





# **I01**

## **REPORT ON PRACTICES AND SKILLS IDENTIFICATION OF VOLUNTEERS**

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# 1. Civil Protection Volunteers Training (CiProVoT)

## 1.1 The project

The CiProVoT project aims to develop a Trans-national online training course for Civil Protection Volunteers (partly peer-education/partly with the use of external expert trainers).

The development of disaster prevention and awareness in Civil Protection is closely linked to the ability of drawing in the experiences of volunteers and experts in the field and then delivering their operational experience in non-disaster situations to create networks with and a broad awareness among key stakeholders and the public on risk-management, disaster prevention and preparedness.

The project also aims to develop training seminars for trainers of CP Volunteers, the project will motivate them to obtain new training guidelines for CP Volunteering.

CiProVoT also aims to ingrain the Civil Protection mindset amongst its volunteers and learners beyond borders through the implementation of their transnational online training courses. This requires homogeneous training as well as the practical ability to operate and communicate across territorial barriers. With this purpose in mind, the project will develop a trans-national MOOC, primarily aimed at Civil Protection volunteers, as well as students/graduates from subjects such as Civil Protection, Disaster Management, Geography, Engineering, Geology and Architecture courses who are interested in applying their knowledge in the field of natural disaster prevention and management.

During the 2 years of the project, will be:

- Create an eBook containing scientific desk research, best practices and innovative educational tools for Civil Protection volunteers;
- Develop a comparative training methodology for dealing with knowledge, skills and core competences of Civil Protection volunteers;
- Form a European group of Civil Protection volunteers;
- Design and validate a MOOC (Massive Open Online Course) for training CP volunteers;
- Implement two transnational blended mobility/training of CP Volunteers in Greece;
- Organize some national workshops and transnational events.

The Kick-off meeting for the project CiProVoT took place on the 27th and 28th March 2018, hosted by the project coordinator Associazione Centro Studi "Città di Foligno" in Foligno, Italy. The Kick-off meeting brought together all partners. Then a training methodology has been identified, developed, and tested during the first training mobility in Patras, Greece in July 2018.

## 2. The Union Mechanism of Civil Protection: history and function

### 2.1 INTRODUZIONE

The European contribution in the field of Civil Protection arose after an unfortunate series of natural disasters took place within the European Union Countries in the late 1990s. Following these events, the European Commission realized the need to adopt common measures in order to have greater coordination amongst Civil Protection interventions in the event of a catastrophe. The hypothesis formulated was based on the establishment of a mechanism that would allow the Member States to share Civil Protection resources on a European scale: the “Civil Protection Community Mechanism”.

When a disaster, natural or anthropic affects a country, every minute is essential to save lives. An immediate, coordinated and pre-programmed response therefore becomes essential. The current EU strategies for cooperation in the field of Civil Protection do not intend to replace national systems, the responsibility for responding to the

immediate effects of a catastrophe lies primarily with the country in which the event occurred. All the initiatives of the European Union are based, in fact, on the principle of subsidiarity and the actions must always be undertaken in coordination and at the request of the affected State. Any country (inside or outside the EU) whose capacity is insufficient to cope with a catastrophe may request assistance to the European Union through the Community Civil Protection Mechanism through which the European Union has committed itself to provide disaster response in a timely and effective manner to ensure adequate assistance to affected populations. EU citizens are supporting the additional support provided by the Community Mechanism. In the last Eurobarometer 's report on civil protection, 24 EU Member States did not agree that their country had sufficient means to deal with all major disasters on their own<sup>1</sup>. The Community Mechanism of Civil Protection today promotes solidarity among Member States through cooperation and coordination

<sup>1</sup> Report 454, Civil Protection: [http://ec.europa.eu/echo/sites/echo-site/files/sp454\\_report\\_final\\_may\\_2017.pdf](http://ec.europa.eu/echo/sites/echo-site/files/sp454_report_final_may_2017.pdf)



of activities, without prejudice to the primary responsibility of the Member States to protect people, the environment and the assets in their territory from disasters and to provide respective disaster management systems of enough resources to adequately address emergencies with reasonably foreseeable effects and for which they can be prepared.

At present the States Participating in the Mechanism are 34:

- 28 EU Member States
- 5 EU candidate states: FYROM, Montenegro, Serbia, Iceland, Turkey
- 1 EEA State (EEA): Norway

## EU Civil Protection Mechanism

When the scale of an emergency overwhelms national response capacities, the **EU Civil Protection Mechanism** enables a coordinated assistance from the Participating States.



Figure 1: EU Civil Protection Mechanism

Furthermore, the Mechanism is in any case open to the participation of third countries and international organizations. Financial assistance can be extended to third countries that have signed administrative cooperation agreements.

### 2.2 The legislative framework

The Civil Protection Community Mechanism, established by European Council Decision on

23 October 2001 (Decision 2001/792 / EC), is an instrument managed by the Directorate General for Civil Protection and European Humanitarian Aid Operations (DG-ECHO) to improve community cooperation and facilitate collaboration in Civil Protection interventions in case of emergencies that require rapid responses. It is activated for emergencies or crisis situations occurring on an internal or external territory of the Union, through the sharing of resources of all Member States, to respond promptly and effectively to emergencies.

In January 2006 the Commission proposed to revise the Mechanism on the basis of the experience gained and to provide an adequate legal basis for future actions. Furthermore, Council Decision 2007/162 / EC Euratom (the “CPFI Decision”) allowed the financing of activities aimed at more effective prevention, preparedness and response actions, in particular those undertaken through cooperation between Member States and within the Mechanism.

The Mechanism was then amended with the Decision 2007/779 / EC, Euratom of the Council, on the 8th of November 2007 (the “Founding Decision of the Mechanism”) establishing “a Civil Protection Community Mechanism” which aims to address the increase in frequency and severity of natural and man-made disasters.

The Lisbon Treaty, which entered into force on December 1st, 2009, introduced a legal basis for EU humanitarian aid and for civil protection policies. Prior to its enforcement, the actions and legislation of the Union on Civil Protection were based on the all-encompassing provision contained in Article 308 of the EC Treaty, which allowed the

Council to act unanimously, if necessary, to obtain an objective of the Treaty in areas where the EC Treaty provided no other legal basis. When the new article 196 for Civil Protection was introduced with the Treaty of Lisbon, the latter was formally recognized as a separate policy.

Until the beginning of 2010, the Civil Protection was the responsibility of the European Commissioner responsible for the environment. Subsequently, the Civil Protection responsibilities were transferred to the Directorate General of the Commission for Humanitarian Aid and Civil Protection (DG-ECHO) in order to better exploit synergies and strengthen the coherence of EU response operations. From 1 January 2014, the Union Civil Protection Mechanism adopted on December 17, 2013, by the European Parliament and the Council with the Decision 1313/2013/EU is in force. This decision introduced new elements in the Civil Protection cooperation system and envisaged a strengthening of disaster management policies at all stages: prevention, planning and assistance (creation of the European Emergency Response Capacity), support for participating countries, preparation to disasters (creation of Emergency Response Coordination Centre).

More recently, on November 2017 the European Parliament adopted a new proposal (2017/0309) amending Decision No 1313/2013/EU on a Union Civil Protection Mechanism. In detail, the proposal is intended to introduce some targeted changes on a Union Civil Protection Mechanism ('Union Mechanism'), under which the European Union supports, coordinates and supplements the action of Member States in the field of civil protection to prevent,

prepare and respond to natural and man-made disasters within and outside the Union. Building on the principles of solidarity and shared responsibility, the overall objective of this proposal is to ensure that the Union can provide a better crisis and emergency support to its citizens within Europe and beyond. The proposal acknowledges that disaster prevention efforts are crucial to limit the need for crisis and emergency support.

The current structure is therefore aimed at providing an internationally planned response where each state knows in advance what resources it can make available to the Union.

The Civil Protection Mechanism supports countries to prevent disasters, prepare for emergencies and pool resources to make them available for rapid and coordinated responses at the time of an emergency. It is a tool that strengthens the European collaboration in the field of Civil Protection and supports the measures adopted by the Member States locally, nationally and regionally, offering effective means for prevention, preparedness and response in the event of natural and man-made disasters.

In addition to other initiatives focused on prevention and preparedness, such as training for civil protection personnel operating outside their home countries, exercises for civil protection response capacities, and exchanges of civil protection and prevention experts, the new structure (following the "Decision 1313") allows a greater capacity for coordinated response and a better use of resources. Civil Protection assistance for countries affected by disasters is the ability of participating States to intervene through assets, skills, intervention teams, specific equipment. Experts are also deployed within

the Mechanism for needs assessment and coordination with local authorities and international organizations, as well as for advice on prevention and preparedness measures in the requesting country.

The Mechanism has a rather wide scope of application:

- Natural disasters (floods, earthquakes, forest fires, cyclones)
- Anthropogenic disasters (environmental

- To achieve a high level of protection against disasters by preventing or reducing potential effects, promoting a culture of prevention and improving cooperation between the Civil Protection and other relevant departments;
- Improve disaster preparedness and response;
- Facilitate rapid and effective response in the event of current or imminent disasters;
- Strengthen citizens' awareness and preparedness for disasters.

## EU Civil Protection Mechanism Activation

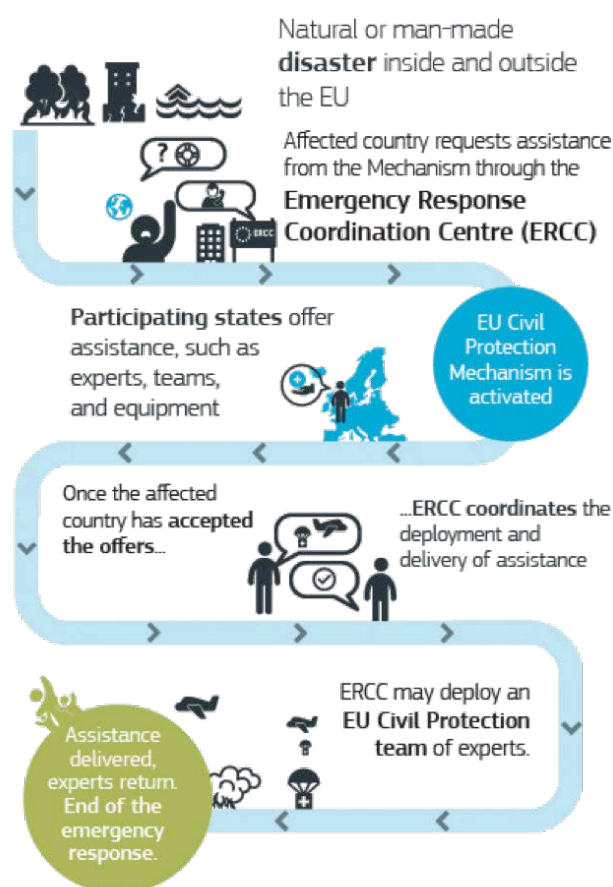


Figure 2: EU Civil Protection Mechanism Activation (from [www.ec.europa.eu/echo](http://www.ec.europa.eu/echo))

disasters, complex emergencies)

- Health emergencies.

