i4CM

Innovation for Crisis Management

I4CM - EDITION #4

JUNE 12-13 2019, COPENHAGEN, DENMARK

This event is hosted by the DRC.

ABSTRACT

DRIVER+ AND THE I4CM EVENTS

WHAT IS DRIVER+?

A RESEARCH PROJECT TO DRIVE INNOVATION IN CRISIS MANAGEMENT

In May 2014, dedicated practitioners' organisations, research institutes, industries and SMEs teamed up to support the European Union to valorise the wealth of European innovation and science in Crisis Management. Until April 2020 the broad aim of the DRIVER+ project, funded under the European Union's 7th Framework Programme, will be to improve the way capability development and innovation management are addressed by assessing and delivering solutions that can be used, and combined, to address different types of large-scale crises. In this regard, the objectives of the project are:

To develop a pan-European Test-bed for Crisis Management capability development.

To set up a comprehensive Portfolio of Solutions documenting Crisis Management solutions.

To enhance the cooperation framework for a shared understanding in Crisis Management across Europe.

WHAT ARE THE I4CM EVENTS?

FOSTERING A SHARED UNDERSTANDING IN CRISIS MANAGEMENT

The Innovation for Crisis Management (I4CM) events aim to contribute to building a shared understanding in Crisis Management through the organisation of an annual event focusing on Crisis Management topics, allowing issues of common interest to be addressed, to develop synergies between initiatives and to discuss the research roadmap for Horizon 2020 and beyond. The event allows local practitioners and solution providers to meet and exchange on best practices and lessons learnt, while providing projects and initiatives with an opportunity to increase their visibility and impact and to liaise with any interested stakeholders, including organisations developing similar projects in other regions of the world. It intends to make projects in the field of Crisis Management accessible to a wider range of external stakeholders in a specific region.

WHAT WILL BE THE FOCUS OF THIS 4TH EDITION?

VOLUNTEER MANAGEMENT IN A CRISIS SITUATION

This new edition will focus on volunteer management in a crisis situation, with special attention being paid to issues around organised volunteers and psychosocial support to volunteers. This edition will also give the participants an opportunity to learn about the latest developments of the DRIVER+ project: Portfolio of Solutions, Trial Guidance Methodology and Test-bed Infrastructure and CMINE (CRISIS MANAGEMENT INNOVATION NETWORK EUROPE). A market place will be central to the event, allowing practitioners to discover innovative solutions.

WHAT IS IN THIS BOOKLET?

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WELCOME

OPENING ADDRESS & KEYNOTE

JUNE 12, 10:30 - 10:45
Meeting Hall, 2nd Floor

The Opening address will be delivered by Conferencier Lasse Nørgaard. It will be followed by a keynote speech to introduce the DRIVER+ project and the I4CM event by Marcel van Berlo, Technical Coordinator of the DRIVER+ project (TNO).

LASSE NØRGAARD
EXPERIENCED JOURNALIST AND CONSULTANT

Lasse Norgaard is an experienced consultant and journalist with his own communication agency. Lasse was formerly a humanitarian journalist. He has lived in Africa, Europe and South East Asia working as a reporter for a number of big Danish newspapers as well as a communication delegate for the International Federation of Red Cross and Red Crescent Societies. In 2011-12 he worked as communication manager for the IFRC Psychosocial Centre based in Copenhagen. He resides in Denmark teaching international students at the Danish College of Journalism as well as Danish students in campaign communication. He also works as a communication consultant and facilitator – and he knows a lot about nudging.

MARCEL VAN BERLO
TECHNICAL COORDINATOR, DRIVER+, TNO

Dr. Marcel van Berlo is a Program Coordinator in the field of 'Human factors in Safety and Security' at TNO, the Netherlands. He holds a Ph.D in Instructional Psychology and Technology from the University of Leuven, Belgium. Marcel is a member of the EARTO Security and Defence Working Group and is the Technical Coordinator of the European FP7 research project DRIVER+. His main topics of interest are crisis management, interaction between professional responders and citizens, radicalisation, training and serious gaming, individual/community/societal resilience and public order management.

DRIVER+ Project Consortium - Trial #1 - Warsaw (Poland)

INSPIRATIONAL TALK & KEYNOTE SPEECH

VOLUNTEER MANAGEMENT

JUNE 12, 10:45 - 11:45
Meeting Hall, 2nd Floor

The Inspirational Talk will be delivered by Jaz O'Hara. It will be followed by a keynote speech by Nana Wiedemann, Director of IFRC Reference Centre for Psychosocial Support.

JAZ O'HARA

ACTIVIST AND FOUNDER OF THE WORLDWIDE TRIBE

Jaz O'Hara is the founder of The Worldwide Tribe, an organisation and online community raising awareness about the refugee crisis, as well as supporting those caught up in it. The Worldwide Tribe began after a Facebook post Jaz wrote about her first trip to the Calais Jungle (in July 2015) went viral. Since then, Jaz has worked tirelessly in camps across Europe and the Middle East to tell the stories that otherwise go unheard. The Worldwide Tribe has run many projects on the ground, from installing wifi in camps in France and Greece, to organising a football tournament in Dunkirk, funding a fire truck in Calais, running art projects in Za'atari camp in Jordan, supporting a Search and rescue in the Med, coordinating food, clothing, shelter and much much more. Jaz and her team are dedicated to challenging the fear-based narrative of much of today's media and society.

NANA WIEDEMANN

DIRECTOR OF IFRC REFERENCE CENTRE FOR PSYCHOSOCIAL SUPPORT

Director of IFRC Reference Centre for Psychosocial Support (since 2006), MSc in psychology, specialization in psychotraumatology.
Over 20 years' experience with the Red Cross Movement with health psychology and community based psychological interventions in development and humanitarian settings. Represents IFRC in various international committees and advisory groups and heads the global reference centre that covers technical support, capacity building, knowledge management and communication, and advocacy for 191 Red Cross and Red Crescent Societies. The IFRC Reference Centre for Psychosocial Support is a global Centre of Excellence on mental health and psychosocial support. Caring for staff and volunteers is a key programme area for the PS Centre. We design stand-alone care and well-being for carers projects as well as add-on components to other programmes.

I4CM 2018- Warsaw, Poland

PANEL #1

MANAGEMENT, SUPPORT AND CARE OF VOLUNTEERS

JUNE 12, 12:00 - 13:00
Meeting Hall, 2nd Floor

Management, Support and Care of Volunteers

Across Europe and in the rest of the world volunteers play an important role in crisis management. Some volunteers are highly specialised and embedded in a strong organisational structure with planned shifts and clear roles. Other volunteers are deployed less frequently and may have a looser affiliation with the crisis management organization. Others again are "spontaneous" volunteers. They show up when a crisis occurs and offer their support on the spot.

