



EASY ITALIA: BEST PRACTICES 2010 – SECURITY/LINGUISTIC MEDIATION

1)

THE FIRE BRIGADES OF NUORO ASK: We need a linguistic mediation for two Swiss tourists who got lost in the mountains – in the area of the Gennargentu – in order to locate them.

ANSWER: One of the Easy Italia operators calls the two Swiss tourists who got lost in the mountains to offer language support and mediate between them and the Fire Brigade. The Easy Italia operator, after reassuring the tourists that rescue operations have begun, collects all the information necessary to locate them and promptly transfers them to the Fire Brigade. He also provides the operational headquarters of the corps of forest rangers in Nuoro with the same information. The latter will afterwards report us that they have succeeded in rescuing the two Swiss tourists.

2)

THE POLICE OF CAGLIARI AND THE FIRE BRIGADES OF NUORO ASK: Two Spanish tourists who got lost in the Gennargentu mountains asked for our help by dialling 112. The problem is that they only speak Spanish and we are not able to communicate with them. We would like to benefit from your language support service.

ANSWER: Thanks to several conversations between one of the Easy Italia operators and the Spanish tourists in trouble, we managed to reconstruct the event and to refer it to the Police.

The **linguistic mediation** provided by Easy Italia, (which lasted the whole night long until the next morning), enabled the Fire Brigade, which had been meanwhile alerted by the Police, to understand the exact position of the tourists and to carry out the rescue operation. The Easy Italia operator remained constantly in touch with the two Spanish and helped the Police realising that the two tourists were no longer proceeding on one of the paths indicated in the map, as the rescue team had supposed, but that they were stuck on the rock face they had climbed. This information turned out to be essential when the rescue teams had to choose which side of the mountain to climb. Phone calls among the lost tourists, the Easy Italia operator and the Fire Brigade proceeded until the rescue mission was accomplished. These conversations provided rescue teams with detailed information about the tourists' position and health conditions and enabled them to explain the tourists their operations.

3)

TWO SPANISH TOURISTS ASK: Somewhere around Villasimius someone broke into our car and stole our personal belongings, including our documents and our return flight tickets to Spain. We would like to know the best procedure to follow in order to check in. Our flight is departing from the airport of Cagliari tonight at 10 p.m.

ANSWER: After we called the Office of the Custom Police in Cagliari, we informed the tourists that their airline company could enable them to check in without ticket and identity card as long as they provided a theft report. Therefore, we offered them our **linguistic mediation** service helping them communicate with the Police and report the fact.

4)

THE FIRE BRIGADE OF NUORO ASK: We need your linguistic support in order to communicate with two Spanish tourists who got lost in the mountains around Nuoro. In order to understand where they are exactly located, we need to know whether they have a GPS or something they can use to light a fire, so that we can identify them more easily. We can provide you with the tourists' phone numbers so that you can call them.

ANSWER: The Easy Italia operator calls the Spanish tourists translating to them all the questions asked by the Fire Brigades. In particular, she makes sure whether the tourists have a well-functioning GPS device or are able to give landmarks that can help drawing precise geographical coordinates. She also suggests them to light a fire, so that the Fire Brigades can more easily identify them.

Further phone calls are aimed at leading tourists towards the field where the Fire Brigade helicopter would land. The **assistance by phone** ends up about 15 minutes later, when the Fire Brigades finally identify the tourists.