Major hazards and people with disabilities

A toolkit for good practice

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Introduction

"Dis-" is a Latin prefix meaning "apart," "asunder," "away," "utterly," or having a privative, negative, or reversing force. A common assumption is that the occurrence of "dis-ability" and "dis-aster" are both negative, that they are undesirable and negatively affect human life. Indeed, as part of their semantic construction, the terms "disability" and "disaster" share the prefix "dis-", indicating negation or lack. At this level of analysis, the word "disability" can be perceived as inherently offensive as it indicates a lack or absence of ability. An analysis of the word "disaster" similarly reveals that it comes from the pejorative root "dis-" but is joined with the Latin word "astrum", together meaning "bad star", connoting bad luck or the result of a misalignment of the heavens.

This toolkit and the work represented in it exists to challenge these preconceptions, both separately and together. It is not the case that disability necessarily means a limitation of ability. It is not the case that hazards such as earthquakes, storms and landslides must inevitably cause disasters.

While disasters can and do negatively affect people with disabilities, these people are not passive individuals who wait for something to happen to them and then wait to be helped afterwards. Instead, people with disabilities can and do prepare for, and respond actively to, "bad stars". Further, as decades of disaster research suggest, disasters themselves are not random, unexpected events, but are actively created by societies that fail to include the needs of all people, thereby perpetuating vulnerability.

In embracing these notions, this toolkit is a powerful illustration of overcoming the "dis-" in both "disaster" and "disability" through highlighting policy documents which exist for disability and disaster, emphasising aspects of fundamental ethics, and providing on-the-ground examples from around the world. Systemic change is occurring on multiple levels, as illustrated by examples here from national legislation and regulations, local policies and initiatives and people in communities taking action for themselves. "Design for All" is not simply designing for people with disabilities, but designing so that everyone is included in disaster risk reduction and disaster response.

The social constructs of disability and disaster, joined together through the prefix "dis-" reframe how society establishes and perpetuates inequality for particular groups of the population - groups which are often homogenised in phrases such as "people with disabilities" despite the amazing diversity within that group. Instead, we should obey the powerful call heard in many contexts, "Nothing about us without us". Nothing should be done that affects people with disabilities or disaster-affected populations without their direct involvement and that is not done on their own terms.

This toolkit brings to the fore the contributions which everyone can make regarding (dis)ability and (dis)aster. Let us use all our abilities to remove the "dis-" from "disaster."[1]

Ilan Kelman and Laura M. Stough

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1. cf. Kelman I. and Stough L.M. (eds.) (2015) *Disability and Disaster: Explorations and Exchanges*. Palgrave Macmillan, New York.

Preamble

This document provides guidance and good practice examples for civil protection professionals and decision makers, disaster officers, emergency managers, disabled peoples' organisations and people with disabilities and their families to ensure the active involvement of people with disabilities in disaster-related activities.

The focus is on Council of Europe and EUR-OPA member states, but other examples from around the world are also included to give a wider perspective. A general call for examples to include here was disseminated and we accepted those which were sent to us. This toolkit is still available for updating, so please continue to send in contributions for inclusion in future editions using the template available at: www.coe.int/en/web/europarisks/conference-on-including-people-with-disabilities-in-disaster-preparedness-and-response.

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

The Council of Europe's publication *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 them.

In the past 10 years, disasters have continued to inflict a heavy toll with, according the United Nations (www.UNEP.org), "over 700,000 people dead, over 1.4 million injured, and around 23 million made homeless as a result of disasters." Overall, more than 1.5 billion people were affected by disasters in various ways during this period.

An estimated 15% of the world's population lives with some form of disability.

In addition, according to the global survey conducted by the United Nations (www.un.org) published on 10 October 2013, the top five hazards or disaster risks faced by survey respondents were floods, 54%; extreme weather, 40%; tornados, 39%; drought, 37%; and earthquakes, 27%.

The challenges of evacuation are obvious from the high percentages of respondents who had a degree of difficulty hearing (39%), seeing (54%), walking or climbing steps (68%), and communicating (45%).

The 22-question survey also highlighted that 71% of respondents had no personal preparedness plan for disasters.

Just 17% of respondents were aware of a disaster management plan in their city/town/community and just 14% said they had been consulted on it.

People with disabilities are especially at risk, resulting in a mortality rate two to four times higher than that of the non-disabled population in many disaster situations.

That is why the Council of Europe organised a survey to collect good practices from the member states, to obtain information about promising initiatives or programmes and to compile a toolkit. A key decision was to include people will all kinds of disabilities: physical, sensory and cognitive. Many disabilities are not visible, yet the people with those disabilities

still have needs which must be addressed to prevent an increase in their vulnerability to disasters. Additionally, an individual's health status may worsen or improve over time.

There is growing evidence that reducing disaster risk is a cost-effective investment in preventing casualties, physical damage, and economic losses. This process includes the necessity of providing universal accessibility for people with disabilities and involving them in emergency response and disaster risk reduction. National and local government entities, private and public sectors and individuals and residents have found that including people with disabilities has enhanced their capacities in these tasks in many places, with immense pay-offs.

Despite the fact that the initiative for this toolkit emerged from a 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**.

However, continuously evolving attitudes and technologies will have an impact on the toolkit's contents, which, therefore, should not be treated as rigid and which should be implemented as an ongoing process. The toolkit helps to provide ideas and inspiration for moving forward with the latest innovations and processes.

The toolkit will be most useful 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 nor quick fixes.

The toolkit covers the **seven success factors** described in the publication *Major Hazards and People with Disabilities*, to serve as a common 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 different phases of dealing with disasters:

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 pays 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 ensuring 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 reliable is the evidence?
- ➢ What are the costs?
- ➢ What should I consider? (answers by professional groups, presented in a box or highlighted in a different way)

The toolkit as it appears here is not a final version: it is open to further contributions, especially examples and updates. As ideas evolve and as further examples are sent in, the toolkit will be updated. The Council of Europe's support provides a starting point, not a final product, especially to ensure that people with disabilities and their families are active in decision making and action to meet their disaster-related needs.

1. Legal context for the toolkit

There are many international legal contexts and regulations related to different dimensions of human rights including people with disabilities. This section provides an overview and summary of some of the most prominent documents incorporated into this toolkit with regard to disasters and disaster risk reduction.

1.1. The UN Convention on the Rights of Persons with Disabilities (CRPD)

There are seven landmark United Nations human rights treaties that protect the rights of women, children, migrant workers and others, but until the CRPD entered into force on 3 May 2008, there was no specific global treaty addressing the needs of people with disabilities, the world's largest minority. The main challenges to successful achievements are the effective and holistic combination of concepts and decisions, their implementation and their control mechanisms.

The purpose of the CRPD, as stated in Article 1, is to "to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity."
(Source: www.un.org/disabilities/default.asp?id=476)

The CRPD has potential to guarantee such effectiveness and to serve as a valuable model. It provides not only a list of specific areas where initiatives should be taken, but it also recommends the levels of responsibility for co-ordination and monitoring, and it defines a procedure for controlling the results within clearly defined timeframes.

(More information available at: www.un.org/disabilities/convention/conventionfull.shtml)

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 people with disabilities in disaster-related 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 consider supplemental obligations described in the CRPD.

One of these obligations includes the right of people 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 recognise 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 to the question of the registration of people with disabilities frequently mentioned in discussions about Disaster Risk Reduction (DRR) policies. Demographic changes and trends towards de-institutionalisation have resulted in a growing number of people with disabilities preferring to live in their own homes instead of institutions. Yet acquiring and maintaining a registration list would incur costs, and data-protection issues might arise.

On the other hand, rescue services need to base their DRR action plans on as much detailed information related to the kind of situations to be faced in case of a disaster as possible, and there is no guarantee that a registration list would provide rescue services with the information they need, especially regarding accuracy, since people move house or might be temporarily absent shopping or on holiday. When looking at Articles 22 and 31 of the CRPD, it becomes obvious that the question of registration should receive 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 supplementary challenge when developing DRR action plans will be the question of how to inform and warn the population in a disaster situation. For instance, people with disabilities living independently in their own homes may not only have reduced mobility due to physical impairments, but also sensorial or cognitive impairments, 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 CRPD calls for the creation of national action plans to translate its general recommendations into specific actions, taking into consideration the local, regional and national contexts 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 organisations

1.2. Council of Europe Disability Action Plan

The Council of Europe Disability Action Plan 2006-2015 was adopted by the Committee of Ministers of the Council of Europe on 5 April 2006. The fundamental goal of the Action Plan is to help member states reinforce anti-discriminatory and human rights measures to enhance equal opportunities and independence of people with disabilities and guarantee their freedom of choice, full citizenship, active participation in the life of the community and improve their quality of life.
(Source: www.coe.int/t/dg3/disability/)

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. European and Mediterranean Major Hazards Agreement (EUR-OPA)

Created in 1987 by the Council of Europe, the main objective of the EUR-OPA Agreement is to reinforce and promote co-operation between member states in a multi-disciplinary context to ensure better prevention and protection against risks and better preparation in the event of major natural or technological disasters.
(Source: www.coe.int/en/web/europarisks/home)

Recommendation 2013-1 of the EUR-OPA's Committee of Permanent Correspondents on the inclusion of people with disabilities in disaster preparedness and response was adopted at the 64th meeting of the Committee in Paris on 24 October 2013. It reads as follows:

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.