Spontaneous volunteers can be a great resource to crisis management, but they also pose real challenges. When a disaster happens, volunteer numbers are typically boosted by 40%, recent research points out.

A notable trend is that the number of people choosing to volunteer their time with an organisation has been on the decline. Analysis indicates that the global volunteer workforce is at 109 million, with 70 per cent taking place informally. After Hurricane Katrina struck New Orleans in 2005, 8.000 such spontaneous volunteers registered within the first 24 hours. In 1995, approximately one million volunteers supported the rescue teams after a heavy earthquake hit the Japanese city Kobe. Also during and after man-made disasters such as war or terrorist attacks, spontaneous volunteers offer their help. The most recent example is the support many people offered to the survivors of the terrorist attacks in Sri Lanka.

From the perspective of organisations that have management and care structures in place for organised volunteers, this panel explores questions such as:

- What are the differences in managing and caring for organized versus affiliated and spontaneous volunteers? What are the current challenges and how do we address them?
- What is our duty of care for SV when we engage them in crisis response, but they are not part of an organization?
- How are the motivations of spontaneous volunteers different from that of organized and affiliated volunteers, and what does this mean for volunteer management?

SESSION CHAIR

ANDREAS LÖPSINGER

Andreas Löpsinger has a background in International Relations and Peace- and Conflict Studies, holding a Master's Degree from Goethe University Frankfurt (Germany). He gained first practical experience with the Civil Peace Service in Serbia and Rwanda. 2016, he joined GIZ's regional project "Psychosocial Support for Syrian/Iraqi Refugees and IDP", which also works on staff care for humanitarian workers. First based in Amman (Jordan), he is now representing the project in Dohuk (Iraq). Since 2017, Andreas is co-chair of a working group on "Staff and Volunteer Care", which comes under the IASC Reference Group on Mental Health and Psychosocial Support in Emergency Settings. The aim of the working group is to improve support structures for humanitarian aid workers by providing guidance, tools, and resources to humanitarian organizations, and by fostering exchange among different agencies.

PANELLISTS

UWE KIPPNICH

Uwe Kippnich has been a member of the Bavarian Red Cross for more than 35 years. He is holding different leadership positions. Since 2010, he has been coordinating national and international security research projects for the German and the Bavarian Red Cross. (e.g. INSPIRE, K-3, CRISMA, COBACORE and many more). In BROADWAY project, he is chair of the Practitioner Evaluation Team. He is head of operations, leader of the medical task force 47 and high-level coordinator for the EU civil protection mechanism. Uwe Kippnich is author and co-author of many publications and Books, regarding PPDR, emergency rescue services and operational tactics.

HANS KRISTIAN MADSEN

Hans Kristian Madsen has held various positions within the Directorate for Civil Protection (DSB) since 1990. He is currently holding a position as specialist director on Fire and Rescue in DSB. In 2012/13, the Ministry of Justice and DSB appointed Madsen to chair a working group with the mandate to propose how to organize fire and rescue services in Norway in the future. The goal was to submit a report on how to organize and strengthen the ability of the service for the future challenges caused by e.g. climate change, terror and other intended attacks as well as the future normal daily situations. Madsen has also worked on topics such as legal frameworks, preparedness, emergency communication including the Norwegian TETRA network Nødnett, inspection of the fire and rescue services, fire investigation, specialized emergency response teams and forest fires.

NINA BLOM

Nina Blom Andersen, PhD, Reader at the Emergency and Risk Management Programme at University College Copenhagen.
Nina Blom Andersen has a background in sociology and communication studies and has carried out research on disasters and emergencies since 2004 - several of the projects in collaboration with the Danish Emergency Management Agency. Her research projects have focused on the interplay between citizens, authorities and the media in crises and emergencies. Nina holds a position as Head of Research at the Emergency and Risk Management Programme at University College Copenhagen, where a group of researchers investigates the encounters between emergency management authorities and institutions on the one hand and citizens' engagement and new forms of voluntarism on the other.

WORKSHOP (BY INVITATION)

PSYCHOLOGICAL FIRST AID IN GROUPS - SUPPORT TO TEAMS OF STAFF AND VOLUNTEERS

JUNE 12, 14:00 - 18:00 & JUNE 13, 11:45 - 15:45
Merchant's Room, Basement

Psychological First Aid in Groups- Support to Teams of Staff and Volunteers

Crisis managers and volunteers work in difficult, complex and sometimes dangerous environments. They help people during and after crises providing them with practical help, understanding and social and emotional support.

Providing psychosocial support to staff and volunteers is an essential part of honouring the obligation to care for their well-being. An added benefit is that providing care and recognition to staff and volunteers also often leads to increased recruitment and retention. Better care inspires and motivates and ultimately leads to better performance. Support after crisis events aims to promote well-being and help better coping. It is best done suited to the context, the organization and the style and competencies of the manager or team leader.
The aim of this workshop is to introduce 'PFA in groups - support to teams' to Crisis Responders. At the workshop participants will learn about the method of providing PFA in groups to teams of staff and volunteers who have been involved in a difficult response, such as an emergency response. Participants will experience small sections of the newly developed training and will through a participatory approach experience how a 'Group PFA and support meeting' is facilitated.

Topics that will be covered in the workshop:

- Introduction to PFA in Groups
- Caring for Staff and Volunteers
- What is PFA in Groups – support to teams
- PFA in Groups - Facilitation skills
- Preparing for a PFA and support meeting
- Components and structure of a group PFA and support meeting

FACILITATORS

PERNILLE HANSEN

Pernille Hansen is a psychologist and mental health and psychosocial support consultant, based in Eswatini in Southern Africa. She has worked in the humanitarian field for over 15 years, focusing especially on disaster and community-based psychosocial responses. She has vast experience in developing and facilitating trainings, and has worked with the IFRC PS Centre on multiple publications, including Psychosocial Interventions. A Handbook, the Children's Resilience Programme: Psychosocial Support In and Out of Schools, and the recently developed materials on Psychological First Aid.

