Project SAMETS

Implementation and evaluation of an experts survey

213/210

antwortING

Tailors of fine safety & security concepts.

antwortING

Tailors of fine safety & security concepts.

© 2014 – antwortING Ingenieurbüro Weber Schütte Käser PartG
Alle Rechte vorbehalten, auch bzgl. jeder Verfügung, Verwertung, Reproduktion, Bearbeitung, Weitergabe sowie für den Fall von Schutzrechtsanmeldungen.

© 2014 – antwortING Ingenieurbüro Weber Schütte Käser PartG
All rights reserved.

antwortING
Tailors of fine safety & security concepts.

Contents

1 Introduction **1**
- 1.1 How to use this document . . . 1
- 1.2 The project SAMETS . . . 2
- 1.3 Task and objectives . . . 2
- 1.4 Methodology . . . 3

2 Survey analysis **6**
- 2.1 Experts . . . 6
- 2.2 Guidelines . . . 7
  - 2.2.1 General guidelines for ETS management . . . 7
  - 2.2.2 Special guidelines for ETS management regarding target-groups . . . 8
- 2.3 Involvement of third parties . . . 10
  - 2.3.1 Organizations and Institutions . . . 11
  - 2.3.2 Volunteers . . . 12
- 2.4 Target-groups . . . 13
  - 2.4.1 General analysis of specific requirements for the target-groups . . . 13
  - 2.4.2 Children . . . 18
  - 2.4.3 Elderly people . . . 18
  - 2.4.4 Disabled people . . . 19
  - 2.4.5 Cultural, religious and linguistic impacts and demands . 20

3 Summary and conclusions **23**
- 3.1 Summary . . . 23
- 3.2 Conclusions . . . 24

4 Acknowledgements **26**

List of Figures **27**

antwortING
Tailors of fine safety & security concepts.

1 Introduction

1.1 How to use this document

This document summarizes the results drawn from the SAMETS (Social Affairs Management in the Emergency Temporary Shelter) online survey, the interviews about the social affairs management of emergency temporary shelters (ETS) and the requirements of special target-groups for such ETS. This survey is an initial survey conducted in the project SAMETS.

ETS: Emergency Temporary Shelter

The document structure follows the survey structure in terms of topics and emphasis.

The introduction section gives a short overview of the project SAMETS as well as the task, objectives and methodology underlying the survey and this report.

The survey analysis section describes in detail the different parts of interest for the survey and the related findings. It also includes information not captured by the survey but discussed during the interviews with individual experts. The state-of-the-art for ETS management is described as how it can be derived from the survey. In addition, points for further research are identified.

The summary and conclusions section summarizes the findings of the survey as well as the identified points for further research. Finally conclusions and ideas are presented to be used as a starting point for an ETS guideline development.

The document itself offers some features that aim to guide the reader through the document and help to find information of the readers particular interest:

Such marginal notes will summarize important parts in the document.

Marginal notes will summarize important parts in the document in short sentences.

In addition, a black bar on the left of the text will show important sections such as conclusions and findings for further research.

1.2 The project SAMETS

When a disaster has occurred – such as flood or earthquake – in many cases people are forced to leave their homes and live temporarily in emergency shelters. The project SAMETS (Social Affairs in the Emergency Temporary Shelter) is interested in guidelines and methodologies which have been implemented to deal with different situations and social affairs in such Emergency Temporary Shelters. The joint disaster relief project SAMTES is commissioned and funded by the European Community Humanitarian Office (ECHO)

1.3 Task and objectives

On the 6th of June 2014 antwortING Ingenieurbüro PartG was requested by Arbeiter-Samariter-Bund Deutschland e.V. (ASB Deutschland e.V.) to provide support with the implementation and evaluation of an experts survey for the European project SAMETS.

The task was to carry out survey and research activities about social affairs and guidelines for Emergency Temporary Shelters (ETS) focusing on the following target-groups:

- Children
- Elderly people
- Disabled people
- Groups formed by culture, religion and / or language

The objectives to fulfill this task are:

1. To conduct interviews in English or German on guidelines and methodologies in civil protection services from the SAMETS partners countries regarding social service/care service in emergencies.
2. To provide a report in the form of status quo analysis. Contents of the report are results of the interviews and evaluation/interpretation of the results. Issues to be addressed are:
    - Do guidelines for ETS in countries of the four partner organization already exist?
    - Which stakeholders of which organizations are involved in the operation of ETS?

- Identify methodologies concerning social service/care service at ETS including education of staff members and operation and management aspects of ETS covered by the interviews.
- Identify differences between the countries.

3. To give a talk on social affairs methodologies for ETS (content of the report) at the 1st Peer Review Workshop at 5th of July 2014 in Wiesbaden.

1.4 Methodology

The analysis of ETS methodologies and standards in the SAMETS partner countries is based on an online survey created and provided by ASB Deutschland e.V. The contents of the survey have not been altered by antwortING Ingenieurbüro PartG.

The survey is based on four areas of information.

As shown in figure 1.1 the survey is based on four areas of information: The expert, guidelines, the involvement of third parties and the target-groups. The figure shows the special emphasis of the survey on the mentioned target-groups following the intention and goal of the SAMETS project to identify requirements for such groups.

In total 24 experts participated in the survey.

Since some of the partners had already filled out the survey the results were provided by ASB Deutschland e.V. to be included in the analysis. In addition, telephone interviews were conducted with experts from Germany, Italy and Austria following the questions from the survey. In total 24 experts from four EU member countries have participated in the survey. These are Austria, Italy, Germany and Slovakia (see figure 1.2).

Target-groups of the survey are operational personell as well as policy makers.

The survey has two target-groups. On the one hand, it is designed for volunteers/ employees of civil protection services, aid organizations or public authorities who have already been in charge in the management of Emergency Temporary Shelters. On the other hand, the experience of those who are involved in implementing policies, guidelines and methodologies for social affairs issues in civil protection is of interest and captured with the survey.

1.4 Methodology

Topic of information	Information regarding ...			
	Expert	**Guidelines**	**Involvement**	**Target-groups**
	Management of ETS	Management by guidelines	Involvement of organisations in ETS	Special guidelines by target-group
	Country of operation	Special guidelines by target-group	Recruitment of volunteers	Specific requirements
	Operational experience			Specific circumstances and problems
				Identification of vulnerability
				Provision of specific food
				Provision of specific psychosocial care

Figure 1.1: Overview of the SAMETS experts survey

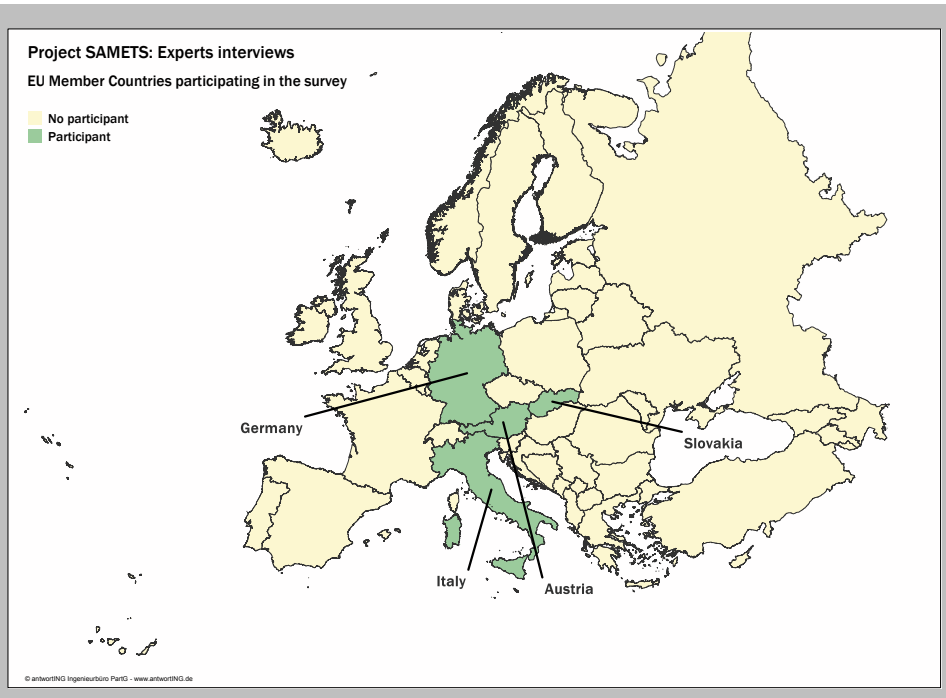

Figure 1.2: Overview of the countries participating in the SAMETS experts survey

1.4 Methodology

The results of the online survey and the interviews have been combined.

