



AZIENDA ULSS 20 DI VERONA

Sede legale: via Valverde n. 42 - 37122 Verona - Tel. 045/8075511 Fax 045/8075640

Cod. Fiscale e P. IVA 02 573090236

UFFICIO RAPPORTI INTERNAZIONALI

CONFERENCE MINUTES

MEETING TYPOLOGY:		Date: 23 February, 2009	
		Time Start. : 11:00	
		End. : 18.00	
FINAL CONFERENCE FSD PROJECT		Location: GRAND HOTEL – Verona, Italy	
GRAND HOTEL – VERONA, ITALY			
23-25 February, 2009			
Meeting format/methodology: FINAL CONFERENCE			
Meeting chairperson	Dr Luigi Bertinato	Note Taker	Ms Emilia Mancini
Attendees	Names: See Conference Programme	Organizations	Contact Information
TOPICS DISCUSSED - Flooding: Rapid Response and Simulation Schemes for Safety of Persons with Disabilities - FSD			
Opening & welcome		Speaker: Mr De Cristan	
Mr De Cristan (Director of Social Services) welcomes participants and introduces topic of meeting and participants. An illustration of ULSS20 commitment and work on the project is provided, with special focus on sensitivity toward the issue. Integration of different policies (health and welfare) has provided an ideal background.			
Title: Opening Speech		Speaker: Mr Valdegamberi	
Conveys Veneto Region's welcome and greetings. The importance of being ready to react in emergency situations is fundamental, especially in relation to rescuing persons with disabilities. It is also essential that all the actors involved cooperate in such extreme circumstances (Local Health Agencies, Municipalities, Regional authorities, etc.). A brief introduction of FSD project is provided. Veneto Region is keeping FSD project into great consideration.			
Title: opening speech		Speaker: Mr Bianchini – Veneto Region Civil Protection	
Veneto's territory is "made" of water. Some of the greatest Italian rivers flows through the region. Such rivers have modified region's structure and life. 1951 – Po river's flooding at Occhiobello (Rovigo, Italy). It took about one year to rebuild the area. 350,000 people had to move out. Luckily no fatalities were recorded. 1966 – Almost 70 victims due to a massive flood. About 1.90m height was recorded in Venice. 2002 – Civil protection managed to prevent Po river flowing out from its banks. That was a significant achievement. People with disabilities' needs are extremely important for civil protection operators. Very often facilities where the disabled live are not properly built or equipped. So, some other means need to be used (e.g. helicopters, boats, etc.). Veneto Region's Civil Protection is also involved in international rescue operations (e.g. Prague flooding and monuments protection). Such work is quite variegated as in some instances there are protocols in place for that kind of cooperation, but sometimes there is a serious lack of organization (e.g. New Orleans).			

Specialist teams – A lot of work has been done to cooperate with different emergency organization (e.g. Fire Brigade, Italian Army, Civil Protection). A good example of such cooperation was given by 2008's rescue service in Rome.

Civil Protection structure – It reports to Internal Affairs Ministry and cooperates with regional and local authorities. Regional Civil Protection branches are in charge of all regional emergencies. Regional branches' work is coordinated by a Civil Protection System.

There are 340 Civil Protection volunteering organizations in Veneto that actively cooperate in rescuing operations (e.g. Mountain rescue and many others) .

Title: Opening Speech

Speaker: Mr Luigi Bertinato

He conveys welcome and greetings from Mr Sandri – Counsellor of Healthcare Politics for the Veneto Region. He then invites participants to introduce themselves – walk around the audience.

Participants include representatives from:

Pordenone's Fire Brigade; Ferrara's Local Health Agency; disabled associations from Ireland; Hungary's civil protection; Hungary's association of persons with disabilities; Verona's Daytime Centres for the disabled; Spain agency in charge of FSD project; Netherlands partner dealing with project; Belgium's civil protection; Fire Brigade from Northern France; Verona's Alzheimer association; Verona's 118 emergency service; hearing-impaired persons association from Legnago (Verona's province), etc..

Title: Introductory speech

Speaker: Ms Paola Paon

Ms Paon provides an illustration of FSD project's history and contents. The project was funded by EU Commission in order to ensure a rapid response in case of flooding and natural disasters concerning rescue of persons with disabilities. The project end date was postponed to end of February.

Project's General Objective :

To contribute to tackling high incidence of casualties of persons with disabilities in case of major river flooding.

Project's Specific Objective:

To exchange experience and best practices between EU Civil Protection structures on rapid response and simulation schemes in case of river floods as regards disabled persons.

EDDN – European Disaster Disability Network – One of the aims of the project was the creation and implementation of a network including several players.