Furthermore, the Mechanism supports, integrates and facilitates the coordination of the Member States to pursue common objectives:

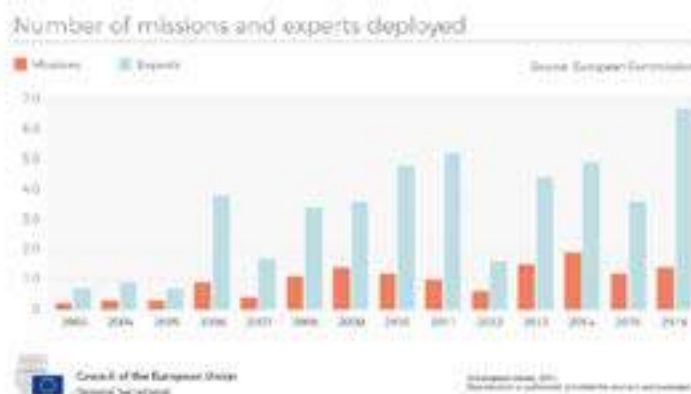


Figure 3: Number of missions and experts deployed (from [www.consilium.europa.eu](http://www.consilium.europa.eu))

The main elements of the Union Mechanism of Civil Protection can be summarized in the Emergency Response Coordination Centre (ERCC), the Common Emergency Communication and Information System (CECIS) and the European Emergency Response Capacity (EERC). In order to provide the reader with an exhaustive overview, the main characteristics of these constitutive elements of the Mechanism will be analysed below.

### Emergency Response Coordination Centre (ERCC)

The “Emergency Response Coordination Centre” is the operational heart of the Civil Protection Mechanism and has the ability

to deal with simultaneous emergencies in different time zones (“around-the-clock”). It plays a key role as a coordinating hub ensuring advanced monitoring (24/7, 7/7) and a coherent, coordinated, rapid and efficient European response during disasters both within and outside Europe. The ERCC is physically located within the Civil Protection Unit incardinated in DG ECHO in Brussels. In case of invocation of the solidarity clause, the ERCC acts as a central point of contact improving coordination between the European institutions, the affected country, the competent national authorities in the Member States and other international partners.

When a country requires assistance, the ERCC (through CECIS) communicates to the participating countries the specific needs of the country in question. In this way it coordinates the European interventions allowing the meeting of requests and offers of assistance, facilitating the transport of aid and, if necessary, ensuring the deployment of coordination and evaluation teams made up of experts in Civil Protection and humanitarian aid.

The ERCC collects disaster alert information in real time, monitors risks, prepares plans for the deployment of resources (experts, teams and equipment) of the “Voluntary Pool”, collaborates with Member States to map the activities and coordinates the field response following a request for assistance. In addition, it provides access to economic resources for the development of “Civil Protection Intervention Modules” and supports a wide range of prevention and preparation activities, from sensitization to field exercises simulating emergency interventions.

## Common Emergency Communication and Information System (CECIS)

The “Common System of Communication and Information in Emergency” is a computerized system managed directly by the ERCC based in Brussels that allows a timely communication between the operational centres of the Member States, with the task of facilitating communications between the ERCC and the Authorities National.

In summary, this system processes the demands of the state affected by a catastrophe and the relative offers of assistance from the countries that decide to intervene. Furthermore, this platform allows all Member States to be always informed and updated on the progress of the emergency until its conclusion.

## European Emergency Response Capacity (EERC)

To further improve the degree of European disaster preparedness, the Participating Countries have created the “European Emergency Response Capacity” (EERC), the main innovation deriving from the 2013 Decision (Decision 1313/2013 / EU) on Civil Protection. It consists of a real “Voluntary pool”, in a system in which the Participating Countries can pre-commit response resources for European missions through Modules, rescue teams, experts and equipment. This “pool” that participating States make available for response operations in the context of the Union Mechanism following a request for assistance sent through the ERCC, is kept in stand-by for the Civil Protection missions all over the world. The innovation lies in having significantly reduced the time of implementation of resources, people and means, ensuring now a more rapid and effective

response to disasters, better planning and greater coordination of operations.

The European Medical Corps (EMC) is part of the EERC and the Voluntary pool to mobilize medical and public health experts. EMC represents Europe's contribution to the work of the World Health Organization in the area of health emergencies to significantly increase the availability of medical equipment, as well as enable better planning and preparation for the response to emergencies that threaten human health. The need to create and implement the device was born in 2015, following the delicate management of the Ebola emergency in West Africa.

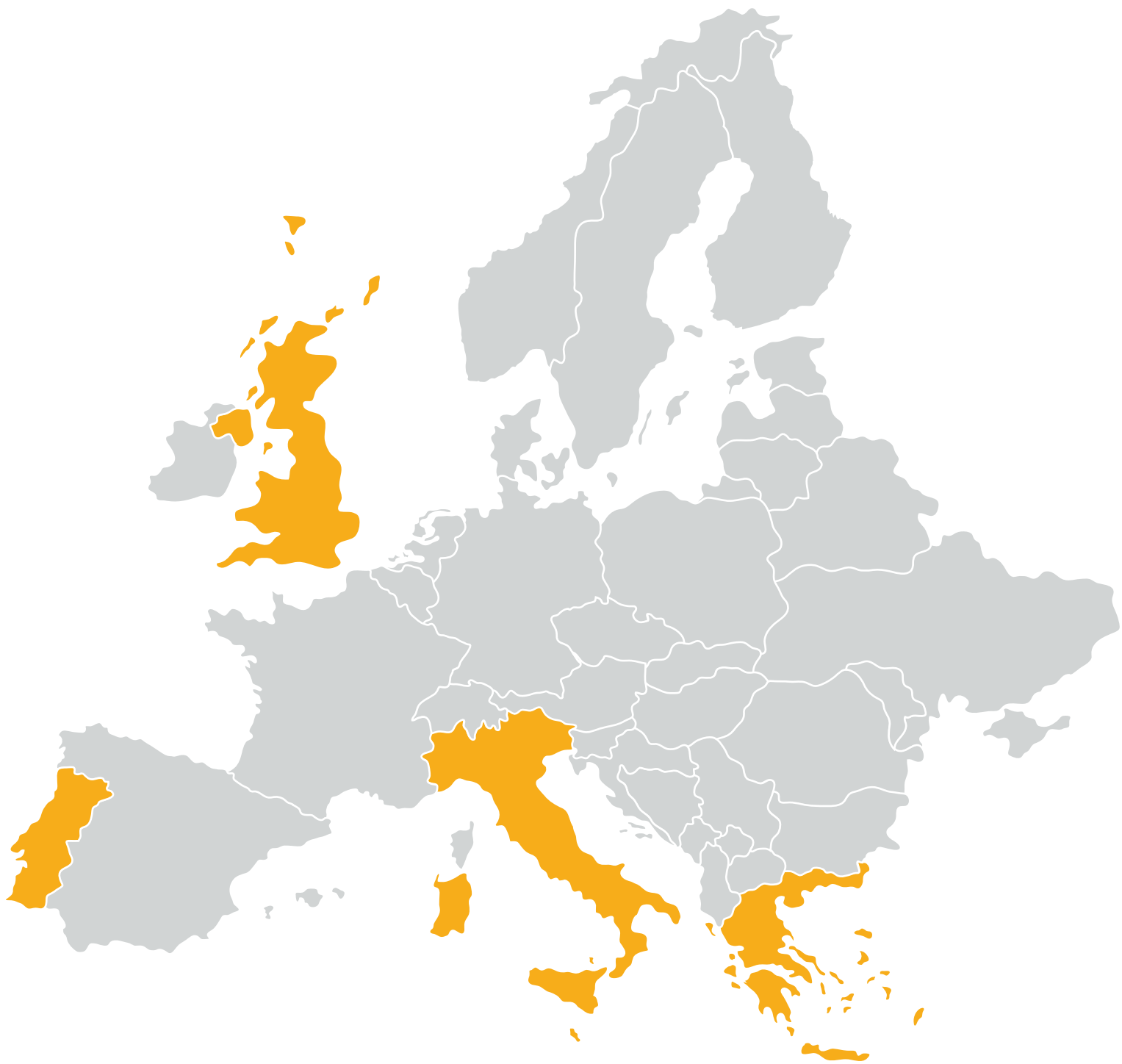
The Civil Protection Modules (divided into Civil Protection Intervention Modules and "TAST" Technical Assistance Support Teams) are units specialized in a specific task in the intervention sectors in accordance with internationally recognized guidelines and have specific minimum requirements. (Principle of standardization) desired by the European Council and the European Parliament after the tsunami in Southeast Asia. They are therefore made up of resources (human and material) made available on a voluntary basis by the Member States of the European Union.

In addition to the main elements of the Union Mechanism of Civil Protection cited above, a new initiative to reinforce EU capabilities called the rescEU system was proposed. The rescEU is a new European system to tackle natural disasters that was presented by the European Commission in November 2017. It comes in the background of a larger proposal to improve European responses to disasters, following a series of emergencies that have caused tragic human losses and significant

material damages in several European countries. During 2017, over 200 people were killed by natural disasters in Europe and over one million hectares of forest were destroyed. RescEU consists of a European-level reserve of civil protection capabilities such as aerial forest fighting planes, special water pumps, urban search and rescue and field hospitals and emergency medical teams. These capabilities will complement national assets and be managed by the Commission to support countries hit by disasters such as floods, forest fires, earthquakes and epidemics. All of rescEU's costs and capacities are to be covered by EU financing and the Commission is to retain operational control over rescEU's assets and decide on their deployment. RescEU's capacities will cover four areas of action: firefighting aircraft, high capacity pumping equipment for floods, urban search and rescue capacities, and field hospital and emergency medical assistance. Immediately after an EU Member State activates the EU Civil Protection Mechanism in the follow up of a disaster the Commission will assess if the Mechanism's means are sufficient to respond – if they are not, the Commission would then decide to deploy its own means under rescEU. The legislative proposal has not been yet adopted<sup>2</sup>.

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<sup>2</sup> <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:52017PC0772&from=EN>



## 3. Civil Protection at a glance

### 3.1 Introduction

In this chapter, the various national Civil Protection systems of the Countries involved in the Project (Greece, United Kingdom, Italy and Portugal) will be explained. The objective is to provide a summary of the various institutional and operational set-ups of the Civil Protection systems in Europe. In particular, the general characteristics of the national Civil Protection and Civil Protection Volunteering systems will be described as well as the role of Civil Protection volunteering training. This outcome is the result of the research conducted by the Partners in their countries during the first phase of the “CiProVoT-Civil Protection Volunteers Training” project co-funded by the Erasmus+ Programme: Key Action 2, Strategic Partnership in the field of Adult education.

