MAJOR HAZARDS AND PEOPLE WITH DISABILITIES

TOOLKIT

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PREAMBEL

Safety of people with disabilities is a matter of basic rights. The processes of sharing information, learning from good practices and standardising approaches between European countries are essential.

The Council of Europe's publication on « Major Hazards and People with Disabilities » offers an overview of the state of the art in emergency preparedness and disaster risk reduction for people with disabilities and shows that there is much potential to improve emergency preparedness for people with disabilities.

That is the reason why the Council of Europe organised a survey aiming to collect such good practice in the member states in order to obtain information about promising initiatives or programs and to compile a toolkit.

The present toolkit provides **guidance for civil protection professionals and decision-makers** on how to use their resources to improve resilience at national, regional and – above all – local level to all inhabitants.

Despite the fact that the initiative for the toolkit emerged from the particular focus on people with disabilities, **the content is based on the concept of « Design for All » underlining that suggested activities should take into consideration human diversity in a holistic way**.

On the other hand it should be borne in mind that continuously evolving attitudes and technologies will impact on the toolkit contents. These contents are therefore not rigid and their implementation needs to be considered as an ongoing process.

The toolkit will be most useful when in the hands of professionals and decision-makers. Its aim is to support them to make their own informed choices and adopt a more "evidence-based" approach. The evidence it contains is a supplement to, rather than a substitute for professional and political judgment. It provides no guaranteed solutions or quick fixes.

The toolkit covers the **seven success factors** described in the publication « Major Hazards and People with Disabilities », to serve as a red thread, namely:

1. Political commitment / decision maker's commitment
2. Co-ordination and continuity
3. Networking
4. Strategic planning
5. Knowledge management
6. Identification and optimisation of resources
7. Communication

Where necessary, each success factor will focus on the different phases of the cycle of disaster preparedness and response, including the phases of:

a) Assessment and identification
b) Prevention, preparation, alert and warning
c) Emergency response
d) Post-response rehabilitation and remedial action

As already mentioned above, **the toolkit reserves a particular attention to the local level** and tries to provide guidance on how to include local particularities into a generalised structure at regional or national level.

Under every major entry, it addresses the following questions that are essential for attainment of full respect for the rights of people with disabilities in emergency preparedness and disaster risk reduction:

➢ What is this particular success factor?
➢ How effective is it? (examples and/or case studies)
➢ How secure is the evidence?
➢ What are the costs?
➢ What should I consider? (answers by professional groups; To be presented in a box or highlighted in a different way)

1. Legal context for the toolkit

1.1. The UN Convention (CRPD) on the rights of people with disabilities

The main challenge for successful achievements is the effective and holistic combination of concepts, decisions, their implementation and control mechanisms. The UN Convention on the Rights of Persons with Disabilities (CRPD) has potential to guarantee such effectiveness and to serve as a valuable model. It provides not only a list with concrete domains where initiatives are to be taken, but it recommends also the levels of responsibility for coordination and monitoring, and it defines a procedure for controlling the results within clearly defined time frames.

Article 35 - Reports by States Parties

1. Each State Party shall submit to the Committee, through the Secretary-General of the United Nations, a comprehensive report on measures taken to give effect to its obligations under the present Convention and on the progress made in that regard, within two years after the entry into force of the present Convention for the State Party concerned.

2. Thereafter, States Parties shall submit subsequent reports at least every four years and further whenever the Committee so requests.

The obligation to consider persons with disabilities in Disaster risk management policies is anchored in article 11 of the CRPD.

Article 11 – Situations of risk and humanitarian emergencies

States Parties shall take, in accordance with their obligations under international law, including international humanitarian law and international human rights law, all necessary measures to ensure the protection and safety of persons with disabilities in situations of risk, including situations of armed conflict, humanitarian emergencies and the occurrence of natural disasters.

When defining the measures to be taken with reference to Article 11, States Parties need also to considerate supplemental obligations described in the CRPD.

One of these obligations includes the right of persons with disabilities to choose where and how they want to live.

Article 19 - Living independently and being included in the community

States Parties to this Convention recognize the equal right of all persons with disabilities to live in the community, with choices equal to others, and shall take effective and appropriate measures to facilitate full enjoyment by persons with disabilities of this right and their full inclusion and participation in the community, including by ensuring that:

a.   Persons with disabilities have the opportunity to choose their place of residence and where and with whom they live on an equal basis with others and are not obliged to live in a particular living arrangement;

This specific article of the CRPD is of particular interest with reference to the question of registration of people with disabilities frequently mentioned in discussions about DRR policies. Demographic change and trends towards deinstitutionalization have as a result a

growing number of persons with disabilities prefer to live in their own homes instead of institutions.

On the other hand, for example, rescue services need to base their DRR action plans on a maximum of detailed information related to the kind of situations to be faced in case of a disaster.

When looking at articles 22 and 31 of the CRPD, it becomes obvious, that the question of registration will gain particular attention in this toolkit.

Article 22 - Respect for privacy

1.   No person with disabilities, regardless of place of residence or living arrangements, shall be subjected to arbitrary or unlawful interference with his or her privacy, family, home or correspondence or other types of communication or to unlawful attacks on his or her honour and reputation. Persons with disabilities have the right to the protection of the law against such interference or attacks.

2. States Parties shall protect the privacy of personal, health and rehabilitation information of persons with disabilities on an equal basis with others.

Article 31 - Statistics and data collection

1. States Parties undertake to collect appropriate information, including statistical and research data, to enable them to formulate and implement policies to give effect to the present Convention. The process of collecting and maintaining this information shall:

a.   Comply with legally established safeguards, including legislation on data protection, to ensure confidentiality and respect for the privacy of persons with disabilities;
b.   Comply with internationally accepted norms to protect human rights and fundamental freedoms and ethical principles in the collection and use of statistics.

2. The information collected in accordance with this article shall be disaggregated, as appropriate, and used to help assess the implementation of States Parties' obligations under the present Convention and to identify and address the barriers faced by persons with disabilities in exercising their rights.

3. States Parties shall assume responsibility for the dissemination of these statistics and ensure their accessibility to persons with disabilities and others.

A supplemental challenge when developing DRR action plans will be the question on how to inform and warn the population in case of a disaster. For instance, persons with disabilities living independently in their own homes, will not only comprise persons with reduced mobility due to physical impairments, but also persons with sensorial or cognitive problems, including blindness, deafness or learning difficulties.

Article 21 - Freedom of expression and opinion, and access to information

States Parties shall take all appropriate measures to ensure that persons with disabilities can exercise the right to freedom of expression and opinion, including the freedom to seek, receive and impart information and ideas on an equal basis with others and through all forms of communication of their choice, as defined in article 2 of the present Convention, including by:

a.   Providing information intended for the general public to persons with disabilities in accessible formats and technologies appropriate to different kinds of disabilities in a timely manner and without additional cost;

Furthermore, the UN CRPD calls for setting up of national action plans in order to translate the general recommendations into concrete action taking into consideration the local, regional and national context and habits.

Article 4 - General obligations

States Parties undertake to ensure and promote the full realization of all human rights and fundamental freedoms for all persons with disabilities without discrimination of any kind on the basis of disability. To this end, States Parties undertake:

3. In the development and implementation of legislation and policies to implement the present Convention, and in other decision-making processes concerning issues relating to persons with disabilities, States Parties shall closely consult with and actively involve persons with disabilities, including children with disabilities, through their representative organizations

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1.2.   Council of Europe Action Plan

Council of Europe Recommendation 2006-5 of the Committee of Ministers to member States on the Council of Europe Action Plan to promote the rights and full participation of people with disabilities in society: improving the quality of life of people with disabilities in Europe, 2006-2015

1.2. Fundamental principles and strategic goals

1.2.1. Fundamental principles

Member states will continue to work within anti-discriminatory and human rights frameworks to enhance independence, freedom of choice and the quality of life of people with disabilities and to raise awareness of disability as a part of human diversity.