Recommendation 2014-1 of the EUR-OPA's Committee of Permanent Correspondents on support for the Post-2015 Framework for Disaster Risk Reduction to be adopted at the 3rd United Nations World Conference on Disaster Risk Reduction (14-18 March 2015, Sendai, Japan) was adopted at the 65th meeting of the Committee in Paris on 28 November 2014. It reads as follows:

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

A. Noting the increase, both in extent and frequency, of natural and technological disasters occurring in Europe and the Mediterranean region over recent years;

B. Expressing their concern for the increase in the negative effects (economic, social and environmental) on communities affected by these disasters;

C. Noting that many of these disasters are linked to extreme weather conditions, (such as floods, coastal hazards and forest fires), threats which are all likely to increase with climate change;

D. Valuing the successful co-operation and synergy between the Council of Europe (European and Mediterranean Major Hazards Agreement, EUR-OPA) and the United Nations Office for Disaster Risk Reduction (UNISDR);

E. Noting the success of the European Forum on Disaster Risk Reduction grouping European National Platforms for Disaster Risk Reduction and Hyogo Framework of Action Focal Points and its close co-operation with the EUR-OPA;

F. Warmly thanking the UNISDR Secretariat for the excellent preparatory work for the Post-2015 Framework for Disaster Risk Reduction and the involvement of the EUR-OPA in it;

G. Confirming that the main messages of the Hyogo Framework for Action 2005-15 are still pertinent and further work remains to be done to fully achieve its goals;

H. Taking note with interest of the draft Post-2015 Framework submitted by the co-chairs of the Preparatory Committee;

I. Highlighting the importance of the Post-2015 Framework to complement and strengthen previous work associated to the Hyogo Framework for Action 2005-15;

RESOLVES to:

1. confirm the Council of Europe's commitment, through its Major Hazards Agreement, to participate in the implementation of the Post-2015 Framework in its regional area and within its specific mandate;

2. adopt the Post-2015 Framework priority areas as additional guidance for its disaster risk reduction activities – including prevention, preparedness and efficient response to emergencies – over the coming years;

3. emphasise in its future work the importance of the human dimension of disaster risk reduction recognised in the Post-2015 Framework, in particular the involvement and care of most vulnerable groups;

4. take account in future activities of the need expressed in the Post-2015 Framework to further prepare societies for the challenges of increased risks from climate change and to new threats on sustainable development;

5. reiterate in its future action the crucial role of scientific knowledge and expertise on risks to better assess them and propose innovative solutions to tackle them, as highlighted in the Post-2015 Framework;

6. reinforce the future involvement of the EUR-OPA in the specific role of international organisations in the Post-2015 Framework implementation, both at national and international levels;

7. instruct the Executive Secretariat of the EUR-OPA to follow the implementation of activities related to the Post-2015 Framework, adapting them as required to new circumstances and making proposals and recommendations to improve their effectiveness;

8. instruct the network of 26 Specialised EUR-OPA Centres to support, in their respective spheres of competence, the implementation of sound, coordinated programmes in line with the Post-2015 Framework priorities;

9. increase collaboration with the United Nations, the European Commission and other appropriate organisations and forums concerned with disaster reduction and relief in Europe and the Mediterranean region in deploying the international aspects of the Post-2015 Framework;

10. invite European and Mediterranean states which are not party to the Partial Agreement to also contribute to this common effort by creating a coherent European and Mediterranean approach to disaster risk reduction, in particular by participating in the EUR-OPA's co-operation structure.

1.4. UN Guidelines for National Platforms for Disaster Risk Reduction (DRR)

The United Nations Office for Disaster Risk Reduction (UNISDR) Guidelines introduced national platforms for disaster risk reduction as co-ordination mechanisms which need to be built through nationally owned and led participatory processes that include different sectors' perspectives and actions, and multi-stakeholder compositions, in order to be effective and sustainable. They advocate that these national platforms should be embedded in broader national systems for disaster reduction and development, as their influence on national development and resource mobilisation depends on their effective integration into the existing governance, decision-making and institutional frameworks.
(Source: www.unisdr.org/we/inform/publications/601)

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

It serves as an advocate of DRR at different levels and provides co-ordination, analysis and advice on areas of priority requiring concerted action through a co-ordinated and

> participatory process.
>
> A National Platform for DRR should be the co-ordination mechanism for mainstreaming DRR into development policies, planning and programmes in line with the implementation of the Hyogo Framework of Action (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, carried out by the UNISDR and partners, consulted nearly 6,000 people 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% of respondents said they could evacuate immediately without difficulty, 6% 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% of respondents have no personal preparedness plan for disasters and only 31% always have someone to help them evacuate, while 13% 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 the UN Secretary-General's Special Representative for DRR, Margareta Wahlström, briefing the press in New York as part of the activities at UN Headquarters to mark International Day for DRR on 13 October 2013.

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.

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

2. Ethical considerations

People with disabilities and their families play many roles in society. They may be heads of households, parents or spouses, and they may live in families or independently. Some are active carers and some need 24/7 care, but most have networks, roles, professions and responsibilities in the community. It is a fundamental ethical principle that these roles and contributions are recognised, given that people with disabilities are "experts in their own lives" and thus experts in their own disaster-related needs. If disaster officers and emergency managers do not consult with, and include, people with disabilities in their work, they are missing an essential contribution.

Much of the work reported in this toolkit emerges from the Council of Europe's document *Ethical Principles on Disaster Risk Reduction and People's Resilience* published in 2012.[2] The following text is taken from the Council of Europe's publication *Major Hazards and People with Disabilities:*[3]

*"*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 International Convention on the Rights of Persons with Disabilities goes further and stresses the importance of respecting human rights. 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…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, disasters should not be occasions 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

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2. Prieur M. (2012) *Ethical Principles on Disaster Risk Reduction and People's Resilience.* European and Mediterranean Major Hazards Agreement, Council of Europe, Strasbourg, 37 pp.
3. Sagramola S. and Alexander D. (2014) *Major Hazards and People with Disabilities. Their Involvement in Disaster Preparedness and Response.* European and Mediterranean Major Hazards Agreement, Council of Europe, Strasbourg.

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

Much disaster-related work assumes that people with disabilities are on their own. Yet many of them live with families, have children, pets or guide dogs and/or own and use equipment which is essential for their independent living, such as oxygen tanks and dialysis machines. DRR and disaster response must consider not just the individual who has a disability, but also their family, animals, and equipment.

Why should a parent with a disability be treated differently to any other parent and be separated from their spouse, children, or pets during a disaster? People with disabilities who are dependent on guide dogs or equipment have the right to be evacuated with their dog or equipment and for the needs of their dog or equipment (e.g. battery charging) to be catered for. For instance, sometimes it can take a year to train a guide dog and sometimes people have to wait for several years before a mobility aid suited to their individual needs becomes available. The fear that people with disabilities will suddenly become dependent on others, during the disaster and for a long time afterwards, would appear to be legitimate.

Design for All is a concept which helps in the design of policies that are fully inclusive of the needs of people with disabilities. Design for All describes a creative process which aims to maximise usability, enjoyability and accessibility for all people of the built environment, products, services and events. They should be designed in a way that responds to the whole scale of human capacities, capabilities, needs and preferences. Design for All aims to avoid special solutions which only address the needs of one particular group of people. On the contrary, the needs of all potential user groups should be addressed in order to generate results perceived as comfortable and attractive by everybody.

Design for All in Progress - From Theory to Practice is a publication by the European Concept for Accessibility Network (EuCAN; www.eca.lu) that confirms that the Design for All concept is increasingly being used by all kinds of organisations, but this unfortunately means there is still huge scope for individual interpretation in terms of the correct implementation of this concept.

The success of new actions or achievements depends on the connectivity of such actions with other existing or new initiatives, thus avoiding isolated accessibility solutions, while adopting a holistic approach. This is also true when adapting existing disaster-related action plans to include the particular needs of people with disabilities.

The Design for All approach is always built on solid partnerships between all stakeholders and a well-balanced representation of all those who will benefit from, exert influence on, or be influenced by, the project. Choosing which stakeholders to involve can be tricky, especially when one group is too dominant or one key player is missing. This usually happens when the design process is not holistic enough and does not include the all the necessary consultations (i.e. with the people that will install or maintain it). It is also common to forget user groups which might be disadvantaged by the solution.

The challenge is to adopt a Design for All approach to areas such as general administration, planning, decision making, communication, finance, and service delivery. Success ultimately depends on the professionalism and coherence of the project's activities and leaders, as well as on the definition of common factors that provide maximum potential for the best possible implementation of initiatives.

As already identified in the publication *ECA for Administrations* seven inter-dependent success factors can be defined:

1. Commitment of the decision makers
2. Co-ordination 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 and other disaster-related systems are strongly influenced by their political and cultural backgrounds. 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 and response action plans, and also as a template for creating new ones.

For disability-inclusive DRR to become a reality, there needs to be a fundamental shift in thinking. Inclusivity can only be achieved if people with disabilities are placed at the centre of DRR and response conceptualisations and practices. This enables true inclusivity from inception to delivery and moves away from seeing disability as an add-on to existing DRR and response approaches. This can be achieved through a series of seven steps as shown in the table below:

Table for the assessment of DRR policies

Success factors	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 descriptions	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	Looking for possible models
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 ongoing 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	Ongoing monitoring of quality and success (customer relationship management)

The users of this toolkit are encouraged to check their own achievements while filling in the cells of the above table.

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 DRR and disaster response policies 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, especially through listening.

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

In 2013, the European Association of Service Providers for Persons with Disabilities (EASPD) consulted its members with the aim of providing a range of service providers' views of solutions for existing challenges.

Here are some extracts from the EASPD's report on the results of this survey:

"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 will require individual assistance, which may involve a fundamental re-orientation of 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:

- Disaster preparedness and response plans should include specific guidelines on supporting people with disabilities, based on their involvement.
- Support for people with disabilities has to be provided in close co-operation with those who have 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 co-operation, training and knowledge on disaster preparedness and response, focusing on supporting persons with disabilities.

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

4.1.2. Examples

Council of Europe / EUR-OPA Major Hazards Agreement

Success factor

X	Commitment of decision makers
	Co-ordination / continuity
	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

Who is the target of this good practice?

Council of Europe member states and EUR-OPA member states.

Description

The Council of Europe is the oldest European inter-governmental institution and is a leading human rights organisation. Since 1987, the EUR-OPA has been a platform for co-operation in the field of major natural and technological disasters between Europe and the South of the Mediterranean Region within the Council of Europe. Its main objectives are to reinforce and promote co-operation between the member states in a multidisciplinary context to ensure better prevention, better protection against risks and better preparation in the event of major natural or technological disasters.

