pastoral of Roma People, the Holy House of Mercy of Lisbon, the Cultural Association Olho Vivo, the Association Moinho da Juventude, the Basic Education Department of the Education Ministry and the European Centre for Training and Research on Migration.

It was during this time that occurred the first training courses aiming the integration of mediators in projects of social intervention. It should be noted in this period, the importance of the pioneering work of the Cultural Association Moinho da Juventude, as non-profit organization established in 1987, that has been developing its action in the Cova da Moura, a neighborhood in the Amadora municipality (Lisbon metropolitan area), inhabited mostly by immigrants from portuguese-speaking african countries (PALOPs) and their descendants. It's a neighborhood associated with problems of poverty and social exclusion, particularly affecting the high rates of school failure and major difficulties in accessing and integrating significant job opportunities.

The Association Moinho da Juventude through a strategic partnership with the Flemish Centre for the Integration of Immigrants (*VCIM - Vlaams Centrum voor de Integratie van Migranten*) (organization with experience of working with intercultural mediators), implemented a mediators training project (between 1996-1998), in which the figure of the social and intercultural mediator was presented as a new profession and as an indispensable and privileged key-protagonist in the dialogue with the community, not only addressing and managing conflicts experienced within families, but also taking an important role on promoting a full citizenship within ethnic minorities, namely through the dialogue with local government bodies, schools, health centers, hospitals, Foreign Service or Social Rehabilitation services

In this context, it was promoted in 1997 the training of intercultural mediators in the community, mostly youth, seeking to respond to the need for training of social intervention agents that understood well the community reality and that were able to mediate the relationship between teachers and students, parents and school, parents and children and school and community. It was also a goal that the training of intercultural mediators was itself an opportunity to transform life stories of some of these young people in the community through the participation in the course. The training was based on fundamental principles, such as the incorporation of skills and abilities of the participants themselves in the training course contents, being privileged the development of personal and social skills.

The practices of intercultural mediation in this period were characterized by occur intermittently, not having the mediators training common benchmarks, since it was used different criteria, particularly in terms of the duration of the training, differentiated contents and the existence of differing criterion on the recruitment of mediators.

It was also in the 90s that it began to be produced a set of relevant legislative documents that contributed to the recognition of the sociocultural mediation in Portugal as a function. The practice of sociocultural mediator was initially framed by the Joint Decree 304/98 of the Minister of Education and the Secretary of State for Employment and Training, which clarifies that under the Joint Decree 132/96, it should be applied the performance of the cultural mediator functions for education. Subsequently, the Joint Decree 942/99, of the Minister of Education, Minister of Labor and Solidarity and the Secretary of State for Employment and Training, approves the Education and Employment Program, which represents a breakthrough on the regulation of the mediators function on the level of their remuneration, monitoring and performance evaluation.

The legislation production on Intercultural Mediation on the 00's

In 2000, with the approval of the Joint Decree 1165/2000 of the Presidency of the Council of Ministers, the Ministry of Labor and Solidarity and the Ministry of Education, is created a working group, coordinated by ACIME, to assess the role of mediators in schools and to produce a mapping of schools in need of a mediator. Following the results produced by this working group, it was possible to place more cultural mediators in schools and to define more accurately the profile of the sociocultural mediator. Within the working group it was also observed the need to be increased the dialogue between families and school (families of young identified with immigrant's backgrounds and/or ethnic or cultural minorities communities) and between families with each other.

In 2001 the promulgation of Law 105/2001 establish the legal status of the sociocultural mediator, stating that it should be given preference to mediator from ethnic groups and that they should have specific training, allowing the deepening of the contents of the socio-cultural mediator profession, as well as the mediator profile and functions definition. This law states that the sociocultural mediator has the task of collaborating in the integration of immigrants and ethnic minorities, from the perspective of enhancing intercultural dialogue and social cohesion. The law also states that the socio-cultural mediators, will attend training courses with common contents, enabling the promotion of an intercultural dialogue among all citizens, with the inclusion of specific training modules which take into account the specificities of each community.

It is reflected in the law the intention to enable the intrinsic relationship between training, certification and labor market, through the signing of protocols between the Institute of Employment and Professional Training and entities duly accredited to provide training in this field. The law states that the sociocultural mediators training courses are equivalent to the ninth grade of school education, giving the Level 2 of professional qualification and be certified by the National Agency for Adult Education and Training (ANEFA), and that they may carry out functions in schools, social security institutions, health institutions, the Foreigners

and Borders Service, the Institute of Social Welfare, in municipalities or in services or public bodies where the exercise of their functions were to reveal necessary.

Thus, mediation as a professional practice can be exercised by whoever is over eighteen years old, have at least the 6th grade of school education and demonstrate willingness and ability to integrate immigrants and ethnic minorities in the community. The main tasks of the sociocultural mediator is therefore to promote intercultural dialogue, helping to prevent and resolve sociocultural conflicts, by actively collaborate with all stakeholders of social and educational intervention processes and facilitating communication between professionals and different cultural background users of both public)...and private services.

In 2014 were created in Portugal the National Immigrant Support Centers (CNAI), to meet the growing complexity presented in the interaction of immigrants with different public services, who were not only situated in different locations, but also possessed distinct operating modes and sometimes with incompatible schedules. These CNAI address some of the difficulties experienced by a large number of immigrants in terms of communication, whether by linguistic differences, either by cultural differences, in their integration process in Portugal. Differences in the organization of society, differences in legal systems, the number of different services to which immigrants have to resort led the ACIDI to create centers that would bring together, in the same space, different services, institutions and offices for immigrant support through sociocultural mediators attendance.

