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## Final Report

# European Network for Psychosocial Crisis Management – Assisting Disabled in Case of Disaster (**EUNAD**)

### GRANT AGREEMENT № ECHO/SUB/2012/640917 (01 January 2013 – 31 December 2014)



Federal Office  
of Civil Protection and  
Disaster Assistance

Norwegian Centre for Violence  
and Traumatic Stress Studies



MINISTRY OF THE INTERIOR  
OF THE CZECH REPUBLIC



*Alexianer*  
ALEXIANER KREFELD GMBH  
KRANKENHAUS MARIA-HILF



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## 2 Project objectives, partnership and expected deliverables

EUNAD aims toward the implementation and preparation of EU human rights-related assistance programmes for disabled survivors of disasters. According to our proposal the objectives and expected deliverables of EUNAD are: *Evaluation*: Networks of associations for disabled; analysis of literature on research about disabled in psychotraumatology. *Research*: Qualitative studies on blind and deaf in general psychotraumatology. *Workshops*: Extension of the European network for psychosocial crisis management via inclusion of associations for handicapped in one local and two international workshops. *EUNAD Recommendations and Task Force*: Recommendations on Psychosocial support of deaf and blind after disaster. Foundation of an EUNAD taskforce that may serve as a precursor to a CECIS module development. *Pilot Training*: Training of different vocational groups in EUNAD recommendations. Potential trainees are uniformed services, social workers and mental health.

For this purpose, a multi-national partnership was formed by the coordinating beneficiary **(CB)** the Centre for Psychotraumatology, Alexianer Krefeld GmbH, with the following associated beneficiaries **(AB)** and cooperative partners:

### *Associate Beneficiaries*

(AB1) **Czech Republic**, Charles University, Prague

(AB2) **Denmark**, University of Southern Denmark, Odense

(AB3) **Germany**, German Federal office of civil protection and disaster assistance, Bonn

(AB4) **Norway**, Norwegian Centre of Violence and Traumatic Stress Studies, Oslo

Additionally, following cooperative partners have contributed to different tasks of the project.

### *Cooperative Partners*

- Israel, Israel Trauma Coalition: Response and Preparedness, Jerusalem
- Germany, University of Cologne, Unit of Education and Rehabilitation of the Deaf and Hard of Hearing
- Spain, Sociedad Española de Psicopatología y Estrés Traumático, Madrid

One expected result of EUNAD is a step forward in the implementation of the UN Convention on the Rights of Persons with Disabilities. This will be documented via the following deliverables. *Evaluation*: Report on the current networks of associations for disabled in terms of preparedness for disasters on the national level of the project partners and the European level. *Research*: Results of our qualitative study on the special psychotraumatology of visually and hearing impaired people serve as main source for EUNAD recommendations for the training material. *Workshop*: One expert input from Israel (report) and three workshop reports will be delivered on the results of the described objectives. Associations for disabled will be integrated in the EUTOPIA network. *EUNAD Recommendations and Taskforce*: EUNAD recommendations were created in a consensus process. Visibility will be enhanced via the networks of associations of handicapped in different EU countries. Members of the EUNAD taskforce were recruited from association networks, pilot training, cooperative partners, and associated beneficiaries. *Pilot Training*: Material and training evaluations of the pilot trainings will be delivered. A report describes the integration of the pan-European experience in the pilot trainings to end users and networks of associations of disabled.



### 3 Summary of EUNAD

All **ABs** confirmed their participation and contracts were signed in time. CB participated at the kick off meeting, five steering group meetings were held. Several telephone conferences were conducted. All partners started extensively to contact the local networking associations of blind and deaf. Experts in the field of disability management and crisis intervention could be motivated to participate in all AB countries.

The first milestone of the project was the expert input workshop in Israel organized within few weeks by our cooperative partner Israelian Trauma Coalition (ITC). All partners prepared and conducted their local workshop. The analysis of literature and the analysis of the results of European projects on disability management progressed in time. The data collection of the qualitative studies was finalized. The two international conferences were successfully carried out. Pilot-trainings were conducted in all AB countries and in Israel by the ITC. Participants from Pilot-trainings showed a great interest on sensitization for blind and deaf. The EUNAD Task-Force was founded and the EUNAD recommendations were defined. Both are available via the EUNAD Website ([www.eunad-info.eu](http://www.eunad-info.eu)) which also informs about all actions und results of EUNAD in general and give helpful links an advice for crisis management and intervention in disasters with blind or deaf people involved.

The cooperation with ITC and the cooperation with the Unit of Education and Rehabilitation of the Deaf and Hard of Hearing of the University of Cologne continued to help to link the knowledge of psychotraumatology to a professional level in disability management. The comparative analysis of the initial and actual time schedule comes to the result that all tasks planned are finalized. Some results even exceed the originally expected results. For example the EUNAD task force includes Countries of the EU but also other countries.

### 4 Restrictions of EUNAD

Several restrictions appeared. CB underestimated how difficult it is to overcome the barriers of our handicapped target groups. The communication with the deaf needs interpreters, more time and therefore strict organization. To guarantee a free access to the EUNAD Website for all individuals was therefor also a great challenge. All partners continued to extend their knowledge, networked and created interdisciplinary collaboration in disability management. Our financial table shows that planned and used resources are in balance. However, some minor changes in the budget were necessary for CB (e.g. internet performance) and all AB`s (interpreters). Nevertheless our financial table shows that all shifts in the budget are within the range of tolerance.



## 5 Activities

### TASK A Project Management

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A.1 (CB) **Progress report:** We have delivered the first and second progress report in time. We received positive feedback from the commission.

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A.2 (CB) **Participate at the Kick-off and progress meetings of the Commission:** CB participated at the kick off meeting on the 17.1.2013.

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A.3 (All) **Preparation and evaluation of the four steering group meetings:** Five steering group meetings (SGM) have been conducted. To spare travelling expenses the first one was held on the 26th of February 2013 on the expert meeting in Israel. The second SGM on the fifth of June 2013 before the ECOTS. The third one was held during the first international workshop of EUNAD in Prague. The fourth SGM will be on the 12<sup>th</sup> of May 2014 in Odense. The last one was held in September during the 2<sup>nd</sup> international conference of EUNAD in Germany. All together we had one extra SGM than planned. Moreover we had several telephone conferences.  
Deliverables: A3\_Summary SGM-II, A3\_Summary SGM-III, A3\_Summary SGM-IV, A3\_SGM-V, A3\_TELCONS-CB

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### TASK B Dissemination

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B.1 (CB) **Creation of an internet presence: Creation of an internet presence:** The EUNAD webpage (<http://eunad-info.eu>) was finalized in December 2014. Expenses were more than originally calculated. This was mainly due to the cost of translations, particularly sign language translation and the inclusive design of the webpage.

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B.2 (All) **Articles:** Expected results were fulfilled.  
CB: Master thesis  
AB1: 6 scientific articles in Czech professional journals.  
AB2: 5 scientific articles, four in Danish professional journals and one in a peer-reviewed scientific journal.  
AB3: chapters in two books and one article.

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B.3 (All) **Presentation on conferences:** The project was according to our proposal presented at 18th World Congress on Disaster and Emergency Medicine (WCDEM, Manchester 5/2013) and 13th European Conference on Traumatic Stress (ECOTS, Bologna 6/2013).  
AB1: In total 11 presentations at conferences and congresses had been presented. This number includes 3 Czech and 7 international events. Presentations at conferences were successful. The theme was reflected by experts with great interest. AB3 presented the EUNAD process and results on different conferences and organized workshops with short exercises, e.g. ECOTS, Bologna, June 2013; 10th European Congress on Civil Protection, Bonn, September 2014; Interdisziplinäre Zusammenarbeit im gesundheitlichen Bevölkerungsschutz, Bonn; June 2014; Conference on Including People with Disabilities in Disaster Preparedness and Response, Brussels, December 2014; Workshop on needs of persons with disabilities throughout the disaster management cycle, Riga, January 2015. An intensive interdisciplinary dialogue and interexchange of national and European experts was possible which supported the evaluation of the working process and results of the project EUNAD.



- B4 (All) **Contact with media:** Several articles and videos in newspapers and on the internet were published. Task can be evaluated as successful.  
 CB: Six articles about EUNAD and new offers for target group intervention were published.  
 AB1: We have implemented five interviews in the Czech media, concerning the project EUNAD (news papers, TV, radio and youtube reportage). Czech contact with local media was as expected.  
 AB2: contacted the Danish Deaf Association who announced EUNAD on their website and uploaded a short video about EUNAD (in sign language). AB2 contacted the editor of University of Southern Denmark's magazine. An interview was arranged concerning EUNAD. An article based on the interview was published. AB2 was contacted by the magazine Hørelsen/ Hearing. An interview was conducted, and an article based on the interview was published.

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### TASK C Evaluation

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- C.1 (All) All AB's and CB were successful in building up a network of associations of visual impairment/blindness and hard of hearing/deafness.
- C.2 (AB1) **Analysis of literature: stress response of people with blindness and deafness, factors of resilience and resistance, coping:** The analysis of research was limited by low number of research studies focused on the topic. We could assume that the research in this field, qualitative and quantitative, is highly needed.  
 The articles, studies, manuals and other resources found in the literature analysis were also used in following activities of the EUNAD project: publications, first EUNAD conference in Prague and pilot trainings. During EUNAD project the results of literature analysis were continuously used. Scheduled goal was achieved.
- C.3 (AB3) **Analysis of national and European projects focusing on psychosocial support for disabled citizens in critical incidents and disaster:** AB3's comprehensive analysis of national, European and international guidelines and projects show little results concerning this target group. Mostly demands are formulated to develop specific concepts for psychosocial support in the acute phase or in the mid- and long-term aftercare, but only a few recommendations for actions were found. AB3 presented the results on the International EUNAD workshops and on further conferences, listed under B3.

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### TASK D Qualitative Studies

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- D.1 (AB4) **Qualitative Study on blind:** AB4 conducted a qualitative study that aimed to explore what kind of risks and hazards visually impaired individuals experience, how reactions to traumatic events are manifested and coped with, and how visual impaired individuals deal with potential threats. Recruitment of participants to the study, conducting the interviews, analysing the results and writing up the paper have gone as planned. The article was submitted to an international peer reviewed journal in January 2015.
- D.2 (AB2) **Qualitative Study on deaf:** The initially planned activities were to: 1) conduct qualitative interviews with deaf people via sign language interpreters. The primary goal was to investigate the experiences of - and future directions from - Deaf people concerning first aid and/or psychosocial crises treatment services in Denmark, so that guidelines for best practice can be developed and implemented, 2) write



four articles in Danish and one article in English.  
It has been more difficult, than expected, to find deaf participants for the study. Furthermore, it has been difficult to find participants that have experienced disasters. Therefore the interviews have primarily concerned accidents and personal crises. Overall, the initially planned activities have been achieved.

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D.3 (AB3) **Survey of providers of acute psychosocial support:** AB3 conducted a qualitative study to research in what extend psychosocial acute helpers in Germany (e.g. crisis intervention teams, pastoral emergency care) report experiences with disabled people during their missions and in what extend they were prepared to act with this target group. All in all 105 questionnaires were sent back and could be evaluated. One-thirds of the respondents reported contact with sensory impaired people during their missions, but only one-quarter of all respondents feel well prepared for missions with disabled people. Exchanges and discussions with experts from other European countries showed that these estimate the situation in their countries alike or more negatively. It can be assumed that the results of the study can be also transferred on the situation in other European countries.

