



Istituzione Gian Franco Minguzzi Bologna – Italy

A tale of two courses

Siaulai, June 27th, 2012

Mission



- The Gian Franco Minguzzi Institution was established in 1980 by Bologna County Council as a research and documentation centre on the history of psychiatry and social exclusion.
- Today, its programs aim to foster a culture of social inclusion, with special attention to mental health

Social inclusion and digital inclusion

The Gdansk conference

Why should we be connected?

- **Promote the social potential of web 2.0**
new spaces and opportunities for communication, cooperation, content generation and active user engagement
- **Promote the development of on-line contents,**
as public services content and useful, accessible digital contents

The Gdansk conference/2

Social inclusion encompasses today digital inclusion

- ❖ **Promote visibility of existing actions**

involve the work of thousands of associations, adult education centers, public libraries working on digital literacy

- ❖ **Promote peer support through peer networks**

an online peer support community is a powerful model to encourage more mentoring

Are Emilia-Romagna citizen on line?

Demographical groups		% of citizen > 6 using internet (mean value 51%)
age	6 - 15 years	60%
	16 - 24 years	87%
	25 - 44 years	76%
	45 - 64 years	49%
	Over 64 years	6%



Source: Regione Emilia-Romagna, processing of Istat and Eurostat data

How are citizens using internet?

	16-24 years	25-34 years	35-54 years	55-74 years
E-mail	82 %	90 %	80 %	67 %
Skype or other VOIP	17 %	19 %	11 %	• %
social network (Facebook, Twitter, LinkedIn)	83 %	55 %	23 %	11 %
using blogs	4 %	9 %	5 %	2 %
Running a website				
Study or business	59 %	37 %	35 %	16 %
Home banking	16 %	38 %	36 %	29 %
e-commerce				
Personal / family (holidays, travel, tickets..)	57 %	69 %	71 %	64 %
Downloaded music, videos, movies, images	45 %	26 %	9 %	4 %

Source: Regione Emilia-Romagna , December 2011

How frequent the use of internet?

	16-24 years	25-34 years	35-54 years	55-74 years
Always connected (smartphone, netbook, notebook,)	39 %	30 %	19 %	6 %
Once a day or more	39 %	37 %	35 %	15 %
Once a week	7 %	5 %	9 %	6 %
A few times a month / seldom / never	15 %	29 %	37 %	73 %

Source: Regione Emilia-Romagna , December 2011

Courses, but how?

Again from the Gdansk conference:

- ❖ people will get online only when they want to
- ❖ people have to find "what's in it for me?", the secret is to touch each person's life
- ❖ adapted approaches are needed for different target groups
- ❖ services must be shown, advantages enhanced, people patiently encouraged to experiment
- ❖ some people who are not digital may get training from friends, relatives, peer learning if they saw a reason to get those skills

Courses, why?

being unfamiliar with ICT is a strong obstacle

- for patients when
 - seeking and applying for a *borsa lavoro* (a working scholarships or internship)
 - trying to develop social experiences and new friendships through social networks
- for families, when seeking reliable information, new contacts and suggestions

Courses, how?

target : 40 patients and their families

- different starting levels
- two diverse learning settings
 - **LET'S CONNECT** for those who have never put their hands on a pc
 - **EXPLORING THE WEB** for people with some experience in pc use

Course programs

LET'S CONNECT for those who have never put their hands on a pc

- ❖ very personal approach with a slow progression, to reassure learners
- ❖ first lessons: introduction to the computer: screen, keyboard, mouse; memories; files and folders; on and off; operating systems, how to work with Windows; desktop, icons, windows; file and folder management; move, cut, copy, paste, rename
- ❖ after the alphabet, the same program designed for the second course

Course programs

EXPLORING THE WEB for people with some experience in pc use

- ❖ Use of e-mail: how to create and account, receive and send e-mails, attachments
- ❖ Communication and social tools on the web (newsletter, blog, forum, chat, facebook)
- ❖ Presentation of web resources and social networks on mental health
- ❖ Browsers, protections from virus and malware; search strategies, how to save, copy, paste, print information retrieved
- ❖ How to produce information uploading and downloading, blogs and social networks
- ❖ Bibliographic search: what kind of document, search of a title, semantic search, search in a single library; articles, periodicals

Courses' objectives

- ❖ to explore the web for information and exchange about mental health
- ❖ to foster self-reliance and confidence in retrieving information and dealing with communication and social tools (blogs, forum, social network)
- ❖ to learn tricks to evaluate sites reliability
- ❖ to visit and use the Minguzzi Library resources

Courses, how?



low number of participants
many tutors to assist teachers and support learners

Courses' objectives



to foster self-reliance and confidence

What happens next?

further on, we will support people with a mentoring activity to reinforce what they have learnt at the Minguzzi library, a launching pad to:

- strengthen research habits
- begin to use all public libraries, to approach more freely information and social institutions



Surprise!



- ❖ Form'Art, a craftsmen's training center started to collect, recondition and distribute for next-to-nothing ICT hardware discarded by companies and private people
- ❖ The distribution channel is geared to courses which, at different level, try to help overcome digital / knowledge divide

Surprise!



The project is supported:

- ❖ by environment associations and local administrations, who appreciate this way to dispose of a risk waste
- ❖ by craftsmen and welfare associations, as a contribution to an innovative cycle and even to create a few more workplaces

Reading suggestions on line

On Minguzzi web site one can already find many reading proposals, about themes which Minguzzi's programs have worked on these last years *<http://bit.ly/KxloCB>*

- ❖ More proposals are being prepared for this project, enriched with movies and web resources

An interesting development

the University of Bologna, Lab on Mental Health and Communication of the Master in Social, Public and Political Communication has developed

<http://psicoarena.altervista.org/>

a blog meant to encourage debate and foster knowledge on mental health / mental disorder, to improve communication and overcome social stigma

An interesting development /2

Information is searched, organized and published under the following headings:

- ❖ Context
- ❖ Good Practice (like the two UK campaign *Time to Change, Time to Talk to Change*)
- ❖ Media
- ❖ Stories
- ❖ Events
- ❖ Research
- ❖ Competitions
- ❖ BlogRoll

An interesting development /3

Psicoarena addresss:

- ❖ social workers, psychiatrists, psychologists
- ❖ associations of relatives of mentally disturbed people, self-help associations
- ❖ communication workers
- ❖ any persons interested in this subject area

An interesting post

Susan Giurleo, psychologist and blogger, says:

Here are 5 ways social media will change mental health care:

- 1. Professionals will collaborate more*
- 2. The stigma and isolation of mental illness will lessen*
- 3. Increased demand for high quality mental health care*
- 4. Ability to offer robust aftercare and maintenance*
- 5. A greater ability to create treatment programs that clients really want and need*

Psicoarena onward

Self-help associations and secondary schools will now be involved to use the blog

- ❖ Psicoarena blog is meant to host stories by people with mental health problems, their relatives and friends, their comments to news
- ❖ On Facebook extremely popular in Italy, a page promotes the blog
- <http://www.facebook.com/Psicoarena>

Let us use Minguzzi' approach

why not take a lively approach to a very serious subject?
theatre, for instance



Progetto "Arte ed emozioni dal sociale.
Il teatro per l'educazione e l'inclusione"

SCENARI SOLIDALI JUNIOR

interventi teatrali con le scuole

a cura di Angela Malfitano/Associazione Tra un atto e l'altro

**TEATRI
SOLIDALI**

tra un atto e l'altro



in collaborazione con





Thanks for your attention!

<http://tiny.cc/dqhggw>