Since the survey has been available online before the implementation of the interviews the results from both procedures needed to be combined. This report is the result of the analysis of the combined data gathered be the online survey and the interviews.

An analysis by country did not yield any useful results. This is due to the facts that not all responses could be identified by country and that the questions from the survey depend on the experts experience. However, conclusions from such experiences are rarely elevated above the organizational level. Even within organizations answers differed.

If answers of particular interest or best practices by country or organization were mentioned, this has also been captured in the following analysis.

2 Survey analysis

2.1 Experts

In total 24 experts participated in the survey and the interviews. The experts answering the survey (both online and by phone) come from all four partner countries of the SAMETS project. Figure 2.1 shows the distribution of the participants according to the SAMETS partner countries.

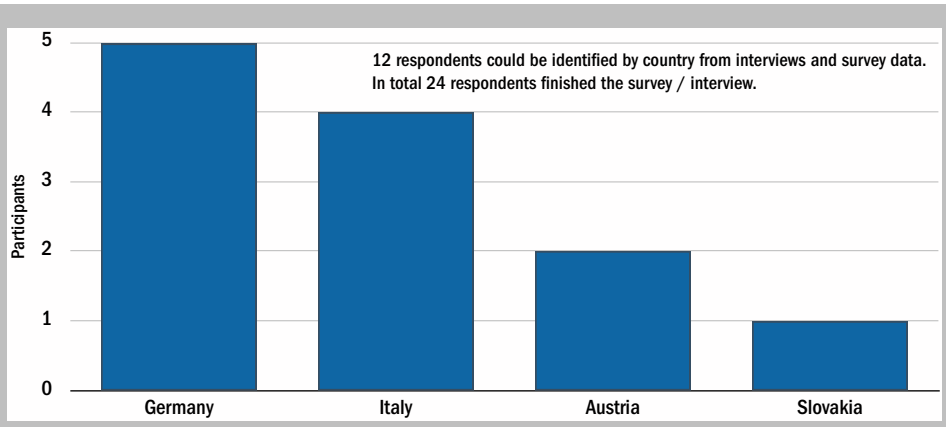

Figure 2.1: Distribution of participants by SAMETS partner countries

Exactly half of the participants have previous experience in managing and working with emergency temporary shelters (ETS). Figure 2.2 shows this distribution.

The experts taking part in this survey have experience with the management of ETS form various events in the past. Most of the respondents reported being engaged in earthquake and flood situations, but also refugee camps, evacuations due to bomb findings, landslides, accidents and fires were reported as operations where ETS were used. The number of people accommodated in the ETS range from 25 to 1500 people, the number of personell used to manage the ETS from 10 to 500.

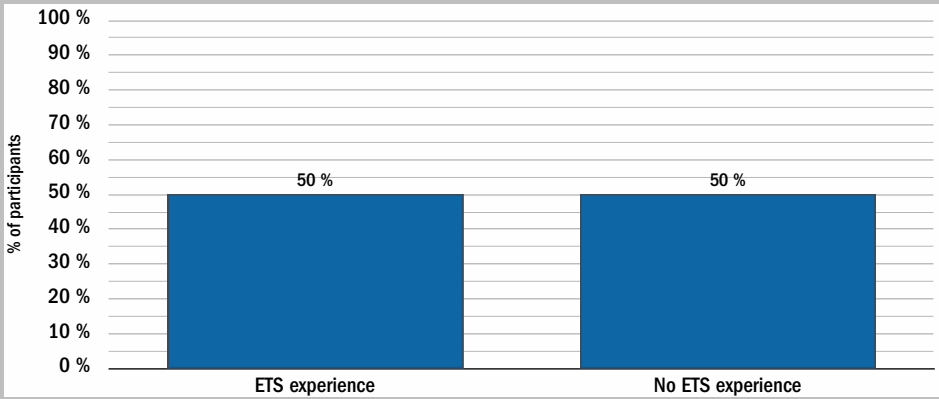

Figure 2.2: Distribution of experience of participants with ETS management and work

2.2 Guidelines

The following section describes the use of guidelines within the organizations of the survey respondents. Both the use of general guidelines for ETS management as well as the use of special guidelines for the management of the identified target-groups have been analyzed.

2.2.1 General guidelines for ETS management

According to the survey results most participants answered that there are no guidelines for the management of ETS (see figure 2.3).

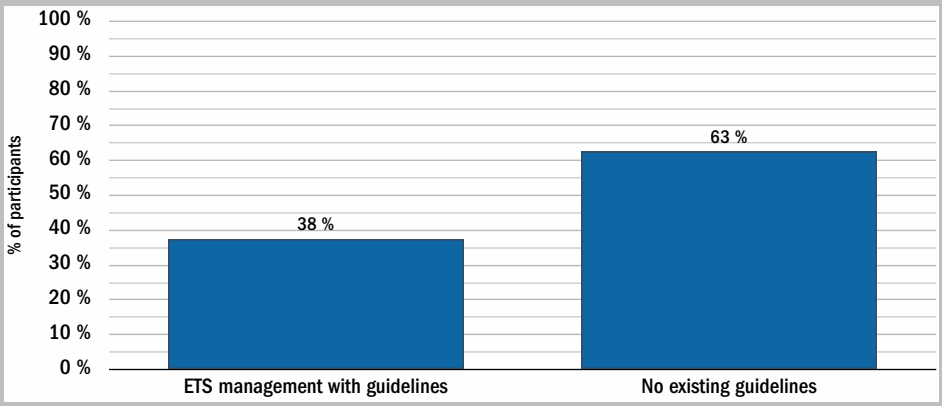

Figure 2.3: Distribution of answers about existing general guidelines for ETS

The analysis of the questions related to the use of guidelines for ETS as well as the additional information gathered by the interviews shows that there are

There are four ways of including guidelines in ETS management.

four ways of including guidelines into ETS management:

1. ETS are managed *without guidelines*. Decisions are made based on trained heuristics and analogies from daily work (e.g. calculation of number of necessary personnel based on (naive) estimations).
2. *Guidelines from related and included work areas* are used and combined as necessary (e.g. guidelines for psychosocial care and support for individuals are used to establish such care in an ETS).
3. Organizations create *own algorithms for managing ETS*. The term algorithm here refers to the fact that often not the whole setup and management of an ETS is regulated but rather different individual parts and work areas. Such individual algorithms often arise from past extraordinary events and the experiences individual organizations draw from them and mainly represent best practice guides.
4. *General rules and guidelines for managing ETS* exist. An example for such a guideline is the German BTP-B 500 NRW, wich regulates the management of an ETS for 500 people for all emergency forces of the German state of Northrhine-Westphalia. It is a property of such guidelines that they determine regulations for different organizations for a particular kind of event or a set of events.

Except the management of ETS without guidelines there is no hierarchy in terms of quality regarding the described ways of including regulations. Depending on the situation each way has it's own advantages and disadvantages.

