



# SPEAK TO ME, SPEAK HERE.

Report



## ICVoluntari(o)s-Barcelona Volunteers, linking knowledge with needs

ICVoluntarios-Barcelona, c/o Linguamón - Casa de les Llengües  
Via Laietana 46A, pral. 1a, 08003 Barcelona  
email: [barcelona@icvolunteers.org](mailto:barcelona@icvolunteers.org), web: [www.icvolunteers.org](http://www.icvolunteers.org)

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Project realized with the support of:



Ajuntament de Barcelona



Federació  
Catalana de  
Voluntariat  
Social



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## ORGANIZATION

### Description

ICVoluntaris-Barcelona is a non-profit organization with headquarters in Barcelona. Its goal is the mobilization, training and coordination of volunteers for non-profit projects (conference support, cybervolunteering, and language services).

ICVoluntaris-Barcelona is one of the European representations of ICVolunteers, a worldwide network of volunteers specialized in the field of communications. Founded in 2006, ICVoluntaris-Barcelona is the Southern European representation of the ICVolunteers network.

### Legal Foundations

Catalan-based non-profit association, ICVoluntaris-Barcelona cultivates a European vision. Our activities have expanded to other areas such as training through volunteer work, responding to specific needs and corresponding to ICVolunteers' philosophy and ethics.

### Areas of Operation

- **Theme:** Communication
- **Geographic zone:** Barcelona, Catalonia, Spain and Europe.
- **Participants:** Volunteers of all ages and profiles and, more specifically, people who are interested or qualified in the field of communication.
- **Who benefits:** any organisation or body wishing to benefit from our services.

### Objectives

To give volunteers the opportunity to develop their skills and take part in organising both projects of a humanitarian, social or environmental nature and local, national and international conferences.

To cooperate with ICV's other national offices, as well as other organisations, to elaborate and implement projects which involve knowledge sharing --at times facilitated by technology-- and the recruitment, training and coordination of volunteers. More particularly, we aim to support local initiatives by providing skills such as:

- Assisting project, from the idea to their implementation
- Working in a network
- Facilitating social initiatives

To support and facilitate the implementation of civil and volunteer activities at a local, national and international level.

### Motto

Volunteerism, a link between knowledge and needs.



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## PROJECT FACTS

### **Name: Speak to me, speak here**

This name aims to make people understand that local language knowledge is important for social integration and to motivate associations and immigrants to work on the linguistic aspect of social integration. At the same time, volunteering helps immigrants who already have a certain linguistic level to become yet more integrated.

### **Approach and Focus**

To work in and with a network with Barcelona-based associations who are involved in the first welcome of immigrants in order to provide linguistic services to recently arrived immigrants with language difficulties.

### **Place**

To begin with the project will be implemented in Barcelona and then, depending on its success, the project could be expanded to the rest of Catalonia, Spain and other countries.

### **Beneficiaries**

Two groups will benefit from the project; recently arrived immigrants wishing to use the linguistic services provided and organisations wishing to benefit from the initiative.

### **Timelines**

**First phase:** from 1st January 2007 to 30 June 2007.

**Second phase:** from 1st July 2007 to 31 December 2007.

**Third phase:** from 1st January 2008 to 31 March 2008.

### **Objectives**

**General objective:** To offer linguistic services to recently arrived immigrants through the combined effort of all the welcoming associations. The project will be developed with the help of volunteer immigrants and specialised professionals.

**Specific objective 1:** To conduct research to identify which linguistic services are already provided to new immigrants and which services are still needed.

**Specific objective 2:** For immigrants who have already acquired sufficient linguistic knowledge to themselves become volunteers in order to further develop the project.

**Specific objective 3:** To create tools so that the project can then be implemented in other parts of Catalonia, Spain, Europe and the world.



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## Type of linguistic services and duration

The linguistic services offered to immigrants include the translation of documents and interpretation services during daily interactions, such as a doctor's appointment. These services will be offered on a temporary basis until the person needing them has begun to speak and understand the local language enough to be able to communicate and get understood in the new country.

## PARNERS & TEAM

We would like to thank our partners for their valuable financial and technical support, which have made possible this report:

- Linguamón – House of Languages
- Ajuntament de Barcelona
- Catalan Federation for Volunteering (Federació Catalana del Vountariat Social)

This report was implemented under the coordination of Maria Vila, Coordinator of ICVoluntari(o)s-Barcelona, with the input of the ICVolunteers Federation (Viola Krebs, Thomas Gaudé), and translations by Sophie Colesse (French) and Rosie Wells (English).

## PHASES

### First phase

The first phase involves conducting research based on the inventory of associations made by the Hosting Plan of the Immigration Commission of the Municipality of Barcelona. It is necessary to take into account that some welcome associations have their own linguistic services. In this case, the aim is to identify and understand these services to find out what is needed and what could be offered to immigrants through training once they have learnt the language. This can in turn help them further adapt to the host society.

A meeting with all the people in charge of the linguistic services of each welcome association is needed.

A detailed report is needed summarizing the information collected and analysing any shortcomings identified.

### Second phase

The second phase requires responding to the needs identified during the first phase. This will be done, on one hand, by linking existing services offered by different associations and, on the other hand, a link between immigrants who are in need of these services and immigrants who already have a certain level of linguistic integration and become active volunteers offering services to their newly arrived compatriots. We believe that, as there are already links between people from the same country, it is a good idea for people to offer their services to their fellow compatriots.

The first step is to create a database assessing the needs and listing volunteers who can respond to these needs.

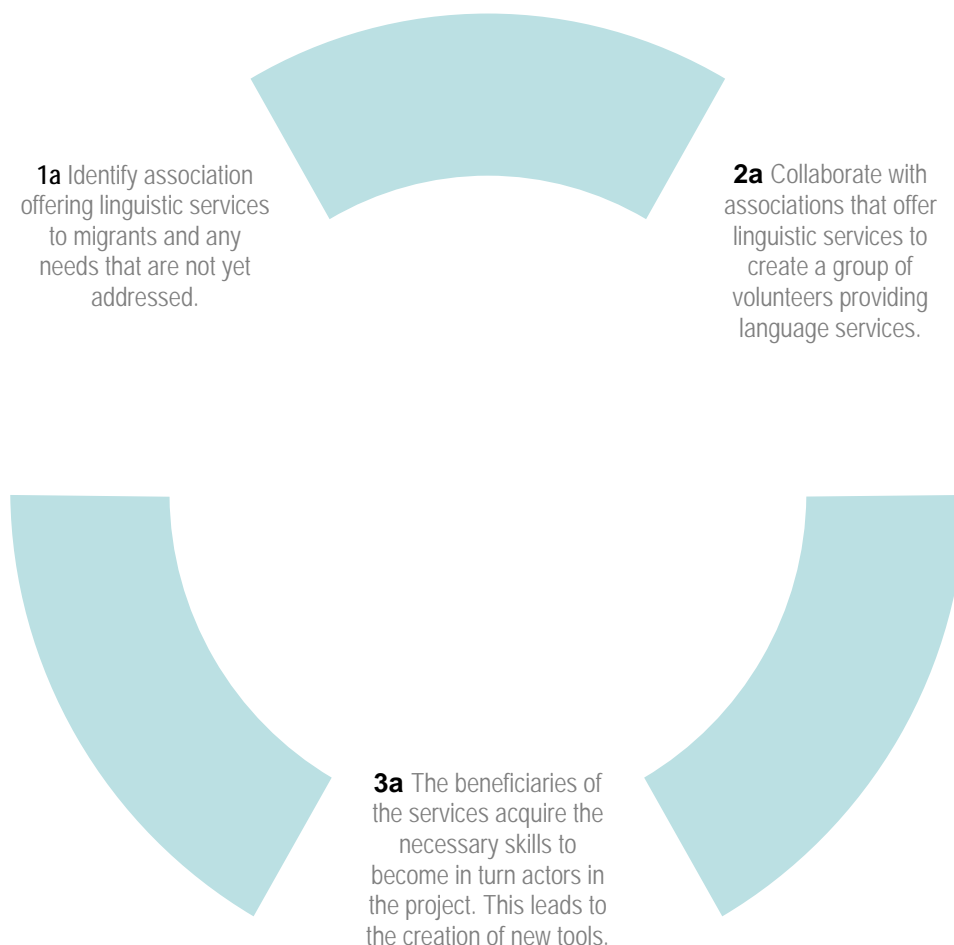
During this phase, we will be working with different socio-cultural volunteer associations who wish to collaborate in this project, even associations, including entities that may not have a specific project or programme on immigration and in this capacity are not associations directly welcoming migrants. Associations such as Azinia, offering various volunteer services in hospitals, will collaborate in situations where volunteers are needed in hospitals or for medical services.

