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RESEARCH REPORT OF EM-CITY

EMERGENCY MANAGEMENT by COMMUNITIES' INTERACTION THROUGH YOUTH

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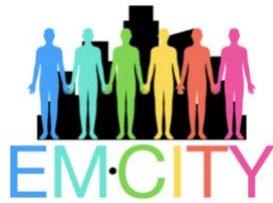
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1. PROJECT BACKGROUND





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The Em-City Project is designed to promote social cohesion among different groups in the local communities in case of emergency, recognizing that young people, if properly sensitized and involved, can play a pivotal role in facilitating these relations since one of the obstacles during the emergency activities is limited communication among different groups of people living in the local area together. And in case of an emergency, it is not always easy to include all these groups in an emergency plan at the same level. This includes both young and elderly people, families, Culturally and linguistically diverse (CALD) communities, long-time residents, and so on.

The aim of this research is to understand group dynamics-interactions in the local area in an emergency.

2. METHODOLOGY





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Anthropological and action research were conducted to understand group dynamics-interactions in the local area in an emergency. Group dynamics change due to many variables such as background, culture, the language of different groups living in the same area. It is crucial to understand and study these dynamics for the specific area to promote an efficient interaction between these different groups in case of an emergency.

Anthropological research: Generally, anthropological research adopts a comparative, historical, or ethnographic approach to the study of society and culture (Diah, N. M. 2014). Typically, an anthropological approach uses multiple qualitative methods to collect data that are useful on their own as well as complementary to quantitative data in a mixed-methods study which are participant observation, individual interviews, focus groups, textual analysis (AHRQ, 2013).

Action research is a disciplined process of inquiry conducted by and for those taking action. Cultural action research can be engaged in by a single person and/or by a group of people from the same group and/or by a heterogeneous group of people who share an interest in a common problem. Action research always involves the 7-steps

which become a cycle:

- Selecting a focus
- Clarifying theories
- Identifying research questions
- Collecting data
- Analyzing data
- Reporting results
- Taking informed action

Each country engaged with a specific local area which is the Vicenza for Italy, Erzurum for Turkey, Heraklion for Greece, Nicosia for Cyprus. The engagement with local areas was done by project researchers who are in contact with local authorities, NGOs, and institutions (through our associated partners).

1. As the first project activity the information on local communities was collected
2. 3 focus groups will be organized in the specific local area during the project. Each focus group consisted of 8-10 participants, and consisted of young people from non-CALD and CALD





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communities, representatives of civil protection operators, local authorities, and other local communities. In every group, there was a facilitator from the project team. The first focus group was done between June-September 2022. The aim of the focus groups was to understand the needs of the local area; the needs, and positions of the young people in these local areas.. In total,

3. A semi-structured questionnaire was designed for the target group and reached 87 young people from Greece, 32 from Cyprus, 36 Italy, 77 from Turkey, which is 232 in total. Regarding the results of focus group data analysis, the questionnaire was done to identify the needs in detail as the inputs for the training modules which will be designed for the young people to train them as "interactive bridges/junctions" between local communities, CP operators and local authorities during emergencies.
4. In the meanwhile each country group conducted good practices research on civil protection and emergency response which considers the diverse communities. This provided us a worldwide institutional point of view to the management of mixed group communities in emergency situations.
5. Then the draft research report was shared with the target group to ask for feedback and 2nd focus group will be conducted. The goal of the second focus group is to disseminate and share the results of the questionnaires with them and it aimed to understand the impact of the EM-CITY Project activities.
6. Based on the results of the research conducted so far, Result 2: EM-CITY Training Module will be developed for Young Volunteers and the pilot training. We have defined the frame of the training module so far.
7. The third focus group will be done after the development of Result 2: EM-CITY Training Module for Young Volunteers and the pilot training. The aim of the third focus group is understanding the impact of the pilot training, the effective parts and the parts that are open to improvement. So, the training module will be finalized following the third focus group.

CHAPTER 3: RESEARCH ACTIVITIES

3.1 Collection of Information on Local Communities

The first activity of Result 1 was the collection of information on local communities. This activity was held to collect detailed information about the local communities we will work on through the





project. We used desk research and informal interviews to collect information via mail, phone calls, and virtual meetings. The information is collected based on the template and instructions prepared by Result 1 Leader, EPC Srl. This part of the research report was produced based on the national reports of the partner organizations.

Local communities involved in the project are: Municipality of Sovizzo and municipalities nearby, situated in Veneto region under Vicenza province in Italy; The Municipality of Malevizi located west of the Heraklion Urban Complex in Greece; Cyprus Nicosia Metropolitan consisting of 5 (five) official municipalities, Nicosia, Strovolos (the largest municipality of Cyprus in terms of population), Agios Dometios, Engomi, Aglantzia in Cyprus; and the Eastern Anatolia Region (considering Erzurum as the center of the project activities; and a few provinces adjacent to Erzurum are involved) in Turkey. Thus, the acreage and the population of the communities are different in each country. The template to collect the data is given at Annexes 1.

Characteristics of the local communities involved in the project are given in Table 1.

Table 1. Characteristics of the local communities involved in the project

Country	Local Community	Population	Young Population (18-30)	CALD Community Population	CALD Youth Population	CALD Communities
Italy	Municipality of Sovizzo, Altavilla, Creazzo	30.633	3.145	2582	342	Chinese, Serbian, Romanian, American, Burkina Faso
Greece	Gazi Region of Municipality of Malevizi	19.221		217 recorded in total,		Albania, Ukraine, Afghanistan, Syria





Cyprus	Nicosia Metropolitan	180.000	41.400	34.600		Syria, Cameroon
Turkey	Erzurum Province	756.052	135.000	5454	1024	Afghan, Iranian and Meskhetian

Target group of each partner organization consists of people from different nations. Thus, the consortium will be able to understand whether the Em-City methodology may be effective in different backgrounds. Also, this will give to partner organizations an opportunity to understand, manage and use different group dynamics in the emergency management process. Also, the numbers of the population are really distant in each country. Thus, we will have an opportunity to see how the number of the people in local areas impacts the emergency management process.

The main stakeholders to be involved in project activities of the project are municipalities, Civil Protection Organizations, Youth Organizations, Migrant/Refugee Services, Universities maybe seen in Table 2.

Table 2. The Main Stakeholders to be Involved in Project Activities

Country	Stakeholder	Contribution
Italy	Municipality of Sovizzo	
Greece	Municipality of Malevizi	application area will adapt in their activities to our suggestions
	Region of Crete	will adapt their activities to our suggestions,
	Greek Rescue Team	They will contribute to developing R1, R2, and the dissemination of project results





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	Red Cross	will contribute to the researches that will be conducted under R1 with their social department; to R2 by contributing to the development of training modules and dissemination of project results
	Armed Forces Reserve Club	They will contribute to developing the results, the dissemination of project results and
	British Vice Consulate in Crete	will provide information and support with their significant experience in communication with the CALD communities, and revealing their needs in case of an emergency.
Cyprus	Community Police	Can serve as experts/ trainers/ observers, link with CALD Youth.
	ETEA (Voluntary Organisation)	Very active voluntary organization[1] including a great number of young people who have expressed interest in continuous training. Have participated with a number of 6 people in the 2st focus group of EM-CITY.
	EMAK (part of the fire service)	Can serve as experts/ trainers/ observers.
	CARITAS	International Volunteer Organization of Catholic Church working with young groups of CALD Community
	Municipalities of Nicosia Metropolitan area (Nicosia, Strovolos, etc)	Their social services work with CALD communities and municipalities cooperate with local civil protection authorities





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	Cyprus Red Cross	International Organization working in disaster prevention and management from the Humanitarian point of view
	Cyprus Refugee Council	Help disseminate the material produced and/ or retrieve interested CALD people to participate in the several activities
	Generation for Change	Help disseminate the material produced and/ or retrieve interested CALD people to participate in the several activities
	KISA	Disseminate and exploit the material produced and/ or retrieve interested CALD people to participate in the several activities
	Home for Cooperation	Home for Cooperation has become a landmark building in Nicosia, acting as a bridge-builder between separated communities, thus can be benefit and relate to the projects' aspirations
Turkey	Erzurum Metropolitan Municipality Youth Center,	supply of young volunteers to participate in activities,
	Erzurum Technical University	Foreign Relations Office, Student Clubs and Emergency and Disaster Management Department,
	Ataturk University	Foreign Relations Office and Student Clubs,
	AFAD (Disaster and Emergency Management Presidency)	Recruitment of personnel to share expert opinion and experience regarding emergency and disaster situations,





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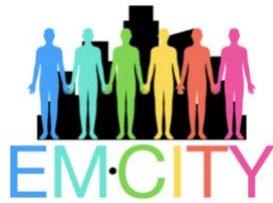
	The Turkish Red Crescent	Recruitment of personnel to share expert opinion and experience regarding emergency and disaster situations,
	Erzurum Provincial Directorate of Migration Management,	They will maintain contact with the CALD community,
	Erzurum Provincial Directorate of Civil Society,	They will maintain contact with the NGO's and other civil society institutions

The geographical characteristics and emergency situations of the local areas are given in Table 3.

Table 3. Geographical characteristics and emergency situations of the local areas

Country	Local Area	Potential Emergency	Emergency Key actors
Italy	Sovizzo, Altavilla, Creazzo	Forest fires, Floods, ...	From 01 January 2016 the C.P. group of Sovizzo, is part of the Union of Municipalities "Terre del Retrone". So the municipality of Sovizzo shares a common plan with municipality of Creazzo and municipality of Altavilla Vicentina for Civil Protection operations.
Greece	Gazi Region of Municipality of Malevizi	Forest fires, Floods, Earthquake, tsunami	Fire Service, Municipality, Region of Crete, Decentralized Administration of Crete, Greece Armed Forces, Police, Voluntary civil protection groups with instructions from the competent bodies





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Cyprus	Nicosia Metropolitan	Earthquake, Floods, Forest fires	Fire Service, Police, Red Cross of Nicosia, Civil Defense, Voluntary Civil protection organizations like ETEA
Turkey	Erzurum Province	Earthquake, Avalanche	AFAD and Red Crescent coordinate the works; Turkish Armed Forces, Police and Gendarmerie forces also have disaster preparedness units. Although there are non-governmental organizations that are ready to coordinate emergencies and disasters, these associations have been contacted and a response is expected regarding their partnerships.

The common emergency situation is flooding in each local area, however earthquakes and forest fires are also seen in all partner countries.