> The discussions during the interviews showed that the extension and general dimension of the event is a crucial factor for the extend of management needs. Thus creating an escalating approach involving all ways of including existing regulations might offer the most advantages. Additional research of how such combination might be done is necessary.
>
> One result of particular interest is the mentioning of the European project EURETS - European Emergency Temporary Shelter. Results from this project are used by the Austrian *Arbeiter-Samariter-Bund*. The results of this project can be used as basis for the SAMETS development.

Project EURETS online: http://www.eurets.eu

2.2.2 Special guidelines for ETS management regarding target-groups

In accordance to the answers about existing general guidelines most of the participants answered that there are also no special guidelines for the identified

target-groups (children, elderly people, disabled people, religious groups and foreigners), as shown in figure 2.4.

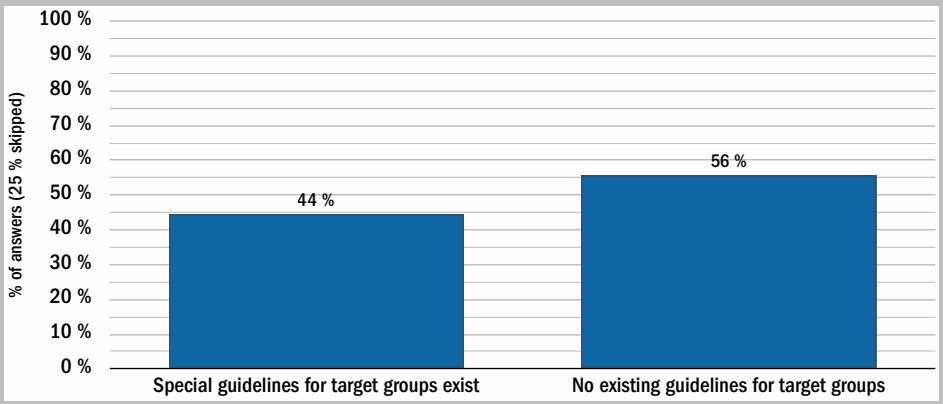

Figure 2.4: Distribution of answers about existing target-group related guidelines for ETS

It can be assumed that if no guidelines exist at all also no special guidelines exist. However, figure 2.5 shows that this is not true for all cases.

General guidelines exist*	Special guidelines exist	
	No	Yes
No	39 %	22 %
Yes	17 %	22 %

* Only those responses who also answered the question regarding special guidelines (75 %).

Figure 2.5: Relationship between the existence of general and special guidelines for ETS management

The figure also shows the structure suggested in section 2.2.1: Although no general guidelines exist there are guidelines (or algorithms) to handle specific situations. Such specific guidelines will also come from the organizations involved since it is expected that they carry out their tasks according to their individual regulations.

Figure 2.6 shows the distribution of existing guidelines for the specific target-groups. Regarding such guidelines children seem to be the most regulated topic and religious groups the less regulated.

Children seem to be the most regulated topic.

Figure 2.7 shows that if special guidelines for target-groups exist these guidelines are in half of the cases compulsory.

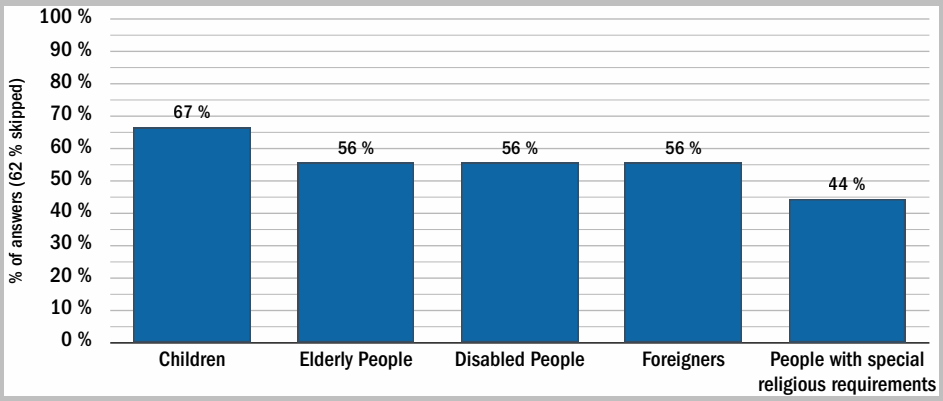

Figure 2.6: Distribution of existing special guidelines for target-groups

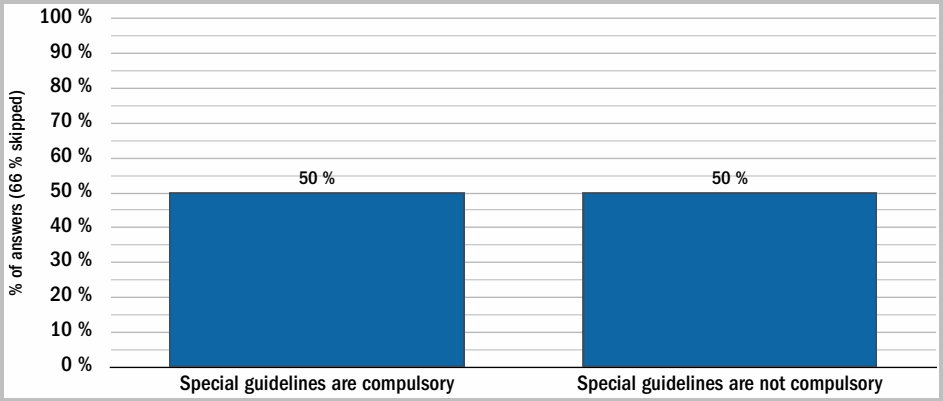

Figure 2.7: Distribution of compulsoriness of existing special guidelines for target-groups

According to the discussions from the interviews it can be assumed that the compulsoriness of special guidelines is linked to the fact that it is necessary to react to an individual situation very specifically. Given this presumption a lack of compulsoriness is due to the fact that non-compulsory guidelines allow a more flexible management of ETS.

Regulated topics

The topics regulated in these guidelines are training, equipment of ETS, co-operation, specific tasks for responsibles and personnel as well as forms to use in the ETS.

2.3 Involvement of third parties

A general distinction needs to be made regarding the involvement of third parties in the management of ETS. These third parties can either be other

organizations or volunteers. Both options will be discussed in the following sections.

2.3.1 Organizations and Institutions

The management of an emergency temporary shelter is a task that requires the involvement of many different organizations. According to the responses from the survey as shown in figure 2.8 this first of all means that there is an intensive cooperation between different aid organizations which are the main service providers for ETS.

Cooperation

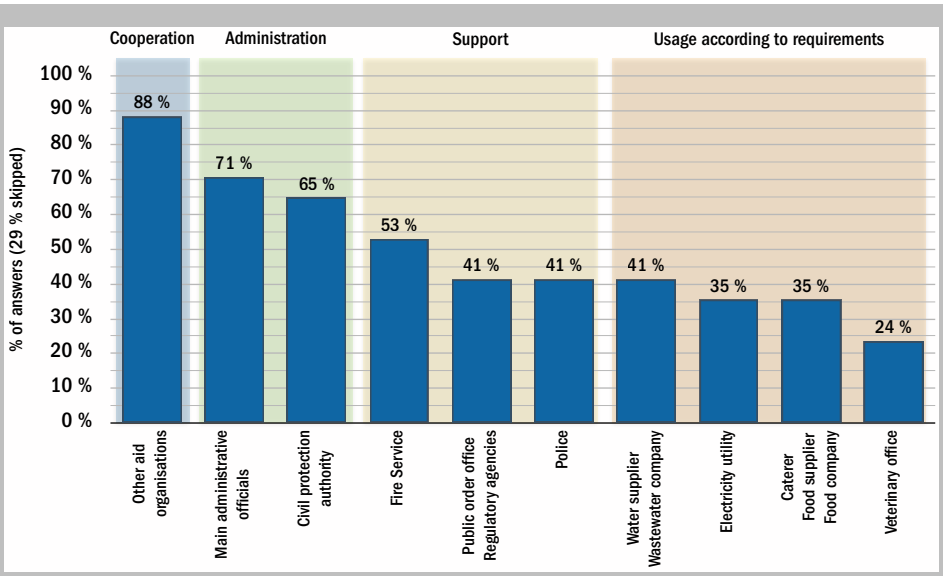

Figure 2.8: Involved organizations in ETS management

Since each event or incident takes place in an administrative area of course the related administrative bodies need to be included in the ETS management. This means especially that special regulations are activated and authorities are managing the whole situation from a strategic point of view.