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**TASK E Workshops**

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E.1 (CB & Sub-contractor) **Expert Input Meeting ITC, Israel:** The Israelian Trauma Coalition (ITC) created an input workshop and unified the competence of the above mentioned Israelian experts successfully. The cooperation with ITC has continued. ITC participated at the first and second international conference and on several telephone conferences in order to support us with their expert knowledge. Moreover, they conducted 4 focus groups with disabled individuals and their relatives to search for needs, coping strategies and difficulties of disabled in case of emergency.

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E.2 **Local Workshop:** CB: Local workshop in Germany was held on 19th of July 2013 which is within the time schedule. 22 representatives of blind and deaf associations and experts of assistance of citizens in cases of larger incidents and University were participating. Evaluation turned out positively. Costs extended because of the not well calculated interpreting budget.  
AB1: Two Local workshops were held separately for persons with visual impairment and hard of hearing/deafness at Czech Ministry of Interior (6/2014). The exchange of experience and information in the field of crisis management, preparedness, short and long term available psychosocial care was most important. During the workshop and after the workshop the networking was supported. Participants of both workshops have become part in a local Czech EUNAD task force. Due to the different target groups and thanks to support of Czech Ministry of Interior AB1 decided to organize two workshops instead for one. Scheduled targets were met.  
AB2: The initially planned activity was to conduct a one day workshop in Odense with attendance of Representatives of the National Federation of the Deaf, The Ministry of Health, first responders, mental health professionals, etc. The local workshop in Denmark was held on the 12th of June 2013. There were 19 participants, including a representative from the Danish Deaf Association, a deaf person, first responders, mental health professionals, etc. It was easy to motivate the invited persons to participate in the workshop. The Ministry of Health was invited but declined the invitation. AB2 had positive evaluations regarding the workshop. The initially planned activities were achieved.



AB4: Recruitment to the workshop in Norway was more difficult among visual impaired and blind organizations or their associating professionals than among deaf and hard of hearing communities. Thus, the majority of the participants represented deaf and hard of hearing communities, including both interest organizations and health professionals.

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E.3 (AB1) **1st EUNAD International Workshop:** International conference took place on 30.–31. 10. 2013 in Prague at the Ministry of the Interior under auspices of the minister of the interior and deputy prime minister Martin Pecina. The results of conference can be divided in the following six domains: crisis preparedness, networking, communication, training, recommendations for future work, other recommendations.

The event was evaluated very positively by the attendees – it was described as useful, practical, emphasizing the resilience of the people with disability and involving participants with hearing or visual impairment. The task was fulfilled in accordance with the plan.

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E.4 (AB3) **2<sup>nd</sup> European two-day workshop: psychosocial Crisis Management – Assisting people with blindness/visual impairment and deafness:** International Workshop took place on 29th and 30th of September 2014 in Cologne, Germany. An intensive expert exchange was held in 8 round tables to evaluate in a final step the EUNAD recommendations and training concepts and to build up the EUNAD expert group (task force).

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#### **TASK F Recommendations and Network**

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F.1 (CB) Version 1 of the recommendations was developed along the results of EUNAD within the time schedule from CB. That Version was send to all AB and cooperative partners in order to correct und discuss that draft. Version 2 was built up on the basis of Version 1. New results, comments and suggestions of the research of EUNAD, the pilot trainings, the 2<sup>nd</sup> international conference and their participants were integrated into the draft.

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F.2 (CB) The EUNAD Competence Network was developed within the time schedule. It includes members of all countries of AB's and CB and some other European countries. The so called task force was uploaded to the website of EUNAD to be contacted for advice in times of an emergency. The task force focuses the European level mainly.

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#### **TASK G Pilot Training**

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G.1 (AB3) AB3 conducted a pilot training on the 1st and 2nd July at the Federal Academy for crisis management, emergency planning and civil protection (AKNZ) in Ahrweiler. Objectives of the pilot training were to sensitize for the needs of sensory impaired people in emergency situations and to present the EUNAD recommendations to multipliers in different organisations. The course was evaluated as very beneficial, successful and important.

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G.2 (AB2) AB2 conducted a pilot training in Denmark on the 8<sup>th</sup> of September 2014 at the Danish National Centre for Psychotraumatology (University of Southern Denmark). After the pilot training, AB2 were informed that the teachers from the Police Academy have decided to include training in psychosocial management for Deaf (and hard-of-hearing) individuals in their teaching module 'violent incidents'. The participants from the Fire Brigade Academy are also considering introducing train-





ing in psychosocial crisis management for Deaf (and hard-of-hearing) individuals in the education of firefighters.

The E-learning module including guidelines and materials for professionals is online on the homepage of the University of Southern Denmark:

[http://www.sdu.dk/om\\_sdu/institutter\\_centre/institut\\_psykologi/forskning/forskning\\_sgrupper/videnscenter\\_for\\_psykotraumatologi/eu-pro-jekt+om+f%C3%B8rstehj%C3%A6lp+og+krisebehandling+til+d%C3%B8ve+mennesker](http://www.sdu.dk/om_sdu/institutter_centre/institut_psykologi/forskning/forskning_sgrupper/videnscenter_for_psykotraumatologi/eu-pro-jekt+om+f%C3%B8rstehj%C3%A6lp+og+krisebehandling+til+d%C3%B8ve+mennesker).

Overall, the initially planned activities were achieved.

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G.3 (AB1) Two integrated EUNAD pilot trainings took place at the Department of Psychology Faculty of Arts, Charles University in Prague, Czech Republic (May 19-20/2014). Because of the time demands of professionals, this format turned out to fit more to a 1,5 day attendance course. Also mixed groups of participants were more advantageous for sharing experience. Training incorporated different point of views on the topic, different solutions and various ways of presentations. The course was evaluated as very beneficial, personally and professionally. Very positive was the evaluation of the lectures based on direct experience of the people with visual impairment and the specifics of the communication with people with hearing impairment. The videos with the instructions were also evaluated as very helpful. The Pilot training has fulfilled expectations.

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G.4 (AB4) The pilot training was planned in collaboration with Norwegian centre for hearing and mental health, Oslo University Hospital. The goal was to expand the knowledge about specific trauma treatment to a specialist unit on mental health and hearing. The implementation of the pilot training went according to the plan. The initiative and the sessions were positively evaluated. The staff at the Norwegian centre for hearing and mental health has during the last year gone on to learn more about trauma treatment and there is a growing interest for this, as several of the referrals has this as a topic. This made the timing of the pilot training relevant. The EMDR session was received as a concrete way of working with traumatized individuals with hearing loss, as the use of language is reduced to a minimum.

## 6 Presentation of the technical results and deliverables

The original proposal suggested five key results that were to be expected as outcomes of the project:

1. Evaluation: Report on the current networks of associations for disabled in terms of preparedness for disasters on the national level of the project partners and the European level.
2. Research: Results of our qualitative study on the special psychotraumatology of visually and hearing impaired people serve as main source for EUNAD recommendations for the training material.
3. Workshop: One expert input from Israel (report) and three workshop reports will be delivered on the results of the described objectives. Associations for disabled will be integrated in the EUTOPA network.
4. EUNAD Recommendations and Taskforce: EUNAD recommendations will be created in a consensus process. Visibility will be enhanced via the networks of associations of handi-



capped in different EU countries. The EUNAD taskforce will be recruited from association networks, pilot training, cooperative partners, and associated beneficiaries.

5. Pilot Training: Material and training evaluations of the pilot trainings will be delivered. A report describes the integration of the pan-European experience in the pilot trainings to end users and networks of associations of disabled.

In the following section these deliverables are described and evaluated in more detail.

## 6.1 Dissemination

Task B contents the creation of an internet presence linked to [www.eutopa-info.de](http://www.eutopa-info.de), the submission of articles for a publication in different journals. Moreover EUNAD wants to participate on conferences to spread its results and to encourage an interdisciplinary dialogue on European level. The last content of Task B is the contact with media in order to disseminate the results and recommendations of EUNAD to the local public.

### 6.1.1 EUNAD Website

The EUNAD website (<http://eunad-info.eu>) was build upon the already existing EUTOPIA website (<http://eutopa-info.eu>). This way we made sure that continuation is guaranteed and EUNAD is build upon the results of EUTOPIA and EUTOPIA-IP. To fulfill this idea, we first had to update the EUTOPIA homepage using the latest version of Typo3, which is a well-known content management system (CMS). The update was necessary since older versions of Typo3 were about to loose their support functions by the system itself. After this work was done, the EUNAD-webpage structure was designed. The major challenge of the EUNAD website was to make the access for people with hearing or visual impairment possible.

Following objectives were achieved: The text was translated into international sign language. The possibility to change black/ white contrast and font size on the user's screen as well as inclusion of so-called "easy-language" pages making it easier for sensory disabled persons to understand the content were implemented. Auditory features which enables the visitor to listen to the texts instead of reading them were integrated.

The overall purpose of this deliverable was to create a world wide information data base which can be used by professionals dealing with disaster aftercare in the content of treatment of disabled persons, as well as by sensory impaired persons themselves. The webpage contains the possibility to connect via email directly to an international task force, which consists of professionals in the field of psychotraumatology, disaster aftercare and specialists working with disabled people and was build as a result of the whole project. The webpage offers the opportunity to get connected to the support of this task force team as quickly as possible.

The webpage contains furthermore the following information: project background, project partners, results of all international and national workshops, trainings and conferences, all recommendations which were developed by this project, a list of helpful links connecting to associations for visually or hearing impaired people, a list of the task force members, a literature database including articles as pdfs which were published within the project and a contact form connecting directly to the coordination beneficiary.

Deliverable: EUNAD-Website (<http://eunad-info.eu/home.html>)



### 6.1.2 Articles

The publication of scientific articles should give an overview of the project results and the present state of research in general. All partners have been active to publish articles in the field of EUNAD. All in all the activity have been much above the expectations.

CB supervised a master thesis concerning further qualitative research about deaf and hard of hearing individuals in the acute phase after disasters. The results reinforce the recommendations of EUNAD and promote the sensitization in Germany among professionals regarding needs and appropriate support of sensory disabled after disasters.

AB1 published and submitted scientific articles in the Czech Republic, e.g. about results during the 1<sup>st</sup> international conference (<http://e-psycholog.eu/pdf/boukalova-et-al.zp.pdf> & <http://www.mvcr.cz/clanek/obcane-se-sluchovym-ci-zrakovym-postizenim-pri-katastrofach.aspx>), identification of needs and support of sensory impaired individuals (Vymětal Š: Jak pomáhat postiženým - informace o projektu EUNAD (How to support impaired people - information about the EUNAD project). Policista 6/2013 (Journal of Czech Police, project information). (6/2013); Doušová, V.: Identifikace potřeb sluchově postižených při katastrofách. (Identification of needs of hearing impaired people during disasters) Infozpravodaj 3/2013, FRPSP. (8/2013); Boukalová, H., Hoskovcová, S.: Specifika psychosociální intervence u osob s postižením zraku a sluchu během katastrofické události a po ní (Specifics of psychosocial interventions for people with visual and hearing impairment during a catastrophic event and its consequences). Československá psychologie (will be issued: Journal Czechoslovak Psychology, 12/2014)) and Dissemination of EUNAD at other conferences (<http://www.mvcr.cz/clanek/lide-s-disabilitou-pri-katastrofach.aspx>). These articles are based partially on an overview of the literature analysis, which was a part of our task in the project, partially summarizes the experience from the project – experience from the local workshops, international conferences and trainings, as well as from the steering group meetings with project partners. The articles are important source of information about the state of art in the field of crisis management and care in connection with groups with visual impairment and hard of hearing/deafness. The online publication ensures wide accessibility of the topic to the public of Czech Republic.

