

Venice - June 16th, 2014

THE INCLUSIVE PROJECT

For accessibility and safety

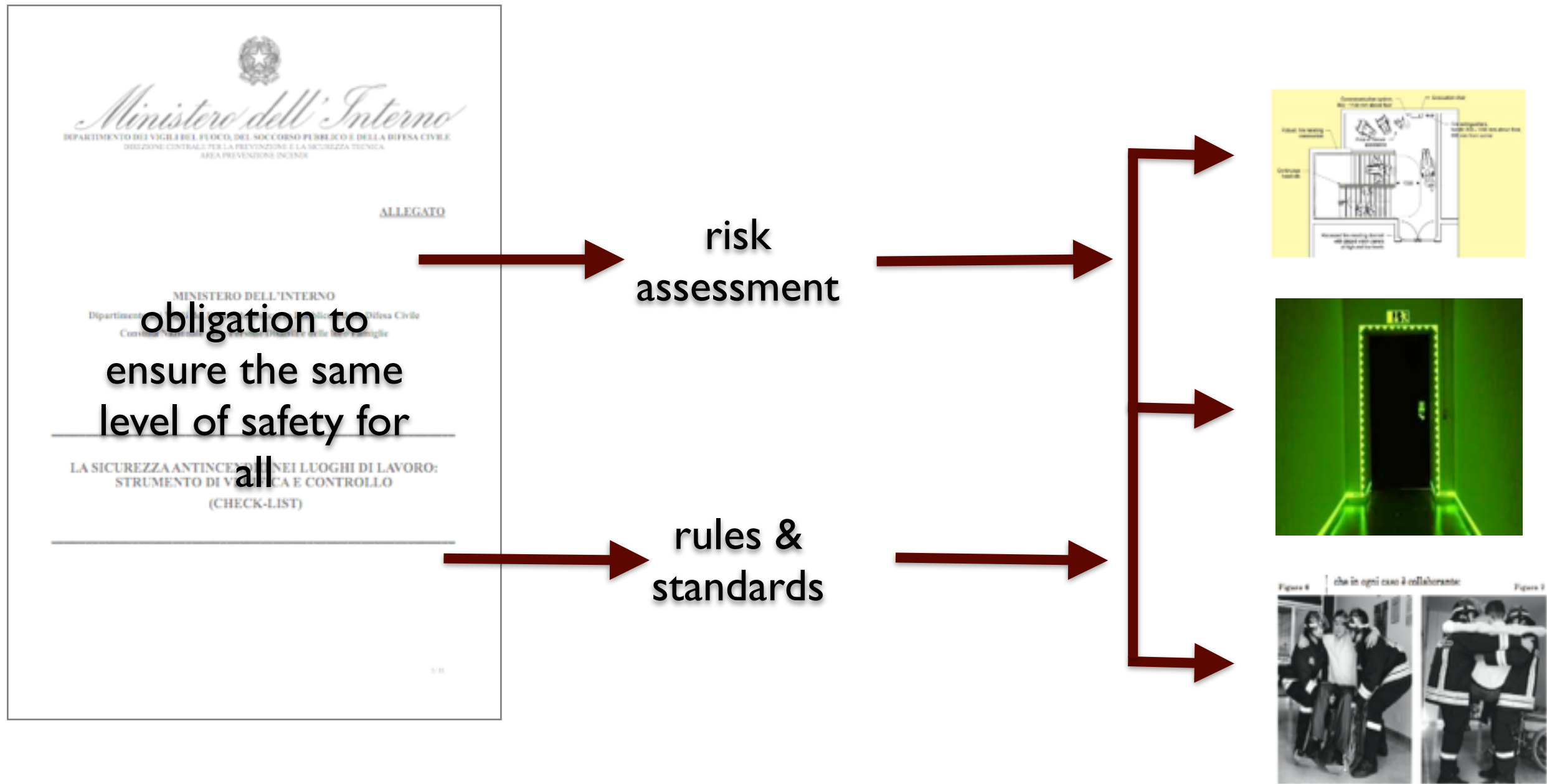


Focus on the safety of people with special needs

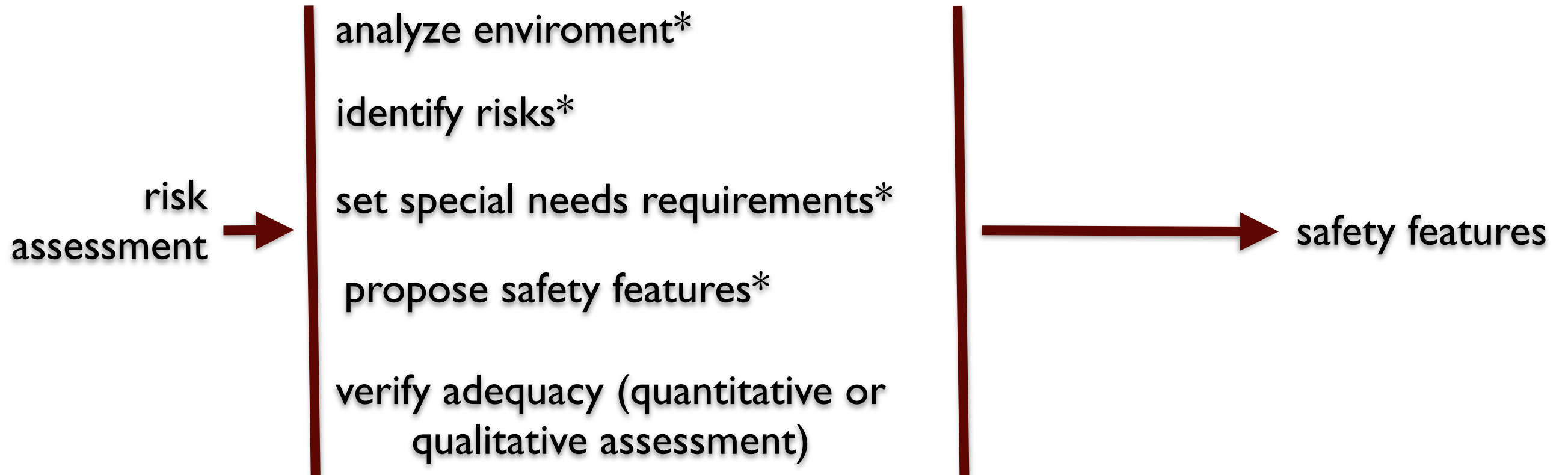
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special needs: safety in case of fire