Greece - NGO institutions for civil protection in Heraklion, Crete:

Red Cross: about 110 people - 50 active

Greek Rescue Team: 68 active

Armed Forces Reserve Club: 32 active

Cyprus - NGOs

United Nations Youth and Student Association of Cyprus

ETEA: The Pancyprian Association of Reserve Paratroopers (PSEK), feeling the need to expand its social contribution to other sectors, in 2009 set up the Voluntary Emergency Department (ETEA) to provide assistance, when requested, to State Services such as the Fire Service, the Department of Forests and the Civil Defense

Italy-NGOs

In Italy the Civil Protection system foresees the direct involvement of NGOs.





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At national level, there are 59 NGOs in the register of civil protection volunteers. These include the National Volunteer Fire Brigade Association, the Italian Caritas, the Red Cross, the Auxiliary Coast Guard, the Scout associations, and many others.

The same structure is repeated at the local level.

In the Veneto Region there are 511 officially recognised Civil Protection Volunteer Groups of which 91 are in the province of Vicenza (EM -CITY pilot area)

Turkey-NGOs

According to the Turkish government, there were more than 90,000 registered NGOs in Turkey as of September 2021, including many organizations that work on disaster relief and emergency response. Some of the largest and most well-known NGOs in Turkey that operate in civil defense, emergency, and disaster situations include:

1-Turkish Red Crescent: The Turkish Red Crescent is the largest humanitarian organization in Turkey and has been providing emergency assistance and disaster relief services for over 150 years. It has more than 12 million members and volunteers, and it operates in all provinces of Turkey.

2-Search and Rescue Association (AKUT): AKUT is a non-profit organization that provides search and rescue services in Turkey. It was founded in 1996 and has more than 2,000 volunteers.

3-Disaster and Emergency Management Authority (AFAD): AFAD is a government agency that is responsible for managing disasters and emergencies in Turkey. It was established in 2009 and has more than 17,000 personnel.

4-Humanitarian Relief Foundation (IHH): IHH is a non-profit organization that provides humanitarian aid and relief in disaster situations. It was founded in 1992 and has more than 1,000 volunteers.

It's important to note that there are many other NGOs and civil society organizations in Turkey that provide assistance during emergency situations, and the list above is not exhaustive. It is also important that associations in Turkey cannot operate in emergency and disaster situations without the permission, approval and guidance of AFAD.

3.2 Focus Groups

The first focus groups of the project were conducted between June-September 2022 in Vicenza, Italy; Heraklion, Greece; Erzurum, Turkey; and Nicosia, Cyprus. In total 52 participants attended; 13 of them from Italy, 13 of them from Greece, 12 of them from Turkey, and 14 of them from Cyprus. The participant's profile per country group is given in Table 3.





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Table 3. The participant's profile per country groups

Country	Participant's Profile
Italy	Young Local People, non-CALD (volunteers, interested on the topic); young People CALD (volunteers interested on the topic); Representatives of local Civil Protection; Representatives of local NGOs; Politicians, representative of Municipality of Sovizzo; Representatives of Civil Protection
Greece	Stakeholders from Cald Community, Representatives of the Region in Crete, Volunteers in Emergency Management, Young People who are not non Cald in Greece, Civil Protection Authorities.
Turkey	Company officials, Erzurum Provincial Immigration Administration Officer, Academician from Erzurum Technical University Emergency and Disaster Management Department, young people from the Local Community, NGO representatives, people from the CALD community,
Cyprus	Young Local People, non-CALD (volunteers, interested on the topic), Young People CALD (volunteers, interested on the topic), Representatives of the Organized Volunteer Association on Emergency Situations (ETEA), Representatives of the Police Authority, Representative of the special force of the Fire Department (EMAK), Representatives of Civil Protection in Cyprus

1. FOCUS GROUP GOALS :

The goals are:

1. understanding the group dynamics in local area during emergency situations
2. collect the needs of local stakeholders (especially CALD groups during emergency situations)
3. understanding needs and positioning of young people in local area regarding emergency situations.

According to the goals we define 4 different themes in which we can cluster the questions as consortium:





- A. how local stakeholders are involved in civil protection dynamics (How different stakeholders are interacting each other within local community on civil protection framework)
- B. how in civil protection is involving CALD/non CALD groups in emergency management situations
- C. young people participation in cp and local community management situations
- D. feedforward on project

THEMES of the 1st FOCUS GROUP

4 themes were defined to reach the focus group goals:

1. HOW LOCAL STAKEHOLDERS ARE INVOLVED IN CP DYNAMICS
2. HOW IN CP IS INVOLVING CALD/NON CALD GROUPS IN EMERGENCY MANAGEMENT SITUATIONS
3. YOUNG PEOPLE PARTICIPATION IN CP AND LOCAL COMMUNITY MANAGEMENT SITUATIONS
4. FEEDFORWARD ON THE PROJECT

The questions discussed during the focus group were the same provided in the guideline, plus other additional questions that were incorporated to facilitate the understanding of the participants. It was not obligatory to have answers from the participants for each question. However, it was important to have the answers under each theme. The template of the questions is given at Annexes 2.

Summary of the answers given from each themes

In this section, it is given the synthesis of each team described based on the goals set. For the detailed focus groups reports of each country please see the Annexes:

Theme 1. How Local Stakeholder are Involved in Civil Protection Dynamics

In all the countries focus groups, it is stated that most of the stakeholders (organizations/associations, public and private institutions that work with young people and/or CALD people) except the ones take part in Civil Protection Institutes and/or NGOs, local people from both CALD and non-CALD communities and other stakeholders are not aware of the civil protection (CP) system in their local community. Even some of them have a really general idea about what is civil protection and in which situations they are operating, they are not aware of how to act or react, who to contact and how to help the situation in general.





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The population does not actively participate in exercises, trainings, and information events on civil protection since the way of the distribution of the information by civil protection professionals does not seem effective; there is a lack of interest on exercises, trainings and information events on civil protection most probably because people always believe it is something remote; unlikely to reach them; there is a lack of information on how to involve people to civil protection events and inappropriate days and hours are chosen for the practices and exercises, and the exercises are not organized for citizens, the voluntary groups are mostly involved.

The voluntary groups/organizations and public organizations in civil protection need to know each other and collaborate, some events might be organized to achieve this. To make civil protection actions to be more attractive to the local population and to be actively involved, the information needs to be communicated in attractive, interactive, and practical ways. Instead of long instruction documents, and training that needs a lot of time, and energy; some simple instructions should be disseminated. The digital tools might be helpful such as nuggets/ short videos with demonstrations and disseminating them with social media and other digital platforms that are used especially by young people. The information academics/authorities and relevant stakeholders of civil protection might be effective since people tend to believe and take more seriously the information coming from experts. Also people have more trust in the public sector, so if they organize events, trainings, practices, it might be helpful. Also non formal, and informal organizations such as "Civil Protection Summer Camps" for young people might be effective to attract young people. The activities to be done in schools might be effective as well.

The citizens should be educated on following topics:

- the emergency risks of the local area
- how to implement an evacuation plan
- effective usage of water,
- waste management
- active citizenship
- protection of property
- how to take instructions from those in charge (soft skills)
- how to cooperate with the responsible authorities (soft skills)
- know the escape areas – maps, points





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- how to use the basic equipment
- how to recognize civil protection voluntary teams
- where to go in a case of an emergency, thus the shelters in their area or at least the links/ websites/ platforms to find them quickly.
- the importance of taking care of ourselves first, before being able to help others in an emergency.
- knowing how NOT to get involved is also important because many people would like to help and go for example by their personal transportation near e.g the fire, but this results in obstructing the relevant authorities and their vehicles to approach, or putting themselves in danger, hindering the work of the First Responders (called culture of behavioral discipline, self-awareness)
- the hierarchy / pyramid e.g which stakeholder/ authority is responsible for each emergency situation but also under which authority the volunteer organizations are under, as well as which are considered to be the First Responders, secondary and third responders and what are the 'obligations' of each
- creating a culture of respect to nature and the effects of a disaster (thus being sensitized) and on a second level the actual training for actual responsiveness will help as a vehicle
- first aid training (to be frequent and obligatory, mandatory to be taken after a period of time has passed since the last training).
- how to prevent an emergency situation
- relevant equipment needed for lay people (in a household or in the office in case of a fire)
- main safety measures e.g in case of flood or fire or an earthquake
- prevention / risk reduction
- recovery actions (e.g after an earthquake)
- post event organization (e.g to gather in a safe place within the neighborhood and know / report if someone is missing)
- psychological support/ management of panic
- sociological education
- situation assessment. Being competent to give prompt, effective, correct information to the relevant authorities to be able in their turn to have a stronger rescue plan
- inherent dangers (related to operational responsibility), teach by bad/ NOT TO DO examples e.g even if someone wants to help there are inherent dangers in helping someone injured and if not





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qualified may cause more damage (e.g, extreme situation but may happened to instruct an unauthorized person to help find the babies and end up kidnapping them). Thus, it is important to know also what not to do and who to trust based on their authority and assigned obligations.

- fire evacuation
- human rights
- tolerance and acceptance of diversity
- International Sign Language of emergency.

Most of the participants stated that they do not know the main authorities of civil protection and emergency management in their country. Most of the participants who are not involved in the civil protection profession, do not have much experience of emergency situations except a small fire; however all CALD participants from Turkey stated that they experienced the war and also earthquakes occurred in Turkey in 2020.

During the emergency the collaboration with civil protection institutions/organizations/NGOs is very effective such as collaboration of Fire Services and the Civil Protection as well as the Police Authority and Ministry of Defense and Civil Protection NGOs, however there is no collaboration with other stakeholders. Beyond the excellent collaboration stated, there were three suggestions for better collaboration:

- Clearer rescue plans for the First Responders
- Collaboration between the Police Authority and the Civil Defense in the level of operational
- Management in the case of an emergency for saving women and children in need
- Legislation and operational planning in major forest fires.

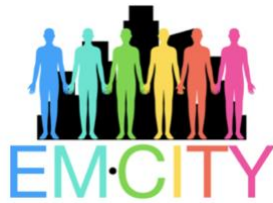
The good practices or new technologies/ platforms/ applications experienced by participants are listed below:

In Italy:

There was a telephone service for the elderly people during the pandemic.

In Greece:





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There is a citizen line and those who register in the application are informed via phone messages by the Municipality of Malevizi. For now, there are 1,500 people registered on the citizen line, out of a total of 25,570. There is an application (I-SAVELIVES) which shows where defibrillators are nearby and first aid instructions. Also, it shows how to do first aid and where the gathering points are close to you. However, the application is only in the Greek language.