On the basis of the Council of Europe's publication *Ethical Principles On Disaster Risk Reduction and People's Resilience*, EUR-OPA started work in 2013 on the protection of the most vulnerable groups and in particular on the needs and rights of people with disabilities. The inter-governmental work on disability concentrates on the prevention of discrimination on the grounds of disability, which places this field of action at the heart of the Council of Europe's policy for the promotion of human rights.

In 2014, the Council of Europe published *Major Hazards and People with Disabilities: Their Involvement in Disaster Preparedness and Rresponse.* To complement the report, guidelines and political recommendations presented in this publication, the Council of Europe decided to create a toolkit to bring together examples of best DRR practices in the field of disability.

The expertise and pioneering work of the Council of Europe, efficiently reinforcing the links between human rights and DRR, has been carried further by the placing on the international agenda of people with disabilities and inclusive DRR, currently promoted by the Latvian

Presidency of the European Union, as well as by the Third United Nations World Conference on DRR held at Sendai in Japan from 14-18 March 2015. The Council of Europe, in particular through EUR-OPA, will spare no efforts to offer its support to achieve the goals defined in the UN's Sendai Framework for Disaster Risk Reduction 2015-2030.

References / More info

www.coe.int/en/web/europarisks/home

Success factor

x	Commitment of decision makers
x	Co-ordination / continuity
	Networking
x	Strategic planning
	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

Political decision makers

Description

At the World Conference on DRR held at Sendai in Japan in March 2015, the United Nations' international strategy for DRR was formulated in the *Sendai Framework for Disaster Risk Reduction 2015-2030*. This document, which is intended to set the world agenda for the next 15 years, states unequivocally (p. 20) that "Persons with disabilities and their organisations are critical in the assessment of disaster risk and in designing and implementing plans tailored to specific requirements, taking into consideration, inter alia, the principles of universal design." It also refers (pp. 17-18) to the need to empower people with disabilities publicly to lead DRR initiatives , and (p. 5) the need for governments to engage with people with disabilities on DRR issues. The Sendai Framework is intended to provide the general guidelines to help all governments engage with DRR, and progress in each country will be measured in relation to the specifications given in the Sendai Framework.

References / More information

www.wcdrr.org/uploads/Sendai_Framework_for_Disaster_Risk_Reduction_2015-2030.pdf

Success factor

x	Commitment of decision makers
x	Co-ordination / 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 DRR as "a cross-cutting 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 the recommendation to involve "relevant groups, including various government bodies, the private sector, NGOs and academic institutions".

References / More info

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

Success factor

x	Commitment of decision makers
	Co-ordination / 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

People with disabilities (at the first stage - people with reduced mobility).

Description

A sequential long-term initiative implemented by the Ministry of Emergency Situations (MES) of the Republic of Armenia, supported by the Armenian Government, to involve people with disabilities in the MES system, primarily as employees of the Crisis Management Centres.

Currently more than 40 people with disabilities (in the first stage, people with reduced mobility) work at MES and all the necessary conditions (transport facilities, special lifts, etc.) are provided to enable them to work in, and to move around, the MES's Crisis Management Centres, which have become "extraordinary cities". This group of employees are always included in all initiatives organised by the MES.

The whole process of involving people with disabilities in the activities of the MES and the organisation of advanced training courses for them in the fields of DRR and emergency management (in particular, for their work at the Crisis Management Centres and the 911 Rapid Response Service, as well as problems encountered in organising the response to emergency calls) has been thoroughly considered and compulsory pursued.

MES Crisis Management Centres where people with disabilities work, have been established in the capital Yerevan, and in the Lori, Shirak and Sunik regions. By May 2015, similar MES Crisis Management Centres will be established in the remaining seven regions of Armenia.

Information on this initiative was presented at the International Workshop: "Including People with Disabilities in Disaster Preparedness and Response" (held on 22-23 October 2013, in Paris).

References / More info

Nikolay Grigoryan, e-mail: info@mes.am, address: 109/8 A. Mikojan Str., Davitashen, Yerevan, Armenia, telephone: +37410 317805, www.mes.am.

Success factor

x	Commitment of decision makers
x	Co-ordination / 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
x	Emergency response
	Post-response rehabilitation and remedial action

Target

Entities of the Crisis Management System (CMS)

Description

The CMS is organised for the purpose of preventing, giving early warning of, and handling crises that represent a risk to property, to health and to the lives of people and animals, and that are the result of natural disasters, epidemics or other risks and dangers that directly jeopardise public order and the security of the FYROM or any part of it, where the conditions for declaring a state of war or a state of emergency do not exist.

The CMS was set up by the City of Skopje council, other municipal and national authorities, the FYROM civil protection and rescue forces and the FYROM national armed forces.

Public and commercial enterprises, institutions and services have also been invited to take part in preventing, giving early warning of, and handling crises.

Citizens, associations of citizens, the FYROM Red Cross, NGOs, humanitarian organisations, the media and other legal entities can also participate in preventing, giving early warning of and handling crises, voluntarily or under contract, under the national law and the ratified international agreements that govern this issue.

A Crisis Management Centre (CMC) has been set up to manage the CMS, in particular to make proposals, and to provide continuous consultations and co-ordination to ensure the efficient and adequate use of the available resources in crisis situations, as well as to provide timely, qualitative and realistic security risk assessments.

The CMC is an independent state administrative body established within the CMS, with the status of an independent legal entity.

The CMC performs the following crisis management activities:
- providing continuity of inter-departmental and international co-operation, consultation and co-ordination;
- preparing and updating a unified assessment of any risks and dangers to the security of the FYROM;
- proposing measures and activities for resolving crisis situations, and
- executing other activities required by law.

The CMC also provides general support to the CMS Steering Committee and the CMS Assessment Group.

References / More info

Crisis Management Centre www.cuk.gov.mk

Law on Crisis Management
www.preventionweb.net/files/7645_LawoncrisismanagementRepublicofMacedonia.pdf

Success factor

x	Commitment of decision makers
x	Co-ordination / 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

Targets

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

Description

The Cabinet Office is responsible for co-ordination and emergency planning at national level across government in the United Kingdom.

The Civil Contingencies Act (2004) ("the Act") 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 people with disabilities, about 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 electricity companies. The Act places legal obligations for increased co-operation and information sharing between the different emergency services and also the Category 2 responders that might have a role.

The Act also requires Category 2 responders, many of which are private-sector bodies (e.g. utility companies, transport companies), to co-operate and share information with Category 1 responders (e.g. the emergency services and local authorities) to inform multi-agency planning frameworks.

Every two 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 foreign. This Assessment also involves discussions with people with disabilities and their representatives.

References / More info

Office for Disability Issues - Department for Work and Pensions

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 the co-ordination and continuity of initiatives. In close co-operation with all relevant stakeholders, it is the task of the co-ordinating body to make sure that all relevant information is collected and centralised.

4.2.1. Description of the co-ordinator's mission

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

4.2.2. The importance of continuity of actions

The co-ordinator has to ensure the continuity of the process, so that no momentum is lost over the years due to decreasing commitment and so that there is no risk of the efforts and resources allocated being lost. Part of co-ordinating and continuing this process is ensuring that all initiatives are multi-directional, cross-sectorial and inclusive, in particular that they help people with disabilities and their families to contribute and take control of co-ordination and continuity.

4.2.3. Examples

Croatia: National Protection and Rescue Directorate

Success factor

	Commitment of decision makers
	Commitment of decision makers
X	Co-ordination / 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
x	Emergency response
	Post-response rehabilitation and remedial action

Target

- participants in the activities of disaster prevention, protection and rescue

- civil protection operational forces

Description

The National Protection and Rescue Directorate were established by law as an independent administrative, technical and operational body. Its mandate is the management of operational forces; the co-ordination of the activities of other participants in the activities of disaster prevention, protection and rescue; the transmission of timely information to civil protection operational forces; the monitoring of the implementation of the prescribed measures and actions which aim to protect and rescue people, property and the environment; the enforcement of mobilisation of the protection and rescue system, etc.

Croatia has established a Platform for Disaster Risk Reduction in which operate representatives of all the relevant national bodies whose work is connected with the implementation of policies aimed to reduce risks. The National Protection and Rescue Directorate co-ordinates all the activities of this Platform. Among the organisations involved in the Platform are those that care for people with disabilities.

References / More info

Republic of Croatia - National Protection and Rescue Directorate

Success factor

X	Commitment of decision makers
X	Co-ordination / 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 Disaster Preparedness and Response (DPR)

Description

The High Commission for National Protection (*Haut Commissariat à la Protection Nationale*, HCPN), under the authority of the Prime Minister, is responsible for the overall co-ordination of all governmental bodies involved in the cycle of DPR, whereas for specific risks, different ministries and their respective administrations normally take the lead, always in co-operation 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 if an event affects their territory.

Being a small country, Luxembourg has no intermediate or regional level of administration in this system.

Major national emergencies are managed by a national Crisis Cell (CC), governed by the Senior Council for National Protection (*Conseil supérieur à la protection nationale*, CSPN) and chaired by a government minister. 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 of 28 July 2011 approving the UN CRPD provides that the elaboration and implementation of laws and policies in relation to UN Conventions and other decision-making processes related to people with disabilities must closely consult with, and actively involve, people with disabilities, including children with disabilities, through organisations representing them. Pursuant to Article 11 of this Law, all necessary measures have to be taken to ensure

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

References / More info

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

Montenegro: Co-ordination Team for Emergency Management

Success factor

	Commitment of decision makers
x	Co-ordination / 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

The Co-ordination Team for Emergency Management and municipal emergency management teams are responsible for co-ordination in emergency events.

At the top of the pyramid in emergency events is the Co-ordination Team for Emergency Management, headed by Prime Minister. This team takes key decisions, which are then implemented by the Emergency Management Operational Staff.

The Emergency Management Operational Staff, besides representatives of the Ministry of Internal Affairs, includes representatives of all relevant government agencies and organisations that can contribute to more effective response to the risk that threatens Montenegro.

At the local level, municipal emergency management teams co-ordinate the activities of the competent local government authorities for the protection and rescue of people and property, and the mitigation of the consequences of emergencies.