PIA TINGSTED BLUM

Pia Tingsted Blum has worked as an advisor for the IFRC PS Centre since April 2018 - however started her work in the humanitarian field as a volunteer with the Danish Red Cross in 1999. Pia holds a BSc. in Global Business Engineering from the Technical University of Denmark and is studying a MSc. in International Humanitarian Psychosocial Intervention at University of East London. Mrs. Pia Tingsted Blum has several years of experience in coordinating and managing international relief aid projects for Danish Refugee Council. She currently manages the IFRC PS Centre's EU funded project on capacity building of Yemeni Red Crescent in Mental Health and Psychosocial Support as well as a Strategic Partnership program with Danish Red Cross in Afghanistan, Mali and Sudan.

WORKSHOP
DRIVER+ CMINE (VOLUNTEER MANAGEMENT)

JUNE 12, 14:00 - 15: 30
Meeting Room, 4C, 4th Floor

Workshop: How do we provide quality care for spontaneous volunteers?
One of the emergent recommendations of the CMINE* task group on volunteer management is to provide a structured system of (psychosocial) care, including e.g. briefing before deployment, mentoring and supervision, peer meetings at the end of each shift and a counsellor available to support one-on-one and in the longer term. Yet, as many organization are only on the cusp of engaging in earnest with SVs, the question remains: How do we do this? What could a structured system of care look like in practice?
The workshop will focus on one aspect: the need to provide quality briefing to SVs before they are deployed in a crisis response. Participants in the workshop will work through a series of dilemmas and challenges to harness their experiences and creativity to ideate possible ways to provide this quality briefing. Using game thinking, the aim of the workshop is therefore to help participants share good and bad experiences, to produce content for quality briefings that participants can take back home and develop further and last but not least to inspire more organization to dare to safely unleash the potentials of engaging with spontaneous volunteers.
* The DRIVER+ project leads the development of CMINE – The Crisis Management Innovation Network Europe. The workshop is facilitated by the co-chairs of the CMINE task group for Volunteer Management

WORKSHOP ORGANISERS

MARTHA BIRD

Martha Bird is advisor to the International Federation of red Cross Red Crescent Societies' Global Centre of Excellence for Psychosocial support. She leads the Centre's large-scale innovation and research projects on mental health and psychosocial support to in the interdisciplinary domains of crisis management, migration, volunteer and staff capacity building and information&communication technology. She holds an MA in History and African Studies and a postgraduate certificate in Global Health. Additionally, Martha is an accomplished psychosocial trainer and trainer-of-trainers.

LOUISE JUUL HANSEN

Louise Juul Hansen is the Senior Communications Officer of the IFRC Psychosocial Centre. She holds an MA in Media Studies from The University of Copenhagen and has worked in the field of humanitarian mental health and psychosocial for nine years. Ms. Hansen has participated in several FP7 and Horizon2020 projects about innovations in crisis management and mental health and psychosocial support. She is an experienced network facilitator and has co-edited several guidelines and training materials about mental health and psychosocial support.

TALK#1

DRIVER+ SUSTAINABILITY & CENTRE OF EXPERTISE TOOLKIT

JUNE 12, 14:00 - 14:45
Meeting Hall, 2nd Floor

In this session, the Sustainability strategy is explained, and a toolkit to support organisations in becoming a CoE is presented. One DRIVER+ partner will present why they have the ambition to become a CoE and how they plan to achieve this. Finally, the added value of CoEs for the EC and enhancing the European capability development of practitioners is reflected upon. "The DRIVER+ project team has designed and is currently fine-tuning a strategy to ensure the long term sustainability of the DRIVER+ outputs. On the one hand, the project team is taking all necessary measures to ensure that project outputs will be easy to use, accessible, and adequately supported by guiding material, which will allow organisations not familiar with DRIVER+ to understand and apply the components, steps and specific features of that specific output. On the other hand, a strategy is being designed and implemented on identifying specific organisations which would concretely adopt, implement and maintain all or some of the DRIVER+ outputs: these are the Centres of Expertise (CoEs). The CoEs will be the final depositories and service managers of the DRIVER+ outputs. They will act as primary contact points at the national/regional level for all practitioner-driven organizations operating in the field of crisis management and disaster risk reduction (or a specific domain under the latter) supporting them in their capability development and innovation management. The CoEs will maintain and update the initial DRIVER+ products and exchange their lessons learned. CoEs can adopt the whole suite of DRIVER+ outcomes as well as only some of the outputs/components. Since all components are linked, it is important to find ways to establish synergies across CoEs with complementary roles

SESSION CHAIRS

MARCEL VAN BERLO

Dr. Marcel van Berlo is a Program Coordinator in the field of 'Human factors in Safety and Security' at TNO, the Netherlands. He holds a Ph.D in Instructional Psychology and Technology from the University of Leuven, Belgium. Marcel is a member of the EARTO Security and Defence Working Group and is the Technical Coordinator of the European FP7 research project DRIVER+. His main topics of interest are crisis management, interaction between professional responders and citizens, radicalisation, training and serious gaming, individual/community/societal resilience and public order management.

AGNESE MACALUSO

Agnese Macaluso is a consultant at Ecorys and is actively involved in the development of the sustainability strategy of the DRIVER+ project. Within Ecorys, Agnese focuses on sustainability and sustainable (urban) development. Having a background in International Relations, Agnese is experienced in coordinating international (research) projects (such as the Urban Agenda and the Knowledge Platform on Security and Rule of Law for the Dutch Ministry of Foreign affairs, promoting cooperation between research and policy). She has been involved in the European policy and research domain for various years and has worked for, amongst others, the Italian Permanent Mission to the EU, the European External Action Service, and a think-tank.

TINEKE HOF

Tineke Hof MSc obtained her majors in Social and Industrial/Organizational Psychology in 2005 at the University of Groningen. Since 2006 she is working at TNO as a research scientist in Human Factors. Her research activities are in the field of developing, evaluating and improving behaviour change programs and tailoring interventions, services and products to individual needs. Since May 2014 she is a member of the Behavioural Insight Team of the Dutch Ministry of Infrastructure and Water Management. In that role, she applies behavioural insights from social psychology research to public policy and services. She has been involved in numerous national research programmes and European project.

MAX BRANDT

Max Brandt is a policy officer at the European Commission's Directorate-General for Migration and Home Affairs - Migration, Mobility and Innovation - Innovation and Industry for Security. He is involved in the Community of Users for Secure, Safe and Resilient Societies and is project officer of selected research project in the Secure Societies working program.

