

openicare

Deliverable 1.5 - Collection of textual and visual documentation from onboarding workshops

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Summary

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Introduction

During March and October 2016, the OpenCare partners at WeMake, City of Milan and Edgeryders have convened groups in several places in Europe in order to present the project and its added value to diverse communities of individuals, and engage them to join the online conversation sharing space.

All events have been designed with an interactive component and considerable time allocated for socializing individuals into community dynamics. Moreover, our initial workshop in Brussels in late February has put key individuals and projects working in refugee reception at the forefront in order to attract key expertise and a high level debate around caring for refugees. In line with the OpenCare logic and approach, communities are treated as the real experts in the field and it is by giving them the space to interact that we can gauge the environments and processes in which they go about providing a care service.

Each partner took responsibility for organising and delivering the content of their event, individually or in close connection with one another (for example the Partners in Milano).

Locations and predominant themes were chosen based on an opportunity which was presenting itself: some workshops have been organised in connection with a local event connected thematically because this was lowering the costs - especially when participants were joining from another country; other workshops have been

An example: we chose Thessaloniki as a good location for our workshop in September due to the active social web that is active in the city since the financial crisis hit home in 2009. Being Greece's second biggest city, and the largest city of the country's North, Thessaloniki boasts with life, with a vibrant culture that is merging optimally the city's laid back flair, with its rich history, the university community and contemporary culture. In the last years, Thessaloniki is emerging as a lively incubator of several grassroots initiatives. The first urban gardening projects of Greece happened here, when a group of citizens occupied a former army camp. Social enterprises, consumers' networks, activist groups and a significant arts scene are here at home.

Places where workshops took place: Brussels (2), Milano (6), Berlin (1), Thessaloniki (1).

The average workshop witnessed a participation of approximately 25 people. What follows is a collection of materials, framing narratives, insights from participants and explanation of how the workshop outcomes feed into the OpenCare community which lives predominantly online.



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Calls for participation

#OpenCare
workshop

Vieni a costruire soluzioni hardware e software per monitorare la cura a distanza tramite strumenti open source

**GIOVEDI' 7 APRILE
DALLE 14 ALLE 18**

INFORMAGIOVANI
Via Dogana 2, Milano

La partecipazione è gratuita, iscriviti inviando una mail a opencare@wemake.cc e ricordati di portare il tuo laptop!

TUTTA LA MILANO POSSIBILE
5° FORUM DELLE POLITICHE SOCIALI

Milano

wemake.cc
#makerspace
#fablab

opencare.cc | wemake.cc/opencare

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Outdoor poster of event in Milano.

The call makes a concrete added-value proposition to participants - "The second free hands-on workshop of the #opencare series will take place this next Thursday 7 April 2016 in Milan at '5 Forum delle politiche sociali'. Come and learn how to create an #IoT #opensource service to monitor and take care of your loved ones remotely."



Collaborative inclusion: how migrants-residents collaboration can produce social values. A reflexive design exercise.

Event created 10 months ago in the [LOTE5](#) group by [Ezio Manzini](#)



In collaboration with:

namahn

Recent site activity

- [Noemi](#) created [Approve a](#) articles in the [Administrat](#)
about 8 hours ago
- [Alberto](#) commented on [D](#) in the [OpenCare Research](#)
about 13 hours ago
- [Alberto](#) commented on [At](#) group
about 13 hours ago
- [Costantino](#) commented a group
about 18 hours ago
- [breathinggames](#) commen free/libre and open source
about 19 hours ago

Online platform screenshot showing the listing of the event on the Edgeryders OpenCare website.

Call for a reflexive workshop in Brussels to "explore how collaboration between migrants and residents can strengthen the social fabric. More precisely, we look at what kinds of collaborative services (intended as result-oriented collaborations among different actors) can produce social, cultural and economic value".

We have recruited community facilitators through regular online calls prior to the event and required that participants register in advance by signing up and writing about their own experiences. [Source](#).