AB 2 have submitted four articles in Danish to: 1) psychologist forces, 2) firefighter police forces, 3) rescue forces, and 4) police forces fire worker forces. The purpose of these four articles are to inform psychologists and first responders and mental healthcare professionals about EUNAD. But also about AB2's study and the guidelines concerning for psychosocial crisis management for deaf and hard-of-hearing individuals in the event of crises, accidents and disasters. It has been very easy to motivate the union magazines to publish the articles. The articles have great value to the first responders in all EU countries (if transferred into English), and non-European countries, and the guidelines from the articles can easily be transferred to other EU countries.

Furthermore, AB2 has written one article in English that will be submitted in a peer-reviewed scientific journal. The purpose of this article is to disseminate the results of the qualitative study within the field of psycho-social crisis management and psychotraumatology in European and non-European countries.

AB3 published chapters in two books and one article in German and presented in summary the results and recommendations of the project EUNAD to a wide public.

The book chapter „Umgang mit hörgeschädigten und sehbehinderten Menschen (handling people with hearing and visual impairment)“ in the textbook „Notfallsanitäter upgrade (paramedic upgrade), 2014“ address paramedics and fire fighters. This book is a new standard textbook to upgrade rescue workers to paramedics and reaches almost all rescue



workers in Germany. To integrate the topic „needs of people with sensory impairment“ as well as the needs of other disabled people in this textbook is an important step to improve inclusive emergency management.

The content of the chapter was published in the journal „Rettungsdienst (rescue services), August 2014“ and reaches a wide number of rescue workers and fire services.

The chapter „Psychosoziale Notfallversorgung bei Menschen mit Sinnesbehinderung (psychosocial crisis management with people with sensory impairment)“ in the reference book „Implementierung und Weiterentwicklung der PSNV (Implementation and further development of psychosocial crisis management), in press“ addresses psychosocial acute helpers as well as expert advisers in psychotraumatology and psychotraumatologists and reaches a high number of experts working in the field of acute, mid- and long term psychosocial support.

The qualitative study of AB4 has been published as a poster which was presented at the 2nd International conference EUNAD in Cologne in Oct. 2014. The qualitative study will also be published as a paper in an international peer reviewed journal. The authors have submitted the paper in Jan. 2015. Scientific knowledge about preparedness, threatening events, and psychotraumatology among visual impaired individuals is almost non-existent. The paper adds valuable information and might serve as a starting point for further research.

Deliverables: E3\_report-AB1, B2\_EUNAD in NewPsychology-AB2, B2\_article for danish fire-fighters-AB2, B2\_article for danish police-AB2, B2\_article for danish rescue forces-AB2, D1+B2\_english article about qualitative study on deaf-AB2, B2\_Bookchapter handling people with hearing and visual impairment-AB3, B2\_article about dealing with hearing and visual impaired individuals-AB3, B2\_Bookchapter psychosocial crisis management with people with sensory impairment-AB3

### **6.1.3 Presentation of results on conferences**

Planned and actually implemented presentations on conferences were successful. The purpose of the deliverable was to inform about the project, to show the connection of EUNAD to previous projects (EUTOPA and EUTOPA-IP), goals and purpose of the project EUNAD, timetable, participants, tasks, steps and results with all expected and final deliverables and activities. The aim of the events in general: to raise awareness, sharing the best practice and evidence based knowledge, networking, expert cooperation - in the field of disabilities and crisis management on local, regional and international level.

In June 6-9 2013 the 13th European Conference on Traumatic Stress (ECOTS) in Bologna of the European Society for Traumatic Stress Studies (ESTSS) was held. All partners contributed to ECOTS and initialized a wide interdisciplinary dialogue about the project objectives and the working process at European Level. The society connects regional and national initiatives in the field of psychotraumatology as well as Division Centres in many European countries. CB presented the results of former projects EUTOPA and EUTOPA-IP and the direct outcome for EUNAD. AB3 presented the results of the analysis of national and European projects focusing on psychosocial support for people with visual impairment and deafness in the acute phase or in the mid- and long-term aftercare in larger incidents. AB3 presented the project objectives and working steps. AB1 participated at 18th Congress WCDEM. Beside the announced participation on ECOTS and WADEM CB and AB's participated in a number of other conferences:



CB presented EUNAD on the Conference of the DeGPT (7.-10.3.2013) and (26.2.-28.2.2015). AB1 presented in total 11 presentations at conferences and congresses. This number includes 3 Czech and 7 international events.

In detail:

- (1) Hoskovcová, S., Vymětal, Š.: *Příprava pracovníků IZS Časná psychosociální intervence po katastrofách, terorismu a dalších šokujících událostech*. (Invited speech, International Conference of Work and Organizational Psychology 2013), Konvikt – Art Centre of Palacký University in Olomouc, 22. - 23. 5. 2013.
- (2) S. Vymetal, H. Boukalova, S. Hoskovcova, R. Bering, K. Cummings, A. Elklit, T. Heir, C. Schedlich: *Project EUNAD: Assisting Disabled in Case of Disaster*. 18th World Congress on Disaster and Emergency Medicine (WCDEM), Manchester 28.-31.5.2013. (oral - in session of psychosocial section of WADDEM + poster presentation). The event was organized by World Association on Disaster and Emergency management.
- (3) Boukalova, H.: *Project EUNAD: Assisting Disabled in Case of Disaster*. Symposium on the 13<sup>th</sup> European Conference on Traumatic Stress (ECOTS) in Bologna, Italy, 6/2013.
- (4) Vymětal, Š., Boukalová, H., Hoskovcová, S: *Organizing the conference: High risk populations in disasters and community resilience*. The meeting of the Standing Committee on Crisis, Disasters and Trauma Psychology, (EFPA); Prague from 21-23.5.2014. The event was organized by Czech-Moravian Psychological Society in cooperation with the Ministry of the Interior of the Czech Republic and the Faculty of Arts of Charles University. The first day Prof. William Yule held a full day seminar on work with children in case of crisis and disasters. Available at <http://disaster.efpa.eu/information/2014-prague-symposium-on-crisis-and-disasters-psychology-efpa-high-risk-populations-in-disasters-and-community-resilience/>
- (5) Hoskovcová, S., Vymětal, Š., Boukalová, H. et al. (2014): *Visual and hearing impaired people in disasters - report on the EU project EUNAD*. Lecture at High risk populations in disasters and community resilience. The meeting of the Standing Committee for Psychology of Crisis, Disasters and Trauma (EFPA); Prague 21-23.5.2014. PDF available at Available at <http://disaster.efpa.eu/information/2014-prague-symposium-on-crisis-and-disasters-psychology-efpa-high-risk-populations-in-disasters-and-community-resilience/>
- (6) S. Vymetal, H. Boukalova, S. Hoskovcova, R. Bering, K. Cummings, A. Elklit, T. Heir, C. Schedlich (2014). *Project EUNAD: Asistence lidem s disabilitou při katastrofách (Evropská síť pro psychosociální krizové řízení)/ Project EUNAD: Assisting Disabled in Case of Disaster*. Seminary of Czech Municipal police, Pracov, Czech Republic, 24.4.2014.
- (7) S. Vymetal, H. Boukalova, S. Hoskovcova, R. Bering, K. Cummings, A. Elklit, T. Heir, C. Schedlich (2014). *Project EUNAD: Asistence lidem s disabilitou při katastrofách (Evropská síť pro psychosociální krizové řízení)/ Project EUNAD: Assisting Disabled in Case of Disaster*. XIX. Conference of Czech Military Medical Service, Libavá, Czech Republic, 24-25.4.2014
- (8) S. Vymetal, H. Boukalova, S. Hoskovcova, R. Bering, K. Cummings, A. Elklit, T. Heir, C. Schedlich (2014). *EUNAD: Помощь людям с нарушениями зрения и слуха во время катастроф (Project EUNAD: Assisting Disabled in Case of Disaster)* International conference: "Problems of Psychological Consequences Connected with Radiation Accidents and Other Emergency Situations" EMERCOM of Russia, Moscow 20-24.5.2014.
- (9) Vymetal, S.: *Vývoj systémů psychosociální péče v rezortu MV ČR/Development of Systems of Psychosocial Intervention Care*. International Conference on Psychological Intervention after Crisis, Trauma and Disaster. Slovak Republic, 23.10.2014



(10) Vymetal, S.: *Development of the EUNAD project*. Informing in meeting of Standing Committee on Crisis, Disaster and Trauma Psychology, European Federation of Psychologists Associations, Budapest 24.-25.10.2014

(11) Vymetal, S.: Projekt EUNAD: *Pomoc lidem se sluchovým či zrakovým postižením při katastrofách*. Lecture in subject "Disaster psychology". Charles University, Prague, 12.11.2014.

(12) Vymetal, S.: Projekt EUNAD: *Pomoc lidem se sluchovým či zrakovým postižením při katastrofách*. Lecture in Charles University, in Lifelong Learning Course, Prague, 21.11.2014.

(13) Vymetal, S., Dittrichova, Z.: *Crisis communication with disabled people - training of first responders* Conference on Including People with Disabilities in Disaster Preparedness and Response, Council of Europe, Brussels 4-5.12. 2014.

AB3 presented the EUNAD process and results on different conferences and organized workshops and short exercises, in detail:

(1) AB3 participated at the conference „Katastrophenvorsorge für alle. Aktuelle Ansätze zur Einbeziehung von Menschen mit Behinderung in die Katastrophenvorsorge“, Bonn, October 2013, reportet the objectives of the project EUNAD.

(2) At the conference „Interdisziplinäre Zusammenarbeit im Gesundheitlichen Bevölkerungsschutz (interdisciplinary cooperation in health civil protection)“, Bonn, June 2014, AB3 presented the EUNAD process and results in a working group with 10 experts in the field of psychosocial support. In the working group AB3 conducted short exercises to experience communicative challenges in contact with sensory impaired people. The expert group discussed the EUNAD recommendations and added valuable aspects concerning recommendations and training concepts. The results of EUNAD were presented to the hole audience of the conference.

(3) At the 10th European Congress on Civil Protection in Bonn, September 2014, AB3 organised and conducted a workshop concerning the topic „psychosocial support for sensory impaired people“ with differnt lecturers, a plenary lecture „Katastrophenschutz für und mit Menschen mit Behinderung (disaster management for and with people with disabilities)“ and a plenary discussion. It was the first time that the topic „inclusive disaster preparedness and response“ was part of the conference programe and the first time that a deaf lecturer presented and parts of the conference were translated into sign language. More than 400 participants showed high interest to deepen the discussion and emphasised the necessity to attend this topic in the future to a higher extend.

(4) At the conference „Including People with Disabilities in Disaster Preparedness and Response“, organized by the European Council, Brussels, December 2014, AB3 presented the results of EUNAD to an European and international public.

(5) At the workshop on needs of persons with disabilities throughout the disaster management cycle in Riga, January 2015, AB3 presented the EUNAD results in a poster presentation.

The purposes of these presentations on conferences were to raise awareness in the field of disabilities and crisis management, sharing the best practice and scientific experience, international networking and expert cooperation. The recipients of information were: psychologists, crisis managers, policy makers, students, representatives from organizations of disabled people, uniformed personnel. The presentations were successful. The theme was reflected by experts with great interest. All in all an intensive interdisciplinary dialogue and interexchange of national and European experts was possible. It has succeeded to sensitize a wide public and organizations of danger defense to put the topic on their agenda. Even



though the expert exchange was a valuable contribution to evaluate the working process and the results of the project EUNAD.

