



Humanitarian Aid
and Civil Protection



European Workshop Report

on enhancing disaster management preparedness
for the older population in the EU (PrepAGE)



1-2 June 2015
Lozen, Bulgaria



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Enhancing disaster management preparedness for the older population in the EU (PrepAGE)

European Workshop

Monday, 1st - Tuesday, 2nd June 2015, Bulgaria

Meeting venue: *Training centre Bulgarian Red Cross, Lozen*
Address: 31, Polovrag Street, Lozen

Aims of the meeting:

- Bring together different experts to exchange experiences
- Comparison of national procedures in a European/international context
- Development of joint European recommendations
- Exchange and provide input to plans for community based-exercises

Monday, 1. June 2015

Welcome

The president of the Bulgarian Red Cross welcomed the participants of the expert workshop. He stressed the important possibility to exchange experiences since this is a very important topic and it is necessary to better work with older people in disasters. Further he wished participants a fruitful and successful meeting.

Biljana Zuber from the DG ECHO of the European Commission joined the meeting a bit later and gave a brief policy overview stressing the importance to focus on prevention to be better prepared for disasters as well as awareness raising taking into account groups with special needs. She further presented some other project activities and the EU mechanism.

Introducing participants and the project

Jassen Slivensky from the Bulgarian Red Cross informed participants about organizational issues and Charlotte Strümpel from the Austrian Red Cross went through the agenda and explained the aims of the expert workshop.

After an interactive introduction round of participants, Charlotte Strümpel gave a general overview on the PrepAGE project its main objectives and results stressing especially two points, namely networking between disaster management and care organisations as well as looking at and using resources of older people.



PrepAGE_Overview_
PrepAGE.pdf



Presentation of research results

Barbara Juen from the University of Innsbruck presented the research results of the PrepAGE project which included a desk research and an empirical research. All **research products** (report of the empirical and desk research as well as **good practice examples and guidelines**) can be found on the PrepAGE website www.prepage.eu. Main challenges were identified in the lack of mapping of older people in local communities, lack of knowledge and absence of older people in disaster management legislation. Strengths of older people are their memory of previous disasters, skills and coping strategies, general life experience and traditional knowledge as well as older people's roles in families and communities.



PrepAGE_Summar_r
esearch_UIBK.pdf

Presentation of results of national workshops and discussion

Ivan Usmiani from the Croatian Red Cross gave an overview on the national workshops in partner countries and specific issues that came up within the workshops were discussed in plenary.



National
Workshops_Overvie

UK: Services are only possible if contracts exist since strict funding procedures are in place and austerity measures put additional pressure on municipalities and service providers. Individual resilience plans were developed in the UK on local level through a door knocking campaign in Hamden (example of good practice). Cooperation between organisations is at risk since some organization fear that they might lose contracts since there are so many providers (local governments are encouraged by the government to outsource as much as possible). It was mentioned that vulnerability might be seen as a stigma and people do not want to see themselves as vulnerable. It was discussed in the national workshop, that focus should be put on resilience and then it is assumed that also the language will go hand in hand.

Austria: It is difficult to reach the real vulnerable people. It is not possible to say per se that older people are vulnerable since different needs have to be taken into account, eg. dietary needs, people with hearing impairment etc. Furthermore it is vital to look at resources of older people. Communication is an important point, good communication and preparedness for older people is key.

Italy: A door to door communication campaign was carried out by IT RC volunteers from several communities which worked very well. Trust is important and it is easier if volunteers are known.

Risk is a combination of hazard and vulnerability as well as resilience of the society.



Latvia: The tele-alarm system is not that common in Latvia and it was discussed that it would be helpful to expand its provision

Croatia: Here there was a point concerning the mountain rescue services. While the impression is made in the media that the mountain rescue service mostly rescues tourists, in reality 60% of their missions concern finding and/or rescuing older people that are lost e.g. due to dementia. Another point that was made is that people become frustrated after weeks or days in a disaster (after day 3 or 4 – real psycho-social needs emerge) and that psycho-social support is vital.

Bulgaria: Training guidelines need to consider older people and vulnerable groups and their needs. The mayor and local authorities are often not well prepared since they are not always in office very long – more training on this level is necessary.

Austria: Training for mayors is provided by the Civil Protection Association and disaster plans for their community are prepared with respect to real risks. The plan also takes into account what has to be done three weeks after the incident. 200 such trainings are carried out by the Civil Protection Association per year in Lower Austria.

Biljana: It is important to share different experiences and solutions from countries. The peer to peer approach is an important issue as well as raising awareness.