References / More info

Directorate for Emergency Situations within the Ministry of Internal Affairs

Success factor

	Commitment of decision makers
	Commitment of decision makers
x	Co-ordination / 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

Chaired by the Prime Minister, the GCMT was established to assist the work of the Council of Ministers in the field of crisis management. The Minister of the Interior and the Minister of National Defence act as deputy chairmen of the GCMT. The main task of the GCMT is to provide advice and opinions on issues connected with initiating and co-ordinating activities related to crisis management, including civil planning at the national level.

The other tasks of the GCMT are:

- Developing proposals to use the capabilities and resources necessary to restore control over emergency situations;
- Providing advice on co-ordinating the activities of government administrations, state institutions and the emergency services in emergency situations;
- Providing an opinion on the National Emergency Response Plan and submitting it to the Council of Ministers for approval;
- Providing an opinion 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 declared and the system of managing state defence is activated.

Under the Crisis Management Act, the Government Centre for Security (GCS) was established and began operating in mid-2008. The Director of the GCS is also the Secretary of the GCMT. The GCS co-ordinates efforts in the field of crisis and emergency management, which include detailed presentations of methods of reacting to threats and

limiting their consequences; gathering information on threats; analysing intelligence and developing recommendations for preventing and counter-acting threats. Within its scope of responsibilities the GCS also prepares plans on the use of the Polish Armed Forces in support of the state administration in the event of emergency situations which require more resources than those avaialable at regional level.

References / More info

Ministry of Labour and Social Policy, Office of the Government Plenipotentiary for Disabled People

Slovenia: Administration for Civil Protection and Disaster Relief

Success factor

	Commitment of decision makers
x	Co-ordination / 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 DRR services

Description

The Administration for Civil Protection and Disaster Relief (ACPDR), which is a constituent body of the Ministry of Defence, is the authority responsible for the whole disaster preparedness and response (DPR) cycle in Slovenia. It co-ordinates administrative and professional protection, rescue and relief tasks, as well as other tasks regarding protection against natural and other disasters. The ACPDR is divided into six internal organisational 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 the ACPDR branches and notification centres.

The disaster management system is one of the three pillars of the 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, forest fires and earthquakes, are common phenomena. The risk of environmental disasters is increasing due to urbanisation and industrialiszation; however contemporary threats of terrorism and contagious diseases also contribute significant risks.

References / More info

Administration for Civil Protection and Disaster Relief

United Kingdom: Local Resilience Forum (LRF)

Success factor

	Commitment of decision makers
	Commitment of decision makers
x	Co-ordination / 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 co-operation are the LRFs, based in local police areas, which 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 fora to consult, collaborate and disclose information with each other in order to facilitate planning and responses to emergencies. The LRFs meet on a regular basis and disabled people and their representatives also attend the meetings, so that they have opportunities 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 people with disabilities. To help ensure compliance with this duty, LRFs meet regularly and people with disabilities and their representatives take part in these discussions.

References / More info

Office for Disability Issues - Department for Work and Pensions

4.3. Networking

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

4.3.1. The importance of local networks

Any concerned stakeholders (regardless of gender, age, disability and status (volunteer or professional) should be invited to participate from the outset in the spirit of the maxim "**Nothing about us without us**". In identifying 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 people responsible for its maintenance, legal experts, representatives of public or private sources of funds (e.g. politicians, employees, volunteers), and other experts (e.g. architects, engineers, geographers, planners, craftspeople, and therapists).

For practical reasons, and due to the diversity of the people involved (e.g. politicians, employees, volunteers and external experts), it can often be more effective to set up different (sub-) networks. Efforts should also be made to include groups that are often marginalised such as prisoners, homeless people, people who do not speak the majority language(s), and other ethnic, cultural or religious minorities.

4.3.2. Holistic approach through networking at all levels

The co-ordinator should guarantee efficient co-operation within the network(s) based on clear rules and with accessibility in mind so everyone can participate. 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. Examples

Luxembourg: Including the needs of people with disabilities

Success factor

	Commitment of decision makers
	Co-ordination / 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 (DPR) plans, specifically in the National Nuclear Accident Action Plan and the National Influenza Pandemic Action Plan.

The National Nuclear Accident Action Plan is currently being reviewed. In the Plan, the specific needs which people with disabilities might have are particularly met by two measures: the evacuation of people with disabilities and the taking in charge of these persons at the rest centres established to provide temporary accommodation for the evacuated population.

In the National Influenza Pandemic Action Plan, the vaccination plan for the population includes specific measures to facilitate the vaccination of people with disabilities, specifically the taking in charge of them at the vaccination centres or the option of vaccinating them at their homes by mobile medical teams.

Following the heatwaves of 2006, a special plan was developed which specifically targets elderly and/or disabled citizens. When there is a high risk of a heatwave, a public information campaign is started through the media. Institutions, hospitals, support networks and home care services are informed by a centralised alert management system via several different communications channels: e-mail, SMS, voicemail and fax.

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

Municipalities are obliged to establish urban land-use plans for their territories. They have to identify risks (e.g. landslides, flooding, etc.) and must take them into account when creating such plans.

In Luxembourg, the Info-Handicap disability council runs a national disability information and meeting centre. Due to the small size of the country, the mission of this centre is very broad and includes questions related to disabilities. This particular situation facilitates networking and concerted actions at all levels. Unfortunately, commitment towards such networking varies a lot among the potential partners at different levels, due to diverging priorities, lack of knowledge, lack of 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 co-operation, thus connecting the relevant players.

In the context of DRR, one official body is responsible in Luxembourg for the general co-ordination of the implementation of the CRPD, while the practical organisation of safety and emergency services is shared by a wide range of different actors, depending on the particular type 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 missions in the fields of awareness-raising and concerted actions, an organisation like Info-Handicap should take up this challenge. However, in order to avoid wasting time and energy, such a task should be based on an official mandate. All this means that there is a strong need for developing horizontal networking and co-ordination within and between official bodies and a council representing disability organisations.

References / More info

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

Moldova: Networking with citizens and associations

Success factor

	Commitment of decision makers
	Co-ordination / 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 Law No. 239 of 13 November 2008 on Transparency in Decision Making, the public authorities are obliged, as appropriate, to undertake steps to ensure opportunities for the participation of interested citizens, associations and other stakeholders in decision making, inclusively by:

- disseminating information about their annual plans of activities by posting the plans on their official websites and public noticeboards and/or via the national and local mass media, as appropriate;
- informing the public about their decision-making processes;
- institutionalising co-operation and partnership mechanisms with their citizens;
- receiving and examining recommendations from citizens, associations and other interested parts, made officially, in view of using them to draft new proposals;
- seeking the opinions of all interested parties on proposals, as required by law.

References / More info

International Relations and European Integration Directorate - Ministry of Labour, Social Protection and the Family

4.4. Strategic planning

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

4.4.1. What are the elements of a successful strategy?

To plan strategically, a master plan should be created – including strategies, resources, time-schedules (short-, medium-, long-term), co-ordination and specific actions to be carried out, with well-defined milestones to facilitate 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 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, knowledge acquired about the topic and changing circumstances or opportunities are likely to bring about the need for a change in strategy, a rescheduling of actions and a reallocation of resources.

To ensure the success of the process and actions, the strategic plan must be constantly re-evaluated and updated as required: for instance a re-evaluation every year and an update approximately every five years.

4.4.2. Examples

Indonesia: Promoting the participation of people with disability in disaster management in Indonesia

Four provinces; Yogyakarta, Central Java, West Java and West Sumatra, plus Jakarta

Success factor

	Commitment of decision makers
	Co-ordination / continuity
	Networking
x	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

Overall: DRR decision makers, planners and practitioners through contributing to an evidence base on the relationship between disability and disasters and through the establishment of persons with disabilities as DRR resource people.

Specific: Disabled People's Organisations (DPOs) and community-based volunteers.

Description

The project was implemented between May 2013 and March 2015 by *Arbeiter-Samariter-Bund Deutschland e.V.* (ASB) and the University of Sydney's Centre for Disability Research and Policy (CDRP), with funding from the Australian Aid Development Research Awards Scheme (ADRAS).

The project rationale was to respond to the lack of data and rigorous research into disability and disasters and to build the capacity of DPOs to contribute to DRR practice and policy in line with the development of the Sendai Framework for DRR, 2015.

Key activities: Capacity-building of 159 DPO members from four provinces with recent experience of varied disasters and at the national level in Jakarta on:

- Basic DRR and practical preparedness skills alongside an introduction to DRR policy frameworks.
- Technical capacity-building on disability statistics and data collection using a functional approach and training in research skills.
- Advocacy and use of research findings.

Research and development of a Disability-inclusive Resilience Tool:

- Mapping of barriers and enablers to disability-inclusive DRR from 29 DRR actors.
- Survey by DPOs and community-based volunteers of 1,908 people with disabilities on functional limitations and disasters.
- Research by DPOs and community-based volunteers in 173 households of people with disabilities to trial Disability-inclusive Resilience Tool.
- Review and refinement of Disability-inclusive Resilience Tool.

Key achievements:

- People with disabilities demonstrated their ability to positively contribute to DRR at the community and policy level.
- Increased co-operation and effective working DRR partnerships were established between DPOs and community-based volunteers without disabilities.
- Increased engagement between government and DPOs at national and sub-national levels, including contributions to a new National Regulation on Disability and Disasters.
- Active participation of DPO representatives at key events leading up to and including the World Conference on DRR, including the International Day for DRR events at UN headquarters in New York in 2013; the Sixth Asian Ministerial Conference on DRR in Bangkokin 2014, and the World Conference on DRR in Sendai in 2015.

Select research findings (preliminary):

- Key barriers to including people with disabilities in DRR activities are: (i) disability is perceived as technical; (ii) limited knowledge/experience of disability inclusion and (iii)lack of access to disability expertise/resources.
- 23% of people with disabilities face difficulty in accessing DRR information. 18% of them face difficulty evacuating independently and 32% of them face difficulty accessing DRR information and evacuating independently.
- Key factors contributing to higher resilience among persons with disabilities include prior involvement in DRR activities and access to basic primary education. There is no clear link between gender or age and higher or lower resilience for people with disabilities.

