

TAKE CARE PROJECT

in a nutshell



The Take Care Project has the goal to help migrants gain new language skills related to healthcare matters, improve the communication between healthcare providers and patients and give information about the healthcare systems in the partner countries: Bulgaria, Cyprus, Germany, Lithuania, The Netherlands, Portugal, Romania and Spain.

Take Care is directed at migrant organisations, educational institutions and healthcare providers. They are the main channel for reaching different migrant communities in the 8 partner countries, making healthcare more accessible to them and improving their integration in society.

For the purpose, the partners have developed the Healthcare Language Guide for Migrants (HLGM) – a language survival kit containing basic language information on medical issues, attractive language methods for learning the local language and information on the healthcare systems in the partner countries. The HLGM can be used both during language courses for migrants and as a self-study material.

HEALTHCARE LANGUAGE GUIDE

for migrants

The Take Care Family



Phrase Book

PHRASE BOOK

The Phrase Book is divided into 12 healthcare topics. Each topic includes key words, phrases and dialogues. In addition, there is a description of the parts of the human body and some common symptoms.

INTERACTIVE LANGUAGE LEARNING BOOK

The Interactive Language Learning Book is a modern digital version of the Phrase Book where the language content is animated and supported by audio materials for easy language learning.

WORD FAN

The Word Fan provides a list of approximately 30 words from each topic translated into 17 languages. It can be used parallel to the Phrase Book or as a self-study material.



Questions by healthcare providers to be answered by patients with 'YES' or 'NO'	EN	ES	FR	DE	IT	PT	PL	RO	GR	TR	BG	CY	LT
1. Do you have any pain?	Yes												
2. Do you have an allergic pain?	Yes												
3. Do you have a common pain?	Yes												
4. Did you feel unwellness?	Yes												
5. Are you feeling better?	Yes												
6. Do you have any health?	Yes												
7. Do you have a headache?	Yes												
8. Do you have a common cold?	Yes												
9. Do you have any diabetes?	Yes												
10. Do you have any hypertension?	Yes												
11. How are you?	Yes												
12. Have you ever suffered from high blood pressure?	Yes												
13. Have you ever been operated?	Yes												
14. Have you ever had heart problems?	Yes												
15. Do you suffer from diabetes?	Yes												
16. Do you suffer from asthma?	Yes												

BASIC LANGUAGE EMERGENCY KIT

The Basic Language Emergency Kit helps healthcare providers communicate with migrants in emergency situations. It is available in 17 languages.



MEDICAL ROUTE

The Medical Route gives information about the healthcare system of the country, covering emergency, insurance, GP, baby birth, care for elderly people, etc.

All materials are available on the TAKE CARE website: www.takecareproject.eu

WHAT WE HAVE ACHIEVED SO FAR

- + Network of 49 associated partners such as migrant communities, (volunteer) organisations working for the integration and welfare of migrants, adult educational institutes, healthcare providers, etc.
- + 71 migrant organisations involved throughout the project
- + 70 healthcare providers involved throughout the project
- + 94 educational providers involved throughout the project
- + Collection of 31 good practices for integration of migrants related to healthcare matters from 8 European countries
- + Healthcare Language Guide for Migrants produced in 1,800 copies in 9 language versions
- + Interactive Language Learning Book for mobile devices developed in 9 languages
- + A total of 17 training workshops organized in the 8 partner countries with more than 280 language teachers, healthcare professionals and people working for the integration of migrants
- + A total of 25 language courses based on the project products organized in the 8 partner countries with more than 290 immigrants
- + HLGM provided to the language departments of more than 70 migrant organisations and language providers to be used within language courses with over 1,000 immigrants
- + Exploitation seminars organized for target groups representatives in the partner countries
- + A final project conference organized for more than 100 stakeholders
- + About 300 unique visitors per month on the project website (www.takecareproject.eu)

PARTNERS

Pressure Line

visuele en creatieve communicatie

Pressure Line
The Netherlands
+31 10 243 93 65
pl@pressureline.nl
www.pressureline.nl



KU TU Ltd.
Bulgaria
+359 2 981 61 43
office@kutu-bg.eu
www.kutu-bg.eu

INSTITUTO DE FORMACIÓN Y ESTUDIOS SOCIALES



IFES
Spain
+34 96 382 5362
fernando.benavente@valencia.ifes.es
www.ifes.es



Soros International House

Soros International House - SIH
Lithuania
+370 527248 92
daiva@sih.lt
www.sih.lt



dialoge
Germany
+49 8382 944 600
Martina.Stock@dialoge.com
www.dialoge.com



SYNTHESIS
Cyprus
isaia@synthesis-center.com
www.synthesis-center.com



FLEP - Formação,
Língua e Estudos Portugueses Lda
Portugal
+351 2131 52 178
flep1@mail.telepac.pt
www.flep.pt



UMF Gr t Popa
Romania
+40 2322 118 18
ioana.cretu@umfiasi.ro
www.umfiasi.ro



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**+AKE
CARE**
be healthy



www.takecareproject.eu

TAKE CARE PROJECT:

HEALTHCARE LANGUAGE GUIDE FOR MIGRANTS



TRAINING WORKSHOPS & Language Courses

A total of 17 training workshops for migrant organisations, healthcare professionals and language educators were organised in the 8 partner countries with more than 280 beneficiaries. The participants were introduced to the project and its outcomes and got familiar with different techniques for work in a multicultural environment and better integration of migrants in society. Practical activities on the main project product – Healthcare Language Guide for Migrants (HLGM), demonstrated the project methodology and trained the participants how to apply the materials in their work with migrants.