Croatia: The exercise will be used as an entry point in order to work more with different stakeholders and older people. Volunteers are an important link between organisations and older people. The national workshop was seen as an awareness raising event by different organisations.

Biljana recommended to refer to other EU projects on the PrepAGE website:

- **Tool kit for people with disabilities developed by the Council of Europe**
<http://www.coe.int/en/web/europarisks/major-hazards-and-people-with-disabilities.-toolkit-for-good-practices>
- **Eunad project**
http://ec.europa.eu/echo/funding-evaluations/financing-civil-protection-europe/selected-projects/european-network_en
- **Raising earthquake Awareness and Coping Children's Emotions (RACCE) ,**
http://ec.europa.eu/echo/funding-evaluations/financing-civil-protection-europe/selected-projects/raising-earthquake-awareness_en
- **Eutopa**
http://ec.europa.eu/echo/funding-evaluations/financing-civil-protection-europe/selected-projects/european-guidelines-target_en



Tuesday, 2. June 2015

Ivan shortly presented the national recommendations which were discussed in the national workshops and what recommendations were common for most countries:

- Establishing a Database for vulnerable (older) people
- Better cooperation between stakeholders
- Raising awareness of the population and different stakeholders on the needs of (vulnerable) older people in disasters
- Continuous, joint exercises
- Peer to peer support activities in all phases of disaster management
- Encourage local governments to take a major role



Recommendations_
overview by country

Group work on European recommendations and discussion

5 groups with a mix of people from disaster management and care organisations as well as representatives from different partner countries and experts discussed recommendations that are relevant for all countries and should be included in the European recommendations.

The following results were recorded on flipchart:

Group 1

- Database: updated and shared
- Exercising: joint and realistic
- Co-operation of stakeholders: joint, LRF (UK)
- Community involvement: peer to peer support and training, pre-registered community volunteers, community resilience (action plans) -> recommendation how to use convergent volunteers

Group 2

- **Identification of target groups: Database:**
 - ✓ Co-operation between local authorities and social services
 - ✓ Local and micro level (blocks of flats, neighbourhood)
 - ✓ Include local mayors
 - ✓ Prioritize groups
 - ✓ Regularly updated
 - ✓ Ability to print info

Medical care | Social Care | Age | Mobility |
Chronic illness

- **Education and prevention**
 - 3 groups - Info campaigns for all groups (links between all groups)
 - ✓ Services (incl. Red Cross and NGOs)
 - ✓ Community groups
 - ✓ Local government



- **Services**
 - ✓ Define roles and responsibilities
 - ✓ Practical exercises (who will do what)
 - ✓ How to involve local communities incl. active older people
- **Community groups**
 - ✓ Trained by services group
 - ✓ Train the trainers – peer to peer
 - ✓ Info campaigns
 - ✓ Prevention work with whole community e.g. school
- **Local governments/local authorities**
 - ✓ Additional info
 - ✓ Obligations

Group 3

- **Create and share the database of older people**
 - ✓ Info shared within the law (only necessary info)
 - ✓ MoU (all parties agree and know what to share and when)
- **To make and organizational chart: roles and responsibilities**
 - ✓ in order to learn it and practice
 - ✓ Hold joint exercises, sharing best practice
- **Communication**
 - ✓ Use appropriate and positive language (communication to older people)
 - ✓ Raising awareness: elderly people and professionals
 - ✓ Leaflets (images explaining what actions to take, before, during and after)
 - ✓ Trainings for both groups
- Ensure psychosocial support to beneficiaries/victims and responders
- Improve the bilateral and multi cross-boarder cooperation
- Improve the understanding of the disaster management cycle (preparedness, response and recovery)
- Encourage local authorities to take a lead of the coordination of the emergency situations – meetings, trainings

Group 4

- Guidance on accessing and exchanging information/data on vulnerable groups/persons between organisations – before during and after emergencies
- Ensure that accurate information is delivered to everyone to empower them to prepare for a disaster – ensure that information is given appropriately
- Build organizational awareness of both fields – DM and care . through trainings, workshops, networking activities, joint trainings
- Emergency management trainings for local authorities with focus on vulnerable groups together with other organisations – develop, adopt and test local emergency plans and carry out regular exercises/drills