In Cyprus:

They mentioned a protocol in Taiwan for disasters. After a disaster, in that case it was an earthquake, everyone received a message immediately with instructions on what to do. The idea is excellent however the message was only in Chinese.

In Turkey:

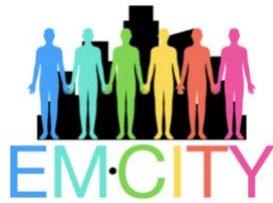
As explained before, the AFAD Emergency mobile application, developed by the Ministry of Interior in order to save more lives and reach more citizens in disaster situations, stands out as a domestic and national software. However, the fact that the application does not have a multi-language option indicates that it is open to development.

The examples show us that even if an emergency number or application or a practice exists it needs to consider the language it is written and/ or translated and a point it must be in the simplest wording possible. Beyond the use of social media and the creation of groups in media like whats app and viber, nothing more innovative was mentioned.

Theme 2: "HOW IN CIVIL PROTECTION IS INVOLVING CALD/NON CALD GROUPS IN EMERGENCY MANAGEMENT SITUATIONS"

There are specific issues that need to be considered when approaching specific people during emergency situations based on cultural, linguistic and religious differences. When approaching people from several linguistic backgrounds it is hard to accommodate and communicate with all because it is almost impossible to facilitate all possible spoken languages, co-considering that some do not even speak or are able to read English. In addition, usually people from migrant backgrounds tend to hang out with each other and continue to communicate in their own language, some with minimum or no interest to learn English or the local language. Religion might also be a barrier, e.g





some Muslim women are more likely to speak only to other women despite cultural background, but they are not allowed in any case to be touched by anyone. Also, some Muslim men are usually aggressive towards people trying to approach/ help their women.

The participants stated that there is no specific attention for managing emergency communication and inclusion of groups that are speaking a foreign language (and have a different culture) in emergency management. The participants from Greece mentioned that in the private sector, there is a group of hotels (CRETA MARIS, CANDIA MARIS) which every year make exercises and trainings about emergency in all languages. As an extreme situation in Italy, some NGOs and municipalities communicated with some CALD communities during distribution of food and clothes, however there were many obstacles for establishing a relationship, such as lack of trust, embarrassment etc.

The suggestions of the participants to keep in mind while interacting with someone who speaks a foreign language (culture), during an emergency situation are listed below:

- The most useful requirement is to find a person who speaks the same language as the people in need to act as an interpreter, but this is not always feasible.
- Being flexible and acting impromptu based on the needs of the person in the emergency even if you do not speak the same language by other manners.
- Sign language and employing the gadget for a translator would be the main means of communication.
- The equipment and applications should be obtained for direct translations.
- Also, it is important to respect the privacy of the people with different backgrounds; being patient, open, ready to listen and share; being curious and cultivating the amazement.
- Keeping in mind that his or her values matter as much as yours.
- Focusing on their needs and priorities at the moment of interaction
- Working on the stereotypes that you have towards people from different backgrounds.

The good practices mentioned by participants that can help the local community to organize a civil protection system that can be inclusive for all the different groups:

From Greece:





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- Heraklion participated as a pilot-City in the AMARE EU-project, seeking to deal with its cultural mosaic and to fully coordinate the non-speaking population in the city's resilience plans, such as the "Xenocratis" project, for the anti-seismic shielding and protection of the population. The program was preventive and informative, for example by printing in the native language the general protection measures in case of an emergency.

From Cyprus:

- The key point is to involve all relevant authorities and involve them as part of their municipality. Municipalities in general play a significant role in the Cypriot society and most of the major ones have full time employees responsible for the security of their population as well as stand by personnel for emergency situations. These key people should be fully trained on a regular basis but also be trained to train their municipality citizens in how to respond in emergency situations, so they act as interactive bridges.
- The scouts can also play a significant role if they are trained in all aspects of Emergency Management Situations.
- For the places where the public transportation is not very advanced, the young people from CALD who do not normally own their own transportation as a matter to be co-considered when invited to training. Thus, proximity in location and transportation means is important to be considered in case of this kind of event.

Theme 3: YOUNG PEOPLE PARTICIPATION IN CP AND LOCAL COMMUNITY MANAGEMENT SITUATIONS

Not so many young people take part in terms of civil protection. The general view is that they do not have knowledge and they seem not interested in the topic or they are interested but not to a great extent. In case they are involved they need a continued education from the relevant authorities since there are some emergency situations that even if they want to be involved, if they are not trained they cannot be helpful. Involvement of young people might be helpful since regardless of nationality, young people have a language among themselves. They can understand each other. It is a technology-based understanding that develops in this new world. The added value of having young people who are sensitized and realize the importance of handling an emergency situation (either a priori or a posteriori) is that they are experts in using the technology, mobile devices, social media, thus they can help the operational machine by giving prompt information (in





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case of eye witnesses), but this applies only IF they are trained and IF they know how and which authority to communicate the information to, and also know how to communicate it effectively/correctly. Creative ways to use technologies and outside-the-box thinking. In addition, they will add value in creating and promoting peace, tolerance, co-existence, and a non-extremist environment'

In Greece, there are some young volunteers in municipalities who are uncertified and activated in case of an emergency. Also, in the consultation there are representatives of each community of the local area; they are not trained either but they are activated in case of emergency as well. The individual cost of being a civil protection volunteer is an obstacle since a volunteer must pay for the equipment and clothes. Also it is stated that there is interest from individuals to participate, but the state does not involve the volunteers.

Theme 4: FEEDFORWARD ON THE PROJECT

The fourth and last theme was based on general questions that would ultimately help the next steps of the project. It also gave the chance to the participants to elaborate on anything they felt was not covered by the questions posed.

From Cyprus:

There was a consensus that the project results are going to be helpful for the community, but all participating members have agreed that these actions should target not only Youth but these actions should start from younger ages. They strongly believe that people should be educated from a very young age, even from primary school, of what an emergency involves, what consequences it may have in several instances to humanity, nature, flora and fauna. People from a young age should firstly be sensitized, create a culture of responsible knowledgeable human beings, before being able to go to the next level which is to realize what their own role could be in all these.

It is important to approach CALD as soon as they enter a country, giving basic information of the relevant authorities and in what ways they can approach them, which authority is responsible for





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each circumstance but also give them some main/ specific information on how to react in emergency management. It is also important to include them in the procedures and to hear their voices about their needs and have some 'ambassadors' who can then train/ inform their own peers/ people from the same culture. People from CALD communities should feel integrated and as members of the country they currently live in, to be able to confront the country's regulations and 'way of doing things'. If they do not feel integrated, if they feel foreigners they will act as foreigners. It is also important for them to know their obligations but also their rights.

Keywords are a creation of:

I. Empathy

II. Awareness campaign

III. Intercultural spirit

Civil Protection Authorities have admitted that beyond the planned once off training that they offer to volunteers, more frequent exercises should be made or a reminder somehow to the participants about what they have already learned. This is according to the CP authorities very important, as information and knowledge tends to be forgotten after a period of time.

From Greece:

The project might pay attention to emergency situations caused by forest fires since there is a need to protect the Keri forest in Malevizi.

From Italy and Turkey, the participants shared that they appreciate the project goals and activities and they shared their interest, good wishes and support for the efficient project results. They state the desire to receive more tools for building trust between the citizens and regarding our interventions.

Final additions and comments:

Young people stated that they would like to see some emphasis given in prevention, especially when considering fires, there are things that can be done by all of us to prevent major outbreaks. They





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would also like to see some educative material, e.g short videos or microlearning easily accessible and free online for refreshing the memory of those of them who have been trained, without having to do the training all over again and might even be helpful in emergency management response, to make sure that what is to be done is done rightly. It can also work in cases you might want to remember the coding for a chemical element and the like.

Key people should be targeted that have influence in the several communities which make up the population of the city. For the city of Nicosia which has the 3 major Universities in Cyprus, key people from the community of these Universities should be involved in order to inform others, in a snowball effect sample. The same should be done with the relevant authorities in the five municipalities composing the area we are investigating (metropolitan area of Nicosia), who in their turn should involve their colleagues and citizens of the municipality and key people for CALD communities might be the imams e.g for Muslim people, or their formal embassies in Cyprus.

Along with the message that we all automatically receive when we arrive at a country where the main mobile services and fees are given, it is very important to include the main information on major hospitals, police authorities, fire department emergency contact etc, or give a link that refers to main information on First Responders' contact details and their responsibilities along with basic emergency management measurements. In this way, whether a tourist or a permanent resident from another country arrives they will know the main emergency management authorities and who to confide in an emergency. It is important though for this information to be given in at least 3-5 main languages.

There must be a serious plan for civil protection involving all local actors and the local community needs to be more active; and it needs to be covered by understaffing issues where they are identified.

3.3 Semi Structured Questionnaire

After the finalization of the first focus groups, a questionnaire was prepared based on three themes which were defined based on the focus group results. The likert scale and open questions were used for the questionnaire. The aim of the questionnaire was to provide the input information for the design of the EM-CITY training module. Each partner organization proposed a minimum five questions for each theme; then each partner organization voted the questions proposed and the





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ones with the major votes were used in the questionnaire. The questions under each theme are given at Annexes 3. The analysis of the likert questions is given at Annexes 4.

3.3.1 Summary of the Results of Semi Structured Questionnaire

The semi-structured questionnaire was responded by 87 young people from Greece, 34 from Cyprus, 36 Italy, 77 from Turkey. In total, 234 young people responded to the semi-structured questionnaire.

SPSS 20 program was used in the research. In the survey analysis, descriptive statistics were examined to determine to what extent the respondents agreed with which question. Then, by performing factor analysis, some statements that disrupt the structure of the scale were extracted. The questionnaire has three sub-dimensions (Youth Role, Training Module, Cultural and Linguistic Diversity). Participation in the dimensions is also around 4 out of 5. So, on average, the participants declare that they agree with the statements asked in the survey.

Correlation analysis was performed to understand the level of relationship between dimensions. All three dimensions are significantly related to each other. In other words, whether a unit change in one dimension is related to a change in another dimension can be decided from this point of view. One-way ANOVA analysis was applied to analyze whether the sub-dimensions used in the study differ according to the countries. In other words, it relatively reveals which country attaches more importance to which dimension.

The results are generally positive, meaningful and natural. In other words, the people who filled it out read the survey in general, which is a good situation.

The averages and standard deviations of the answers given to each question by the 233 participants who participated in the study are given in the Annexes 4.

The scales used in the study consist of 3 sub-dimensions in total: Youth role, Training Module and Cultural and Linguistic Diversity in Case of Emergency. The table of means and standard deviations is given in Annexes 4.