ANNA KOBIERZYCKA

driver+

Driving Innovation in Crisis Management for European Resilience

WORKSHOP

BRIDGING THE KNOWLEDGE GAP BETWEEN EXPERTS AND NON-EXPERTS

JUNE 12, 16:00- 17:00
Meeting Room, 4C, 4th Floor

The objective of this workshop is to highlight the importance of cooperation between crisis managers, other organisations and volunteers, as they have to work as one.
Two solution providers who participated in DRIVER+ Trial are willing to share their experience with other organisations that are attenting the I4CM.

The session will be composed of the following:

- Their experiences at DRIVER+ Trial The Netherlands
- A state of the art interaction platform and interactive models that aim at increasing the Common Operational Picture
- Interactive element with the use of the solutions

driver+ TRIAL THE NETHERLANDS
Driving Innovation in Crisis Management for European Resilience

WORKSHOP ORGANISER
Nelen & Schuurmans & SIM-CI

Nelen & Schuurmans is a water management consultancy & IT company. Founded in 1998 the company has grown to be a multidisciplinary team of over 70 highly educated water management and programming experts. Nelen & Schuurmans operates in the private as well as public sectors across the globe. Joost van der Hammen will represent them and their solution 3Di.

Nelen & Schuurmans

SIM-CI is concerned with urban infrastructure planning, design, execution and maintenance in an effective, predictive and cost-efficient way, and in which incidents and disaster scenarios can be simulated on both macro- as well as microscopic levels. Explored in safe digital environments and in which seamless coordination between civil services is facilitated to maximise urban resilience: Creating a safe, flexible, transparent and efficient society. SIMCI was established in 2017 as a 100% daughter company of Alliander New Business BV with the mission to help create this better world. Huib Schrijvers will represent them and their solution SIM SAFE.

SIM·CI

TALK #2
DRIVER+ TRIALS

JUNE 12, 16:00 - 17:15
Meeting Hall, 2nd Floor

The DRIVER+ approach takes as a starting point the fact that there is a strong innovation momentum present in both the technological community and the different user communities in Crisis Management. At the same time, there is inertia to change in Crisis Management which often prevents this momentum to result in sustainable improvement. This points to the need for a better evidence-base for Crisis Management capability investment decisions. However, the complexity of Crisi Management makes it hard predicting analytically the potential benefits of new solutions and approaches, particularly considering the wide scope of potentially relevant contingencies, and even harder doing this in a way that convinces end-users of investing into those. Therefore there is no other way for building an evidence-base than to start by testing, benchmarking, and evaluating proposed solutions in realistic environments with real users in the context of their actual legacy resources.

In this context, four Trials and a Final Demonstration will be conducted. Their aim is to investigate innovative solutions under simulated crisis condition, by gradually adapting them to operational constrains, as well as creating acceptance among user through their active involvement, and by providing evidence to decision-makers that they are cost-effective. This session will give you an overview of DRIVER Trials 3 &4.

WORKSHOP CHAIR

ADAM WIDERA

Adam Widera is the managing director of the Competence Center for Crisis Management at the European Research Center for Information Systems. He studied Political Science, Philosophy, and Political Economy at the University of Muenster (Germany). His research activities cover the areas of modeling, measurement and analysis of humanitarian logistics processes as well as the evaluation and design of information systems in the context of Crisis Management. He has been involved in projects in cooperation with international humanitarian and first responder organisations following an action research and human centred design approach.

CONTRIBUTORS

CAMILO PALACIO RAMIREZ

Camilo Palacio Ramirez is a project manager with the Austrian Red Cross. In the last years has worked at the department of national disaster management and projects of the Austrian Red Cross where he is performing as project manager for different European projects related disaster management. He has a Master degree in Risk and emergency Management

Trial The Netherlands- The Hague
May 2019

CARSTEN DALAFF

Carsten Dalaff is R&D Project Manager at the German Aerospace Center (DLR). Carsten Dalaff joint DLR in 1999. For many years he has been responsible for the topic transportation systems in various responsibilities. During this time he successfully led a various number of national and international R & D projects as project coordinator and manager. Since 2010, he additionally focused his work on traffic management in crisis situations and major events.

ELISA SCHRÖTER

WORKSHOP
DRIVER+ CMINE (FLOODS)

JUNE 12, 17:00 - 18:00
Meeting Room, 4C, 4th Floor

The Task Group CMINE Floods is working on the visualization and improvement of the effectiveness of emergency measures related to flood risk management. Flood management exercises are often focused on flood probabilities, flood preventative measures (to reduce probability) and flood risk (limited awareness). With the CMINE task group, we would like to add emergency measures (evacuation etc.) and show effectiveness on a flood risk map. In the session we will show the first ideas about the flood risk map. Your input on the assessments of mitigating measures will be highly appreciated.

CMINE
Crisis Management
Innovation Network Europe

WORKSHOP ORGANISER

HANNEKE VREUGDENHIL

Hanneke Vreugdenhil is a Senior Consultant in Flood Risks and Crisis management, active in the field of Flood Risk Perception, Evacuation Strategies, Flood Risk Communication and Multiple Layer Safety. She has an international experience in Ukraine, Romania, Bulgaria, Czech Republic, Slovenia, Greece, Spain and France and has organised mass evacuation exercises in Southern Europe (FP7-eVACUATE). She's the head of the Flood theme on the FP7 DRIVER+ CMINE platform in which she organises the work in task groups concerned with innovative solutions in flood risk management.

TALK#3

CARING FOR VOLUNTEERS

JUNE 12, 17:15 - 18:00
Meeting Hall, 2nd Floor

Staff and volunteers across the globe provide important psychosocial support every day. Not only in response to disasters, armed conflicts and mass shootings, but also in social programmes for slum-dwellers, with victims of violence or accidents, with elderly and isolated people, with people stigmatized because of illness and prejudice and with refugees and asylum-seekers.

The central role of volunteers in humanitarian responses is increasingly recognised. The 2015 UN Resolution 'Integrating volunteering into peace and development: the plan of action for the next decade and beyond' (Resolution 70/129) underlines the role that volunteers can and should play in the implementation of the 2030 Sustainable Development Goals, including in humanitarian action, peace building and conflict prevention. Although this indicates an increasing recognition of the duty of care towards humanitarian volunteers, their mental health and psychosocial needs are all too often neglected. Simple and cost-effective initiatives and interventions can be put in place before, during and after humanitarian responses to promote the well-being of volunteers and reduce symptoms of distress and burnout.

This talk will focus on a) what we already know about volunteer well-being, b) how we support and care for volunteers and c) what is next for volunteer care.