Deliverables: B3\_PPT on ECOTS-CB, B3+C3\_PPT-on ECOTS-AB3; B3\_Presentation-WCDEM-AB1, B3\_Poster WCDEM-AB1, B3 ABSTRACT wcdem-AB1, B3\_PPT-on PRACOV-AB1, B3\_PPT in Olomouc-AB1, B3\_PPT-CouncilOfEuropeConference-AB1, B3\_Presentation EUNAD\_IZGB-AB3, B3\_Presentation EUNAD\_Analysis Guidelines\_IZGB-AB3, B3\_Instruction for exercise role play\_IZGB-AB3, B3\_Presentation EUNAD\_DRR\_December 2013-AB3, B3\_EUNAD Poster\_Workshop-AB3

#### 6.1.4 Media articles and interviews

An important tool of dissemination is the contact to the media. In all home countries of CB and AB`s a high attention was paid on EUNAD by the media.

CB informed about crisis-management and –intervention after disasters for visual impaired/blind and hard of hearing/deaf people and EUNAD via four article in a local journal of the catholic church on the 19<sup>th</sup> of October 2014 and a local journal. Two article new offer of about psychotherapy for traumatized deaf at the Centre for Psychotraumatology in Krefeld were also published.

AB1 put information about EUNAD on the website of the Ministry of the Interior of Czech Republic and on the website of Charles University in Prague. AB1 also created a videoclip about the 1st international conference and their aims which can be seen online (<https://www.youtube.com/watch?v=w5ltyZloQvA>). Moreover the team members of AB1 had five other contacts to the media concerning EUNAD:

(1) Interview Eva Mošpanová with Simona Hoskovcová: *Obětem povodní můžeme pomoci i tím, že je vyslechneme* (We can help to flood survivors, if we listen to them) – Respekt, 4.6.2013 (journal) <http://respekt.ihned.cz/c1-60003230-obetem-povodni-muzeme-pomoci-i-tim-ze-je-vyslechneme>

(2) News in sign language, Czech TV, Information about EUNAD project and local meeting on TV News, 5.6.2013.

(3) Interview Michaela Vetešková with Štěpán Vymětal and Simona Hoskovcová: *Psychologové radí: mluvíte s dětmi o tom, co se kvůli povodním děje* (Psychologist recommend to speak with children about the consequences of flood) - Český rozhlas, 6.6.2013 (Czech Radio) <http://m.rozhlas.cz/zpravy/politika/zprava/1220927>

(4) Interview Michaela Vetešková with Štěpán Vymětal and Simona Hoskovcová: *Stresy z povodní v budoucnu posílí psychiku postižených, míní odborníci* (Coping well with disaster is a source for better coping in the future) – Český rozhlas, 7.6.2013 (Czech Radio) <http://m.rozhlas.cz/zpravy/clovek/zprava/1221397>

(5) Hanka Kosová: “Budupomahat.cz”: 10/2013, youtube Reportage about 1<sup>st</sup> international EUNAD workshop and the project aims (videoreportage) <https://www.youtube.com/watch?v=w5ltyZloQvA>

Three interviews were conducted in the context of current floods in the Czech Republic and people with disabilities (6/2013). Two interviews were conducted as a presentation of the EUNAD project and its objectives, the main goal was increasing of awareness about people with disabilities in context of crisis management.

AB2 uploaded a description of EUNAD and information about their local workshop on the centre for Psychotraumatology’s webpage. AB2 also did an interview with Bente Dalgaard (editor of the University of Southern Denmark’s magazine – Nyviden) on the 17th July, 2013. The purpose of the interview was to disseminate information to the University’s employees



about EUNAD and their qualitative study. An article based on that interview (“Døve har brug for særlige hjælp I krisesituationer”/“Deaf individuals require special help during crisis situations”) was published. This article will have great value to other European countries, and non-European countries, and the guidelines described in the article are easily transferred to other countries. AB2 also had an interview with Merete Rømer Engel (journalist at the magazine Hørelsen/Hearing) on the 25th of October 2013. The purpose of the interview was to disseminate knowledge about EUNAD and their qualitative study to individuals with hearing impairment. An article based on that interview (“Bedre kommunikation I krisesituationer”/“Better communication during crisis situations”) was published in November, 2013. This article will have great value to other European countries, and non-European countries, and the guidelines described in the article are transmittable to other countries. AB2 also contacted Birgitte Oppermann (communications officer at the Danish Deaf Association) to upload a short video about EUNAD and their qualitative study in sign language on the Danish Deaf Association’s webpage. The video was uploaded in August, 2013: (<http://www.deaf.dk/nyheder/deltagere-soges-til-interviews-om-forstehjaelp-mm>). It has been very easy for AB2 to motivate the media to publish and expose information about EUNAD.

Deliverables: B4\_Report DeGPT-CB, B4\_crisismanagement and intervention for blind+deaf\_CB, B4\_Alexianer\_3.14\_CB, B4\_EU-Forschung - Hilfen für Gehörlose bei Katastrophen-CB, B4\_Hilfen für Gehörlose-AL-CB, B4-Hilfen für Hörbehinderte nach Trauma-RP-CB, B4\_Brücke in die Gehörlosen-Seele-RP-CB, B4\_article1-AB2, B4\_article2-AB2

## **6.2 Report on current networks of associations of disabled persons in terms of preparedness for disasters**

During the local workshop CB contacted German associations of blind and visual impaired and of deaf and hard of hearing. Moreover CB contacted clinicians and scientists working on hearing or visual impairment. During the local workshop but also via translating the website into sign language CB linked to German and international sign language interpreters. AB1 built up a network with national associations of blind and deaf in the Czech Republic. During this networking process AB1 connected to Czech Fire and Rescue Service which created a very useful videos about needs and psychosocial intervention of blind/visual impaired (<http://uloz.to/xPRtNEdf/vts-vob>) and deaf/hard of hearing (<http://uloz.to/x6voD3zx/vts-01-1-vob>; password for both: eunad).

Included are: Federation of Parents and Friends of Hearing Impaired, Association of Organisations of Deaf and Hard Hearing and their Friends, Czech Union of the Deaf, Strenght – Czech Centre for Sign Language, Tyfloservis – Blind and Visually Impaired Rehabilitation, Association of Parents and Friends of the Blind and Visually Impaired and Czech Blind United. AB1 created two networks of experts in June 2013: EUNAD CZ Expertgroup I (needs of hearing impaired) EUNAD CZ Expertgroup II (needs of visually impaired). AB1 increased their local network by organizing the 1st international conference and their pilot training. AB2 contacted Janne Boye Niemelä (president of the Danish Deaf Association). Janne has confirmed that the Danish Deaf Association is interested in participating in EUNAD. They supported them by recruiting participants for their qualitative study. Contact was made to Grethe Søndersø (chairperson of a Deaf Union in Odense) and contact was made to 5 deaf members of the Danish Deaf Association. Contact was also made to Janne Brøndum (chairperson of one of the Deaf Unions in Copenhagen). During preparation for the qualitative questionnaire to get more information about experiences of acute psycho-





social helpers AB3 conducted several interviews with members of crisis intervention teams and pastoral emergency care as well as uniformed services. AB3 made contact to the European Blind Union, the World Blind Union, the European Union of the Deaf and the International Deaf Emergency (IDE) which supported EUNAD. To share experiences and scientific results concerning this specific target group contact was made to the Disaster Research Centre of the University of Delaware (project "Collaboration for Inclusive Emergency Preparedness and Response") and colleagues from Japan which played a key role in coordinating relief support to the visually impaired victims of the tsunami and earthquake which devastated Japan in 2011. AB4 composed a presentation about associations for deaf and blind populations in Norway. By organizing their local workshop AB4 made contact with the national service for education and training of people with hearing or visual impairment (Statped), Monica Dyrø from the fire and rescue services in Oslo and Sverre Fuglerud from the Norwegian Association of the Blind and Partially Sighted (NABP), Beate Øhre from the Norwegian center for hearing impairments and psychological health, Harald Garder Beil from the Norwegian Association of hearing impaired and Jonny Nersveen from Gjøvik College.

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#### International Associations

##### **World Blind Union**

Website: <http://www.worldblindunion.org/English/Pages/default.aspx>

Address: 1929 Bayview Avenue, Toronto, Ontario, Canada M4G3E8

Telephone: 1-416-486-9698

Fax: 1-416-486-8107

E-Mail: [info@wbuoffice.org](mailto:info@wbuoffice.org)

##### **European Blind Union**

Website: [www.euroblind.org](http://www.euroblind.org)

Address: 6 rue Gager-Gabillot 75015 Paris, France

Telephone: +33 1 47 05 38 20

Fax: +33 1 47 05 38 21

E-mail: [ebu@euroblind.org](mailto:ebu@euroblind.org)

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##### **European Union of the Deaf**

Website: <http://www.eud.eu/www.eud.eu>

Address: Rue de la Loi - Wetstraat 26/15, 1040 Brussels, Belgium

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##### **International Deaf Emergency**

Website: <http://www.ideafe.org/>

Address: 5911 Trumpet Sound Ct  
Clarksville MD 21029

E-mail: [info@ideafe.org](mailto:info@ideafe.org)

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#### National Associations

Germany

##### **Deutscher Gehörlosenbund**

Website: <http://www.gehoerlosen-bund.de>

Address: Am Zirkus 4, 10117 Berlin, Germany

E-mail: [info@gehoerlosen-bund.de](mailto:info@gehoerlosen-bund.de)

Fax: (+49) 89 99 26 98 895

Telephone: (+49) 89 99 26 98 95

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##### **Bayerischer Blinden-und Sehbehindertenbund e. V.**

Website: <http://www.bbsb.org/>

Address: Arnulfstraße 22, 80335 München

E-mail: [info@bbsb.org](mailto:info@bbsb.org)

Telephone: +4989 559880

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##### **Deutscher Blinden- und Sehbehindertenverband e.V.**

Website: <http://www.dbsv.org/startseite/>

Address: Rungestraße 19, 10179 Berlin

Telephone: +49 30 28 53 87 - 0

Fax: +4930 28 53 87 - 200

E-mail: [info@dbsv.org](mailto:info@dbsv.org)

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##### **Association of Organisations of Deaf and Hard Hearing and their Friends**

Address: Hábova 1571, 155 00 Praha 5, Czech Republic

Telephone: +420 (02) 6521412

Fax: +420 (02) 6521411

Czech Republic

Centrum pro detsky sluch Tamtam (former: **Federation of Parents and Friends of Hearing Impaired**)

Website: <http://www.frpsp.cz/en-CZ/about-us.html>  
<http://www.frpsp.cz/en-CZ/about-us.html>

Address: Hábova 1571, 155 00 Praha 5 - Stodůlky

Telephone: +420 235 517 313

Fax: +420 235 517 691

E-mail: [frpsp@frpsp.cz](mailto:frpsp@frpsp.cz)



**Czech Union of the Deaf**

Website: <http://www.cun.cz/>  
Address: Dlouhá 729/37, 110 00 Praha 1  
E-Mail: [martin.novak@cun.cz](mailto:martin.novak@cun.cz)

**Tyfloservis – Blind and Visually Impaired Rehabilitation**

Website: <http://www.tyfloservis.cz/>  
Telephone: +420 608 572 383  
E-Mail: [kodlova@tyfloservis.cz](mailto:kodlova@tyfloservis.cz)

