

# REPORT

## DELIVERABLE D3.6.5

### One 5 day-workshop for social and health care helpers



*Prepared by:*

Urban Research Institute

February, 2021

## PROJECT

### Public awareness, Preparedness, Participation and Coordination for Civil Protection for All

(Subsidy Contract No: A2-1.4-1)

## REPORT

<b>Title</b>	5 day - Workshop for social and health care helpers
<b>Meeting date(s)</b>	25 <sup>th</sup> - 29 <sup>th</sup> of January 2021
<b>Organized by</b>	PB6 – Urban Research Institute ( <a href="http://www.uri.org.al/">www.uri.org.al/</a> )
<b>Meeting location</b>	Zoom Meeting links for the 5 days: <b>Day 1:</b> <a href="https://us04web.zoom.us/j/76800284788?pwd=SmlWZVBYTnZVcUJsl1ZvUmVrM1BDZz06">https://us04web.zoom.us/j/76800284788?pwd=SmlWZVBYTnZVcUJsl1ZvUmVrM1BDZz06</a> <b>Day 2:</b> <a href="https://us04web.zoom.us/j/74304829894?pwd=WDVJcnpOZ0Fqdm1hOHZBOEE4aVJRQT08">https://us04web.zoom.us/j/74304829894?pwd=WDVJcnpOZ0Fqdm1hOHZBOEE4aVJRQT08</a> <b>Day 3:</b> <a href="https://us04web.zoom.us/j/77439065545?pwd=cVhSM0Rab201S3BTb0NYSmN1Nmtadz07">https://us04web.zoom.us/j/77439065545?pwd=cVhSM0Rab201S3BTb0NYSmN1Nmtadz07</a> <b>Day 4:</b> <a href="https://us04web.zoom.us/j/77394224417?pwd=cFFZUZOdVB4UjhiQWJrQ2Z4bGxCZz04">https://us04web.zoom.us/j/77394224417?pwd=cFFZUZOdVB4UjhiQWJrQ2Z4bGxCZz04</a> <b>Day 5:</b> <a href="https://us04web.zoom.us/j/72298672971?pwd=RDRkeVlIdnJZaUwyRHYxYklsK0FwUT02">https://us04web.zoom.us/j/72298672971?pwd=RDRkeVlIdnJZaUwyRHYxYklsK0FwUT02</a>
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<sup>1</sup> F: final, D: draft



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## About the Project

### OBJECTIVES

The main aim of the "4PLUS" Act is the upgrade / improvement of the existing infrastructure and development of human resources skills in the respective stakeholders, in order to take into account and better meet the needs of people with disabilities, people with chronic diseases, people with disabilities, age and people with reduced mobility in general ("low independence & high-risk groups").

In order to achieve the goal of developing Inclusive Civil Protection and to include the needs of people with reduced mobility / independence in the planning of any civil protection initiative in the cross-border area, it is necessary to develop strategies to promote "Accessibility".

And the principles of "Planning for All" in all phases of civil protection (prevention, preparation, early warning, immediate intervention and crisis management, response and rehabilitation, etc.) that will meet the characteristics and requirements of people belonging to high-risk groups.

### RESULTS TO BE ACHIEVED

One **5 day workshop** for social and health care helpers has been organized during January, specifically on 25-29 of January 2021.

The objective of this series of workshops was to convene key stakeholders from both the public and private sectors to explore the need for standards-based solutions and to provide actionable recommendations for the timely development of standards for more effective emergency preparedness for the community of persons with disabilities and special needs, specifically related to the built environment, products and assistive devices, and emergency evacuation operations.

During the workshop the following issues of rescue procedures in general and with the rescue of the persons with disabilities have been considered:

- how to respond to visual, cognitive, mobility, illness, speech and psychiatric impairments in case of different hazards
- rescue workers need to receive training on how to provide specific assistance to persons with disabilities (Rescuing Injured Disabled Persons in case of Disasters)
- rehabilitation & Post-disaster challenges (ad-hoc activities, fundraising, psychotherapy, post-traumatic therapy and workshops for victims, as well as support for their families)
- rapid assessment forms and focus on minimalizing risk to the giver or receiver of assistance

- emergency responders and other carers must be required to maintain a correct, professional and non-discriminatory attitude to people with disabilities at all times.