Administration

Other public offices and services as well as the fire service and the police are used as support forces according to their abilities. The fire service for example is used to support the ETS installation work, police forces might be used to support security measures.

Support

Finally, many other public and private services and organizations are used according to the individual requirements of the particular ETS situation.

Usage according to requirements

> In summary, the participants agree that there is no fixed list of necessary organizations to be involved in the ETS management. Rather, it is of

importance to evaluate the specific situation and the needs arising from it following the formula: "If situation X requires the expertise of organization Y we will contact them and ask for support".

2.3.2 Volunteers

The integration of volunteers in the ETS management is difficult. A little less than half of the participants answered that they are involving volunteers in ETS management (see figure 2.9).

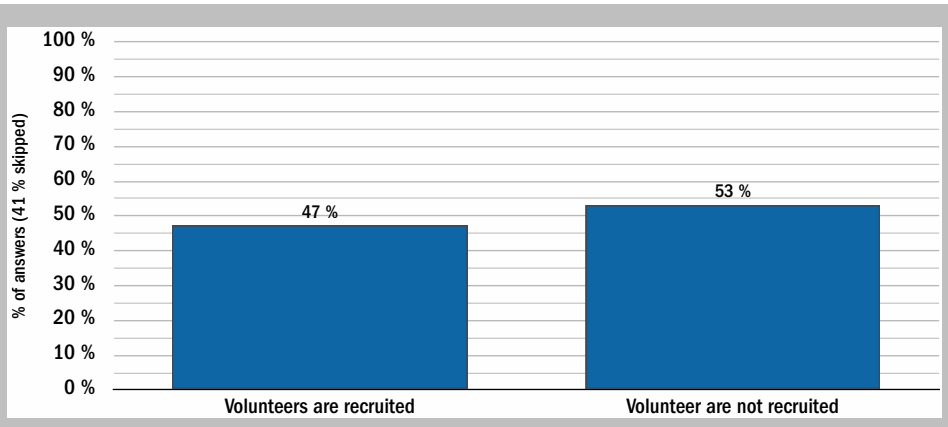

Figure 2.9: Involvement of volunteers in ETS management

The involvement of volunteers is positive.

However, all experts participating in the interviews agreed upon the fact that the involvement of volunteers in the ETS management is positive. A volunteer in this case is a person coming from within the ETS. Involving such volunteers has several advantages:

- Volunteers can support the ETS personnel in general. Such supportive tasks will need supervision by ETS personnel.
- Volunteers with special education and skills can perform specific tasks accord to their expertise (e.g. nurses can support medical teams or even supervise them). In general, such volunteers will not need supervision.
- Involving volunteers is a good form of offering actives for people living in an ETS. The advantage of this is that the volunteer will feel useful and supportive which has a positive psychological effect compared to plain entertainment.

Typical general tasks for volunteers include:

- Cleaning

- Cooking support
- Loading and unloading of supplies
- Taking care for other ETS inhabitants
- Easy maintenance tasks

Supportive volunteer
Specialist volunteer

Summarizing the above it is necessary to distinguish between a supportive volunteer and a specialist volunteer. Both groups have individual requirements and prerequisites, as mentioned above. In the case of special volunteers with a particular expertise it is of importance to make sure that the volunteer really has the expertise that he claims to have.

The one reason that was mentioned for not involving volunteers are problems related to insurance. Often ETS managers are uncertain about the insurance status of a volunteer. It therefore seems necessary to further research successful insurance concepts (e.g. from Austria and Germany) and ways to implement those in other countries.

2.4 Target-groups

The SAMETS project has identified different target-groups of inhabitants of an ETS. These are:

- Children
- Elderly people
- Disabled people
- Groups formed by culture, religion and / or language

The following sections discuss the result of the survey related to the requirements of such groups in ETS.

2.4.1 General analysis of specific requirements for the target-groups

Some requirement aspects are common for all target-groups.

During the interviews it became clear that some aspects are common for all the mentioned target-groups. Therefor this section will analyze those common aspects before a deeper analysis of the target-group related requirements will take place.

2.4 Target-groups

Registration

Before one or more of the mentioned target-groups can be specifically managed within an ETS such groups need to be identified. Although this is easy with obvious groups like children others might be harder to identify. One means of identification is a specific questionnaire which will also report about individual vulnerabilities and needs of people.

Questionnaires are used for registration.

Figure 2.10 shows that such a questionnaire is not used widely for ETS management.

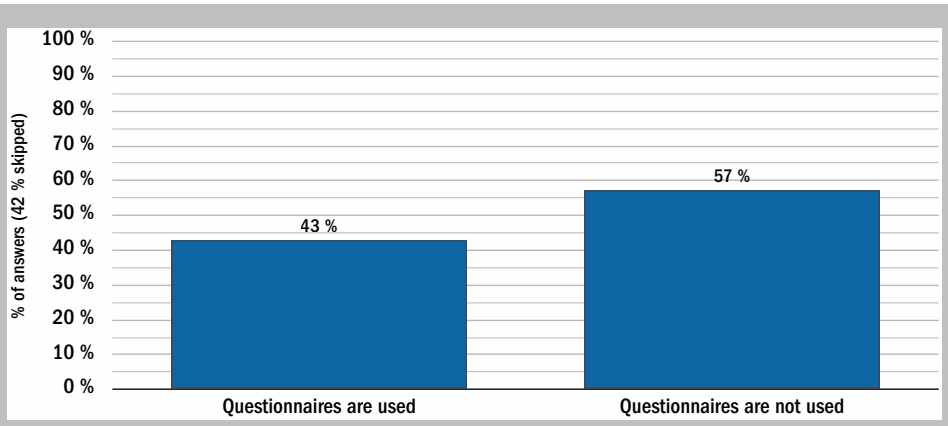

Figure 2.10: Use of questionnaires to identify individual vulnerability

The participants that reported that they use such a questionnaire also reported that it is of great use to structure the heterogenous group of people within an ETS. Figure 2.11 shows that a lot of information is captured with those questionnaires.

The Italian *Landesrettungsverein Weißes Kreuz* uses a form called "Psychological Triage" (psychologische Triage) to identify individual vulnerabilities. During the interviews it became clear that next to basic information two aspects are of importance:

- The individual stress related to the situation of the person.
- A portfolio of skills and opportunities.

While the term stress is widely known the second aspect needs further explanation. Instead of asking for abilities related to the ETS management the form asks for the individual skills and experiences of a person, thus allowing the evaluator to combine the information with other pieces and create a plan of how to include this person into the whole ETS structure.