Facebook events:

-in Dutch:

Concreet zal u tijdens deze workshop:

- *Samen het Sociale en Medische veld rondom uw organisatie uit tekenen*
- *Zoeken naar gezamenlijke uitdagingen, problemen en leren uit elkaars fouten*
- *Kijken wat de toekomst de bieden heeft en hoe dit makkelijker kan gerealiseerd worden door collaboratieve methodieken*
- *Een vruchtbare grond neerzetten waar alle deelnemers later van kunnen gebruik maken*

Deze workshop heeft als doel iedereen die deelneemt te verrijken en sterker maken om verder te werken aan wat deze sector al doet: zorg brengen aan zij die het nodig hebben

-in French:

Concrètement, pendant le workshop

- nous ferons un mapping du réseau formel et informel des organisations de soins (sociales et médicales) autour de chacun
- nous prendrons le temps de regarder ce que le futur propose et comment se lier aux autres pour en améliorer les « outcomes ». ([source](#))
- nous écouterons les problèmes, les victoires, les murs que chacun a affronté pour en tirer des leçons communes.
- nous finirons avec un terreau fertile sur lequel chacun pourra s'appuyer pour s'organiser à Bruxelles et donner les soins nécessaires aux citoyens.

Also available for reference:

[Dutch](#), [French](#) & [English](#) invitations to one of the workshops in Brussels.

Workshops activities

While the organising of the events differed from team to team, they were all structured so that they included an introduction to OpenCare and opportunities for participants - many of whom are working in care provision or reception - to share insights from their work.

Thorough documentation by the project team and various community facilitators made it possible for those insights and the deeper conversations around them to be transferred online where the large, cross-country OpenCare conversation is hosted.

Some key features of the onboarding workshops:

- A core schedule coupled with informal interaction



In Milano: "some gentlemen have expressed were strongly attracted by some practical solutions created through 3D printers, such as bottle opener. This "pragmatism" is very much in line with their lifestyle, made from solutions often arranged but very functional. Several have shown interest in continuing their experience participating in meetings of co-design" ([source](#))

- A focus on community activation and challenges: how more people and groups in the immediate environments of participating people and projects can be activated to become care providers

TRANSITION FRAMING



CONTINUE

- Development of social cooperative enterprises, and support to small-scale businesses.
- Centres for life-long learning.
- Dialogue on the Commons.
- Existing public social structures.
- Care projects at public Centres for Environmental Education

ELIMINATE

- Institutional framework for patents.
- Bribing and corruption.
- Concentration of knowledge and health structures.
- Cronyism and impunity.
- Indifference and stigma against socially vulnerable groups.
- Dependence on multi-national companies.
- Inertia in accepting and adopting innovation.

IMPROVE

- Bureaucracy.
- Access to public open space.
- Connecting human and environmental health.
- Proportionality in social contributions.
- Way of granting social allowances.
- Empowering local producers and suppliers of goods.
- (Economic) self-sufficiency and decentralisation of local communities.
- Empowering and connecting local Food & Health Councils.
- Evaluation and accountability.
- Prevention and interdisciplinarity.
- Development and access to scientific knowledge.
- Accessibility for challenged people and care for the elderly.
- Better training of care staff.
- Generation and transfer of intergenerational knowledge.

COMPLEMENT

- Development of Open Library (Open Data & Open Medicine).
- Encrypted health record.
- Schools supporting cooperativism.
- Primary care / Family doctor.
- Inclusion of alternative ways of therapy and care in the insurance system.
- Inclusion of climate resilience in the health and care system.
- Development of new treatment programmes for care staff.
- Connecting public procurement with health and environmental criteria.
- Preparatory mourning.