Despite this effort to standardize the practice of sociocultural mediation that had been exercising differently in institutions using mediation as a means of social intervention, it was not until 2009, with the ACIDI, that it was began the deepening of the various forms of mediation intervention, with the developing of common matrix training on sociocultural mediation. Is at this time that ACIDI will develop the role of intercultural mediators who are working in the CNAI) through the Intercultural Mediation Project in Public Services which includes mediation professionals in public services.

Late 00's - Placing Intercultural Mediators in Public Services

It is following the drawing up, in 2007, of the First National Plan for the Integration of Immigrants, that will strengthen and consolidate in its measures, the involvement of sociocultural mediators as structural elements of CNAI, including a widening of the intervention areas and support through new services tailored to the needs of immigrants. One of the measures presented in this Plan, is the development of a Sociocultural Mediation Program in the network of hospitals and health centers in regions with large numbers of immigrants, promoting the hiring of sociocultural mediators for the provision of services in on linguistic and cultural facilitation in access to health. It is also proposed the rethinking of the role of sociocultural mediators in school context, which in collaboration with immigrant associations, would allow the definition of the profile, recruitment and allocation to schools of

sociocultural mediators and strengthen their role and educational tasks in collaboration with teachers, including them and regarding them as part of the educational community itself.

In June 2009 the High Commission for Immigration and Intercultural Dialogue (ACIDI), responsible for public policies to host and support the integration of immigrants, reasserting interculturality principle as a pillar of social cohesion, promotes an intercultural mediation project in the Public Services co-financed by the European Fund for the Integration of third countries, placing intercultural mediators within public services. The aim was the improvement of the quality of public services offered to immigrants and to help the integration process of non-EU nationals, encouraging positive interaction between immigrants and Portuguese society. The mediators were responsible for facilitating communication between the public service employees and immigrants using the public services. This involved promoting intercultural dialogue, facilitating a mutual understanding and respect between different cultures, and helping in the prevention and resolution of disputes.

This project improved efficiency within the public administration and its customer service, ensuring that immigrants received proper care from public services. The results of the work carried out by the intercultural mediators also allowed their public service colleagues to be better informed and more prepared to meet the specific needs of immigrant. The project included the scientific advice of a team from the Autonomous University of Madrid led by Professor Carlos Giménez¹, aimed to integrate the management of the cultural diversity in the care services of the public services, defining for this purpose the profile and the functions of the intercultural mediation agents establishing a referential of training for the intercultural mediator.

THE PROFILE AND PRACTICE OF THE INTERCULTURAL MEDIATOR | 4

Under the training for intercultural mediators in public services provided by ACM, the intercultural mediators teams profile is presented as they should have an university education, specific professional training and emphasized the importance of the continuity in the intervention context. It's also emphasized the importance of empowering the mediator with skills such as: dynamic design and culture change; on the identification of the prejudices and stereotypes role in the interpersonal and social relationship that is mediated; the intercultural communication and inter-ethnic conflict particularities; the interrelationships between the person, the situation and the cultural background and the knowing of convergent and common areas among those involved in the mediation process. In the relationship between Interculturality and Mediation, Giménez considers the interculturality while sociopolitical and ethical perspective on intercultural diversity, in order to be able to

¹ Spanish Professor of the social anthropology department and philosophical thought in the Autonomous University of Madrid and heads the Intercultural Social Mediation Service - SEMSI.

manage the cultural diversity in a positive way, being the mediation an instrument and a philosophy necessary to create this interculturality. In this sense, Giménez claims that the intercultural mediation as a method and professional profile should be included in the common part of the mediation, benefiting of the principles, models, methods and techniques of mediation in general. Also stresses the importance of the interculturality specificity, namely the ethnoculturally differentiated nature of the parts involved, the ethnocultural differentiation impact in the relationship between the parts, the intercultural mediator cultural background and the goal of the interculturality in the mediation process.

In the context of the practice intervention and mediation action followed in the training by Giménez, is placed the emphasis not on the identity and cultural identity of the mediator but in his professional knowledge, in his community character and in his local positioning. In this sense, given the relevance of ethnocultural variables (ethnic identity and/or national, language, religion, behavioral patterns) that overlap often the language skills and intercultural competence of the mediator, it is essential that the mediator recourse to several options which complement his action (co-mediation, team in reflection, be documented).

It is an intervention strategy based on the transformative model of Bush and Folger, where the relationship and the transformation of the relationship itself is the key, so that the conflict is valued as a factor of personal and social development. The transformative potential of intercultural mediation facilitates the training and recognition of individuals, groups and communities, particularly in multicultural contexts.

The intercultural mediation process is understood as a multifactorial and integrator methodology, adequate to the specificity of the multicultural contexts, aimed the improving and transformation of relationships and the communication between individuals through learning, in the process of mediation, of the connections between the personal, situational and cultural factors.

DIFFERENT FORMS – CONTEXTS OF IMfI | 5

Intercultural mediators in public services | 5.1

The Portuguese National Centers for Immigrant Support (CNAI), created in 2004, address some of the difficulties experienced by immigrants in their process of integration in Portugal. These services, provided by intercultural mediators, are in the dependence of the High Commissioner for Migration (ACM), concentrating in the same space several specific services. Given the need to gather and to cooperate, within the same space and the same operating philosophy, the various services related to immigration (foreign and Border Services, Social Security, Working Conditions, Health, Housing, family gathering, legal aid, social support, employment support and Education).

The use of intercultural mediators, some of them immigrants, from different backgrounds, with fluency of different languages, providing support to immigrant citizen, are considered an important factor of welcome and proximity to the extent that the mediators speak the same language, know the different cultures and often have lived migratory similar experiences to the ones that contact them, facilitating the creation of cultural and linguistic bridges.

