

DEFINITION OF CULTURAL MEDIATION

“CULTURAL MEDIATION IS A DYNAMIC, CONTINUOUS PROCESS THROUGH WHICH A THIRD PARTY ACTS AS A CULTURAL BROKER BETWEEN TWO PARTIES AND ASSISTS BOTH OF THEM IN REACHING A COMMON UNDERSTANDING AND IN INTERACTING MORE SATISFACTORILY. CULTURAL MEDIATORS SOLVE AND ESPECIALLY HELP PREVENT CONFLICTS CAUSED BY CULTURAL MISUNDERSTANDINGS AND CONTRIBUTE TO THE CREATION OF A NEW SOCIAL REALITY”.

PROTOCOL OF SERVICE

- **SELECTION OF A CULTURAL MEDIATOR**
- **ARRANGEMENT OF A PLANNING MEETING BETWEEN SERVICE PROVIDER(S), CULTURAL MEDIATOR AND PROJECT PERSONNEL TO PROVIDE MORE DETAILED INFORMATION ABOUT THE CASE AND TO AGREE ON FIRST CONTACT WITH CLIENT, ENSUING ACTIONS, TIMELINE AND FEEDBACK**
- **INTERVENTION**
- **EVALUATION BY SERVICE PROVIDERS AND CLIENTS INVOLVED IN THE INTERVENTION**



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CODE OF PRACTICE

THE CULTURAL MEDIATOR SHALL:

- 1. MAINTAIN CONFIDENTIALITY AND BOUNDARIES**
- 2. REMAIN NEUTRAL (OUTCOME)**
- 3. BEHAVE IMPARTIALLY (PROCESS)**
- 4. MAINTAIN A HIGH LEVEL OF PERFORMANCE (MEDIATION TECHNIQUES, PROFESSIONAL ATTITUDE, AND CULTURAL AWARENESS)**
- 5. FACILITATE ACCURATE INFORMATION**
- 6. NOT TO INTERFERE WITH THE WORK OF SERVICE PROVIDERS**
- 7. REJECT CASES WHICH CANNOT BE UNDERTAKEN IN A PROFESSIONAL MANNER**
- 8. RESPECT CLIENTS' CULTURAL AND RELIGIOUS VALUES**
- 9. REFRAIN FROM ABUSING THEIR POWER**
- 10. ESTABLISH A RELATIONSHIP OF TRUST AND CONFIDENCE WITH CLIENTS AND SERVICE PROVIDERS**
- 11. ABSTAIN FROM ACCEPTING ANY FORM OF PAYMENT FROM CLIENTS**



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TASKS OF A CULTURAL MEDIATOR

CULTURAL MEDIATORS WILL STRIVE TO:

- **FACILITATE COMMUNICATION BETWEEN SERVICE PROVIDERS AND ROMA CLIENTS**
- **ASSIST BOTH PARTIES TO REACH A COMMON UNDERSTANDING AND TO INTERACT MORE SATISFACTORILY**
- **HELP SERVICE PROVIDERS TO UNDERSTAND AND BE AWARE OF CULTURE SPECIFIC PRACTICES**
- **ESTABLISH A RELATIONSHIP OF TRUST AND CONFIDENCE BETWEEN CLIENTS AND SERVICE PROVIDERS**
- **SUPPORT AND ENCOURAGE CLIENTS TO VOICE THEIR VIEWS AND CONCERNS**
- **HELP ROMA CLIENTS TO GAIN A BETTER UNDERSTANDING OF THE IRISH SERVICES**
- **CREATE A SPACE FOR MUTUAL UNDERSTANDING AND THEREFORE PREVENT POTENTIAL CONFLICT BETWEEN SERVICE PROVIDERS AND ROMA CLIENTS**



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