Group 5

- **Data on age, medical needs, ie diet/disability/medicine, family contacts**
 - ✓ Correct and up to date
 - ✓ Clear guidance on who manages/accesses this collected lists
 - ✓ Sensitively collected
 - ✓ Remember: can not 100% rely on this. Encourage know your neighbor and personal preparedness
- **Communication and preparedness info**
 - ✓ Accessible – pictures and language
 - ✓ Encourage peer to peer and community networks
 - ✓ Message of responsible for self ie emergency kit bag
 - ✓ Information by media can cause panic – should be serious and accurate
 - ✓ Communication roles and responsibilities
 - ✓ Look after your neighbor
 - ✓
- **Exercise**
 - ✓ Frequently so people are familiar with procedures
 - ✓ Involve older people
 - ✓ Local level, small groups, community network
 - ✓ Test knowledge through games e.g. Austria emergency bag game
 - ✓ Communicate roles and responsibilities
 - ✓ Involve all responders (police, volunteers, ...) to encourage coordinated responses – also exercise for them

Summary of group work

Charlotte summarized the group work and some further issues were discussed.



PrepAGE_European
recommendations_sur

Challenges identified by all groups for implementing the recommendations were:

- Access and identification (bring information together, update and share information)
- Preparedness – coordination and cooperation, exercises, ...
- Awareness raising – education and trainings,
- Consider differences between urban and rural region as cross-cutting issue

Key factors:

- Community involvement and resilience
- Involvement of local authorities



Discussion points:

- Biljana suggested to structure the recommendations according to DM phases and different stakeholders.
- The British RC showed as example the emergency communication book which works with illustrations. There is also a support line where floods affected people could call and practical and emotional support was given. Calmea courses are provided for volunteers (psycho-social support).
- Having table top exercises with local authorities to clear roles – linked with own local region was seen as useful

Presentation and discussion of exercises in countries

Partners gave an overview on the planned national exercises about the aims, scenarios and people involved. Partners will address different scenarios, such as black out, forest fires or floods with different stakeholders – details can be found in the country presentations.



Exercise_Austria.pdf



Exercise_Latvia.pdf



Exercise_UK.pdf



Exercise_Croatia.pdf

Following points were raised in the discussion:

- It is important to be realistic – not to use students to pretend to be older people.
- Exercises could be used to make older people familiar with services
- Community resilience is key – making communities better in helping themselves and train people that are active enough to help others
- Using peer to peer approach to educate older people, (convergent volunteers => Team Austria).
- Strengthening of networks and cooperation is vital, having defined responsibilities and joint trainings. A good practice example was raised by the UK where a local resilience forum exists, responding on different levels.

Presentation of the Aware and Resilient project

Peter from the Bulgarian Red Cross presented shortly the aware and resilient project and the community exercise guide. More information can be found on the project website:

<http://www.ar-project.eu/en/>



Aware &
Resilient_overview.p



Evaluation, Feedback and Closing

Latvia

- It was interesting to see the different types of approaches, useful knowledge could be gained
- Very nice and useful
- Target very necessary for each European nation, very happy to participate in this process
- More and more disasters and people have to be prepared, interesting outcome discussion from different projects in the field, nice chance to continue, good luck with exercises
- Very interesting and fruitful, everybody was very involved and active

Croatia

- Very thankful for the opportunity to change perspective from high level of authorities to this level of practice, will give back the experience and knowledge shared
- We had good opportunity to share problems, looking forward to see solutions, group work was best part, good ideas
- We are on the right track, very optimistic
- Very fruitful, idea that all of us contributed to the idea,

UK

- Interesting to see how we all have the same views, sometimes hard to change policies, but this is a big group and perhaps we can make some differences, enjoyed it
- Very friendly welcome, enjoyed to hear about different experiences
- Really fruitful experience, learned a lot, good to have similar opinions
- Really useful to see similarities and come up with recommendations, interesting to see where the common ground is
- Really reassuring how we managed to come to the same recommendations, interesting to see how it is put into practice, very good practical examples, take back and share
- Very good organisation and nice evening

Austria

- Nice place, very good organisation, to see differences and similarities
- Group work and bringing in good recommendations worked perfectly, everybody very active, very interesting and many practical examples
- Fruitful, Recommendation: do not forget the helpers
- First international workshop great to be a part
- Enjoyed the days, very interesting discussions, good ideas to take home, impressed by the organisation and nice evening
- Recommendations, very important points also in general not only for older people
- New ideas and perspectives
- Looking forward to exercises



Italy

- Well organised meeting, really a good team, very skilled, good discussion, important to improve knowledge and exchange common points

