

Communication with persons with disability during emergency situations

Fire Rescue Service of the Czech Republic

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Methodical guidance

- Internal regulations - summary of basic procedures and techniques
- Special needs of people with impairment
- Communication with people with impairment

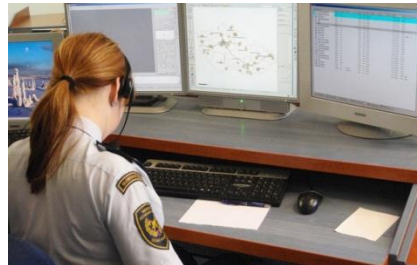
Regular meetings with people with disability

- E.g. meeting with children with visual impairment (letting them touch fire fighter's work equipment and also acquainting with their specific world)
- Excursions for people with hearing impairment at the operational (call) centres of the FRS



Possibility to contact 112 line by SMS

- Possibility to contact **112 line by SMS** in more and more cities and regions
- The system is accessible after a registration of disabled person with the use of a special telephone number



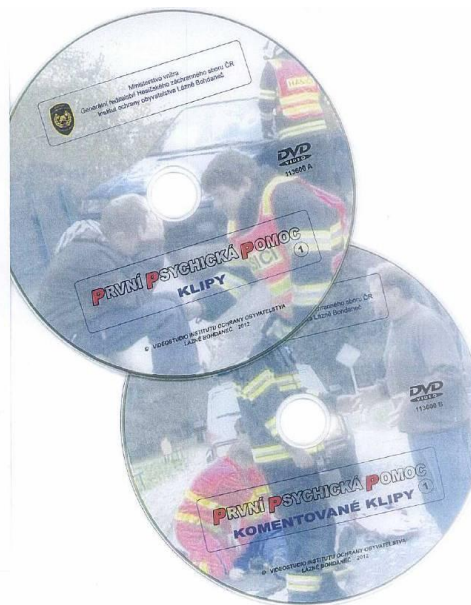
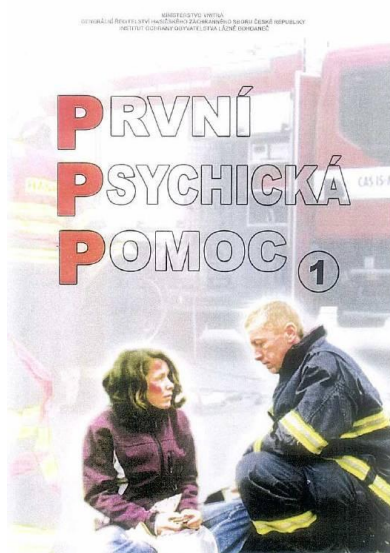
Education of firefighters and other employees

- Education is ensured especially by the Psychological Service of FRS
- Basic course for beginners, special courses
- Regular education in the shifts
- Drills with participation of people with disability
- Drills for NGO's



Methodical DVD

- Project of the Psychological service and Team of post-traumatic intervention care of FRS
- Simulated scenes, instructions how to communicate with person with disability
- Focus on people with visual, hearing, mental and physical disability



Methodical DVD - presentation



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