## Workshop objectives

URI along with its contactor organized and moderated a five-day online workshop related to emergency responders and other carers on how to maintain a correct, professional and non-discriminatory attitude to people with disabilities at all times.

The format of the workshop encouraged participation and stimulated discussion from a wide range of stakeholders (from Kolonja, Vlora and Tirana) along with the simulation of several exercises on how to respond to:

- visual,
- cognitive,
- mobility,
- illness,
- speech and
- psychiatric impairments in case of different hazard.

The workshop introduced a highly structured, client-centered, and evidence-informed, self-management support tool that is based on the principles and best practices.

The workshop was **designed to foster dialogue** among a broad range of stakeholders - health care workers, social workers, policy makers, community members and others - and to provide ongoing opportunities to confront issues of mutual interest and concern.

The workshop provides a neutral venue for broad-ranging policy discussions that can aid in coordination and cooperation between public and private stakeholders in developing and enhancing the nation's medical and public health preparedness.

The goals of the workshops was to learn from the work already being done to develop state, regional, and local crisis standards of care policies and protocols; to identify areas that require further development, research, and consideration; and to facilitate communication and collaboration among professionals.

During the workshop, successful approaches and action and ant the same time best practices were brought to the light and discussed with the participants, covering in particular:

- Preparation of Emergency Plan for People With Disabilities
- Level of Preparedness



- ✓ Emergency Knowledge
- ✓ Package for emergencies or disasters

## PARTICIPATION

The workshops brought together a wide range of key stakeholders, including

- social care works;
- health care workers;
- emergency response workers form Kolonja Municipality;
- representatives of Kolonja Qark;
- healthcare providers, including representatives of relevant medical disciplines, nursing, pediatrics,; and healthcare and hospital administrators.
- representatives from non-governmental organizations working in the sector.

A list of participant for the five day workshop is included as Annex 4.

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## OPINIONS AND DISCUSSIONS

This report is a summary of the presentations and discussions that took place during the 5-day workshop. Any opinions, conclusions, or recommendations discussed in this workshop summary are solely those of the individual participants at the workshop.

Workshop speakers and attendees discussed the roles and responsibilities of each stakeholder community in establishing state, regional, and local crisis standards of care protocols during **emergency cases**. In addition, they were asked to discuss what resources, guidance, and expertise had been established regarding crisis standards of care, including the legal and ethical guidance used to frame those discussions in different localities across the country.

Finally, meeting participants were asked to help identify and discuss what resources they needed from the state, and regional authorities in order to advance and accelerate the establishment of coordinated and consistent crisis standards of care protocols.

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This workshop summary aims to highlight the extensive work that has already been done on this topic across the project area and to raise awareness of current barriers and promising

directions for future work. In particular, this document will draw attention to existing state, and local policies and protocols for crisis standards of care; discuss current barriers to increased provider and community engagement; relay examples of existing interstate collaborations; and present workshop participants' ideas, comments, concerns, and potential solutions to some of the most difficult challenges.

## CRISIS STANDARDS OF CARE PROTOCOLS

In the past few years, several states have developed policies and protocols for allocation of scarce resources and crisis standards of care. However, these efforts have largely been taking place independently. In fact, many workshop participants expressed surprise at learning how much work had already been done on this topic in states across the nation.

Many panelists and other participants at the workshops were integrally involved in developing those policies and protocols and shared their documents and experiences at the workshops.

## DEVELOPING CRISIS STANDARDS OF CARE PROTOCOLS

Many participants at the workshops described efforts under way in their states to begin the discussion about crisis standards of care. In many cases this involved convening a committee or panel of experts to begin to lay the groundwork.