SPEAKER

CECILIE DINESEN

Cecilie Dinesen has worked as an advisor for the IFRC PS Centre since 2014 but started her work in the humanitarian field as a volunteer with the Danish Red Cross Youth in 2005. She holds a MSc. in Public Health Science from the University of Copenhagen and MSc. in Conflict and Development Studies from the School of Oriental and African Studies. Ms. Dinesen has participated in a number of FP7 and H2020 projects and has published in several peer-reviewed journals. She is the coordinator of the Red Cross Research Network on Mental Health and Psychosocial Support and she is a strong advocate for protecting and promoting safety and well-being of volunteers throughout the disaster management cycle.

INTERNATIONAL FEDERATION

FIELD EXPERIENCE SHARING

MANAGING VOLUNTEERS IN LARGE CRISIS SITUATIONS

JUNE 12, 18:00 - 19:00
Meeting Hall, 2nd Floor

CONTRIBUTORS

ANDERS SJÖSTRAND

Anders Sjöstrand, Programme developer for crisis management and response on the local level within the Swedish Red Cross. Started as a youth volunteer in the early seventies and have been working professionally with the Swedish Red Cross since 1991, mainly in the field of organisational development but the last couple of years in first aid and crisis management and response. Worked as a field delegate with the IFRC in Tajikistan 1995 - 1996 and as IFRC development delegate in Tajikistan between 2002 and 2003. Member of the Swedish Red Cross crisis management team making assessments and supporting Red Cross branches in giving assistance.

KIRSTEN RASMUSSEN

Kirsten Rasmussen is a volunteer in a local department of Red Cross Denmark. She is the leader of activities of integration and is also a member of the local council of integration. Kirsten is educated as a teacher and has worked as a teacher and later as a headmaster of a public school. From 1997 – 2002 she was working with development in the Danish Volunteer Service called MS in a Tanzanian NGO: Sport- and Culture Project in Mwanza Region. She has also been working as a social worker with preparing refugees for jobs in public health departments. Kirsten has been working with volunteer service in 50 years - with youth sports departments as a trainer, coach and leader and also with receiving and integrating refugees during activities and other kind of support.

NIELS ROBBEMONT

Niels Robbemont, since 2005 policy advisor at waterboard Hollandse Delta (WSHD) and policy advisor on waterrisks and crisismanagement of the Safety region Rotterdam-Rijnmond. Waterboard Hollandse Delta is charged with managing water barriers, waterways, water levels, water quallity and sewage treatment in the southern isles of the Dutch province Zuid-Holland. Natural sand dunes and man-made dikes, dams and flood gates provide defense of the isles in the Dutch delta against storm surges from the sea. The waterboard Hollandse Delta has a prepared voluntary organisation of more than 700 persons, who live in the isles, for the inspection of levees and water barriers when storm surges occur at the coast and in the Dutch delta area. Niels Robbemont participated on behalve of the national Union of Waterboards in the development of Dutch national manuals for flooding and crisis management when flooding occurs.

CLOSING PLENARY

JUNE 12, 18:30 - 19:00
Meeting Hall, 2nd Floor

MAX BRANDT

POLICY OFFICER ,EUROPEAN COMMISSION (DG HOME)

Max Brandt is a policy officer at the European Commission's Directorate-General for Migration and Home Affairs - Migration, Mobility and Innovation - Innovation and Industry for Security. He is involved in the Community of Users for Secure, Safe and Resilient Societies and is project officer of selected research project in the Secure Societies working program.

OPENING PLENARY & PRESENTATION
TECHVELOPMENT IS THE KEY

JUNE 13, 09:30 - 10:30
Meeting Hall, 2nd Floor

BIRGITTE YIGEN
CHIEF INNOVATION OFFICER, CARE

Birgitte Yigen leads innovation for CARE and is also a keynote speaker and a blogger on humanitarian innovation, techvelopment and sustainablity for the Media House of Technology - the leading news media on technology and science. She is the woman behind the blog 'When Tech Saves Life'. She comes with extensive experience from the humanitarian sector working with innovation and transformation. Before joining CARE, she founded HILAB I Humanitarian Innovation Lab and has also been an expert advisor to the Humanitarian Innovation Fund. Her experiences extends to the UN, start-ups, NGOs, business sector, academia, boards and think-tanks. She has lived several years in Africa working for the UN developing programmes awarded as global best-practices. In her own words: 'She is not a tech guru – first and foremost a humanitarian dedicated to the inclusion of innovation and tech as an important force of change in solving some of the most pressing humanitarian challenges facing our world today.

THOMAS SELTSAM
HEAD OF NATIONAL DISASTER MANAGEMENT AND PROJECTS, AUSTRIAN RED CROSS

Thomas Seltsam is currently the Head of National Disaster Management and Projects in Vienna. He has worked in Disaster for the Austrian Red Cross on different levels for almost 20 years. Before that, he worked as Senior Surge Officer in Disaster Management at the Austrian Red Cross for 3 years. He has worked on various projects such as IDIRA, DAREnet, Euromodex, Young Crowd, ReCHECK and, of course, Driver+. He has a B.Sc. in integrated safety and security management.

PANEL #2

CRISIS MANAGEMENT AND VOLUNTEERING IN THE DIGITAL AGE

JUNE 13, 10:30 - 11:30
Meeting Hall, 2nd Floor

Today, our way of life is digital. We work online, shop online, and are social online. This digital life offers new ways for better crisis response.

Citizens use digital platforms to connect and make sense of realities. They self-organize and respond to causes and situations that touch their hearts. Digitalism impacts dynamics between established organizations and established volunteers. But also, between the organizations and independent volunteers. These volunteers seek to help where-ever they can and sometimes in open opposition to establishment. The inherent tension has many unintended consequences. Some are positive, some are negative. But they form part of the operational picture of crisis management for the foreseeable future.

The panelist discuss what volunteering in the digital age means for the established organisations and the new ways of spontaneous self-organisation. The panel investigates how organisations and citizens organise themselves digitally and explores nascent technologies and management principles to overcome the inherent tensions in these new forms of volunteering.