The intercultural mediators working in these services are recruited through protocols between the ACM and immigrants associations and Non-Governmental Organizations working in the area of Immigration.

Intercultural Mediation Service in Public Services (MISP) - 1st generation | 5.2

The first generation of intercultural mediators was developed between June 2009 and December 2011, through a pilot project of Intercultural Mediation Service in Public Services, promoted by the High Commissioner for Migration (former High Commissioner for Immigration and Intercultural Dialogue - ACIDI), with co-financing from the European Fund for the Integration of Third Country (FEINPT). The objectives were the affirmation of the principle of interculturality as a pillar of social cohesion through the integration of intercultural mediation agents in public services and the construction of the profile / intercultural mediation agent and references on intercultural mediation.

Municipal teams for intercultural mediation - MISP 2nd generation | 5.3

By the end of the pilot phase, since sustainability was one of the major concerns, a second generation of MISP started on 2nd January 2012, having, as public services partners, municipalities that participated in the pilot phase.

There were created 4 municipal intercultural teams, in Amadora, Cascais, Loures and Setúbal, through which the project will show that intercultural mediation is a win-win strategy for social cohesion, full integration of migrant communities and intercultural dialogue and coexistence.

In this second phase, it was created a second generation of Intercultural Mediation Project in Public Services (MISP) promoted by ACM in partnership with municipalities and immigrant associations is based on three main and interdependent principles: principle of mediation, principle of interculturality and principle of Community intervention. The project, promoting assistance and training for municipal teams on intercultural mediation (municipal technicians and intercultural mediators), aims to develop an intervention with a working model based on the principles of interculturality and mediation in municipal territories, improving the quality of life of communities, promoting new constructive and transforming relations of intercultural coexistence and contributing to local development and social cohesion.

Under the project, currently there are municipal intercultural teams in four municipalities (Amadora, Cascais, Loures and Setúbal), with the collaboration of public and private services, technical support specific professionals in each area and with the participation of the local population.

Sources/Links:

http://ec.europa.eu/ewsi/en/practice/details.cfm?ID_ITEMS=31176

http://www.cm-amadora.pt/images/artigos/extra/projetoscofinanciados/misp/pdf/forum_misp_carla_martingo.pdf

http://www.cm-amadora.pt/images/artigos/extra/projetoscofinanciados/misp/pdf/forum_misp_carlos_gimenez.pdf

Community mediators working with the police | 5.4

The community policing in diverse cultural contexts benefits from the close articulation with community mediators, facilitating the process of raising awareness on police officers for cultural differences and how to positively address them, improving police-citizen relationship. The Community Policing from the Lisbon Municipal Police in close articulation with community partnerships works closely with community mediators, whom participated in the early phase of the police officers training, and later introducing the police team and their mission to the population. This articulation contributes to raise police officers awareness for the diverse cultural identities in the territory, and hence, their self-confidence to cope and manage situations of rising conflicts and to be more prepared to their management and settlement, but mostly, to their prevention. Thus, this is articulation on the field enhances police communication skills, facilitating the process of developing a trusting relationship with the population on their daily on foot patrols, being more apt to deal positively with diversity.

Intercultural mediators in school context | 5.5.

In the II Plan for Immigrants Intercultural Integration in Portugal (2010-2013), creates important measures to clarify the mediator role (measured 27 and measured 80). It begins to appear as a measure the integration of intercultural mediators in schools under the Educational Program TEIP (Educational Territories of Priority Intervention) of the Ministry of Education, and the strengthening of the presence of intercultural mediators in schools, ensuring its evaluation as part of the educational community and key partners of teachers in the integration and learning process.

It is also proposed through the measure 80, the creation of training proposals and a referential on intercultural mediation, based on the recognition of the importance of the presence of intercultural mediation agents in CNAI of ACIDI, SEF Contact Centre (Foreigners

and Borders Service), in specific contexts such as public services and local authorities in general, as facilitators between the immigrant and the state.

Through Measure 81, it's proposed the elaboration of a diagnosis on the inclusion of intercultural mediation agents in public services, the impact evaluation of the presence of intercultural mediation agents in public services, particularly in the action plans services where they are inserted, as well as significant information gathering about the improvements felt in the host process of immigrants in these services by both parties (immigrants and professionals of public services). Also the measure 84 will promote the training of intercultural mediation agents for gender issues and, in the context of gender violence, domestic violence, given its facilitative role and privileged interface between immigrants and services in order to a better host and/or the routing situations.

ACADEMIC LITERATURE IN PORTUGUESE LANGUAGE | 5

Academic literature in Portuguese | 5.1

Year	Title of Publication	Authors	Type of Publication	Short overview/subject	E-documents
2000	<p>“Estudo de caso 2 – o mediador intercultural: um agente de interação”</p> <p>“Case Study 2 – Intercultural mediator: an interaction agent”</p>	Marinho, Manuela & Amaro, Maria Inês	<p>Article in Scientific Magazine</p> <p>Revista Intervenção Social, 22, pp. 49-78</p>	<p>In 1997, the Cultural Association Moinho da Juventude promoted the first edition of Mediators Course. The course has privileged the development of social and personal skills of the trainees.</p> <p>This training course of Intercultural Mediators was seen as an alternative to traditional training system and divided into two main parts: classroom training and internships. The classroom training consisted of seventeen modules divided into the following dimensions:</p> <ul style="list-style-type: none"> - Cognitive, composed of modules such as Social Service, Psychology, Work Market and Mediation; - Training of critical thinking skills, integrated modules as Current World, Cultural Diversity and Parental Education; - Personal Development, integrating modules as Development and Exploration Personnel and Instrumental Enrichment Program. <p>The internships were the second part of the course – with this training model it was intended to create conditions for the students could apply immediately in the field of learning produced in the classroom.</p>	<p>http://revistas.lis.ulsiad.a.pt/index.php/is/artic/e/view/999/1120</p>