Due account is taken of relevant existing European and international instruments, treaties and plans, particularly the developments in relation to the draft United Nations international convention on the rights of persons with disabilities.

The Council of Europe's New Strategy for Social Cohesion (2004) points out that there has to be particular commitment to ensure access to human rights for people who are at risk of becoming vulnerable, such as children and young people, migrants and ethnic minorities, people with disabilities and the elderly.

The Disability Action Plan acknowledges the basic principle that society has a duty towards all its citizens to ensure that the effects of disability are minimised through actively supporting healthy lifestyles, safer environments, adequate health care, rehabilitation and supportive communities.

1.3. Mediterranean Major Hazards Agreement (EUR-OPA)

Council of Europe Recommendation 2013-1 of the Committee of Permanent Correspondents on the inclusion of people with disabilities in disaster preparedness and response, adopted at the 64th meeting of the Committee of Permanent Correspondents of the European and Mediterranean Major Hazards Agreement (EUR-OPA)

The Committee of Permanent Correspondents of the European and Mediterranean Major Hazards Agreement (EUR-OPA),

Recommend that member States of the European and Mediterranean Major Hazards Agreement (EUR-OPA):

1. Integrate specialised measures for people with disabilities into national disaster risk reduction policies, planning processes, training curricula and emergency response practice, favouring, as appropriate, investment in long-term strategies that would reduce the vulnerability and exposure to disaster of people with disabilities;

2. Design and promote national programmes and standards for the protection, rescue and care of people with disabilities when and where they are at risk of disaster;

3. Design and promote measures at the community level through local administrations and civil protection services, making use of local organisations that provide care and representation to people with disabilities;

4. Ensure that people with disabilities are included in the entire disaster risk reduction process and that, wherever possible, their viewpoints are taken fully into account;

5. Ensure that education and training for the protection and assistance of people with disabilities are firmly in the mainstream curricula for incident, crisis and disaster management and response;

6. Support the efforts of the Agreement to promote inclusive disaster risk reduction for people with disabilities in its member states mainly through the promotion of adequate regulations, the sharing of expertise, the organisation of training programmes and the promotion of good practice.

And invites the Secretariat to submit the above Recommendation to the Committee of Ministers for information and possible distribution to all member States of the Council of Europe.

1.4. UN Guidelines for National Platforms for Disaster Risk Reduction

A National Platform for DRR can be defined as a nationally owned and led forum or committee of multistakeholders.

It serves as an advocate of DRR at different levels and provides coordination, analysis and advice on areas of priority requiring concerted action through a coordinated and participatory process.

A National Platform for DRR should be the coordination mechanism for mainstreaming DRR into development policies, planning and programmes in line with the implementation of the HFA.

It should aim to contribute to the establishment and the development of a comprehensive national DRR system, as appropriate to each country.

An "*online survey, produced by the UN Office for Disaster Risk Reduction (UNISDR) and partners, consulted nearly 6,000 persons with disabilities in 126 countries on how they cope and prepare for disasters.*

The results show that people living with disabilities across the world are rarely consulted about their needs in times of disasters. In cases where they need to evacuate such as during floods or earthquakes, only 20 per cent of respondents said they could evacuate immediately without difficulty, 6 per cent said they would not be able to evacuate at all and the remainder said they would be able to evacuate with a degree of difficulty.

… The 22-question survey also shows that 71 per cent of respondents have no personal preparedness plan for disasters and only 31 per cent always have someone to help them evacuate while 13 per cent never have anyone to help them.

… Persons with disabilities also face difficulties after disasters have struck, as emergency and care systems are poorly designed for people depending on help or having disabilities, said Ms. Wahlström, briefing the press in New York as part of the activities under way at Headquarters to mark the 2013 International Day.

… The top five hazards or disaster risks faced by survey respondents were floods, extreme weather, tornados, drought, and earthquakes. UNISDR said it has decided to continue the survey until the end of the year to expand the sample."

http://www.un.org/apps/news/story.asp?NewsID=46238#.VHC-6jh0zIU

2. Ethical considerations

Ethical considerations

It is a general ethical principal that people with disabilities should be encouraged and helped to live independently and to play a full a role in mainstream society. While severe forms of mental or physical disability might preclude that, many people with disabilities have a good ability to participate strongly in a wide range of activities in regular society, and some are able to live autonomously. They should not be discouraged or prevented from doing so. The UN Convention on the Rights of Persons with Disabilities goes further and stresses the importance of respecting human rights.1 It points out the responsibility of society to support the inclusion of people with disabilities.

■ People who live with severe disabilities have an ethical right to assistance from the rest of society that enables them to live their lives as fully as possible. In close-knit societies in which family sizes are large, most people with disabilities are cared for en famille. However, many others are not the beneficiaries of sufficient family resources and so require to be cared for by the state and civil society. State or charitable assistance may need to be financial, administrative, logistical, medical and social. Moreover, they need to respect the increasing wish and right of people with disabilities for autonomy and self-determination.

■ When disaster strikes, or a major incident occurs, people with disabilities have a right to receive the same level of protection as is given to the rest of society. In other words, disaster should not be the occasion to suspend fundamental human rights. This may require that people with disabilities receive a greater level of assistance than at other times. The help that is given should ensure that they are not put into a position of disadvantage with respect to vulnerability reduction, warning, evacuation, shelter, recovery, reconstruction, or any of the other fundamental actions associated with risk reduction and disaster response. Their basic human rights to privacy, courtesy, impartiality and measures to ensure their safety should not be infringed because they live with disability.

■ In many countries, these ethical goals are far from being achieved: however, they remain essential goals and no government, society, organisation or community should be deterred from striving to attain them. Disasters and emergencies represent a particular class of adversity. This should not be used as an excuse to reduce the level of attention, the magnitude of resources, or the strength of safeguards regarding the position and care of people with disabilities in society. In other words, there is no justification for relaxing either ethical or moral standards, or human rights, during a major incident or disaster.

3. Implementation of the Concept of Design for All in DRR

The EuCAN publication "Design for All in progress – from theory to practice" confirms that the term Design for All is increasingly being used by all kinds of actors, but that unfortunately there is still huge scope for individual interpretation of what it really means in terms of correct implementation.

The success of new actions or achievements depends on the connection or connectivity of such actions with other existing or new initiatives, avoiding thus "isolated" accessibility solutions and adopting a holistic way of thinking. This is true as well when adapting existing DRR action plans with the aim of including the particular needs of people with disabilities.

It is a reality that missing resources may necessitate restricted choices or limited priorities. However such limitations or priorities should not impact on future adaptations. The identification of the priorities should be based on user-centred design and identifying priorities with all the stakeholders involved in order to make sure that the most urgent demands are covered.

A promising Design for All approach is always built on solid partnerships between all the stakeholders and a well-balanced representation of all those who will benefit, exert influence on or be influenced by the project.

The choice of stakeholders to get involved can be a tricky question especially when one group is too dominant or one important key player is missing. This usually happens when the design process is not holistic enough and does not include the necessary consultation i.e. with the people that should install it or maintain it. It is also usual to forget user groups which might be disadvantaged by the solution delivered.

The challenge is to adopt Design for All "thinking" and this means, that Design for All affects all areas like general administration, planning, decision making, communication, finances, services delivery, etc.

Success ultimately depends on the professionalism and the coherence of activities and on the definition of common factors that provide maximum potential for the best possible implementation of initiatives.

As already identified within the "ECA for Administrations" seven interdependent Success Factors can be defined:

1. Commitment of the Decision-Makers
2. Coordinating and continuity
3. Networking and participation
4. Strategic planning
5. Knowledge management and qualification
6. Optimisation of resources
7. Communication and marketing

4. Seven steps towards successful implementation of Design for All in DRR

Disasters and their impacts can vary considerably from one place to another around the world and emergency response systems are strongly influenced by their political and cultural backgrounds. However, the conceptual approach to disaster risk management can be summarised in terms of a set of common factors as described in the following chapters.