*Figure 4: European rescue team for an emergency field exercise in the field of Civil Protection*





## 3.2 GREECE

### The general characteristics of the national Civil Protection system

The Greek Civil Protection follows the national administrative structure and is organized as a coordinated resource system through which national, regional and local authorities work together with public and

private institutions and services. Each of these authorities and institutions has carved out a role in the National Plan of Civil Protection (Xenokrates). The Greek institutions responsible for the implementation of the Civil Protection measures are:

- The General Secretariat for Civil Protection (GSCP);
- The Interministerial Committee for National Planning (ICNP);
- The Central Coordination Body for Civil Protection (CCB);
- Numerous authorities, organizations and institutions working together as an integral part of planning and rescue

- operations;
- The General Secretariat of the Regions (Decentralized Government Administrations);
- Municipalities.

Numerosi servizi sono coinvolti nel fornire soccorso in caso di calamità in Grecia, tra cui: i vigili del fuoco, la guardia costiera, la polizia, i servizi sanitari, le forze armate, l'Organizzazione per la pianificazione e la protezione da terremoti (EPPO), le agenzie competenti a livello regionale e locale e le organizzazioni di volontariato con gli esperti di Protezione Civile.

Numerous services are involved in providing disaster relief in Greece, including: firefighters, coastguards, police, health services, armed forces, the Organization for Planning and Earthquake Protection (EPPO), the relevant regional and local agencies and voluntary organizations with Civil Protection experts.

The task of the General Secretariat for Civil Protection (GSCP) is to protect the life, health and property of citizens from natural

and technological disasters. Furthermore, the protection of cultural heritage, historical buildings and monuments, resources and infrastructures are also included. The GSCP studies, plans, organizes and coordinates the country's policies regarding the issues of civic awareness, prevention and contrast of

natural and anthropic disasters. Coordinates the actions of public services and volunteers while ensuring the country's attention to address these disasters.

Greece is part of the Union Civil Protection Mechanism and the GSCP can receive requests



Figure 5: The logo of the Greek Civil Protection

for assistance in case of emergencies, either through the Mechanism or directly from third countries following the activation of an international bilateral agreement.

All ministries, regions and prefectures should have special plans to deal with disasters based on the National Plan of Civil Protection “Xenokrates”. The GSCP is the general coordinating body of the plan. The Interministerial Committee for National Planning, composed by the heads of the competent Ministries, annually approves the National Plan of Civil Protection and the budget for each Ministry regarding Civil Protection. It also reports on the implementation of government restoration measures after major disasters.

The Central Coordination Body for Civil Protection, composed of the general secretaries of the competent ministries and chaired by the GSCP, annually presents the National Civil Protection Plan and the budget for approval by the ICNP. The National Operations Centre provides all types of assistance to the Civil Protection forces.

### Volunteering for Civil Protection

In an era of ever greater natural and technological disasters, volunteering acquires a significant value emphasizing the need and disinterested supply in the field of Civil Protection, where the offer of immediate help during the occurrence of such phenomena is extremely urgent. The General Secretariat for Civil Protection (GSCP) is the national integration agency of Voluntary Organizations (VOs) and Expert Volunteers (EVs) to keep a register for the implementation of the above purpose. The VOs and EVs are included in the Civil Protection human resources

to be responsible for supporting disaster prevention, response and recovery actions. In the VOs register, non-profit legal entities or unions of persons can be integrated as well as volunteer groups offering their service in the Local Administrations, provided that their constitution or their proven action clearly suggests that they have recently taken actions in the field of the Civil Protection. In the EVs register, physical persons can be integrated who, due to the nature of their professional or scientific employment or their proven experience, can fully respond to the duty of prevention, response and recovery from natural and technological disasters. It is emphasized that the VOs and the EVs also include active volunteers in the context of the Hellenic Fire Brigade.

The Greek State, through official legislation (Act 3013/2002, which concerns the updating of the role of Civil Protection) has formalized the Civil Protection Volunteering System for the response to natural and technological disasters, whose pilot experimentation had already begun since 2001. More specifically, current legislation regulates the following aspects:

- The VOs and EVs registers of Civil Protection;
- The general requirements that must be satisfied for registration in the aforementioned registers;
- Operational integration of VOs in Coordinated Civil Protection Organizations (CCPBs);
- Strengthening of VOs actions and supply of equipment and means;
- The future emanation of administrative regulations aimed at integrating the legal framework of volunteering in related issues:
  - a. Registration, rating, evaluation of VOs;

- b. Training and accreditation of volunteers;
- c. Insurance coverage and allowances.

The creation of the Civil Protection Volunteering System reflects the willingness of the State to follow the needs of the time for the organization of the network society and to highlight the potential effectiveness of voluntary organizations when intervening in emergencies. The task of the Civil Protection volunteers is to provide assistance to the government agencies responsible for their mission to protect the life, health and property of citizens from natural and human risks in peacetime. A number of issues are still open with regard to Civil Protection volunteering, such as the definition of classification and evaluation criteria for voluntary organizations, training and certification of volunteers and their operational integration, insurance and hospital coverage and health and other matters of regulation of civil liability. A prerequisite for the participation of a voluntary Civil Protection group in operational activities is the proven training in the Civil Protection Voluntary System.

### The role of voluntary Civil Protection training

Volunteer training is an important part of volunteering development and this is why the Greek state and the GSCP implement specific training programs.

The General Secretariat for Civil Protection has the leading and coordinating role in the training and retraining of Civil Protection Volunteers, which is carried out by the National School of Civil Protection of the National Fire Brigade Academy. The GSCP defines the training method, the number of

training cycles, the minimum duration of the introductory program, the curriculum, the examination procedure and the certification requirements at the end of the training.

The GSCP can collaborate with other public or private bodies (previously certified by the National Academy of Fire Brigade) or with Universities and Technological Institutes, which are able to provide training in the field of Civil Protection, in order to carry out annual training sessions. The volunteers are informed by the competent Directorate of the GSCP for all types of educational programs available and refer to the National School of Civil Protection of the National Academy of Fire Brigades for their participation.

Training for operational duties is a prerequisite for the involvement of Qualified Volunteers in Voluntary Civil Protection Organizations that operate in real life disasters, is conducted by the training provider and is listed in the individual Voluntary file and in the individual document. The certificate is issued by the competent body and is valid for a certain period of time. Furthermore, in collaboration with the Local Authorities and other organizations, a specific Voluntary Training Program for Risk and Crisis Management and the Emergency Response “Protect oneself and protect oneself and others” is realized. The Program aims to provide Volunteers with the skills and competencies necessary to respond to crises and emergency situations. The program is structured in individual modules consisting of 100 hours of training which leads to certification and registration to the CP Registry. Since 2001, approximately 4,700 volunteers have been trained in more than 140 municipalities.

In addition to this, a specific training

program for risk and crisis management and emergency response called “Protect myself and others” is organized in cooperation with Local Authorities and other organizations. The program aims to provide volunteers with the knowledge and skills to respond to crisis situations and emergencies. The program is structured in individual modules consisting of 100 hours of training and leads to certification and registration to the Civil Protection Registry. Since 2001, approximately 4,700 volunteers have been trained in more than 140 municipalities.

are usually located at a distant control room and meet periodically to discuss CP planning in their respective organizations. The Silver Commander is a senior member of an organization (e.g. a Senior Police Officer) usually in the scene of the incident and operate from purpose built vehicles, they also work with silver commanders from other organisations. Bronze commanders work directly in the scene of the incident.

The Central Government coordinated by the Lead Government Department (LPD) and Local Authorities. The Civil Protection Authorities are represented by the following bodies:

- Central Government (Cabinet Office, Secretariat for Civil Contingencies);
- Emergency services - Blue light services (Police, Fire Brigade, Ambulances), Coast Guard, Motorway Agency;
- Local authorities
- Volunteer Organizations (for example Red Cross, Royal National Lifeboat Association (RNLI) )

The Government of the United Kingdom divides the emergencies into 3 main levels:

- Significant, for example, problems related to adverse weather conditions;
- Severe, for example, terrorist attacks, widespread urban floods, epidemics of animal diseases;
- Catastrophic, for example, a major natural disaster.

Blue light services generally deal with serious traffic accidents, localized floods and many industrial accidents while dealing with crimes and public threats.



### 3.3 UNITED KINGDOM

#### The general characteristics of the national Civil Protection system

At the heart of the CP mechanism in the UK is the Gold, Silver and Bronze framework (GSB), it is used to control major incidents and disasters. Gold commanders



*Figure 6 - The logo of the Volunteering Forum of the British Civil Protection sector.*

## Volunteering for Civil Protection

The United Kingdom has specialized Volunteer Organizations such as the British Red Cross, the Salvation Army and the St Johns Ambulance service. These organizations perform different types of activities including the provision of technologies to assist people during emergencies, the training of first aid responders, fundraising and research.

During emergencies, the participation of specialized voluntary organizations is planned. In fact, there are several levels of Volunteer Organizations that can be activated according to their specializations. According to the “Civil Contingencies Act 2004” it is required that those responsible (Cat. 1 responders), in carrying out their emergency planning tasks, consider the activities of some Voluntary Organizations. This has created a climate of expectation so that it is expected that those responsible will make the most of the resources and skills that the voluntary sector can offer, placing this relationship on a more solid and long-term basis.

The main legislative instrument that ensures the involvement of Voluntary Organizations is the Civil Contingencies Act 2004. There are also specific regulations and guidelines for volunteers. The Government then set up an assembly called the Volunteering Forum of the Civil Protection sector which deals with the coordination of all the Associations.

### The role of voluntary Civil Protection training

The Government provides guidelines for the training of volunteers in Civil Protection. The

training activities for volunteers are offered through the colleges and supported by the Cabinet Office which gives it credibility, in collaboration with various companies such as:

- [www.epcresilience.com](http://www.epcresilience.com) which offers a series of courses in the field of emergency management, public safety and events, and business continuity;
- [www.fireservicecollege.ac.uk](http://www.fireservicecollege.ac.uk) which also offers courses for managers (Cat 1 responders) with instructors who have different backgrounds in relation to their area of specialization.

In addition, the St Johns ambulance service offers free or inexpensive first aid courses throughout the country, some of these are advanced first aid courses, some are short courses for specific roles or places such as for teachers working in schools.

Universities across the UK provide bachelor and master’s degrees in Disaster Management, most prominently Coventry University which is a pioneer in this field, most organizations and businesses in the UK will usually employ a safety and resilience advisor.

Finally, as regards the security industry, this is monitored by the Government and security agents require a license issued by the Government, known as the SIA, to operate as a security agent. The training of security agents includes many modules related to Civil Protection.



### 3.4 ITALY

#### The general characteristics of the national Civil Protection system

In Italy, Civil Protection is the set of activities put in place to protect the integrity of life, property, settlements and the environment from damage or danger of damage resulting from disasters: risk prevention and prevention, rescue of affected populations, and overcoming emergency situations.

