


## Piazzetta Virtuale CRI

<b>Name / title of service</b>	"Piazzetta Virtuale CRI"
<b>National society / organization</b>	Italian Red Cross (CRI)
<b>Your logo/icon</b>	 <b>Croce Rossa Italiana</b>
<b>Person of contact incl. function</b>	fabio.specchiulli@cri.it
<b>Short description of the digital MHPSS service / practice</b> <i>(max. 1000 signs)</i>	<p>"Piazzetta CRI" is a component of a larger project focused on mental health and psychosocial support for individuals who are already receiving assistance through the telephone psychology support hotline. The project targets individuals aged 65 and above in order to assist them in establishing meaningful relationships to alleviate feelings of loneliness and/or social isolation. In addition, the project also targets people between 18 and 35 years old through psycho-educational activities: the online groups aim to provide participants with tools to better recognize and manage discomfort related to anxiety disorders. Both activities are facilitated by professional psychologists and psychotherapists.</p>
<b>Objectives of the digital MHPSS service / practice</b>	<p><b>Target 65+:</b></p> <ul style="list-style-type: none"> <li>- Promote and strengthen self-esteem and personal identity</li> <li>- Foster the ability to relate functionally with others</li> <li>- Encourage the expression and sharing of one's emotional experiences constructively</li> <li>- Enhance the quality of interpersonal relationships</li> <li>- Develop a sense of belonging to the group and the community</li> <li>- Expand the social network</li> <li>- Encourage the development of empathy (learning to understand the perspective of others and to relate to them)</li> <li>- Foster discussion and dialogue, promoting knowledge and reflection, both individually and as a group, on specific topics</li> <li>- Promote integration, mutual acceptance, and a sense of belonging to the peer group</li> <li>- Improve self-awareness in order to make informed choices</li> <li>- Enhance self-esteem and personal efficacy</li> <li>- Promote personal, relational and social skills (life and social skills)</li> <li>- Enhance communication and relational abilities.</li> </ul>



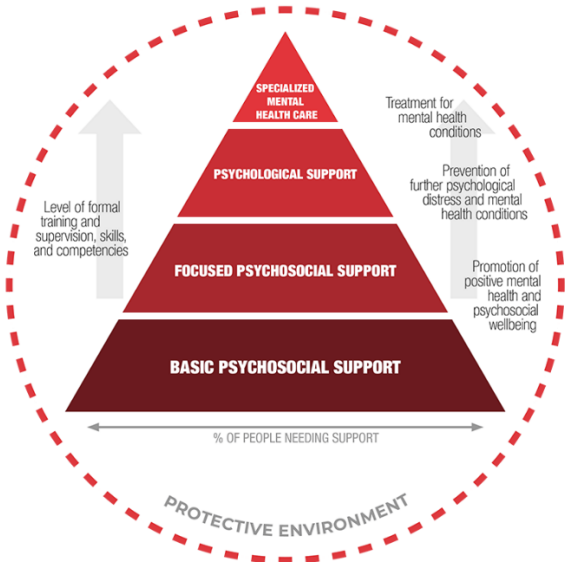
	<p><b>Target 18-35:</b></p> <ul style="list-style-type: none"> <li>- Gain theoretical knowledge of the physiological mechanisms of anxiety</li> <li>- Develop greater awareness and acceptance of one's internal states</li> <li>- Recognize one's emotions and express them functionally</li> <li>- Learn mindfulness, self-observation, awareness and relaxation strategies using breathing as the main tool to functionally manage anxious and stressful situations</li> <li>- Promote the culture of psychological well-being</li> <li>- Encourage discussion and dialogue, increase knowledge and reflection, individually and as a group, on critical topics.</li> </ul>
<p><b>Benefits for target group/s</b> (max. 5 bullets)</p>	<p><b>Target 65+:</b></p> <ul style="list-style-type: none"> <li>- Improve the participants' quality of life through the establishment of meaningful relationships and a supportive social network.</li> </ul> <p><b>Target 18-35:</b></p> <ul style="list-style-type: none"> <li>- Gain the ability to recognize and express one's anxious state, achieve greater awareness and normalize what each person experiences, thereby enhancing the quality of cognitive control over the emotion itself and enabling the attribution of a more appropriate and functional meaning.</li> </ul>
<p><b>Unique Selling Point</b> What makes your digital MHPSS service special/relevant?</p>	<p>Allowing anyone to participate, despite the different social, cultural, economic, and psychophysical barriers. This also includes those who, for various reasons, are confined to their homes or live far from other participants.</p>
<p><b>Specific barriers along the way</b> (max. 3 bullets)</p>	<p><b>Target 65+:</b></p> <ul style="list-style-type: none"> <li>- Difficulty in using digital devices</li> <li>- Initial difficulty in approaching other participants</li> <li>- Initial communication difficulties</li> </ul> <p><b>Target 18-35:</b></p> <ul style="list-style-type: none"> <li>- Difficulty in balancing personal schedules with those required by the activity</li> <li>- Difficulty in actively participating in meeting</li> </ul>
<p><b>Specific facilitators along the way</b> (max. 3 bullets)</p>	<ul style="list-style-type: none"> <li>- Establishment of emotional intimacy among participants</li> <li>- Normalization of discomfort</li> <li>- Remote support</li> </ul>