The level of implementation for emergency strategies is very different at international level. In order to identify the level of preparedness, different phases can be identified, namely: awareness, inception, development and consolidation. These phases are summarised in the following table that can be used to verify the completeness of existing DRR action plans, but also as a template for drawing new ones.

Phases of transition

	awareness	inception	development	consolidation
political commitment	Motivating the government to become active	Deciding to start the process of implementation	Creating an official mandate and attributing tasks	Including the measures systematically in budget provisions
co-ordination	Deciding who should take responsibility for the task	Nominations and job description	Organising actions and reporting	Establishing the co-ordinating body in official structures
networking	Identifying potential partners	Inviting internal and external partners and define roles, structures and working methods	Establishing working methods	Maintaining the structure and acquiring expertise
strategic planning	Looking for possible models	Defining goals, aims and actions	Developing a master plan with agreed and fixed strategies, actions, timescale and resources.	Organising an on-going assessment of quality and success levels
knowledge management	Rising levels of interest and appearance of questions	Situation analysis (legal framework, documentation, etc.). Identifying needs for education or external expertise.	Setting up a common knowledge base (for education, training, information, conferences, etc.)	Managing newly acquired knowledge on an on-going basis
resources	Looking for existing resources (voluntary roles)	Clarifying the allocation of resources	Allocating resources according to a master plan and opportunities	Assigning stable resources
communication	Interest appears (through key experiences, press releases, etc.)	Communicating and announcing intentions. Seeking external exchange and communication.	Communication and feedback of steps achieved	On-going monitoring of quality and success (customer

Table for the assessment of DRR policies

Completing the cells of the table allows assessing local, regional or national DRR policies. Empty fields call for initiative to be taken.

	Awareness	Inception	Development	Consolidation
Political commitment				
Co-ordination				
Networking				
Strategic planning				
Knowledge management				
Resources				
Communication				

4.1. Political commitment

Governments must make clear decisions and include in their political agenda the commitment to make a serious effort to develop effective disaster risk management for people with disabilities. As part of the more general endeavour to ensure the safety of their constituent populations, they must consistently pay attention to such people's needs.

4.1.1. The need for a holistic strategy with respect to human diversity

In 2013 EASPD consulted its members with the aim of providing a service providers' perspective in the solutions of the existing challenges.

People with disabilities constitute a very large minority that consists of between one sixth and one fifth of the general population of most countries. When major incidents and disasters occur, people with disabilities face hardship that is potentially greater than that of the majority population, and they can suffer additional forms of discrimination or neglect. Whereas measures for the general population are usually created for groups, a certain number of persons with disabilities require individual assistance, which may involve a fundamental reorientation in the way that civil protection services are planned and delivered. … *Regardless the efforts of countries to improve their emergency preparedness, little has been done to include people with disabilities into practical programmes of action in civil protection*.

Preparing for disaster with and on behalf of people with disabilities requires political commitment, national and local co-ordination, strategic planning, networking, knowledge management, optimisation of resources and the development of good communication strategies.

The conclusions of the survey were the following:

- *Disaster preparedness and response plans should include specific guidelines on supporting persons with disabilities, based on their involvement.*
- *Support for people with disabilities has to be provided in close cooperation with those who have the specific knowledge of their needs and the know-how to meet them.*
- *Civil protection services should mainstream disabilities into their disaster preparedness and response plans.*
- *Social awareness on the topic needs to be raised. More information needs to be provided by the national governments and local entities in case of disasters.*
- *Organisations need more cooperation, training and knowledge on disaster preparedness and response, focusing on supporting persons with disabilities.*

http://www.easpd.eu/sites/default/files/sites/default/files/DRR/easpd_disaster_preparedness_response_survey_report.pdf

4.1.2. Interesting examples

UN ISDR – Guidelines National Platforms for Disaster Risk Reduction

Success factor

x	Commitment of decision makers
x	Coordination / continuity
	Networking
	Strategic planning
	Knowledge management
	Optimising resources
	Communication and marketing

Part of the DRR cycle:

x	assessment and identification
x	prevention, preparation, alert and warning
	emergency response
	post-response rehabilitation and remedial action.

Target

Political decision makers

Description
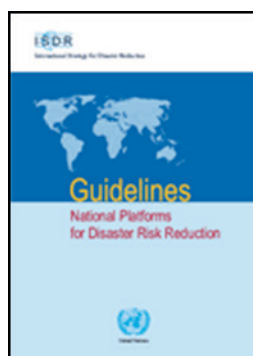
The document describes disaster risk reduction is as « *a crosscutting and complex development issue. It requires political and legal commitment, public understanding, scientific knowledge, careful development planning, responsible enforcement of policies and legislation, people-centred early warning systems, and effective disaster preparedness and response mechanisms.* »National Platforms for DRR are country-specific long-term processes engaging higher-level policy makers. The document presents a list of principles to be considered, including a *participatory component* with recommendation to involve *relevant groups, including various government bodies, the private sector, NGOs and academic institutions*.

References / More info

http://www.unisdr.org/files/601_engguidelinesnpdrr.pdf

Success factor

|	
x	Commitment of decision makers
x	Coordination / continuity
x	Networking
	Strategic planning
	Knowledge management
	Optimising resources
	Communication and marketing

Part of the DRR cycle :

x	assessment and identification
x	prevention, preparation, alert and warning
	emergency response
	post-response rehabilitation and remedial action.

Target

- emergency services and local authorities
- non-emergency services, such as electric companies
- general public, including disabled people

Description

The Cabinet Office is responsible for coordination and emergency planning at national level across Government in the United Kingdom.

The Civil Contingencies Act (2004) also establishes a legislative framework for emergency planning arrangements at a local level.

Part 1 of the Act places a legal obligation upon emergency services and local authorities (defined as "Category 1 responders" under the Act) to assess the risk of, plan, and exercise for emergencies, as well as undertaking Business continuity Management. Category 1 responders are also responsible for warning and informing the public, including disabled people, in relation to emergencies. Local authorities are also required to provide business continuity advice to local businesses.

The Act also defines 'Category 2 responders'. These are non-emergency services, such as electric companies. The Act places legal obligations for increased co-operation and information sharing between different emergency services and also to Category 2 responders that might have a role.

The Act also requires Category 2 responders, many of whom are private sector bodies (e.g. utilities, transport companies), to co-operate and share information with Category 1

responders (e.g. emergency services and local authorities) to inform multi-agency planning frameworks.

Every 2 years, the National Security Risk Assessment looks ahead 20 years to assess and prioritise all major areas of known national security risk, both domestic and overseas.   This Assessment also involves discussions with disabled people and their representatives.

References / More info

4.2. Co-ordination and continuity

In order to guarantee the effective development, application and monitoring of emergency systems for people with disabilities, one particular body of governmental administration must be responsible for co-ordination and the continuity of initiatives. In close cooperation with all relevant stakeholders, it will be the task of the co-ordinating body to make sure that all relevant information is collected and centralised.

4.2.1. Description of the coordinator's missions

The coordinator's role mainly consists in setting up and maintaining network communication, following up strategies and actions. The coordinator is also responsible for storing and circulating knowledge accumulated and produced during the process. The potential impact of the coordinator depends from his/her the position in the local hierarchy.

4.2.2. The importance of continuity of actions

The coordinator has to ensure the continuity of the process so that no momentum is lost over the years due to decreasing stakeholder commitment and that there is no risk of all the efforts and resources allocated being lost at any stage along the road.

UK - Local Resilience Forum (LRF)

Success factor

	Commitment of decision makers
	Commitment of decision makers
x	Coordination / continuity
x	Networking
	Strategic planning
	Knowledge management
	Optimising resources
	Communication and marketing

Part of the DRR cycle:

x	assessment and identification
	prevention, preparation, alert and warning
	emergency response
	post-response rehabilitation and remedial action.

Target

- organisations that have a duty to co-operate under the Civil Contingencies Act
- disabled people and their representatives also attend the meetings

Description

To ensure co-ordination at local level, the main mechanism for local multi agency cooperation is the Local Resilience Forum (LRF).