Civil Protection is not a task assigned to a single administration, but is a function attributed to a complex system: The National Service of Civil Protection. Established with the law n. 225 of 1992, the National Service has as its components the central administrations of

the State, the Regions and the Autonomous Provinces, the Provinces, the Municipalities and the Mountain Communities. The National Corps of the Fire Brigade, the Armed Forces, the Police Forces, the Scientific Community, the Italian Red Cross, the structures of the National Health Service, the voluntary organizations, the National Mountain and Speleological Rescue Corps constitute the operative structures.

The National Service operates at central, regional and local level, respecting the principle of subsidiarity. The territorial context of the country, subject to a great variety of risks, in fact requires a civil protection system that ensures that every area has the presence of human resources, the means and the operational capabilities to be able to intervene rapidly in emergencies, but also to prevent foreseeable disasters. The first response to any emergency, starts at a local level despite the nature and scale of the event, starting from the municipal structure, the institution closest to the citizen. The first person in charge of civil protection in each municipality is therefore the Mayor. However, when the incident is beyond the means and resources available to the municipality, the upper levels are mobilized through an integrated and coordinated action: The Province, the Prefecture, the Region, up to the involvement of the State in the event of a national emergency.

This complex system of competences finds its point of connection in the functions of direction and coordination entrusted to the President of the Council of Ministers, which makes use of the Department



*Figura 7 - The logo of the Italian Civil Protection Department*

of Civil Protection (Source: Site of the Department of Civil Protection - Presidency of the Council of Ministers).

### Volunteering for Civil Protection

Civil Protection volunteering was born under the pressure of major emergencies that have hit Italy in recent years. Volunteering combines religious and secular impulses and guarantees the right to be assisted professionally. With the law n. 225 of 24 February 1992, establishing the National Civil Protection Service, the voluntary organizations have become a part of the “national operational structure” and have become an integral part of the public system. The Civil Protection Department stimulates, also in local autonomies, a strong national identity of volunteering to foster a prompt response throughout the territory. Volunteering is also integrated with the other territorial levels of intervention envisaged in the organization of the national civil protection system, based on the principle of vertical subsidiarity. It is also an actor of the system and its territory: it protects the community in collaboration with the institutions, based on the principle of horizontal subsidiarity. Volunteers are one of the most vital components of the system: over 800,000 people, distributed throughout the country, belonging to various organizations that operate in many specialized sectors. The national list of the Civil Protection Department includes over 4,000 organizations, including many local organizations in different regions. (Source: Site of the Department of Civil Protection - Presidency of the Council of Ministers).

### The role of voluntary Civil Protection training

Volunteer training is one of the main activities of voluntary organizations. Volunteers must participate in training courses organized by Municipalities, Provinces, Regions and the Department of Civil Protection or by their own organization.

In detail, voluntary associations deal with training both for their members and for the population. The main sectors in which they operate are:

- civil protection education (also with activities in schools);
- prevention (for the reduction of damage from calamity and for education of the population to self-protection);
- health, welfare and technical assistance (for example, for amateur radio operators, divers, forest fire fighting teams, rescue dog units, speleologists, paratroopers, etc.).

To verify and test the organizational models of emergency intervention, the Civil Protection Department and the Regions promote exercises that simulate risk situations to which voluntary organizations participate. As an operational structure of the national civil protection system, they can also promote and organize rescue tests that verify the capacity for research and intervention. To facilitate the organization and participation in these training activities, the current legislative framework provides benefits (for example reimbursement to the employers of the participating volunteers) for the participation of volunteers in the exercises promoted by the components of the National Civil Protection Service.

Finally, the Regions have set up Civil Protection Schools which have the task of organizing training events for mainly to volunteers.

states or international organizations in which Portugal is included.

The National Commission of Civil Protection is the body responsible for coordinating all aspects of Civil Protection in Portugal. The National Commission ensures the implementation of government policy in Civil Protection in administrative services. It also adopts institutional mechanisms of collaboration between bodies and services with responsibility in the Civil Protection.

The National Civil Protection Authority (ANPC) is a government entity that must plan, coordinate and operate within national civil protection policies. It offers its own legal diploma which defines its responsibilities and management. It develops the prevention and response to serious accidents and disasters, the protection and rescue of populations, and monitors the activities of firefighters. Furthermore, the ANPC ensures the planning and coordination of national needs in civil planning, to cope with crises or war events. Furthermore, the ANPC reports to the Portuguese Government, in particular

to the Ministry of Internal Administration.

The state authorities responsible for Civil Protection are mainly the Prime Minister and, by proxy, the Minister of Internal Administration, the member of the government responsible for the Civil Protection sector assisted by the commander of the district rescue operations and the mayors of the municipal

councils. At the international level, ANPC contributes to the European Civil Protection Mechanism, as a provider of solutions for the affected



### 3.5. PORTUGAL

#### The general characteristics of the national Civil Protection system

In Portugal, Civil Protection is defined as the activities of the Government, the Autonomous Regions, Local Councils, citizens and all public and private bodies that aim to prevent collective risks related to natural and technological risks, reduce collateral damage and protect people and property in danger when these events occur.

The structure of the Civil Protection is organized at national, regional, district and municipal level and the Civil Protection measures are developed on the national territory, even if, in the Autonomous Regions (Azores and Madeira) the politics and the Civil Protection

actions are the responsibility of Regional Governments. Civil Protection activities can also be carried out outside the national territory, in collaboration with foreign



Figure 8 - The logo of the Portuguese National Civil Protection Authority.

populations and as a receiver of additional resources. He has participated with national teams in real emergency events, resulting from the activation of the European Civil Protection Mechanism such as forest fires, earthquakes, floods, volcanic eruptions and refugee crises.

ANPC responds to natural and technological risks. The former includes geomorphological accidents, floods, cyclones, forest fires, heavy snowfall, heat waves, heavy rainfall, drought, collapsing dams, earthquakes, tornadoes, thunderstorms and cold waves. Others include chemical, biological, radiological and nuclear threats, radiological emergencies, oil and gas pipelines, hazardous substances in industries and the storage and transport of dangerous goods.

### Volunteering for Civil Protection

In Portugal, the Voluntary Humanitarian Associations of Firefighters and the Fénix - National Association of Firefighters and Civil Protection agents are specialized and organized Volunteer Organizations.

The Voluntary Humanitarian Associations of Firefighters are non-profit organizations with a body of volunteer firefighters or mixed firefighters, whose purpose is to protect people and property. These organizations are distributed in all the Portuguese districts and are different by region. They intervene in situations such as the rescue of injured and sick and / or shipwrecked and the extinction of fires.

Fénix is a non-profit organization that maintains a voluntary body of Civil Protection for the following purposes: to inform and train people to prevent collective risks and

to reduce damage due to serious accidents or disasters, self-protection education; cooperation in assistance and support for people and property in distress, integration in a global response in the event of a major accident or disaster; support for the return to normal life of people in areas affected by major accidents or disasters. Fénix has a platform called the Civil Protection Agents Association Platform which groups together several Civil Protection Associations including:

- ANTEPH, National Association of Pre-hospital Emergency Technicians
- ProAGir, Association of Volunteers of Civil Protection
- ANSF, National Association of Forest Firefighters
- FENPOL, National Federation of Police Syndicates
- Nabul, Overseas Fire Brigade Association
- SOS Animal, Portuguese animal rescue group
- ASFASAE, Association of employees of ASAE
- Odysecur, Portuguese Academy of Security and Emergency
- Portuguese Zoophilous Association
- Night Guards Association
- Socio-professional association of private security guards

This platform has allowed to bring together the main associations of the Civil Protection sector, in order to maximize the means of each association and allow the achievement of the common objectives in the field of Civil Protection. The participation of ordinary citizens as Civil Protection volunteers during emergencies is not foreseen in Portugal, as there is no protocol or national action program in case of emergencies for the common people. The ordinary citizen can become a Civil Protection volunteer through the

Municipal Councils. In every city there is a Civil Protection Commission and many Portuguese Municipalities have a Civil Protection voluntary sector. The competences of the Commissions are adequate to the realities and dimensions of the cities. Citizens can register on their Municipal Councils and, based on their skills and qualifications, they will be integrated into general or specialized support functions in the municipal Civil Protection service team. They could perform various tasks, such as emergency management support; search, rescue and assistance; logistic support; emergency telecommunications; organization of temporary shelters and social areas; emergency support; identification of victims and organization of public morgues; emergency psychological support and restoration of basic services. In case of emergencies at the municipal level, it is the responsibility of the Mayor to use the measures of prevention, rescue, assistance and recovery, appropriate to each case. At the district level, it is the responsibility of the member of the Government responsible for the Civil Protection sector to commit the same measures with the assistance of the district operational commander and with the collaboration of the competent Civil Protection agents. The Portuguese Civil Protection agents are the Fire Brigade Organizations, the Security Forces, the Military Forces, the National Navy Authority Agencies, the National Civil Aviation Authority, the National Institute of Medical Emergency and all the public bodies providing health care, and forest firefighters. The Portuguese Red Cross also collaborates in activities of Civil Protection in the field of intervention, support, relief, health and social assistance. In addition, the subjects that have the responsibility to cooperate during emergencies are private law entities such as fire brigades, security

services, services responsible for conducting medico-legal visits, welfare services, private solidarity institutions Social and others for the purpose of relief and solidarity, Public and private enterprises of private security and rescue services in ports and airports, fundamental institutions for protection and rescue, emergency and assistance operations, in particular in the forest sectors, conservation of nature, industry and energy, transport, communications, environment and water resources, marine and atmospheric resources, and Civil Protection Voluntary Associations.

The ANPC monitors the activities of Civil Protection Volunteering Organizations and their compliance with the law. All activities, such as forms of cooperation, training, rights, obligations, issues of recognition and identification, uniforms, badges, symbols, vehicles and other, are provided for by law and are responsive to the Internal Administration Sector.

### **The role of voluntary Civil Protection training**

The law provides that Portuguese citizens have the right to information on the risks to which they are exposed in some areas of the national territory, on the measures taken and to be taken to prevent or minimize the consequences of a serious accident or disaster. Public information is intended to clarify the doubts of the public on the nature and purposes of civil protection, to sensitize the population on the responsibilities that affect everybody or individual and to educate them to self-protection. The training programs must include, in the field of civic training, the contents of Civil Protection and self-protection, in order to disseminate practical knowledge and behavioural rules to

be adopted in the event of a serious accident or disaster.

According to the law, Civil Protection Volunteering Organizations must provide basic training for their volunteers, allowing them to be qualified to carry out all operational activities. The activities that must be carried out by Voluntary Organizations are the formation and information of the populations on the prevention of collective risks and the minimization of the consequences caused by the occurrence of serious accidents or disasters, in order to increase awareness of self-protection; cooperation in relief and assistance to populations and endangered assets, integrated in a global response effort when a major accident or disaster occurs; restoration to initial conditions in areas affected by a serious accident or disaster.