2002	<p>Mediação</p> <p>Mediation</p>	<p>Vasconcelos-Sousa, José</p>	<p>Book</p>	<p>Approach to the concept of mediation in regard to the action of neutral actors, able to resolve conflicts and seek consensus between conflicting parties. Collaborate in this book experts from several countries whose voices clearly reflect the importance that the Mediation has assumed in the world.</p>	<p>http://porbase.bnportugal.pt/ipac20/ipac.jsp?session=14S33K31X1838.392255&profile=porbase&source=~!bnp&view=subscriptionsummary&uri=full=3100024~!1154409~!678&ri=3&aspect=subtab62&menu=search&ipp=20&spp=20&stafonly=&term=Jos%C3%83%C2%83%C3%82%C2%83%C3%82%C3%82%C3%83%C2%83%C3%82%C2%82%C3%82%C2%A9+VAconcelos&index=.AW&uindex=&aspect=subtab62&menu=search&ri=3</p>
2003	<p>A mediação cultural luso-cabo-verdiana nas construções cognitivas</p> <p>The Portuguese-Cape Verdean cultural</p>	<p>Ferreira, Lígia Évora</p>	<p>Postgraduate Thesis</p> <p>CEMRI – Centro de Estudos das Migrações e das relações Interculturais – Universidade</p>		

	mediation in the cognitive constructions		Aberta		
2005	<p>A mediação sócio-cultural: um puzzle em construção</p> <p>The socio-cultural mediation: a puzzle under construction</p>	<p>Galego, Carla & Oliveira, Ana</p>	<p>Scientific Book</p> <p>Study conducted by the Immigration Observatory of the High Commissioner for Migration</p>	<p>This study stresses the importance that the socio-cultural mediation was taking in Portugal and highlights the need for consolidation as a professional practice as a technique to an intervention strategy and social cohesion service. In this sense, it is important to go further and clarify what is meant by mediation, systematizing the various theoretical models, to define what are the specific functions for the practice of socio-cultural mediation, regardless of this practice develop in school, family contexts, community, etc.</p> <p>There is the need for the existence of any regulatory authority, allowing the creation of a unit-level training, define a profile of mediator and thus establish prerequisites and selection criteria for this role.</p> <p>In spite of socio-cultural mediation in Portugal, being closely linked to cultural disadvantaged communities in contexts of social exclusion, the figure of the mediator shall not be limited to one ethnic or cultural origin, as well as certain fields, once that mediation can have great utility in various areas of social intervention, where knowledge of different cultural codes can translate into greater efficiency.</p>	<p>http://www.oi.acidi.gov.pt/docs/Estudos%20OI/Estudo%2014.pdf</p>
2006	<p>Mediação: seu impacto nos jovens mediadores interculturais: um estudo de caso</p> <p>Mediation: its impact on youth</p>	<p>Fernandes, Elisabete Pires</p>	<p>Master Thesis</p> <p>Masters Thesis in Intercultural Relations, Open University, Lisbon</p>		

	intercultural mediators - a case study				
2006	<p>A Mediação Intercultural na Sociedade Portuguesa: Especificidades deste Contexto</p> <p>The Intercultural Mediation in Portuguese Society: Specificities of this Context</p>	Ricardo, Sónia	<p>Academic work conducted in the Graduation in Intercultural Mediation applied to Social Service of the Multicultural Studies Center / International University</p>	<p>This work intended to be a contribution to the reflection of the theme of intercultural mediation and its implications in the fight against poverty and exclusion.</p> <p>Was aimed at highlighting the potential of intercultural mediation in Portugal, as a technique of promoting dialogue, which permit to reach projects of social intervention to combat, through the interpersonal relationship, poverty and exclusion, thereby contributing to the promotion integration and social cohesion.</p> <p>It was also identified the existing legal framework in Portugal for a mediator figure, profile, skills and responsibilities.</p>	
2006	<p>Mediação – Construção de Pontes Para uma Melhor Compreensão das Margens</p> <p>Mediation - Bridge Building For a Better Margins Understanding</p>	Lima, Ana Paula	<p>Academic work conducted in the Graduation in Intercultural Mediation applied to Social Service of the Multicultural Studies Center / International University</p>		

2007	<p>“Produção e mediação cultural – um estudo de caso sobre o papel das associações ligadas aos PALOP em Lisboa”</p> <p>"Cultural Production and mediation - a case study about the role of associations linked to PALOP in Lisbon"</p>	Maciel, Cármen	<p>Scientific Meeting Minutes</p> <p>II International Meeting Sub-Saharan Migrants in Europe, Lisbon, SociNova-UNL (edition on CD-ROM).</p>		
2007	<p>“Algumas perspetivas sobre imigração: da imigração económica à integração social”</p> <p>“Some perspectives on immigration: of economic migration to social</p>	Rabaça, Clara, & Cunha, Pedro	<p>Article in Scientific Magazine</p> <p>Revista Antropológicas, 10, pp. 299-322.</p>	<p>The European Union had to establish laws about the migration phenomenon which has been felt in Europe since the last decade of the 20th century. This phenomenon took place not only because of the immigrants survival need, but also because of the European need for workmen, due to economic and demographic reasons.</p> <p>In this sense, it is fundamental to think about the means of social Intervention in the field of immigration social interveners, not only the immigrants themselves, but also those of the sheltering society, particularly in the important issues that social-cultural integration raises. Thus, we present some of the leading principles to build a peace culture, taking into account the importance that intercultural mediation may have, among other variables, in the struggle against social exclusion processes. Finally, we refer some basic</p>	<p>http://revistas.rcaap.pt/antropologicas/article/view/74</p>