1st day of Conference – Introduction of topic by several key delegates from various authorities

2nd day – *WG 1: "Convention on the Rights of Persons with Disabilities" & current legislation*

- *WG 2: Perceived needs of persons with disabilities in case of river flooding/disasters*

- *WG 3: Evidence from partner countries about rapid reaction protocols*

- *WG 4: Future perspectives for dialogue between main actors of FSD project*

3rd day – Outcome of Working Groups will be communicated during plenary sessions. Afterwards, draft recommendations will be discussed and endorsed.

Title: Staff Introduction

Speaker: Mr Bertinato & others

Introduction of all the staff who helped organizing the Conference.

Mr Bertinato invites delegates from abroad to contact Conference staff for any special requirements they may have.

Before breaking for lunch he wishes to point out that there are 4 main domains involved in the project:

- Civil protection

- Healthcare

- Social services

- Caregivers and operators dealing with persons with disabilities

Question from Ireland's delegate – What were criteria set out by EU Commission for the project?

Ms Paon explains guidelines received from EU Commission, i.e. focus on response to disasters. Project deals with a specific aspect of rescue and its results are going to be circulate to other project

Mr Bertinato explains process followed by EU Commission concerning projects.

EU calls projects' managers in Brussels or initiates some open discussion on specific projects.

Following a suggestion from Verona's Alzheimer Association, it is decided that at least one caregiver should take part in each Working Group (to be held tomorrow, 23 February).

Title: Introduction of Afternoon Sessions	Speaker: Mr Bertinato
<p>Introduction of speakers: Mr Formenti – Social Services Mr Saletti – Civil Protection Mr Zanut – Fire Brigade Mr Cipollotti – Healthcare</p>	
Title: Social Service Perspective	Speaker: Mr Formenti
<p>Some surprises are to be expected when researching on persons with disabilities’ rights. What are disabled people’s needs? Are their needs real or perceived? What about society? Is the problem a big concern or not? There is no definite answer to such questions. But what is most important is to know who to call for help. An interesting article by David Alexander (a civil protection expert) appeared in Internet. In many parts of the world the disabled are the poorest of the poor. Disabled people’s needs should be fulfilled also in other circumstances and not just in emergency situations. Verona Charter was developed to tackle the issue of persons with persons with disabilities’ rights (since human rights should apply to everybody). To such purpose a specific UN Convention was issued, as well as a EU White Paper. The UN Convention was ratified by Italy too. It provides for that human rights and social participation (inclusion) are to be guaranteed for everybody. Prof. Sen, a Nobel Prize economist focused on social inclusion of persons with disabilities. He suggested the concept of variables to be used in order to evaluate disabilities. What should be kept into consideration is the way disability is seen. We tend to see it as “different” “special” but everybody has some disabilities (e.g. babies are not autonomous beings – growth might be considered as a long process to overcome disabilities). EU action plan 2006-20015 – Working to ensure that all members of society can fulfil their potential (intellectual, artistic, professional, etc.). Physical barriers should be eliminated because not only the disabled would benefit from it, but society at large. Anybody can provide useful and essential contributions to foster social development. Simulations are also a key issue in the field of rescuing disabled people in emergency situations. “Situation training” is the most efficient way to fix concepts and procedures. A brief account of a Focus Group (part of FSD project) session is provided. Focus Group experience provided some interesting results. Overall, participants seem to be aware of what to do, but some work still needs to be done. What is of paramount importance is to strengthen the social dimension of disability, i.e. by ensuring disabled’s rights and helping them, means producing benefits for society. And such work should start from the very slogans of actions, campaigns, etc.. To conclude, a short poem by Gianni Rodari on a camel and a dromedary is read to the audience to show how typical it is to see as wrong what is only different.</p> <p><u>Question time.</u> Q. (Alzheimer Association) Rif. Example from movie (“Someone flew to the cuckoo’s nest) is good but the actor in question caused troubles, he brought in novelty, imagination, and that’s difficult to manage. R. It is essential to work on overcoming attitudes and approaches.</p>	
Title: Civil Protection perspective	Speaker: Mr Saletti – Verona’s Civil Protection
<p>Recent legislation in Italy provides for that each municipality should tackle civil protection issues in relation to natural disasters (including prevention, emergency services, information, etc.). Verona’s municipal authority issued a special plan in that respect, and particular attention was given to disabled people’s needs too. Experience in other countries. To take care of disabled people’s needs shows the level of civilization within society. In recent years increasing attention has been devoted to the issue all over Europe. A number of projects (similar to this one) have been developed. Special rescue teams have also been created, but when they meet up for simulations or other exercise, they tend to be separated (i.e. rescuers from the same country stick together) and interaction is difficult. That seriously affects the outcome of such missions. For example, local knowledge is essential to ensure successful operations and that should be shared amongst participants. Moreover, it would be important to create a database concerning different areas that rescue specialists could access in order to be better equipped to provide the right kind of help. That applies to local rescue operations too – i.e. to know the type of building involved, the kind of equipment available. It is suggested that more simulation sessions should be organized in order to improve civil protection intervention.</p>	

Mr Bertinato takes the opportunity to highlight that we (project team) need to be communication facilitator.