In Thessaloniki, participants were asked to engage into collaborative dialogue on the future of care in Greece, using the **World Café** method. They were divided in two groups and shared ideas on different and multi-level care structures. People from one group swapped with the other, in order to cross-pollinate their knowledge which was later harvested to reveal interesting connections between different aspects of care. To visualise these change dynamics, participants were then asked to engage into **Transition Framing**, investigating aspects of the care system that should be continued, eliminated, improved or complemented. ([source](#))

Another methodology present in one of the Brussels workshops was to showcase three refugee inclusion projects and do intensive group work. The work involved auditing those projects from a design point of view and looking at spaces for improvements: "Our first obstacle: the owner of the building is not so happy that minor refugees will move into his building. So we tried to convert some of future co-working spaces from our other startup into temporary accommodation for refugees. But we were sued by our neighbours. But we won: we have legal expertise and took the case very seriously. "This is a crazy venture, but it is important to address the crisis. As entrepreneurs, we know camps are not enough, and should get involved when we see the opportunity." ([source](#))

The workshop in Berlin began with a round for participants to introduce themselves. This led straight into individual and collective reflection and the mapping of questions that mattered to participants.

Here, three key issues emerged, which participants gathered in three working groups to address.

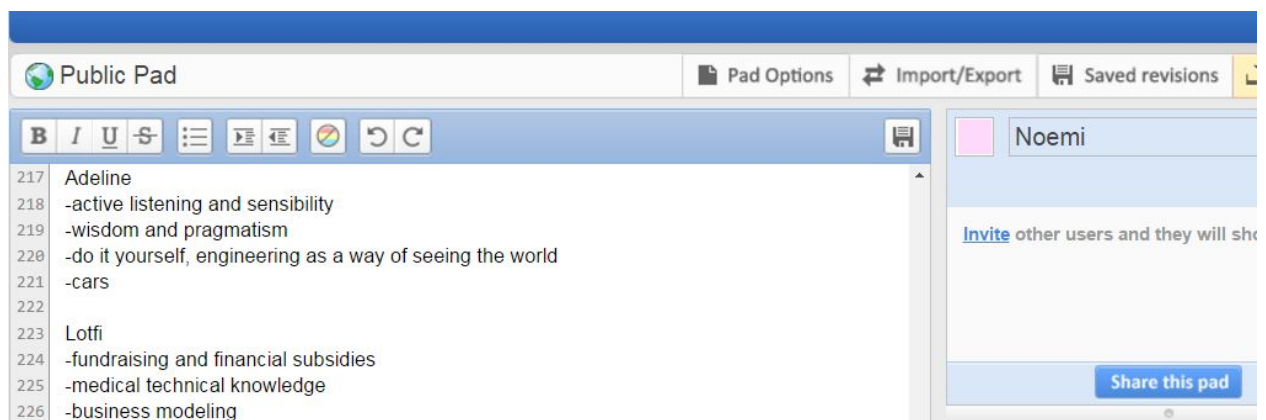
One group tackled the question of **"How can we provide care and preventative care adequately and accessibly?"** in a process of collective brainstorming and idea development.

Another group addressed the question of: **"How can we, based on commonalities, learn more from each other?"**

The third working group focused on the question: **"How can we increase the societal appreciation for a public welfare oriented social system?"**

Also during this idea development and brainstorming process, the need for people to meet in person in "their" area, city, country was emphasized. ([source](#))

- Collaborative, live note sharing by participants to ensure reflection time in the follow up of the workshop. All notes are transferred in the OpenCare community space within days.



Source: <https://titanpad.com/KRlyZXvSW6>



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● Live tweeting



nextlearning
@nextlearningnet



Following

der Berlin **#OPENandChange** Workshop ist in vollem Gange! Inspirierender und spannender Austausch und Gruppenarbeit

View translation



RETWEETS

3

LIKES

2



12:24 PM - 24 Sep 2016

Source: <https://twitter.com/nextlearningnet/status/779612445715423233>

- Deepening of topics in the follow up: being rigorous about documentation, posting project stories and reflections in the online community so as to draw more engagement in OpenCare and ensure the project is inclusive of those who could not physically participate

Preventive Mourning

Submitted by [Pavlos](#) on 2 days ago



During the workshop, there were interesting ideas around the topic of "preventive mourning". Maybe [@Village-Psy](#) would like to share some more aspects on this topic?