As a result of the correlation analysis, it was determined that there was a significant and positive relationship between the sub-dimensions. While there is a highly positive and significant relationship between Youth Role and Training Module sub-dimensions; There is a moderately positive and





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significant relationship between Youth Role and Cultural and Linguistic Diversity and between Training Module and Cultural and Linguistic Diversity. So the Youth Role size is more likely to act and affect with the Training Module.

Also, a one-way ANOVA analysis was applied to analyze whether the sub-dimensions used in the study differ according to the countries.

As a result of the analysis, Greece's Youth Role dimension score is 0.26 compared to Italy; Compared to Turkey, it is 0.98 higher. Italy's Youth Role dimension score is 0.71 higher than Turkey's. The Youth Role size of Cyprus is 0.90 higher than that of Turkey. Accordingly, Greece attaches more importance to Youth Role than Italy and Turkey; Again, it is seen that Italy and Cyprus attach more importance than Turkey.

When the Training Module is analyzed in terms of size averages, while Greece is 0.23 points higher than Italy, it is 0.85 points higher than Turkey. Italy is 0.62 points higher than Turkey. It is 0.78 points higher in Cyprus than in Turkey. Accordingly, in the Training Module, Greece attaches more importance than Italy and Turkey; Again, it is seen that Italy and Cyprus attach more importance than Turkey.

When CL Diversity is analyzed in terms of size averages, Greece is 0.66 points higher than Turkey. Italy is 0.53 higher than Turkey. Cyprus is 0.49 points higher than Turkey. Accordingly, Greece, Italy and Cyprus attach more importance to diversity than Turkey. However, there is no significant difference between Greece, Italy and Cyprus. It is seen that they attach similar importance to each other.

For each theme, some open and other types of questions were asked to the participants as well.

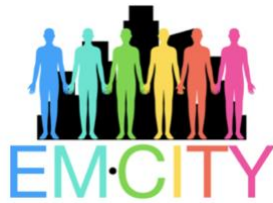
In the first theme, Youth Role, the question was:

“What would make young people more active in the field of civil protection and emergency management?”

The most significant answers from each country is given below:

Italy: The common path that we can find from the answers of Italian participants is promoting a sense of belonging to the community, and so the importance of being responsible and active in the local community. Especially by promoting Civil Protection activities in the schools and involving the youngster on practical activities.





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Cyprus: It seems that the Cypriot Group gives emphasis to informal education and training, that will give incentives/ motives to young people to get interested and participate at first; this may imply that there is no intrinsic motivation or curiosity for the subject. As far as the framework of the educational training it was emphasized that it has to be up to date, interactive and systematic (not once off). Cyprus also gives emphasis for the educational actions to start from a very young age (primary school) even for parts of Emergency Management such as preparedness and prevention.

Greece: As in Cyprus, so in Greece, education and training are the factors that would make young people more active in the field of civil protection and emergency management. Especially, training in the field is the main answer of most of the participants. Greece also gives emphasis for other actions such as awareness, information and guidance from the civil protection authorities. It is really important for people from Greece to have more active information campaigns from the state for civil protection themes.

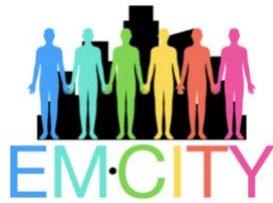
Turkey: First of all, it should be stated that the youth role averages in Turkey are lower than in other partner countries. From this point of view, it should be stated that policies should be developed for more young people to play an active role in emergency and disaster situations in Turkey. The role of young people, as expressed in the project proposal form, is important in terms of both strengthening social ties and being the most ready social force in times of need. This awareness needs to be disseminated.

In the second theme, Training Module, there were two questions:

First question was “Please choose the training models/methods that you think would be effective to implement (you can choose more than one).”

- Non-formal learning methods
- Informal learning methods
- Formal training methods
- Practice based training programs
- Workshops
- Face to Face
- Online
- Hybrid (Face to Face and online together)





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The training models/methods which were chosen by the majority of participants are given below:

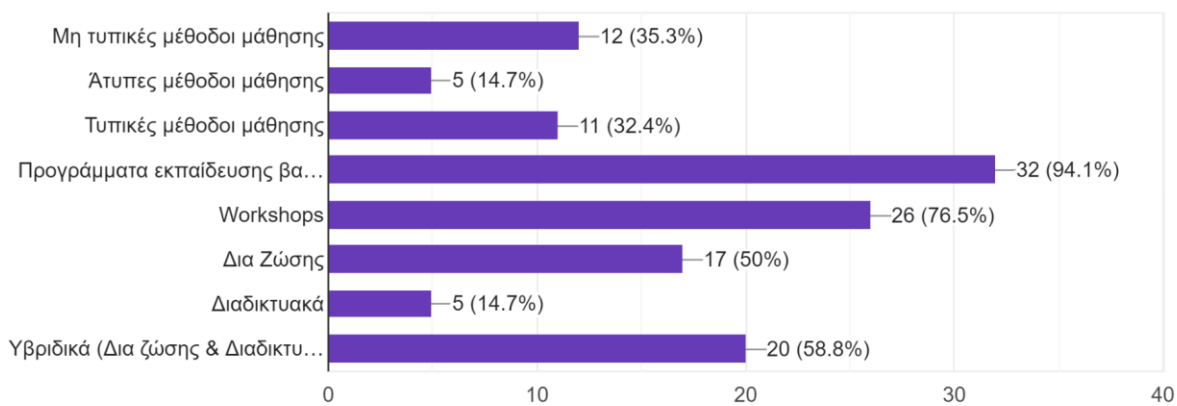
Italy:

Cyprus:

(The translation of the responses are in the same sequence as seen above)

Επιλέξτε τις μεθόδους εκπαίδευσης που πιστεύετε ότι θα ήταν αποτελεσματικές να εφαρμόσετε (μπορείτε να επιλέξετε περισσότερες από μια).

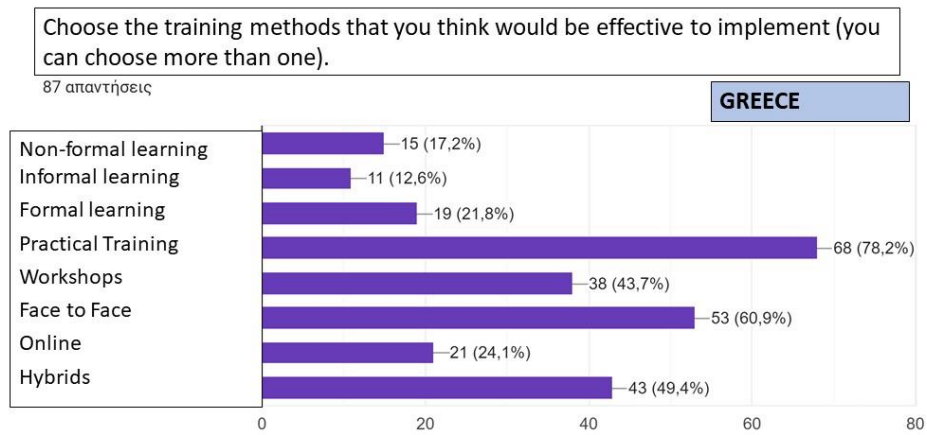
34 responses





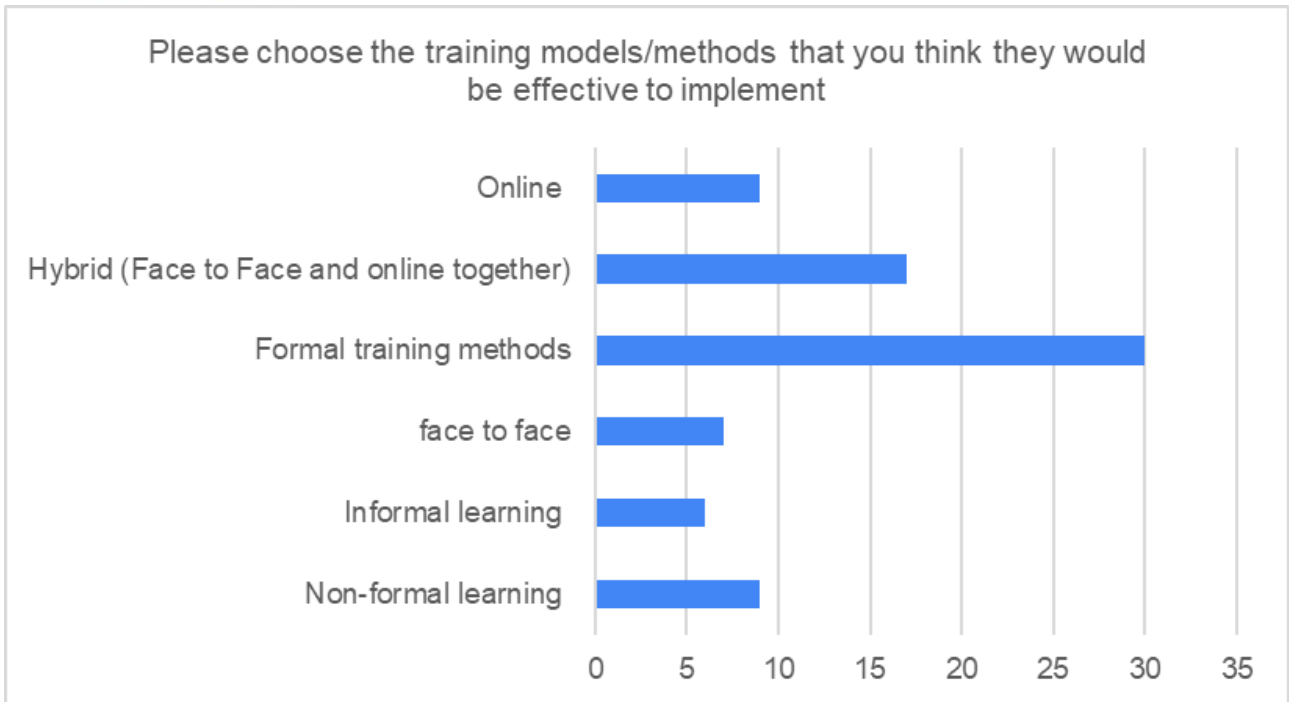
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Greece:

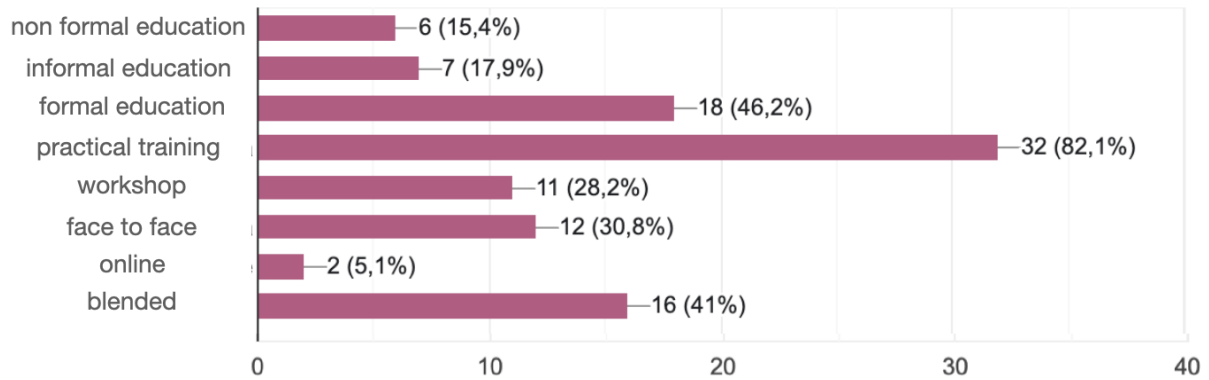


Turkey:





Italy:



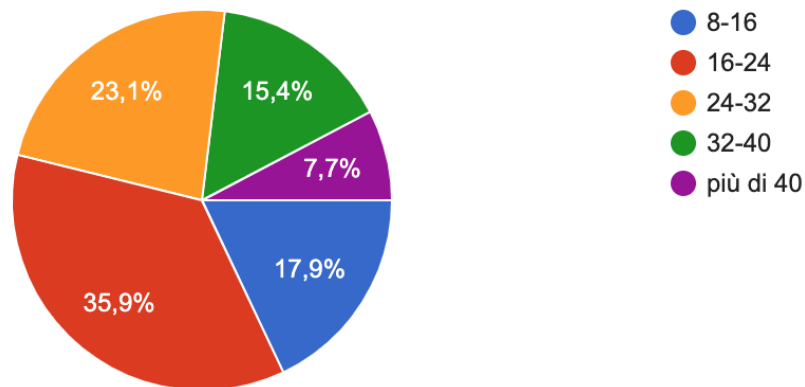


The second question of this theme was “In order to make the training program as useful as possible with better chances of Young People enjoying and participating in them, how many hours do you think is sufficient?”

- 8-16
- 16-24
- 24-32
- 32-40
- More than 40 hours

The hours chosen by the majority of participants are given below:

Italy:



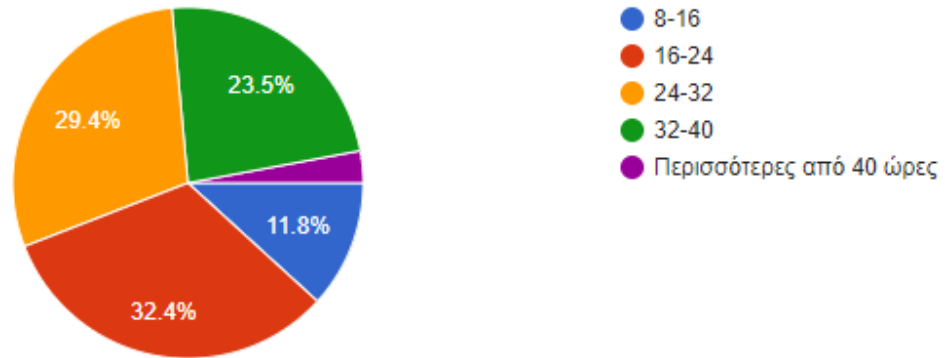
Cyprus:



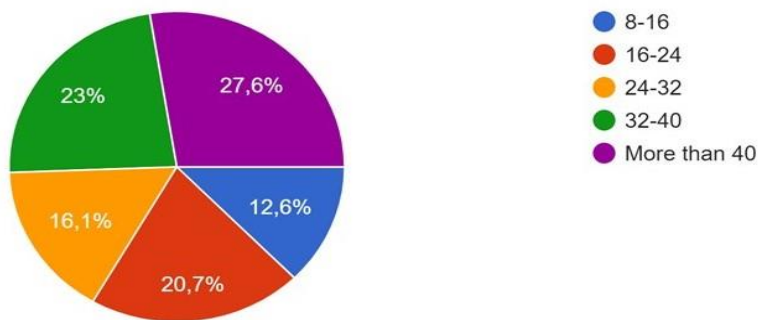


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34 responses



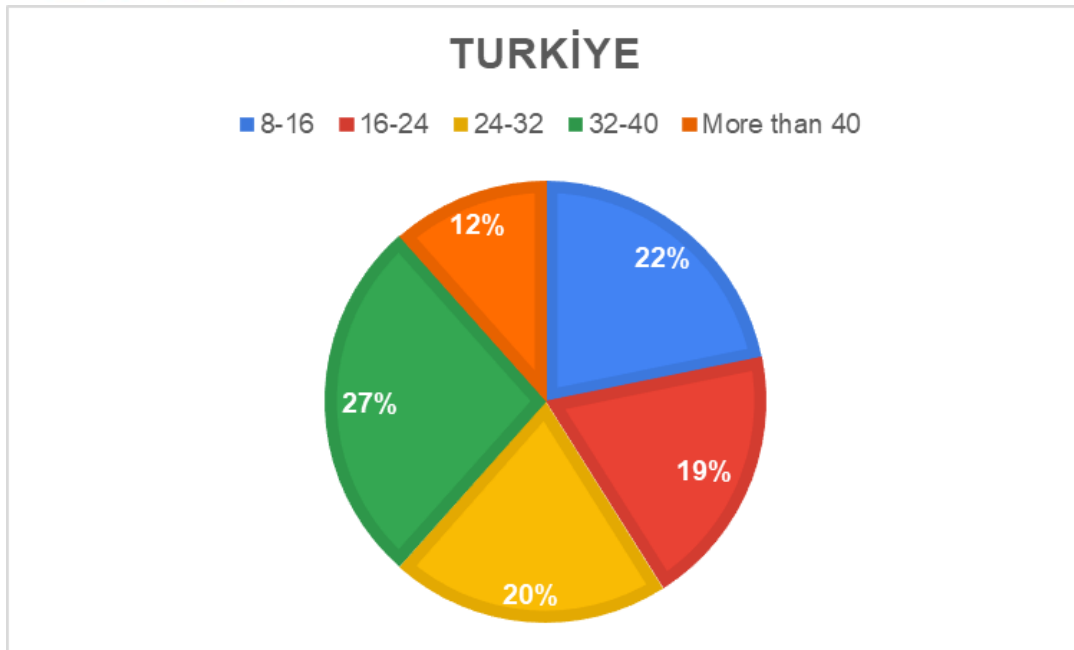
Greece:



GREECE

Turkey:





In the third theme, Cultural and Linguistic Diversity, there were two questions:

The first one: “According to your experience, how can CALD communities be facilitated by young people? (Open Question)”.

The most significant answers from each country is given below:

Italy: For the Italian participants using empathy and knowing different languages can be an asset in order to interact with CALD communities. Most of the answers are underlining the importance to receive a training in order to maximize the young people skills.

Cyprus: It seems that from the Cypriot sample it is important to include CALD people in any actions and trainings done for the rest of the society. Emphasis is given to include young CALD people who are more knowledgeable with internet devices and the use of social media and other electronic media thus adhering to a larger audience. Another interesting answer was: *‘Mapping communication channels and practices with CALD communities on issues other than civil protection to arrive at optimal communication on civil protection issues as well’*



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Greece:

For the responders from Greece, communication, information and active involvement of CALD young people in the field of civil protection will lead to effective facilitation of them by young people. Two interesting answers are: *“With the appropriate communication of young people and communities with each other, showing them our training for their safety, showing respect as young people towards them, and our support by providing them and inspiring them with confidence in case of cooperation in an emergency situation and not to find channels of communication with each other”* and *“Young people communicate better with each other regardless of nationality”*. Another significant factor for that is training. Additionally, participation in general, social networks and translation of civil protection material will also be efficient.

Turkey: Generally, young people can play a crucial role in facilitating support for these communities during emergencies. Based on the answers from Turkiye young people can connect with community leaders and organizations representing CALD communities to understand their needs and challenges during emergency situations. Also young people can use their social media platforms and other communication channels to spread awareness about emergency situations, including how to stay safe, where to access help, and resources available in multiple languages. They can volunteer with organizations that support CALD communities during emergencies. And they can offer their time and skills to help with translation, interpretation, and other tasks as well.

Can you suggest any best practices and examples of situations when dealing with CALD people? e.g specific platforms, applications? (Open Question)

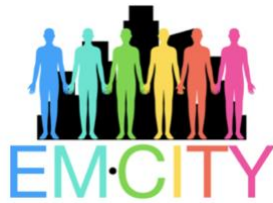
The most significant answers from each country is given below:

Italy: Participants did not know how to answer this question. The only exception is some best practices implemented after earthquake of 2021 in Emilia Romagna. The best practices are described in AMARE project, [/www.amareproject.eu/](http://www.amareproject.eu/),

Cyprus: To sum up what the Cypriot Focus Group suggested is to use the most updated applications and the so called Crowdsourcing applications whilst for overcoming the barrier of language, to use mobile applications that transfer the verbal language in another one.

Greece: It is interesting to note that most responders from Greece do not know specific examples of situations when dealing with CALD people. A few of them propose general functions that will





help such as the internet and applications. Two specific proposals were: 1. European Emergency Number (112), 2. OASP (EARTHQUAKE DESIGN & PROTECTION ORGANIZATION) earthquake guide in different languages, 3. Messages using instant translation applications.

Final, one interesting idea was: *“There should be an advanced platform where, by pressing a “button” from the device of the citizen or Civil Protection volunteer, it will display on the “screen” of the trained personnel the exact location and the situation prevails in a region or in another country via satellite (live image) and to guide citizens, volunteers, and the appropriate competent services for the fastest and most effective rescue to deal with the situation that will prevail”.*

Turkey

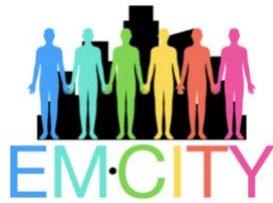
Based on the answers during emergency situations utilizing multi-lingual messaging platforms to communicate with CALD communities and using visual aids such as infographics and videos to communicate important information would be helpful.

3.4 Best Practices Collection

The consortium conducted the best practices collection between September 2022-January 2023. The aim of the best practices collection was to provide an institutional point of view to the management of mixed group communities in emergency situations.