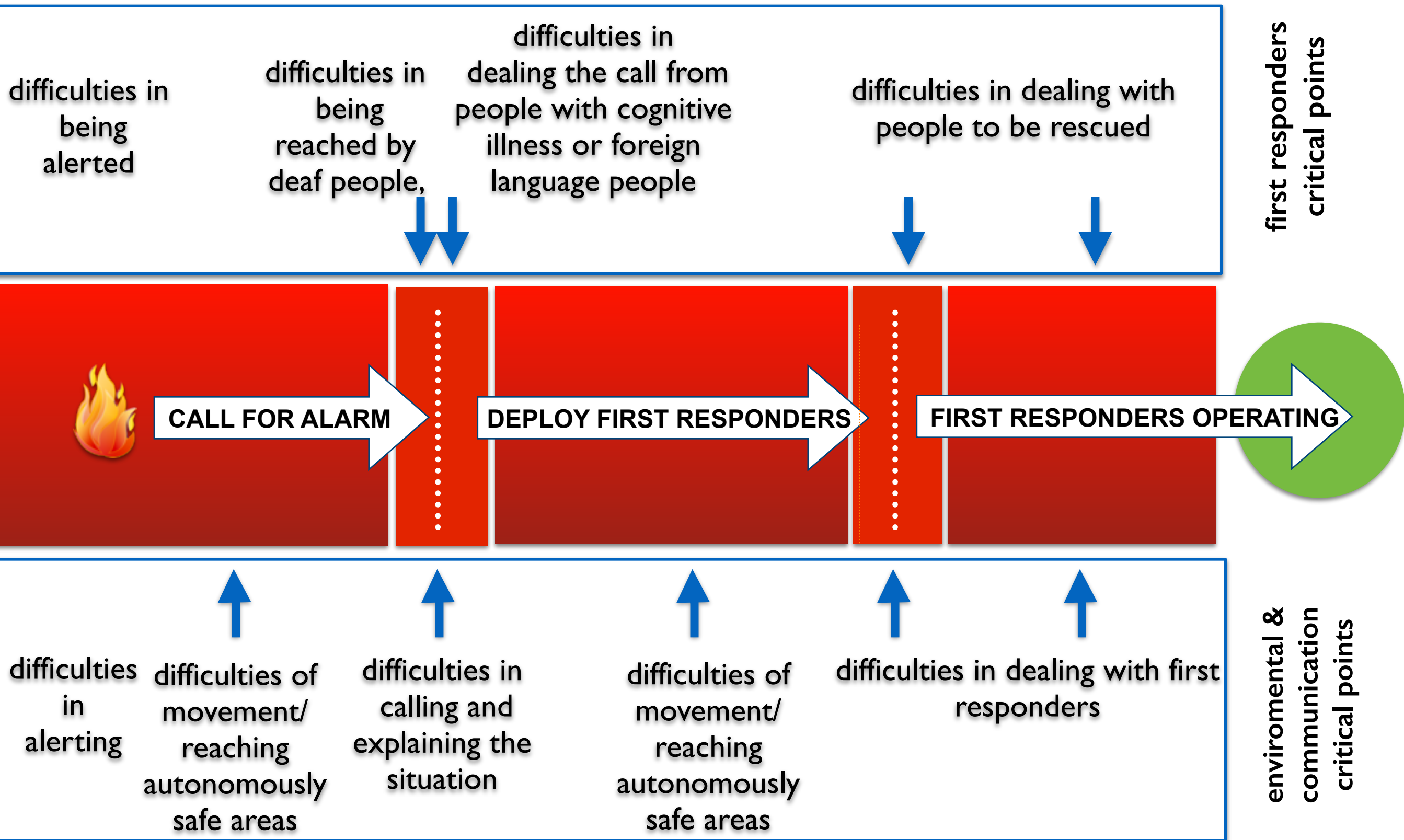
special needs: safety in case of fire