Basic training for volunteers is conducted by the ANPC, according to the following programmatic contents and workload:

- Organization of Civil Protection (1h30): National, district and municipal framework; Civil Protection Services and Agents; Entities with responsibility for cooperation; The role of voluntary associations.
- Emergency planning (1h): The planning cycle; Contents and operations of the plans.
- Public awareness and information (1h30): Risk education and self-protection; Communication to the public in case of disasters; Sensitization techniques to target groups.
- Rescue and protection operations (2h30): Integrated system of protection and rescue operations; operations management system; security in the theaters of operations; exercises.

- First aid in extreme conditions (1h30): Dynamics of groups or dynamics of crowds in extreme conditions; Special intervention methods; Psychological First Aid.

This training program includes content on national legislation and information on existing natural and technological risks. It also includes technical contents. The relative certificate of participation is issued to the participants in the basic training.

Basic training obtained before entry of volunteers into Associations is considered valid on the condition that it has been followed in a teaching establishment (schools and / or vocational training universities), or by a body legally authorized for this purpose, and provided the training has satisfied at least the programmatic contents and workload required by law. Furthermore, one of the mandatory requirements for the recognition of Volunteer Organizations is to have the basic specialized training requirements required by law.

The ANPC runs a General Course for teachers and educators. The course lasts 25 hours, with no costs for students. The contents addressed are General Concepts of Civil Protection, Vulnerability and Collective Risks, Self-Protection and Prevention Measures, Human Behavior in Extreme Conditions, Risk Communication and Projects / Educational Activities. The course aims to disseminate practical knowledge and behavioural rules to be adopted in case of serious accidents or disasters, helping to promote and strengthen community resilience.

Furthermore, ANPC performs and promotes numerous activities regarding training and information in Civil Protection. For example, a

protocol of collaboration was signed with the Portuguese Television and Radio (RTP) to raise awareness of the issue of Civil Protection. This protocol consists in the promotion of awareness campaigns, warnings to the population in the activities of prevention

and response to serious accidents and / or disasters, as well as in training. Finally, also the Municipal Councils often carry out awareness campaigns for self-protection of the population.

# 4. Field research: Results and analysis

## 4.1 INTRODUCTION

The construction of a training model for volunteering that could be useful, must necessarily consider the needs that come from the world of volunteering itself. During the Kick-off meeting on March 2018, a specific session has been devoted to the identification and selection of the best questions to be given to the respondents. Several criteria were considered such as the general classification of the questionnaires (structured, semi-structured, not structured questions), the generality, the classification of the questions (Behavioural, skills, ranking questions), etc. To do this it was administered an online questionnaire consisting of 15 questions to 280 volunteers from four EU countries Italy, Greece, the UK, and Portugal.

In a community like ours, in which the territories are strongly diversified, as well as the risks that interest them, the training needs of the volunteers change considerably according to these factors, and although the territorial peculiarities are an element of strong diversification of the needs on the country, the core characteristics exist in all contexts.

## 4.2 THE STRUCTURE OF FORM ONLINE “15 QUESTIONS FOR VOLUNTEERS”

The online form, accessible through a special link, has been created and translated into 5 different languages (selectable via drop-down menu) paying particular attention to the translation of technical terms, in order to avoid as much misunderstanding as possible by volunteers to whom it has been given.

At the top of the form a small abstract is provided on the project, so that the user can understand what the purpose of the project is and for what purpose the contribution of the subscribers will be used.

The first general section collects information about voluntary associations, the country in which they are located, employment status, age and citizenship. This last piece

**15 questions for volunteers**

**Generalities**

Organization/Association

Country \*

- Italy
- Greece
- United Kingdom
- Belgium
- Portugal
- Other

Age \*

- < 18
- 18 – 39
- 40 – 59
- 60 – 75
- 75 – 90
- > 90

Gender \*

- Male
- Female
- N/A

Citizenship \*

- Italian
- Greek
- British
- Belgian
- Portuguese
- Other

Employment Status: Are you currently...?

Email

example@example.com (not mandatory) By inserting your email address you agree to receive at most 5 newsletters about activities and publications related to the CiProVoT project. The information you have provided will not be used or any other purpose.

Figure 9 - first section: Generalities

of information that is requested in order to investigate possible cases of participation in the voluntary service of foreign or non-EU citizens, to be able to evaluate the aspects of integration and social participation of those countries.

The **skills** section is structured so as to explore the types of skills selectable in a series of options, the volunteers think they have or have not acquired.

<h3>Competences</h3> <p>According to you, what are the three most important competences for a CP volunteer? *</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Literacy and languages</li> <li><input type="checkbox"/> Maths, science and engineering</li> <li><input type="checkbox"/> Digital competence</li> <li><input type="checkbox"/> Personal, social and learning competence</li> <li><input type="checkbox"/> Civic competence</li> <li><input type="checkbox"/> Entrepreneurship</li> <li><input type="checkbox"/> Cultural awareness and expression</li> <li><input type="checkbox"/> Other <input style="width: 150px;" type="text"/></li> </ul> <p>Which skills do you feel you have? (Max 5) *</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> health and safety</li> <li><input type="checkbox"/> digital competencies</li> <li><input type="checkbox"/> numeracy and mathematics</li> <li><input type="checkbox"/> working environment</li> <li><input type="checkbox"/> accept constructive criticism</li> <li><input type="checkbox"/> interact with others</li> <li><input type="checkbox"/> negotiate compromise</li> <li><input type="checkbox"/> persuade others</li> <li><input type="checkbox"/> instruct others</li> <li><input type="checkbox"/> work in teams</li> <li><input type="checkbox"/> lead others</li> <li><input type="checkbox"/> demonstrate intercultural competence</li> <li><input type="checkbox"/> report facts</li> <li><input type="checkbox"/> address an audience</li> <li><input type="checkbox"/> give advice to others</li> <li><input type="checkbox"/> support colleagues</li> <li><input type="checkbox"/> use questioning techniques</li> <li><input type="checkbox"/> motivate others</li> <li><input type="checkbox"/> use body language</li> <li><input type="checkbox"/> develop strategy to solve problems</li> <li><input type="checkbox"/> identify opportunities</li> <li><input type="checkbox"/> use learning strategies</li> <li><input type="checkbox"/> evaluate information</li> <li><input type="checkbox"/> process qualitative information</li> <li><input type="checkbox"/> make decisions</li> <li><input type="checkbox"/> think creatively</li> <li><input type="checkbox"/> manage time</li> <li><input type="checkbox"/> memorise information</li> <li><input type="checkbox"/> attitudes</li> <li><input type="checkbox"/> values</li> <li><input type="checkbox"/> Other <input style="width: 150px;" type="text"/></li> </ul>	<p>Which skills do you feel you don't have? (Max 5) *</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> health and safety</li> <li><input type="checkbox"/> digital competencies</li> <li><input type="checkbox"/> numeracy and mathematics</li> <li><input type="checkbox"/> working environment</li> <li><input type="checkbox"/> accept constructive criticism</li> <li><input type="checkbox"/> interact with others</li> <li><input type="checkbox"/> negotiate compromise</li> <li><input type="checkbox"/> persuade others</li> <li><input type="checkbox"/> instruct others</li> <li><input type="checkbox"/> work in teams</li> <li><input type="checkbox"/> lead others</li> <li><input type="checkbox"/> demonstrate intercultural competence</li> <li><input type="checkbox"/> report facts</li> <li><input type="checkbox"/> address an audience</li> <li><input type="checkbox"/> give advice to others</li> <li><input type="checkbox"/> support colleagues</li> <li><input type="checkbox"/> use questioning techniques</li> <li><input type="checkbox"/> motivate others</li> <li><input type="checkbox"/> use body language</li> <li><input type="checkbox"/> develop strategy to solve problems</li> <li><input type="checkbox"/> identify opportunities</li> <li><input type="checkbox"/> use learning strategies</li> <li><input type="checkbox"/> evaluate information</li> <li><input type="checkbox"/> process qualitative information</li> <li><input type="checkbox"/> make decisions</li> <li><input type="checkbox"/> think creatively</li> <li><input type="checkbox"/> manage time</li> <li><input type="checkbox"/> memorise information</li> <li><input type="checkbox"/> attitudes</li> <li><input type="checkbox"/> values</li> <li><input type="checkbox"/> Other <input style="width: 150px;" type="text"/></li> </ul> <p>Would you recommend to attend any training course of Civil Protection? *</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Maybe</p> <p>Which type of training do you believe is appropriate for civil protection volunteers? *</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Residential activities (e.g. courses, conferences and seminars with experts)</li> <li><input type="checkbox"/> Online learning (by using dedicated learning platforms)</li> <li><input type="checkbox"/> Exchange Programme (e.g. Erasmus+)</li> <li><input type="checkbox"/> Training on field (e.g. Civil Protection exercises)</li> <li><input type="checkbox"/> Other <input style="width: 150px;" type="text"/></li> </ul>
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**Figure 10: The skills section**

A portion of the form is devoted to the **experiences** of the volunteer and their role in their organizations.

L'ultima sezione è invece dedicata alla conoscenza del Meccanismo Europeo di Protezione Civile e a quali materie i volontari vorrebbe studiare maggiormente.

### Experience

Do you have experience in Civil Protection activities? \*

Yes  
 No

If yes, in which field? \*

Civil Protection exercises  
 Prevention activities  
 Preparedness activities  
 Emergencies  
 Training  
 EU projects  
 Other

What is your role in your Civil Protection Organization? \*

Beginner  
 Technician  
 Trainer  
 Institutional role  
 Consultant  
 Expert  
 Other

Do you think your skills have been useful in real emergencies? \*

Yes  
 No  
 Maybe

### CiProVoT course

Civil Protection Volunteers Training

Do you know the EU Civil Protection Mechanism? \*

Yes  
 No  
 Not completely

Would you be interested in joining a training course at European level? \*

Yes  
 No

Which subjects would you like to learn? \*

Natural hazard and Disaster Risk Reduction  
 Use of communication and IT equipment  
 Use of technical equipment  
 Safety, security and cultural awareness  
 Humanitarian principles  
 Work planning in an emergency situation  
 Internationally agreed guidelines and procedures  
 Ethics and code of conduct  
 Managerial and political aspects of civil protection assistance interventions  
 Legal framework of local and EU Civil Protection  
 Knowledge of the landscape  
 Other

Figure 11: The section experiences

Figure 12 - The section about the CiProVoT training session.

### 4.3 RESULTS AND STATISTICS

The main objectives of this survey were the following:

- Establish what are the needs of civil protection volunteers;
- Identify the average profile of the civil protection volunteer;
- Responding to the training needs of civil protection volunteers.