Question time.

Q. (Hungary's Civil Protection + Netherlands' Civil Protection) -) – Mr Saletti's speech is greatly appreciated and would like to keep in touch and exchange experience and information.

R. That would be a pleasure and cooperation needs to be enhanced.

Q. (Ms Paola Paon – Verona's ULSS20) – What's the role of volunteering organizations in emergency situations?

R. Non-military civil protection volunteers have been operating for a short time in Italy. However, in the last 10/20 years volunteers' service quality and professionalism have enormously improved.

Q. (Ferrara's Local Health Agency) – Importance of mapping out disabled persons' location. Congratulations for bringing up the issue.

Title: Fire Brigade Perspective

Speaker: Mr Zanut – Pordenone's Fire Brigade

Mr Zanut is part of a special group within Pordenone's Fire Department devoted to disabled persons' rescue.

Brief reminder of Italian legislation and procedures. www.vigilidelfuoco.it. The website contains a great deal of information on the issue of disability and rescue. Fire Brigade's work involves helping persons with disabilities in many situations, not just when emergencies arise (e.g. transport of an overweight person).

In Pordenone's area there are quite frequent floods, so local Fire Department is familiar with rescue operations. But what is important to understand is that in emergency situations even people without disabilities have special needs. Every person is different, and every disabled has different needs.

The key issue in rescue operations is communication. Once rescuers understand what people need, then they can provide the right kind of help. Another important element is to obtain people's cooperation through proper communication and interaction. Training is also essential to understand disabilities in all their aspects, and to plan rescue operations properly.

Pordenone's Fire Department produced a guide for rescuers concerning disabled persons' rescue service in a wide range of circumstances.

In particular, with regard to water-related emergencies as drowning is statistically one of the most frequent causes of death. To such purpose some special courses are provided in schools to actively involve disabled people in rescue operations, i.e. to make them feel more confident in water, to switch from being passive subjects to become active subjects. Such courses are part of a project called "*Inaffondabili*" (The unsinkable) has been producing quite successful results with some young people affected by intellectual disabilities (e.g. autism) who learnt how to protect themselves, and to help others.

Title: Medical Emergency Perspective

Speaker: Mr Cipollotti – Verona's 118 Emergency Service

118 is the national emergency service number to call in Italy. Legislation on, and organization of 118 service at national level started in the '90s.

The role of 118 professionals is to work as an efficient link between hospitals and people to be rescued. Within the Veneto region there are 7 districts/provinces. Ambulance and helicopter services are provided.

Special attention has been provided to persons with disabilities' and a wide range of issues has been kept into consideration. There are communication problems, for instance, or removing disabled people from their "safe" environment may be a problem too. Sometimes rescuers need to use alternative means of communication.

Verona's 118 is currently focusing on making sure that relevant details are recorded and filed (i.e. type of disability, building, needs, tools to be used, etc.). A special project on dumb and deaf persons started in 2005, in cooperation with relevant association, and a special phone has been devoted to emergency calls from them.

In addition, a dedicated software (EMMA) has also been developed to help 118 rescuers to provide a more efficient service and to react more promptly. The software includes special functions and fields concerning geographical mapping, caller's details, special equipment needed/used by caller, level of disabilities (International Classification of Disease is used), etc..

Some problems have been experienced in providing emergency services to persons with disabilities. That's mainly due to the fact that such rescue sessions are not very frequent. Therefore, rescuers and caregivers too need to be reminded of existing procedures and tools.

Apart from timing, a fundamental issue in 118 emergency service is teamwork. Time is life but teamwork is life too.

Mr Bertinato points out that it would be wonderful to have rescue teams that are able to work in any country in Europe.

Question time.

Q. (Paola Paon – Verona's ULSS20) – Asks about progress of disabled mapping project for Verona.

R. Some more work needs to be done. Database needs to be integrated with data from Social Service Department .

Q. (Ireland's association for sight-impaired) – Enquiries about 118 number to call and progress toward single emergency number – i.e. in Ireland there is a single number (999).

R. In Italy there are three different emergency numbers to call (i.e. two Police numbers + 118 for medical emergency).

Q. (Alzheimer Association) – Not much attention is given to persons affected by Alzheimer in the initial stage of the disease (generally only patients who receive special indemnity, but who are in an advanced stage of disease).

R. The best linking role between users and emergency service is probably the Social Service Dept. that needs to provide the right information about patients.