	integration”			<p>characteristics of intercultural mediation, as well as the intercultural mediator, such as resilience, dynamism and concern for others, prudence and discretion, confidentiality, impartiality, extensive preparation in conflict analysis and willingness.</p> <p>It is addressed one last question relating to the selection of the mediators themselves - for the selection of a mediator who will intervene in a particular case, we must look for someone from within the immigrant community or the respective host society, given the issues of the referential socio-cultural.</p> <p>Considering the Portuguese reality, it is important to conduct training sessions on conflict and mediation for those who will intervene directly with immigrant populations, so that there will be a greater guarantee in meeting the requirements and strategies of this mediation process.</p>	
2007	<p>“Portugal na Europa e a Questão Migratória: Associativismo, Identidade e Políticas Públicas de Integração”</p> <p>“Portugal in Europe and the Migration Issue: Associativism, Identity and Public Policy Integration</p>	Grassi, Marzia, & Melo, Daniel	Working Paper, 4, Lisboa, ICS, Universidade de Lisboa.	<p>This study aimed to reflect on the role of immigrants voluntary associations in institutional mediation between different nation states and national communities, based on two case studies: the first on the Portuguese associations in the UK and Belgium and the second on Cape Verdean and Angolan associations in Portugal.</p> <p>It was verified the reliance by a significant proportion of migrant communities to the associations seeking to be their representatives in the host society. These associations, although few in number, are sought primarily to provide support for the socio-cultural integration, in terms of personal benefits (health, education, training, etc.), or in terms of social capital (sociability, useful contacts, etc.) and symbolic (parties and socio-cultural events connected to the country of origin, etc.).</p> <p>The creation of voluntary associations within migrant communities can be understood both as a differentiating factor and connection to community belonging, regional, national, social, intercultural, etc.. In this way, they will function as a dual mechanism of social inclusion, same time close to the origin</p>	<p>http://www.ics.ul.pt/publicacoes/workingpapers/wp2007/wp2007_4.pdf</p>

				groups and to the target community.	
2008	<p>António Vieira. Pioneiro e Paradigma de Interculturalidade</p> <p>António Vieira. Pioneer and Paradigm of Interculturality</p>	<p>Cardoso, Maria Manuela Lopes</p>	Book	<p>Suggestive finding by the author of this work is that such intercultural, we consider recent invention was already teaching and practice of Priest António Vieira, more than three centuries ago. The author has to aim in this work highlight the timeliness of the work of António Vieira, highlighting the intercultural dimension and precursor that marked the life and work of this Portuguese Jesuit, dominant figure of the seventeenth century and agent interaction between continents, peoples and cultures, between 'We' and 'Other'.</p>	<p>http://www.oi.acidi.gov.pt/docs/Colecao_Portugal_Intercultural/2_AVieira_Interculturalidade.pdf#page=10&zoom=100,-115,98</p>
2008	<p>Mediação e Formação: em busca de novas profissionad es.</p> <p>Mediation and Training: in search of new profissionad es.</p>	<p>Freire, I.</p>	Book		
2009	<p>"Imigração e saúde – O Gabinete de Saúde do CNAI enquanto</p>	<p>Backström, Bárbara Carvalho, Amelia</p>	<p>Article in Scientific Magazine</p> <p>Revista Migrações, Abril</p>	<p>This article results from an ongoing study, which seeks to understand some of the problems faced by migrants in access to health, on the basis of information collected at the Health Office of the National Immigrant Support Centre (CNAI).</p> <p>The first analysis shows that some of the problems are connected with</p>	<p>http://www.oi.acidi.gov.pt/docs/Revista_4/Migr4_Art7.pdf</p>

	<p>observatório para o estudo das condições de acesso dos imigrantes aos serviços de saúde”</p> <p>“Immigration and health – The Health Office of the National Immigrant Support Centre (CNAI) as an observatory for the study of conditions of access to health services for migrants in Portugal”</p>	<p>& Inglês, Urbana</p>	<p>2009, nº4, Lisboa: ACIDI, pp.161-189</p>	<p>obstacles related to irregular status and with family reunification, in relation to the use of health services.</p> <p>The study could lead to an intervention in the most problematic areas, the improvement of healthcare services, the achievement of a better model of integration, together with coordination between the different institutions involved.</p>	
2009	<p>Sobre...A mediação sócio-cultural – Cadernos de apoio à formação nº 3</p> <p>About...The socio-cultural</p>	<p>Freire, Isabel & Oliveira, Ana</p>	<p>Training course manual</p> <p>Edited by the High Commissioner for Migration</p>	<p>The practice of socio-cultural mediation is still very much linked to the concept of negotiation and, therefore, it is important to dissociate them and empower the exercise of socio-cultural mediation in the Portuguese society. It is through the socio-cultural mediation that seek to obtain the best solutions and the best understanding of the problems affecting the different parts with different cultures.</p> <p>Effective intercultural dialogue is one of the supporting bases of social</p>	<p>http://www.acm.gov.pt/_cfn/52f384ac9b567/like/+03+Caderno+de+Forma%C3%A7%C3%A3o+-+Sobre%E2%80%A6media%C3%A7%C3%A3o+S%C3%B3cio-Cultural</p>