References / More info

- Dr. Alex Robinson, ASB alex.robinson@asbindonesia.org

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- Ms. Pradytia Putri Pertiwi, ASB pradytia.putri@asbindonesia.org

Italy: Guidelines for municipalities

Success factor

	Commitment of decision makers
	Co-ordination / continuity
x	Networking
x	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

Organisations of people with functional and access needs (FAN)

Civil protection professionals and decision makers

Description

In 2015, the Department of Civil Protection of the Marche Region, in collaboration with the Polytechnic University of Marche, developed a set of guidelines to promote the inclusion of people with disabilities in municipal emergency planning. The document takes into account the results of the survey conducted by the National Department of Civil Protection in 2011 in collaboration with Europe Consulting Onlus, and aims to understand how Italian municipalities are including disability issues in emergency planning activities.

Regional guidelines for the effective inclusion of people with disabilities in municipal emergency planning – key points:

1. Training municipal personnel supporting issues that people with disabilities face in emergencies: first responders, such as search-and-rescue teams, may require additional training or guidance to appropriately assist people with disabilities. They may also benefit from guidance on how to communicate with individuals who are blind, deaf, hard of hearing, or who speak languages other than Italian.

2. Creating a database for people with disabilities: a database of information about people who are receiving disability services in the Marche Region or who are in need of these services. The objective is to plan and co-ordinate emergency rescue activities on the basis of the information contained in the database and with the support of GIS technology. The general idea is also to create a map using the information from the database in relation to the more vulnerable areas of the territory. The database will also include information on the location of healthcare facilities and the disabilities of their residents.

3. <u>Ensuring the data protection of people with disabilities</u>: public administrations must declare in a transparent way and following the data protection regulations, how they want to use the information contained in the database.

4. <u>Introducing the use of the International Classification of Functioning, Disability and Health (ICF) into the "emergency management language"</u> in order to make first responders more confident with disability issues and more aware of the rights of people with disabilities.

5. <u>Introducing a new role within the municipal operations centres:</u> a new support function (or a dedicated group) on disability issues that, in an emergency, is able to organise rescue services for people with disabilities.

6. <u>Creating a local network in order to support local administrations</u>: the collaboration of civil protection professionals with healthcare facilities, hospitals, associations of people with disabilities and voluntary organisations is essential in order to provide effective assistance to people with disabilities in an emergency.

7. <u>Creating an effective emergency warning and communication system</u>: communication and warnings need to be available in multiple formats for people with hearing and vision impairments, low literacy or cognitive processing difficulties, and who do not understand the local language.

8. <u>Creating universally accessible refuges and relief centres</u>: emergency accommodation needs to include accessible amenities such as showers and changing tables for babies. Plans should be made for attendant care and nursing at relief centres for the infirm, people with disabilities and those who acquire impairments. Special dietary requirements and refrigerated storage of medicines need to be catered for, and accessible transport for people with disabilities provided.

9. <u>Organising training/information programmes and drills:</u> to inform the public about the emergency plan and in particular the measures to assist, rescue and communicate with people with disabilities in an emergency. Notifications of community meetings should be delivered to the whole community, including those who are housebound.

References / More info

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Success factor

x	Commitment of decision makers
	Co-ordination / continuity
	Networking
x	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

Planners and decision makers at local level, e.g. municipal planners

Description

Land-use planning

Land-use planning which takes risk into account is considered the best and most efficient measure to prevent losses from disasters. The Technical Regulations of 2010 (TEK10) under the Planning and Building Act (2008) provide safety standards for buildings and infrastructure, corresponding to different return periods for floods, storm surges and landslides. Three different safety classes are defined, as shown in the table below.

Safety class	Consequences
S1	Small (garages, sheds, small storage buildings)
S2	Medium (residential houses < 10 units, other buildings with < 25 persons, medium economic or societal consequences)
S3	Large (residential houses > 10 units, other buildings with >25 persons, large economic or societal consequences)

Emergency institutions cannot be located in areas at risk from floods, storm surges and avalanches or landslides.

50

Every municipality is obliged under the Civil Protection Act to perform an overall Risk and Vulnerability assessment for its territory as a basis for preparedness to deal with harmful events, and for land-use planning. The municipality is responsible for making sure that natural hazards are evaluated and taken properly into account in every new development scheme, according to the Planning and Building Act.

An important element of the Planning and Building Act is the possibility for municipalities to define zones that require special consideration (*hensynssoner*). Building restrictions can be applied to areas where local authorities find it necessary to carry out more thorough risk assessments, or where special building codes may apply in order to maintain safety. Flood, storm surge, avalanche and landslide risk, or uncertainties about such risks, can be used to define these zones.

References / More info

www.dsb.no/

www.preventionweb.net/files/30883_nor_NationalHFAprogress_2011-13.pdf

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 can facilitate the organisation of training activities and it allows emergency schemes constantly to be improved. Specific added value will be provided by the involvement of people with disabilities and their organisations.

Training and empowering communities, workers in the private and public sectors and organisations representing people with disabilities to develop disaster preparedness and other forms of DRR, in addition to emergency response skills, would strengthen their opportunities for contributing proactively before, during, and after disasters.

Training activities should combine and share the experience and expertise of local government officials, civil servants, communities, organisations representing people with disabilities and volunteers. Equal access to, and use of, information, training and formal and informal education on DRR and disaster response for all would allow them to enhance their voices.

It is important to promote the implementation and incorporation of disaster risk education, including preparedness and response, in educational curricula at all levels and in informal education systems, as well as in professional education.

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 Organisation estimates that 15% of the world's population, or 1 billion people, have a disability. People with disabilities are disproportionately represented amongst the poorest in Society, with reduced income-earning opportunities and less 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 people with disabilities in disasters. … Despite these international mandates, disaster response rarely meets the needs and rights of people with disabilities. Handicap International, through its work in disaster situations, has found that shelters, camps and other vital services, such as water, sanitation and food distribution, are often inaccessible, and that weak protection systems leave people with disabilities at risk of physical, mental and sexual abuse. It has also observed that people with disabilities are frequently less informed about the situation and the resources available and that their specific needs are overlooked.

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

An inclusive approach to CBDRM helps 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

Global Fire Monitoring Centre (GFMC): Safeguarding Children, Elderly People and People with Disabilities in Wildfire Emergencies

Success factor

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

Part of the DRR cycle:

	Assessment and identification
x	Prevention, preparation, alert and warning
x	Emergency response
	Post-response rehabilitation and remedial action

Target

Local rural communities: Administrations at the level of municipalities and villages, individual land owners and managers (farmers, shepherds, and plantations), house owners and other people subjected to high wildfire risks at the interface between residential areas and surrounding seasonally flammable vegetation.

Description

In some regions of Europe, rural settlements (e.g. villages, towns, scattered farmsteads) and other rural assets (agricultural crops, land, infrastructures and other valuables at risk) are increasingly endangered by wildfires. This trend is driven by the consequences of land- use change, regional climate change and particularly by the rural exodus, which has resulted in a decrease in the rural work force, a consequential loss of self-protection ability, and an increased wildfire hazard on abandoned land. Recent major wildfire disasters on all continents have shown that government authorities and rural communities are not sufficiently prepared to prevent and reduce the risk of wildfires, to defend rural communities and rural assets at risk, and to protect human health and security from the direct and indirect impacts and consequences of wildfires.

In 2012-2013, the GFMC, a Euro-Mediterranean Specialised Centre supported by EUR-OPA, took the initiative to develop materials to enhance the capabilities of rural communities to defend themselves against wildfires. The GFMC's guidelines are entitled *Defence of villages, farms and other rural assets against wildfires: Guidelines for Local Community and Municipality Authorities in the Balkan Region* and they aim to:

- Provide a practical technical document designed as a support tool for the protection of people and rural communities in the Balkan region from wildfires.

- Serve as a starting point for the exchange of expertise and ideas within the Council of Europe / UNECE / OSCE member states to continuously expand capacities in rural wildfire management.

Apart from wildfire prevention, preparedness and suppression, the guidelines also emphasise the importance of rescuing and evacuating children, elderly people and people with disabilities.. Below are two examples of illustrations which illustrate priorities and procedures.

References / More info

The GFMC (www.fire.uni-freiburg.de/) has published the guidelines in English and Greek for the pilot test in the Aegean region (other languages to follow). The guidelines include the EuroFire Competency Standards and Training Materials for the training of local fire services, including volunteers.

The publication is available online at: www.fire.uni-freiburg.de/Manag/CBFiM_11.htm

Community-based Fire Management: www.fire.uni-freiburg.de/Manag/CBFiM.htm

EuroFire in ten languages: www.euro-fire.eu/

Contact: fire@fire.uni-freiburg.de

Armenia: European Centre on Major Risk Management - Involving people with disabilities in disaster planning and preparedness

Success factor

	Commitment of decision makers
	Co-ordination / continuity
	Networking
	Strategic planning
x	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

People with disabilities; their family members; managers and staff of institutions where they work or study; managers and staff of specialised establishments which care for people with disabilities, especially children; emergency and relief managers, and first responders, including rescuers.

Description

The European Centre on Major Risk Management (at Yerevan), with the support of EUR-OPA, has created of these two documents:

1. *Involving people with disabilities in disaster planning and preparedness as an integral part of disaster preparedness and response*. This methodological document contains specific approaches and tools for involving representatives of specific target groups who are most at risk from disasters, including people with disabilities, in the decision-making process.

2. *Manual on preparedness and rules of behaviour for people with disabilities, especially children, when an earthquake happens or appears imminent.*

In this publication, basic information is supplemented by educational and methodological material, designed for use in developing more detailed materials and emergency plans, given the specific needs of different groups of people with disabilities and the places where they tend to live.

It stresses the importance of bringing together municipal emergency action plans with individual emergency action plans for people with disabilities, emergency action plans for establishments and institutions, where people with disabilities work or study and emergency action plans for specialised education and rehabilitation institutions, which care for people with disabilities, primarily children..

A national training course for the target audience mentioned above is planned in 2015.

