



Report from the pilot EUNAD training 19.-20.5.2014 - Prague

Communication of the members of IZS (Integrated rescue system)

with people with visual or hearing impairment

On 19th and 20th 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 19th of May, there were 37 participants attending the training, these were mostly police psychologist, psychologist of the fire brigade, psychologists of the ministry of the interior and interveners 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 20th of May, there were 44 participants, these were mostly fire fighters and the psychologists of the firebrigade.

Primary goal of the course was deepening the knowledge and skills of psychologists and interveners of IZS in the field of work with people with visual and hearing impairment or disability during the crisis, catastrophes and critical incidents. Another goal was to provide sources for further education of all professionals (members of IZS). Important point of the trainings was also a creation of networking among the different groups, that participate on management of crisis situations – during the whole process – from preparedness, during their acute phase, to the follow-up solutions and to offer a platform for exchange of practical experience.

During the training the current findings about the topic were presented, practical recommendations and solutions were offered. Also specific experience of people with visual or hearing impairment with people without these limitations 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 presentations (PP presentations, training videos, printed handouts, sign language demonstration).

Lecturers / topics:

- **Hedvika Boukalová, Simona Hoskovcová, Štěpán Vymětal – Introduction to the training, goals, about project EUNAD, outcomes of the project, information about the manual, main recommendations**
- **Zuzana Dittrichová, Soňa Pančochová – Experience from HZS ČR – Firefighters of Czech Republic** (preparation of the members of HZS for the communication with people with specific needs, examples of practical tools, recommendations, experience from the field, building community resilience – cooperation with different organisations and publicity)
- **Věra Doušová – Psychological aspects of hearing impairment** (specifics of the personality, specifics in experiencing a crisis, specific needs of people with hearing

impairment / disability in communication – main recommendations, sign language examples)

- *Petra Helebrantová* – **Psychological aspects of visual impairment, disability** (personality traits, specifics in experiencing a crisis, main recommendations for the communication)
- *Jakub Kamberský* – **Specific needs of people with visual impairment, disability**

Course timetable:

- **Introduction to the training, goals, about project EUNAD** (*Štěpán Vymětal*)
- **Outcomes of the project about hearing impairment, main recommendations, manual** (*Hedvika Boukalová*)
- **Outcomes of the project about visual impairment, main recommendations, manual** (*Simona Hoskovcová*)
- **Experience from HZS ČR – Firefighters of Czech Republic: preparation, practice, experience, community resilience, Video + discussion – hearing and visual impairment** (*Zuzana Dittrichová, Soňa Pančochová*)
- **Psychological aspects of hearing impairment, specific needs of people with hearing impairment / disability** (*Věra Doušová*)
- **Psychological aspects and specific needs of people with visual impairment, disability** (*Petra Helebrantová a Jakub Kamberský*)
- **Feedback, recommendations, evaluation of the training, possible implications**

Outcomes of **the final evaluation** after the course: the course was evaluated as very beneficial, personally and professionally and even from the point of view of the organisation. 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. In the future the attendants would like to focus on people with mental disorders and psychiatric patients, as they mentioned these most frequently. Also the topic of intercultural specifics and differences in the crisis intervention was mentioned.