## Third phase

The third phase will build on the first and second phases. It is therefore not yet possible to exactly outline this phase, as it will depend on the results of the previous phases. However, it is already clear that this phase will include the creation of tools in order to be able to practically and easily transfer the project to other locations in the future. The creation of a tool kit—meaning a guide—including key documents and tools, outlining all the steps of the project, the best practices and problems that can arise.

In this way, the cycle will be closed. These tools will make it possible to begin the research phase and then implement the project in other places where it may be useful.

Given that ICVoluntaris-Barcelona is a member of the ICVolunteers International Federation it is easy to adapt the project to other countries where ICVolunteers has offices and where immigration is also an issue in one way or another.



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## WELCOME ASSOCIATIONS IN BARCELONA

The following is a list of associations offering different types of welcome services to immigrants in Barcelona. Associations offering linguistic services are in grey. The information comes from a report made by the Hosting Plan of the Municipality of Barcelona.

- 1. CARE SERVICES FOR IMMIGRANTS, FOREIGNERS AND REFUGEES (SAIER)**  
(composed of ACSAR, AMIC, CITE, Lawyers of Barcelona and the Red Cross, with the support from the Linguistic Normalisation Consortium for linguistic support.  
Telephone: 93 256 27 00 / 93 292 40 77 (reception)  
Address: Avinguda Paral•lel, 202  
<http://www.bcn.es/diversa/saiercat.htm>  
Presentation: SAIER is a municipal service offering composed of a range of specific procedures for foreigners and asylum. The services are provided by a group of entities working with an integrated services model. There are diverse themes but they respond to a common objective)
- 2. ACATHI** (Association Catalane des Homosexuels, Bisexuels et Transexuels Immigrés)  
Phone: 650 21 74 77 / 93 298 00 29  
Address: C/ Finlàndia, 45.  
Email: [acathi@acathi.org](mailto:acathi@acathi.org)  
<http://www.acathi.org/>  
Presentation: The main objective is to have a place to welcome LGTB immigrants and, as much as possible, provide them with , psychological support and legal assistance for basic administrative procedures, e.g. obtaining of residence permit, visas extensions, access to a health card, etc.
- 3. ACSAR** (Association Catalane de solidarité et d'Aide aux Réfugiés)  
Phone: 93 424 90 26 / 93 424 27 09  
Address: C/ Font Honrada, 8-10, 2n.  
Email: [acsar\\_bcn@terra.es](mailto:acsar_bcn@terra.es)  
<http://www.acsar.net/>  
Presentation: This association was found on 20 November 1980 in Barcelona. It was first registered with the City of Barcelona and later with the Generalitat of Catalonia. ACSAR benefits from the experiences of groups and individuals who have been working on the issue of Latin American exile since 1973. In 1977, ACSAR founded the Defence Commission for Political Refugees.  
Now the core objective of ACSAR is to provide legal and humanitarian assistance to refugees and immigrants living in Catalonia. ACSAR offers the specific services immigrants need and acts as a mediator between refugees and the administrations.
- 4. AMIC-UGT** (Association d'Aide Mutuelle pour les Immigrés de Catalogne)  
Phone: 93 424 04 99 / 93 304 68 42  
Address: Rambla Santa Mònica, 10  
Email: [amic@catalunya.ugt.org](mailto:amic@catalunya.ugt.org)  
<http://www.ugtbaix.com/amic.htm>  
Presentation: AMIC provides support and advice both directly and indirectly to those who have problems with services or are in a difficult situation due to their status as an immigrant.



**5. Anem per Feina**

Phone: 93 443 30 40

Address: Av. Les Drassanes, 27, baixos

<http://www.anemperfeina.org/>

Presentation: Anem per Feina is a non-profit organisation offering mediation services to companies and individuals who wish to hire someone in an inclusive and fair way.

**6. Apropem-nos (Get closer)**

Phone: 93 266 44 41

Address: Pallars, 277 (C.Cívica Can Felipa)

Email: [apropemnos@mail.bcn.es](mailto:apropemnos@mail.bcn.es)

[http://www.bcn.es/canfelipa/can\\_felipa\\_ok.swf](http://www.bcn.es/canfelipa/can_felipa_ok.swf)

Presentation: A network of associations and services of new populations which works for good relations between people from different countries and cultures.

**7. ASGER (Geriatric Family Association of Catalonia)**

Phone: 93 465 63 89 i 669 46 72 72

Address: Gran Via, 1176 bis.

Email: [asger@asger.org](mailto:asger@asger.org)

**8. ASOPXI (Support Association for Chilean Organizations)**

Phone: 93 310 69 77

Address: Ptge. Madoz, 6, 2n 1a

Email: [asopxi@pangea.org](mailto:asopxi@pangea.org)

[www.asopxi.org/](http://www.asopxi.org/)

Presentation: ASOPXI plays an important orientation role in sectors where it is necessary to create a link between immigrants and the host society. They are the first to be touched by the positive and negative socio-cultural impacts in the communities.

**9. Catalan Association of Senegalese Representatives**

Phone: 93 310 21 42 / 669 23 14 72

Address: C/ Comerç, 42 baixos

Email: [associacionsenegal@yahoo.es](mailto:associacionsenegal@yahoo.es)

<http://senegalesos.org/>

**10. Catalan Association for Lebanon**

Phone: 93 232 58 69

Address: c/ Xifre 54, principal

Email: [hberrani@ambtu.bcn.es](mailto:hberrani@ambtu.bcn.es)

**11. Centre CONVIVIM**

Phone: 93 340 11 99 / 647 901 787

Address: C/ Cardenal Tedeschini, 72, baixos

Email: [convivim@yahoo.es](mailto:convivim@yahoo.es)