**Czech Blind United**

Website: <http://www.brailnet.cz/menueng.htm>  
Address: Krakovska 21, 110 00 PRAHA 1  
Telephone: + 420 221 462 462  
Fax: + 420 221 462 461  
E-mail: [sons@sons.cz](mailto:sons@sons.cz)

**Denmark**

**Danish Deaf Association**

Website: [deaf.dk/node/1554](http://deaf.dk/node/1554)  
Address: Snaregade 12, 1. sal, 1205 København K  
Telephon: +45 35 24 09 10  
E-mail: [ddl@deaf.dk](mailto:ddl@deaf.dk)

**Norway**

**Statped - National Service for Education and Training of people with hearing or visual impairment**

Website: <http://www.statped.no/Spraksider/In-English/>  
Telephone: +47 02196

**Norwegian Association of the Blind and Partially Sighted (NABP)**

Website: <https://www.blindforbundet.no/internett/english-info>  
Address: Sporveisgata 10, 0308 OSLO  
Telefon: +47 23 21 50 00

**Norwegian Association of the Deaf**

Website: <http://www.deafnet.no/http://www.deafnet.no/>  
Address: Grensen 9, 0159 Oslo, Norway  
Telephon: (+47) 23 31 06 30  
Fax: (+47) 23 31 06 50  
Email: [post@doveforbundet.no](mailto:post@doveforbundet.no)

**The Netherlands**

**Dovenschap Nieuwe Stijl**

Website: [www.dovenschap.nl](http://www.dovenschap.nl)  
Address: Randhoeve 221, 3995 GA Houten  
Telephon: (+31)030 - 297 0800  
Fax: (+31) 030 - 261 6689

**Austria**

**Österreichischer Gehörlosenbund (ÖGLB)**

Website: [www.oeglb.at](http://www.oeglb.at)  
Address: Waldgasse 13/2, 1100 Wien  
Telephon: +43/1/ 60 30 853  
Fax: +43/1/ 60 23 459  
Email: [info@oeglb.at](mailto:info@oeglb.at)

Deliverable: EUNAD Website (<http://eunad-info.eu/literature/recomendationspolicy.html>)

**6.3 Literature Database and summary**

The activity of literature analysis was divided into four steps: Defining the key words and target groups. Initializing research in different databases. Validation of results among the research team. Choosing a platform to share the articles (Mendeley). Creating tags that enables the evaluation of the articles.

Precursor work was done from April to September 2013. The content analysis itself was done separately for the group of visual impairment and hard of hearing/deaf. The analysis of research was limited by low number of research studies. The sample of studies did not meet the criteria for any kind of meta-analysis. Very limited amount of articles was found about the topic of effects of confrontation with shocking events, psychosocial effects in the short and long term, specific stress response, factors of resilience and specific coping mechanisms for people with blindness/ visual impairment and deafness. There were almost no studies about stress and coping mechanisms for our target group. The topic of reaction on important and



serious life event was more focused on coping with the becoming visually or hearing impaired or blind or deaf.

Another topic was about the prevalence of different mental health problems among visual impaired, hard of hearing, blind and deaf compared to general population. Both of the topics above were not precisely relevant to our goals and aims. The most frequent topics among the articles were disabilities mainly about hard of hearing and deafness and about specifics of communication with this group. Also the topic of crisis preparedness and technical solutions as a part of preparedness for critical incidents was mentioned. We could assume that the research in this field, qualitative and quantitative, is needed. Based on the content analysis the outcomes and overview was created.

The outcomes were presented on the first EUNAD conference held in Prague in October 2013. All the participants of the first conference obtained those results including a list of all articles. The purpose of the deliverable was to describe the process and the results of the literature research and its outcomes. The deliverable can be evaluated as successful, because it could give a short and efficient information to the partners, who were focused on their qualitative studies, about the literature, as well as it could give information to the practitioners about the kind of literature they research for – mainly the manuals about the crisis management and communication.

The transferability of the deliverable was very good, because the databases used are internationally available and the articles accessible, most of the articles found were in English. The results of this action were published on the website of the ministry of the interior of the Czech Republic (<http://www.mvcr.cz/clanek/eunad-1st-international-workshop-eunad.aspx>). The full list of sources is available at the EUNAD webpage (<http://eunad-info.eu/literature/technicalolutions.html>). The purpose of these deliverables was to create an easy access to the articles found. Accessibility is very good as it is placed on the web pages and can be read by everybody.

The articles, studies, manuals and other resources found in the literature analysis were also used in following activities of the EUNAD project: Publications in Czech language was partly translated into English and offered to the partners of the project for publication, information from the literature was also part of the discussion at the round tables during the first EUNAD conference in Prague and pilot trainings. (<http://www.mvcr.cz/clanek/zakladni-informace-o-projektu-eunad.aspx>). During EUNAD the results of literature analysis was continuously used.

Selected results from the literature research became also part of the recommendations of EUNAD. It was handed to all participants of the pilot trainings and placed on the internet.

The purpose of this deliverable was to provide the participants basic recommendations about the communication specifics of the target groups of visually impaired and hard of hearing/deaf persons. These clear and simple recommendations were positively accepted by the participants. The transferability of this deliverable is great, because it was based on national and international experience and commented during the 1<sup>st</sup> international EUNAD conference held in Prague.

Deliverable: C2\_List literature analysis-AB1, C2\_PPT literature analysis-AB1



#### **6.4 Report on current national projects and projects of the EC on psychosocial crisis management for disabled (blindness and deafness)**

The last 10 years, the European Commission funded various projects, which aimed to develop and optimize quality standards and multidisciplinary guidelines (MG) in psychosocial crisis management as well as to foster networking of the involved institutions and professionals. Some of these projects considered the needs and demands of specific sections of the population, e.g. children, migrants, elder citizens or uniformed services. Furthermore a high number of guidelines concerning psychosocial crisis management were developed during the last years.

The report of AB3's analysis gives an overview, if projects and guidelines focus on the specific needs of people with blindness and visual impairment, deafness and hard of hearing, in the acute phase in major incidents or in the mid- and long-term aftercare. The report tends to summarize previous and ongoing European and national initiatives focusing the assistance of citizens with these disabilities in emergencies. All in all 17 projects focusing on psychosocial support funded by the European Union and out coming guidelines of these projects, e.g. Tents Guidelines (2008), European Guideline for Target group Oriented Psychosocial Aftercare in Cases of Disaster (2011), Multidisciplinary Guideline for early psychosocial interventions after disasters, terrorism and other shocking events (2007), were evaluated. Additionally European Guidelines and International Guidelines in English language and national Guidelines in German language were analysed, e.g. Nice-Guideline for Posttraumatic Stress disorder (2005), NATO & OTAN Guideline for Psychosocial Care for People Affected by Disasters and Major Incidents: (2008), ISAC Guidelines on Mental Health and Psychosocial Support in Emergency Settings (2007), Australian Guideline for Emergency Managers-Communicating with People with Disability (2013).

One result is that most of the surveys on guidelines cited in this report show a lack of specialized concepts for practical care, health care, psychosocial support and counselling services for people with disabilities in disaster situations. In field studies there were only few specialized doctors, no specialist therapy and a lack of specialized medicines and treatments. Moreover, there were generally no referrals to specialist services. Mostly demands are formulated in the guidelines that disaster plans should consider and plan also for the needs of special groups, e.g. disabled people. The key to respond to special groups lies predominantly in being aware of them and their particular needs. Evaluated as very important is to make information and support available and to integrate the topic in educational programs. We conclude that there is a need of further research in this field and the development of EU human rights related assistance programs for disabled survivors of disasters.

Deliverables: C3\_report and guidelines-AB3, B3+C3\_PPT-on ECOTS-AB3

#### **6.5 Research**

In order to explore and analyze the reception of psychotrauma of handicapped people and their needs in psychosocial support in the acute, mid- and long-term phase two qualitative studies were conducted by AB2 and AB4. Furthermore AB3 conducted a survey of providers of acute psychosocial support in order to get more information about experiences of these professionals with deaf and blind people.



### **6.5.1 Presentation and report of results of qualitative study of blind**

The qualitative study aimed to explore what kind of risks and hazards visually impaired individuals experience, how reactions to traumatic events are manifested and coped with, and how visual impaired individuals deal with potential threats. The study sample consisted of 17 participants from the southern part of Norway. Participants ranged in age from their early twenties to late seventies. Twelve participants were female. The sample included both partially sighted and blind. Two participants had inborn blindness, three was blind since adulthood, and the remaining participants had visual impairments in various degrees, both inborn and acquired. 17 visual impaired individuals, who had experienced some kind of potential traumatic event, were interviewed. Two focus group interviews and 13 individual interviews were conducted. The interviews revealed stories of a daily life as visual impaired including a diversity of hazards and potential threats. Fear of daily accidents was more pronounced than fear of disasters. Some reported avoidance of help-seeking in unsafe situations due to shame of not being able to cope. Being independent and able to cope and handle potential threatening situations was highlighted. Re-experiencing traumatic events was reported from available sense modalities. Withdrawal and social isolation after experiencing potential threats, was an issue.

Data-collection, analysis and writing up the paper have gone as planned. The article is submitted in an international peer reviewed journal.

Deliverables: D2\_midreporting-AB4, D2+E3\_Poster-AB4

### **6.5.2 Presentation and report of results of qualitative study of deaf**

AB2 has made an interview guide for their qualitative study, which examined Danish deaf experiences with psychosocial crises management, their coping strategies and recommendations for first responders and mental health professionals. This interview guide was also used for the interviews including individuals with hearing impairment. The interview guide received positive (oral) evaluation from the interview participants.

AB2 has presented the qualitative study to the workshop participants in their local workshop 12<sup>th</sup> of June 2014 and to the participants in the Danish Pilot training 8<sup>th</sup> of September 2015. The purpose was to inform the participants about the results of the study, including the target group's experiences and recommendations. Furthermore, AB2 has presented the qualitative study to the participants in the international conference in Cologne September 2014 to disseminate the results of the study and to integrate these results into the EUNAD guidelines.

AB2 has drawn a report about the study to CB, so it is integrated to the EUNAD webpage and inform scientists, practitioners, people with hearing impairment about the topic. They have also formulated recommendations for the professionals that have received much positive feedback from the professionals and deaf. The recommendations have great value to the first responders and mental health professionals in all countries, including EU countries, because the recommendations are applicable to the everyday work life for these professionals within the psychosocial management field.

Deliverables: D1\_Interview guide-AB2, D1+E3\_PosterQualitativeStudyOnDeaf-AB2, D1\_Abstract-AB2, D1\_Recommendations - AB2, D1+B2\_english article about qualitative study on deaf-AB2



### **6.5.3 Survey of providers of acute psychosocial support**

In the scientific studies within the project EUNAD AB3 has conducted a study and addressed following questions: 1. To what extend do suppliers of psychosocial acute help get into contact with disabled survivors? 2. To what extend are the special needs of people with sensory impairment part of their education? 3. How well do they feel prepared to fulfil their tasks with target groups with special needs? 4. Which experiences and problems they can report? And 5. Which ideas for best practice they propose?