These are based in local police areas and bring together all the organisations that have a duty to co-operate under the Civil Contingencies Act.

The Civil Contingencies Act allows responders access to a Forum to consult, collaborate and disclose information with each other in order to facilitate planning and response to emergencies. The LRFs meet on a regular basis and disabled people and their representatives also attend the meetings, so that they have an opportunity to discuss any particular areas of concern.

The Equality Act 2010 places public bodies under a duty to ensure that when carrying out their functions they do not discriminate against disabled people. To help ensure compliance with the duty Local Resilience Forums meet regularly and disabled people and their representatives take part in these discussions.

References / More info

Success factor

	Commitment of decision makers
	Commitment of decision makers
x	Coordination / continuity
	Networking
	Strategic planning
	Knowledge management
x	Optimising resources
	Communication and marketing

Part of the DRR cycle :

x	assessment and identification
x	prevention, preparation, alert and warning
	emergency response
	post-response rehabilitation and remedial action.

Target

Decision makers

Description

In order to further assist the work of the Council of Ministers in the field of crisis management, the Government Crisis Management Team (GCMT) has been established - chaired by the prime minister. The Minister of the Interior and the Minister of National Defence act as deputy chairs of GCMT. The main task of the GCMT is to provide advice and opinions on issues connected with initiating and coordinating activities related to crisis management, including civil planning at the national level.

The main tasks of the GCMT are as follows:

- Developing proposals to use the capabilities and resources necessary to restore control over emergency situations;
- Providing advice in the field of coordinating the activities of government administrations, state institutions and the emergency services in emergency situations;
- Providing opinions on the national emergency response plan and submitting it to the Council of Ministers for approval;
- Providing opinions on national and provincial critical infrastructure protection plans and submitting them to the Council of Ministers for approval.

The GCMT performs its tasks in line with the Defence Response Plan, unless martial law is introduced and the system of managing state defence is activated.

According to Act on Crisis Management the Government Centre for Security (GCS) was established and is operating since mid-2008. The Director of Government Centre for Security is the secretary of the GCMT. The GCS is a new institution dealing with the coordination of efforts in the field of crisis and emergency management, which include, e.g. detailed presentation of methods and means of reacting to threats and limiting their results, gathering information on threats and analysing collected materials as well as developing conclusions and recommendations for preventing and counteracting threats. Within its scope of responsibilities the GCS also prepares plans or the use of the Polish Armed Forces in support of the state administration in the event of emergency situations when the crisis exceeds the means at regional level.

References / More info

Success factor

X	Commitment of decision makers
X	Coordination / continuity
	Networking
	Strategic planning
	Knowledge management
	Optimising resources
	Communication and marketing

Part of the DRR cycle :

X	assessment and identification
X	prevention, preparation, alert and warning
	emergency response
	post-response rehabilitation and remedial action.

Target

Governmental bodies involved in the cycle of DPR

Description

The HCPN (Haut Commissariat à la Protection Nationale, High Commission for National Protection), under the authority of the Prime Minister, is responsible for the overall coordination of all governmental bodies involved in the cycle of DPR, whereas for specific risks different ministries with their respective administrations normally take the lead, always in cooperation with other ministries

On a local level the mayors of the different municipalities are by law responsible for the safety of their inhabitants. They are automatically involved in DPR matters in case of an event touching their territory.

Being a small country, there exists from an administrative point of view no intermediate regional level.

In case of major national emergencies a national Crises Cell (CC), governed by the CSPN (Senior Council for National Protection) and chaired by a member of the Government is managing the event. The CC is composed of representatives of all the ministries, administrations and agencies implicated, depending on the nature and scope of the crisis.

The law from 28th July 2011 on the approval of the UNCRPD provides that the elaboration and implementation of laws and policies in relation with the UN Conventions and in other decision-making processes related to persons with disabilities, closely consult and actively involve disabled persons, including children with disabilities, through organizations representing them. Pursuant to article 11 all necessary measures have to be taken to ensure

the protection and safety of persons with disabilities in situations of risk, including armed conflict, humanitarian emergencies and natural disasters.

References / More info

http://www.hcpn.public.lu/plans_nationaux/index.html

Success factor

	Commitment of decision makers
x	Coordination / continuity
	Networking
	Strategic planning
	Knowledge management
	Optimising resources
	Communication and marketing

Part of the DRR cycle :

	assessment and identification
	prevention, preparation, alert and warning
x	emergency response
	post-response rehabilitation and remedial action.

Target

Operational staff and rescue services

Description

Coordination Team for Emergency Management and municipal management teams in emergencies are responsible for coordination in case of emergency events.

At the top of the pyramid in case of emergency events is the Coordination Team for Emergency Management, headed by Prime Minister of Montenegro, which brings key decisions implemented by the Operational Staff of Emergency Management. Operational Staff, besides of representatives of the Ministry of Internal Affairs, includes representatives of all relevant government agencies and organizations that can contribute to more effective response to the challenges of risk that threaten Montenegro. At the local level, municipal teams were formed for emergency management to coordinate the activities of the competent authorities of local governments for the protection and rescue of people and property, and the mitigation and elimination of consequences of emergency situations.

References / More info

Success factor

	Commitment of decision makers
	Coordination / continuity
	Networking
	Strategic planning
	Knowledge management
	Optimising resources
	Communication and marketing

Part of the DRR cycle :

	assessment and identification
	prevention, preparation, alert and warning
	emergency response
	post-response rehabilitation and remedial action.

Target

- participants in the activities of prevention, protection and rescue in disasters,
- civil protection operational forces

Description

The National Protection and Rescue Directorate was established by law as an independent administrative, technical and operational body. Its mandate is the management of operational forces and coordinating the activities of other participants in the activities of prevention, protection and rescue in disasters, conducting timely information to civil protection operational forces, monitoring the implementation of the prescribed measures and actions which are aimed to protect and rescue people, goods and environment, enforcement mobilization for the protection and rescue system etc.

References / More info

Republic of Croatia - National Protection and Rescue Directorate

Success factor

	Commitment of decision makers
x	Coordination / continuity
	Networking
	Strategic planning
	Knowledge management
	Optimising resources
	Communication and marketing

Part of the DRR cycle:

x	assessment and identification
x	prevention, preparation, alert and warning
	emergency response
	post-response rehabilitation and remedial action.

Target

Operational services in DRR

Description

The Administration for Civil Protection and Disaster Relief (hereinafter ACPDR), which is a constituent body of the Ministry of Defence of the Republic of Slovenia, is the authority responsible for the whole cycle of disaster preparedness and response in the Republic of Slovenia. It performs administrative and professional protection, rescue and relief tasks as well as other tasks regarding protection against natural and other disasters. ACPDR is divided into six internal organizational units (four sectors and two services) based in Ljubljana as well as 13 other ACPDR branches operating throughout Slovenia. Within each branch there is a regional notification centre that performs a 24-hour duty service. Altogether, 300 people are employed at ACPDR branches and notification centres.

Disaster management system is one of the three pillars of the RS national-security system that also encompasses protection, rescue and relief activities. The aim of the system is to reduce the number of disasters and to forestall or reduce the number of casualties and other consequences of such disasters. Due to the geographical characteristics of Slovenia, natural disasters, especially floods, summer storms, fires and earthquakes, are common phenomena. The danger of environmental disasters is increasing due to urbanization and industrialization; however contemporary threats of terrorism and the occurrence of various contagious diseases also contribute a significant part.

References / More info

Administration of the RS for Civil Protection and Disaster Relief

4.3. Networking

At least one network should exist that allows stakeholders to meet and exchange information about the challenges to be met if risks are to be identified and solutions are to be found. These networks should always be open to new members and should take full account of evolutionary changes in technology, habits and expectations.

