



Red Cross / EU Office
Bureau Croix-Rouge / UE

European Meeting of Civil Defence and Emergency Volunteers

Bilbao 14 – 15 November 2009

The role of civil protection volunteers in the European Union

Moya Wood-Heath: Emergency Planning/Civil Protection Adviser
 British Red Cross/Red Cross EU Office

<http://www.redcross-eu.net>



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Scope

- Position volunteers and voluntary sector in civil protection
- Contribution of volunteers, voluntary organisations and communities
- Informed Prepared Together Project
- Key points





Why involve voluntary organisations and communities?

- part of infrastructure, in some countries
- emergencies over-stretch resources
- no single actor can resolve all issues
- volunteers and voluntary organisations are part of local communities
- a massive disaster requires a massive response



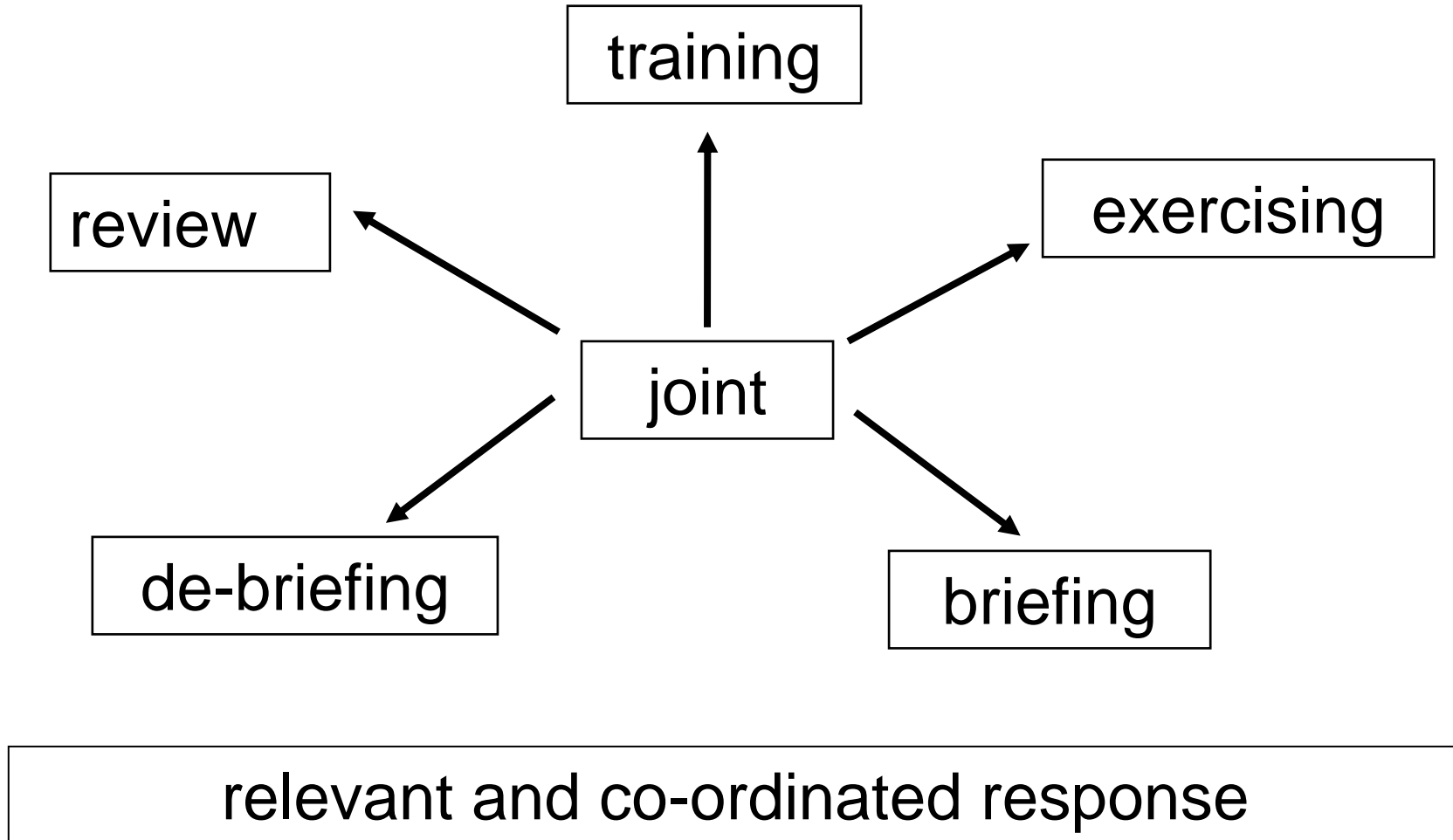


Key considerations in an emergency

- Search and Rescue
- evacuation
- shelter
- planned or unexpected event
- continuum: planning; preparedness; response; review; evaluation; development; prevention; preparedness.....