In a first step AB3 developed a qualitative questionnaire to get information about the frequency of experiences supporting people with sensory impairment, the extend of this topic in trainings and exercises, specific problems and ideas for best practice. In a second step the questionnaire were send to the coordinators of German pastoral emergency care in the federal states to refer them to their network. The network of German pastoral emergency care is the main supplier of psychosocial acute help in Germany and comprises about 20.000 members. Because of that high number of potentially receivers of the questionnaire AB3 decided not to send out the questionnaire to the crisis intervention teams of the NGO's. Another reason to focus on pastoral emergency care were problems to reach central coordinators of psychosocial support in the NGO's and difficulties to get complete lists of email addresses.

A problem in the final evaluation of the questionnaire was the judgment of the return rate, because it could not be raised exactly to how many members of pastoral emergency care the questionnaire at last was sent. The minimum are the leaders of the teams with a number of 529, the maximum are 20.000 active members.

All in all 105 questionnaires were sent back and could be evaluated. One result was that one-thirds of the respondents had contact with sensory impaired people during their missions. Only about one-quarter of all respondents feel well prepared for missions with disabled people. The results show that contact occurs, preparedness is essential and should be part of educational programs. We conclude that preparedness for target groups with special needs has to be part of psychosocial crisis management and educational programs.

After exchanges and discussions with experts from other European countries can be assumed that the results of the study can be also transferred on the situation in other European countries.

Deliverables: D3\_Questionnaire-AB3, D3+E3\_Poster-AB3

## **6.6 Workshops and Trainings**

In order to improve the knowledge and to sensitize for the needs of blind and deaf during disasters all AB's conducted EUNAD Pilot Trainings for different vocational groups.

### **6.6.1 Expert Input**

In order to establish the "European Network for Psychosocial Crisis Management – Assisting Disabled in Case of Disaster", the EUNAD team conducted the first professional workshop in Israel as part of the collaboration with the Israel Trauma Coalition. Israel has a vast experience in coping with emergency conditions. Therefore it was an opportunity to learn from Israel's hard earned lessons and models in the field of emergency preparedness, emergency management and recovery/rehabilitation. The challenge of working with populations with special needs, and specifically with the populations of the deaf and the blind has been of special concern for the Israel Trauma Coalition NGOs, Home Front Command, Ministry of



Health, Ministry of Social Affairs, First Responders organizations, and Israeli associations for the deaf and the blind.

This workshop intended to bring these policy-makers and ground-level partners to discuss main topics and challenges regarding emergency treatment/intervention and preparedness for Blind and Deaf Populations, and to establish operational guidelines for meeting the needs of these special populations.

To learn about existing knowledge, practices and guidelines regarding emergency treatment, intervention and preparedness methods for blind and deaf populations via different perspectives: the clients, everyday caregivers and emergency caregivers (firefighters, health services, etc.), psychotrauma and preparedness NGOs (via ITC), emergency management teams (HFC), and policymakers.

The purpose of the expert input meeting was: To identify gaps in the knowledge regarding the needs of these specific groups. To discuss and agree on operational guidelines for the treatment of blind and deaf populations during and after an emergency. To define operational steps for the preparedness programs for these disabled communities.

The Expert input can be evaluated as a very important and necessary introduction to the needs, best practices and potential obstacles for psychosocial work with blind and deaf in disasters. It was also a great benefit for all further tasks of EUNAD.

Deliverables: E1\_ITC-Experts Input, E1\_Summary

## 6.6.2 Local Workshops

### *Germany*

The local workshop in Germany took place on the 19<sup>th</sup> of July 2013 in Cologne. 22 representatives of disability associations, universities, rehabilitation and psychosocial professionals participated. The workshop aimed the exchange about national crisis management for visual and hearing impaired people between experts. For both visual impaired and hard of hearing/deaf we had one roundtable which discussed experiences and recommendations according to the needs and support in acute crisis and to mid- and long-term psychosocial intervention.

CB expected to get an input about best practices, recommendations and solutions for psychosocial intervention for visual impaired and hard of hearing/deaf in case of disaster in Germany.

The main results of that workshop were the little experiences and the existence of hardly any services which consider visual impaired and hard of hearing/deaf individuals. Therefore there is a high need of training and sensitization for professionals and disabled. The training for professionals should focus on communication with visual impaired and hard of hearing/deaf individuals. Training should be offered all over the country. The workshop has also shown that this topic not only produces technical recommendations but also the need of research, political solutions and solving financial issues. The participants of the workshop gave a good evaluation and showed a great interest to that topic. It was more difficult to find experts of visual impairment who accepted to participate than experts of deafness/hard of hearing.

### *Czech Republic*

Local workshops were held separately for persons with visual impairment and hard of hearing/deaf. For the persons hard of hearing/deaf it was 5<sup>th</sup> of June 2013, for people with visual



impairment the 10<sup>th</sup> June 2013. Important part of the workshops was a presence of representatives of organizations, that support and work with people with visual impairment and hard of hearing/deafness. Part of the workshops were representatives of organizations, who support and work with people with visual impairment and hard of hearing/deaf. They informed the other participants about characteristics of these groups and about the current situation of crisis management, preparedness, short and long term psychosocial care and support available for these people. The exchange of experience and information was most important. Among other participants there were representatives of Police, Fire brigade, local administrations, psychologists of Police, Fire brigade, students of psychology and persons with disabilities themselves.

To inform participants about the needs of visual impairment and hard of hearing/deaf people and about the current situation of crisis management, preparedness, short and long term psychosocial care and support available for these people. The exchange of experience and information was important part of these workshops. Giving an information about the EUNAD project was also important and considerable part of the workshop was focused on discussion of target topics we planned to address and share: Best Practice, needs, guidelines, recommendation for and from target groups. During the workshop and after the workshop the networking was supported, all of the participants obtained a list of members of the workshop with contacts and an overview of the topics for further discussion and creation of mutual consensus.

The outcomes were delivered to all participants via e-mail and can be read online: [CZ Workshopy EUNAD](#). These were discussed and evaluated, till all of the participants could agree with the results. The contact list was posted to all participants via e-mail to enhance the networking in this field. Further results were presented at the first EUNAD conference held in Prague and served as a material for the discussions at the round tables with experts from all over the world. We can see the goals as reached and therefore successful.

### *Denmark*

The local workshop in Denmark was held on the 12th of June 2013. 19 participants attended the workshop, including representatives from emergency/rescue services, mental health professionals and deaf. At this workshop, the experiences with psychosocial crisis service for deaf was surveyed. There were constructive debates about future recommendations within psychosocial crisis management targeted at Deaf.

AB2 has delivered the following deliverables concerning the local workshop:

- (1) a summary that sums up the debates etc. from the workshop, this summary was evaluated positively by the workshop participants.
- (2) PowerPoint Presentations about the professionals' experience, etc. (conducted by first responders among others) with psychosocial crisis management for deaf. These were of great value to both AB2 and the workshop participants.
- (3) PowerPoint Presentations about the qualitative study (conducted by AB2). These gave the workshop participants an important insight into the needs of the deaf regarding psychosocial crisis management and future recommendations from the deaf.
- (4) a program for the workshop. This was evaluated positively by the workshop participants because the structure and content was meaningful to them.
- (5) a list of the workshop participants.
- (6) evaluation from the participants concerning the arrangement, content etc. of the workshop. They were all positive.





The summary and all the Power Point Presentations are useful to the professionals in other countries, including EU-countries. The content is easily applicable to other countries.

### *Norway*

A local workshop in Oslo was arranged at September 3rd, 2013. Representatives from mental health professionals, rescue workers and psychosocial professionals attended the workshop. So did also representatives from blind, deaf and hard of hearing associations. The following topics were addressed: Perspectives and experiences on crisis and accidents from the organizations for visual and hearing impaired people. What are the specific challenges by being visual or hearing impaired in a crisis-situation? Universal design, preparedness and safety for vulnerable groups were also addressed. The participants evaluated the workshop as instructive focusing on the benefit of learning from each other's experiences due to loss of hearing or sight. It was explicit mentioned that hearing and visually impairment includes several common experiences and issues regarding safety and preparedness. Furthermore, the participants highlighted that the workshop had contributed to knowledge to take back to their own communities, as well as inspiration to continue the implementation of knowledge about safety and preparedness among visual and hearing impaired individuals.

The following topics were clearly communicated from the workshop: Preparedness is crucial. Independence in an emergency situation comes through knowledge. Universal design is essential. All groups and all kind of needs should be addressed. Visual and hearing impaired individuals are more at risk of accidents, they are more at risk of not being evacuated, and they are less able to evacuate during emergency situations.

Deliverables: E2\_PPT\_Bering-CB, E2\_Programm-CB, E2\_Bericht\_Evaluation-CB, E2\_Bericht-CB, E2\_PPT\_Gotthardt-CB, E2\_PPT\_Hahn-CB, E2\_Who is Who-CB, E2\_Glossar-CB, E2\_PPT-outcomes-blinds-CB, E2\_PPT-outcomes-deafs-CB , E2\_Activity Report-AB1, E2\_PPT-outcomes-blinds-AB1, E2\_PPT-outcomes-deafs-AB1, E2\_Summary-AB2, E2\_PPT\_AB2, E2-PPT-outcomes-deafs-AB2, D E2\_Program-AB2, D E2\_List of participants-AB2, D E2\_Evaluations\_AB2, E2\_Midtrappertering-AB4, E2\_program-AB4, E2\_PPT-outcomes-blinds-AB4, E2\_PPT-outcomes-deafs-AB4

### **6.6.3 International Conferences**

#### *1st International Workshop*

The international conference as a part of the EUNAD project on the topic of needs of people with visual and hearing impairment in situations of disaster took place on 30.–31. 10. 2013 at the Ministry of the Interior under auspices of the minister of the interior and deputy prime minister Martin Pecina. The employees of the Security Policy Section of the Ministry of the Interior and of the Faculty of Arts, Charles University in Prague participated in the organization of the event.

54 specialists in the area of psychosocial assistance and crisis management and experts from the organizations of persons with visual or hearing impairment participated in the conference. The interpreters of the Czech, Danish, German and international sign language were used during the conference. The conference was held in English. In total 16 countries participated.

It was a cross-discipline working conference where experts from the academic and research spheres, representatives of police, fire brigade, crisis management, health sector, non-profit



private organizations focusing on humanitarian and psychosocial help and organizations of people with hearing or sight impairment got a chance to meet together. A part of the conference was formed by plenary performances and discussions and also by 6 topical round tables where particular questions of crisis preparedness, specifics of crisis communication, preparing, trainings and technical measures concerning alert, evacuation and informing with respect to catastrophes and people with hearing or sight impairment. The results of the conference shall be used for the preparation of special training for intervening emergency forces, psychologists and psychosocial workers and for particular guidelines for the field work and in the psychosocial aftercare.

The event was rated very positively by the attendees – it was described as useful, practical, emphasizing the resilience of the people with disability and involving participants with hearing or visual impairment.

Results of the conference are derived from the conclusions of presentations, results of questionnaire inquiries and conclusions of debates that took place in round tables. The results are aggregated and include information and recommendations concerning both the target groups, i.e. persons with hearing and sight impairment. Among the outcomes of the conference there are also power point presentations of different speakers and other written outcomes published on the web sites [www.mvcr.cz/eunad](http://www.mvcr.cz/eunad). For those who are interested in these more detailed and complex information we recommend to look for further reading there.

The results reflect division into the following six domains (topical areas):

A) crisis preparedness, B) networking, C) communication, D) training, E) recommendations for future work, F) other recommendations.

The above domains deal with individual crucial questions which have been already identified in the respective topic – during local workshops in individual countries.