In scientific and business environments, the identification of a best practice follows a strict, comparative approach based on the quantitative and measurable outputs of a certain practice. In the field of youth, CALD communities and emergency management the outcomes of a project are more difficult to identify in a quantitative way, at least in the short term. For this reason, the “best practice” simply becomes a good example to take inspiration from. Another feature of the scientific best practice is its transferability, meaning that it should be possible to take the model given by the best practice, apply it anywhere, and achieve the same – best – results. Again, in our case this isn’t really possible: each local community has its own peculiarities and best practices need to be adapted and contextualized. Some practices that have been identified as “best” might even not work in the local situation. For these reasons, a best practice research in the field of emergency management, youth and CALD Communities does not have a strict and objective structure, but rather a more adaptable one. The steps that we followed in that part of the research are specific for the field of





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emergency management, youth and CALD communities. We used the “field research” and the “desk research” methods to collect the good practices information.

For the field research, formal and informal data collection methods were used such as face to face and online meetings, phone calls, e-mail and visits. For the desk research the web surfing we used, the ones that are related to our topic were listed, and the deeper information was sought about the ones that we chose.

During the regular partnership meetings, the consortium have decided not only to search for the best practices in partner countries since there are not so many good/best practices per country, however it might be useful to look for worldwide good practices, present these examples and understand how they might be helpful in the context of the partner countries. The template to collect the good/best practices data is given at Annexes 5.

We collected 19 good practices in total. Each partner organization collected 4-5 good practices. In this section we gave the summary of each best practice, for the detailed information please see the annexes.

EPC

EPC shared 4 good practices from Italy. The first good practice is implemented by AVPA CROCE BLU MODENA ODV. The objectives were

to:

- promote the culture of civil protection;
- promote social cohesion among the local community;
- promote different possibilities to interact with the community for asylum seekers.

25 asylum seekers from the Extraordinary Reception Centers (C.A.S.) in Modena (Italy) were trained as civil protection operators for the local NGO APVA Croce Blu Modena. This includes 20 boys and 5 girls from painting schools with the Parent Committees to cleaning green areas with neighborhood volunteers. These are the volunteer activities in which asylum seekers staying in Modena's CAS have been most involved, thanks to the collaboration of non-profit entities and local associations. They





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are also involved in different types of volunteer activities, such as aides at pedestrian crossings near school buildings or teaching cricket to children at a primary school. In this best practice the Asylum Seeker trained had the opportunity to:

- get in contact with local community during their voluntary services;
- learning more about Italian culture and language, emergency management and they start to develop a local relationship network;
- they develop responsibility and sense of being useful to the local community;

Last but not least local C.P. NGOs have some volunteers that speak different languages and they can be useful especially during an emergency in a local area.¹

The second good practice from Italy is CIVIL PROTECTION SUMMER CAMP FOR KIDS. "Anch'io sono la Protezione Civile (I am civil protection too!)" School camps were created over 11 years ago with the goal of enhancing the skills and knowledge of young people to protect the environment, territory, and community. The objectives were to:

- promote the culture of civil protection among youth people;
- promote the role of Civil Protection operators.

The camps were organized by the Italian Civil Protection Department in collaboration with regional and local volunteer organizations. For the 2019 edition, almost 300 school camps took part, and over 8,000 young people were involved in these events throughout Italy.

They interacted with those who work daily in civil protection, including firefighters, police, ambulance services, and representatives of municipalities, regions, and other organizations within the National Civil Protection Service. Since the first edition, the project has involved, trained, and informed over 70,000 young people between the ages of 10 and 16 to make them more aware of the active role they can play within their communities, starting with small daily gestures.

In Italy there are over 870 thousand students of foreign origin. They represent about 10 percent of the school population and belong to CALD groups. Foreign students are not evenly distributed throughout the country, with higher concentrations in the central-northern regions, particularly in

¹ <https://www.ilgiornaledellaprotezionecivile.it/attualita/croce-blu-di-modena-25-richiedenti-asilo-iniziano-il-corso-per-diventare-volontari>





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Lombardy, Veneto, and Emilia-Romagna. The majority of these students attend preschool and elementary school, but there is also a significant number of foreign students in both first- and second-level secondary schools.²

The third good practice chosen is 'CP4ALL INTERNATIONAL TRAINING and SMALL SCALE EXERCISES' project which was founded by the European Civil Protection and Humanitarian Aid Operations department. CP4ALL has been developed starting from real needs expressed by Civil Protection organizations and local authorities' organizations, which have touched with their hands the lack of specialized operators, in particular when it comes to emergency situations and several volunteers arrive on site and start supporting CP organizations. The aim was to create specific profiles that would operate together and/or inside Civil Protection and Red Cross organizations and which became competent for dealing with kids in the post disaster phase. These profiles were trained for working in an international environment so to be available not only during emergencies at national level but also in support to the other CP4ALL teams were trained in the other EU project Countries.

During CP4ALL international training and small scale exercises 20 volunteers from 5 different countries attend an international training course in Venice. They were trained on interacting in emergency situations with vulnerable parts of the population (kids, elderly people, people with disabilities), considering the difference of language spoken and culture of the population. 20 CP4ALL volunteers took part in 2 international small scale exercises.³

² <https://mappe.protezionecivile.gov.it/it/temi/campi-scuola>
<https://www.protezionecivile.gov.it/it/approfondimento/anch-io-sono-la-protezione-civile--l-edizione-2019-dei-campi-scuola#accordion1Panel2882>

<https://www.facebook.com/campiscuolaprotezionecivile/>

³ Web links:

https://civil-protection-humanitarian-aid.ec.europa.eu/funding-evaluations/financing-civil-protection/prevention-and-preparedness-projects-civil-protection/overview-past-track-i-and-track-ii-projects/civil-protection-all-cp4all_en

<https://www.facebook.com/cp4all>





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The fourth good practice was implemented by CSV Vicenza to provide support and a safe place for war refugees from Ukraine. In April 2022, 440 people were rescued in one month by a network of municipalities, parishes and local associations. Hundreds of volunteers are involved in providing support to Ukrainian refugees. Under the OPERATIONAL COMMITTEE FOR UKRAINE EMERGENCY there are 40 local associations with hundreds of volunteers involved. OPERATIONAL COMMITTEE FOR UKRAINE EMERGENCY managed and organized:

- 9 buses for coordinated reception by the Volunteer Service Center of the Vicenza province, from Ukraine to Vicenza (Italy)
- hospitality
- collecting medicine
- bureaucratic support
- reunite families support and service
- italian school classes

In total 440 people were rescued: 197 adults and 233 minors.

It is important to underline how the connections and the network developed by the NGOs in the committee manage to implement a complicated humanitarian operation.⁴

<https://www.youtube.com/watch?v=Qbj85bXGjFg&t=1289s>

Bibliography:

Contact information of the organization that implemented:

<https://www.epcsrl.eu/>

⁴ Web links:

<https://antennatre.medianordest.it/45353/vicenza-tavolo-operativo-emergenza-ucraina-440-persone-in-salvo-grazie-ai-volontari/>

<https://antennatre.medianordest.it/45353/vicenza-tavolo-operativo-emergenza-ucraina-440-persone-in-salvo-grazie-ai-volontari/>





CCI

CCI shared 5 good practices from Greece on civil protection and CALD communities. The first good practice is an electronic mapping for refuge points. The Region of Crete has created maps with the points of refuge in case of emergency, with the camping and the accommodation areas. The objectives were to:

- contribute to direct access to CALD communities
- provide simultaneous information of agencies and individuals

These maps have been created for all 4 Prefectures of Crete. Since these maps are in electronic form, using the google maps application, they are accessible to everyone and each individual can see where to gather in case of need. What might be improved in the future, is that the titles of the relevant tables can be translated into all languages to outreach CALD people. In addition, the relevant municipalities might carry out information actions in the neighborhoods of the big cities, where people live and show them the interactive maps and help them locate the points that are close to their home and workplace. This will help everyone (CALD and NON CALD) to be familiar with these maps and to have located the corresponding places near them. ⁵

The second is a European Project named AMARE-EU implemented by the Municipality of Heraklion. The objectives of AMARE-EU were to:

<https://www.csv-vicenza.org/web/2022/04/14/cs-csv-vicenza-il-tavolo-operativo-emergenza-ucraina-fa-il-punto-della-situazione/>

Contact information of the organization that implemented:

<https://www.csv-vicenza.org>

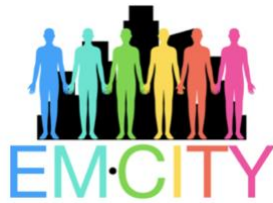
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<https://www.google.com/maps/d/u/0/viewer?mid=1DBkGCMfb8VWU5bc1NzaKdXXkhzFUUnYEO&ll=35.32939738078974%2C25.163234463010106&z=13>

https://www.google.com/maps/d/u/0/viewer?mid=1Idfz2m4PhBJg_LKADke1Rt3Z5px5GxOO&ll=35.173647215260694%2C24.85951238112132&z=10https://www.google.com/maps/d/u/0/viewer?hl=en&mid=14Po5Op1o4M_ZpBcgLPrk8lnP8wU35Dbi&ll=35.13988137661659%2C25.0753125&z=11

<https://www.crete.gov.gr/chartes-politikis-prostasias/>





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- develop an online self-assessment tool to evaluate the capacity of cities to foster a culture of prevention in the presence of multicultural societies
- Attract accessible materials related to risk reduction
- Apply developed methodologies, through analysis, training, definition and implementation of the local action plan, involvement of non-native citizens and delivery of raising awareness campaigns.

The European project AMARE-EU focused specifically on developing concrete, low-cost and easy-to-be-applied solutions to involve and inform those who, due to linguistic, social, economic, and cultural factors, are at severe risk in case of a natural disaster. Thanks to a multi-sector and multi-skilled partnership composed of organizations active in the field of natural disasters, cultural cooperation, smart and resilient policies, cities coordination, migrants support and integration, a dedicated raising awareness toolkit and related communication campaign have been developed and implemented. Project activities start from the development of an online self-assessment tool to evaluate the capacity of cities to foster a culture of prevention in the presence of multicultural societies. This tool, together with an on-line library covering topics such as city resilience, multiculturalism and citizens involvement, will remain available throughout the project's duration and beyond, and will help to increase the awareness cities have about the project's topics.

