



COOP2REACT and 115-FOR-DEAF
Giving deaf people the possibility
of calling firemen emergency services
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From REACT to COOP2REACT

During the last two years, CNVVF have kept working on the evolution of REACT.

Further developments have been used in the aftermath of the L'Aquila Earthquake and for the management of the Forest Fires Season (AIB - Anti Incendi Boschivi).

Today we have made available to all Emergency Services and Safety Operators:

- The COOP2REACT system
- A Cooperation charter ruling the data sharing procedures between CNVVF and other Emergency Services
- A set of open standards available for upgrading existing Command and Control Rooms to data interoperability

COOP2REACT

Such achievements are the result of the combination of several components, all of them needed to reach tangible outcomes:

- A strategic vision by CNVVF
- The commitment to process innovation by private organisations
- The availability of European fundings supporting the applied research phase of the project
- The perseverance of the working team in striving for operational and functional solutions

This is a clear demonstration that when active cooperation between different stakeholders is reached, procedures for citizens' safety and security can actually be improved and kept financially sustainable

115-for-deaf

The problem:

- Asking for rescue for deaf people can be an insurmountable problem
- EC directive about emergency services ask member states to give this problem an answer

115-for-deaf

- National Fire Corps (Vigili del fuoco) in Italy have been traditionally interested in improving safety of people with disabilities both in emergency services and in fire protection
- in particular, Vigili del Fuoco have joined EU funded project REACH 112 which aims at giving deaf people the best solution to the problem of calling 112 emergency number

115-for-deaf

Possible solutions

At the moment, available technology lets solve the problem with some gaps

	pros	cons
fax	cheap	Slow in exchange data
sms	Cheap, very common	No real time, needs several messages to clarify the needs
real time text	Real time and immediate confirmation of data reception	Expensive, at the moment difficult to be widespread

115-for-deaf

***Project under test
by Corpo
Nazionale dei
Vigili del Fuoco***

Requirements:

1. Internet access
2. User registration
3. Free of charge for the user

Service characteristics:

- As the message has been sent by the user requiring rescue, it is read in real time in Firefighters control room
- From Firefighters control room confirmation or questions can be sent immediately to the user
- Firefighters control room does not need to ask for user's name or user's location (if registered on fixed position)