	mediation - Notebooks to Training Support nº3			cohesion.	
2009	<p>O Mediador Sócio-Cultural em Contexto Escolar. Contributos para a compreensão da sua função social</p> <p>The Socio-Cultural Mediator in School Context. Contributions to the understanding of its social function</p>	Almeida, Vítor Manuel de	Book	<p>The purpose of this book is based on contribution to the understanding of socio-cultural mediator in the school context, particularly its role in the processes of social inclusion of socially disadvantaged students and, in particular, from ethnic minorities.</p> <p>In Portugal, the socio-cultural mediator is an emerging figure in the fields of education and training in contexts of exclusion. However, lacks of regulation and control, essential elements for its recognition as professional profile.</p>	
2010	Interculturalidad e Mediação – Cadernos de apoio à formação nº 4	Giménez Romero, Carlos	Training course manual	<p>The first part of this notebook consists of a summary of the author’s works on interculturality in migrant contexts. Interculturalism should be understood as a new way of cultural pluralism, ie, a new model for management of cultural diversity and should be disclosed to all societies, whatever their type and degree of cultural pluralism.</p> <p>The second part includes different professional experiences, integrating intercultural perspective: i) in formulating and executing of public policies; ii)</p>	<p>http://www.acm.gov.pt/cfn/52f38a055e66f/like/04+Caderno+de+Forma%C3%A7%C3%A3o+-+Interculturalidade+e+Media%C3%A7%C3%A3o</p>

	Interculturality and Mediation - Notebooks to Training Support n°4			in the challenge of socio-cultural diversity in school; iii) in the application of mediation in multicultural contexts; iv) in the promotion of coexistence and social cohesion in multiethnic neighborhoods and major social problem e v) in education for citizenship.	A3o
2010	Interculturalidade: uma realidade em Portugal? Interculturality: a reality in Portugal?	Farmhouse, Rosário	Article in Scientific Review Revista n.º 83 de Agosto de 2010, Lisboa. ACIDI		
2011	Mediação Cultural: alguns dos seus agentes Cultural Mediation: some of its agents	Martinho, Maria Teresa Duarte	Doctoral Thesis in Sociology	This thesis focuses on cultural mediators, its trajectories and profiles. The research aims to increase knowledge about professionals working within cultural mediation activities, giving special attention to the educational activity of cultural institutions and to some programmes promoted by cultural and educational policies. The research deals with the issue of cultural democratization using an approach less carried within the sociological research's agenda in Portugal: what focuses on agents which provide a specific way to people to get connected with culture and art. The particularity has to do with the intervention of other people in this relationship – the cultural mediators –, getting materialized into pedagogical activities, such as guided tours and workshops.	https://repositorio.iscte-iul.pt/handle/10071/3514
2011	Promoção da interculturalidade e da integração	Malheiros, Jorge	Training courses material		

	<p>de proximidade: manual para técnicas/os, Lisboa - Alto comissariado para a Imigração e Diálogo Intercultural</p> <p>Promotion of interculturality and integration of proximity: manual for technicians</p>	Macaista			
2012	<p>O Papel do Mediador Municipal: Estudo efetuado junto da comunidade cigana de Barcelos</p> <p>The Municipal Mediator Role: Study carried with the Roma community of</p>	Loureiro, Raquel	<p>Master Thesis</p> <p>in Mediation and Interculturality</p>	<p>The main objective of this study was to understand and analyze the role of municipal mediator in the first year of the Pilot Project Municipal Mediators.</p> <p>It was found, through informal conversations with various elements of the Roma community, that their will to work, rent house, be trained, among others, by itself is not enough, there needs to be greater openness on the part of society in general, to perceive, understand and accept a different culture.</p> <p>Qualitative analysis of this study it was realized the importance of municipal mediator as a facilitator of communication between the Roma and the public/private entities.</p> <p>Still, there were some positive behavioral change in the areas of education, health and citizenship. In the areas of housing and employment changes did</p>	<p>http://bdigital.ufp.pt/bitstream/10284/3679/3/DM_RaquelLoureiro.pdf</p>

	Barcelos			not arise.	
2012	<p>“A questão migratória e as estratégias de convivência entre culturas diferentes em Portugal”</p> <p>“The migration issue and the living together strategies between different cultures in Portugal”</p>	Backström, Bárbara & Castro-Pereira, Sofia	<p>Article in Scientific Magazine</p> <p>REMHU - Interdisciplinary Magazine of the Human Mobility of the CSEM - Scalabrianiano Center for Migration Studies vol.20, n.38, pp. 83-100.</p>	<p>This article is based on a theoretical reflection on the coexistence of different cultures in Portugal. In a first moment we tried to define and distinguish the different theoretical models of integration for, subsequently, analyze the public policies on the integration of immigrants into Portuguese society. Finally, based on the observation that several studies realize comparisons between cultures and not so much of coexistence between them, sought to reflect on the reasons for the almost total absence of investigations whose focus is the coexistence of cultures.</p> <p>Individual action of immigrants is an important factor for integration and coexistence between cultures. At the macro level, so that the coexistence between cultures is a reality that there is fundamental a favorable legislative framework. At the micro level, the experiences daily of immigrants in different areas of their life, it is crucial so there is an effective integration and coexistence of different groups.</p>	<p>http://www.scielo.br/scielo.php?pid=S1980-85852012000100006&script=sci_arttext</p>
2013	<p>Estratégia Nacional para a Integração das Comunidades Ciganas 2013-2020</p> <p>National Strategy for the Integration of Roma Communities</p>	High Commissioner for Immigration and Intercultural Dialogue	<p>Government Document</p>	<p>This was the first national plan that included the integration of Roma communities. In Portugal, interculturality is a key aspect of the development of contemporary communities and has seen some successes, although progress is needed in regard to the Roma communities.</p> <p>The socio-cultural mediation has also assumed a growing important role and is seen as a resource that promotes intercultural dialogue and the valuing differences. One of the priorities of the national strategy is based on the training of roma sociocultural mediators, since the action of these mediators promotes access to equipments and services, enables the participation of Roma communities in the projects, facilitates communication between culturally different groups and allows the management and conflict</p>	