Q. (Verona's 118 software developer) – Comments on the need of the “base” to provide patients' details to 118 emergency service so that their database can be updated.



AZIENDA ULSS 20 DI VERONA

Sede legale: via Valverde n. 42 - 37122 Verona - Tel. 045/8075511 Fax 045/8075640

Cod. Fiscale e P. IVA 02 573090236

UFFICIO RAPPORTI INTERNAZIONALI

CONFERENCE MINUTES

MEETING TYPOLOGY:

FINAL CONFERENCE FSD PROJECT
GRAND HOTEL – VERONA, ITALY
23-25 February, 2009

Date: 24 February, 2009

Time Start. : 09:30
End. : 17.30

Location: GRAND HOTEL – Verona, Italy

Meeting format/methodology: FINAL CONFERENCE

Meeting chairperson	Dr Luigi Bertinato	Note Taker	Ms Emilia Mancini
----------------------------	---------------------------	-------------------	--------------------------

	Names:	Organizations	Contact Information
<i>Attendees</i>	See Conference Programme		

TOPICS DISCUSSED - Flooding: Rapid Response and Simulation Schemes for Safety of Persons with Disabilities - FSD”

Opening & welcome	Speaker: Mr Bertinato
------------------------------	------------------------------

We're going to start with the plenary session, then we'll have a coffee break and afterwards the Working Group sessions.
Let's start with presentations about experience from partner countries (Ireland, Spain, Hungary, Italy).

Title: The Irish experience	Speaker: Ms Hanna Lane – The Hope Project
------------------------------------	--

Flooding is the most frequent and common emergency in Ireland, but such events are rather small-scale ones compared to central Europe. Last year and earlier this month some areas suffered more serious floods.
Project tasks. 67 local, regional and national associations of persons with disabilities.
Then there was a descriptive analysis of sector, as well as practical experience through simulation schemes. However, disabled people were not included in simulations. Some Focus Groups were also organized and two participants from such groups are also here today.
Literature review. Unfortunately there isn't much literature available on the topic. One book was found that contained interesting advice for elderly people. A common theme is the flood relief scheme and prevention. Much more attention is devoted to building protection.
Legislative review. 15 documents were analysed. There is no specific legislation on flood emergency management in Ireland, and no provisions for the implementation of EU Flood Directive and Motions.
A national steering group has been set up and it's working on producing a guide to flood emergencies, and to vulnerable people's rescue. A vulnerability register is available in some areas. In some areas local authorities started to develop some Flood Emergency Plans.
To conclude, it was assessed that there is a minimal inclusion of persons with disabilities and vulnerable people in literature and legislation in Ireland. Nevertheless, much support was obtained from stakeholders about promoting awareness on the issue. Interest in practical simulations. Perhaps it's time to work on getting practical advice from persons with disabilities.

Question time.

Q. (Mr Bertinato) – Are there any differences between Northern and Southern Ireland?

R. Not really. Situation is similar.

Title: The Spanish Experience

Speaker: Ms Nayra Garcia – Codice Europa

Codice Europa is an organization based in the Cantabria region, which deals with EU Commission's projects. Literature Review. National, regional, and local analysis of literature was carried out. Most of the material concerned basic information of floods and prevention. Most of the material was found in Internet and mainly concerned the Mediterranean coast (e.g. Andalusia) as that area is most affected by floods. The main source of material found came from Civil Protection organization.

About the Cantabria region, very little literature was found about floods, as material on emergency mainly concerned fire management and other emergencies.

Title: The Hungarian Experience

Speaker: Mr George Lesko – Disaster Manager and CP Associate for Miskolc region

Miskolc area geography is similar to Verona's one.

Their work on FSD Project involved an analysis of crisis & disaster management system, and of issues concerning persons with disabilities' rescue.

Project Partners. National Federation of Associations for Disabled People, Red Cross, Church societies and humanitarian organizations.

Issues to focus on were: flood, persons with disabilities, rapid reaction protocol, response.

The work also involved literature & legislative review, Focus Group, analysis of sector and experience.

Literature analysed concerned civil protection and crisis management, disabled persons' safety and general information, flood prevention information. Some language problems were encountered as each organization speaks its own language.

At the same time they are running a parallel project with other countries which involves simulations.

National legislation was analysed.

A flood protection international network needs to be set up and they are going to focus on that.

During the project local and regional studies have also been carried out to assess different needs and circumstances.

Analysis of the sector involved a study of crisis management system, social care management systems, NGO for disabled persons, other natural disasters causes, flood protection in place in Hungary (mainly in two areas, Tisza river and mountain area).

At national level the General Directorate of Disaster Management tackles emergency service, whereas at local level Civil Protection is in charge of dealing with emergencies due to disasters.