#### ANALYSIS AND STATISTICS

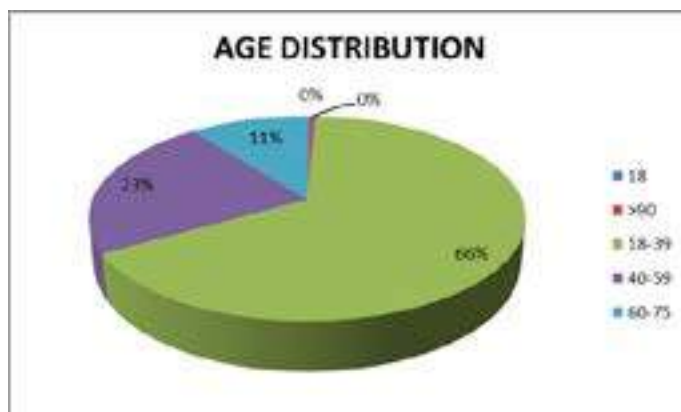
The sample in question includes 280 forms completed by volunteers distributed in 4 EU countries as shown in the graph below.



ITALY	135
UK	27
PORTUGAL	67
GREECE	47

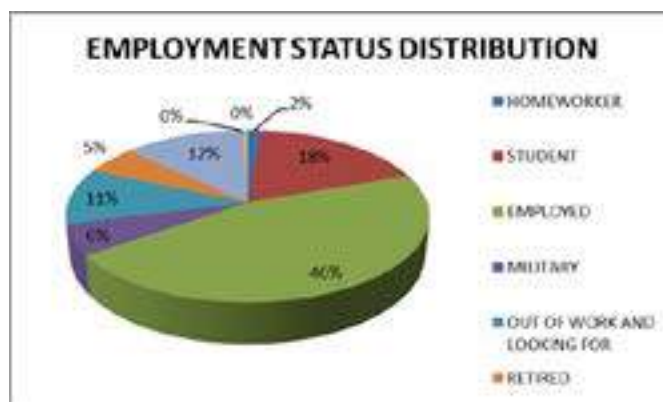
Although the contribution of some countries was relatively small, the size of the collected data sample was sufficient to trace profiles with an appreciable statistical value.

#### DISTRIBUTION BY AGE



The age of volunteers is mainly between 18 and 39 years. Taking into consideration the spectrum from 18 to 60 years as a useful age for work and crossing this data with that relating to the employment status, it can be observed that most of the people who perform voluntary activities are employees who dedicate their free time to civil protection and to the community.

#### EMPLOYMENT STATUS DISTRIBUTION



## DISTRIBUTION BY GENDER



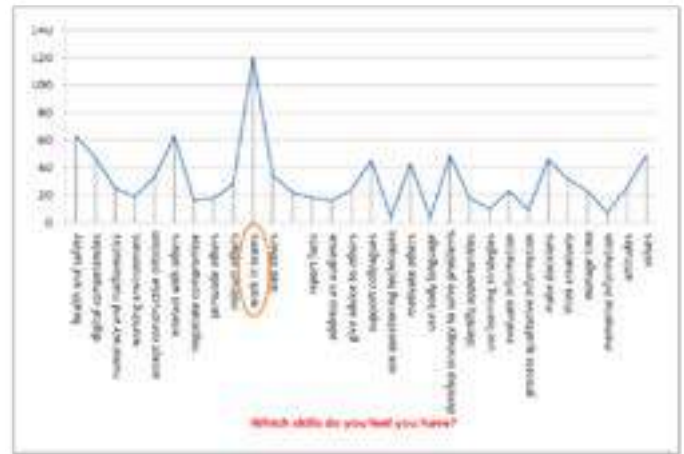
As shown in the graph, the relationship between men and women doing voluntary work in civil protection is almost equal. The report is similar in all the countries concerned.

## WHAT ARE THE 3 MOST IMPORTANT SKILLS FOR CIVIL PROTECTION VOLUNTARY?



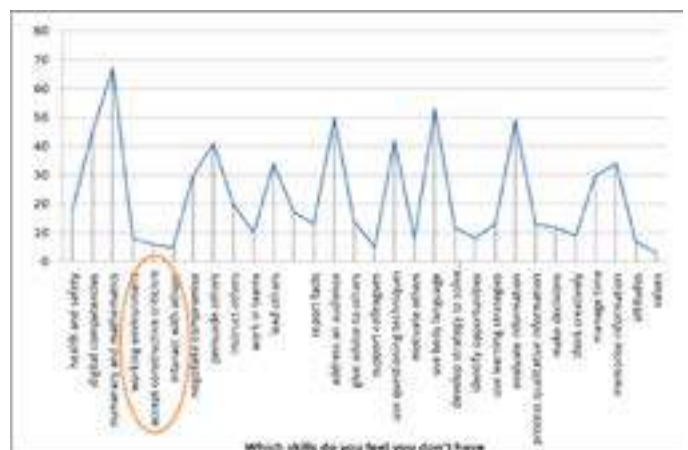
According to the majority of respondents, the three most important skills for a CP volunteer are personal, social and learning skills; awareness and cultural expression; civic skills.

## WHICH SKILLS DO YOU FEEL YOU HAVE?



Among the skills that volunteers think they possess, the ability to work as a team stands out. Other skills are maintained on a medium threshold, how to interact with others, communicate something to others, motivate people and develop strategies to solve problems. The strong awareness of being able to work in a group delivers an important fact that must be considered. One of the main prerogatives of the most efficient civil protection systems worldwide - as well as a well-known strength - is the ability to work *in systems* both at national levels, and therefore between institutions, and at the operative level, so between people.

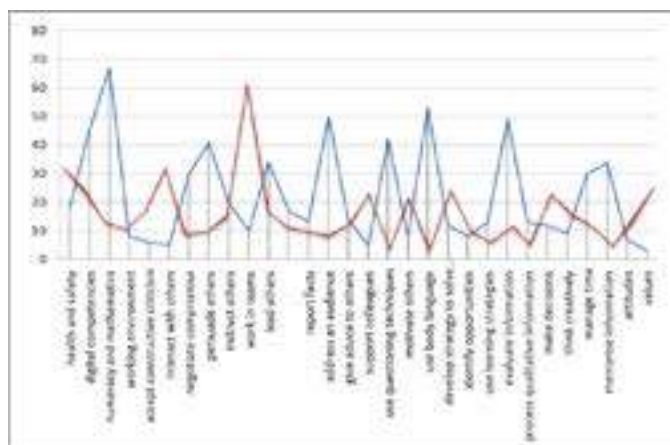
## WHICH SKILLS DO YOU FEEL YOU HAVE?



In the opposite configuration of the previous question, in which the volunteers were asked what skills they think they have, information

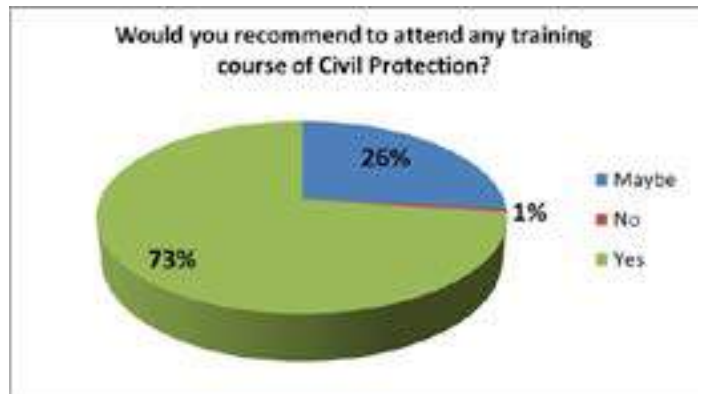
about their ability to work in groups in a constructive way is confirmed. However, other communicative criticalities are highlighted (such as addressing a crowd, using a suitable body language, asking for something in the right way, etc.) together with some technical-training gaps (mathematics and numbers, evaluating information, digital skills etc.).

### COMPARATIVE TEST



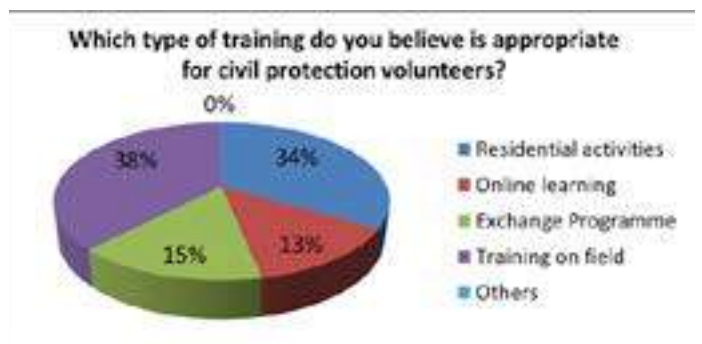
The track in red shows the skills that volunteers claim to possess, while the blue one shows the skills, they feel they do not have. A proof of their consistency, superimposing the two traces the peaks of the two colours should appear opposite each other. As can be seen, the correspondences are not always verified but for most of the graph the opposites fit in a statistically valid manner, such as to allow to give value to the result of the consultation.

### RECOMMENDED TO FOLLOW A TRAINING COURSE IN A CIVIL PROTECTION?

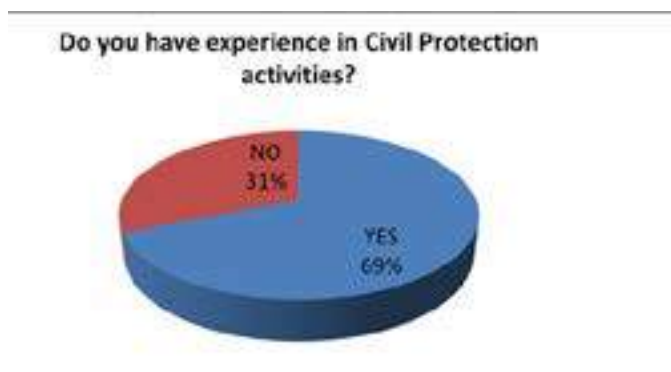


73% of the volunteers questioned would recommend following a training course in civil protection, and in particular 38% of these believe that the most appropriate type of training are those that carried out through practical activities in the field, 34% through residential activities, the 15% by means of knowledge exchange programs, and finally only 13% believe in the validity of online training.

The latter is relevant information in consideration of the objectives of the CiProVoT project because in consideration of this low degree of satisfaction of online courses, will be necessary to study some appropriate communication techniques in order to be sufficiently valid and interactive to induce users to change their opinions in respect to this evaluation.