SESSION CHAIR

GEORG NEUBAUER

Dr. Georg Neubauer (m) is Senior Scientist for „ICT Solutions for Crisis and Disaster Management“ as well as project coordinator at AIT. In ongoing projects, he deals with research questions on interoperability of IT-systems applied in crisis and disaster management as well as decision support systems for first responders and local emergency management agencies. Moreover, he is lecturer at the Technical University of Vienna. Dr. Neubauer is or was consulting multiple national or international organizations such as the “Wissenschaftlicher Beirat Funk” of the Austrian Ministry for Transport, Innovation and Technology. He leads the committee Societal Security of the Austrian Standardisation Institute and is involved in activities of CEN on international level. Currently he is also coordinating a CEN Workshop Agreement on Interoperability. He is author or co-author of more than 100 scientific publications. In DRIVER+ he is several tasks such as coordinating the SP93 “Solutions”.

PANELLISTS

DANIEL AUFERBAUER

Daniel Auferbauer has been conducting research on the application of information and communication technology in crisis and disaster management since 2014. His research focuses on computer supported cooperative work between emergency organisations and different kinds of volunteers. He has contributed to the design, implementation and evaluation of multiple solutions in this area, in national and international research projects. Daniel works at the AIT Austrian Institute of Technology and is a PhD candidate at TU Wien (Vienna University of Technology). His background is in Business Informatics.

ANNA CHYZHKOVA

Anna Chyzhkova (Ukraine) joined the Volunteer Solutions Section at UNV headquarters in January 2018. She is in charge for key elements of the volunteer management cycle and ensures translation of policies into associated prescriptive content, guidance and tools. Anna previously worked in the Programme Coordination Section as the Full Funding Programme Manager from 01 June 2016 to 31 December 2017. She was in charge for overall implementation and oversight of the US$ 17 million fund programme delivering activities with about 20 UNV partners, with annual delivery of US$ 10 million in average. Before joining UNV HQ in April 2013, Anna lived and worked in Guinea-Bissau (8 years) and prior to this in Mozambique (3 years).

THOMAS SELTSAM

Thomas Seltsam is currently the Head of National Disaster Management and Projects in Vienna. He has worked in Disaster for the Austrian Red Cross on different levels for almost 20 years. Before that, he worked as Senior Surge Officer in Disaster Management at the Austrian Red Cross for 3 years. He has worked on various projects such as IDIRA, DAREnet, Euromodex, Young Crowd, ReCHECK and, of course, DRIVER+. He has a B.Sc. in integrated safety and security management.

WORKSHOP

A GLIMPSE INTO DRIVER+ PAN-EUROPEAN TEST-BED

JUNE 13, 11:45 - 13:00
Meeting Room, 4C, 4th Floor

The session revolves around Driver+ pan-European Test-bed with a focus on its added value in the context of crisis management. More specifically, the participants will gain an idea of the Test-bed as a whole but will also "play" with it through hands-on experience. This session is for those interested in learning and experiencing the Trial Guidance Methodology (TGM) and the Test-bed technical infrastructure.

SESSION CHAIRS

CHIARA FONIO

Chiara Fonio works at the Joint Research Centre (JRC) of the European Commission (Disaster Risk Management Unit). In DRIVER+ she is responsible for the development of the Test-bed. She has been involved in many research projects focused on crisis management, security, surveillance and privacy. She worked for more than 10 years at the Catholic University (Milan, Italy) as a researcher and adjunct professor of Sociology and Crisis Management. She holds a PhD in Sociology.

ERIK VULLINGS

Erik Vullings is a Senior System Integrator at TNO's Modelling, Simulation & Gaming department. In DRIVER+, he is responsible for the Test-bed's technical infrastructure. He previously worked as an R&D program manager in Australia and as systems engineer and FP6 program manager for Philips. He holds a PhD. in Electrical Eng. and an MSc. in Mechanical Eng. from Delft University of Technology (NL).

EMIL WRZOSEK

Emil Wrzosek is a Crisis Management Specialist at Space Research Centre of Polish Academy of Sciences, specializing primarily in organising evaluatory exercises and live demonstrations of innovative technologies. Secondarily Emil works with remote data sensing as a licenced Unmanned Aerial Vehicle Operator. In DRIVER+ Project Emil is involved in coordination and planning of all Trials, provision of Trial Action Plan tool and creation of Training Module content related to trial execution. He is also a Scenario Coordinator in the Final Demonstration.

TRAINING SESSION

FRAMEWORK ON SOCIETAL IMPACT ASSESSMENT

JUNE 13, 11:45 - 13:00 & 14:00 - 14:45
Meeting Room, 4A, 4th Floor

The Societal Impact Assessment Framework is designed to help crisis management practitioners undertake a qualitative evaluation of unintended side-effects and impacts that the use of CM solutions can have on society at large. This session will introduce the concept of societal impact and teach the participants how to apply the framework to their own work, enabling them to better understand the potential impacts on society and how they can be prepared for.

SESSION CHAIRS

ELODIE REUGE

Elodie Reuge holds a Bachelor Degree in International Law and was awarded with two Master's, in Comparative Law in 2008 from Paul Cézanne University in Aix-en-Provence and in European Law in 2012 from Paris I Pantheon Sorbonne University. Elodie worked as a an International Volunteer (VIA) for the French Embassy in Romania during two years, where she was part of the Cooperation Unit. In 2013, she spent a year in Lao PDR practicing as a lawyer in the aviation sector. Based in Brussels since 2014, Elodie had the opportunity to work as a Project Manager, specialized in the sectors of Justice, security, good governance and transport, position involving frequent field missions in Africa and in the Middle East. She has worked on several projects, EDF and ENPI funds, technical assistances and grants. Elodie joined EOS in August 2017 and is currently employed as crisis management project manager. Elodie has already worked on multiple projects since she was employed by EOS, both FP7 and H2020.

JAMES PHILPOT

James Philpot graduated from Bath University in with a Bachelor's Degree in Politics and International Relations in 2015. During his studies, he spent a year working abroad for an NGO confederation in Brussels. After his studies, he began working for a consultancy, focusing on project management support. He was subcontracted to a 15 month Interreg project, and provided communications support for various other projects and clients. After the conclusion of this project, he moved on to work for a cultural heritage network, helping implement a Creative Europe network support grant. He joined EOS in the spring of 2019 and will be working on European projects in crisis management and security for health services.

WORKSHOP
ERIA LIVING LAB

JUNE 13, 14:00 - 15:45
Meeting Room, 4C, 4th Floor

In her presentation, Tanja Ståhle and parts of her team will present the project's take on a Living Lab and together with you discuss the possibilities with and constraints of using different representations of reality in innovation for crisis management and first response. The session aims to be practical and you are expected to contribute with your experience and expectations.