A review of people's protection was also carried out, including collective protection (evacuation, resettlement, etc.), and disabled people's needs.

Both Tisza and Hernad river are subject to very heavy floods and some rescue operations involved mass evacuation of large areas.

To conclude, a database needs to be created to gather as many details as possible on the disabled's geographical mapping, special needs, equipment needed, etc.. Moreover, cooperation needs to be improved among different players involved. Mutual learning is essential, both rescuers and associations of disabled people need to get to know each other's needs, procedures, and so on.

Some pictures were shown about rescue operations.

Question time.

Q. (Disabled Association from Ireland) – Are there any prevention measures in place at local level (e.g. opening drains, planting trees along river banks, etc.).

R. It's not easy to match different ideas and opinion, in order to build up a common strategy.

Q. (Ireland) – How about training of rescuers to ensure proper interaction with persons with disabilities?

R. There is a lot of work that needs to be done concerning cooperation between rescuers and disabled people association. It's not easy to make them communicate.

Q. (Mr Bertinato – Verona's ULSS20) – How rescue organizations deal with "dispersed" population such as Roma's, for instance?

R. People in small villages are well organized. In big cities people are not very interested, although some interest has been shown lately. Press is also important in circulating the information and some work is needed on that front.

Q. (Verona's Alzheimer Association) – Are you thinking about training in schools?

R. Some work has been done. During the project it was decided to involve disabled people and families of disabled children.

Q. (Mr Di Giorgio – (Ferrara's Local Health Agency) – Who is in charge of emergencies at local level in Hungary?

R. At local level civil protection is handled by non-governmental organization.

Title: Key note address

Speaker: Mr Albarello – Verona’s Fire Department

We are very interested in two issues:

1) we have a strong interest in cooperating with other entities to create protocols, procedures, etc.. It’s important to establish a common language and similar procedures (e.g. how victims are handled from a medical point of view – Fire Brigade and Civil Protection rescues have different procedures).

2) Psychological approach toward victims and rescuers. That’s a key issue for both parties. A new Law Decree was issued last year in Italy concerning work-related stress in the case of rescuers too.

A video is going to be shown about a rescue operation involving a disabled child. Very often firemen have to deal with such issues (e.g. taking an overweight lady from the third floor to the ground floor so that medical staff could take her to hospital; a mentally disabled child could not be taken into hospital at night as he would become hysterical).

A training session with 3000 students was carried out in February.

A brief illustration of National Fire Brigade’s history and structure is going to be provided.

1941 – National Fire Brigade Department was set up in Italy. The Dept. is part of the Ministry of Interiors. UNICEF recognized the Dept. efforts by appointing its rescuers “Peace Ambassadors”.

Rescuers receive a general training in the main training centre in Rome, and then there are several units that are highly specialized (e.g. NBCR Nuclear, biological, radiological unit, helicopter, water, and other emergency units).

The Dept. work is based on standard operating procedures that are applied throughout Italy by every branch or unit.

A special focus is given to psychological aspects of rescue.

The Dept. also cooperates with other emergency services (e.g. Verona’s 118 medical service).

This conference on flooding emergencies and people with disabilities is considered a very important opportunity to pave the way for improved cooperation with other players involved.

Physical barriers cause problems to rescuers too, so there is a common goal to achieve in that respect.

What we are missing is the approach that comes after – i.e. how to handle disabled people’s needs (both physical and psychological) after the event. A common protocol needs to be set up with other players and we are going to work on that front with great interest and determination.

Question time.

Q. (Ms Paola Paon – Verona’s ULSS20) – Is asking if Fire Brigade representatives can stay for the workshop sessions.

R. That’s fine.

Q. (Verona’s Alzheimer Association) – Could the video be played at a slower pace so that it could be used as a teaching tool as well.

R. More than videos or written rules, it’s far better to work on practical training, especially because emergency procedures do change (e.g. new stretchers are wider than doors).

Q. (Hungary’s Civil Protection) – What about fires occurring in special homes/institutions where autistic children live?

R. Any emergency plan/protocol needs to be tested. That’s an activity that the Dept. regularly carries out. What is essential is communication. All players need to speak a common language. We hope that today we’ll be able to establish some contacts with disabled people’s associations. There are problems with any emergency situations, not just with disabled people’s needs (e.g. an old lady didn’t believe that the fireman was really a firemen and broke his nose by slamming the door). Problems are encountered in most cases (e.g. a fire breaking out in a jail, a Vesuvio eruption – so many people live at its feet).