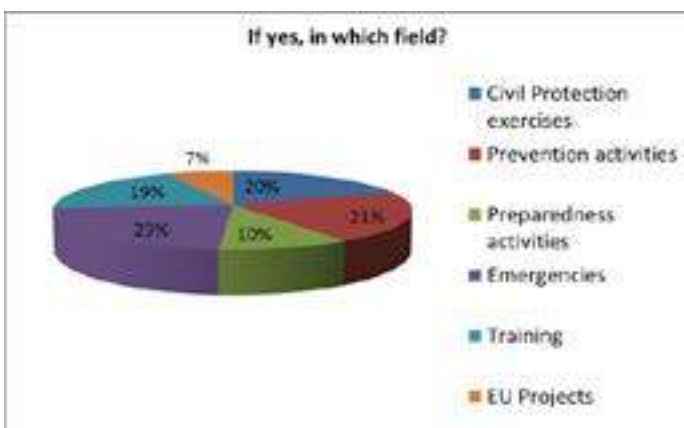


## DO YOU HAVE EXPERIENCE IN CIVIL PROTECTION ACTIVITIES?

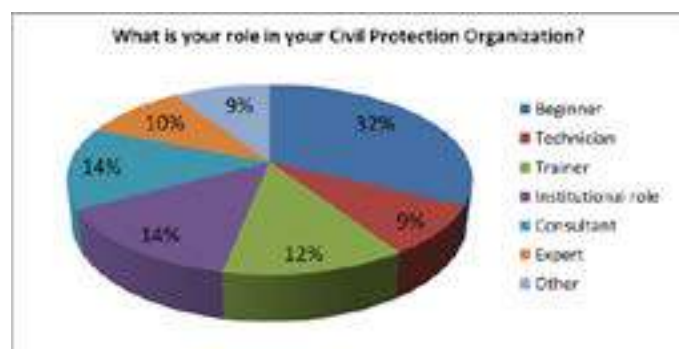


A percentage of 31% said they had never had experience in civil protection activities. But how is it possible that you can be civil protection volunteers without ever having had any experience in any of the proposed areas? The answer to this question is suggested by the following graphs.

### IN YES, IN WHICH FIELD?

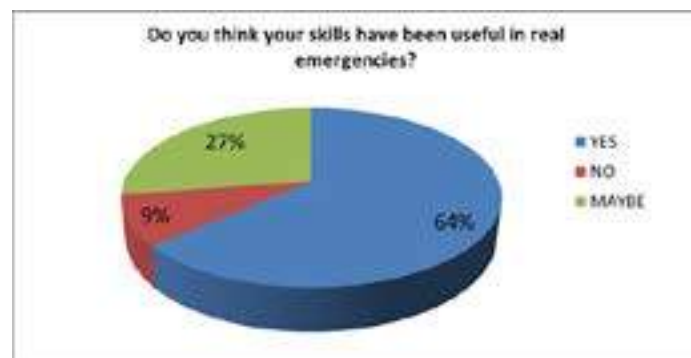


## WHAT IS YOUR ROLE IN YOUR CIVIL PROTECTION ORGANIZATION?



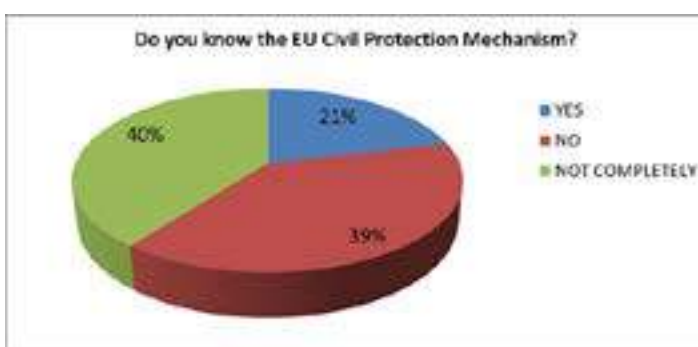
As can be seen in the graph, 32% of the volunteers interviewed are beginners, this figure compared to the value of 31% of those who have declared that they have never had experiences of civil protection, fits perfectly and justifies the reason.

## DO YOU THINK YOUR SKILLS BEEN USEFUL IN REAL EMERGENCIES?



In addition to an uncertain rate of 27%, most of the participants, or 69%, say that their knowledge was useful in emergencies. The remaining 9% believe they haven't benefited from their knowledge.

## DO YOU KNOW THE EU CIVIL PROTECTION MECHANISM?



The last section of the form looks at the European dimension of civil protection and reveals that 39% of the subjects examined don't know the European Civil Protection Mechanism, while 40% admit they don't know it completely. Only 21% of the volunteers said they knew the full dynamics of the functioning of the MEPC and this will be a key element to

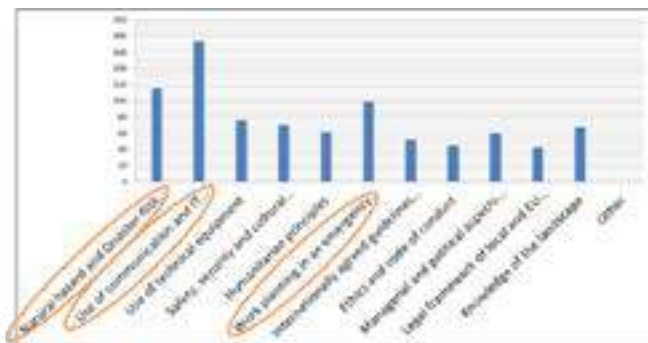
guide a part of the teaching and to direct it towards the dissemination of the knowledge of civil protection at the community level.

### WOULD YOU BE INTERESTED IN JOINING A TRAINING COURSE AT EUROPEAN LEVEL?



In relation about 9/10 volunteers are interested in supporting training at EU level. The remaining part, although modest, probably renounces due to problems related to language skills or simply due to lack of interest.

### WHICH SUBJECTS WOULD YOU LIKE TO LEARN?



Those who have expressed their support for a European-level course have identified the most interesting elements of study:

- Use of communication systems and equipment for TLC;
- Natural risks and disaster risk reduction;
- Emergency planning.

## 5. Evaluation of the first training mobility in Greece

### 5.1. TRAINING ACTIVITY IN PATRAS, GREECE (LTT ACTIVITIES)

During the week between the 16th and 20th of July 2018, the first transnational training meeting for civil protection volunteers took place in Patras, Greece. The meeting, hosted by the Greek partners of Ergasia Ekipedefteki, involved about thirty volunteers from all over Europe, who had the opportunity and time to share their knowledge and the peculiarities of the civil protection services of their respective nations.

#### THE TEACHING

The teaching was managed by the staff of the Centro Studi Città di Foligno and by the experts of LARES Italia, which represents the Italian national network of university competencies for civil protection.

Before starting the training process, a few slots were reserved for team-building and ice-breaking activities, in full awareness of the importance of grouping in order to better

deal with the “classroom environment” and make a substantial contribution to the training activity. The sharing of personal experience in the common field of civil protection was a great expedient to create discussion and collaboration; the elements that characterized the meeting’s works throughout the entire period.

Time	Monday, July 16	Tuesday, July 17	Wednesday, July 18	Thursday, July 19	Friday, July 20
08:30 - 09:00	Meeting at the hotel lobby and transfer to SPADE	CF general research (CF)	CF national systems analysis: ITALY, GREECE, UNITED KINGDOM, PORTUGAL, EU MECHANISM (available coordinated by CF)	Technical training on field research 1. Maps and symbols for the risk evaluation 2. The construction of the intervention (CF)	The agenda will conclude with the activities of the partnership meeting as it is specified in the next page
09:30 - 09:50	Institutional Groups (ERGASIA)	Results field research a hot structure (CF)			
09:30 - 11:30	Course introduction (CF)	Digital competencies: Technological challenges for civil protection teams (SAR)			
11:30 - 11:30	Lunch				
11:30 - 12:30	Ice breaker activities (CF)	Group activities (CF)	Practical exercises (CF)	Technical visit at local emergency structure (ERGASIA)	Evaluation of the LTT (CF) Closing and certificate delivery

Figure 13 - Program of the training sessions

As can be seen from the program of the meeting described above, frontal teaching was supported every day by practical activities in which everyone participated with a generous contribution.

Figure 14 - Lesson in the classroom





*Figure 15 - Volunteer during a training session*

In the afternoon of the last day of class, the students visited the headquarters of the Decentralized Administration of the Peloponnese, Western Greece and the Ionian where they were welcomed by the Director of Civil Protection and by his staff, who wisely illustrated the operating procedures of the Greek emergency management system.

In a second step was visited the station of the fire brigade of Patras.



*Figure 17 - Visit at Fire Brigade station of Patras*

### THE EVALUATION TOOL

In order to evaluate the qualitative aspects of LTT Activities, an information collection questionnaire was created, with which the participants were able to express their assessments on the quality of teaching on the communication aspects and on the logistic organization of the meeting.



*Figura 16 - Visit at the Civil Protection Administration*

**CiProVoT – Civil Protection Volunteers Training**  
ciprovot-project.eu  
**C1-Blended mobility  
Transnational Training**  
15th – 20th July 2018  
ERGASIA EKPEDEFTIKI S.A. (Patras, Greece)

**Evaluation questionnaire for participants**

Please indicate your level of satisfaction with the following items:

- The level of the training met your expectations:  
5 Very much | 4 Much | 3 Rather | 2 A little | 1 Not at all
- Evidence of clear planning:  
5 Very much | 4 Much | 3 Rather | 2 A little | 1 Not at all
- Good visibility given to the possibility to attend this training:  
5 Very much | 4 Much | 3 Rather | 2 A little | 1 Not at all
- The trainers were clear and the contents were easy to understand and to follow:  
5 Very much | 4 Much | 3 Rather | 2 A little | 1 Not at all
- Speakers had the appropriate subject competence and knowledge:  
5 Very much | 4 Much | 3 Rather | 2 A little | 1 Not at all

6. What are the most important aspects you have gained from this training?

Logos: CIPROVOT, ERASMUS+, ERASMUS+ Programme of the European Union, ERGASIA EKPEDEFTIKI S.A., APSU, C.C.S.I.C.

Figure 18 - The first page of evaluation tool

The first section is asked to evaluate the level of the training course, the clarity of information, the visibility given to the event, the communication skills of the teachers and their actual technical competence.

Finally, a series of open questions asks to indicate what the important aspects of this meeting were, what was not appreciated and to summarize in a single comment the feelings about the training received.

7. Was there anything you didn't like?

8. As a participant, could you please write your opinions and feelings about the training in one sentence?

**LOGISTICS**

9. 11. How do you rate:

Preparation work for this training (E.g. quantity and quality of information flow before the mobility; support from the sending organisations, etc.):  
5 Excellent | 4 Good | 3 Average | 2 Fair | 1 Poor

Timing of the training:  
5 Excellent | 4 Good | 3 Average | 2 Fair | 1 Poor

Duration of the training:  
5 Excellent | 4 Good | 3 Average | 2 Fair | 1 Poor

Training venue:  
5 Excellent | 4 Good | 3 Average | 2 Fair | 1 Poor

Meals:  
5 Excellent | 4 Good | 3 Average | 2 Fair | 1 Poor

Accommodation:  
5 Excellent | 4 Good | 3 Average | 2 Fair | 1 Poor

Logos: CIPROVOT, ERASMUS+, ERASMUS+ Programme of the European Union, ERGASIA EKPEDEFTIKI S.A., APSU, C.C.S.I.C.