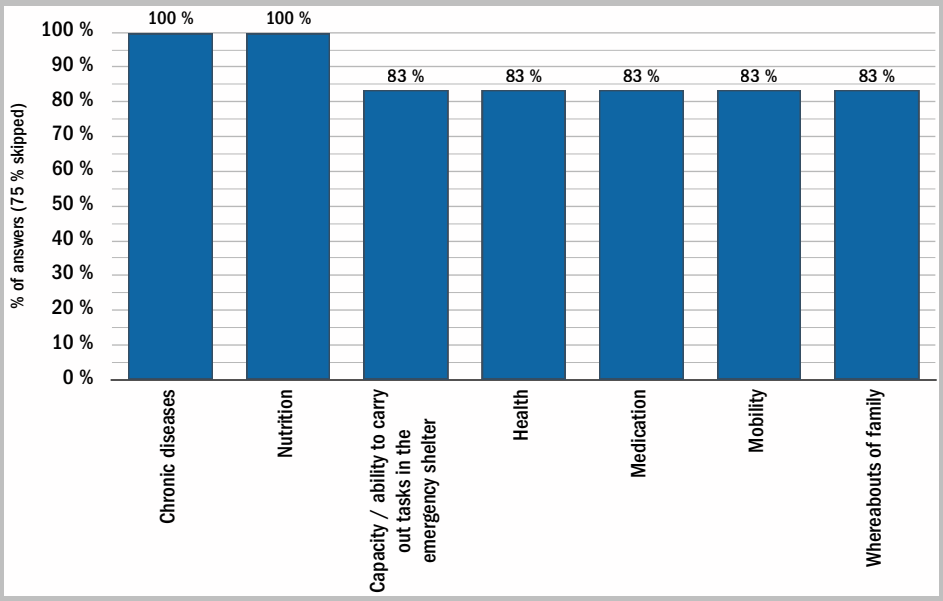

Figure 2.11: Contents of questionnaires

Psychosocial care

There are two general psychological aspects that were mentioned during the interviews as important for all target-groups.

The first of this aspects is the fact that creating familiarity supports the situation. Family reunification is a means to create familiarity, but this needs to be seen in a broader sense. It is much more important to reunite close persons (like patient and nurse etc.) than exact families.

Creating familiarity has positive effects.

The second aspect is related to activities offered for inhabitants of ETS. Being active is of great psychological value in such a situation. This is especially true if the activity also has a purpose that support the overall situation. Details about this can be found in section 2.9.

Purposeful activities have a psychological benefit.

Figure 2.12 shows that most participants or their organizations do not provide special psychosocial care for specific target-groups. The interviews revealed that the most common approach is a general provision of psychosocial care since it is assumed that the providing personnel are trained accordingly and will adapt to the individual patient.

> A group of people mentioned during the interviews is not yet defined as a target-group. This group consists of people who are missing someone. According to the respondents this group has very specific psychosocial re-

Additional target-group: People who are missing someone.

2.4 Target-groups

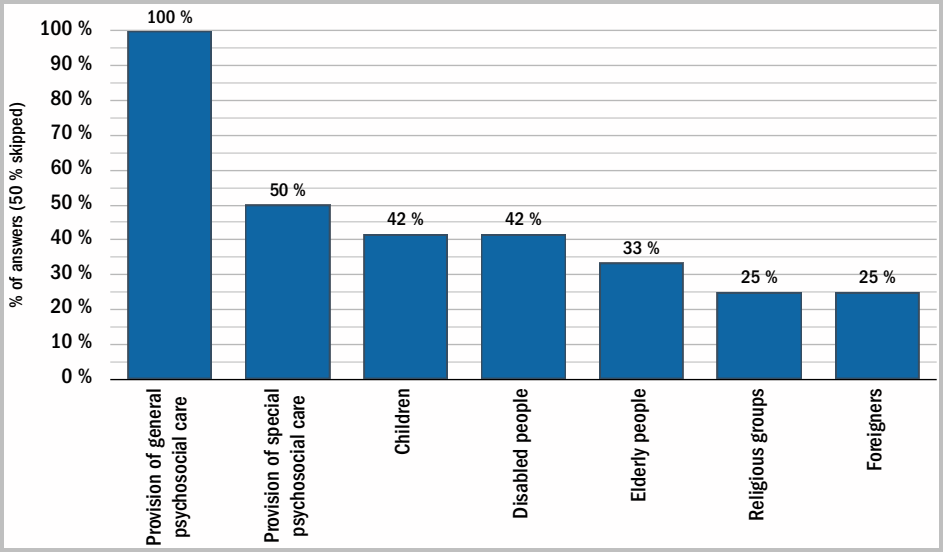

Figure 2.12: Provision of specific psychosocial care for target-groups

quirements that need to be taken into consideration while managing an ETS.

Food

Food is a very individual aspect. So it is not surprising that providing food for individual target-groups is well known throughout the participants (see figure 2.13).

Special food for vegetarians / vegans is standard.

During the interviews it became clear that today special food for vegetarians or vegans is standard. The fact that most participants answered that they provide food for religious groups is that these groups often demand special food or even special cooking (e.g. kosher food).

Special food and supplies should not be stored.

An aspect of particular interest is the storage of special food or supplies. The participants of the interview suggested that storing food in general is great, but storing special food is not a good idea due to expiration dates. The guiding question regarding planning for special food is where such food can be obtained in case of an operation.

Provision of regional food is positive.

In addition to that the provision of regional food is positive also in terms of psychosocial aspects. People will accept regional food that they are used to more easily which will improve the process of getting familiar with the situation.

2.4 Target-groups

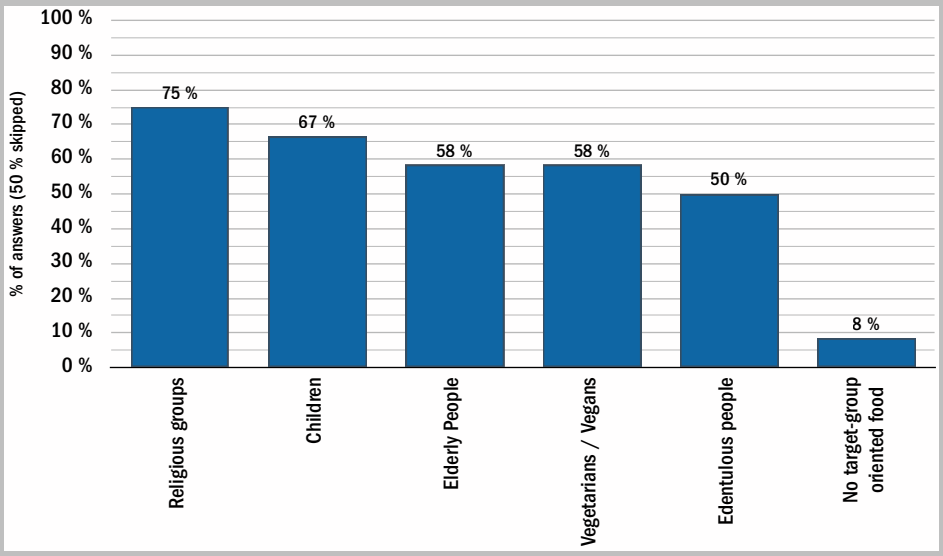

Figure 2.13: Provision of specific food for target-groups

Security

The opinions of the respondents regarding security requirements were very divergent. While some of the respondents presumed a basic security setup with registration and access limitation to the ETS would be sufficient others discussed specific means of security, for example the question of which assets an inhabitant is allowed to keep and which ones will be stored in a central facility.

However, all respondents agreed that security is an important matter to plan and enforce. The quality should be based on the quality one would expect in everyday life and of course on levels demanded by official regulations and laws.

Security of people in an ETS can be divided into two separate aspects:

- The person himself and
- Personal assets

No specific security needs for target-groups.

Both aspects need to be taken into consideration for planning security means. However, all respondents agreed that there is no explicit distinction between security needs of the different target-groups. Rather, security is an overarching topic to be addressed.