Information on these publications was presented by their author at the International Workshop: *Including People with Disabilities in Disaster Preparedness and Response* (October 22-23, 2013, Paris, France), and at the conference in Brussels (4-5 December 2014).

References / More info

Stepan Badalyan, www.mes.am, e-mail: ecrmeurope@gmail.com, address: 23, Nalbandyan Str., 0001, Yerevan, Armenia, phone: +37491 230037.

Success factor

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

Part of the DRR cycle

x	Assessment and identification
x	Prevention, preparation, alert and warning
x	Emergency response
	Post-response rehabilitation and remedial action

Target

People with hearing, visual, cognitive and mobility impairments, firefighters and other employees of the Fire Rescue Service of the Czech Republic.

Description

The Fire Rescue Service of the Czech Republic has not ignored the topic of helping people with disabilities during emergency situations. A special internal regulation (Methodical Document JPO 12 S) on the topic of communication with people with disabilities during emergency interventions was created in 2007. People with disabilities were involved from the beginning in the development of this regulation. It contains basic instructions on how to communicate with people with physical, mental, visual, hearing and even deaf-blind impairments, some useful phrases and a list of tools which can be used to facilitate communication.

The topic is also covered in basic training, in special courses, during regular training in shifts and during first-responder drills.

In 2014, a training DVD *Communication with people with disabilities during emergency situations* was created by members of the Fire Rescue Service of Zlín Region and the *Filmové studio Institutu ochrany obyvatelstva Lázně Bohdaneč* film studio, in co-operation with the Psychological Department of the General Directorate of the Fire Rescue Service of the Czech Republic. The DVD is based on the 2007 internal regulation and was developed for use in training members of the Fire Rescue Service of the Czech Republic how to communicate with people with disabilities (physical, visual, hearing and cognitive). It is focused on the most common situations that can occur during interventions (e.g. leading a person with visual impairment over obstacles or down stairs, how to deal with a guide dog,

etc.). Aside from the authors, the DVD features people with disabilities. They not only acted out scenarios but also made valuable suggestions on how to communicate with people with disabilities. The film-making facilities and equipment were provided by the Brno Education and Training Centre. The DVD won an award for 2014 Project of the Year.

Representatives of the Fire Rescue Service of the Czech Republic made presentations about the DVD at the conferences of the international EUNAD Project, one of whose objectives is to create documents and programmes to improve communication with people with visual and hearing impairments during emergency situations and disasters.

Last year, the Fire Rescue Service of the Zlín Region organised a three-day sign language course for specialist paramedic firefighters in co-operation with 3Dimenze, during which the firefighters learned some basic signs suitable for communication with people with hearing impairment during emergency situations and were given various recommendations on how to deal with people with hearing impairment, e.g. useful tools, etc.

Some firefighter vehicles have been equipped with special cards with pictograms of some basic objects, such as a human body, a house, etc. that can be used by people with hearing impairment to show where they are hurt, or where somebody else is in the house, etc.

During regular drills and competitions of firefighters (e.g. competition in extrication of persons from crashed vehicles), firefighters have to communicate with people with disabilities.

The Fire Rescue Service of the Czech Republic also holds regular meetings with people with disabilities: recently a group of children with visual impairment visited a fire station where they could touch the firefighters' work equipment and experience their world, as shown in the photos below.

The Fire Rescue Service has also recently created a special emergency telephone number for use by registered users with disabilities. It also organised a tour of its operational emergency call centre for people with hearing impairment.

References / More info

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Ms. Barbora Balková, Psychologist of the Fire Rescue Service of the Czech Republic: mobile phone: 778 442 402, e-mail: barbora.balkova@grh.izscr.cz

Success factor

	Commitment of decision makers
	Co-ordination / 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

People with hearing impairment

Description

Two emergency doctors, a teacher of the deaf and a sign-language interpreter developed a sign-language code to be used by the emergency services to communicate with people with hearing impairment in disaster situations, despite noise, facemasks and linguistic barriers. This system can also be transposed to other fields and risk situations.

The sign-language code uses gestures that are easy to learn and memorise, and is partially based on French sign language, adapted for medical use. For example, in a fraction of a second with just two gestures, a rescuer can inform a colleague that he is treating an unconscious patient with oxygen at 3 litres per minute. The entire code includes 120 signs and can be learned in two days.

References / More info

www.b4com.eu/

Germany: The KE-MUST model

Success factor

	Commitment of decision makers
	Co-ordination / 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

People with special needs resulting from impairments and disabilities

Description

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

The KE-MUST model is based on the C-MIST model developed by Kailes and Enders in 2007, with the addition of an Empowerment component developed by Geenen and Strangmeier in 2014.

The KE-MUST model can be used to analyse the special needs of persons with impairments or disabilities during emergency and disaster planning and when a disaster occurs. It is important that all these special needs are recognised and that none are overlooked. The model can be modified depending on local circumstances and special needs during the planning process and may be used for suggestions, discussions, examinations or expansion.

For people with impairments and disabilities (and/or their carers or relatives) the KE-MUST model can be used to develop personal disaster preparedness and self-help by providing hints for the functional support required in an emergency, during an evacuation or during a disaster.

Disaster managers, politicians and municipal officials can use the KE-MUST model to plan what has to be taken into account in disaster situations, what resources should be provided for evacuations and how to communicate with people with impairments and disabilities.

The KE-MUST model also gives guidance for people with impairments and their pressure groups and representative organisations.

The KE-MUST model can also be useful for facilities where people with impairments live by enabling them to check whether or not they have taken into account all the important factors in their disaster- prevention-related planning.

KE-MUST covers the following potential special needs:

- K – Communication
- E – Empowerment
- M – Medical
- U – Independence/freedom from barriers
- S – Supervision
- T – Transport

References / More info

www.isokia.de/science/e2_projects.htm

Greece: Earthquakes – Guidelines for people with disabilities

Success factor

	Commitment of decision makers
	Co-ordination / 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, mobility, visual, cognitive and communication impairments.

Description

A textbook (in Greek and in English) entitled *Learning about earthquakes and protection measures – Guidelines for people with disabilities* was circulated in 2011 to the members of the target group in print and braille versions. An e-learning platform and questionnaire in Greek and in English were created and published on the website of the Earthquake Planning and Protection Organisation (EPPO): http://eclass.oasp.gr. Over the last decade, representatives of the EPPO have given many educational lectures on earthquake protection issues to educators and parents of people with disabilities.

Over the last decade, the EPPO has organised many drills and evacuation exercises for organisations responsible for people with disabilities, including The Theotokos Foundation Training Centre for People with Cognitive Impairments, The ESEEPA Special Vocational Training Centre, The Lighthouse for the Blind of Greece, The Hadjipatereion Social Work Foundation (RCCCP), the National Foundation for the Deaf's Special School for the Deaf, etc.

Professor Dritsos, Deputy Permanent Correspondent of the EPPO made a presentation entitled *Earthquake Protection Policy for People with Disabilities* at a workshop entitled *Including People with Disabilities in Disaster Preparedness and Response* held in Paris on 21-22 October 2013. The presentation was written with the assistance of C. Goutromichou, L.Pelli and E. Lekkas.

References / More info

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

Earthquake Planning and Protection Organisation (EPPO), Greece

www.oasp.gr/

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

Success factor

	Commitment of decision makers
	Co-ordination / 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

People with cognitive impairment

Description

The Greek Earthquake Planning and Protection Organisation (EPPO) put together a team of experts to develop information booklets for people with cognitive impairments using the Easy-to-Read method and Makaton symbols.

The contributions made by a young adult with cognitive impairment to the working group proved paramount in the selection of the vocabulary and layout 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

Ms Vaia Arsenopoulou, Speech Pathologist, Theotokos Foundation, Theotokou 2, Ilion 13122, Attiki, Greece, Tel: +30 210 2385416, E-mail: vaia71@hotmail.com; speechtherapy@theotokos.gr

Success factor

	Commitment of decision makers
	Co-ordination / 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
x	Emergency response
	Post-response rehabilitation and remedial action

Target and Description

This *Guia de Atención a las Personas con Discapacidad en Situación de Emergencias y Accidentes* (Guide for the Care of People with Disabilities in Emergency and Accident Situations) was developed by the *Dirección General de Tráfico* (Directorate-General of Traffic), based on their competencies in accident prevention and traffic safety, has three aims:

- Increase awareness about people with disabilities in emergency and accident situations.
- Inform all citizens (people with disabilities included) about the needs of people with disabilities depending on their type of disability in emergency and accident situations.
- Give basic but necessary guidelines on how to deal with people with disabilities in emergency and accident situations to emergency services staff and schools, etc.

The contents were created by a multidisciplinary group of professionals called the *Grupo de Educación, Discapacidad, Emergencia y Seguridad* (Education, Disabilities, Emergency and Safety Group, GEDES) which includes professionals from Education (teachers), Disability (organisations representing people with disabilities), the Emergency Services (doctors, psychologists, nurses, etc) and Safety (policemen, firemen, etc).

The guide is available in simplified language.

References / More info

Dirección general de Tráfico- Subdirección General de Intervención y Políticas Viales- Unidad de intervención educativa.

Raquel E. Navas Hernández: rnavas@dgt.es

Success factor

	Commitment of decision makers
	Co-ordination / 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:

- People with visual or hearing impairments may not receive early warning messages which rely on these senses and people with intellectual or cognitive impairments may not understand what warning messages mean or how to react to them appropriately
- People with disabilities may not be able to evacuate quickly enough without assistance. They may be overlooked 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 of people with disabilities
- People with disabilities may not be adequately protected from physical and sexual abuse
- Opportunities for rehabilitation support may not be communicated to them and they may lack influence to ensure their entitlements are met
- People 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 of Community-Based Disaster Risk Management (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:

Disaster risk = (vulnerability x hazard) / capacity

Part Two provides guidance on how to reduce barriers; how to organise DRR planning; how to set up early warning systems and 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 to support the inclusion of people with disabilities. The inclusion of people with disabilities is a matter of rights that Governments, Non-Governmental Organisations (NGOs), Community-Based Organisations (CBOs), service providers, communities and family members all have a duty to uphold."

Part Three is a toolbox designed to complement the information in Parts One and Two of the toolkit.