## WHO MAKES THE PLAN?

One of the topics discussed in detail at the meetings was who should be brought to the table to ensure that the protocols developed are fair and equitable. One of the first steps toward building consensus on fair and ethical crisis standards of care is to bring in all of the parties who have a stake in the discussion. It is not enough, clearly, for a single hospital to have an established plan for how it will handle resource shortages. Those plans must be shared and coordinated across regional lines to prevent the kind of "hospital shopping" that could cause chaos and further overwhelm the system.

Participants discussed the importance of bringing political and community leaders and members of the media into the fold and encouraging them to reach out to their communities to educate, inform, and, if necessary, guide appropriate behavior.

Many participants also stressed that the community must be engaged, emergency medical experts consulted, and external providers such as pharmacists and insurance providers enlisted in the cause.

However, one lesson that emerged from the workshops is that the list of groups that should be involved and engaged in the planning process is much bigger even than this.

## THE VALUE OF PLANNING FOR EMERGENCIES



Emergency responses present unique challenges for those who must respond. During an emergency it is often desirable to use normal systems with which people are already familiar, however emergencies usually cannot be addressed effectively in the same manner as daily work. In particular, it is essential to have a clear understanding of who will be responsible for what activities and a single chain of command and line of communication so that all those involved understand what they have to do and from whom they will receive direction. The best chain of command may not be the one which normally operates in a country. Therefore, plans need to be documented and agreed in advance so that everyone understands what will be happening and how the response will be implemented. A well-prepared plan details the critical arrangements and approaches in advance. It provides a reference guide during the emergency to help avoid key actions being overlooked.

## THE REQUIRED ELEMENTS OF PREPAREDNESS PLANNING

Preparedness planning and practice should be recognized as one of the important core functions of national animal health services. Four kinds of plans or documents are required in any comprehensive risk mitigation and response system. These are:

- an emergency preparedness plan (often shortened to “preparedness plan”);
- a response or “contingency plan”;
- an operations manual or manuals; and
- a recovery plan



## ANNEX 1: FINAL AGENDA

### PROJECT

#### Public awareness, Preparedness, Participation and Coordination for Civil Protection for All

(Subsidy Contract No: A2-1.4-1)

D3.6.5 One 5 day-workshop for social and health care helpers

### Agenda and Guidance

<b>Event</b>	5 day - Workshop for social and health care helpers
<b>Date(s)</b>	25 <sup>th</sup> - 29 <sup>th</sup> of January 2021
<b>Organized by</b>	PB6 – Urban Research Institute ( <a href="http://www.uri.org.al/">www.uri.org.al/</a> )
<b>Venue</b>	Zoom Meeting links for the 5 days: <b>Day 1:</b> <a href="https://us04web.zoom.us/j/76800284788?pwd=SmlWZVBYTnZVcUJsL1ZvUmVrM1BDZz06">https://us04web.zoom.us/j/76800284788?pwd=SmlWZVBYTnZVcUJsL1ZvUmVrM1BDZz06</a> <b>Day 2:</b> <a href="https://us04web.zoom.us/j/74304829894?pwd=WDVJcnpOZ0Fqdm1hOHZBOEE4aVJRQT08">https://us04web.zoom.us/j/74304829894?pwd=WDVJcnpOZ0Fqdm1hOHZBOEE4aVJRQT08</a> <b>Day 3:</b> <a href="https://us04web.zoom.us/j/77439065545?pwd=cVhSM0Rab201S3BTb0NYSmN1Nmtadz07">https://us04web.zoom.us/j/77439065545?pwd=cVhSM0Rab201S3BTb0NYSmN1Nmtadz07</a> <b>Day 4:</b> <a href="https://us04web.zoom.us/j/77394224417?pwd=cFFZZUZOdVB4UjhiQWJrQ2Z4bGxCZz04">https://us04web.zoom.us/j/77394224417?pwd=cFFZZUZOdVB4UjhiQWJrQ2Z4bGxCZz04</a> <b>Day 5:</b> <a href="https://us04web.zoom.us/j/72298672971?pwd=RDRkeVlIdnJZaUwyRHYxYklsK0FwUT02">https://us04web.zoom.us/j/72298672971?pwd=RDRkeVlIdnJZaUwyRHYxYklsK0FwUT02</a>
<b>Accessibility info<sup>2</sup></b>	N/A
<b>Status<sup>3</sup> (date)</b>	F (15.01.2021)
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<sup>2</sup> For persons with disabilities