2.4.2 Children

As shown in figure 2.6 on page 10 children are the target-group where the most specific guidelines or algorithms exist. The special treatment of children is an ingrained strategy in the medical services. German Emergency Medical Services know the saying "Children are not small adults." - meaning that even basic physical needs differ between children and adults. Following this rule it is obvious that special precautions need to be taken with regards to the accommodation of children in ETS.

"Children are not small adults."

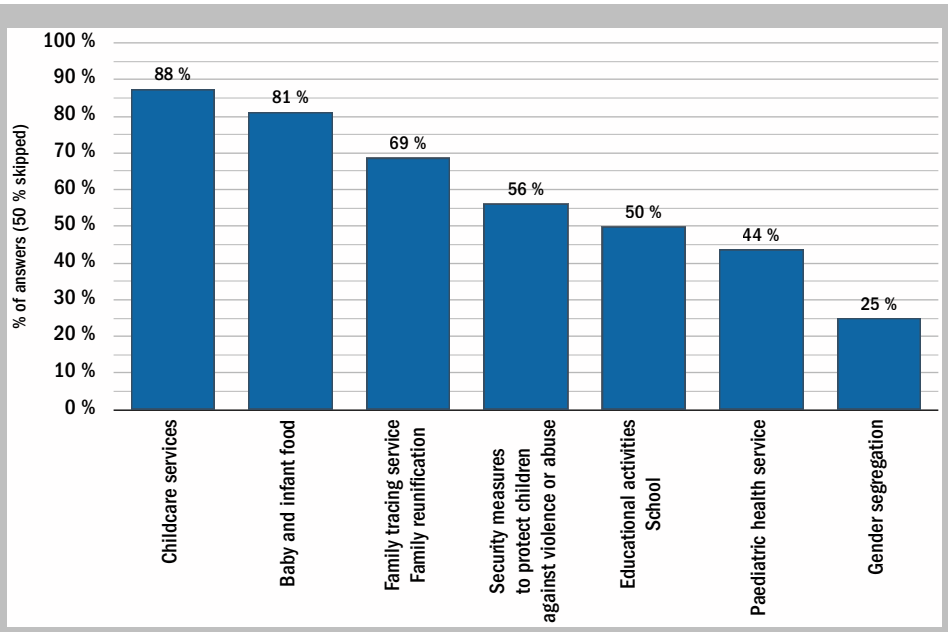

Figure 2.14: Special requirements for ETS with regards to children

Figure 2.14 shows how important the participants judge the specific needs offered in the survey. The participants agreed that both the duration of the accommodation as well as the available options define the demand and limits of the special treatment of children.

2.4.3 Elderly people

As well as children also elderly people need special treatment. However, compared to requirements results for children the results for elderly people shown in figure 2.15 show that the emphasis has shifted here. Most of the participants agree that medical and nutritional aspects are of importance when dealing with elderly people in ETS.

Medical and nutritional aspects are important.

2.4 Target-groups

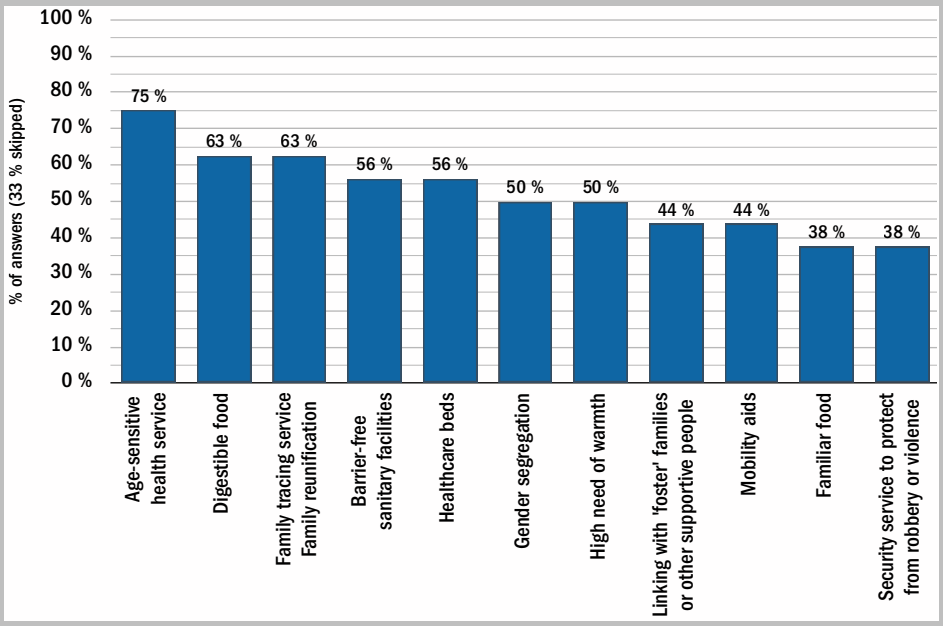

Figure 2.15: Special requirements for ETS with regards to elderly people

Again, as with the requirements of children, the motto identified during the interviews is "what is possible will be provided" and time and infrastructure are again the limiting factors here.

> A situation that was often discussed during interviews is the evacuation of nursing or retirement homes. If such facilities are evacuated it was expressed by the participants of the interview that it is necessary to check if the needed equipment and supplies as well as personnel can be moved too, as suggested by the Austrian *Arbeiter-Samariter-Bund*. Related to this a more general question was raised: "Do we bring the equipment to the people or the people to the equipment?".
>
> A valuable best-practice suggestion related to nutrition was to serve soups since they serve two goals: They provide fluid and are nourishing as well, which makes them a good source of nutrients for elderly people.

2.4.4 Disabled people

The most important aspect related to disabled people is the kind of their disability and the consequences that can be drawn from that. There is not *the one disability*. Each individual disability and person will have individual demands that cannot be generalized.

It is important to identify the kind of disability.

2.4 Target-groups

The survey did not cover all possible disabilities but was focused on a physical disability. As shown in figure 2.16 a specialized care service is of importance for most of the participants, followed by means to support communication with the disabled person.

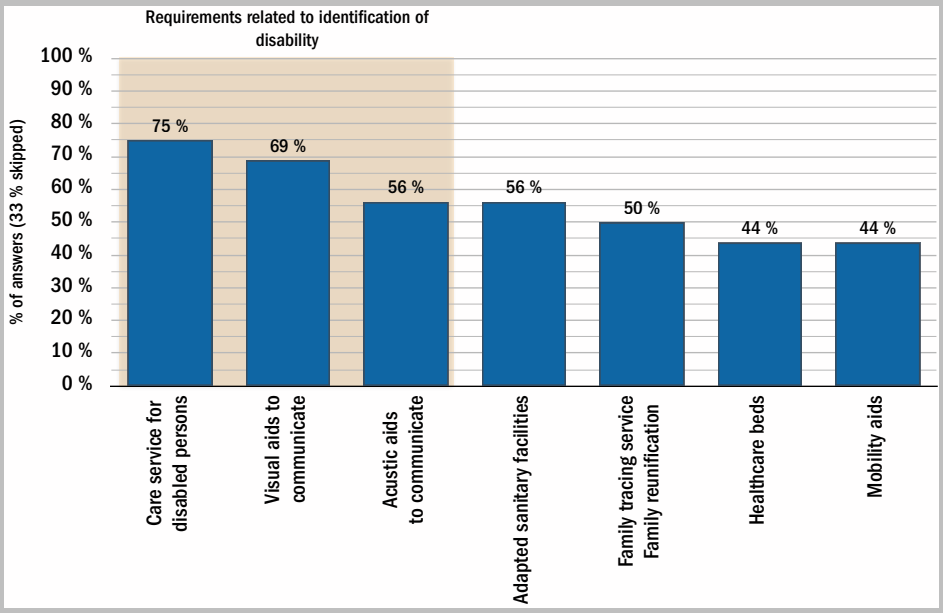

Figure 2.16: Special requirements for ETS with regards to disabled people

This hierarchy supports the statement that each disability raises different challenges. The fact that most participants call for a specialized care service shows that the need is high to find someone who is experienced with the particular kind if disability. If this cannot be done communication support will be necessary to find out more from the disabled person himself.