Attracting and accessible materials related to risk reduction, mitigation of adverse consequences of disasters in local communities and citizens' involvement have also been identified and adapted to the needs of multicultural societies. This material, together with proper guidelines and good practices, constitute a toolkit supporting city administrators in ensuring the most effective involvement of non-native citizens in prevention and preparedness strategies, in order to create safer and more resilient communities. At the same time, 4 European pilot cities were selected through a call for interest. In these cities the proposed approaches will be tested and implemented, with the direct support and expertise of project partners. Specific analysis, training and planning activities will be implemented in each of these cities, including the involvement of non-native citizens and the delivery of an awareness-raising campaign. This will allow for the validation of an innovative approach and set of supporting tools, that will then be made available for transfer and implementation throughout. Thanks to the AMARE Approach Heraklion's Civil Protection follows a multicultural approach in an emergency starting from any exercises they participate in by using





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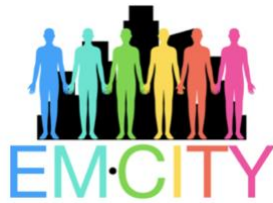
AMARE material and experience. The Training and Workshop sessions worked very well, it has created great exchange between Community leaders, Heraklion's Civil Protection and the AMARE Staff. Participants were interested and the Workshop was an opportunity to discuss a true and effective earthquake emergency plan. ⁶

The third good practice was created by the region of Crete and the municipalities of the island, as part of the civil protection plans. They created special lists of those involved in dealing with an emergency situation. In these lists there are the details of the official and political actors who have the responsibility to act in case of need. In addition, in these lists there are citizens (private sector) with special vehicles that will help in case of need (tractors, water tanks, etc.). In the context of upgrading - updating the country's planning against risks, at the level of central, regional and local administration, the Directorate of Disaster Response Planning of the General Secretariat of Civil Protection issues general plans. Each Region and each Municipality of the country is obliged, based on the general plans, to create local disaster response plans. In the context of these local plans, the Region of Crete and the Municipalities of Crete have created special lists of those involved in dealing with an emergency situation. In these lists there are the details of the official and political actors who have the responsibility to act in case of need. In addition, in these lists there are citizens (private sector) with special vehicles that will help in case of need (tractors, water tanks, etc.). In addition, in each region there is an active network of volunteers who contribute and help to deal with any civil protection emergency. This network of people is activated every time in response to an emergency.

In this network it is proposed to add key people, representatives of citizens from neighborhoods and groups with an immigrant background or groups with cultural diversity (eg Roma). These representatives of the CALD communities should be properly trained so that in case of need they can be active and contribute to the emergency response and help the members of the CALD

⁶ For further information please see:
<https://www.amareproject.eu/>
<https://www.amareproject.eu/amare-eu-tools/>





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community. Such good practice was also adapted from Municipality of Heraklion by creating a new chapter in their emergency plans which involves non-native citizens through AMARE-EU project⁷. The fourth good practice is implemented by a large hotel in Crete, the Creta Maris Beach Resort, carries out every year with wide participation the Annual "**Crisis Management due to a natural phenomenon**" Exercise at its facilities on the Crete Chersonisos. The Fire Brigade, the Greek Police, the National First Aid Center, the Kapodistrian University of Athens participate in this exercise. Objectives: exercise implementation - evacuation of the hotel residents and staff, due to the occurrence of seismic vibration, with the subsequent explosion from a gas leak and the occurrence of fire in various parts of the hotel, as well as the collapse of a stairwell with injuries.

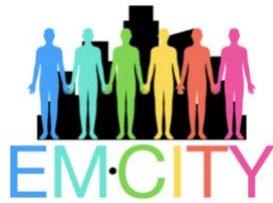
The Creta Maris Beach Resort (a large hotel in Crete) carries out every year with wide participation the Annual "**Crisis Management due to a natural phenomenon**" Exercise at its facilities on the Crete Chersonisos.

Prevention, early preparation and protection of hotel guests and employees are the main reasons why Creta Maris implements the evacuation exercise on an annual basis. The scenario of the exercise envisages the application of "**Crisis Management**" in the event of an earthquake, with the aim of the hotel's specialized emergency team maintaining the high level of preparedness and expanding the expertise it has acquired. With the participation of all the rescue teams, the Fire Brigade, the Greek Police and the Medical Center, the safe and rapid movement of the hotel guests to a protected place took place, with the perfect and coordinated cooperation of the Creta Maris staff.

The Fire Service with the 1st Fire Station of Heraklion, the 3rd EMAK of Crete, the Fire Department, the Police Department, and the Coast Guard of Hersonissos, the voluntary groups "Red Cross Samaritans Rescuers" and FILIOS ZEUS, the EKAV of Crete participated in the exercise, as well and "Cretan Medicare" Medical Center.

⁷ <https://www.amareproject.eu/>
<https://www.amareproject.eu/amare-eu-tools/>





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The Director of the Hotel and responsible for conducting the exercise, Mr. Nikos Vlasidis said: "The successful outcome of the evacuation exercise confirms the knowledge we have acquired in matters of crisis management and rescue in the event of an extraordinary natural phenomenon. We take advantage of the special training and security systems we invest in so that we are able to respond promptly and effectively in any situation. I am particularly proud of the overall effort made by the CretaMaris team in order to be properly prepared to deal with any possible crisis."

The implementation of this exercise properly trains the hotel staff in managing people from different countries, with different language and cultural backgrounds. The participating workers in this exercise, who are mostly residents of Crete, acquire the appropriate knowledge and skills to manage CALD communities in a state of extreme need.⁸

The fifth is the 4Plus Project. It aimed at improving cross border preparedness for effective prevention and management of disasters for persons with reduced autonomy including for seniors and persons with disabilities, irrespectively of sex and nature and origin of their disabilities or chronic conditions. National Confederation of Disabled People of Greece - Branch of Ioannina, Regional Union of Municipalities of Ionian Islands, Regional Association of Local Governments of Western Macedonia, Albanian Association of Municipalities, Municipality of Kolonje, Urban Research Institute. The 4PLUS PROJECT (INTERREG GREECE – ALBANIA), following the provisions of Article 11 of the United Nations International Convention on the Rights of Persons with Disabilities (UN CRPD), aimed to improve the preparedness of local and regional bodies in the cross-border region (Greece – Albania) for effective disaster management, with particular provisions and without discriminating against people with disabilities and in general against people with reduced autonomy.

The proposed plan acted as a catalyst in the direction of developing new, and improving existing, local, regional and national civil protection plans to better integrate and address the needs of people with disabilities, the elderly and people with chronic conditions and in general everyone of vulnerable groups who, in cases of natural and man-made crises and disasters, are particularly exposed to risks as well as particularly dependent on third parties.

⁸ <https://www.anatolh.com/2022/10/10/me-entyposiaki-epitychia-i-anavathmismeni-etisia-askisi-ekkenosis-sto-creta-maris/>





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The 4Plus Project aimed at improving cross border preparedness for effective prevention and management of disasters for persons with reduced autonomy including for seniors and persons with disabilities, irrespectively of sex and nature and origin of their disabilities or chronic conditions.⁹

Innogo

Innogo shared 5 good practices. The first one is The AFAD Emergency mobile application, developed by the Ministry of Interior in order to save more lives and reach more citizens in disaster situations, stands out as a domestic and national software. AFAD's duties are among the institutions and organizations that carry out the necessary measures for the effective performance of disaster and emergency situations and civil defense services at the country level, preparation and risk reduction before the occurrence of the incidents, intervention to be made during the incident and improvement to be carried out after the incident. providing coordination, conducting and coordinating humanitarian aid operations in the country and abroad, and developing and implementing policy proposals on these issues. In the AFAD Emergency mobile application, which has a user-friendly design, it is extremely easy to access features such as one-touch emergency call, the nearest assembly area and disaster education videos. During the two major earthquakes that occurred in 10 provinces in Turkey, it was stated that there were many people who reported their location to AFAD rescue teams through the application. The number of mobile application users has not been officially announced, as search and rescue efforts continue. However, in this disaster, which spread over a very wide area, it at least contributed to the finding of assembly areas in certain regions and conveying them to people.¹⁰

The second one, FamilyMart, is a network of small local stores in Japan. FamilyMart has been appointed as “Designated Public Institution” by the Prime Minister in accordance with Article 2, item (v) of the Basic Act on Disaster Control Measures. Designated public institutions play important roles in efforts such as drafting disaster management operation plans, preventing disasters, and carrying out response measures and recovery efforts. When disaster strikes, FamilyMart leverages

⁹ <https://4plus-project.eu/en/expected-outputs>

¹⁰ <https://istanbul.afad.gov.tr/afad-acil-mobil-uygulamasi>





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its extensive nationwide logistics network to offer its coordinated transport capabilities to those in need and provide emergency relief supplies. Its stores make themselves available as evacuation sites for locals. Should some localized supply chains be disrupted, neighboring sites will support the procurement of materials and delivery to the stores so that they can play a role as social and life infrastructure by utilizing the nationwide logistics network. Furthermore, we are equalizing production of ready-made meals during ordinary times so that production of products with long shelf life and ones that can be provided with short production time will not be centralized to a few particular factories. In addition, FamilyMart has systems in place for the disaster recovery stage as well. Its employees directly visit disaster-affected areas as relief workers and carry out recovery activities to ensure that normal life can be restored for the people as soon as possible.

The Company has also installed small power generators at its business sites across Japan. This enables power supply to its stores in the event of a disaster. The Company is building a system that can remain operational even during disasters, thereby creating stores that provide strong support in the face of such challenges. FamilyMart agrees with the aims of the Social Emergency Management Alliance (SEMA) and has participated since it was originally established in August 2017. Made up of 17 private firms and 6 NPOs providing disaster relief, the alliance provides a full range of support that includes providing the goods and services of each company in the event of large-scale natural disasters that occur in Japan. The alliance maintains a current list of the goods and services of each member company and group, and the list is used by each company to prepare support packages and quickly provide them to affected regions. The alliance also seamlessly coordinates with public agencies with the goal of reducing the burden on local governments in affected regions.

¹¹Consists of a corporate alliance of private-sector companies and a CSO alliance of citizens' groups. As of April 20, 2022, members included 69 companies and six citizens' groups.

