



UCPM Knowledge Series: Inclusive preparedness - Gender Equality and Inclusion in Disaster Risk Management

Good Practice Examples

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**Gordon Rattray – EDF Programme Coordinator
European Disability Forum (EDF)**

Country - Netherlands **EDF member - Ieder(in)**

Accessibility improvements in 112 number

- collaboration with 9 disability organisations
- e-SMS - allows text messaging to 112
- 112NL-App – with Real-Time Text chat & automatic translation
- Operator training on communicating with persons with disabilities

Key gap

- no 24/7 Dutch Sign Language service
 - **News last week** - possible progress towards this
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Country - **Netherlands**

EDF member - **Ieder(in)**

Public Warning System - NL-Alert

- Initially inaccessible – Iederin pushed for improvements
- Developers consulted persons with disabilities and others more excluded
- Resulted in accessible NL-Alert app (2024)

Key challenge

- Plans to phase out the air raid siren — should be a non-digital backup

Note

- Not yet reflected in all DRR policies in the Dutch national disability strategy
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Country - **Latvia**

EDF member - **SUSTENTO**

In Safety Everyone: An Inclusive Civil Protection System in the State and Municipalities

Objective - Review & improve disability inclusion in emergency plans in 7 cities & 36 districts

- **Policy review** - Identify gaps in civil protection policies
 - **Municipal audits** - Assess emergency plans for inclusivity
 - **Stakeholder engagement** - Surveys & discussions with affected communities
 - **Training & education** - Workshops for local authorities & disability advocates
 - **Guideline development** - Practical recommendations for inclusive policies
 - **International collaboration** - Exchange best practices with global experts
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Country - **Latvia**

EDF member - **SUSTENTO**

In Safety Everyone: An Inclusive Civil Protection System in the State and Municipalities

Expected impact

- More inclusive emergency plans
- Enhanced capacity of state and local institutions
- Greater public awareness and participation
- Long-term sustainable improvements across Latvia



Country - Spain

EDF member - Fundación ONCE

112 number - Video-interpretation system, real-time chat and sign language interpretation

Guardia Civil - made a pictograms guide to improve communication

Training

- ONCE Foundation - training for emergency personnel & volunteers & launching an online training course (September)
 - Spanish Committee of Representative of Persons with Disabilities also provides similar training
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Country - Lithuania

EDF member – Lithuanian Disability Forum

- Worked on legal frameworks related to protection
 - training for emergency responders
 - improve shelter accessibility
 - accessibility of 112 emergency app
- State-level exercises



Must-do actions

1. Promote meaningful participation
2. Empower persons with disabilities and their organisations
3. Disaggregate data by disability
4. Remove barriers

(UN IASC disability humanitarian guidelines)

Preparedness is key - identify and speak with organisations of persons with disabilities now

Thank you for your attention

The European Disability Forum

www.edf-feph.org

Avenue des Arts 7-8, Bruxelles 1210,
Belgium

gordon.rattray@edf-feph.org