SESSION CHAIR
TANJA STÅHLE

Tanja Ståhle has many years of experience in developing and running projects in the field of social security. Working at MSB since 2014, she currently manages projects within infrastructure development, knowledge supply and innovation. Tanja was previously employed at the County Administrative Boards in Skåne and Stockholm, working with critical infrastructure, risk and vulnerability analysis and the social dimension of risks. Tanja is a trained political scientist and physical geographer with a distinct interest in interdisciplinary methods and analysis. Her present focus is to improve, simplify and systematize the preconditions for development and innovation in civil protection, determined to increase the impact of first responder organisations. This is pursued through projects like Early Responders Innovation Arena, an initiative co-financed by MSB and Vinnova - the Swedish Innovation Agency, that aims to enable a Living Lab for civil protection and first responders.

MSB Swedish Civil Contingencies Agency

WORKSHOP
LEGAL ASPECTS ON ENGAGING SPONTANEOUS VOLUNTEERS

JUNE 13, 14:45- 15:45
Meeting Room, 4C, 4th Floor

SESSION CHAIR
CARLA ORIZONDO, ITALIAN RED CROSS

Croce Rossa Italiana

INTERVIEW ON STAGE

VOLUNTEERING AND MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT IN CRISIS MANAGEMENT

JUNE 13, 16:00 - 16:45
Meeting Hall, 2nd Floor

Adjmal Duloo, Global Volunteering Coordinater at the IFRC (International Federation of Red Cross and Red Crescent Societies) will be interviewed by Lasse Norgaard on the topic: Mental Health and Psychosocial support (MHPSS) in Crisis Management.

INTERVIEWER

LASSE NØRGAARD

Lasse Norgaard is an experienced consultant and journalist with his own communication agency. Lasse was formerly a humanitarian journalist. He has lived in Africa, Europe and South East Asia working as a reporter for a number of big Danish newspapers as well as a communication delegate for the International Federation of Red Cross and Red Crescent Societies. In 2011-12 he worked as communication manager for the IFRC Psychosocial Centre based in Copenhagen. He resides in Denmark teaching international students at the Danish College of Journalism as well as Danish students in campaign communication. He also works as a communication consultant and facilitator – and he knows a lot about nudging.

INTERVIEWEE

ADJMAL DULLOO

Adjmal Dulloo is the Global Volunteering Coordinator at the IFRC (International Federation of the Red Cross and Red Crescent Societies). His work is in the area of volunteering development, supporting Red Cross Red Crescent National Societies to improve and modernise their volunteering practices as well as ensuring the safety and wellbeing of their volunteers. Prior to that, Adjmal has been the representative of the Volunteer Stakeholder Group to the High Level Political Forum. He also co-founded a volunteer arts education programme in the slums of Kibera entitled "Unmasking Shadows" aiming at integrating street children into society through the arts.

MARKETPLACE

INNOVATIVE CRISIS MANAGEMENT SOLUTIONS

June 12 (13:00 - 18:00), June 13 (11:45 - 15:45)

Banquet Hall, 3rd Floor

A marketplace will be central to the event, allowing practitioners to discover innovative CM solutions, including the ones that have been tested during the DRIVER+ Trial 1 and selected for Trial 2. Discover them all and interact with the solution providers!

The Portfolio of Solutions (PoS) is a database driven website aiming to document all the available Crisis Management Solutions. It includes information on the experiences with a solution (i.e. results and outcomes of Trials), but also the needs it addresses, the type of practitioner organisations that have used it, the regulatory conditions that apply, the societal impact considerations, a glossary, and the design of the trials.

The CMINE (Crisis Management Innovaton Network Europe will link and connect stakeholders dealing with Crisis Managment and allow them to exchange on challenges at all levels of the Crisis Management cycle. The CMINE is supported by an on-line tool and in-person gatherings. Come and visit the booth to learn more about CMINE and to register to this interactive community!

The AIT's CrowdTasker application enables the skill-based geolocalisation-aware distribution of tasks within specific target groups like pre-registered volunteers in the field. Thus, volunteers can be more effectively and efficiently integrated in the resolution of large crisis incident.

The Network Of practitioners For Emergency medicAl systems and cRitical care (NO-FEAR) is a 5-year project that will bring together a pan-European and beyond network of emergency medical care practitioners, suppliers, decision and policy makers to collaborate and exchange knowledge, good practices, and lessons learned.

SIM SAFE is a cloud based platform which enables users to simulate and visualize the impact of multiple trends and disruptive events on societies and their critical infrastructures. The platform is provided by SIM-CI.

3Di is a cloud-based versatile water management instrument that enables flood forecasting and risk mapping. This solution is provided by Nelen & Schuurmans.

vieWTerra Evolution 4D Earth Viewer platform, developed by VWORLD, is a comprehensive off-line or on-line GIS & Simulation platform offering a very cognitive 4D virtual Globe environment. It allows user data, entities and assets import for terrain and scenario building, access to complementary OGC layers and addition of multiple geotagged information, photos and videos, in support of predictive analysis and shared situational awareness, and usable in all phases of the Disaster Management cycle.

ASIGN from AnsuR reduces disaster response time by providing better and more relevant information faster for improved situational understanding and decision making. ASIGN smartphone apps and Web services specifically provide high definition geospatial photo and video communication with very low capacity, supporting mobile satellite communication and networks affected by disasters.

CrisisSuite, developed by Merlin Software, is an online software application, enabling organisations to successfully manage information during a crisis. All crisis information is securely stored in the cloud and is available anytime, anywhere.

The Center for Satellite based Crisis Information (ZKI) analyses the acquired aerial imagery and generates crisis information, such as situational awareness maps. The solutions is provided by the German Aerospace Center (DLR) and part of DLR's solution "Airborne and Terrestrial Situational Awareness".

Provides information about the current traffic situation and routes regarding the flood information. The solutions is provided by the German Aerospace Center (DLR) and part of DLR's solution "Airborne and Terrestrial Situational Awareness".

BroadWay is an EU-funded Pre-Procurement Project (PCP) composed of 11 procurers from 11 European countries including national ministries and agencies responsible for communication services used by 1.4Million public safety responders across Europe. They have come together with the common challenge to procure innovation activity to enable a pan-European broadband mobile system for Public Safety.

DRC will represent the BALTPREP project. It improves and optimizes quality and interoperability of the Red Cross and civil protection authorities' regional response capacity for major accidents. The Danish Red Cross will also present its solution: PFA (Psychological First Aid). PFA training provides knowledge on what PFA is, guidelines on how to perform PFA and an experiential training package to build the capacity of first responders and their leaders to deliver quality PFA.