Figure 19 – The second page of evaluation test

The second part of the questionnaire is aimed at evaluating the logistical and organizational aspects such as the duration of the training, the quantity and quality of the informational support received from the organizers, the adequacy of the hotel, etc.

## ANALYSIS OF THE RESULTS

In order to improve future work with a view to the next training session scheduled for April 2019 in London, and also to be able to validate the results of the first LTT activities, an accurate analysis of the participants' evaluations was carried out.



*Figure 20 - Results of the analysis of participants evaluation*

The graph above shows the sum of the judgments of the participants, divided by liking order. Beyond the mere statistical info, which, although it may be communicative, always needs to be thoroughly investigated, it has been observed that most of those who have expressed negative, or in any case not fully satisfying, opinions have reported almost all the same negative elements in the open answers.

The **critical issues** and **requests** most often reported by the learners' concern:

- need for practical training in the field and fewer lectures;
- technical level of lessons sometimes too much else;
- lessons that are a bit too long;
- more pre-session information on the lessons and on the training objectives;
- more educational material to be distributed.

The **positive elements** most expressed were:

- to have learned what the European Civil Protection Mechanism and how works for;
- Discovering how different civil protection systems work in other European countries;
- meeting with volunteers with a different level of professionalization;
- the passion and preparation of the teachers;
- having lived the "teamwork" context very well and having socialized a lot.

The logistic evaluation did not see particular notes expressed by the participants and at the statistical level, on average, fairly diverse and unpaired judgments were expressed, however not such as to constitute in their representation an appreciable statistical sample. The satisfaction index of the logistics organization can therefore be summarized in the representation of the following graph, which shows a general appreciation from medium-high to excellent.



*Figure 21 - The liking of the logistics organization*

Oltre al questionario di valutazione si è svolta una piccola attività in aula in cui si è chiesto ad ognuno di pensare un termine che potesse essere unicamente rappresentativo della loro esperienza nella training session. Di particolare rilevanza risultano essere molti elementi che mettono in luce come l'insieme dei volontari abbia vissuto la sessione formativa in modo unitario, vivendola come gruppo.



## SOCIAL MOMENTS



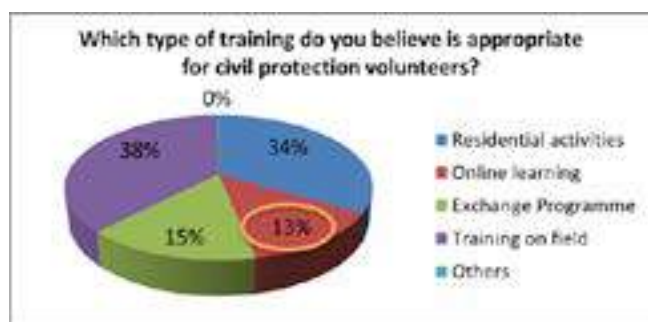
*Figure 24 - Some photos of moments lived together by numerous volunteers*

## 6. The basis for the development of the MOOC



### 6.1 INTRODUCTION

The surveys conducted in the Field Research gave us very important data concerning the perception of volunteers' in respect to online training, which, as can be seen in the graph below, is rather negative.



This information mustn't be interpreted with a negative meaning, on the contrary it must represent the basis for developing an online educational product that is captivating.

MOOCs (Massive Open Online Courses) are online courses developed for distance learning that is available to a large amount of people and as defined in the second meeting of the partners in Patras, the MOOC of CiProVoT will be integrated with the official website of the project but developed and hosted on a Moodle platform.

The key issues on which the development of the MOOC will concern:

- THE EUROPEAN CIVIL PROTECTION MECHANISM;
- ASPECTS OF COMMUNICATION IN CP;
- NATURAL RISKS AND THEIR EVALUATION;
- EMERGENCY PLANNING;
- TELECOMMUNICATIONS SYSTEMS;

This list is the result of the intersection of the results of Field Research and the opinions collected in the activities of evaluation of teaching and it is clear they cannot be the only topics to be included in the discussion of the MOOC, but must be included in the training course that will be created.

### 6.2 MAPPING OF ONLINE TRAINING RESOURCES

The mapping of online resources for training is a research for pre-existing training materials that may be useful to be integrated with the MOOC. It is a Best Practice research which was compiled by drawing on the multi-disciplinary and multi-method. This activity was attended by all the project partners, which through an online form have collected and catalogued these resources.

The topics on which the research has been focused are varied. During the evaluation phase, were taken in consideration only the contents that deal with topics among those identified as interesting in the *field research*.

## Identification of the resource

Title in English \*

Author/s \*

Source \*

Please enter a valid link to the resource

Type of resource \*

Available languages \*

English

Italian

Greek

Portuguese

Other

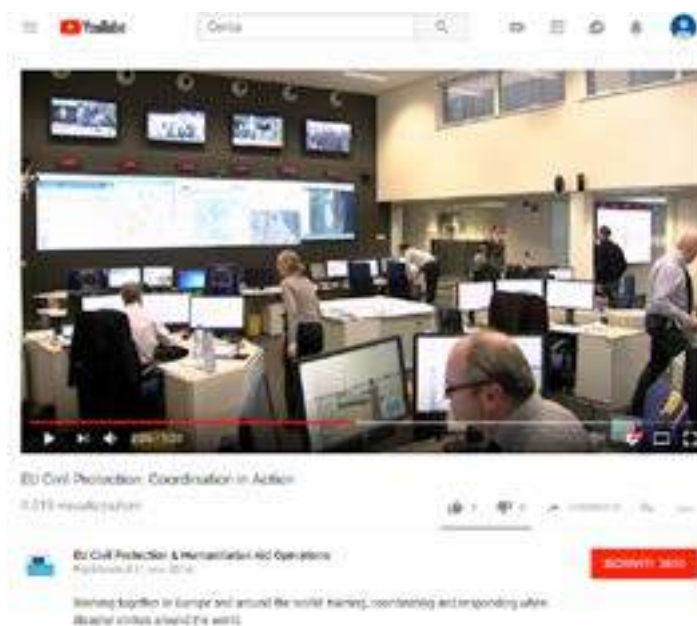
Brief description of the resource \*

Topics covered \*



## ABOUT THE UNION MECHANISM OF CIVIL PROTECTION

Among the identified resonances there is a video published on the official YouTube page of the European civil protection, which resolves quite clearly the activation and response dynamics of the European Civil Protection Mechanism.



## ABOUT NATURAL RISK AND THEIR EVALUATION

Risk assessment and its mitigation, especially when we talk about natural phenomena is always very complex. In order to deal with these issues in depth, we need to develop an enormous amount of data, but information can be gathered in some focal points. Some of these aspects are well summarized in a few pages document developed by *Tulane University* in New Orleans.

Figure 25 – part of resources mapping form

### Natural Hazards and Natural Disasters

A natural hazard is a threat of a naturally occurring event will have a negative effect on humans. This negative effect is what we call a natural disaster. In other words when the hazardous threat actually happens and harms humans, we call the event a natural disaster.

Natural Hazards (and the resulting disasters) are the result of naturally occurring processes that have operated throughout Earth's history.

- Most hazardous processes are also Geologic Processes.
- Geologic processes affect every human on the Earth all of the time, but are most noticeable when they cause loss of life or property. If the process that poses the hazard occurs and destroys human life or property, then a natural disaster has occurred. Among the natural hazards and possible disasters to be considered are:

- |                      |                    |
|----------------------|--------------------|
| • Earthquakes        | • Floods           |
| • Volcanic Eruptions | • Droughts         |
| • Tsunamis           | • Hurricanes       |
| • Landslides         | • Tornadoes        |
| • Subsidence         | • Asteroid Impacts |

- All of these processes have been operating throughout Earth history, but the processes have become hazardous only because they negatively affect us as human beings.  
**Important Point:** *There would be no natural disasters if it were not for humans. Without humans there are only natural events.*
- Risk is characteristic of the relationship between humans and geologic processes. We all take risks everyday. The risk from natural hazards, while it cannot be eliminated, can, in some cases be understood in a such a way that we can minimize the hazard to humans, and thus minimize the risk. To do this, we need to understand something about the processes that operate, and understand the money required for the process. Then, we can develop an action to take to minimize the risk. Such minimization of risk is called **hazard mitigation**.

## ABOUT EMERGENCIES PLANNING

An important example of models for the planning for the management of emergencies is represented by the **Augustus Method**. The *Augustus Method* is a reference tool for emergency planning used by the Civil Protection Department of the Italian Republic.

The Augustus method arises from the need to provide the Complex Italian Civil Protection Service with a unitary base address (languages and procedures, etc., etc.) for civil protection planning in the various levels of competence.

This model has been exported and used in many fields and in many countries around the world.

The Augustus method is currently employed as a guideline to set up emergency coordination centres at all (local, provincial, regional and national) civil protection levels. The methodology envisages the setting up of up to 14 (regional and national) "support



functions", which can be organised on a flexible basis:

- F1: Planning and technique
- F2: Health, social and veterinary assistance
- F3: Media and information
- F4: Volunteers
- F5: Means and materials
- F6: Transportation and viability
- F7: TLC
- F8: Essential services
- F9: Damage assessment
- F10: Operative structures
- F11: Local authorities
- F12: Dangerous materials
- F13: Assistance to the population
- F14: Coordination of operational centres.

## TELECOMMUNICATION SYSTEMS

There are many sources online that treat telecommunications systems for the emergencies management and filter all of it is very difficult, for this reason has been identified an important argument to be understanding by the volunteers, which represents the base to understand the function of the more modern systems of telecommunications: ***the difference between analogue communication systems and digital systems.***

## 7. Conclusion

One of the main goals of the CiProVoT European project is the spreading of the safety culture starting from the volunteers, who can be considered as one of the fundamental components of Civil Protection systems. For each Country analysed, the CP volunteering is taken seriously allocating funds for materials, equipment, and training. This last point has been particularly studied more in depth in order to identify the main training needs of the volunteers. Although the local peculiarities certainly influence the features and needs of volunteers, thanks to the Field Research performed we were able to detect some common characteristic that show in all the analysed contexts: personal, social, learning and civic skills as most important skills for a CP volunteer; the

importance of training in CP activities, the availability to join the CiProVoT courses, etc. In this context, the first transnational training meeting for CP held in Patras (Greece) and the related evaluation confirmed the importance to share knowledge, personal experiences, and local best practices in the field of CP. At the end of this stage of the CiProVoT project, we can consider this Field Research as a strong and effective basis for the future implementation of the project and - more in detail - to design a Massive Open Online Courses (MOOC) focused on EU CP mechanism, communication aspects, natural hazards, emergency planning, and telecommunication systems.

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