Bulgaria

- Interesting two days, group work was very good
- Good experience and very positive about project, good job this morning in the group work, looking forward to see results
- Pleasure to participate, will be more confident in future work, pleasure of seeing differences between countries and common opinions, good organisation, special thanks to Jassen, pleasure to be with the group
- Excellent company, very highly competent group, serious reasons to improve things, bring back knowledge into region
- Great opportunity for exchange of experience, ideas for exercises, very interesting
- Pleasure to have all here, especially also people outside of RC, have a chance to exchange with others was very good and gave balance and different angle to the topic
- New ideas to bring home

Pictures from the Expert Workshop





Group work on European Recommendations

TEAM C

- ① Database
 - updated
 - shared
- ② Exercising
 - Joint!
 - Realistic!
- ③ Co-operation of Stakeholders
 - Joint
 - LRF (UK)
- ④ Community Involvement
 - Peer to Peer Support & training
 - Pre-Registered Community Volunteers
 - Community Resilience (Action Plans)
 - Rec. how to use convergent volunteers

1. Identification of target groups

- Database
 - Co-operation from local authorities & social services
 - Local & micro levels
 - Blocks of flats
 - Neighbourhoods
 - Thro include local mayors

medical care	social care	care	mobility	etc
chronic illnesses				

- Priorise ~~work~~ groups updated

TO CREATE & SHARE THE DATABASE OF OLDER PPL

- INFO SHARED WITHIN THE LAW (ONLY NECESSARY INFO)
- Ho U (ALL PARTIES AGREE & KNOW WHAT TO SHARE & WHEN)

TO MAKE AN ORGANIZATIONAL CHART: ROLES & RESPONSIBILITIES

- IN ORDER TO LEARN IT & PRACTICE HOLD JOINT EXERCISES, SHARING BEST PRACTICE

COMMUNICATION

- USE APPROPRIATE & POSITIVE LANGUAGE (WH. TO OLDER PPL)
- RAISING AWARENESS: 1) ELDERLY PPL + 2) PROFESSIONALS
 - LEAFLETS (IMAGES EXPLAINING WHAT ACTIONS TO TAKE BEFORE, DURING, AFTER)
 - TRAININGS TO BOTH GROUPS

TO ENSURE PSYCHOSOCIAL SUPPORT: 1) BENEFICIARIES/VICTIMS 2) RESPONDERS

5. TO IMPROVE THE BILATERAL & MULTI CROSS-BOARDER COOPERATION

6. TO IMPROVE THE UNDERSTANDING OF THE DISASTER MANAGEMENT CYCLE: PREPAREDNESS, RESPONSE, RECOVERY

7. TO ENCOURAGE LOCAL AUTHORITIES TO TAKE A LEAD OF THE COORDINATION OF THE EMERGENCY SITUATIONS

- MEETINGS
- TRAININGS

Recommendations

→ simple and short

- 1) Guidance on accessing and exchanging information/data on vulnerable groups/person between organisations → before/during/after emergencies
- 2) Ensure that accurate information is delivered to everyone to empower them to prepare for a disaster. → ensure that information is given appropriately
- 3) Build organisational awareness of both fields (DM and Care) through trainings, Workshops, Networking activities, joint trainings, ...
- 4) Emergency trainings for local authorities with focus on vulnerable groups together with other organisations.
 - ↳ develop, adapt and test local emergency plans and carry out regular exercises/drills

Education & provision

3 groups:

- Services (inc. Red Cross & NGOs)
- Community groups
- Local government

* Info campaigns for all groups *

Services

- Define roles & responsibilities
- Practical exercises (who will do what)
- How to involve local communities inc. active older people

Community groups

- Trained by services group
- Train the trainers → peer to peer
- Info campaigns for → provision used with local community & SW

Local gov

- Additional info
- Obligations

LINKS BETWEEN ALL GROUPS

local authorities

1. Data (on age, medical needs i.e. diet/disability/medical family contacts)

- Correct & up to date
- clear guidance on who manages/accesses this
- ~~photo~~ Collated lists (not lists of lists)
- Sensitive collected

member: cannot 100% rely on this. Encourage 'know your neighbour' + personal preparedness

Communication of preparedness info.

- accessible i.e. pictures & language
- encourage peer to peer & community networks
- message of responsible for self i.e. emergency kit bag
- Information by media on case point - should be serious
- Communicate roles & responsibilities
- look after your neighbour

Exercise

- Frequently so people familiar with procedures
- Involve older people
- local level, small groups, community network
- test knowledge through games i.e. Austria Emergency!
- Communicate roles & responsibilities
- Involve all responders (police, fire, Vol. sec) to encourage coordination



Participants list

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