4.3.1. The importance of local networks

Any concerned stakeholders should be invited to participate in the process from the outset. In order to identify which stakeholders should be invited diversity and inclusiveness have to be ensured. Stakeholders could be for example users of the built environment as well as persons responsible for the maintenance, legal requirements and (public or private) funding sources (e.g. politicians, employees, volunteers), and other experts providing input for certain areas (e.g. architects, engineers, geographers, planners, craftsmen, therapists).

For practical reasons, and due to the diversity of possible actors (politicians, employees, volunteers and external experts), it can be more effective to set up different (sub-)networks.

4.3.2. Holistic approach through networking at all levels

The coordinator should guarantee efficient cooperation within the network(s) based on clear rules for participation. The principle of consensus will be a key issue in guaranteeing both success of the project and recognition for the achieved results.

4.3.3. Interesting examples

Moldova – Networking with citizens and associations

Success factor

	Commitment of decision makers
	Coordination / continuity
x	Networking
	Strategic planning
	Knowledge management
	Optimising resources
	Communication and marketing

Part of the DRR cycle :

x	assessment and identification
x	prevention, preparation, alert and warning
	emergency response
	post-response rehabilitation and remedial action.

Target

Citizens, representatives of associations and other stakeholders

Description

In conformity with Article 7 of the Law No. 239 of 13 November 2008 on the transparency in decision making, the public authorities are obliged, as appropriate, to undertake steps to ensure opportunities for participation of citizens and associations and other stakeholders interested in decision making, inclusively by:

- disseminating the information concerning the annual programs (plans) of activity, their placement on official web pages of public authorities and posting them at the headquarters of the latter, in accessible ways to the public spaces and/or by transmitting or disseminating the information by central and local mass-media, by case;
- informing, in established manner, on the organisation of the decision making;
- institutionalization of co-operation and partnership mechanisms with the society;
- reception and examination of recommendations of the citizens, associations and other interested parts, are made in conformity with the law, in the view of their use at the elaboration of new draft decisions;
- consultation of the opinion of all interested parties in examination of project decisions, according to the law.

References / More info

Success factor

	Commitment of decision makers
	Coordination / continuity
x	Networking
	Strategic planning
	Knowledge management
x	Optimising resources
	Communication and marketing

Part of the DRR cycle :

x	assessment and identification
x	prevention, preparation, alert and warning
x	emergency response
x	post-response rehabilitation and remedial action.

Target

Decision makers and rescue services

Description

The needs of people with disabilities are considered in several national disaster preparedness and response plans, specifically in the national nuclear accident action plan and the national "Flu Pandemic" action plan.

Concerning the national nuclear accident action plan (in process of reviewing), the specific needs which people with disabilities might have, are particularly met by two measures: evacuation of people with disabilities and taking in charge of these persons at the rest centres established to provide temporary accommodation for the evacuated population.

Concerning the national "Flu Pandemic" action plan, the vaccination concept of the population includes specific measures facilitating the vaccination of persons with disabilities, specifically the taking in charge of these persons at the established vaccination centres or the possibility to vaccinate people with disabilities at their home by mobile medical teams.

In 2006, following the lessons learned during the great waves of heat, a special plan was developed, which specifically targets elderly and/or disabled citizens. In case of high risk of heat wave, a public information campaign is started through the media. Institutions, hospitals, support networks and home care services are informed by a centralized alert manager system across different parallel communications channels: email, SMS, Voice, Fax .

On a local level, a specific evacuation plan must be developed together with local firefighters for schools and facilities accommodating elderly persons. These individual plans must take into account the specificity of residents (disability, reduced mobility).

Municipalities are obliged to establish urban land-use plans for their respective territories. They have to identify risks (risk of landslides, flooding zones…) and must take into account known risks when working out such plans.

In Luxembourg the disability council Info-Handicap runs a national disability information and meeting centre. Due to the small size of the country, the missions of that centre are very broad and include any questions related to disability. This particular position facilitates the networking and concert action at all levels. Unfortunately the commitment towards such networking varies a lot among the potential partners at different levels. The reasons for these differences can be found in diverging priorities, lack of knowledge, missing resources and in the fact that decisions are made at different levels and in a decentralised way.

Through its way of working based on contacts with different partners, a national council like Info-Handicap can sometimes create horizontal shortcuts and raise awareness for the necessity of cooperation, connecting thus relevant players.

In the context of DRR, one official body is responsible in Luxembourg for the general coordination of the CRPD implementation, while the practical organisation of safety and emergency services is shared by a wide range of different actors, depending on the particular kind of emergency.

Awareness raising and training activities related to accessibility questions or to the participation of people with disabilities is again the responsibility of diverse actors.

With reference to the description of missions in the fields of awareness raising and concert action, an organization like Info-Handicap should take up this challenge. However, in order to avoid waste of energy and loss of time, such a task should be based on an official mandate. All this means that there is a strong need for building up horizontal networking and coordination within and between official bodies and a council representing disability organizations.

References / More info

4.4. Strategic planning

A master plan should be set up and constantly updated. The organisation of training activities and the evaluation of emergency exercises should be part of a constant process of adaptation of the master plan.

4.4.1. What should be the elements of a successful strategy

To follow a strategic planning a Master Plan should be designed – including all strategies, resources, time-schedule (short, medium, long-term) , coordination and concrete actions to be carried out, with well-defined milestones to facilitate the follow-up. It should be as detailed and accurate as possible and must be evaluated at the end of the process.

However a Master Plan should not be rigid. It should allow flexibility in order to ensure that all stakeholders actively participate in the process. From the initial broad goals to detailed actions, all elements of the plan must be subject to negotiation with the aim of achieving consensus at every step.

On the other hand, progress made, the knowledge acquired about the topic and changing circumstances or opportunities are likely to bring about the need for a change in strategies, a rescheduling of actions, and a reallocation of resources.

To ensure the success of the process and all actions a constant evaluation and update of the strategic planning is necessary e.g. an annual survey and Master Plan update approximately every five years.

4.4.2. Interesting examples

<mark>United Kingdom:</mark> **Every 2 years, the National Security Risk Assessment looks ahead 20 years to assess and prioritise all major areas of known national security risk, both domestic and overseas. This Assessment also involves discussions with disabled people and their representatives.**

4.5. Knowledge management

A coherent programme of knowledge management should be used to ensure the transfer of acquired know-how to those who can benefit from it. This knowledge would facilitate the organisation of training activities and allow emergency schemes constantly to be improved. Specific added value will be provided by the involvement of people with disabilities and their organisations.

4.5.1. Assessment of training and education needs

Handicap International - Disability Inclusive Community Based Disaster Risk Management (CBDRM) Toolkit :

More than 226 million people are affected by disasters every year, the majority living in developing countries.

… The World Health Organization (WHO) estimates that 15% of the world's population, or 1 billion people, have a disability. Persons with disabilities are disproportionately represented amongst societies' poorest; with reduced income earning opportunities and poorer access to services. In the event of a disaster they are amongst the most vulnerable members of society.

National and international laws and conventions recognise the equal rights of persons with disability in disasters. … Despite these international mandates, disaster response rarely meets the needs and rights of persons with disabilities. Handicap International, through its work in disaster situations has found that shelters and camps and other vital services such as water and sanitation and food distribution are often inaccessible, and that weak protection systems leave persons with disabilities at risk of physical, mental and sexual abuse. It has also observed that persons with disabilities are frequently less informed about the situation and the resources available and their specific needs overlooked.

As well as not having their needs met, persons with disabilities also face being identified solely as passive victims, their capacities overlooked and their right to participate in decision making ignored.

An inclusive approach to CBDRM help to address these issues, ensuring that services and systems are adapted to meet the diverse needs of community members, and that all individuals are empowered to take action to reduce their own risk.

4.5.2. Existing training and education supports

Handicap International - A toolkit for practice in South Asia

Success factor

	Commitment of decision makers
	Coordination / continuity
	Networking
	Strategic planning
x	Knowledge management
	Optimising resources
	Communication and marketing

Part of the DRR cycle :

x	assessment and identification
x	prevention, preparation, alert and warning
x	emergency response
x	post-response rehabilitation and remedial action.