As a follow-up of the training workshops, the partners organised and monitored 25 language courses based on the HLGM which directly involved more than 290 migrants from different communities. The participants gained new language skills related to healthcare matters and improved their confidence when dealing with medical issues and healthcare professionals.

More information on the organised events can be found on the project website www.takecareproject.eu

IN THE NETHERLANDS



The training workshops in The Netherlands were held on 24th and 28th March 2014 at Dona Daria Emancipation Knowledge Centre. 19 participants took part, divided into two groups: one for representatives of organisations and migrant communities helping migrants with their integration in society and another one for representatives of healthcare organisations, language teachers and educators.

“The materials should be offered to all newcomers starting an integration course.”

„Dutch is a very difficult language. I like the audio materials very much because I can practice at home.“



Three Take Care language courses took place in April, May and June 2014: one for women with Moroccan background, one for newly arrived Bulgarians in The Hague and one for mothers with small children in the North District of Rotterdam. Totally 41 participants were involved.

IN BULGARIA

Two training workshops were organised in Bulgaria on 4th and 7th of April 2014 for representatives of migrant organisations, medical staff, language teachers and trainers. 17 target groups representatives took part in the workshops.

“For 20 years in Bulgaria I see summarised information about the healthcare system for the first time. Well done!”

„Very useful information about different diseases and medical specialists.“

Three language courses based on the Take Care materials were organised in Bulgaria. They started in May 2014 for 12 participants. The HLGM was provided to 4 organisations working with migrants and the Take Care materials are being applied in language courses for 19 groups with over 160 migrants from different nationalities.



IN SPAIN



Six training workshops were held in Valencia, Spain, on 2nd and 16th of April; 7th, 22nd and 23rd of May (2014), for 36 participants (representatives of migrant organisations, healthcare and language providers). 12 migrant associations from 10 different countries took part in the workshops.

„Interactions within groups, sharing experiences... the best way to learn from each other“

„There are many cultural differences between the countries but these barriers must be overcome“



Three short language courses were held in Valencia, Spain, on 2nd and 16th of April; 22nd of May (2014), for 30 participants (representatives of migrant organisations and language providers). 12 migrant associations from 10 different countries took part in the courses.

IN LITHUANIA

A training workshop for professional language teachers was organised in Lithuania on 20th of March 2014. It was attended by 8 participants, all of them professional adult educators and language teachers.

“The project is going to be very useful in the future for building bridges between different nationalities in Lithuania.”

“All materials I received during the “Take Care” language course were very important and useful for me!!! ”

The language course for migrants in Lithuania was held on 25th-30th of April 2014. A total of 18 people participated.



IN GERMANY



The training workshop in Germany took place on 21st of March 2014 with 7 participants, including teachers of migrants and nurses. Drama techniques were used to practice healthcare phrases and vocabulary and the participants evaluated theatre games as very helpful in this case.

“I'm only aware now how important it is to be able to communicate about your health in the language of the host country and how frustrating it is, if you can't!”
“I'm touched by the way you taught us and that you gave us the materials”



The language course in Germany took place in May 2014 at a migrant organization in Lindau, Kulturbrücke (culture bridge mostly looking after asylum seekers). 10 people from Senegal, Ukraine, Poland, Montenegro and Afghanistan participated in the course.

IN CYPRUS

The workshop in Cyprus took place on June 20th and involved 7 language teachers who were trained to use the project methodology and products.

“Through this training workshop our role as language teachers has a new dimension. We can provide migrants with valuable information on the local healthcare system and assist them in their integration process.”

“The Word Fan is one of a kind. I will have it with me all the time during my training at the hospital”

Three languages courses took place in Cyprus in May 2014. One at the Home of Cooperation with 7 students from European countries and Turkish-Cypriots, and two at the University of Nicosia with medical students from Egypt, India and European countries (10 participants).



IN PORTUGAL



Two training workshops took place in Portugal on 17-18 March and 24-25 March 2014 with 41 participants. The methodology used was focused on collaborative and active interaction between the participants.

“I learnt many new things and I hope to share this knowledge with other people in near future”

“Very useful, practical and creative course. The materials are focused on real situations which makes the content more appealing and easy to apply.”



Three language courses took place in Portugal (April – June 2014) with about 60 participants from 10 countries: Italy, Moldova, Romania, Russia, Angola, Brazil, Cape Verde, India, Guinea-Bissau and Guinee-Conakri.

IN ROMANIA

The Romanian workshop was organized on March 28-29 in cooperation with UMF Iasi, EuroEd, Iasi Medical Students Society and Romania-Ukraine Friendship Association. There were 45 professionals (language teachers, medical students, migrant communities) from 5 countries (Romania, Moldova, Ukraine, Spain, Georgia). A follow-up video conference took place on May 12 with clinicians, teachers and students from Romania and Chisinau.

“The material brings to the teaching process originality, spontaneity, usefulness, variety, but - most importantly - perfect adaptability to the language learning needs and conditions experienced by today's patients and tomorrow's doctors.”
“Imbued with humanism, “Take Care” is a quintessentially European project. Holding the Take Care word fan, Sisyphus no longer feels alone on the mountain top, with the ancient rock of existence heavy on his back...”

7 language courses were organized in Romania in March-June 2014. Language teachers worked with over 100 medical and dentistry students from more than 15 countries. Overall, 300+ international and 500+ Romanian medical students were reached by the project.