References / More info

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

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, technical, or preferably a combination. 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.

A creative (re)allocation of human and financial resources, or just taking advantage of opportunities and existing structures, can permit concrete achievements throughout the process. The revision of existing, or the development of new, building codes, and general standards for accessibility, rehabilitation and reconstruction may provide such opportunities. Any regulations or laws must not only be promulgated, but also monitored and enforced.

Efficient collaboration at trans-boundary levels can enable policies and planning for the implementation of accessibility-based approaches with regard to shared resources, such as within a river basin or along the coastline, to help disaster reduction and build resilience.

The inclusion of Design for All criteria or conditions in calls for tender (for the construction of new streets and buildings, the production of information sources such as printed material and websites and the purchase of vehicles, equipment or devices) is a typical instance where it is possible to obtain results from the beginning, rather than needing to use resources to go back and correct what has been done already.

4.6.1. Examples of optimised resources

Luxembourg: 112 Public Safety Answering Point (PSAP)

Success factor

	Commitment of decision makers
	Co-ordination / 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 telephone number 112

Description

The 112 PSAP of the emergency services has introduced a system for asking for help by SMS message, e-mail or fax, designed specifically for people with disabilities.

This particular system allows people with hearing impairment to make call to the emergency services via the 112 PSAP. A template for sending a fax in case of an emergency can be downloaded from the website www.112.lu. This form is available in German, English, French and Portuguese.

People with sight impairment can use a fixed, mobile or smartphone to call the 112 PSAP.

A special centralised alert manager system is being developed to disseminate emergency warnings to people with hearing impairment across various parallel communications channels: e-mail, SMS and fax. All the authorities that may need to trigger alerts will have access to this system, which will be linked to a centralised database of people with hearing impairment.

References / More info

www.112.lu

Russian Federation: "Bracelet-P", an individual alerting and vibro call device

Success factor:

	Commitment of decision makers
	Co-ordination / 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

People with disabilities, especially those with hearing impairment and patients who use sleeping pills

Description

In the Russian Federation, cutting-edge electronics and radio-physics, were used to create the wireless Strelets system and a new individual alerting and vibro call device in the form of a wrist bracelet, named Bracelet-P. It is designed for the people with disabilities, people with hearing impairment, and patients who use sleeping pills. In case of alarm, the device alerts the person using powerful vibrations, lights and sounds. It works as part of the Strelets wireless radio system. In the event of a fire, information from the fire detection and alarm system is fed to the radio facsimile control device that sends the alarm signal to the Bracelet-P. The device was created by the Federal All-Russian Research Institute for Fire Protection of the Russian Federation's Ministry for Civil Defence, Emergencies and the Elimination of Consequences of Natural Disasters, with the participation of leading Russian scientists specialising in security systems.

References / More info

Federal All-Russian Research Institute for Fire Protection of the Russian Federation's Ministry for Civil Defence, Emergencies and the Elimination of Consequences of Natural Disasters.Phone: (495) 521-8131, 521-2333

Fax: (495) 529-8252

E-mail: vniipo@mail.ru

www.vniipo.ru

Success factor

	Commitment of decision makers
	Co-ordination / 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

People calling the emergency telephone 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 Number Centres) five years ago. All the data layers and the exact location of callers calling 112 from landline phones, was shown on a three-dimensional map of Slovenia. For calls from mobile phones, the location of the caller was given within a radius of around 1,500 metres (triangulation to base stations), which was not satisfactory for the emergency rescue services.

Together with a technical partner from Slovenia, the ACPDR developed a solution to more precisely locate callers using mobile phones to call the 112 emergency number, without a pre-installed mobile app being required. The solution is called a Smart Locator and is currently installed as a stand-alone web solution at the PSAP in Ljubljana (the capital of Slovenia). After the final tests, it is planned to integrate it into all the 3D-GIS systems in all 13 PSAPs in Slovenia.

How does it work?

1. A person calls the emergency number 112 from a mobile with information about an emergency.
2. To find the caller's exact location, the PSAP operator sends the caller an SMS containing a web link to a Smart Locator and instructions about how to connect to the internet and turn on the location finder.
3. The caller opens the link with his web browser. The mobile phone then automatically searches for the best location information from GPS, Wi-Fi or cell

antennas, completely independently from the mobile network providers. To use this location system, the mobile phone must have an HTML5-enabled web browser, which will be standard on most smartphones soon.

4.   When the mobile phone gets the location information, it sends it to the PSAP via the internet or SMS. If the phone finds more precise location information in the next 30 seconds, it will also send it to the PSAP. When the PSAP operator sees the exact location of the caller he/she can despatch the appropriate rescue unit.

The benefits of this solution are:

- It can pinpoint the location of a person calling 112 from a mobile phone in less than a minute.
- The location is displayed on a realistic three-dimensional map that will help PSAP operators to send appropriate rescue units within seconds of taking the call.
- It works with most smartphones (iPhone, Android, Windows Mobile, BlackBerry, Symbian).No previously installed software or app is needed.

In 2009, ACPDR introduced an IT solution to support 112 callers with hearing disabilities called WAP112, which won the 2009 EENA Award.

WAP112 enables people with hearing disabilities to call a 112 centre and communicate with the operator via text messages (to provide the type and nature of emergency, location, etc.).

There are plans to introduce video 112 calls for people with hearing disabilities and SMS 112 calls in the future.

References / More info

The solution is accessible via a WAP portal: wap.sos112.si

4.7. Communication

In order to ensure that everyone is kept informed about the state of disaster 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 disaster preparedness process.

To be efficient, it is important to develop and strengthen the implementation of information and communication technologies and to ensure that they function for everyone in a timely manner, allowing the delivery of mass alerts or early warnings in numerous forms and formats.

Therefore, it is important to promote further development of standards, codes, universal accessibility strategies and other guidance instruments to support disaster preparedness and responses.

For example, pictures, symbols, and easy-to-read language can sometimes be easier than ordinary written material for people with cognitive disabilities and/or communication disabilities. Large print and audio announcements can help those with visual impairments, depending on the level of the impairment. It is important to ask people with disabilities which communication modes, methods, and media work for them.

4.7.1. What and how to communicate

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

These can be supported through promoting and improving dialogue and co-operation among scientific communities (e.g. social sciences, healthcare, economics, culture, accessibility and environmental sciences), practitioners, businesses, organisations of people with disabilities and policy makers.

Communicating a project's 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.

Possible methods are advertising campaigns, social media, community mobilisation, open days at emergency services facilities and local meetings, taking into account specific audiences and their needs.

4.7.2. Examples

Croatia: Smartphone application "Safety at hand".

Success factor

	Commitment of decision makers
	Co-ordination / 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

Safety At Hand is a smartphone app that gives smartphone owners instructions on what to do during an accident or emergency situation, for example, floods, earthquakes, fires and extreme weather events, such as heatwaves, storms and lightning strikes, etc.

References / More info

Republic of Croatia - National Protection and Rescue Directorate

France: Posters with information on how to behave during floods

Success factor

	Commitment of decision makers
	Co-ordination / 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

77

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

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

Je mets les produits toxiques en hauteur.

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

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
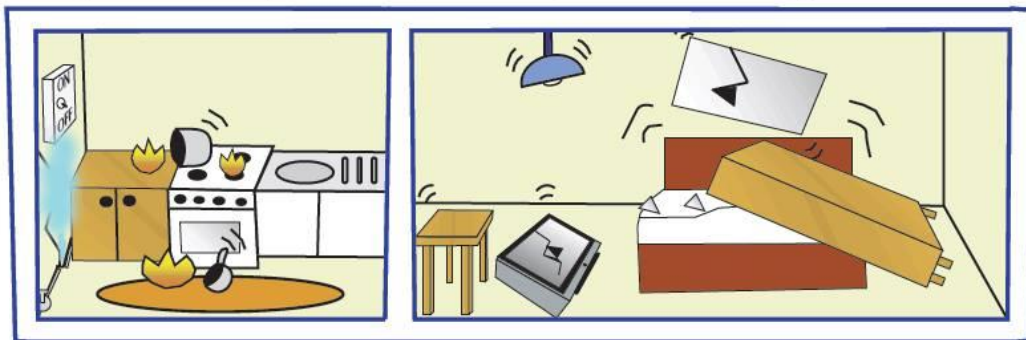
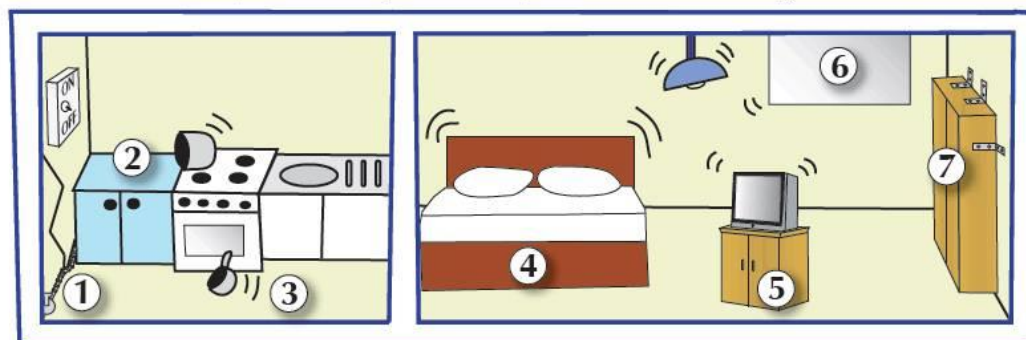Montez à pied dans les étages

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

Success factor

	Commitment of decision makers
	Co-ordination / 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

The EPPO has issued the following leaflets and technical handbooks:

- *Get ready for the earthquake*
- *Tourist information about earthquakes and protection measures*
- *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 Psycho-social Consequences of Earthquakes*
- *Risk Elements Removal, Temporal Support and Propping*

The EPPO assesses the condition of earthquake-affected people and the needs of local communities and offers them advice.