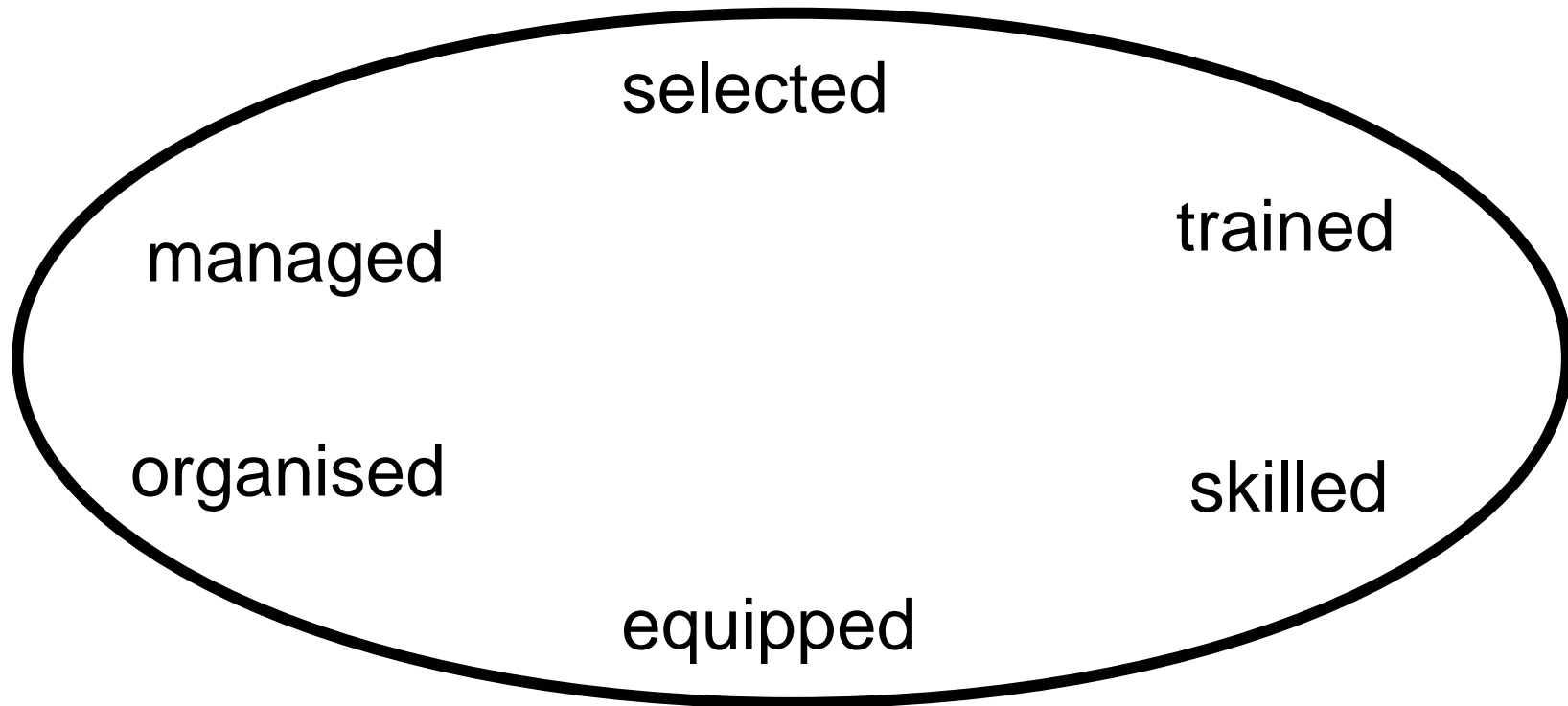


Planning for emergencies





Personnel perform effectively if:



professional, reliable, confident, competent



Co-operation in the Basque region

- recognises value of volunteer and citizen involvement in civil protection
- volunteer involvement includes:
 - ambulances
 - sea rescue
 - mountain rescue
 - beach patrols



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Framework for action

- responsibility of governments and EU
- all actors to have complementary roles and responsibilities
- effective links – no duplication nor gaps



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Winner of the "Not My Job"

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Prevention and preparedness

- involve volunteers, voluntary and statutory organisations
- communicate with and involve citizens and communities
- build community resilience
- provides a better response



Focus on capacities, not just needs

- dispel myth of helpless victims
- assess local strengths and priorities – not just vulnerabilities and needs
- build on the resources and resilience found in volunteers in the community



Being **Informed**, being **Prepared** and working **Together** to build **Resilience**

Target audience

- citizens including children and young people
- volunteers
- volunteer organisations
- community groups
- public authorities
- governments



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Key messages for public authorities

- recognise value of information and communication
- talk to communities about local threats and risks
- target information to the audience
- recognise contribution of citizens, volunteers, volunteer organisations
- recognise value of working together with communities
- provide opportunities for training and exercising



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Competition?