Target

Disaster risk management practitioners and policy makers

Description

Part one of the toolkit introduces definitions and approaches to disability and describes the relations between disability and disasters

- *Persons with visual or hearing impairments may not receive early warning messages which rely on these senses and persons with intellectual or mental impairments may not understand what warning messages mean or how to react to them appropriately*
- *Persons with disabilities may not be able to evacuate quickly enough, or without assistance. They may be over-looked or ignored by search and rescue teams*
- *Inappropriate carrying techniques during rescue may cause additional injury or make existing impairments worse*
- *Shelters and essential facilities (such as water and sanitation) may be inaccessible*
- *Systems for providing relief items may be inaccessible due to distance, queues and insufficient communication and relief items may not meet the specific nutritional or health needs*
- *Persons with disability may not be adequately protected from physical and sexual abuse*
- *Opportunities for rehabilitation support may not be communicated and they may lack influence to ensure their entitlements are met*

- *Persons with disabilities may lack resources and assets to recover from disaster and face greater vulnerability to future shocks and disasters as a result*

A key principle for CBDRM is recognising that disasters are not an inevitable fact of life, but are the result of a combination of hazards and vulnerability (see definitions). This logic is often presented by an equation

$$\textit{Disaster risk} = (\textit{vulnerability} \times \textit{hazard}) / \textit{capacity}$$

Part two provides guidance on how to reduce barriers, organise DRR planning, how to set up early warning systems, how to organise inclusive first aid and rescue. It provides information on accessible shelters and on capacity-building. Finally it shows how to take a disability inclusive approach to stockpiling.

"Commit to being disability inclusive.

… Everyone has a responsibility for supporting the inclusion of persons with disabilities. Inclusion of persons with disabilities is a matter of rights; rights that Government, Non-Governmental Organisations (NGOs), Community Based Organisations (CBOs), service providers, community and family members all have a duty to uphold."

Part three of the document is a toolbox designed to complement the information in parts one and two of the toolkit.

References / More info

http://www.preventionweb.net/english/professional/publications/v.php?id=32279

Success factor

	Commitment of decision makers
	Coordination / continuity
	Networking
	Strategic planning
x	Knowledge management
	Optimising resources
	Communication and marketing

Part of the DRR cycle :

	assessment and identification
	prevention, preparation, alert and warning
x	emergency response
	post-response rehabilitation and remedial action.

Target

Personnes mal- et/ou non-entendantes

Description

Que font deux médecins urgentistes, un enseignant sourd et une interprète en langue des signes quand ils se rencontrent? Ils créent ensemble un code gestuel unique en son genre utilisable par les équipes de secours. La solution pour communiquer dans les catastrophes et situations d'urgence, malgré les décibels, les masques et les barrières linguistiques. Le principe s'applique aussi à d'autres domaines et situations à risques.

Il s'agit d'un code visio-gestuel sur mesure, basé sur l'intuitivité, pourvue mémorisation facile et un apprentissage rapide. Le code s'inspire en partie de la langue des signes française et est adapté à la médecine. En deux gestes d'une fraction de seconde, un secouriste est ainsi capable d'informer son collègue qu'il place sous oxygène la victime sans connaissance, à raison de 3 litres par minute. Ce code compte 120 signes et il peut être appris en deux jours.

Translation:

What happens when two emergency doctors, a deaf teacher and a sign language interpreter meet? They create all together a gestural code to be used by emergency services! The solution allows for communicating in disaster situations, despite decibels, masks and linguistic barriers. The principle can also be transposed to other fields and situations of risks.

It is an intuitive visio-gestural code, easy to memorize and to learn. The code is partially inspired from the French sign language and is adapted for medicine. With two sign in the fraction of a second, a rescuer will be able to inform his colleague that he is putting under

oxygen by 3 litres per minute a conscious less victim. The code counts 120 signs and can be learned within two days.

References / More info

http://www.b4com.eu/

Part of the DRR cycle :

	assessment and identification
x	prevention, preparation, alert and warning
	emergency response
	post-response rehabilitation and remedial action.

Success factor

	Commitment of decision makers
	Coordination / continuity
	Networking
	Strategic planning
x	Knowledge management
	Optimising resources
	Communication and marketing

Target

People with functional needs resulting from impairments and disabilities

Description

The conceptual model KE-MUST delivers a frame for the systematic recording, description and analysis of the functional needs of people with impairments and disabilities. They have to be taken into account during planning, initiation and support of personal disaster preparedness and self-help. KE-MUST is important in the complementary rescue services and in disaster preparedness and prevention also.

The model KE-MUST is an enlarged model of Kailes (Kailes and Enders 2007 – originally C-MIST, especially the component 'Empowerment', added by Geenen and Strangmeier 2014).

The model KE-MUST is helpful to analyse the functional needs of persons with impairments or disabilities during emergency and disaster planning and at the onset of disaster. It is necessary to recognize functional needs and to overlook none of them. Dependant on local circumstances and functional needs the model can be modified during the planning process and may be used for suggestions, discussion, examination or expansion.

•   For persons with impairment (and/or supportive persons or relatives) the model is useful to develop personal disaster preparedness and self-help, because from the model hints can be derived – about necessary functional support in an emergency, during evacuation or in the course of a disaster.

•   Disaster manager, political communities and municipalities can learn from the model, what has to be taken into account planning for disaster situations, which resources should be provided at evacuations, how to communicate with persons with impairments e. g.

•   The model gives orientation for persons with impairments and their pressure groups and organizations.

•   The model gives orientation for facilities in which people with impairments are living. It can be checked whether at disaster prevention-related planning all important things have been taken into account.

KE-MUST considers functional needs in the following components

•   K – Communication,
•   E – Empowerment,
•   M – Medical needs,
•   U – Independence/freedom of barriers,
•   S – Supervision
•   T – Transport.

References / More info

http://www.isokia.de/science/e2_projects.htm

Success factor

	Commitment of decision makers
	Coordination / continuity
	Networking
	Strategic planning
	Knowledge management
	Optimising resources
x	Communication and marketing

Part of the DRR cycle :

	assessment and identification
x	prevention, preparation, alert and warning
	emergency response
	post-response rehabilitation and remedial action.

Target

Educators and family members of people with hearing impairments – deaf people, mobility impairments, visual disability and people with Cognitive impairments – Speech Communication impairments

Description

A textbook (in Greek and in English), "Learning about earthquakes and protection measures – Guidelines for people with disabilities" - edition 2011 to educators and family members of people with hearing impairments – deaf people, mobility impairments, visual disability and people with Cognitive impairments – Speech Communication impairments.

- Development of e-learning platform and design of a relevant questionnaire in Greek and in English, which is published on ECPFE's website: http://eclass.oasp.gr. The translation of this booklet into BRAILLE can also be used by people with visual impairments..
- Over the last decade a lot of educational lectures on earthquake protection issues have been implemented from EPPO, which addressed to educators and parents of people with disabilities.
- Over the last decade a lot of drills and evacuation exercises have been organized by EPPO and have taken place in competent bodies responsible for people with disabilities such as: "Theotokos Foundation" – Training Center for People with Cognitive Impairments, ESEEPA – Special Vocational Training Center, Lighthouse for the Blind of Greece, Social Work Foundation "Hadjipatereion" R.C.C.C.P., Special School for the Deaf at the National Foundation for the Deaf etc.
- Participation of the Dep.Permanent Correspondent Prof. Dritsos in the Workshop "Including people with Disabilities in disaster Preparedness and response ", Paris 21-

22 October 2013. Pr.Dritsos presented "Earthquake Protection Policy for people with disabilities ", elaborated by: C. Goutromichou, S.Dritsos, L.Pelli, E. Lekkas

References / More info

http://www.preventionweb.net/english/professional/trainings-events/edu-materials/v.php?id=20383

Earthquake Planning and Protection Organization (EPPO), Greece

http://www.oasp.gr/

Greece - Earthquakes: using the Easy to Read method and Makaton symbols

Success factor

	Commitment of decision makers
	Coordination / continuity
	Networking
	Strategic planning
x	Knowledge management
	Optimising resources
	Communication and marketing

Part of the DRR cycle :

	assessment and identification
x	prevention, preparation, alert and warning
	emergency response
	post-response rehabilitation and remedial action.