References / More info

www.oasp.gr

Success factor

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

Part of the DRR cycle:

	Assessment and identification
x	Prevention, preparation, alert and warning
x	Emergency response
x	Post-response rehabilitation and remedial action

Target

People with disabilities, older people, children – at their workplaces or in public buildings

Description

Safe Evacuation for All is a booklet published by the National Disability Authority which is aimed at those involved in planning and managing the safe evacuation of employees and visitors from buildings, such as facilities and accommodation staff, health and safety staff, security officers, human resource professionals and others. It may also be of interest to people with disabilities and their representative organisations, and design professionals such as architects and engineers, particularly fire engineers, though it is not intended as a technical guide.

References / More info

Author: National Disability Authority (Ireland)

Web link: http://nda.ie/Good-practice/Guidelines/Evacuation/Safe-Evacuation-for-All/Safe-Evacuation-for-All/

E-mail: nda@nda.ie

Success factor

	Commitment of decision makers
	Co-ordination / 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 in mosques

Description

Imams at village mosques can circulate practical advice and guidance, especially during Friday prayers.

References / More info

Ministry of the Environment Morocco

Success factor

	Commitment of decision makers
	Co-ordination / 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 people with disabilities

Description

In the context of the campaign called "October – Fire Safety Month" the ACPDR published a leaflet, a poster, a TV advertisement and a website entitled "We all need help when fire breaks out".

Special attention was paid to include fire protection measures for people with hearing and visual impairments and reduced mobility. The leaflet was printed in larger print and the basic instructions on how to call 112 were also written in Braille.

The leaflet and the poster gave basic information and recommendations on timely evacuation planning, designating the people who would help with the evacuation, evacuation exercises, the use of tools and devices and fire-prevention measures.

The TV advertisement (available at www.sos112.si/slo/tdocs/telop_oktober_2014.mov) was shown on Slovenian national TV and includes a sign-language interpreter.

In addition to information evacuation planning, the website includes recommendations on how to give assistance during evacuations.

References / More info

Administration of the RS for Civil Protection and Disaster Relief

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

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

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

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

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6. Annotated examples from outside the Council of Europe

This annex is not intended to be comprehensive, nor to give a showcase, but instead to provide examples of organisations, documents, and initiatives on disability and disaster from outside the Council of Europe or with a global scope.

CBM Inclusive Emergency Response Unit (ERU)
www.cbm.org/Inclusive-Emergency-Response-Unit-ERU--246775.php
As part of their disability and development work, the NGO CBM works to ensure inclusiveness for people with disabilities in disasters, including conflicts. In emergency response, CBM works with their partners to ensure that people with disabilities are not excluded from relief and response, but that their needs are met on their terms. Then, the work continues to enact longer-term approaches which integrate people with disabilities into all aspects of the community, including reconstruction, planning, and disaster risk reduction. CBM also provides training around the world for including people with disabilities in emergency response planning and programming.

Disability-Inclusive DRR Network (DiDRR)
www.didrrn.net
With a consortium of NGO, international and donor partners and affiliates, this Indonesia-based network is "committed to work towards ensuring the active participation of people with disability in DRR policy and practice post-2015". By providing resources, supporting organisations representing people with disabilities and attending meetings such as the World Conference on DRR in Japan in March 2015 and the Asian Ministerial Conference on DRR, DiDRR ensures that the voices of people with disabilities are heard in DRR forums and agendas.

Disaster Preparedness for People with Disabilities
Disabilities Resource Centre Trust and Bay of Plenty Civil Defence Emergency Management, New Zealand
www.trc.govt.nz/assets/Publications/guidelines-procedures-and-publications/civil-defence-emergency-management-2/disaster-preparedness-book.pdf
Based on a similar document from the American Red Cross, this freely available 40-page booklet is aimed at people with disabilities to help them prepare for disasters. It includes checklists and forms that people with disabilities can use to assess their own needs and to take action for themselves regarding disaster risk reduction and disaster risk management. The material applies to the home and the workplace.

Federal Emergency Management Agency (FEMA), USA
www.ready.gov/individuals-access-functional-needs
This website contains resources, checklists, documents, and self-help material for "Individuals with Disabilities or Access and Functional Needs" in dealing with disasters and emergencies. The freely available brochure *Prepare For Emergencies Now. Information for People with Disabilities* is included in English and Spanish. Loss of electrical power is highlighted, since many people with physical disabilities rely on electricity for some of their needs. Further information is available from FEMA's Office of Disability Integration and Co-ordination at: https://www.fema.gov/office-disability-integration-and-co-ordination

Handicap International
Mainstreaming Disability into Disaster Risk Reduction: A Training Manual (Nepal 2009)
www.handicap-international.org.uk/Resources/Handicap%20International/PDF%20Documents/HI%20Associations/MainstreamingDisDisasterRiskRedu_2009.pdf

As part of a European Commission-funded project, "Mainstreaming disability and people with disabilities into disaster management in Nepal", Handicap International has supported local partners with technical and management assistance, including the development of this manual and providing training to use it. The 87-page manual plus annexes and forms on CD provides material on international frameworks and policies, situation analysis, and practical recommendations across sectors including shelter, early warning systems, and education.

The International Society of Physical and Rehabilitation Medicine (ISPRM)
Committee on Rehabilitation Disaster Relief (CRDR)
www.isprm.org/collaborate/who-isprm/rehabilitation-disaster-relief
This committee collaborates directly with the World Health Organization and has set up this website to provide information on their work. The committee's mission is "To provide technical resources for optimising the health, functioning and quality of life of persons who sustain injuries or impairments due to a large-scale disaster" with further material provided on the committee's strategic objectives and members. Official publications, publications by committee members, and material from committee meetings are available.

Nobody Left Behind
Disaster Preparedness for Persons with Mobility Impairments
www.nobodyleftbehind2.org
From the project's website, "the mission of this research is to investigate 30 randomly selected counties, cities, or boroughs in the United States that have recently experienced a natural or man-made disaster" for determining if the planning and response included people with mobility impairments, identifying disaster casualties with mobility impairments, assessing if post-disaster changes emerged, and detailing best practices. The project lasted three years, ending in 2007, and was based at the University of Kansas.

PreventionWeb
Disability-inclusive disaster risk reduction related publications
www.preventionweb.net/english/professional/publications/tags/index.php/iddr13/Disability-inclusive%20disaster%20risk%20reduction%20related%20publications
Several dozen documents are provided for download on this website along with annotations and a template providing quick information regarding the source, year, and length. PreventionWeb's material is updated daily, so it is worthwhile checking back regularly or signing up for their alerts. Anyone can submit material, so the website www.preventionweb.net/english/submit/publications/?sid=8 is useful for ensuring that your work appears on the website.

Promoting the inclusion of people with disability in disaster management in Indonesia
ASB Indonesia
www.asbindonesia.org/news-detail-171-disability-and-drr-new-project-launched.html
Michelle Villeneuve
http://sydney.edu.au/health-sciences/about/people/profiles/michelle.villeneuve.php
This project is funded by the Australian Aid Development Research Awards Scheme (ADRAS) from the Australian government with partners including the Indonesian Ministry of Home Affairs and the University of Sydney. The project aims to address the lacuna of disability issues and needs within disaster risk reduction approaches and development more widely, so that people with disabilities can be more engaged in disaster-related topics. Dr. Villeneuve at the University of Sydney also works on the project "Disability inclusive disaster preparedness in New South Wales: Enabling local community resilience through collaboration" which is funded by the Australian Government.

UNESCAP
Disability-inclusive Disaster Risk Reduction in Asia and the Pacific

Note by the secretariat prepared for the Asia-Pacific Meeting on Disability-inclusive Disaster Risk Reduction: Changing Mindsets through Knowledge, Sendai, Japan, 22-23 April 2014

www.unescapsdd.org/files/documents/DiDRR_Background-note.pdf

This summary note describes some basic background, including a glossary, and general material on including people with disabilities in disaster risk reduction. The focus is the run-up to the World Conference on Disaster Reduction in March 2015, but it specifically looks beyond 2015 to ensure that the topic continues to be addressed long afterwards. Details are also given on the Working Group on the Asian and Pacific Decade of Persons with Disabilities, 2013-2022.

United Nations Office for Disaster Risk Reduction (UNISDR)
Inclusion Saves Lives
The 2013 International Day for Disaster Reduction
www.unisdr.org/2013/iddr/

The theme of the 2013 International Day for Disaster Reduction was on people with disabilities, including taglines such as "Disability is not inability", "Ready, Willing and Able", and "Inclusion Saves Lives". A selection of videos related to the 2013 International Day for Disaster Reduction includes:

- Public Service announcement in English
  https://www.youtube.com/watch?v=myCKK2toXJg
- Kiribati https://www.youtube.com/watch?v=3f31iYWSkiw
- Tonga https://www.youtube.com/watch?v=bu6cktArDcc
- UNOPS https://www.youtube.com/watch?v=wQeRcCgYkNY

A full collection of videos is available at https://www.youtube.com/watch?v=mdl_RSn-8JI&list=PLBDwPnveHho9IE3O7EH_CxNlnoDPq-wM

World Health Organization
Humanitarian Health Action
Disability and emergency risk management for health
www.who.int/hac/techguidance/preparedness/disability/en

The World Health Organization was part of a consortium releasing the freely available 2013 document: *Guidance Note on Disability and Emergency Risk Management for Health*, published by the WHO in Geneva.

The Guidance note is aimed at health practitioners at all levels and in many sectors to support them in dealing with people with disabilities as part of emergency risk management, covering the assessment, prevention, preparedness, response, recovery and reconstruction phases. The 58 pages include several annexes with easy-to-use tables and checklists which allow practitioners to quickly double-check their work while in the field, making this guidance highly useable. Boxes highlight key points and examples.

7. Template table for the assessment of DRR policies

Success factors	Phases of transition			
	Awareness	Inception	Development	Consolidation
Political commitment				
Co-ordination				
Networking				
Strategic planning				
Knowledge management				
Resources				
Communication				

8. Acknowledgements

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- all the contributors,
- the authors of the toolkit, Silvio Sagramola, David Alexander and Ilan Kelma, but also to Emma Calgaro, Nora Groce, Maria Kett, Laura M. Stough, John Twigg, Mary Wickenden.