[delete](#) [edit](#)

[reply](#)

preventive mourning

Submitted by [Village-Psy](#) on a day ago



Preventive mourning was used as a concept, and was the theme of one of the experiential workshops during our psychotherapeutic encounters at village psy. During these workshops which took place in nature, up in the mountain of the Centaurs -where Centaur Chiron the wounded therapist is said to have lived -we were exploring various aspects of trauma.

Preventive mourning is the symbolic or realistic expectation of loss which

Source: <https://edgeryders.eu/en/comment/24775#comment-24775>

"Everyone seems to be looking for cooperation with others, but has little ideas or experience on how to set it up. We're not wired for it and the system is not built for it. People mostly think of big plans come to mind for an intensive cooperation. These cooperations require trust, which is built by interacting and working together. However the trust building seldom takes place, because there is no other, smaller opportunity to interact or work together. It's kind of an endless loop. So in my view this comes back to finding small projects to kickstart further cooperation. I think this was also mentioned during the workshop in Brussels on the 24th." - Winnie, community member ([source](#))

Some challenges to continuing the conversation on the OpenCare platform have been raised by communities in Milano - particularly policy makers and traditional stakeholders - and are documented in order to mitigate them. "For sure some of those who attended the meeting (in particular social workers) have expressed some



doubts or cautions, or even just a sense of "disorientation" about issues and languages that do not belong to their daily way of operating. This did not surprised us. Others were naturally more tuned" [\(source\)](#).

Outcomes

- Edgeryders are mobilizing a growing, online network of care initiatives spread all over Europe, Africa and the United States to bid together for the MacArthur Foundation's large grant for financing the solving of a world problem - in our case social and health-care.
"We are applying for the 100 million dollar grant with a "decentralized application", with hundreds of communities, and organizations large and small, a swarm of solution providers working on a cloud of problems related to the provision of health and social care. You are welcome to join us."
More info: <http://openandchange.care>
- The City of Milano working with policy makers envision
 - a) a **working day on OpenCare** (January 2017) which should be attended by policy makers and strategic stakeholders dealing with innovation in public policies (among which Fondazione Cariplo and Fondazione Mattei and other key-actors in the milanese network of care);
 - b) a **series of open meetings** aimed at discussing a "policy prototype" or other concrete outputs of the OpenCare project, which will involve the above mentioned "working group" and other interested actors.

Participating people, communities or projects (a selection)

Refugee Care (Brussels)

- Ezio Manzini. Designer, interested in social innovation and sustainability. Collaborates with the [OpenCare](#) project. [More](#)
- Yara Al Adib. Designer. Originally from Syria. [More](#)
- Gido Van Den Ende. Expert on the history of migration in Europe. Currently hosting refugees in his Dilbeek home. [More](#)
- Vishall Jankie. User experience- and service designer at [Namahn](#), a design company in Brussels. Passionate about human-centered design, travelling and surfing. [More](#)
- Stefanos Monastiridis. Professional interests in citizen participation, systems thinking and design for transformation. Also with Namahn. [More](#)
- Mousab Alshikh. Professional in the furniture industry & economic analysis, he fled the war in Syria to make a new life in Belgium. [More](#)
- Rand Abu Fakher. A student in music and sound engineering, she had to interrupt her studies due to the war. In Belgium, she returned to one of her favourite pastimes: designing jewellery. [More](#)
- Orwa Isaac. In his work, he would like to combine ideas from the West and the East. He wants to build a future in Belgium for himself and his family. "Hope and setting goals is the key to success." [More](#)
- Virginia Tassinari. She has always been interested in connecting the world of philosophy and design. In her work at LUCA arts, Virginia mainly focuses in her projects, teaching and writing on the relationship between social innovation and philosophy, practice and theory. [More](#)
- [Dine With Us](#). Our idea is pretty simple, just share a meal, learn recipes and teach your own. We have now over 100 registrations, it's working OK but we need to grow.
- [StudioRefugee](#). We match (graphic) designers (and design-students) with refugees to design products that contain real refugee-stories, then sell the products.
- [SmartSocial](#). I have a hospitality startup. What with refugee crisis, we asked ourselves whether we could use that expertise and team towards social housing. So we started a first project serving minors in the European contract. We have a very good relationship with FedAsil