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- 12. APIP – Association for the Promotion of Job Integration**  
Phone: 93 442 09 17  
Address: C/ Riereta, 18-20-22, baixos  
Email: [apipr@apip.org](mailto:apipr@apip.org)  
<http://www.ravalnet.org/apip/>
- 13. Association AMISI (Association for Intercultural and Social Mediation with Immigrants)**  
Phone: 626 967 036 / 680 919 450  
Address: C/ Luz Casanova, 8-10  
Email: [amisi@amisi.org](mailto:amisi@amisi.org)
- 14. Association of Moroccan Workers in Catalonia (ATIMCA)**  
Phone: 93 324 95 22  
Address: C/ Blasco de Garay, 26, local 1  
Email: [social\\_atimca@yahoo.es](mailto:social_atimca@yahoo.es)
- 15. Association of Pakistani Workers in Catalonia**  
Phone: 654 12 13 02  
Email: [atepe20042@hotmail.com](mailto:atepe20042@hotmail.com)
- 16. Association of Neighbours for the Community Well-Being (AVBC)**  
Phone: 93 412 46 23 / 93 412 43 87  
Address: C/ Còdols, 16  
Email: [irene\\_avbc@eresmas.com](mailto:irene_avbc@eresmas.com) / [esther\\_avbc@eresmas.com](mailto:esther_avbc@eresmas.com)
- 17. Association des Voisins pour la Revitalisation du Centre Historique**  
Phone: 93 319 75 65  
Address: C/ Rec, 27, Baixos  
Email: [sosicascantic@yahoo.es](mailto:sosicascantic@yahoo.es)
- 18. Association of Uruguayans in Catalonia**  
Phone: 666 35 22 47 / 677 16 06 80  
Address: C/ Olzinelles, 30  
Email: [auc@uruguayosencatalunya.com](mailto:auc@uruguayosencatalunya.com)
- 19. Association EXIL**  
Phone: 93 238 57 60  
Address: Avdga. República Argentina, 6 - 4t 2a  
Email: [exilspain@pangea.org](mailto:exilspain@pangea.org)
- 20. Association Interculturelle Latino américaine Deux Mondes Mille – FedeLatina**  
Phone: 93 324 85 38  
Address: C/ Nou de Sant Francesc, 15  
Email: [jalth@hotmail.com](mailto:jalth@hotmail.com)
- 21. Association Martinet for Education**  
Phone: 93 266 39 36  
Address: C/ Rbla. Prim 87-89  
Email: [martinetdenit@circulum.org](mailto:martinetdenit@circulum.org)



**22. Association Martinet Solidaire**

Phone: 93 266 39 36  
Address: C/ Rbla. Prim 87-89  
Email: [martinetdenit@circulum.org](mailto:martinetdenit@circulum.org)

**23. Association Solidarity Service**

Phone: 93 441 00 04 ext. 254  
Address: C/ Sant Antoni Abat, 61  
Email: [serveisolidari@escolapia.net](mailto:serveisolidari@escolapia.net); [inma.martin@escolapia.net](mailto:inma.martin@escolapia.net)

**24. Socio-cultural Association – Ibn Batuta**

Phone: 93 329 30 54  
Address: C/ Sant Pau, 82, baixos  
Email: [fatima@ascib.net](mailto:fatima@ascib.net) / [coordinacio@ascib.net](mailto:coordinacio@ascib.net)

**25. Socio-cultural Association – La Fourmi**

Phone: 93 443 82 07  
Address: C/ Elkano, 74  
Email: [info@laformiga.org](mailto:info@laformiga.org)

**26. Association SURT**

Phone: 93 342 83 80  
Address: C/ Guàrdia 14 baixos  
Email: [surt@surt.org](mailto:surt@surt.org)

**27. Good Will in Action**

Phone: 93 441 93 61  
Address: C/ Roser, 99  
Email: [bva@pangea.org](mailto:bva@pangea.org)

**28. Capucins de Sarrià**

Phone: 93 204 34 58  
Address: C/ Cardenal Vives i Tutó 2  
Email: [caputxinssarria@mailcat.org](mailto:caputxinssarria@mailcat.org) / [pompeia@caputxins.org](mailto:pompeia@caputxins.org)

**29. Caritas**

Phone: 93 301 35 50  
Address: Plaça Nova, 1  
Email: [mzaragoza@caritasbcn.org](mailto:mzaragoza@caritasbcn.org)

**30. Argentinean Cultural Centre of Barcelona**

Phone: 665 46 42 86  
Address: C/ Ausias Marc, 161  
Email: [jd@casalargentino.org](mailto:jd@casalargentino.org)

**31. Cultural Centre of the Children of Faubourg**

Phone: 93 317 00 13  
Address: C/Junta de Comerç, 16, Principal 1a  
Email: [info@casaldelraval.org](mailto:info@casaldelraval.org)



**32. CEJAC (Centre Jeunesse d'Adol du Quartier de Carmel)**

Phone: 934209647  
Address: C/ Agudells, 85  
Email: [cejac@cejac.org](mailto:cejac@cejac.org)

**33. Centre d'Accueil Assís**

Phone: 93 204 45 86  
Adresse: C/ Tres Reis,5  
Email: [assis@telefonica.net](mailto:assis@telefonica.net) / [assis@comb.es](mailto:assis@comb.es)

**34. CITE-CCOO (Information centre for foreign workers)**

Phone: 93 292 40 77  
Address: C/ Via Laietana, 16  
Email: [cite@conc.es](mailto:cite@conc.es)

**35. Collège des Avocats de Barcelone**

Phone: 93 496 18 80 (Ext.359) / 93 601 12 96  
Address: Roger Llúria, 113 (Baixos)  
Email: [estrangeria@icab.cat](mailto:estrangeria@icab.cat)

**36. Commission Catalane d'Aide aux Réfugiés – CEAR**

Phone: 93 301 25 39  
Address: C/ Aribau, 3, 1r 2a  
Email: [coordcata@cear.es](mailto:coordcata@cear.es) / [acogidacata@cear.es](mailto:acogidacata@cear.es)

**37. Coordination of Senegalese Associations in Catalonia**

Phone: 686 060 662  
Email: [abocarsam@yahoo.es](mailto:abocarsam@yahoo.es)

**38. Red Cross**

Phone: 93 300 65 65  
Address: C/ Joan d'Àustria 120-124  
Email: [sonia@creuroja.org](mailto:sonia@creuroja.org) / [yolanda@creuroja.org](mailto:yolanda@creuroja.org)

**39. Espace d'Insertion et de Formation Centre Ville-EICA**

Phone: 93 268 49 43  
Address: C/ Comerç nº 42  
Email: [info@eicascantic.org](mailto:info@eicascantic.org)

**40. FedeLatina**

Phone: 93 192 41 14  
Address: C/ Nou de Sant Francesc, 15  
Email: [javierbonomi@yahoo.com](mailto:javierbonomi@yahoo.com), [secretaria@fedelatina.org](mailto:secretaria@fedelatina.org)

**41. Catalan Federation of Social Volunteering**

Phone: 93 458 99 06 / 93 314 19 00  
Address: C/ Grassot, 3r 2a  
Email: [immigracio@federacio.net](mailto:immigracio@federacio.net)

**42. Foundation Adsis**

Phone: 93 268 87 60 (Princesa) / 93 357 75 75 (Lugo)  
Address: C/ Princesa, 19 (C/ Lugo, 61, Horta – Guinardó)  
Email: [barcelona@fundacionadsis.org](mailto:barcelona@fundacionadsis.org)

**43. Foundation COMTAL**

Phone: 93 319 98 55  
Address: C/ Forn de la Fonda, 5, baixos  
Email: [comtal@comtal.org](mailto:comtal@comtal.org) / [puntinfotria@comtal.org](mailto:puntinfotria@comtal.org)

**44. Foundation FICAT**

Phone: 93 318 65 06  
Address: Plaça San Agustí, 2  
Email: [ficat@ficat.net](mailto:ficat@ficat.net)

**45. Private Foundation Bayt Al-Thaqafa**

Phone: 93 319 88 69  
Address: C/ Princesa, 14, 1r  
Email: [bayt@bayt-al-thaqafa.org](mailto:bayt@bayt-al-thaqafa.org)

**46. Private Foundation Prahu, Projects and Humanitarian Assistance**

Phone: 93 217 30 20  
Address: C/ Sant Pere Màrtir, 18, baixos  
Email: [fprahu@eresmas.com](mailto:fprahu@eresmas.com)

**47. Foundation Putxet**

Phone: 93 211 15 48  
Address: C/ Putxet 26, 1r  
Email: [putxet18@yahoo.es](mailto:putxet18@yahoo.es)