Must get there first

Key messages for citizens

- be aware and understand local threats and risks
- appreciate benefits of preparing, in advance
- can play role in own protection and safety
- recognise emergency services may be over-stretched
- information and preparedness can support response to daily and large-scale emergencies
- appreciate benefits of being volunteer
- can achieve more working with others



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Informed. Prepared. Together. - Citizen and organisation resources in civil protection - Windows Internet Explorer provided by

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Factores de la capacidad de respuesta y recuperación Riesgos y peligros Perfiles nacionales

Informed. Prepared. Together.

Biblioteca de recursos

--- todo/a/s/as lugar(es) ---
--- todo/a/s/as riesgo(s) ---
--- todo/a/s/as tema(s) ---
--- todo/a/s/as público(s) ---
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palabras clave:

204 resultados

lista de resultados

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In an emergency, be ...informed ...prepared ...together

Informed. Prepared. Together.
Emergencies and disasters can happen any day, anywhere.
This website is a gateway to resources, information and practical tools for developing the ability of individuals, communities and organisations to be better prepared to cope with emergencies and disasters.
It offers organisations and individuals the opportunity to get involved and contribute to the development of resources.

Recurso destacado
Informed.Prepared.Together. products and resources now in 4 languages

Aspectos humanos de la protección civil
Informado, Preparado, Unidos, Capacidad de Recuperación

- entender los principios
- poner los principios en práctica

[descargar los documentos >](#)

Cómo prepararse
Información práctica descargable sobre cómo prepararse y qué hacer ante una situación de emergencia

TOP TIPS

[ver materiales >](#)

Herramientas para el aprendizaje
Juegos y ejercicios descargables para educar y concienciar acerca de las catástrofes

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English / Français / Deutsch / **Español**

Factores de la capacidad de respuesta y recuperación | Riesgos y peligros | Perfiles nacionales

Home > National profiles > Spain

Spain

Capital: Madrid
Población: 46 millones
Idioma: Castellano



- 17 Comunidades Autónomas, 54 provincias, 2 ciudades autónomas y aproximadamente 8.000 municipios.
- La Dirección General de Protección Civil, perteneciente al Ministerio del Interior, tiene la responsabilidad a nivel nacional.
- Las Autonomías tienen transferidas las competencias pero deben de registrarse por las directrices de la Dirección General de Protección Civil.
- La legislación nacional establece la Norma Básica de Protección Civil, identificando exigencias y criterios para la coordinación entre la administración central, autónoma y local.
- Existen planes nacionales, territoriales y especiales, p.e. inundaciones, terremotos y erupciones volcánicas.
- Cuando una emergencia afecta a una localidad, es responsabilidad de las autoridades locales. Si esta afecta a más de una es responsabilidad de la Comunidad Autónoma, interviniendo el Ministerio del Interior cuando la situación se declara de interés nacional.
- La Dirección General de Protección Civil ha establecido pautas de actuación en caso del apoyo psicosocial, siendo responsable de la coordinación de los recursos.
- La Unidad Militar de Emergencias (U.M.E.) ha sido creada en el 2005, bajo la

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Glosario de términos

Terminología de situaciones de emergencia empleada en la web

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La Cruz Roja Española

- La Dirección General de Protección Civil ha establecido pautas de actuación en caso del apoyo psicosocial, siendo responsable de la coordinación de los recursos.
- La Unidad Militar de Emergencias (U.M.E.) ha sido creada en el 2005, bajo la dependencia del Ministerio de defensa, para dar una rápida respuesta en todo el territorio nacional en caso de grave riesgo, catástrofe u otras necesidades públicas.

- Cruz Roja Española esta reconocida por las leyes nacionales como un auxiliar en las situaciones de protección civil consideradas de alto riesgo, desastres o emergencias.
- Cruz Roja Española adquiere el compromiso con la Dirección General de Protección Civil de proveer de albergue temporal y apoyo psicosocial a las víctimas por un convenio en el año 2000 (hasta un máximo de 1000 personas).
- Cruz Roja Española tiene un acuerdo con la Unidad Militar de Emergencias, dentro de un compromiso con el Ministerio de Defensa, para establecer mecanismos de coordinación y apoyo en situaciones de emergencia, formando en Primeros Auxilios y tomando parte en ejercicios de entrenamiento.