The third one is the 'Emergency Medical Teams' (EMTs) initiative evolved in 2010 under the umbrella of the World Health Organization (WHO) with the aim to improve the quality, accountability and coordination of emergency medical teams responding to disasters defining capacities, services and minimum deployment standards. A global registry of quality assured and classified organizations that may deploy EMTs was launched by WHO in July 2015. In February 2016,

¹¹ https://www.family.co.jp/english/sustainability/material_issues/society/disaster.html





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the European Union (EU) launched the European Medical Corps (EMCs) to help mobilize medical and public health teams and equipment for emergencies inside and outside the EU. This initiative is in line with the EMTs roadmap and will create a much faster and more efficient EU response to health crises. The potential beneficiaries and end-users will be all the EMC/EMT organizations, as well as universities, professional bodies and training agencies that are involved in EMC/EMT training as they look to comply with ECHO and WHO classification and minimum standards. Improving the quality and professionalism of deployed teams in disasters through a coherent approach to training, will benefit the victims and communities affected by disasters inside the EU and globally.¹²

The fourth one was implemented by the Ministry of the Interior, Civil Protection Directorate, Republic of Croatia. The objective was to develop a strong pipeline of mature project documentations, supported by well-trained staff, in order to assure timely and adequate preparation for the perspective of future ESIF funding opportunities. Developed project pipeline and identified priority financing schemes (including, inter alia, detailed project descriptions, identification of beneficiaries, activities, objectives, outputs, estimated value, early drafts of project application forms, etc.), Drafted pre-feasibility study and conceptual designs for infrastructure investments in the construction and upgrade of operational headquarters and five regional operational centers for civil protection, At least 30 persons trained in the areas of project preparation and / or project implementation and management.¹³

The fifth one is The BALTPREP project aims to enable more effective and timely response to major accidents and disasters by enhancing regional preparedness and response capacities in the Baltic Sea region. BALTPREP includes a wide range of activities in the field of regional preparedness. By the end of the project, the participating countries will benefit from a better understanding of existing response capacities and assets around the region, more trained staff and volunteers, and importantly, a solid sub-regional framework for preparedness by established working groups (i.e. DMTWG) and preparedness planning to ensure sustainability. At the end of the project, the regional

¹² <https://www.teams-project.eu/teams-3-0/>

¹³ <https://civilna-zastita.gov.hr/technical-assistance-for-preparation-of-disaster-risk-management-projects-in-croatia-ta-for-drm-projects/5374>





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response capacities are tested in a table-top exercise to capture findings and lessons learnt for further regional development. The project strengthens collaboration in and between 7 EU member states: Finland, Denmark, Germany, Poland, Lithuania, Latvia and Estonia.

As a result of BALTPREP, capacities and interoperability in Psychosocial Support (PSS) in emergencies are increased, cooperation between civil protection and humanitarian aid actors are enhanced and trans-border and macro regional co-operation are improved. The project involves staff, volunteers and international aid workers from each RCNS in addition to the Civil Protection Authorities. Civil Protection Authorities, communities and the Red Cross National Societies in participating countries benefit from improved coordination, quality and interoperability of existing response capacities and more efficient and standardized assistance in case of an emergency.¹⁴

EUC

EUC shared with the consortium 5 good practices. The first one was implemented by World Vision BiH (Bosnia and Herzegovina). Summer 2014 – Bosnia and Herzegovina – was affected by severe floods in 18 different places. Floods destroyed places and homes and children needed a safe place to play. The main goal was to give safe places for the children affected to be able to play albeit severe flooding in May 2014. Beyond offering a safe place for children to play, the objectives of the project also included offering a meal but also psychosocial support, to overcome the period after the flood without any serious consequences for their development. The rooms developed via this project offered a safe environment for children to support the recovery from trauma and shock. In every “corner” there was a qualified personnel who helped the children in organizing creative, educational and sports activities based on their interests, for several months, until the beginning of the school year 2014/2015.¹⁵

¹⁴ https://civil-protection-humanitarian-aid.ec.europa.eu/funding-evaluations/financing-civil-protection/prevention-and-preparedness-projects-civil-protection/overview-past-track-i-and-track-ii-projects/enhancing-regional-preparedness-and-response-capacity-major-accidents-baltic-sea-region-baltprep_en

¹⁵ Web links: <https://www.facebook.com/udruzenje.malasirena/posts/290031747847772>;

Bibliography: <https://www.wvi.org/sites/default/files/Kutak%20za%20djecu%20BHS%20mali.pdf>





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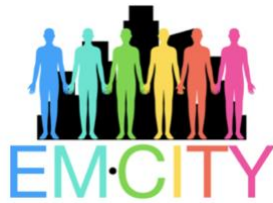
The second one was implemented by the Bulgarian Red Cross (BRC) - Bulgarian Red Cross Youth (BRCY). Since the beginning of 2011, the anti-government uprisings in Syria have led to mass displacement

of mainly Syrian nationals to the countries neighboring Syria (Lebanon, Jordan, Iraq, Turkey and further). Autumn 2013 marked a rapid growth of incoming refugees to Bulgaria fleeing the conflict in Syria through the territory of Turkey and the Bulgarian government, institutions and NGOs, including the Bulgarian Red Cross having to face various difficulties due to the unexpectedly high numbers of refugees in regard to ensuring minimum accommodation, relief items and assistance to more or less 10 000 refugees who entered Bulgaria between the end of 2013 and the first months of 2014. In parallel to the immediate humanitarian support and distributions of food, non-food items and assistance for improvement of the living conditions in the reception centers where asylum seekers were initially accommodated in Bulgaria. The Bulgarian Red Cross deployed and engaged to the full extent its youth teams and volunteers to provide specific assistance to the children. Several phases and an ongoing process, focus shifting to integration and education activities for refugee children in Bulgaria.

After a thorough process of briefing and debriefing of the volunteer teams providing psychosocial support to the refugee children, and based on the learning, two main initial challenges were Overcome and Red Cross young volunteers are now adequately equipped to work with children who might have experienced deep stress of armed conflict (war, insecurity and violence – psychological impact of war (deliberate human-caused violence) is often much stronger than the impact of a natural disaster (unavoidable natural event). The behavioral, cultural, religious and other differences were also taken into account and well used for debriefing of the next teams deployed to the centers to provide PSS (psychosocial support). Work with children was done by other organizations as well, but rarely in such a consistent and regular manner as the Bulgarian Red Cross youth voluntary teams. Psychosocial support in emergencies is an area of expertise of the Bulgarian Red Cross maintained throughout the years, and in particular the care of and work with vulnerable children and youth is covered by its youth organization – the Bulgarian Red Cross Youth accounting at 6 000 trained volunteers out of 19 000 volunteers of the Bulgarian Red Cross (approximately 1/3).¹⁶

¹⁶ www.redcross.bg;





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The third one refers to how all the people, visitors, children, executives of the campsite, public bodies and stakeholders react to a real time incident of a fire that occurred in Thassos Island in summer 2003. The objectives were to:

- Response time reduction and timely awakening of the members of the campsite
- Finding the proper functioning and adequacy of available instruments and equipment

The fire occurred 6-7 km afar from the campsite with direction towards it. When the fire approached the campsite at about 2 km, the police evacuated the place of the campsite and removed all the children and the staff far away. The children were moved to safe places by urban buses. The the campsite was converted into headquarters where all the stakeholders were concentrated in order to coordinate the following actions. Meanwhile the firemen made all possible efforts to control the risk. The fire was confronted 2 days after its occurrence without any human losses. The fact that this enterprise was covered by the media was absolutely useful because all efforts became widely known and were displayed as an example of excellent confrontation (e.g how to react and how to be calm in similar instances).¹⁷

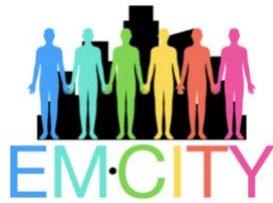
The fourth one was implemented by the Centre for Social Work (Tolmin) following the earthquake in 2004 in a broad area of North Primorska. The objectives were to provide:

- psychosocial assistance at the homes of people affected by earthquake
- Material aid in the form of emergency

After the earthquake in July 2004 occurred in the Bovec area, a social workers' volunteer campus was organized in support for citizens after a natural disaster. In ten weeks, 335 working days of support were delivered for citizens to organize their lives after the third earthquake in 28 years. Support was mainly focused on 1) provisions and community actions, 2) support in reconstruction of homes, 3) connecting the key stakeholders in community recording and research. Work was organized on principles of individuals' approach to citizens and ensured control of citizens on support they got. The qualitative analysis of data gathered from a diversity of resources pointed out a number of obstacles that citizens met when organizing their lives after the earthquake. The findings also show that experiencing earthquakes is one among many generators of trauma. The

¹⁷ <http://www.eurocamp.gr/>





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next noticeable generator of trauma lies in the inadequate measures and practices provided in support for citizens after a natural disaster.¹⁸

The fifth good practice is implemented by a high school, INSTITUT ANGELETA FERRER ISENSAT during the last 3 scholar courses. The practice focuses on offering to newly arrived students in Cataluña (Spain) a space for favoring their integration, not only regarding languages but also aspects related to local habits, traditions and lifestyle. Every child has a local « reference student » assigned in the school to help them in the integration.¹⁹

CONCLUSION

By the mapping and focus groups activities under the action research has been conducted within the frame of EM-CITY project, it is initiated an interactive process among the young people, civil protection authorities, youth and civil protection organizations, municipalities and CALD people in local areas which is the Vicenza for Italy, Erzurum for Turkey, Heraklion for Greece, Nicosia for Cyprus.

The semi structured questionnaire was conducted with young people under three themes defined based on the focus group results:

1. Young people's role in local community in emergency
2. EM-CITY Training Module for Young Volunteers as Interactive Bridges
3. Cultural Differences in the Local Community

Finally the titles of the EM-CITY Training Module was defined by the consortium based on the the results of the action research process.

1. INTRODUCTION OF THE EM-CITY METHODOLOGY: introduction of the EM-CITY project, theoretical background, stereotypes, negotiation
2. CIVIL PROTECTION: hierarchy and chain of command (local and national), glossary about emergency and civil protection, potential hazard in the local area, circle of disaster, guidelines and contacts, how to behave during emergency situation

¹⁸ <http://www.scsd.si/home.html>

¹⁹ <https://www.insangeleta.org>





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3. ROLE OF THE INTERACTIVE BRIDGES: principle of volunteers, limits, mandate and expectations, community organization and dynamics, taking initiative, what can happen to people during an emergency (PTSD, emergency psychology), being an interactive bridges within my community
4. CROSS CULTURAL COMMUNICATION: culture and language, identity of a community, communication inside the culture and between the cultures, stereotypes, negotiation

The action research will continue with the second focus group where the first draft of the report will be presented to the focus group participants and asked for their ideas and feedback, then the draft research report will be updated based on the second focus group results. Following the analysis of the third focus group which will be conducted after the implementation of the EM-CITY Training Module, the final version of the EM-CITY Research Report will be published digitally and translated to the languages of the partner organizations.