**48. Foundation Tout Faubourg**

Phone: 93 442 68 68  
Address: Pl. Caramelles, 8  
Email: [info@totraval.org](mailto:info@totraval.org)

**49. Foundation Trinijove**

Phone: 93 345 92 21 / 93 345 92 24  
Address: C/ Turó de la Trinitat, 17  
Email: [fundacio@trinijove.org](mailto:fundacio@trinijove.org) / [direccio@trinijove.org](mailto:direccio@trinijove.org)

**50. GEIPPES Groupe d'Educateurs pour l'Intégration de Personnes en Danger d'Exclusion Social**

Phone: 93 319 75 65  
Address: C/ Comerç, 56  
Email: [geippes@yahoo.es](mailto:geippes@yahoo.es)

**51. Doctors of the World**

Phone: 93 289 27 15  
Address: C/ Leiva, 47  
Email: [catalunya@medicosdelmundo.org](mailto:catalunya@medicosdelmundo.org)



**52. 9 Neighbourhoods Welcoming**

Phone: 933537871  
Address: C/ Badosa, 36-38 baixos  
Email: [9bacull@telefonica.net](mailto:9bacull@telefonica.net)

**53. Plateforme Populaire Sec pour Tous**

Phone: 93 324 85 38  
Address: C/ Concòrdia, 33, baixos  
Email: [poblesecperatothom@yahoo.es](mailto:poblesecperatothom@yahoo.es)

**54. PROBENS – Association pour l'Etude et la Promotion du Bien-être social**

Phone: 93 441 41 05  
Address: C/ Sant Rafael, 10, baixos  
Email: [probens@probens.org](mailto:probens@probens.org)

**55. Private Foundation Benallar**

Phone: 93 268 80 15 / 610 707 309;  
Address: C/ Sotstinent Navarro, 18, baix1a  
Email: [info@benallar.org](mailto:info@benallar.org), [anaroyo@benallar.org](mailto:anaroyo@benallar.org), [p\\_lapenda@benallar.org](mailto:p_lapenda@benallar.org)

**56. Ravalnet**

Phone: 93 441 28 09  
Address: C/ del Salvador, 6 baixos  
Email: [ravalnet@ravalnet.org](mailto:ravalnet@ravalnet.org)

**57. Réseau Solidaire Barcelone – FedeLatina**

Phone: 654691682 / 687413786  
Address: C/ Nou de Sant Francesc, 15  
Email: [redsolidariabarcelona@yahoo.es](mailto:redsolidariabarcelona@yahoo.es)

**58. SSIM – Service Solidaire et Missionnaire des Capucins de Catalogne**

Phone: 93 416 09 86  
Address: Avinguda Diagonal, 450, 3a  
Email: [gerente@ssim.org](mailto:gerente@ssim.org) / [cooperacion@ssim.org](mailto:cooperacion@ssim.org)

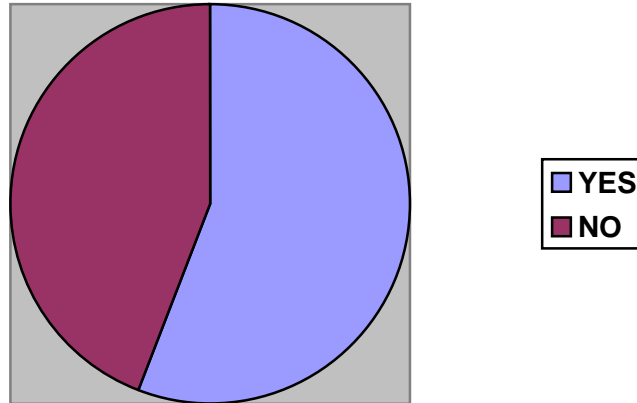
**59. Youth Association TEB**

Phone: 93 441 28 09  
Address: C/ del Salvador, 6 baixos  
Email: [teb@ravalnet.org](mailto:teb@ravalnet.org)

**60. Community Network of Saint Antoine**

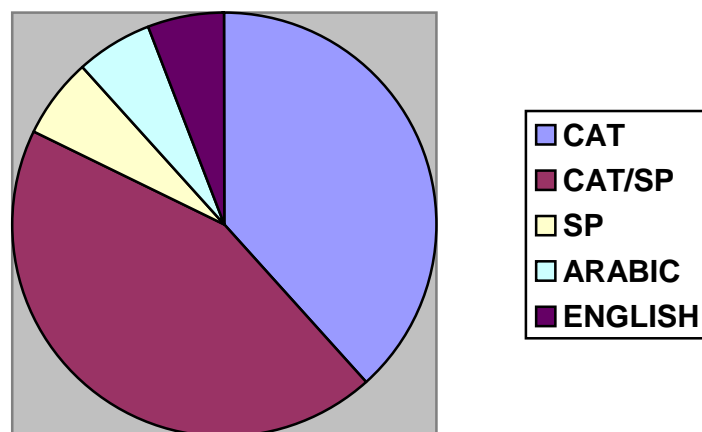
Phone: 610 471 228  
Email: [info@xarxantoni.net](mailto:info@xarxantoni.net)

## Organizations offering linguistic services



55.73 % of associations welcoming migrants (34) in Barcelona offer some linguistic services against 44.27% that offer no such services. The aim is to make sure that both types of associations can benefit from the services offered by the project. Those offering linguistic services out to become actors and benefit actively, while the others would benefit as recipients. The key is however that all have the possibility to be actively involved in the project.

12 associations offer their services in Catalan (21.31%), 14 in Spanish and Catalan (24.59%), 2 in Spanish (3.27%), 2 in Arabic (3.27%), 2 in English (3.27%) and 2 do not specify the type of service they provide (3.27%). At this initial stage, we can affirm that each association can offer and benefit from the different services, become a unique entity and play a role in the global project.



## Expected Results and Impact



The idea is for immigrants who already have some knowledge of the local language to communicate with the society in which they live and offer their linguistic services to new immigrants.

The desired impact is that in the future immigrants who know the local language become actors in the project, it being a new and more in-depth way of integrating into the society and for volunteering to become a sign of solidarity towards other immigrants and a tool for interacting with and integrating into the society.

The aim is also for local associations to work together in an efficient way which can then be used as a basis for developing other projects in other domains.

## Communications and Marketing Plan

The project aims to create an active network among associations working in the field of immigration. It also aims to lead the work in a purposeful direction: communication. As communication is the project's key theme, the project's communication plan is an important symbolic tool.

- ICVoluntaris-Barcelona is a member of the ICVolunteers International Federation which has the necessary technical means to publish a special section for this project on the Internet giving daily updates on the its developments.
- For the project's first phase, we need to communicate directly with all the associations and publish information on the project.
- For the second phase, we need to find immigrants who have already acquired a certain level of linguistic knowledge. To do this, we need to design an information leaflet and hand them out.
- For the third phase, on the basis of the results obtained, a toolkit will be elaborated and edited in order to start projects elsewhere.

## Resources for the Project Development

**Human:** An ICVoluntaris-Barcelona coordinator who will contact all parties concerned and get the project up and running.

**Infrastructure:** A place where we can meet with both associations and volunteers, and a computer workstations.

**Equipment:** Information leaflets and newsletters; telephone and postal expenses.

## Long-term Project Plan

In order to develop the project, we are relying on the support of different partners.

Our main partner is **Linguamón**, the House of Languages, who will help us to get the project off the ground.



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Secondly, we will present the project to the Immigration Secretariat of the **Catalunya Generalitat** and the **Immigration Commission of the Municipality of Barcelona** following the corresponding grants awarded.

The immigrant welcome associations in Barcelona are the real project actors. One active association is the **Catalan Federation for Social Volunteering**, the **Immigration Department** in particular, we carried out the first investigations with them at the beginning of the project and we will continue to work with them throughout the project.