Target

Persons with cognitive problems

Description

The Earthquake Planning and Protection Organisation (EPPO) in Greece put together a team of experts to develop information booklets for people with intellectual disabilities, using the Easy to Read method and Makaton symbols.

The presence of a young adult with intellectual disability in the working group proved paramount in the selection of vocabulary and layout to be used.

Pilot testing of the booklets with target groups of various ages and reading skills led to further changes based on their ideas and the difficulties experienced.

The involvement of people with disabilities in designing such material is critical for success.

References / More info

(abstract of the Conference presentation of Ms Vaia Arsenopoulou)

4.6. Identification and optimisation of resources

The evaluation of a master plan and constant updating of its capacities, and the general level of knowledge, should allow stakeholders to estimate needs regarding financial, organisational and human resources. At the same time, the best possible use of existing or new resources may allow the action plan to be improved.

These resources may be financial, human or technical. Sometimes it is the availability of resources or the possibility of obtaining financial support that triggers the launch of a project and, although unexpected resources are always welcome, the continuity of the project must be guaranteed from the outset, so that it is not jeopardised should these funds dry up unexpectedly at some stage.

Sometimes it is not funding but a creative (re)allocation of human and/or economical resources, or just taking advantage of opportunities, that permits concrete achievements along the process.

The inclusion of Design for All criteria or conditions in calls for tender (for the construction of new streets, buildings or websites, for the purchase of vehicles, equipment or devices) is a typical instance where it is possible to obtain results without compromising the own resources.

4.6.1. Examples of optimised resources

Luxembourg - 112 PSAP (Public Safety Answering Point)

Success factor

	Commitment of decision makers
	Coordination / continuity
	Networking
	Strategic planning
	Knowledge management
x	Optimising resources
	Communication and marketing

Part of the DRR cycle:

	assessment and identification
x	prevention, preparation, alert and warning
	emergency response
	post-response rehabilitation and remedial action.

Target

General public calling the emergency number 112

Description

The 112 PSAP (Public Safety Answering Point) of the emergency services has introduced a system for asking help by SMS messaging, email or fax, designed specifically for people with disabilities.

This particular system allows people with hearing impairment to seek emergency services and send emergency calls to 112. A form for sending a fax in case of distress may be downloaded from the website www.112.lu. This form is available in German, English, French and Portuguese.

Persons with sight impairment usually use phones (smartphones or fixed network) to contact the 112 PSAP.

A special systems is in planning to disseminate warnings to people with hearing impairment by a centralized alert manager system across different parallel communications channels: email, SMS, Fax. All authorities triggering alerts will have access to the alert manager system linked with a centralized database to reach people with hearing impairment.

References / More info

http://www.112.lu

Success factor

	Commitment of decision makers
	Coordination / continuity
	Networking
	Strategic planning
	Knowledge management
x	Optimising resources
	Communication and marketing

Part of the DRR cycle :

	assessment and identification
	prevention, preparation, alert and warning
x	emergency response
	post-response rehabilitation and remedial action.

Target

Persons calling for emergency number 112

Description

The Administration of the Republic of Slovenia for Civil Protection and Disaster Relief (ACPDR) integrated a three-dimensional geographic information system (3D-GIS) into 13 PSAPs (112 Emergency Centres) 5 years ago. All data layers and the exact location of a caller calling to 112 from a land-line phone, was shown on a three-dimensional map of Slovenia. When calling from a mobile phone, the location of the caller was set in the radious of around 1.500 meters (triangulation fo base stations), which was not satisfactory for the rescue operations.

Together with a technical partner from Slovenia, the ACPDR developed the solution for locating smartphone users that call the emergency number 112, without pre-installed mobile application needed. The solution is called a Smart Locator and currently installed as a standalone web solution in PSAP in Ljubljana (the capital of Slovenia). After the final tests, we plan to integrate it in 3D-GIS in all 13 PSAPs in Slovenia.

How does it work?

1.   A person is calling from a smart phone to the emergency number 112 with the information about the accident.
2.   The PSAP needs the location from a user, so the officer sends an SMS (to a caller) with a web link from a Smart Locator and gives him instructions about turning on location services and internet connection. Both functions are required to be turned on.

3. The caller opens the link with his web browser which supports HTML5. The smart phone automatically searches for the best location information from GPS, WiFi or Cell antennas, completely independent from mobile network providers. HTML5 web browser is required, though it is assumed that this is will be supported by the majority of future smartphones

4. When the smart phone identifies the location, it sends the location to the PSAP via internet or SMS. A smart phone is searching for a better location further, for next 30 seconds and sends better locations to the PSAP. When the operater in PSAP sees the exact location of a caller he/she sends the appropriate rescue unit.

The benefits of the solution:

- Exact location of the person calling to 112 from a mobile phone can be found in less than a minute
- Exact location is shown on a realistic three - dimensional maps, what help officers in PSAPs to send an appropriate rescue units in seconds from accepting the call
- An officer from PSAP can locate most (iPhone, Android, Windows mobile, BlackBerry, Symbian) smart phones
- No previously installed software or application on a smart phone is needed

3
In 2009 ACPDR has introduced an IT solution to support people with hearing disabilities called WAP112. For this solution the ACPDR also won the EENA award in 2009.

WAP112

Through wap112 people with hearing disabilities call 112 centre and communicate with the operator via text messages (type and nature of emergency, location,..).

The future plans are to introduce a video emergency call for people with hearing disabilities as well as sms 112 solutions.

References / More info

The solution is accessible via wap portal wap.sos112.si

4.7. Communication

In order to ensure that everyone is kept informed about the state of preparedness, a good communication policy is needed. Energetic dissemination of information will ensure that more and more relevant stakeholders are contacted and involved in the preparedness process.

4.7.1. What and how to communicate

External communication, strategic marketing activities and continuous public relations are important for sustainable success and external recognition.

Communicating the intentions at an early stage and publicising the goals achieved when the project ends will highlight the commitment of all members involved and inspire others to take up the challenge.

4.7.2. Int*e*resting examples

Greece – Leaflets and technical handbooks

Success factor

	Commitment of decision makers
	Coordination / continuity
	Networking
	Strategic planning
	Knowledge management
	Optimising resources
x	Communication and marketing

Part of the DRR cycle :

	assessment and identification
x	prevention, preparation, alert and warning
	emergency response
	post-response rehabilitation and remedial action.

Target

General public

Description

E.P.P.O. has issued leaflets and technical handbooks, i.e. « Get ready for the earthquake », « Learning about earthquakes and protection measures, Tourist information », « Learning about earthquakes and protections measures, Guidelines for people with disabilities », « Emergency evacuation of the population in case of an earthquake », « Prevention & Mitigation of the Psychosocial Consequences of Earthquakes », « Risk Elements Removal, Temporal Support and Propping ».

E.P.P.O. assesses the conditions of earthquake affected persons as well as the needs of local communities and has an advisory capacity.

References / More info

http://www.oasp.gr

Croatia – Smartphone application "Safety at a hand".

Success factor

	Commitment of decision makers
	Coordination / continuity
	Networking
	Strategic planning
	Knowledge management
	Optimising resources
x	Communication and marketing

Part of the DRR cycle :

	assessment and identification
	prevention, preparation, alert and warning
x	emergency response
	post-response rehabilitation and remedial action.

Target

General public

Description

On smartphones is available application "Safety at a hand". All owners of the devices can in a very simple way get the instructions for handling during an accident. Thus, for example, application could be used in the case of floods, earthquakes, fires, extreme weather events - heat waves, storms, lightning storms, etc.