Social protection and elderly care/ Open Science and Tech (Milano)

- [Welfare di Tutti](#), a strong initiative made by City of Milan to manage social services, in particular domiciliary services, in a different way (community driven services).
- "Mare Culturale Urbano": a Milan based project for social innovation. They are working on a cultural district in the Quarto Cagnino area creating a cultural centre and implementing integration and capacity building activities through urban regeneration, social inclusion and cultural innovation. The choice of this community is motivated by the fact that it is made of people who, despite their advanced age and the problems related, constantly try to find ways and solutions to have fun with their passion. [More info](#)
- Antonia Madella Noja, [Foundation Togheter to Go](#), (for rare diseases)
- Cristina Dornini . [Foundation Together to Go](#)
- Monica Napoli, Project Manager, [Cooperativa Farsi Prossimo](#) (Cooperative with social services for migrants, vulnerable people)
- Emanuela Losito, Projects Officer, Social policies, City of Milan
- Gabriella Rodano, Services for people with disabilities, City of Milan
- Monica Montingelli, Services for people with disabilities, City of Milan
- Marco Rasconi, [Ledha Milano](#), Association for rights of people with disabilities
- Lara Luppi, [Spazio Aperto Servizi](#), Social Enterprise, Services for people with socio-economic problems
- Lucia Pigni, [Don Gnocchi Foundation](#), Research Activity on biomedical and biotechnological sector, Social and Health Services for disabled people, children, old people, terminally ill people.
- Sara Honegger, [Asnada School](#), Experimental school of Italian Language.
- Enrico Bassi, [Opendot](#), Makerspace in Milan

Solidarity and health resilience groups (Thessaloniki and more broadly, Greece)

- ['Big Bang Schools'](#)
- [Knowledge & Inspiration community in Thessaloniki](#)
- [Village Psy](#) - Encounters in Psychotherapy
- [Tópio](#): Engagement – Empowerment - Expression
- [Kiposz](#) (City as a Resource)
- [SC!FY](#) applies and offers scientific knowledge for free
- [COSMUS \(diy\)](#) - One to One: Donating backpacks full of care
- [MAZI](#) - People fighting depression TOGETHER
- [Developing a Community Supported Agriculture network](#) to promote for food sovereignty and agroecology in Greece
- [Migrants social center in Thessaloniki](#)
- [Mobilizing parents to offer care irrespective of their own hurdles](#)
- [Positive Voice Greece](#): Creating peer-to-peer networks and open infrastructure to help HIV/AIDS patients

- [MESA](#) - Using the transformative power of art to build community in the prison.
- [Orange House Athens](#)
- [KANNABIO](#) uses a crop on the edge to drive cooperative agriculture in Greece
- [FRODIZO](#) offers free care to the elderly inside their homes
- [FairCoop](#) - Spreading the seed of cooperation to replace competition
- [Creating a culture of blood donations to save lives.](#)
- [Big Bang Schools](#) see children as tutors because they believe in miracles
- [Facilitating communities of action for the common good and the interests of the Polis](#)
- [#BackToCommons](#): Building new narratives that connect our societies - not separate them

Community activism and care practices in and between groups (Berlin)

- [Next Learning](#)
- www.berlinimwandel.de
- [CareFab Lab](#)
- [Discovering Hands](#): training for detecting early breast cancer
- [Fokus Wachstumswende](#) is a project that offers a civil society platform connecting various civil society organizations and scientific institutions that are looking into alternatives to an economic model that is dependent upon constant growth, and thus the depletion of the environment and the exhaustion of human resources.