## Evaluation

At the beginning and end of each phase, we will present an evaluation report and hold meetings attended by all those involved to discuss any possible changes and approve successful actions to be continued. It is also important to be able to redirect the project according to changes made. There will thus be four types of meeting:

- With immigrants benefiting from the services: they will give us information that is essential for finding out whether the services provided are of a good quality.
- With immigrants offering their services: they will give us the tools to know the needs they are facing. If the results of these meetings show a need, we could create more training sessions for volunteers.
- With associations providing linguistic services: to evaluate if recipients have received the services offered by the project.
- With collaborating associations: to distribute the results we have obtained and decide if we should continue along the same lines.





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## Development of the first phase

**First Action:** Send a mailing all associations that, according to the Municipality Hosting Plan, are the first to welcome newcomers to Barcelona and that provide linguistic services, giving details of the project and setting out a date for a meeting when the associations will be introduced and the possibilities of collaboration will be considered.

The initial mailing was to 20 immigrant associations and one volunteering and hospital aid association:

- 1) Association des Travailleurs Marocains de Catalogne (ATIMCA):
- 2) Centre CONVIVIM
- 3) Association Service Solidaire
- 4) Association Socioculturelle La Fourmi
- 5) Caritas
- 6) Association SURT
- 7) Association des Travailleurs Pakistanais
- 8) Bonne Volonté en Action
- 9) Centre Culturel Argentin de Barcelone
- 10) Centre Culturel des Enfants du Faubourg
- 11) Commission Catalane d'Aide aux Réfugiés - CEAR
- 12) Coordination d'Associations de Sénégalais de Catalogne
- 13) Croix Rouge
- 14) Espace d'Intégration et de Formation du Centre Historique -EICA
- 15) FedeLatina
- 16) 9 Quartier d'Accueil
- 17) Plateforme Populaire Sec pour Tous
- 18) Fédération Catalane de Volontariat Social
- 19) Fondation Adsis
- 20) Fondation COMTAL
- 21) AZINIA

**Second Action:** personal meetings with all the associations which replied and came to speak about the project in person.

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Information obtained from these meetings:

- 1) **Association of Moroccan Workers of Catalonia (ATIMCA).** contact: Imma Casado. Especially interest by the fact that users can benefit from the services. If there is training for volunteers, then some recipients and collaborators could maybe become volunteers.
- 2) **CONVIVIM Centre.** contact: Victor Cedro. Could help to recruit volunteers and some users could benefit from these services.
- 3) **Solidarity Service Association.** Interested in the project, as long as they are just observers.
- 4) **La Fourmi Sociocultural Association.** contact: Roser Ibañez. Interested in the project, but they are hampered by the lack of collaboration from the Chinese community.
- 5) **Caritas.** contact: Carolina Roig. Could help to recruit volunteers and people who could benefit from the services. Could also contact tutors.
- 6) **SURT Association.** contact: Sira Vilardell. Could benefit from the services and offer the experience of their intercultural mediators, such as tutors for the volunteers.
- 7) **Pakistani Workers Association.** contact: Javed Ilias. Interested in the services and the possibility of socially integrating the Pakistani community into Catalan society through this type of volunteering.
- 8) **Good Will in Action.** contact: Jordi Ibañez. Recruiting volunteers and people who could benefit from the services.
- 9) **Argentine Cultural Centre of Barcelona.** contact: Diego Arcos. The project for the Latin American community will be different, as there is no language problem, instead it will be an assistance project. However, it is necessary to offer some services to them to orientate new arrivals.
- 10) **Cultural Centre for the Children of Faubourg.** contact: Enric Canet. Recruiting volunteers, young people and their parents who benefit from linguistic services. They decided that it would be better if all volunteers were adults, although user can be minors, and they can be accompanied by an adult tutor. The centre will also benefit from the services.
- 11) **CEAR.** contact: Àgata Sol. Interested in the services offered.
- 12) **Coordination of the Senegalese Associations of Catalunya.** contact: Amadour Bocar. Interested in the project as an observer and they could also recruit volunteers.
- 13) **Red Cross:** Can help to recruit volunteers, tutors, mediators and those benefiting from the services. Interested in taking part in the services and being kept up to date on the project's progress.
- 14) **FedeLatina.** The same as for the Argentine Cultural Centre, they will have a different type of services based not on language and translation but on assistance. They will help us to find people needing the services.
- 15) **9 Neighbourhood Welcome.** Interested in the project as an observer, they could also help us to find people needing the services.
- 16) **Popular Platform.** Interested in the project as an observer, they could maybe also help us to recruit mediators.
- 17) **Catalan Federation for Social Volunteering.** Interested in the project as an observer.
- 18) **Adsis Foundation.** Interested in the project as an observer.
- 19) **COMTAL Foundation.** They will help us to recruit users and volunteers.
- 20) **AZINIA.** They will help us to recruit users for work in hospitals.

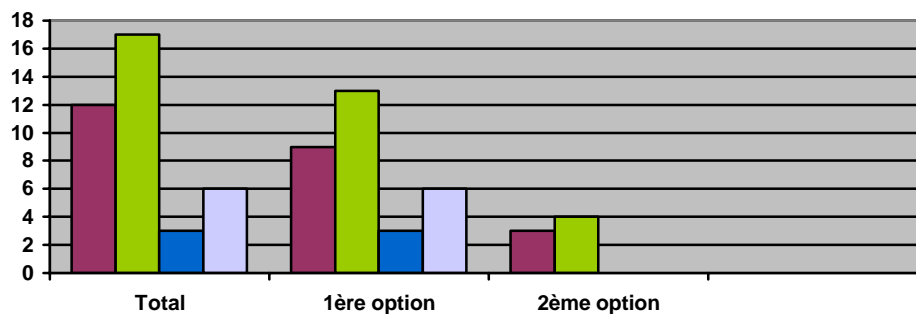
Following the interviews, we decided that:

**1. Each association will have a determined role in the project, action will involve the following areas:**

- 1) **Recruiting volunteers:** Associations recruit users, recipients or volunteers wishing to offer their services. This area needs:
  - A certain amount of trust in the volunteers
  - Training for volunteers offering their services (organised by ICVoluntarios-Barcelona)
  - Support and follow-up by the association:
- 2) **Recruiting users:** Associations determined areas lacking in assistance services and translation.

Contributing to training and tutoring: Associations must support volunteers in service delivery, intervene in some cases to help the first meetings, give personal information or intervene with an intercultural mediator.

We can visualize this with the following graph:



\*

	Total	1 <sup>ère</sup> option	2 <sup>ème</sup> option
<b>Volunteers</b>	12	9	3
<b>Beneficiaries</b>	17	13	4
<b>Mediators</b>	3	3	0
<b>Observers</b>	6	6	0

\* The entities have manifested differing interest depending on whether the timeline is short or long-term, as well as depending on their situation in the precise moment when the service is developed. For this reason, we distinguish among the 1st option, to collaborate in the project in the way indicated in the graph and 2nd option comprised of those that intend to collaborate in the near future, depending on the circumstances.



As can be seen in the table and the graph, most associations find that it is better to offer a service to immigrants rather than their users becoming volunteers for the same project.

We found that there is a certain reluctance regarding volunteering, this is why we created the role of the mediator or tutor who can facilitate the immigrant's integration. After benefiting from the services, the immigrant will become an actor in the project and will then serve as a representative for a given association. This means that each association will have either a technical or a volunteer representative who can give advice or take part in the first meeting between user and volunteers.

## 2. Roles and attitudes of different immigrant communities:

Through the different meetings we had, we observed that different immigrant communities react in varying ways to volunteering or benefiting from translation and assistance services from people they do not know.