A video is going to be shown on flooding emergencies. DPI (*Dispositivi di Protezione Individuale*) – Individual Protection Devices started to be used together with other tools (e.g. special boats). Water rescuers are trained to provide first-aid medical assistance too. In Bardolino (Lake Garda, Verona, Italy), the Fire Brigade Dept. uses a special 14-metre vessel for rescue purposes. A helicopter rescue service is also provided. The best prevention measure is definitely the training of staff as the very first resource the Dept. has are the rescuers, who can ensure the successful outcome of any rescue operation.

Title: The Netherlands Experience

Speaker: Mr Dingeman de Jong – Rvarium Society

Taskforce Handicap and Local Community.

Rvarium Society was established by the government.

Much attention is devoted to water-related disasters and disabled people’s needs. A video is going to be shown about natural disasters caused by water.

Holland is a small country surrounded by water, where ground is below sea level too. The project provided an opportunity to focus on disabled people’s needs. Much work is still needed on the communication front and on assessing needs, location and so on. Anyhow “risk communication” has to be developed and that should be everybody’s concern (e.g. authorities, disabled people, and rescuers).

“Buy an umbrella when the rain is shining” should be the motto to keep in mind in this field.

“The Dutch approach” is how risk communication is taught to rescuers by using a special inflatable boat and performing real-life simulations. A map of flood progress is shown on the screen. Such a map is used for simulations. 25% of Dutch population is disabled, half of it is living in hospitals or special homes. Rescue services should be organized well in advance. If emergency services start operating only 5 days before a disaster, that will lead to complete failure.

More efforts need to be done on enhancing cooperation at European level. This conference should provide an important opportunity in that respect.

Question time.

Q. (Mr Bertinato – Verona’s ULSS20) – Is there any material available in English?

R. Yes, not in Internet right now but we are going to arrange for it to be translated.

Q. What about population along Dutch coasts? Are they tourists or locals?

R. It’s a mixture. Not as many tourists as in Italy. But we have some special procedures in place.

Also, there are phones that are equipped with 2 buttons. One button can be pressed to call emergency service and speak to an operator (888, standard service), by pressing another button the caller provides all his/her details (disability kind, drug used, etc.) – the latter button is linked to the 112 European emergency service. That works for Dutch citizens even when they are outside Holland.

Q. (Verona’s 118 Emergency Service) – 112 number is not working in Italy yet. What could be done to sort that out?

R. It’s a matter of technology. It takes some time to implement such European network.

Title: The Italian Experience

Speaker: Mr Matias De La Calle – Ferrara’s Local Health Agency

FSD Project activity carried out by Ferrara’s Local Health Agency.

Main aims were to create a local taskforce, to perform a literature review and to set up Focus Groups in order to understand persons with disabilities’ needs in emergency situations.

A taskforce was created with other organizations and associations (Local Fire Brigade, Ferrara’s General Hospital, Sigh-impaired Association, etc.).

Ferrara’s area is similar to Holland. It’s quite flat and it’s very near the Po river.

Literature review did not produce much material dealing with the issue of disability. A few years ago a simulation session was organized in Ferrara but it didn’t include any disabled person.

A geographical mapping of disabled people is still not satisfactory.

Not all participants agreed about performing simulations (rescuers feel that in emergency situations disabled and non-disabled people often have the same needs and reactions), and there were no funds available for that.

Focus Groups. A focus group is set up to collect information concerning a specific topic. The leader should be a facilitator and should not lead the discussion.

Target audience of Focus Group were people affected by sensory, or motor, or cognitive disabilities. Maximum number of participants was 10. Groups didn’t have to be too homogeneous (i.e. participants should not suffer from the same kind of disability), caregivers could be included too. What was needed was: a dedicated room where discussion would be not disrupted; an audio recorder (data protection was ensured through obtaining relevant consent).

Groups were composed of 1 facilitator, plus two note-takers who assisted the facilitator by recording details of groups’ meetings and observing non-verbal behaviour of participants.

In a Focus Group questions shouldn’t be too direct. The facilitator should only provide prompts to facilitate the debate (some samples are provided).

Overall, participants were more worried about rescuers not being able to handle them properly than about being involved in flooding or other disasters.

An important question that arose from the project is whether elderly people who are not autonomous (and have no family network) should be included in the database/map that rescuers use.

Title: Focus Group Results

Speaker: Ms Paola Paon – Verona’s ULSS20 International Relations Office

Some Focus Group work was performed in Verona too. Much efforts were devoted to make disabled people talk about their needs. Disabilities were divided into three categories: sensory, intellectual, motor ones.

Focus Group 1 – 7 Participants with cognitive disabilities + 3 professional caregivers from a Daytime Educational and Occupational Centre.

No family members attended the meeting.

Focus Group 2 – 9 Participants with cognitive disabilities + 2 professional caregivers from a Daytime Educational and Occupational Centre.

Focus Group 3 - 6 university students from University of Verona with physical disabilities.