2.4.5 Cultural, religious and linguistic impacts and demands

The results for cultural, religious and linguistic impacts and demands were combined in this section since the results show that all three aspects are tightly linked. Each aspect influences the others and so the identified demands are similar throughout the three groups.

Cultural, religious and linguistic aspects are tightly linked.

Figure 2.17 shows the distribution of relevant requirements for ETS related to multicultural aspects. The first column "Identify and adapt to needs" represents a fact that many respondents expressed during the interviews. Needs related to cultural aspects need to be identified on scene for the specific situation and cannot be defined previously.

Needs and requirements need to be identified on scene.

2.4 Target-groups

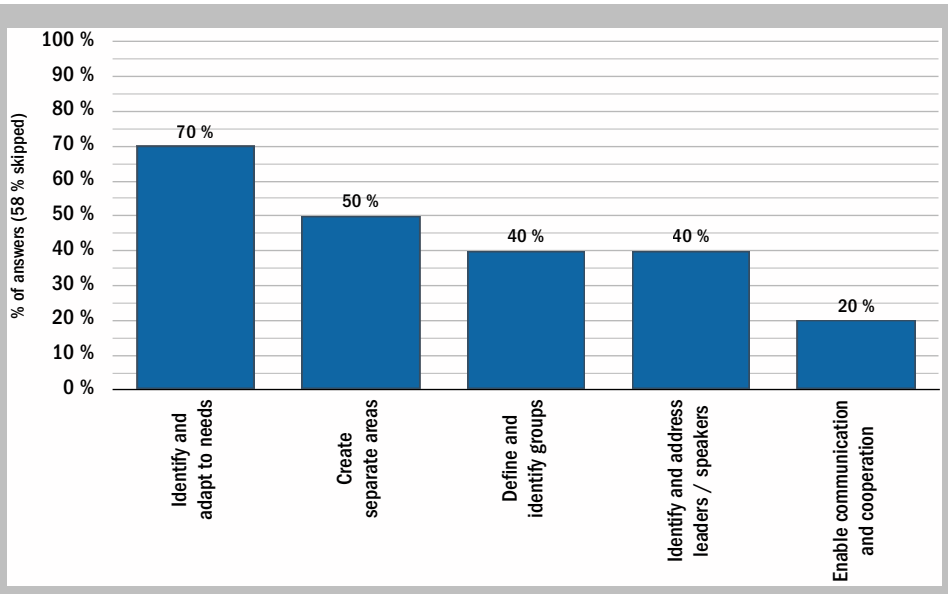

Figure 2.17: Requirements related to multicultural aspects

One key aspect is to identify the individual cultural groups within an ETS and to provide separation if necessary.

In order to ease the communication the respondents all agreed that it is important to find a leader or speaker of each group who will be responsible for speaking for the group. It is important that this person is the point of contact for the ETS management.

It is important to find a speaker for each group.

The need to identify requirements and needs is even bigger when it comes to religious groups (see figure 2.18). This is especially true for two main pieces of information:

- Special food requirements and
- Requirements for rooms related to religious service.

Again, separation of groups as well as identifying a leading person is of importance. It is also useful to have ETS personnel educated in religious peculiarities.

For the linguistic part the number of important aspects are less than for the cultural and religious parts. The most important aspect here is to use interpreters. It is important to use trained personnel here because a plain translation might lead to confusion and disorder.

Interpreters are of great benefit.

2.4 Target-groups

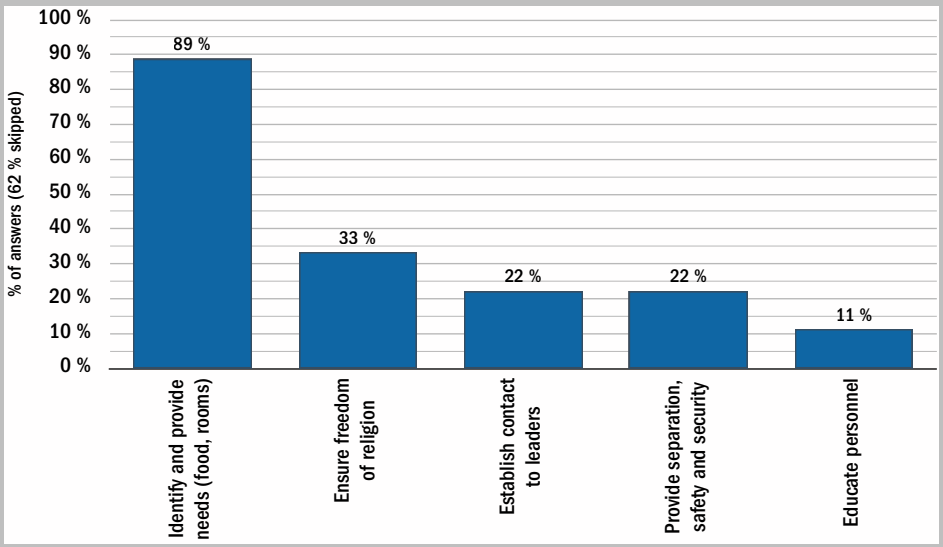

Figure 2.18: Requirements related to religious aspects

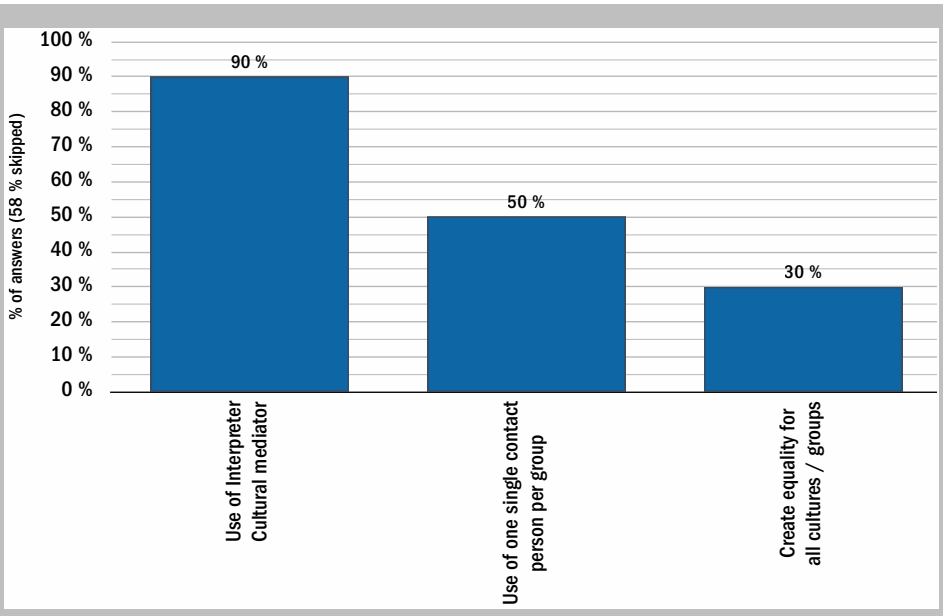

Figure 2.19: Requirements related to linguistic aspects

The Italian *Landesrettungsverein Weißes Kreuz* uses a cultural mediator (Kulturmittler) for such tasks. Such mediator does not only provide interpretive services but is trained in cultural aspects as well so he can provide necessary background information.

3 Summary and conclusions

3.1 Summary

This report is the result of a survey about the requirements of special target-groups within emergency temporary shelters (ETS). These target-groups are children, elderly people, disabled people and groups defined by culture, religion and language.