	2013-2020			prevention.	
2014	<p>Policimento Comunitário em Lisboa: O Desafio da Abordagem Intercultural e da Mediação</p> <p>Lisbon Community Policing: The Challenge of the Intercultural and Mediation Approach</p>	<p>Diniz, Mónica & Santa Cruz, Cláudia</p>	<p>Article in Scientific Book</p> <p>Intercultural Mediation in Europe: Narratives of Professional Transformation</p>	<p>Aware of the new challenges on urban security, the Lisbon Municipal Police (LMP), through the implementation of a community policing model, has been trying to find new ways of intervention, to improve security responses in the city, placing emphasis on a crucial aspect - an inside look at it's human capital and the need to develop, through a training strategy, the philosophy and practices of the organization. In the context of a community policing, where the police officers are more integrated in the social tissue, and therefore acting as social cohesion agents, there is an increasing need of the police to use a preventive approach. The implementation of the community policing pilot-experience in Alta de Lisboa, helped guiding the LMP training strategy for the near future, namely how to develop in police officers the skills to sustain and enhance the police-citizen articulation, involving all social groups, especially in cultural diverse communities.</p> <p>The findings of this model of policing recommends that, for the police to be able to articulate with the citizens and to establish a trusting relationship in diverse cultural contexts, it's important that the LMP training strategy focus on intercultural learning skills of the police officers, as well as the development of mediation skills. This training approach assumes that the police officers will be more apt and able to manage conflict and mediate them, knowing that the benefits of the acquisition and/or training of these skills, are not limited only to the promotion of professional skills but also the empowerment and personal growth, that prepare police officers for change, for innovation and to deal with the unexpected and the uncertain, making this model of policing a core challenge to the LMP, to the citizens and to the city.</p>	

Government-regional-policy- legal related documents | 6.2

Year	Title of Publication	Authors	Type of document	Short overview/subject	Observ.
1996	Resolução do Conselho de Ministros n.º 175/96 Council of Ministers Resolution No. 175/96	Presidency of the Ministers Council	Legal document 19.10.1996 N.º: 243/96 SÉRIE I-B pp: 3674 a 3674	Creates the Working Group for Equality and Insertion of Roma as consultative body, which works in the High Commissioner for Immigration and Ethnic Minorities, in order to: a) Conduct a detailed analysis of difficulties relating to the integration of Roma in Portuguese society; b) Develop a set of proposals to contribute to the elimination of social exclusion situations.	http://www.acidi.gov.pt/cfn/4d02573230a66/live/Resolu%C3%A7%C3%A3o+do+Conselho+de+Ministros+n.%C2%BA+175%2F96+
1997	Resolução do Conselho de Ministros n.º 46/97 Council of Ministers Resolution No. 46/97	Presidency of the Ministers Council	Legal document N.º: 68/97 SÉRIE I-B pp: 1309 a 1309	Approves the Working Group's report for the Equality and Insertion of Roma. This Working Group was to carry out an objective analysis of difficulties relating to the integration of Roma in Portuguese society and develop a set of proposals that contribute to the elimination of social exclusion.	http://www.acidi.gov.pt/cfn/4d0256fcfa18/live/Resolu%C3%A7%C3%A3o+do+Conselho+de+Ministros+n.+46%2F97
2000	Resolução do Conselho de Ministros n.º 18/2000 Council of	Presidency of the Ministers Council	Legal document 13.04.2000	Make public the report of the Working Group for Equality and Insertion of Gypsies, established pursuant to Resolution of the Council of Ministers No. 46/97, of 21 March, and keeps running, with some changes, the Group Work in order to allow effective monitoring of the new realities and new challenges faced by the Portuguese Roma.	http://www.acidi.gov.pt/cfn/4d025783c598e/live/Resolu%C3%A7%C3%A3o+do+Conselho+de+Ministros+n.%C2%

	Ministers Resolution No. 18/2000		N.º: 88 SÉRIE I-B pp: 1620 a 1621		BA+18%2F2000+
2000	Despacho conjunto n.º 1165/2000 Joint Ministerial Order No. 1165/2000	Presidency of the Ministers Council Ministry for Employment and Solidarity Ministry of Education	Legal document DR II série n.º 290 2000/12/18	Established a working group for mediation to work out a proposal on the conditions as to process the institutionalization of the cultural mediator figure in schools, as well as the study of other areas where it is appropriate to their possible intervention in strengthening dialogue intercultural perspective and reinforcing social cohesion, with technical and logistical support of the ACIME.	http://www.acidi.gov.pt/cfn/4d0256c670200/live/Despacho+n.%C2%BA+1165%2F2000
2001	Lei n.º 105/2001 - o estatuto legal do mediador sócio-cultural Law No. 105/2001 - the legal statute of the socio-cultural mediator	Presidency of the Ministers Council	Legal document	Establishes the legal statute of the socio-cultural mediator.	http://www.acidi.gov.pt/cfn/528ce12edea16/live/Estatuto+do+Mediador+Socio%E2%80%933Cultural+%E2%80%933+Lei+105%2F2001+de+31+de+Agosto
2007	Resolução do Conselho de Ministros n.º 63-A/2007 Council of	Presidency of the Ministers Council	Legal document	Integration of Immigrants I Plan (2010-2013)	http://www.acidi.gov.pt/cfn/4d346c9b80687/live/Resolu%C3%A7%C3%A3o+de+Conselho+de+Ministros+n.%C2%