- The Chinese community is the least receptive to the project. We have not found anyone who is interested in volunteering or who could benefit from the services offered. When speaking with associations working with the Chinese community, we discovered that it is difficult to offer services or volunteering to people who live in such a tight-knit family community. Given the complexity of the project and its many variables, we have, for the moment, postponed our work with the Chinese community.
- The Pakistani community is a lot more open to the project proposal, even though they are more reluctant regarding gender and age. This means, we also need to take into account these variables in the database so that women look after women and men look after men.
- In general, the North African Community, with all its nationalities and cultures, is also open to the project, pointing out the same kinds of issues as with the Pakistani community (e.g. gender differences).
- The Sub-Saharan community is still underrepresented in this project. Even if different associations work with these immigrants, we have, for the moment, decided that we will not work with any Sub-Saharan languages. This community will, however, have access to the project through English and French (one of these two languages are spoken by most of the Sub-Saharan African immigrants).

## Volunteering and Database

In order to create a database, we need to know which variables to take into account. With the information collected after the interviews, we identified the following variables:

### Languages

The first thing we need to determine for the database is the working languages which will be used. Drawing on the conclusions of the interviews, we have decided to focus on:

- **Catalan/Spanish:** as the language we will translate in to.
- **English/ French:** as intermediary languages or according to the number of immigrants.
- **Urdu/Arabic:** as the native languages of the immigrants.



## Volunteers

**First variable: Volunteers:** There will be two types of volunteers, those translating from and to intermediary languages such as French and English and those translating directly from native language such as Urdu and Arabic.

This variable will also take into account the origin of the volunteer as well as those translating from and to an intermediary language will be European and those translating from and to the native language will be from the country of origin.

**Second variable: Information about the volunteer:** The database will include several variables which will be taken into account for services. These variables will be split into two categories; necessary and useful information:

- **Necessary:** languages, availability
- **Preferable:** country of origin, sex, age, interests etc.

The database has been set up using the Access programme for now. A volunteer has offered to create a more detailed database using the SLX programme. This will improve the quality, but this programme is more difficult to use.

## Coordinating Entities

In order to make sure that all associations involved in the project participate, we will send a small fortnightly report of services on offer and the offers and demands we receive. Each month, from the beginning of the project and for the three months that services are offered, we will hold joint meetings with volunteers and associations to evaluate and improve the project. This needs a considerable effort, but we believe that it is not possible to coordinate a project without being in constant contact with all those involved.

The meetings will take place at associations who have room for meetings and who accept to make this room available.

## Training and Coordination of Volunteers

Volunteers will have to go through three steps before doing any translation:

1. Be informed of the project by their association and of the possibilities for volunteering and participation.
2. Contact ICVolunteers to fill in the information forms.
3. Register with the ICVolunteers and project databases.
4. Offer test services with a mediator.

## Mediator

There seems to be some reluctance towards volunteering, which is why we have created the role of the mediator or tutor facilitating the contact with the immigrants and helping them integrate. After benefiting from the services offered, the immigrant will then become an actor in the project. These actors will serve as a representative for each association. This means that each association has either a technical or a volunteer representative who can give advice or take part in the first meeting between user and volunteers.

The mediators will be trained by the association which offered their services in the context of the project. They will also receive some targeted training by ICVolunteers that will organise a training session for mediators who are interested in the project.

## Project Locations

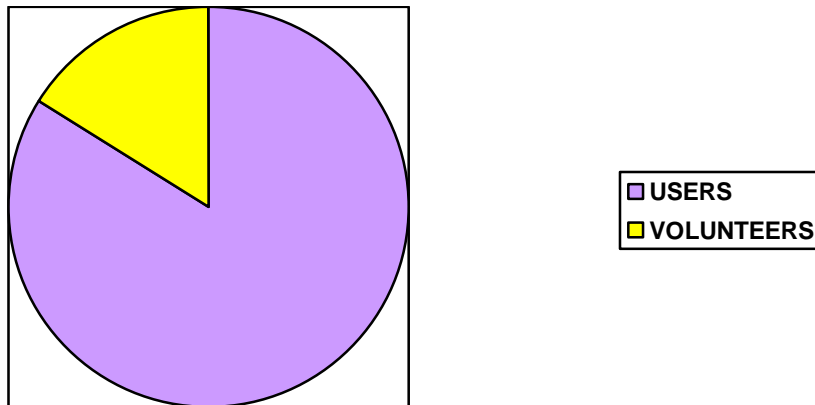
At the moment, the project is based in the Faubourg district of Barcelona, sometimes spreading to parts of the Ciutat Vella. There are, however, various associations located outside these limits that have both volunteers and users. For the moment, limited infrastructure and staff do not make it possible to expand the project beyond these geographical limits. However, we are planning to expand the project as soon as we have the means and the volunteers available. Problems of mobility and travel expenses have been partially resolved.

## User Statistics (according to questionnaire)

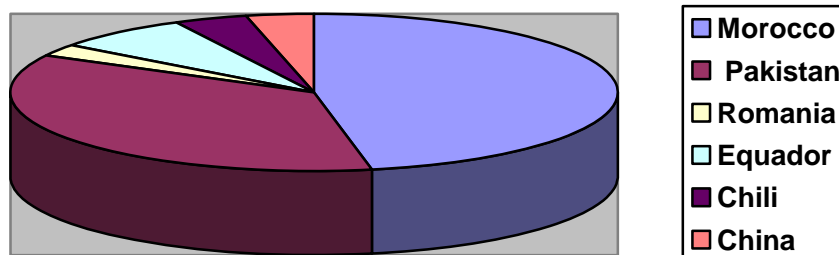
We distributed 300 questionnaires, 81 were returned to us. From the 81 we received, 68 concerned possible users and 13 were from potential volunteers.

We took the following statistics from these 81 questionnaires:

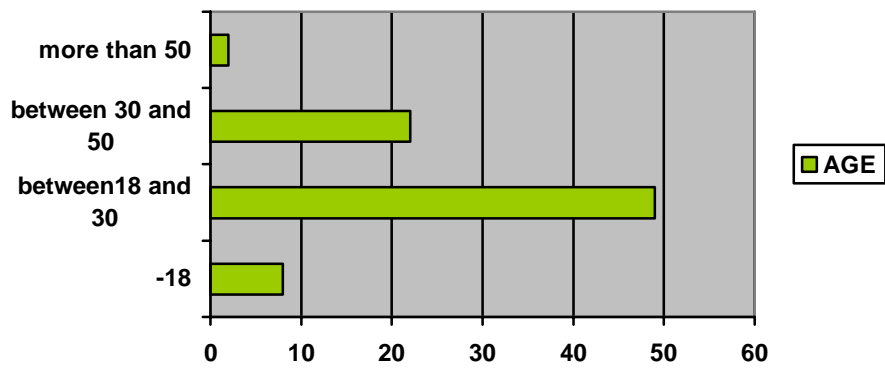
### User-volunteer ratio



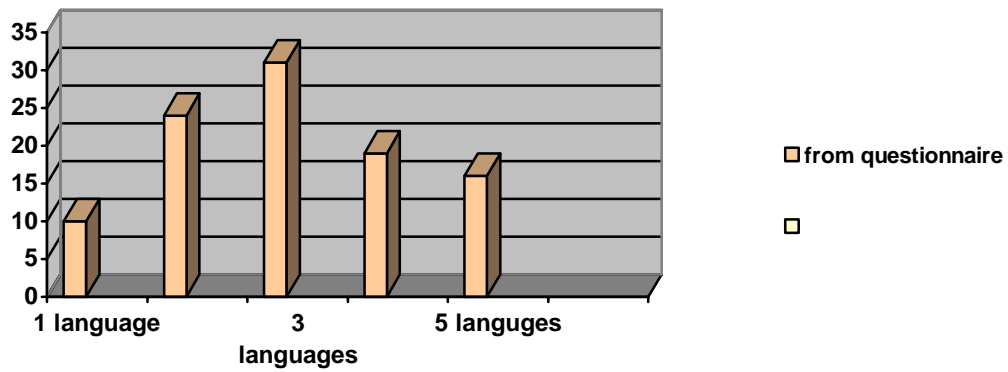
### Nationalities



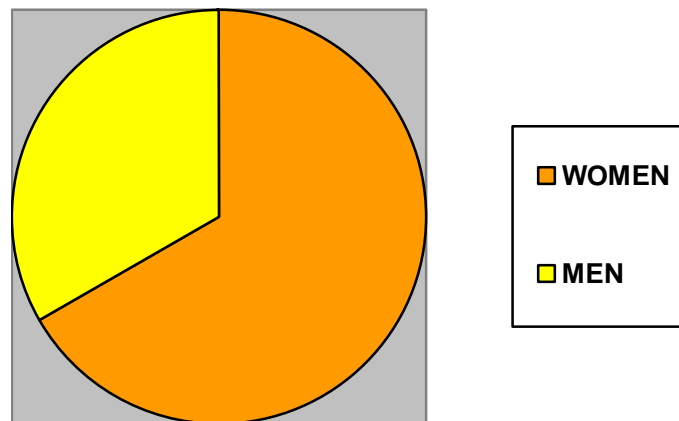
### Age



### Number of languages spoken

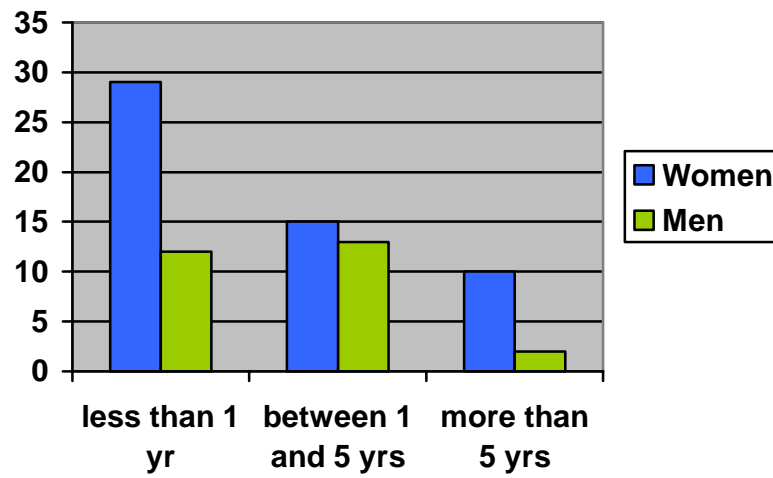


### Gender

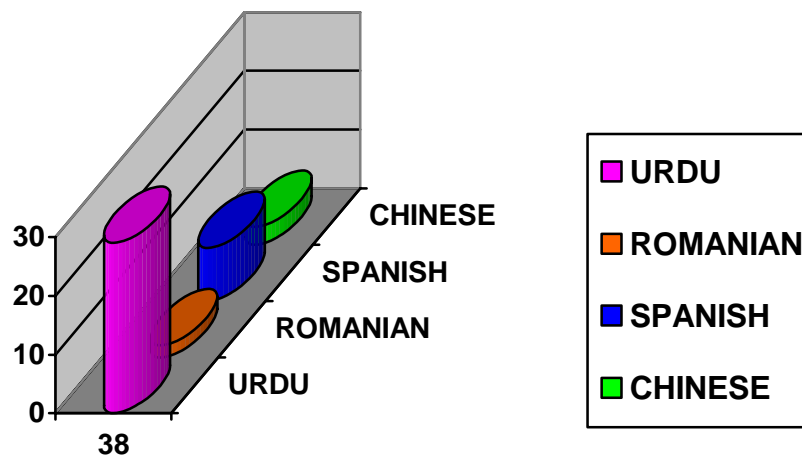




### Length of Stay in Catalonia



### Mother Tongue







## APPENDIX

## Examples of questionnaires in different languages

ICVoluntaris-Barcelona/ICVoluntarios-Barcelona  
Entitat col·laboradora :



PARLA AMB MI, PARLA AQUI.

نام \_\_\_\_\_  
ملک \_\_\_\_\_  
ای میل \_\_\_\_\_ ٹیلی فون \_\_\_\_\_  
عمر : \_\_\_\_\_  
18 سال سے کم ☆ 18 سال اور 30 سال کے درمیان ☆ 30 سال اور 50 سال کے درمیان ☆ 50 سال سے زیادہ ☆  
مرد ☆ عورت ☆  
کتکونیاں میں گزرا ہوا عرصہ۔  
5 سال سے زیادہ ☆ 1 سال اور 5 سال کے درمیان ☆ 1 سال سے کم ☆  
مادری زبان \_\_\_\_\_  
کیا آپ دوسری زبانیں بولتے ہیں؟ ہاں ☆ نہیں ☆  
کون سی۔  
1) \_\_\_\_\_ میار۔ بہتر ☆ درمیان ☆ کم ☆  
2) \_\_\_\_\_ میار۔ بہتر ☆ درمیان ☆ کم ☆  
3) \_\_\_\_\_ میار۔ بہتر ☆ درمیان ☆ کم ☆  
4) \_\_\_\_\_ میار۔ بہتر ☆ درمیان ☆ کم ☆  
کیا آپ ہمارے پروجیکٹ میں حصہ لینا چاہتے ہیں؟ ہاں ☆ نہیں ☆  
کون سے اوقات کار میں آپ حصہ لینا چاہتے ہیں؟  
☆ ہفتے میں 1 سے 3 گھنٹے  
☆ ہفتے میں 3 سے 5 گھنٹے  
☆ ہفتے میں 5 سے زیادہ گھنٹے  
آپ کے تعاون کا شکریہ !!!



**HABLA CONMIGO, HABLA AQUÍ.** Cuestionario de recogida de datos.

- NOMBRE Y APELLIDOS: .....
- NACIONALIDAD: .....
- EMAIL: ..... TELÉFONO: .....
- EDAD:  
MENOS DE 18  ENTRE 18 Y 30  ENTRE 30 Y 50  MORE THAN 50
- HOMBRE  MUJER
- TIEMPO DE ESTANCIA EN CATALUÑA:  
MENOS DE 1 AÑO  ENTRE 1 Y 5 AÑOS  MÁS DE 5 AÑOS
- LENGUA MATERNA: .....
- ¿HABLA OTRAS LENGUAS? SÍ  NO
- ¿CUÁLES?
  1. .... NIVEL: ALTO  MEDIO  BAJO
  2. .... NIVEL: ALTO  MEDIO  BAJO
  3. .... NIVEL: ALTO  MEDIO  BAJO
  4. .... NIVEL: ALTO  MEDIO  BAJO
- ¿DESEA COLABORAR CON NUESTRO PROYECTO? SÍ  NO
- DISPONIBILIDAD HORARIA :

1 HORA SEMANAL	<input type="checkbox"/>
DE 1 A 3 HORAS SEMANALES	<input type="checkbox"/>
DE 3 A 5 HORAS SEMANALES	<input type="checkbox"/>
MÁS DE 5 HORAS SEMANALES	<input type="checkbox"/>

**!!!GRACIAS POR SU COLABORACIÓN!!!**



TALK TO ME, TALK HERE. Quiz to gather data.