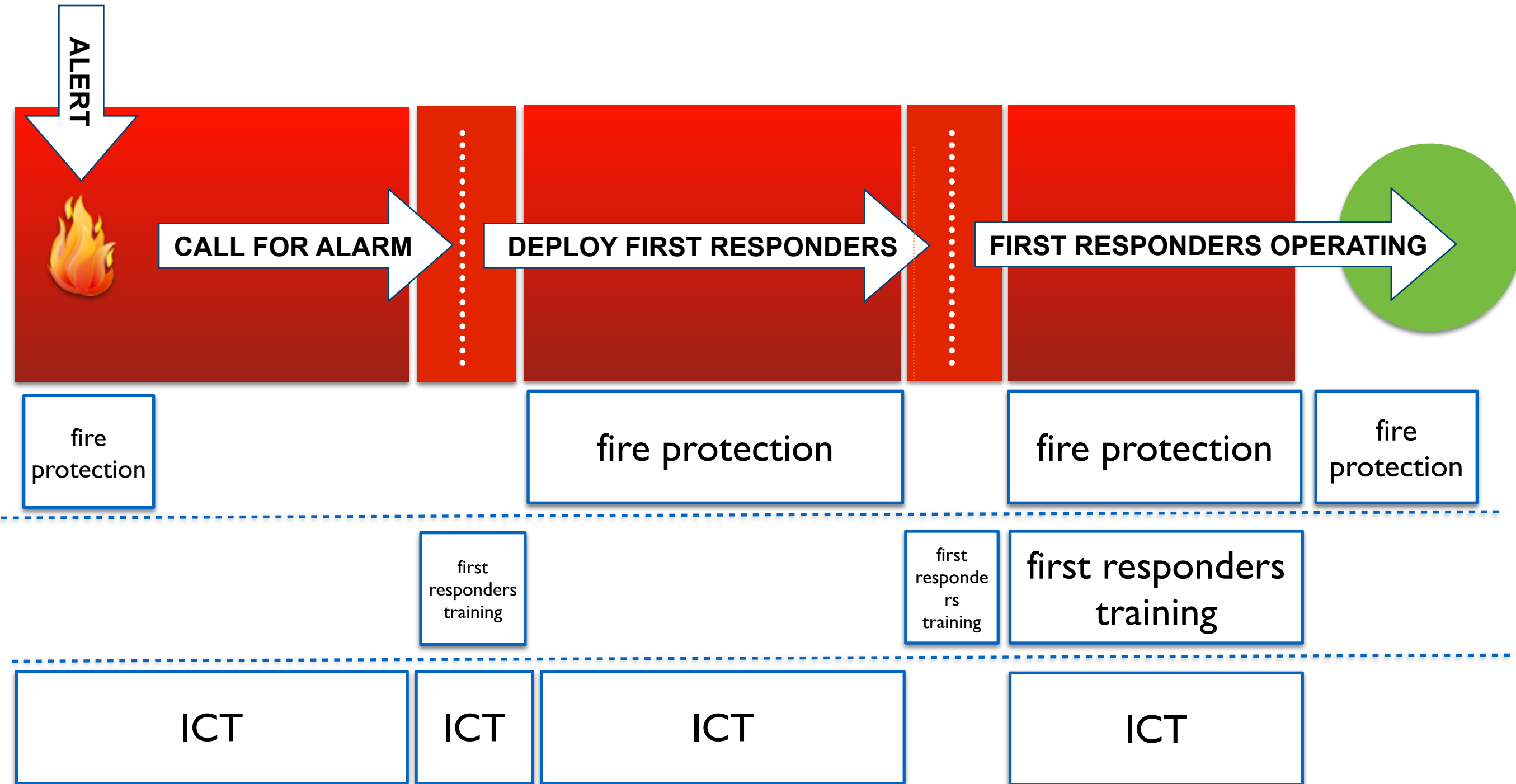
** togheter with interested people, whenever possible*