Protocol had to be adapted in some cases (FG1 and FG2) as questions had to be repeated and/or asked in a different manner to enable discussion.

Results from the first two groups were analysed together, while those from the third one were treated separately.

Details can be found in the Conference folder.

Overall, participants showed a fairly good knowledge of the emergency numbers to call, together with a positive opinion about rescuers. Emotions played an important role. Some participants cried when invited to think about natural disaster circumstances.

About Focus Group 3, participants conveyed their feelings about people's standard behaviour in normal, everyday situation (i.e. people's indifference). Hence, they felt that University would be the worst place to be in safety wise. Moreover, participants didn't trust rescuers, due to some negative past experience they had in hospital.

Contrary to the previous two groups, participants from FG3 didn't seem to know what number/service to call, and nobody would think about calling Fire Brigade or Civil Protection rescuers. Generally, participants would try to escape by themselves, or they would ask relatives/neighbours for help.

Following such work it was suggested that a guide could be produced for families containing information about emergency services. Moreover, telephone companies could offer some special emergency cards.

WORKING GROUPS.

In the afternoon Conference participants are going to be divided into 4 Working Groups.

It's important to be as productive as possible due to time constraints.

WG 1: "Convention on the Rights of Persons with Disabilities" & current legislation

WG 2: Perceived needs of persons with disabilities in case of river flooding/disasters

WG 3: Evidence from partner countries about rapid reaction protocols

WG 4: Future perspectives for dialogue between main actors of FSD project

Question time.

Q. (Rvarium Society – The Netherlands) – About FG participants who cried. In Holland the motto is "Prepare not scare"

R. That's a very interesting point.

Q. (Sight-impaired Association – Ireland) – Very often disabled people are quite independent and that's probably why participants from WG3 would rather rescue themselves.

R. Yes, although participants in question were wheelchair bound.

Title: Working Group 1 Report	Speaker: Ms Hanna Lane – Hope Projects
--------------------------------------	---

WG 1: "Convention on the Rights of Persons with Disabilities" & current legislation

Ireland, Spain, Italy, France, Belgium.

General experience is that Art. 11 of UN Conventions is not reflected in national legislations.

Some work needs to be done:

- Improving communication (pictorial language/appropriate signs that everybody can understand);
- Perhaps caregivers should be in charge of alerting/informing rescuers about disabled people's needs;
- There should be a single phone number to call;
- Phones with text facility for deaf/dumb people who call for help;
- People with disabilities need to be involved/included at every stage.

Title: Working Group 2 Report	Speaker: Mr Matias De La Calle – Ferrara's Local Health Agency
--------------------------------------	---

WG 2: Perceived needs of persons with disabilities in case of river flooding/disasters

Three languages to deal with.

No participants had any direct experience of emergency situations. There were no disabled people in the group.

Main issue debated were:

- Need to access information, to have specific communication channels (e.g. sight-impaired people), such as tactile systems;
- Rescuers' non-verbal communication skills;
- Geographical mapping of disabled people's locations (e.g. GPS system to locate callers);
- Data/figures about disabled people are not reliable (it's likely that there are more persons with disabilities – families/family doctors do not report details to authorities);
- Disease progression is also important;
- Provide information to both rescuers and persons with disabilities. Training by experience for disabled, and disability-focused training for rescuers;

Some suggestions were:

- new technology to enhance social inclusion (tactile, audio signs);
- information could be spread through media;
- authorities should be actively trained too.
-

