

DEONTOLOGICAL INDICATIONS FOR THE LINGUISTIC-CULTURAL MEDIATOR

THE ROLE OF THE LINGUISTIC-CULTURAL MEDIATOR (LCM)

The LCM performs the function of facilitating communication between migrants and the workers of the institutions, contributing to the integration of foreign nationals into the host society.

A foreigner and immigrant himself, he works to improve understanding between people of different languages and different cultures, translating all explicit and implicit aspects of communication, thus preventing thereby conflict situations.

PROFESSIONAL CHARACTERISTICS OF THE LCM

Those who meet specific requirements such as:

- a migration experience that enables them to establish the emotional and cultural empathy necessary for the
- relationship is formed in the communication between LCM, user and operator;
- aptitude for listening, ability to empathize with the point of view of others;
- medium-high education (at least a high school degree);
- good knowledge of the Italian reality in which the LCM will have to operate;
- high language skills in their native language both written and oral;
- good level of knowledge of the Italian language;
- good level of knowledge of at least one vehicular language;
- achievement of specific training in linguistic-cultural mediation.

ETHICAL PRINCIPLES

IMPARTIALITY.

The LCM is as impartial as possible because impartiality in communication is a guarantee against distortion of the message. He does not take sides for either one or the other of the interlocutors:

- does not allow himself to be influenced by any of the parties involved in the interview;
- he does not have to defend a cause in favor of the user or the practitioner;
 - shows understanding for the fact that in some circumstances the user considers him or her a compatriot who is able to understand his or her situation; however, he or she must not be biased;
- respects the dignity, right to privacy, self-determination, and autonomy of those who avail themselves of its services, refraining from suggesting its value system. It does not discriminate on the basis of religion, nationality, socio-economic background, gender;
- if he is called upon to intervene in a situation in which he personally knows the user, he must let the service worker know;
- he must not be tempted by the possibility of expressing personal opinions, even if he is asked to do so. He must explain that he is present only as a mediator in the communication between foreign user and Italian operator;
- if the LCM notices that the foreign user or service operator is being treated rudely, he is required to remain neutral and not make personal comments. Preferably, he should not literally translate the insults or insults and just say "the person concerned is angry, expresses insults or offensive comments." In a difficult situation, he should attempt, to the extent possible, to accomplish his task of communication between the parties.

PRECISION

The LCM is required to translate the integrity of what one party says to the other and vice versa. Integrity means a complete and adequate account, not necessarily literal, of all that is said. The LCM must also decode the cultural content present in the communication so that it is understandable to both parties.

He or she must therefore follow the following guidelines:

- at the beginning of each interview introduce himself and explain his role. In any case, he must perform his task in the presence of the Italian operator and the foreign user;
- he must speak clearly and comprehensibly and if he should possibly take notes to avoid forgetfulness, these are covered by professional secrecy. If doubts arise in the translation of a detail or term, he must inform both parties and ask permission to make a verification;
- the translation must be accurate and faithful. When dealing with figures, dates, names, specific notions (e.g. medical or legal) it is essential that it be literal;
- must interrupt in time an excessively long speech of one of the parties involved in the communication in order to proceed to a proper communication of the content of the message to the other party;

- must not accept from any of the parties between whom he mediates money, gifts, invitations of any kind. He must give the intervention a professional character in order to prevent the service user or operator from expecting behavior other than that expected of his role. If this should happen, the LCM must explain that he is already paid by the agency for which he works;
- should not make written translations during the mediation intervention. The service provider may request a written translation directly from CIES. If an oral translation of a written document is needed during the intervention, he or she should not translate word for word but the translation should be limited to a general account of the content of the document;
- refrains from any provision of services other than mediation; consults with CIES in doubtful cases.

PROFESSIONAL SECRECY

THE LCM is required to maintain professional secrecy as a precondition for having the trust of the two interlocutors:

- must be discreet during and after the intervention. All information obtained and the contents of any documents translated in the exercise of the mediation function shall remain absolutely confidential;
- must not produce testimony about the facts of which he/she becomes aware in the course of the mediation and which may harm either of the two interlocutors;
- must avoid letting his professional role and private life interfere. If solicited, he may give the address and telephone number of the agency he works for but never give his private details.

BORDERS

The LCM circumscribes his intervention to what is defined by his professional role. He/she is expected to behave discreetly, not intrusively, and not to consider him/herself the center of the conversation:

- does not personally influence interlocutors either before, during, or after his intervention;
- he acts as a "bridge" in the communication between Italian operator and foreign user, so he should not relate to one of the parties to the exclusion of the other. He must not allow himself to be involved in a position in which he leads the conversation instead of the service operator or user;
- he must limit himself to conducting the mediation without judging; he must not assume the functions of the psychologist, lawyer, friend, doctor, judge or social worker.

COMMITMENTS OF THE LCM WITH RESPECT TO HIS PROFESSIONAL ROLE AND

IMAGE

Compliance with duties in the performance of the professional role determines the successful outcome of the mediation and fosters communication between the parties.

The LCM will take care to:

- comply with the ethical guidelines developed by CIES;
- be aware that he/she is considered by the institution and the user as a representative of CIES. Therefore, he/she shall not make any comments that may harm the reputation of CIES, just as he/she shall not make any comments regarding the institution at which he/she serves and his/her work colleagues. If he/she has any problems, he/she may contact CIES directly;
- make himself or herself available to the periodic update, follow-up and supervision meetings organized by CIES;
- be inspired by the principle of mutual respect and cooperation among work colleagues. Is aware that he/she is part of a work team;
- Confirms his/her conduct to the principles of professional decorum and dignity. Takes care of his own image and attire, which should accord with the context at which he performs his work;
- wear the CIES badge during the entire duration of his/her intervention, which must be returned at the end of the contract.