Deliverables: E3\_report-AB1, E3\_program-AB1, E3\_questions-roundtables-AB1

### *2nd International Workshop*

The 2nd international workshop as a part of the EUNAD project took place on 29th and 30th of September 2014 at the “Stadthotel Am Römerturm” in Cologne, Germany under the coordination of the German Federal Office of Civil Protection and Disaster Assistance (AB3). The employees of the Federal Office of Civil Protection and Disaster Assistance organized and coordinated the 2nd international workshop.

A part of the international workshop was designed by plenary presentations and discussions. The other part included 8 round tables. On the first day, the topics of the round tables focused on the EUNAD recommendations - recommendations concerning psychosocial crisis management for people with sensory impairment - to evaluate the evidence and practicability in relation to the five essential elements according to Hobfoll et al.

On the second day the round tables focused on the topics preparedness, training and education and recommendations for training concepts, e.g. for uniformed services, psychosocial acute helpers, social worker, special education teacher, nursing staff, health professionals and the disabled themselves to be better prepared for emergencies. The goal was to discuss the results and the evaluation of the evidence and practicability of training modules.

48 experts in the areas of psychosocial crisis management, civil protection, emergency psychology, psychotraumatology, psychotraumatology, experts from the associations of people with visual and hearing impairment and members of the European Commission and the Eu-



European Council attended the international workshop. The international workshop was held in English. In total 15 countries (Australia, Belgium, Czech Republic, Denmark, France, Germany, Israel, Italy, Luxembourg, Norway, Portugal, Spain, Slovenia, The Netherlands, United Kingdom and United States of America) participated.

To organize the 2nd conference barrier-free for deaf participants 6 interpreters of German, Danish and International sign language made their work available. All conference material was sent to the sign language interpreters before the conference to prepare the translation. To organize the conference barrier-free for blind participants PPT-presentations were summarized in a word document and all relevant documents were sent via Email before the conference. Guidance for the blind participant was ensured.

It was a cross-discipline working conference, where experts with an university background and research profile, representatives of crisis management and civil protection authorities, first responders, health professionals and representatives of the associations of people with hearing or visual impairment as well as members of the European Commission and the European Council get into an intensive exchange. During the conference was a possibility to learn from the different experiences of all participants. Sharing these experiences based on the presentations, recommendations and prepared questions for the round tables was successful.

Results of the conference are derived from the conclusions of presentations, results of the round tables, discussions and conclusions of the plenary debates. All presentations and conclusions will be published on the web site <http://www.eunad-info.eu/workshops-trainings/international-workshops.html>.

The results of the conference were used for the further development of (1) the EUNAD recommendations concerning preparedness and psychosocial response after major incidents for people with sensory impairment and (2) special training concepts, e.g. for authorities of civil protection, uniformed services, psychosocial acute helpers, psychologists, psychotherapists, mental health professionals and social workers.

The evaluation shows that the delegates rated the international workshop very positively. Mostly the 2nd international workshop was rated successful and useful. The dissemination to other professionals supported the improvement of sensitivity to the needs and skills of people with visual or hearing impairment. Mostly the contents of the 2nd international workshop were rated to be very useful in the future work of the delegates. To focus on the needs and skills of people with visual and of people with hearing impairment in one conference was estimated differently.

Deliverables: E3\_Final\_report\_II Conference\_Cologne-AB3, E3\_PPT\_Bering\_Opening EUNAD-CB, D1+E3\_PosterQualitativeStudyOnDeaf-AB2, D3+E3\_Poster-AB3, D2+E3\_Poster-AB4, E3\_PPT\_European Union of the Deaf, E3\_Hobfoll-PPT, E3\_Summary\_Metaanalysis\_Hobfoll-AB3, E3\_PPT-ITC, E3\_Questions Roundtable\_1A-CB, E3\_Questions Roundtable\_1B-AB2, E3\_Questions Roundtable\_1C-AB4, E3\_Questions round table\_1D-AB3, E3\_Questions round table\_2A-AB1, E3\_Questions round table\_2B-AB3, E3\_Questions round table\_2C-AB4, E3\_Questions round table\_2D-ITC, E3+G3\_Pilot Training-AB1, E3+G2\_PilotTraining-AB2, E3+G1\_PPT\_Pilot Training-AB3, E3\_Programe\_2nd International Workshop-AB3, E3\_who is who-AB3, E3\_PPT\_Introduction-Roundtables-CB, E3\_Evaluation questionnaire-AB3, E3\_PPT\_Activities IDE, E3\_Participants\_Agreement Dissemination-AB3, E3\_project information-AB3, E3\_Qualitative Study-AB2, E3\_Report\_Pilottraining-AB2, E3+G1\_Report\_Pilottraining-AB3



#### 6.6.4 Pilot Trainings

##### *Czech Republic*

On 19<sup>th</sup> and 20<sup>th</sup> May 2014 the pilot trainings of the EUNAD project took place at the Department of Psychology Faculty of Arts, Charles University in Prague, Czech Republic. On the 19<sup>th</sup> of May, there were 37 participants attending the training, these were mostly police psychologists, psychologists of the fire brigade, psychologists of the ministry of the interior and interventionists from the fire brigade. Among other participants there were students of psychology (FF UK), Prague university of psycho-social studies, crisis management of Czech Technical University in Prague, Faculty of biomedical engineering and a representative of Czech Red Cross. Printed handouts of the course were sent to another 10 professionals, excused themselves from the training, but were interested in the materials. On the 20<sup>th</sup> of May, there were 44 participants; these were mostly fire fighters and the psychologists of the fire-brigade.

Primary purpose of the training was deepening the knowledge and skills of psychologists and interventionists of IZS in the field of work with people with visual impairment and hard of hearing/ deafness during crisis, catastrophes and critical incidents. Another goal was to provide sources for further education of all professionals (members of IZS). Another purpose of the trainings was the creation of a network among professionals of psychosocial intervention to offer a platform for exchange of practical experience. During the trainings the current findings about the topic were presented, practical recommendations and solutions were offered. Also specific experience of people with visual impairment or hard of hearing/ deaf were mentioned – these were situations from ordinary life as well as experiences from crisis situations. Thus the training incorporated different viewpoint on the topic, different solutions and various ways of presentation (PP presentations, training videos, printed handouts, sign language demonstration). In line with the schedule for the training we managed to disseminate the Best practice and Guidelines, we improved the knowledge of different vocational groups and managed to improve the disaster preparedness in hard of hearing/ deaf and visual impaired population through their representatives that were present at the training.

Outcomes of the final evaluation: the pilot training was evaluated by the participants and organizations as very beneficial, personally and professionally. Very positive was the evaluation of the lectures based on direct experience of the people with visual impairment and the specifics of communication with people hard of hearing/ deaf. The videos with the instructions were also evaluated as very helpful. In the future the attendants would like to focus on people with mental disorders and psychiatric patients. Also the differences between cultures according to crisis interventions was mentioned as possible topic. The outcomes were in line with our schedule for the training.

##### *Denmark*

AB2 conducted a pilot training in Denmark on the 8<sup>th</sup> of September 2014 at the Danish National Centre for Psychotraumatology (University of Southern Denmark). 19 participants attended the pilot training. Of these, there were a Deaf consultant from the Danish Deaf Association, a Deaf individual from the qualitative study, first responders, the director of a sign language interpretation agency, Prof. Robert Bering (EUNAD coordinator). The pilot training consisted of presentations, hand-outs of materials, debates, etc.



AB2 has the following deliverables concerning the Danish pilot training: A Danish presentation by Lotte Skøt and Tina Jeppesen about the qualitative study on deaf, hearing impaired individuals and psychosocial crisis management. This is relevant to first responders, mental health professionals and scientists within this field in all countries, including EU-countries, and is applicable to all these countries. A Danish presentation by Prof. Ask Elklit about EUNAD, PTSD, etc. The purpose was to give the professionals within the field of psychosocial crisis management an overview of the project and the implications. This is relevant to all first responders, mental health professionals and scientists within this field in all countries, including EU-countries, and is applicable to all these countries. A detailed summary in Danish of the presentations, that sums up the debate, main points, etc. from the pilot training. This gives a good overview. A program of the pilot training. This was positively evaluated by the participants. A report about the pilot training that describes the participants, the outcome of the pilot training, etc. This might have value to other European countries in the organisation of their future pilot training.

### *Germany*

AB3 conducted a pilot training on the 1st and 2nd July at the Federal Academy for crisis management, emergency planning and civil protection (AKNZ) in Ahrweiler. 19 participants attended the pilot training (2 emergency psychologists, 1 school psychologist - head of crisis intervention at schools in Hessen, 4 heads of psychosocial crisis intervention teams at the fire brigades, 1 head of psychosocial crisis intervention teams at the police, 4 heads of psychosocial crisis intervention teams at the fire brigades, 3 heads of psychosocial crisis intervention teams at NGO's – Red Cross, ASB, Malteser, 1 head of a pastoral emergency care team, 3 clinical psychologists working in the area of psychotraumatology, 1 member of the European Council).

The entire course was evaluated as very beneficial, successful and important. Evaluated as very valuable was the integration of disabled lecturers (two deaf lecturers and one blind lecturer) and the lectures based on direct experiences of deaf and blind people. Also evaluated as very positive and important were practical experiences (learn basics in sign language and experience to guide a blind person) and videos with concrete demonstrations and instructions. All participants agreed to support the integration this topic in their specific curricula.

### *Norway*

The 24th of April 2014 the pilot trainings of the EUNAD project took place at the Norwegian center for hearing and mental health, Oslo University Hospital. The staff of the center is specialized in the assessment and treatment of mental health disorders in hearing impaired people and has in depth skills and knowledge of communication modes of the clients, their cultural background, and specific developmental aspects and psycho-social challenges associated with being deaf, hard of hearing or deaf-blind. The participants were mainly clinicians with psychological or medical background. Several of the therapists are skilled sign language users. Twenty five participants attended the lectures and discussion. The sessions were translated into sign language. The main goal of this training was to expand the knowledge on specific trauma treatment to a specialist unit on mental health and hearing. The participant's work as clinicians and their target group of patients are deaf, hard of hearing or deaf-blind individuals. Another goal was to establish collaboration between the Norwegian center for hearing and mental health and NKVTS. The outcome was in line with the plan for the pilot training.



Deliverables: E3+G3\_Pilot Training-AB1, G3\_Report\_training-AB1; G3\_Presentation pilot training-AB1; G3\_manual communication-AB1, G2\_presentation in danish\_AB2, G2\_detailed Summary in danish-AB2, G2\_Program-AB2, E3+G2\_Report-AB2, E3+G2\_PilotTraining-AB2, G1\_Schedule\_Pilottraining-AB3, G1\_PPT\_Intrduction\_Pilot training-AB3, G1\_PPT\_visual impairment\_Pilottraining-AB3, G1\_Questions for working group I Hearing impaired-AB3, G1\_Questions for working group II Visually impaired-AB3, G1\_Evaluation questionnaire Pilot training Germany-AB3, G1\_Results working group I Hearing impaired-AB3, G1\_Results Evaluation\_PilottrainingI\_AB3, G1\_Results Evaluation\_PilottrainingII\_AB3, G1\_PPT\_Analyse Guidelines Pilot training-AB3, G1\_EUNAD recommendations German\_Material-AB3, E3+G1\_Report Pilottraining-AB3, G4\_Program-AB4, G4\_Summary-AB4

## 6.7 EUNAD Recommendations and Network

The recommendations and network should sensitize the target groups to various circumstances during disasters and establish a sense of confidence in handling these situations appropriately.