Question/comment time.	
<p>Q. (Verona's Social Services) - Mapping of disabled's locations should be done by combining respect for privacy. Q. (Ferrara's Local Health Agency) – Technology does provide a considerable help. Disabled people need to learn/be aware of that.</p>	
Title: Working Group 3 Report	Speaker: Mr Dingeman de Jong – Rvarium Society
<p><u>WG 3: Evidence from partner countries about rapid reaction protocols</u> Our suggestions: FOR AUTHORITIES</p> <ul style="list-style-type: none"> - 1 single phone number to call in Europe; - Database for disabled people - Training to use special tools - In some countries authorities need to invest to improve rescue services - Local radio stations can be used to inform people <p>FOR RESCUERS:</p> <ul style="list-style-type: none"> - training by disabled people; - information exchange between disabled people's associations and NGOs/rescuers; - new technology periodical update; - knowledge centre. <p>FOR ALL</p> <ul style="list-style-type: none"> - Awareness tent (Holland) to practice in, open to the public; - 1 single phone number to call; - (Hungary) retired people who used to work in healthcare are used to provide some assistance to the disabled and to people in need (ill people, pregnant women, etc.) – UMBRELLA kind of help; - Signs that everybody can read; - Games can be used to raise awareness (Holland = Trivial Pursuit kind of game was created). 	
Title: Working Group 4 Report	Speaker: Ms Paola Paon – Verona' ULSS20 International Relations Office
<p><u>WG 4: Future perspectives for dialogue between main actors of FSD project</u> Group was compose of representatives from Verona's Fire Brigade, Disabled Association, Centre for the Protection of Patients' Rights. Issues identified were:</p> <ul style="list-style-type: none"> - communication problems; - geographical mapping of disabled people – that's a difficult issue due to data protection legislation, but some solution should/could be found; - communication seen as information and training; - in a range of public places there are operators/volunteers on duty who are there to help and inform both persons with disabilities and rescue organizations; - information should be circulated periodically – Fire Brigade Dept. is available to do that. 	
Title: Video Introduction	Speaker: Mr Bertinato – Verona's ULSS20
<p>Invitation for audience to watch two forthcoming videos pretending to be part of the EU Commission trying to drop any national perceptions. This could be a very useful cultural exercise. Ideally, it would be useful to teach "European" emergency procedures for disabled peoples in schools throughout Europe.</p>	
Title: Video on simulation schemes on rescuing persons with disabilities	Speaker: Ms Grazia Quartaroli Giacomelli – UNITALSI Verona
<p>Introduction of UNITALSI (Italian ecclesiastical association for disable people's pilgrimages to Lourdes). Their simulation exercise was a success and helped to motivate their volunteers even further. Video about simulation is going to be shown.</p> <p><u>Question/comment time</u> Mr Bertinato points out that mapping of disabled people should/could include locations to use to host people in case of evacuation (e.g. a station could be used for evacuation purposes).</p>	
Title: Video presentation on simulation of typical flood emergency rescue	Speaker: Mr George Lesko – Disaster Manager and CP Associate for Miskolc Region
<p>Video produced by Hungarian Disaster Management Dept. is going to be shown. A simulation exercise of a typical flood emergency operation is shown in the video, but the rescue team was composed of members from all over Europe. The training session proved that international cooperation is possible and that teamwork can be productive even with members who don't speak the same language.</p>	

Question/comment time.

Q. (Mr Bertinato – Verona’s ULSS20) – 1) There were very few things in common among team members (from video);
2) An idea for the future – rescuers could have a second language (English, or languages from bordering countries, German, etc.).
R. In my experience (gained through many international rescue operations) teamwork has always shown that language barrier can be overcome, and it can be compensated by the wealth of experience that rescuers have.



AZIENDA ULSS 20 DI VERONA

Sede legale: via Valverde n. 42 - 37122 Verona - Tel. 045/8075511 Fax 045/8075640

Cod. Fiscale e P. IVA 02 573090236

UFFICIO RAPPORTI INTERNAZIONALI

CONFERENCE MINUTES

MEETING TYPOLOGY:				Date: 25 February, 2009			
 FINAL CONFERENCE FSD PROJECT GRAND HOTEL – VERONA, ITALY 23-25 February, 2009				Time Start. : 09:30 End. : 13:00			
				Location: GRAND HOTEL – Verona, Italy			
				Meeting format/methodology: FINAL CONFERENCE			
Meeting chairperson		Dr Luigi Bertinato		Note Taker		Ms Emilia Mancini	
Names:		Organizations		Contact Information			
<i>Attendees</i>		See Conference Programme					
TOPICS DISCUSSED - Flooding: Rapid Response and Simulation Schemes for Safety of Persons with Disabilities - FSD”							
Plenary Session				Speaker: Ms Paola Paon			
<p>Presentation of draft recommendations for best practices concerning persons with disabilities when designing rapid reaction protocols and simulation schemes in case of river flooding. The language for today’s session is going to be English. Participants have been given a copy of the Verona Charter. Today we are going to update this paper by integrating it with ideas/suggestions that were put forward during the Conference, in particular by Working Groups. An introduction to Verona Charter, plus the Verona Charter is going to be read.</p> <p><u>Question/comment time</u> Q. (Disabled People Associations – Ireland) – How do you know the number of persons with disabilities in other countries? (e.g. In Italy/Verona) R. (Mr Formenti – Verona’s Social Services) – We calculate the number according to those who receive a disability indemnity. R. (Verona’s Alzheimer Association) – That’s only the tip of the iceberg. There are many disabled who don’t get any indemnity/pension, but they do have disabilities. R. (Mr Formenti – Verona’s Social Services) – That’s a big problem in Italy, and it relates to geographical mapping of persons with disabilities. So far, we can only rely on data from the body/minister that pays indemnities/pensions.</p> <p>Participants are going to reflect/work on the Verona Charter together with their and then will report their suggestions to the audience.</p> <p>Back to plenary session, every Working Group reports its suggestions to amend the Verona Charter.</p>							