rules & standards → safety features

special needs: safety in the general case



special needs: safety in the general case



special needs

vs

rescue services needs

1. being alerted
2. raising the alarm, receiving/exchanging information with the control room
3. understanding what to do
4. moving along emergency egress routes
5. dealing with first responders

1. alert people
2. receiving the alarm, localizing the caller, understanding the caller's needs
3. explaining what to do
4. bringing the fastest service
5. dealing with the caller



special needs vs rescue services needs

I. being alerted

I. alert people

fire
protection
rules

ICT, social media

alarm systems
suitable to
everybody needs:

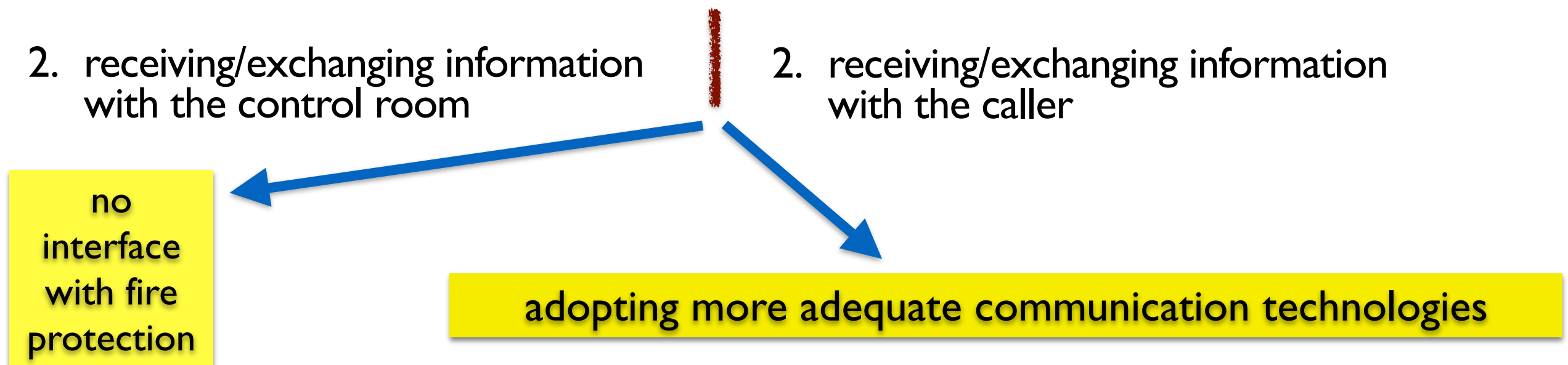
- sound
- light, strobes
- vibrations

- mass alarm
- social media

while social media and emergencies are
widely studied (i.e. EENA Cosmic
project) there's a research gap about
their application to inclusive needs



special needs vs rescue services needs



The main problem is related to deaf people and people with cognitive disabilities. In both cases, the EU directive on Universal Services asks for the “Access to the publicly available telephone services to all, including people with special needs or low income, who may receive direct support public authorities”.