Useful Links

[Hide details](#)

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National profiles

Austria	Greece	The Netherlands
Belgium	Hungary	Norway
Bulgaria	Iceland	Poland
Cyprus	Republic of Ireland	Portugal

Risks and hazards

Everyday emergencies	Power failure
Pandemic flu	Heatwave and drought
Flooding	Fire
Storm	Crowd-related incidents

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http://www.informedprepared.eu/pages/ResourceLibrary/SearchResults.aspx?keywords=&country=-1&Risk=-1&Type=-1&La

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Glossary of terms
[Emergency terminology used on the site](#)

Czech Red Cross Youth

Be first to add comments

Source(s): Czech Red Cross

The official website of Czech Red Cross Youth. The Czech Red Cross Youth is a special movement whose members work independently within the framework of the Czech Red Cross. It unites children and young people aged 6 - 26. The Czech Red Cross Youth has its own structure, elected bodies and activity. They focus on the social, health and humanitarian issues. The Czech Red Cross Youth implement the fundamental principles of the Red Cross/Crescent Movement through their own projects.

[View resource details](#)

External Links

- [Czech Red Cross Youth](#)

Be first to add comments

Guidelines reception of spontaneous volunteers

Source(s): Swedish Red Cross

The purpose of these guidelines are to improve the way the Swedish Red Cross manages spontaneous volunteers and how to make use of their endeavours to help, following an emergency or disaster.

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what to do in an emergency for download.
[Download materials](#)

Learning tools
Downloadable games and leaflets to educate and raise awareness of emergencies.
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In focus (view all)
CEDARthree Limited: Crisis Management Senior Executive Leadership Programme
Registration open for Crisis Management: Senior Executiv...
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"Your best defence is you" H1N1 Campaign
Red Cross/Red Crescent launches campaign with five steps...
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Factores de la capacidad de respuesta y recuperación Riesgos y peligros Perfiles nacionales

Home > Risks and hazards > Fuego

Fuego

Todos los tipos de fuego, en casas, en los bosques o industriales pueden quemar y descontrolarse causando grandes deterioros en las áreas que la rodean. Usted debe estar informado sobre los peligros que puedan sobrevenir a su comunidad y debe estar preparado para reaccionar rápidamente en caso de incidente.



resultados por página: 10 filtrar por: relevancia

«« página 1 de 3 »» ir a la página 1 de 3 ir

Informed. Prepared. Together. Table top 2010/2011 calendar

fuelle(s): Red Cross / EU Office

Table top, CD case size 2010 calendar provides simple information on risks and hazards, the Top 10 Tips on how to better prepare for an emergency, what to do in an

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Fire

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Informed. Prepared. Together. - Working together

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Factors of Resilience Risks and Hazards National Profiles

Home > Factors of resilience > Working together

Working together

Depending on its scale and impact, an emergency or disaster is likely to require the resources of a number of agencies and organisations in order to meet the needs that will be presented. When citizens, volunteers, communities and organisations work together, they can better inform and prepare themselves to reduce the impact, disruption and trauma of an emergency and complement the civil protection arrangements.

A key factor of resilience is working together:

- Drawing on all resources available and integrating the contribution of citizens, volunteers, communities, voluntary, professional and statutory organisations
- Integrating the needs of citizens within and across all phases of emergency planning, preparedness, response and recovery strategies
- Including citizens and communities as active partners in emergency planning, preparedness, response and recovery activities

View all

Results per page: 10 Filter by: Relevance

Resource Library

All Locations All Risks 1 Subjects selected Working together All Audiences All Types All Languages

Keywords: 26 Search Results

List results

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Human aspects in civil protection

Informed, Prepared, Together, Resilience

- Understanding the principles
- Putting the principles into practice
- Community-based emergency exercise guide

Download the documents >

How can you prepare?

Informed.Prepared. Together. Top 10 Tips leaflets, stickers and calendar

practical information, advice and tips on how to prepare for and what to do in an emergency for download.

Download materials >

Learning tools

Downloadable games and leaflets to educate

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- human aspects in civil protection – understanding the principles
- human aspects in civil protection – putting the principles into practice
- community-based emergency exercise
- managing emotions leaflet
- calendar - 2010 and 2011
- top 10 tips – seven sets
- bounce-back ability leaflet, card game, stickers, puzzle



Roles for volunteers

information
documentation
emotional support
bedding
first aid
support at hospitals
search and rescue
transport
appeal schemes
ambulance work
clothing
shelter
help-lines
care of animals
cultural and spiritual support
refreshments
care of children
listening
drop-in centres
communications



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Key points

Volunteers contribution invaluable if:

- reflects culture, structure, capacity, capability
- encourages engagement of local communities
- pre-planned
- multi-agency
- co-ordinated, managed and supported
- effective contact and call-out arrangements
- part of joint training, exercising and review
- builds individual and community resilience



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