#I4CM ON TWITTER

SHARE YOUR VIEWS ON THE WEB

I4CM AND DRIVER+
BASICS

#**I4CM** events are meant to contribute to a shared understanding in Crisis Management and foster the exchange of experiences, best practices and lessons learnt. Spread the word on social media and let us know more about yours! But don't forget the #I4CM hashtag: it is easier for us to interact with you!

#I4CM
@DRIVER_PROJECT

JOIN THE GROUP:
DRIVER PROJECT

SUBSCRIBE TO:
DRIVER PROJECT

HASHTAGS
DIGGING DEEPER

I4CM Topics

#Volunteers
#VolunteerManagement

I4CM Sessions

#MarketPlace
#TriningSession
#HandsOn
#PanelSession

DRIVER+ Components

#TrialNL
#TestBed
#PoS (Portfolio of Solutions)
#CMINE

MENTIONS

THEY ARE AT THE #**I4CM** TOO

Organisations

@AITtomorrow2day
@CMINE_EU
@Merlincrisis
@AITtomorrow2day
@DLR_de
@ansurtech
@nelenschuurmans
@WWU_Muenster
@nubbagroup
@GINASoftware

Projects

@ciprovot_cpvt
@nofear_eu
@BroadWay_H2020
@Baltprep

Hosts

@danskrodekors
(Danish Red Cross)

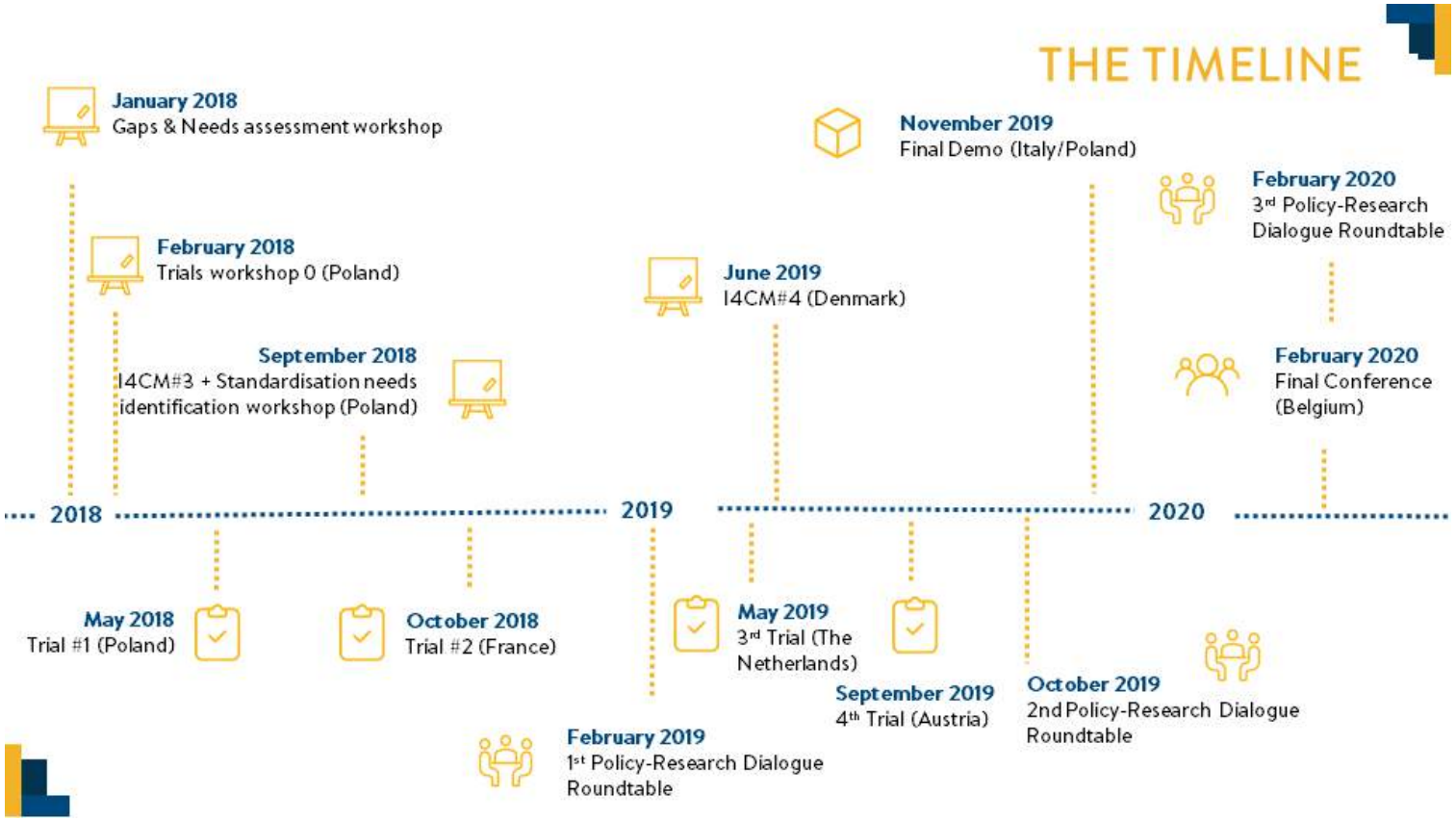
EU Entities

@eu_echo (DG ECHO)
@EUHomeAffairs (DG HOME)
@Frontex (FRONTEX)
@EU_SchienceHub (JRC)
@EU_H2020 (Horizon 2020)
@EU_Commission (EC)

DRIVER+ TERMINOLOGY & TIMELINE

KEY TERMS, ASSOCIATED DEFINITIONS & ACTIVITIES

Mutual understanding of practitioners and other key actors involved in international crisis and disaster management turned to be a key challenge. Barriers to understanding due to different cultural, organisational and educational background were identified to be the main challenges of communication and information exchange of several activities such as border crossing cooperation. In this light, DRIVER+ decided to establish an English project terminology of key terms and associated definitions in order to enhance a common understanding within the project team and to contribute to a shared understanding within Europe. Consult the DRIVER+ website page for the entire Terminology and the rationale behind it: http://www.driver-project.eu/terminology/



CONTACT US NOW!

DRIVER-PROJECT.EU

More information about the project - coordination@projectdriver.eu
Interested in collaborating with us? - cooperation@projectdriver.eu
Communication and media contact - communication@projectdriver.eu

DANISH RED CROSS

driver+

Driving Innovation in Crisis Management for European Resilience

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