In total 24 participants from all four SAMETS partner countries took part in the survey which was answered both online as well as with telephone interviews. The telephone interviews were additionally used to discuss specific aspects and to further identify requirements. The data of both procedures has been combined in this report.

The results show that guidelines to manage ETS and especially how to deal with the mentioned target-groups are not standard throughout the participating countries. If guidelines exist they fall in one of the following categories:

- Guidelines from related areas
- Algorithms created from experience and used within a specific organization.
- General guidelines (e.g. the project EURETS)

The involvement of third parties in the management of an ETS is necessary due to the complex situation an ETS is located in. Such third parties can be split up into five groups:

- Partners for cooperation
- Administrative bodies
- Support organizations
- Organizations that are used according to specific requirements
- Volunteers

The usage of volunteers within an ETS is positive and even supports the psychological situation of a person. Volunteers can be divided into supportive and specialists volunteers. An identified problem is the insurance situation of a volunteer which often hinders the use of volunteers in ETS.

Regarding the special requirements of the mentioned target-groups the areas of registration, psychosocial care, food and security have general aspects that are more or less independent of the target-group.

In general, all respondents said that they will provide what is needed if it is possible to provide.

In dealing with children the motto is "Children are not small adults". Important special requirements are a childcare service as well as child specific food. For elderly people the focus shifts towards healthcare and food, especially the storage of drugs and medical material. Regarding disabled people it is of utmost importance to identify the kind of disability. It is therefore useful to have trained personnel to support.

The cultural, religious and linguistic requirements all depend on each other. The most important requirements are the individual identification of needs, the separation of groups, the definition of a speaker for each group and the use of interpreters.

3.2 Conclusions

During all telephone interviews it became clear that a static approach to ETS design and management is not purposeful. Rather, two main dimensions could be identified that drive the way ETS are managed with regards to social affairs:

Duration of event (time) The known or expected duration of the event causing the necessity of temporary sheltering is a driving factor especially for means related to offered activities and services and here especially to the diversity of such means. For example, plain entertainment activities for children will be complemented by educational services such as provisional schools if the event has a sufficient duration. It is therefore necessary to identify the expected duration of an event as early and exact as possible to be able to plan ahead.

Availability of infrastructure (space) A common strategy expressed by many respondents was to use existing infrastructure if such infrastructure is available. For example a school with all related infrastructure (e.g. fresh-

and wastewater supply / disposal) can be used as temporary shelter. The same is true for special equipment such as care-beds. Many special equipment items also require related infrastructure. Care-beds for example cannot be moved on a muddy surface between tents. It is therefore necessary to assess the available infrastructure in the specific situation and derive individual conclusions of how to provide services.

Figure 3.1 shows a matrix based on the explained dimensions time and space.

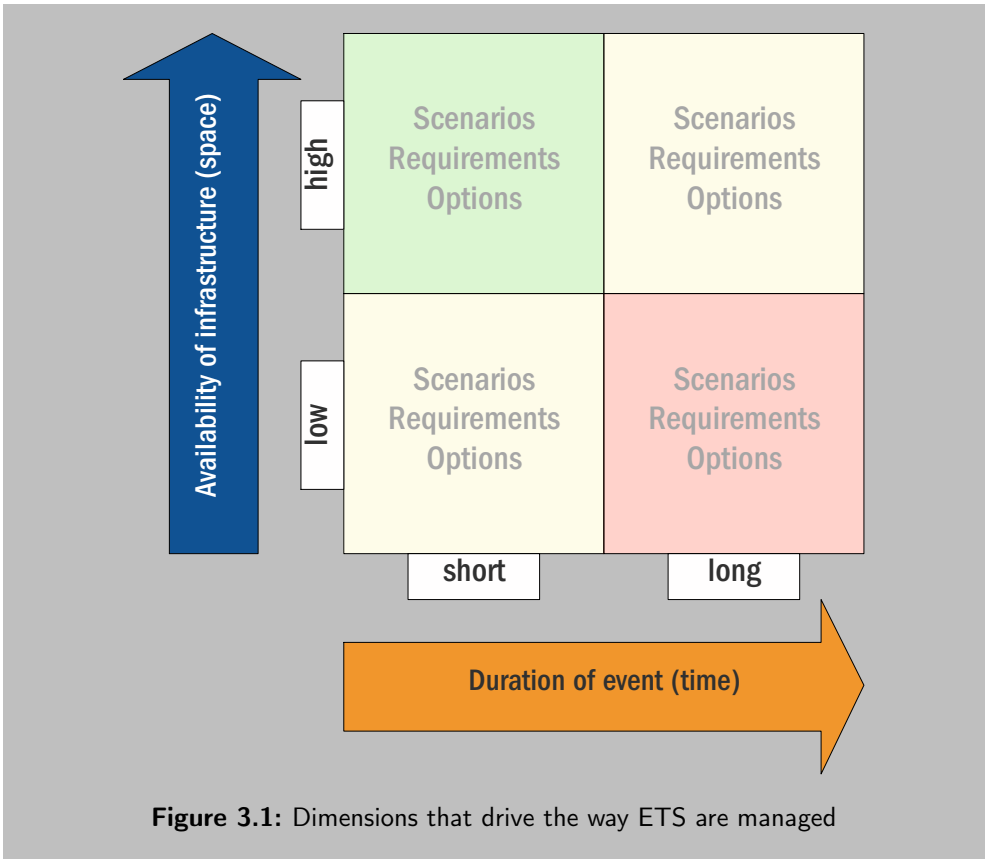

Figure 3.1: Dimensions that drive the way ETS are managed

Depending on the combination of available infrastructure and the duration of the event it is important to identify possible scenarios and related requirements and options for the specific target-groups.

Finally, it is important to notice that many of the respondents mentioned that decisions regarding requirements can only be made on scene depending on the situation. In order to support this process future guidelines might include checklists of what to remember rather than regulations of how to proceed and what to provide.

4 Acknowledgements

The project Social Affairs Management in Emergency Temporary Shelter (SAMETS) is co-funded by EU Humanitarian Aid and Civil Protection under the grant agreement No. ECHO/SUB/2013/671416

List of Figures

1.1 Overview of the SAMETS experts survey 4
1.2 Overview of the countries participating in the SAMETS experts survey 4

2.1 Distribution of participants by SAMETS partner countries . . . 6
2.2 Distribution of experience of participants with ETS management and work 7
2.3 Distribution of answers about existing general guidelines for ETS 7
2.4 Distribution of answers about existing target-group related guidelines for ETS 9
2.5 Relationship between the existence of general and special guidelines for ETS management 9
2.6 Distribution of existing special guidelines for target-groups . . . 10
2.7 Distribution of compulsoriness of existing special guidelines for target-groups 10
2.8 Involved organizations in ETS management 11
2.9 Involvement of volunteers in ETS management 12
2.10 Use of questionnaires to identify individual vulnerability 14
2.11 Contents of questionnaires 15
2.12 Provision of specific psychosocial care for target-groups 16
2.13 Provision of specific food for target-groups 17
2.14 Special requirements for ETS with regards to children 18
2.15 Special requirements for ETS with regards to elderly people . . 19
2.16 Special requirements for ETS with regards to disabled people . 20
2.17 Requirements related to multicultural aspects 21
2.18 Requirements related to religious aspects 22
2.19 Requirements related to linguistic aspects 22

3.1 Dimensions that drive the way ETS are managed 25

antwortING Ingenieurbüro Weber Schütte Käser Partnerschaftsgesellschaft (PartG)
Alarichstraße 56
50679 Köln

Telefon: 0221 337787-0
Telefax: 0221 337787-29

E-Mail: info@antwortING.de

www.antwortING.de