Urban participation and resilience (Brussels)

Community facilitators have mapped the networks involved in a [graphical content](#) map. Among others:

- Xavier – Makestorming ([French version](#), [English version](#))
- Yannick – Huis VDH ([Text 1](#), [Text 2](#))
- Sigried – [Repurposing space](#)
- Ginette – [Sidenote on the role of the gouvernement](#)
- Laurent – [DoucheFlux](#)
- Maite – [Infirmières de Rue](#)
- Winnie – ReaGent ([Text 1](#), [Text 2](#))
- Ybe – [Traumatour](#)
- Rozina – [Belgium Design Council](#)



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Other media or visual documentation



Outdoor poster in Milano

“

**THE GREEK CRISIS HAS A SIDE THAT NOT MANY
PEOPLE TALK ABOUT - HOW WOULD PAYING BACK
THE DEBT AFFECTS ITS ENVIRONMENT? PAYING
OFF THE MONEY LENT FROM THE INTERNATIONAL
INSTITUTIONS WOULD CREATE A HUGE
ECOLOGICAL DEBT IN TERMS OF LACK OF
SUSTAINABLE LAND USE AND WASTE
MANAGEMENT.**

**RESTORING THE ZOMBIE ECONOMY
[HTTP://BIT.LY/29J0YNH](http://bit.ly/29J0YNH) - #OPENCARE**

ENTREPRENEURSHIP AS ACTIVISM / A PLAN C FOR EUROPE

”

An example of the many such digital flyers we used in our social media efforts to promote community stories ahead of the workshops.



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Mare Urbano community of elderly in Milan



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Community in Thessaloniki



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Community in Brussels



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Community in Berlin

Note: Full repositories of dated photographs and visual imagery is available upon request from noemi@edgeryders.eu.



References

February, 25th 2016, Brussels at SMartBE: **Collaborative inclusion: how migrants-residents collaboration can produce social values. A reflexive design exercise.**

<https://edgeryders.eu/en/lot5/collaborative-inclusion-how-migrants-residents-collaboration-can>

<https://edgeryders.eu/en/lot5-doc/documentation-collaborative-inclusion-how-migrants-residents>

March, 12th 2016, Milano at Arci Olmi: **Opencare meets an older age group used to dance old-fashioned style (in collaboration with Mare Culturale Urbano)**

<https://edgeryders.eu/en/opencare-research/milano-citizen-engagement-report-mare-culturale>

March, 17th 2016, Milano at Villa Pallavicini: **Opencare meets a group of Migrants**

<https://edgeryders.eu/en/opencare-research/opencare-outreach-events-meeting-with-migrant>

March, 30th 2016, Milano at WeMake: **Opencare meets a group of Parents of disabled children (joined to x Vivaio Association)**

April, 7th 2016, Social Politics Forum, City of Milan

<https://edgeryders.eu/en/opencare-research/localactivity-prendersi-cura-con-strumenti-open>

April, 19th 2016, Milano - Spazio "Welfare di tutti": **Opencare meets the members of S. Gottardo Social Street**

<https://edgeryders.eu/en/opencare-community-groupnode/open-care-meets-sangottardo-socialstreet>

July, 20th 2016, First meeting of Policymaking Group

<https://edgeryders.eu/en/opencare-research/report-local-activity-policy-making-group>

September, 3rd Thessaloniki: **Greeks imagine the Future of Care**

<https://edgeryders.eu/en/openandchange-thessaloniki-greeks-imagine-the-future-of-care>

September, 24th Berlin: **OpenandChange Workshop in Berlin**

<https://edgeryders.eu/en/openandchange-workshop-berlin>

September, 24th Brussels at HUIS VDH: **OpenandChange Workshop in Brussels**

<https://edgeryders.eu/en/openchange-workshop-brussels-a-symposium>