	Ministers Resolution No. 63A/2007					BA+63-A%2F2007%2C+de+3+de+Maio
2010	Resolução do Conselho de Ministros n.º 74/2010 Council of Ministers Resolution No. 74/2007	Presidency of the Ministers Council	Legal document	Integration of Immigrants II Plan (2010-2013)		http://www.acidi.gov.pt/cfn/4d346c9b80687/live/Resolu%C3%A7%C3%A3o+de+Conselho+de+Ministros+n%C2%BA74%2F2010
2012	Projeto de Mediação intercultural em Serviços Públicos...Um contributo para a construção de cidades Interculturais The Intercultural Mediation Project in Public Services...A contribution to the construction	ACIDI, IP	Presentation	Objectives and priorities for intervention of MISP presentation - 2nd generation (municipalities) Intercultural Mediation Project in Public Services and tasks of Intercultural Mediation Agents		http://www.cm-amadora.pt/images/artigos/extra/projetoscofinanciados/misp/pdf/forum_misp_carla_martingo.pdf

of intercultural cities				
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Organizations:

Organization	Type of organization	Short overview/subject	Website
High Commissioner for Migration, Public Institut (former ACIDI, IP)	Public Institute	The High Commissioner for Migration is a Public Institute that depends directly on the Presidency of the Council of Ministers and has the mission to collaborate in the definition, implementation and evaluation of public policies on migration, relevant for the attraction of migrants in national and international contexts, for the integration of immigrants and ethnic groups, in particular, Roma communities and to manage and value the diversity among cultures, ethnicities and religions.	www.acm.gov.pt http://www.acidi.gov.pt/institucional_book.pdf http://www.acidi.gov.pt/cfn/4e9c4a10c77fb/live/Lei+Org%C3%A2nica+do+Alto-Comissariado+para+as+Migra%C3%A7%C3%B5es%2C+I.P.+DL+31%2F2014%2C+de+27+de+fevereiro
The Immigration Observatory	Integrated in a Public Institute	The Immigration Observatory was set up in 2002 within the remit of ACM, IP (former ACIME, I.P.), with the goal to deepen knowledge on the reality of immigration in Portugal, with the view to support the definition, implementation and evaluation of effective policies for the integration of immigrants. The main objectives are: i) to gather, process and make	www.oi.acidi.gov.pt http://www.oi.acidi.gov.pt/modules.php?name=News&file=article&sid=

		<p>available timely information on the issue of immigration in Portugal ii) to encourage the collection of supplementary data or information not directly accessible from primary sources; iii) to build up files, studies and research, in collaboration with expert scientific and academic institutions, relevant for the design, orientation and improvement of public policies on immigration; iv) to publish and distribute publications resulting from its activities, or from other sources of interest, to improve the span of knowledge on immigration; v) to promote seminars, colloquia, debates and other activities targeting better understanding of the phenomena associated with population movements destined for Portugal, and with the training of actors to deal with the issues involved as a further aim; vi) to guarantee the connection between ACM, I.P. and similar national or foreign institutions, namely structures for observation, data collection, research and systematic analysis of movements of peoples in Portugal, Europe and the rest of the world.</p>	<p>2245</p>
<p>The Intercultural Mediation Project in Public Services (MISP)</p>		<p>The Intercultural Mediation Project in Public Services (MISP) is sponsored by the High Commissioner for Migration, in partnership with Municipalities and Immigrants Associations.</p> <p>The overall objective is to develop one intervention based on the principles of intercultural mediation and municipal territories, promoting new relations of constructive intercultural coexistence, which contribute to improving the quality of life of communities, local development and social cohesion.</p> <p>The target groups are the Intercultural Mediators, Immigrant Associations and/or NGO's, Public Services and users of these services.</p>	<p>http://www.acm.gov.pt/es-imigrante/servicos/proje-to-de-mediacao-intercultural-em-servicos-publicos---misp</p>
<p>Associação Mediar</p>	<p>Non-profit Association</p>	<p>The Mediar Association is a non-profit association and at a national level, whose main purpose is to promote intercultural dialogue through mediation, seeking the values of coexistence, tolerance and solidarity between different cultures, communities and people, in order to promote social inclusion and greater openness to diversity.</p>	<p>http://associacaomediar.blogspot.pt</p>

Project reports | 6.3

Year	Title of Publication	Authors	Type of Publication	Short overview/subject	Observ.
	<p>Relatório de Execução Final - II Plano de Integração dos Imigrantes (2010-2013)</p> <p>Final Implementation Report - Integration of Immigrants II Plan (2010-2013)</p>		<p>Report</p>		<p>http://www.acidi.gov.pt/cfn/4d346c9b80687/live/Relat%C3%B3rio+Final+de+Execu%C3%A7%C3%A3o+do+PII+2010+-+2013</p>

Other websites/links:

http://www.cm-amadora.pt/images/artigos/extra/projetoscofinanciados/misp/pdf/forum_misp_carlos_gimenez.pdf

<http://www.cm-amadora.pt/componentes/componente-contacto/comunidade/332-mediacao-intercultural-em-servicos-publicos-misp-geracao-autarquias>

<http://www.cm-amadora.pt/naoalimenterumor/index.php/projeto-c4i-na-amadora/>

<https://www.facebook.com/naoalimenterumor>

<http://catalogo.uab.pt/bibliopac/bin/wxis.exe/bibliopac/>

<http://cursos.ipleiria.pt/Mestrados/Pages/mostrarConteudo.aspx?cid=2083#.VD6dZBZRUGc>

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