<b>Business model, finances, donors (internal/external) who have financially contributed to the development of the MHPSS service</b>	<p>The project activities were initially part of the "All for Health, Health for All-Piazzetta CRI" project funded by the SANOFI group. Currently, they are managed directly by the psychological support hotline desk located within the CRI's National Response Center.</p>
<b>Experiences, user stories, quotes or feedback from stakeholders</b> <i>(max. 5 bullets)</i>	<p>All participants had the opportunity to continue the relationships that were formed during the project activities by staying in touch with the others and meeting in person at the end of the project.</p>
<b>Links</b>	<p><a href="https://cri.it/piazzetta-cri/">https://cri.it/piazzetta-cri/</a></p> <p><a href="https://cri.it/supporto-psicologico/">https://cri.it/supporto-psicologico/</a></p>



## Details

<p><b>Languages, in which the digital MHPSS service is available</b></p>	<p> <input type="checkbox"/> English  <input type="checkbox"/> French  <input type="checkbox"/> Spanish  <input type="checkbox"/> Arabic  <input checked="" type="checkbox"/> Others: Italian         </p>
<p><b>Did you work in collaboration regarding your digital MHPSS service? If yes, with whom did you partner?</b></p>	<p> <input type="checkbox"/> Other in-house departments:  <input type="checkbox"/> Partner NS  <input type="checkbox"/> ICRC  <input type="checkbox"/> IFRC  <input type="checkbox"/> NGO  <input type="checkbox"/> Government (ministry of health, ministry of social affairs etc.)  <input checked="" type="checkbox"/> Private sector  <input type="checkbox"/> United nations agencies  <input type="checkbox"/> Academia  <input type="checkbox"/> No collaborations  <input checked="" type="checkbox"/> Others: Public social and health services         </p>
<p><b>Geographical region where the service is accessible</b></p>	<p> <input type="checkbox"/> Africa  <input type="checkbox"/> Asia &amp; Pacific  <input checked="" type="checkbox"/> Europe &amp; Central Asia  <input type="checkbox"/> Middle East (MENA/NAMEH)  <input type="checkbox"/> The Americas         </p>
<p><b>Level of the MHPSS Framework (<a href="#">link</a>)</b></p>	<p> <input type="checkbox"/> Basic psychosocial support  <input checked="" type="checkbox"/> Focused psychosocial support  <input checked="" type="checkbox"/> Psychological support  <input type="checkbox"/> Specialized mental health care         </p> 



<p><b>Target group of the digital MHPSS service</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Children &amp; adolescents</li> <li><input checked="" type="checkbox"/> Older persons</li> <li><input type="checkbox"/> Families of missing persons</li> <li><input type="checkbox"/> Family of persons with mental health conditions, including alcohol and substance abuse</li> <li><input checked="" type="checkbox"/> Persons with physical health issues</li> <li><input type="checkbox"/> Indigenous persons</li> <li><input type="checkbox"/> Migrants</li> <li><input type="checkbox"/> Refugees &amp; internally displaced persons</li> <li><input type="checkbox"/> Prisoners and/or their families &amp; post-release detainees</li> <li><input type="checkbox"/> People affected by violence</li> <li><input type="checkbox"/> People affected by war and armed conflict</li> <li><input type="checkbox"/> People who are homeless</li> <li><input checked="" type="checkbox"/> People who are lonely</li> <li><input type="checkbox"/> LGBTQ</li> <li><input type="checkbox"/> Community helpers</li> <li><input type="checkbox"/> Staff &amp; volunteers</li> <li><input type="checkbox"/> Others:</li> </ul>
<p><b>Format</b> What type of service are you providing? (e.g., peer-to-peer, self-help, hybrid/blended with face-to-face interactions, minimally guided, VR therapy, e-learning)</p>	<p>Peer-to-peer, self-help, minimally guided</p>
<p><b>Evaluation &amp; effectiveness</b> How has the digital MHPSS intervention been, is being or will be evaluated (monitoring, research,...)?</p>	<p>The project was first implemented in 2023 and has thus not been formally evaluated yet. However, it received overall positive feedbacks by participants.</p>
<p><b>Platform</b> Through which channels do you provide your service?</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Website</li> <li><input type="checkbox"/> Progressive Web App</li> <li><input type="checkbox"/> Native app (Android/iOS)</li> <li><input type="checkbox"/> VR solution</li> <li><input checked="" type="checkbox"/> Teams/Skype/Zoom, other online-communication tools:</li>   <li><input checked="" type="checkbox"/> WhatsApp, Telegram, other chat-tools:</li> <li><input type="checkbox"/> Other:</li> </ul>



<b>How to access your digital MHPSS service</b>	<input type="checkbox"/> App Stores <input checked="" type="checkbox"/> Link: <a href="https://cri.it/supporto-psicologico/">https://cri.it/supporto-psicologico/</a> <input type="checkbox"/> Email to: <input checked="" type="checkbox"/> Phone Number: 1520 (public utility service number)
<b>Timeline</b> How long has your service existed? How long will it remain? <i>(max. 500 signs)</i>	One year starting in 2023
<b>Remarks:</b>	
<b>Date of completion:</b>	2024/03/19