The CNVVF has been following some relevant EU funded project:

- REACH 112 (<http://www.reach112.eu>) which has shown that 112 emergency call centers can be accessible for deaf people*
- ESENET (<http://www.esenet.org>) which has shown the need to develop new applications with existing technologies (even if R&D efforts are needed) but within a more appropriate legislative framework.*

Consequently, the CNVVF is developing a cost free, web based solution aimed at giving access to deaf people to call the emergency number 115 and ask for rescue

special needs vs rescue services needs

3. understanding what the control room suggests to do

3. explaining to the caller what to do

fire protection provisions
adequate to early
event phases



i.e. refuge
areas,
emergency
management

adopting more adequate
communication technologies

Special needs are related to mobility impairments, language barriers, cognitive difficulties. Answers can be found in:

- training first responders to deal with the most of such needs;*
- adopting an inclusive design of buildings and public spaces;*
- developing ICT solution tailored to the needs*

The EU implementation of the directive on Universal Services asks the answer to foreign language callers.

The CNVVF has started years ago systematic training at all levels of operations personnel to manage the rescue operations in case of special needs.

special needs vs rescue services needs

4. moving along emergency egress routes

4. bringing the fastest service

fire protection provisions
adequate to all the event phases

weak interface with ICT



enhancement of rules,
development of good
practices

dissemination to
employers, risk assesment
professionals etc.

*elderly people and people with cognitive illness can
be helped by ITC special apps*

*SAVEME (<http://www.saveme.org>) has shown that in complex
buildings smatphone and tablet can help people orientating
during emergencies*

special needs vs rescue services needs

5. dealing with first responders

5. dealing with the caller

weak interface with fire protection

weak interface with ICT

training & information

when the first responders get in touch with people to be rescued, the rescue needs must match with the capability of first responders to deal with such needs. the only way to improve such phase of the operations is to give an adequate training to first responders



information to public

training of firefighters

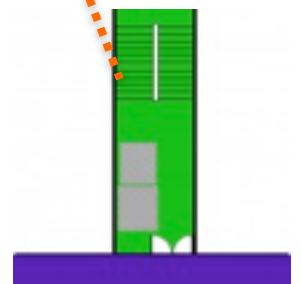
data exchange between control rooms can help rescuers

in which areas is it still safety lacking?

	<i>multilingual</i>	<i>aged persons</i>	<i>children</i>	<i>sensorial disability</i>	<i>phisical disability</i>	<i>mental illness</i>
<i>reaching people with correct information in ordinary condition</i>	✓	✓	✗	✓	✓	✗
<i>reaching people with correct information in emergency</i>	✗	✗	✗	✓	✓	✗
<i>helping people to get autonomously safety places</i>	✗	✓	✗	✓	✓	✗
<i>helping people to get safety places</i>	✗	✓	✗	✓	✓	✗

✓ = partly/completely addressed

✗ = not still addressed





partly addressed

	<i>language barriers</i>	<i>aged persons</i>	<i>children</i>	<i>sensorial disability</i>	<i>physical disability</i>	<i>mental illness</i>
<i>reaching people with correct information in ordinary condition</i>	<i>signs-information</i>	<i>signs-information</i>	✗	<i>signs-information</i>	<i>signs-information</i>	✗
<i>reaching people with correct information in emergency</i>	<i>systems/ICT</i>	<i>systems/ICT</i>	✗	<i>systems/ICT</i>	<i>signs/ICT</i>	<i>staff/rescuer training</i>
<i>helping people to get autonomously safety places</i>	<i>fire protection</i>	<i>fire protection</i>	<i>fire protection</i>	<i>fire protection</i>	<i>fire protection</i>	<i>staff/rescuer training</i>
<i>helping people to get safety places</i>	<i>fire protection - staff/rescuer training</i>	<i>fire protection - staff/rescuer training</i>	<i>fire protection - staff/rescuer training</i>	<i>fire protection - staff/rescuer training</i>	<i>fire protection - staff/rescuer training</i>	<i>staff/rescuer training</i>

addressed

to be addressed

questions?



thank you