References / More info

Republic of Croatia - National Protection and Rescue Directorate

Success factor

	Commitment of decision makers
	Coordination / continuity
	Networking
	Strategic planning
	Knowledge management
	Optimising resources
	Communication and marketing

Part of the DRR cycle :

	assessment and identification
	prevention, preparation, alert and warning
	emergency response
	post-response rehabilitation and remedial action.

Target

General public in mosques

Description

Au niveau d'un village, les imams lors des prières dans les mosquées ils peuvent véhiculer certaines pratiques utiles pour les handicaps. Surtout pour la prière du vendredi. Ceci biensûr pour les pays musulmans, mais ceci pourrait être valable pour les chrétiens dans les églises et les juifs dans les synagogues.

In the villages, the imams could circulate practical messages and guidance in the mosques, especially during the Friday prayers.

References / More info

Ministry of the Environment Morocco

Success factor

	Commitment of decision makers
	Coordination / continuity
	Networking
	Strategic planning
	Knowledge management
	Optimising resources
x	Communication and marketing

Part of the DRR cycle :

	assessment and identification
x	prevention, preparation, alert and warning
	emergency response
	post-response rehabilitation and remedial action.

Target

General public and persons with disabilities

Description

In the context of the campaign called »October – A month of the Fire Safety« ACPDR has published a leaflet, a poster, a telop and the webtext with a motto 'We all need help when the fire breaks out'.

This year we put a special attention to a design of fire protection measures for hearing and visually impaired, blind and physically handicapped persons. The leaflet is printed in larger letters; the part of the text with basic instructions what to do when calling 112 was also written in Braille.

On the as well as on the poster there are basic information and recommendations on timely evacuation planning, determining the persons who assist in the evacuation, evacuation exercises, the use of tools and devices and preventive measures.

The telop (http://www.sos112.si/slo/tdocs/telop_oktober_2014.mov) played on national TV this month includes an interpreter for the Slovenian sign language.

The webtext in addition to information on guidance for evacuation planning includes recommendations and methods on aid during evacuation.

References / More info

Administration of the RS for Civil Protection and Disaster Relief

Leaflet : (http://www.sos112.si/slo/tdocs/zgibanka_oktober_2014.pdf)

Poster. (http://www.sos112.si/slo/tdocs/plakat_oktober_2014.pdf)

TV spot : (http://www.sos112.si/slo/tdocs/telop_oktober_2014.mov)

Webtext : (http://www.sos112.si/slo/page.php?src=np54.htm)

Success factor

	Commitment of decision makers
	Coordination / continuity
	Networking
	Strategic planning
x	Knowledge management
	Optimising resources
x	Communication and marketing

Part of the DRR cycle :

	assessment and identification
x	prevention, preparation, alert and warning
	emergency response
	post-response rehabilitation and remedial action.

Target

General public

Description

En cas ⌂ d'inondation

Faire face à l'isolement
Garder avec soi le matériel nécessaire

Radio avec des piles chargées, lampe de poche et téléphone portable.

Réserve d'eau et d'aliments, de lait pour les nourrissons.

Médicaments, ordonnances et carnets de santé.

Vêtements chauds et couvertures.

Papiers importants, photos, doudous des enfants.

Je n'appelle les secours qu'en cas de réel danger afin de laisser les lignes libres pour les personnes en grand danger.

Pompiers : 18 - Samu : 15

En cas ⌂ d'inondation

Eviter noyades et contusions
Ne pas sortir et suivre les consignes des secours

Je ne sors pas. Je suis plus en sécurité à l'abri. Je m'installe en hauteur et n'évacue les lieux qu'en cas de grand danger...

Je ne prends pas ma voiture. Ce n'est pas un abri.

...les secours sauront plus facilement où me trouver. J'attends qu'ils viennent me chercher.

Je ne retourne jamais chercher quelque chose dans un lieu inondé.

Je ne vais pas chercher mes enfants à l'école ou à la crèche. Ils seront les premiers pris en charge par les secours.

Je n'appelle les secours qu'en cas de réel danger afin de laisser les lignes libres pour les personnes en grand danger.

Pompiers : 18 - Samu : 15

55

En cas d'inondation

Limiter les accidents chez soi
### (Electrocution, pollution, explosion - Adopter les bons comportements)

Si l'eau monte, je coupe sans attendre le gaz, le chauffage et l'électricité.

Je mets les produits toxiques en hauteur.

Je n'utilise surtout pas d'équipements électriques : ascenseurs, portes automatiques...

Les animaux et notamment les rongeurs (rats, souris, etc.) fuient l'eau. Je ne les touche pas.

Je ferme les poubelles et je les mets dans un placard pour éviter qu'elles ne flottent.

Je n'appelle les secours qu'en cas de réel danger afin de laisser les lignes libres pour les personnes en grand danger.

Pompiers : 18 - Samu : 15


Les réflexes qui sauvent :

Fermez la porte, les aérations

Coupez l'électricité et le gaz

Ecoutez la radio : pour connaître les consignes à suivre

Montez à pied dans les étages

Ne téléphonez pas

N'allez pas chercher vos enfants à l'école : l'école s'occupe d'eux

Ne tentez pas de franchir un cours d'eau à pied comme avec un véhicule

Non prise en compte du risque sismique dans l'aménagement intérieur
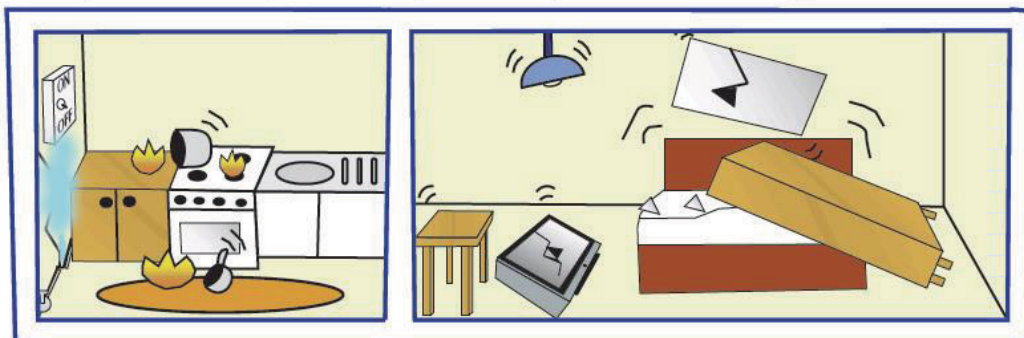
Prise en compte du risque sismique dans l'aménagement intérieur
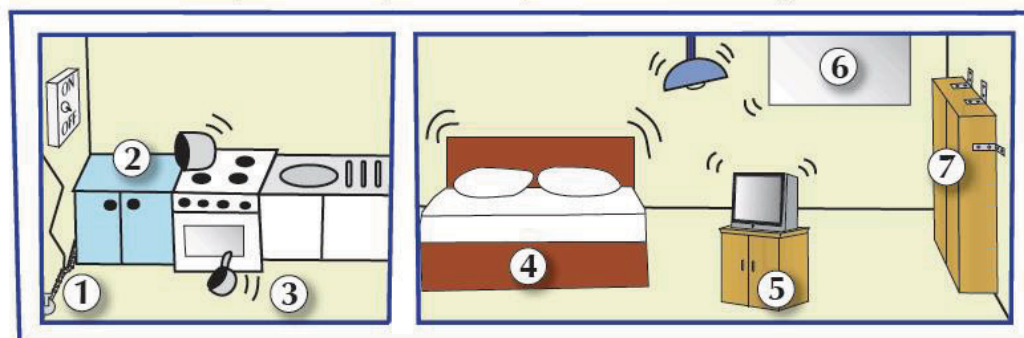
① Tuyau de gaz flexible

② Mobilier non inflammable

③ Revêtement de sol non inflammable

④ Lit près de l'angle des murs porteurs et hors de portée des objets pouvant tomber

⑤ Objets coûteux fixés sur des meubles massifs

⑥ Objets muraux solidement fixés

⑦ Armoire sans pied solidement fixée par des équerres

References / More info

5. Glossary, References, etc…