<sup>3</sup> F: final, D: draft, RD: revised draft

<sup>4</sup> In case further guidance and support is needed once onsite



25<sup>th</sup> of January 2021 (Monday)

Workshop for social and health care helpers – Day 1

11:00 – 11:15	e-Registrations
11:15 – 11:30	Welcome speech
11:30 – 12:00	Introduction of the 4PLUS Project <ul style="list-style-type: none"> <li>• Objectives</li> <li>• Results to be achieved</li> <li>• Current status</li> </ul>

>Break<

12:00 – 12:30	<ul style="list-style-type: none"> <li>• Types of impairments</li> <li>• The required elements of preparedness planning</li> <li>• Central civil protection institutions and structures</li> <li>• Local civil protection institutions and structures</li> </ul>
12:30 – 12:45	Country Context on Civil Protection and Disaster Risk Reduction
12:45 – 13:00	Emergency Management Phases <ul style="list-style-type: none"> <li>• Who makes the plan?</li> <li>• The value of planning for emergencies</li> </ul>
13:00 – 13:20	Discussions

END OF THE FIRST DAY

26<sup>th</sup> of January 2021 (Tuesday)

Workshop for social and health care helpers – Day 2

11:00 – 11:15	e-Registrations
11:15 – 11:30	Welcome speech
11:30 – 11:45	Presentation of the

>Break<

12:00 – 12:20	Mainstreaming PWDs on the Disaster Risk Management in Albania <ul style="list-style-type: none"> <li>• Most Common Natural Dangers in Albania</li> </ul>
12:20 – 12:45	Physical Accessibility
12:45 – 13:00	Accessible, affordable and efficient transportation



13:00 – 13:20	Access to information
13:20 – 13:35	Questions and Answers
END OF THE SECOND DAY	

27<sup>th</sup> of January 2021 (Wednesday)

**Workshop for social and health care helpers – Day 3**

11:00 – 11:15	e-Registrations
11:15 – 11:30	Welcome speech
11:30 – 11:45	Respond to visual, cognitive, mobility, illness, speech and psychiatric impairments in case of different hazards

>Break<

12:00 – 12:20	Specific assistance to persons with disabilities
12:20 – 12:45	Rapid assessment forms and focus on minimalizing risk to the giver or receiver of assistance
12:45 – 13:00	Emergency responders and other carers must be required to maintain a correct, professional and non-discriminatory attitude to people with disabilities at all times
13:00 – 13:20	Successful approaches and action
13:20 – 13:35	Discussions
END OF THE THIRD DAY	

28<sup>th</sup> of January 2021 (Thursday)

Workshop for social and health care helpers – Day 4

11:00 – 11:15	e-Registrations
11:15 – 11:30	Welcome speech
11:30 – 11:45	Respond in case of different hazards

>Break<

12:00 – 12:20	How to protect form disasters <ul style="list-style-type: none"><li>• Crisis standards of care protocols</li><li>• Developing crisis standards of care protocols</li></ul>
12:45 – 13:00	Rescuing Injured Disabled Persons in case of Disasters
13:00 – 13:20	Group Exercises
12:45 – 13:00	Discussions

END OF THE FORTH DAY

29<sup>th</sup> of January 2021 (Friday)

Workshop for social and health care helpers – Day 5

11:00 – 11:15	e-Registrations
11:15 – 11:30	Welcome speech
11:30 – 11:45	Preparation of Emergency Plan for People With Disabilities

>Break<

12:00 – 12:20	Type of assistive technology or durable medical equipment
12:20 – 12:45	Level of Preparedness <ul style="list-style-type: none"><li>• Emergency Knowledge</li><li>• Package for emergencies or disasters</li></ul>
12:45 – 13:00	Best Practices
13:00 – 13:20	Discussions

END OF THE FIFTH DAY



## ANNEX 5. VISIBILITY MATERIALS (POSTER, SINGS, ETC.)

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