- NAME AND SURNAME: .....
- NATIONALITY: .....
- EMAIL: ..... PHONE NUMBER: .....
- AGE:  
LESS THAN 18  BETWEEN 18 AND 30  BETWEEN 30 AND 50   
MORE THAN 50
- FEMALE  MALE
- HOW MUCH TIME HAVE YOU LIVED IN CATALUNYA:  
LESS THAN A YEAR  BETWEEN 1 AND 5 YEARS  MORE THAN 5 YEARS
- MOTHER TONGUE: .....
- DO YOU SPEAK ANY OTHER LANGUAGES? YES  NO
- WHICH ONES?
  1. .... LEVEL: HIGH  MEDIUM  LOW
  2. .... LEVEL: HIGH  MEDIUM  LOW
  3. .... LEVEL: HIGH  MEDIUM  LOW
  4. .... LEVEL: HIGH  MEDIUM  LOW
- DO YOU WANT TO TAKE PART IN OUR PROJECT? YES  NO
- AVAILABILITY:  
1 HOUR PER WEEK   
BETWEEN 1 AND 3 PER WEEK   
BETWEEN 3 AND 5 PER WEEK   
MORE THAN 5 PER WEEK

THANK YOU FOR TAKING THIS QUIZ!!!



## 跟我说，这里说. 个人资料

- 姓名: .....
- 国籍: .....
- 电子邮件: ..... 电话号码: .....
- 年岁:  
18岁以下  18- 30岁  30- 50岁  50岁以上
- 男  女
- 在加泰罗尼亚居住时间：  
1年以下  1- 5年  5年以上
- 母语: .....
- 您是否掌握其它语言?  否
- 哪个?  
1. .... 水平: 高级  中级  初级   
2. .... 水平: 高级  中级  初级   
3. .... 水平: 高级  中级  初级   
4. .... 水平: 高级  中级  初级
- 您是否愿意与我们的计划合作? 是  否
- 每星期可支配时间:  
1 小时   
1 - 3 小时   
3 - 5 小时   
5 小时以上

谢谢您的合作!!!

## Articles published in relation to the project



### Principio del formulario

ICVoluntaires, volontariat en réseau pour soutenir les ONG en matière de communication

**Depuis sept ans, ICVoluntaires mobilise 6 500 personnes qui connaissent bien les langues et les nouvelles technologies pour soutenir les organismes qui ont peu de moyens dans l'organisation d'activités et en terme de communication.**



**Silvia Torralba / Redacción (01/02/2007)**

En 1997, plus de 800 personnes volontaires se sont réunies au Congrès Mondial du VIH/Sida, qui avait lieu cette année à Genève, dans l'idée de participer à la conférence en offrant gratuitement leurs services d'interprétation simultanée et de traduction de documents. Dix ans après, cette initiative s'est transformée en mouvement international qui regroupe des milliers de personnes volontaires et qui, depuis le monde entier, offre leur soutien en terme de communication pour des activités sociales et des ONG.

**A Barcelone, ICVoluntaires soutient une initiative qui facilite la communication entre les immigrés et la société d'accueil.**

Actuellement, le réseau regroupe quelques 6 500 volontaires, parmi lesquels 1 500 actifs sont issus d'une centaine de pays et parlent 65 langues différentes. Comme l'explique [ICVoluntaires](#), il s'agit de personnes entre 16 et 83 ans avec « beaucoup de facilités et de connaissances, qui reçoivent des délégués internationaux pour les conférences, qui offrent leurs connaissances des langues pour les projets avec une bonne cause, utilisent leurs compétences de rédaction pour documenter les événements ou offrent leurs connaissances en matière de technologies de l'information et de la communication. »

L'idée est de mettre des volontaires avec des capacités de traducteurs et d'interprètes à disposition, pour soutenir des conférences nationales et internationales dans les activités de traduction et d'accompagnement des participant, de revoir des articles et des documents d'organisations et de collaborer en ligne au développement des sites Internet des ONG ou des réseaux sociaux.

Tout cela, explique le réseau ICVoluntaires, dans le but de « mettre en place des programmes sociaux et éducatifs », d'accompagner les communautés locales dans leur processus de développement et d'utiliser les nouvelles technologies de l'information et de la communication pour renforcer les organismes sociaux.



## “Speak to me, speak here”

### Linguistic support for integration of migrants in Barcelona

*Irene Amodei and Maria Vila, English version: Sarah Webborn, version française: Rabah Tounsi, version espagnole: Tahona Santana Naranjo*

**Like some of its neighbours in the South-West of Europe, Spain evolved from being a country of emigration to a country of immigration at the end of the Nineties. In fact, if one looks at the numbers, today Spain could be presented as one of the leading countries of immigration in the European Union. ICVoluntaris-Barcelona is developing a project responding to this need.**

This situation is extreme during the summer time, when thousands of people risk their lives trying to travel from different African countries in "Pateras" or "Cayucos" (rudimentary boats) to the Canary Islands. Every year the number of migrants rises and there were more than 15,000 of them in 2006. Some of them die en route if there is bad weather, they get lost or have any other problems, while the condition of the travellers who do arrive is dreadful. Some of these people are sent back to their countries of origin. The rest are spread out all over Spain.

Nevertheless, immigration being a recent phenomenon in Spain, the legal instruments available in the country are inadequate. Hence, there is a substantial lack of technical, political, legal and social training. The recent massive "regularizations" of immigrants (involving a total of 934,702 individuals since 2000) demonstrates the difficulties the Government is facing in controlling the massive flow of people.

Despite the fact that the debate around immigration is today on the political agenda, it has not really matured and integration is still a marginal, secondary and partial concern in it. Many studies have confirmed that Spain is a country with an emigration culture, an extensive experience in internal mobility and a tendency to accept immigration as a legitimate process deserving respect and support. Yet, the "cultural difference" does not form part of this experience. As a host society, Spain advocates *assimilation* of immigrants, encouraging both their cultural and linguistic absorption, while relegating the use of "other" languages and beliefs to the private realm. Assimilation is not an explicit policy, but a sort of social demand. It is easy to imagine that this attitude towards the immigration phenomenon tends to generate tensions and raise challenges.

Barcelona, the capital of the Federal Region of Catalonia, has received a large number of migrants who have entered Spain elsewhere. In 2001 there were 74,019 recorded, but by 2006 the number had risen to 260,000 according to the Statistical Department. This has caused a number of cultural frictions.

So, looking at the facts and figures above, it is not hard to imagine that immigration is one of the top concerns both for civil society and policy makers. Thus, it is constantly on the agenda of politicians and non-governmental organizations.



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This is the framework in which [ICVoluntaris-Barcelona](#) is operating, with a project called "Speak to me, speak here" (*Parla amb mi, parla aquí*). This project benefits from the important collaboration with [Linguamón](#) - The House of Languages - and the Immigration Focal Point of the [Federació Catalana de Voluntariat Social](#). ICVoluntaris-Barcelona is also in contact with the [Immigration Secretariat of the Generalitat de Catalunya](#), the *Cabinet Technico d'Immigracion*.

The aim of the ICVolunteers' project is to carry out an inventory of entities providing linguistic assistance to foreign immigrants and refugees in need of primary care services who are hampered by the fact that they do neither understand nor speak the local language. "Our idea," explains Maria Vila, ICVoluntaris-Barcelona co-ordinator, "is to support Associations that are already working in the field of immigration, mostly offering linguistic services, like translations of legal documents, simultaneous interpretation during daily interactions and assistance during the legalization process. Strongly believing in a capacity building approach, we are planning to train and collaborate with immigrants, who are already integrated into the society, transforming them into cultural bridges between newcomers and Spanish society."

The project also intends to give a new vision of migrants, an image that shows these citizens as people who are fully integrated into the Catalan society and capable of giving their time volunteering like anybody else.