### 6.7.1 Recommendations

Based on the results of the literature analysis, the qualitative studies, as well as the local and international workshops, networking and the pilot trainings recommendations for psychosocial crisis management based on the specific needs and requirements of blind/visual impaired and deaf/hard of hearing were developed. The recommendations are based on the current research standards and best practices as well as the existing local and European guidelines and focused on various vocational groups. Recommendations shall not only support those who work in catastrophe protection, but also the needs of this target group in the preparation and processing of complex, large disaster situations. The recommendations should also be a part of the training programs of various target groups and thus sensitize the target groups to these types of situations and establish a sense of confidence in handling these situations appropriately.

The recommendations were developed separately for blind/visual impaired and deaf/hard of hearing. In January 2014 all previous results were consolidated, summarized and categorized under for columns, general recommendations, emergency preparedness, psychosocial first aid and aftercare. The draft of recommendations was then discussed during steering group meetings, pilot trainings and the 2<sup>nd</sup> international conference. Comments, additions and further results were integrated and added into the recommendations. The recommendations include recommendations but also helpful advices and information about specific characteristics of blind/visual impaired and deaf/hard of hearing.

One main recommendation is to benefit from the knowledge of visual impaired/blind and deaf/hard of hearing via networking with their local, national and international associations. Another recommendation is the sensitization of the population in general, the blind/visual impaired and deaf/hard of hearing but also for all vocational groups of psychosocial management and intervention. This is also one demand of the UN Convention of the rights of disabled. In order to guarantee free communication between deaf/hard of hearing there is a need to build up a interpreter on call service. The last and most important recommendation is to offer information via different ways of communication, e.g. spoken language, written language, braille, sign language, etc. In terms of emergency preparedness there is a need of developing multi-sensual alert and emergency-call systems. Also blind/visual impaired and deaf/hard of hearing should be considered in emergency routines and trainings. Blind/visual



impaired and deaf/hard of hearing seem to have the same needs like not disabled individuals, but the way to meet their needs sometimes varies.

The recommendations are crucial to assure full participation for blind/visual impaired and deaf/hard of hearing in psychosocial care after disasters.

### **6.7.2 EUNAD Competence Network**

Over the course of the EUNAD project, a European expert pool was created, which functions as an advisory group in case of complex, large disaster situations involving deaf and blind on a local and European level.

The goal was to develop an accessible network of members of associations, scientists and practitioners in the area of psychosocial crisis management.

Members are: Experts in the field of psychotraumatology, psychosocial crisis management and hearing and visual impairment.

All members of the EUNAD Task force are listed on the EUNAD website by name. They can be contacted by EUNAD or the commission for special advice in their area of expertise. After being contacted it is their choice whether they are/ aren't able to give proper advice.

This task was successfully implemented. There was a high interest within the experts to join the EUNAD task force. The EUNAD task force consists of experts from EU countries and other European and non European countries.

AB 1 even created a national Czech task force, as there were so many experts willing to create a national network.

Deliverables: F1\_Version I-CB, F1\_Version II-CB, F2\_Task-Force-CB

## **7 Evaluation of the technical results and deliverables**

Throughout the whole process of implementing the various tasks and activities, the project partners received a lot of encouragement regarding the project's key concern that is to sensitize all vocational groups who are involved in psychosocial intervention and aftercare in times of crisis and disasters but also blind/visual impaired and deaf/hard of hearing individuals. There is a wide consensus among experts not only from academia, but also from civil protection organisations and hospitals, that they are not well prepared for blind/ visual impaired and deaf/hard of hearing individuals. The sensitization should focus communication and self-efficacy in order to promote the preparedness on both sides, professional and affected blinds/visual impaired and deaf/hard of hearing. The project partners are confident that the results, recommendations and the task force of EUNAD are suited to respond to a real need and can be successfully adapted to specific national situations.

### **7.1 General lessons learnt**

General lesson learnt: All partners experienced that deaf and blind have their own social and professional network. However, all partners managed to come over this threshold and moved toward the implementation and preparation of EU human rights-related assistance programmes for disabled survivors of disasters on the basis of EUTOPIA products. The main challenge of EUNAD was to find solutions for inclusive communication with blind/visual impaired and deaf/hard of hearing individuals.

EUNAD results in general, particularly the survey of providers of acute psychosocial support (D.3) showed that there is almost no knowledge and experience among psychosocial professionals according to the needs of visual impaired/blind and hard of hearing/deaf. We experi-



enced that due to this there is a high need of networking with both professionals and personally affected of sensory impairment. This clearly emphasizes the meaning of the slogan “nothing about us without us” (C.1). The workshops, conferences and trainings were a great basis to build up and increase our network and our task force (E, F.2)

Again, the necessity of regular and area-wide trainings including professionals and affected became more than obvious. Self-experience of the disability itself and communication to disabled plays the most important role (G).

Moreover we experienced several challenges when it comes to ordering sign language interpretation. By who and when sign language interpretation will be financed is not clearly determined in many countries. A lack of sign language interpreter available was another experience we made. We had to book sign language interpreters far ahead of any meeting.

We appreciated the regular exchange about experiences, challenges, development and results via telephone conferences among all project members of EUNAD (A).

## 7.2 Strengths

The strong points of this project include the very efficient and productive and interdisciplinary composition of the EUNAD team and their networking and cooperating associations. Each partner contributed rich expertise related to the topic psychosocial intervention in times of disaster and was very familiar with the EU context and EU project requirements. In the very beginning of EUNAD we profited highly from our ongoing cooperation with the ITC and their expertise and experiences. This input turned out to be very useful throughout the whole project (E.1). They were supported by professional of blindness/visual impairment and deafness/hard of hearing during all steps of the project.

Because of the UN convention of the rights of disabled the topic of EUNAD possesses a high political, technical importance on national and international level.

Another advantage was the interdisciplinary orientation of the project during psychotraumatology and sensory disabilities. Up to date there were almost no boundary points between psychotraumatology and sensory disabilities.

Finally, EUNAD and particularly the website (B.1) including recommendations (F.1) and task force (F.2) have a very important practical value for any organization or institution who might be involved in programming, management and implementation of psychosocial intervention and aftercare measures after catastrophes and disasters as well as blind/visual impaired and deaf/hard of hearing associations.

Moreover we see a great strength in the high amount of articles published, contributions on conferences and contact to the media. Compared to former projects we can assume that disseminations will be even more sustainable (B).

Throughout the whole project we were in regular contact to the European Commission. One member of the EC also participated at the 2<sup>nd</sup> international Conference and supported with most valuable comments in terms of follow up and maintaining and further dissemination of EUNAD. This good collaboration sustainably strengthened EUNAD (A.1).

## 7.3 Possible challenges and/or improvements to be tackled through further action

EUNAD as well as the earlier projects EUTOPA and EUTOPA-IP showed that training and practice are important to provide practical skills and sensitization. After the UN Conventions for Rights of disabled, disability becomes more and more important in terms of inclusive standards in all areas and particularly in health care sector. It will be really important to trans-





fer the knowledge we collected here to educational programs and trainings of professionals. As regards the training courses in their present state, it will be necessary to adapt them to the specific recommendations for blind/visual impaired and deaf/hard of hearing. The project's products should be viewed as suggestions that have the flexibility for tailor-made improvements.

The most important challenge will most presumably be the existing financial issues. To implement the EUNAD recommendations should lead to an increase of the amount of sign language interpreters and the adaptation of curricular and trainings. However, to finalize and review the results of EUNAD more target-group orientated research is needed. The three research project within EUNAD can be seen as one first step to integrate disability into the topic psychotraumatology (D). Analysis of literature needs regular updating (C.2).

It should be understood that the process of taking up the idea, adapting and implementing it elsewhere, will be a longer one. In this respect it will be crucial to win over the decision makers within relevant organisations. The project partners feel very much committed to maintain, expand and use their combined networks to this end over the next years.

#### **7.4 Recommendations to stakeholders, partners, authorities in charge, National and EU institutions**

Our recommendations to stakeholders, partners, authorities in charge, National and EU institutions are to integrate representatives of blind/visual impaired and deaf/hard of hearing and to listen to their needs. We learned that this approach promotes EUNAD essentially and will create preparedness in case of international disasters. The issue of sustainability of the project achievements is a great concern for the project partners. The projects partners discussed the topic of EUNAD task force and recommendations for an effective follow-up of the project. The main tool will be the EUNAD Website whereas anyone can get information about EUNAD task force and recommendations but also about the other actions and deliverables of EUNAD.

#### **8 Follow-up**

The former projects EUTOPIA, EUTOPIA-IP, PSS and CBRN can be classified as a great contribution in terms of standardization and improving psychosocial intervention after disasters. EUNAD benefited from preliminary results of these former projects. EUNAD dared the first step of connecting the UN convention of the rights of disabled and psychosocial intervention after disasters and therefor can be seen as another step in this continuously process. The cooperation with ITC and the cooperation with the Unit of Education and Rehabilitation of the Deaf and Hard of Hearing of the University of Cologne helped essentially to link the knowledge of psychotraumatology to a professional level in disability management. All partners agree that special services for deaf and blind victims of disaster and crime are needed. For this reason CB has started to offer consulting for victims of violence which are deaf.

In order to continue the sensitization for blind/visual impaired and deaf/hard of hearing further regular and area-wide trainings will be needed, especially in other European countries. EUNAD pilot trainings can be used as best practices and can be easily transferred into other European countries. EUNAD project partners should use their connections to the ministries to institutionalize these trainings. Two project partners already made an effort to implement this recommendation.

To continue the sensitization AB3 will offer seminars for "psychosocial crisis management for disabled people" beginning in 2016. These seminars will be integrate into their regular annual



program of the German Federal Academy for Crisis Management, Emergency Planning and Civil Protection (AKNZ), in Ahrweiler.

After the pilot training, AB2 were informed that the teachers from the Police Academy have decided to include training in psychosocial management for Deaf (and hard-of-hearing) individuals in their teaching module 'violent incidents'. The participants from the Fire Brigade Academy are also considering introducing training in psychosocial crisis management for Deaf (and hard-of-hearing) individuals in the education of firefighters.

The majority of recommendations can not directly be tackled by the EUNAD project partners but from professionals working in the field of psychotraumatology and from blind/visual impaired and deaf/hard of hearing individuals. But there are some parts such as integrating the results into their own regular work, keeping them updated and maintaining the developed network between professionals of psychotraumatology and blind/visual impaired and deaf/hard of hearing on local, national and European level.

To emphasize the sustainability of results of EUNAD one important tool will be the EUNAD task force. Another addition could be CECIS. CECIS is an instrument/tool of European Commission which is an international platform for the ministries in case of emergency. CECIS does not include a module for psychosocial support by now. But there is a module called "Other response capacities" which includes items which are not binding to all EU-countries but is optional. So each country can decide if they want to take part. To continue our work during EUNAD, EUNAD task force could serve as a precursor to a CECIS module development.

In May 2015 AB3 will present the results of EUNAD at the 15. European Leading Exhibition for Rescue and Mobility. This will surely be one important part to continue the work of EUNAD and to spread its recommendations.

EUNAD can be evaluated as a great contribution in terms of implementing the UN convention of the Rights of disabled. EUNAD focused the sensory disabled as one part of the heterogeneous group of disabled individuals. However, further steps are needed to include other disabilities beside deaf/hard of hearing and blind/visual impaired, e.g. deaf-blind or complex disabilities. In this context a call for a comparable project focusing psychosocial intervention and inclusion of other vulnerable groups in times of disasters would be valuable.

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