



## Develop culturally aware disaster preparedness and response training

CARISMAND

Disaster preparedness and response training activities should take into account different cultural factors and the needs of different cultural groups in a disaster situation. Such activities should make specific use of the strengths and opportunities that culturally aware disaster training programs provide. At the same time, due to constant cultural change in societies, it has to be ensured that training issues in disaster response related to different cultural groups/cultural factors are frequently re-evaluated and adapted. To meet expectations of the general public, citizens should be invited to participate in disaster preparedness training activities, e.g. emergency drills or workshops, at least every 1-2 years.

### Applicable to:

Stakeholders: [Policy Makers](#), [Disaster Managers](#)

Disaster Phases: [Preparedness](#), [Response](#)

Types of Actors Concerned: [Non-active citizens](#), [Active citizens](#), [National civil protection bodies](#), [Healthcare and emergency services](#), [NGOs](#)

Hazards: [Natural hazards](#), [Man-made non-intentional hazards or emergency situations](#), [Man-made intentional hazards](#)

### Cultural Map Entries:

- [Education engages people and raises awareness of mitigation actions suggested by governments and experts](#)
- [Importance of knowledge with regards to perception of risk and trust in authorities](#)
- [Role of simulation exercises in raising citizen disaster risk awareness](#)
- [First aid courses as one way to prepare for a disaster](#)
- [Low awareness of guidelines and disaster procedures amongst citizens in Malta](#)
- [Children who are alone at home during a disaster see as a vulnerable group](#)
- [Importance of raising awareness of importance of disaster preparedness from an early age](#)
- [Role of online communities in a disaster situation](#)
- [Citizen responsibility to use new technologies and social media for support activities in disasters](#)
- [Informing citizens as a preparedness measure](#)
- [Citizen perceptions of disaster simulations](#)
- [Age differences in reactions to citizen training as a preparedness measure](#)
- [Group vs individual ideologies influencing attitudes towards training for disaster preparedness](#)
- [Citizen reactions to disaster simulations as training for disaster preparedness](#)
- [Participation in preparedness activities increases social cohesion and trust in fellow citizens and authorities measures](#)
- [Importance of training first responders about religious norms and sensibilities to be considered during a disaster](#)
- [Importance of an awareness of cultural and community differences amongst disaster practitioners](#)
- [The importance of training on how to deal with multi-ethnic and religious neighbourhoods](#)
- [The importance of training disaster practitioners on how to deal with poor vs wealthier neighbourhoods](#)
- [Including migrants in disaster awareness activities](#)
- ["Territorial belonging" of individuals and its impact on the response to a disaster](#)
- [Collective and historical memory of past disaster situations important to citizen risk perception and preparedness](#)
- [Placing local people in decision-making processes](#)
- [Capacity building and training in DRR](#)
- [Reducing children vulnerabilities through education](#)
- [Community-based disaster management and risk reduction](#)
- [Voluntary capacity building in disaster contexts](#)
- [Empowering communities and individuals in planning, coordinating and re-building during disasters](#)



- [NGO roles in disaster management](#)
- [Teaching communities to understand technologies in India](#)
- [Implementation activities of the Territorial Coordination Master Plan of the Province of Potenza](#)
- [Specific drills with citizens in Portugal - the ShakeOut initiative](#)

**General association with cultural factors:** [Norms/values](#), [Customs/traditions/rituals](#), [Worldviews](#), [Open-mindedness](#), [Individual/collective memory](#), [Local knowledge](#), [Languages](#), [Communication](#), [Livelihoods](#), [Rule of law](#), [Power relations](#), [Attitudes toward authorities](#), [Attitudes toward the media](#), [Attitudes toward environmental issues](#), [Gender roles](#), [Age-related roles](#), [Ethnicity](#), [Educational system](#), [Density of active citizenship](#), [Social networks](#), [Social control](#), [Social exclusion](#), [Access and use of infrastructure/services](#)

## Recommendations:

### Recommendation 1.A for implementation related to specific types or methods of training

Organise large-scale training events, e.g. First Aid and CPR training in sports arenas, to combine skills training with fostering social cohesion amongst citizens from different cultural backgrounds (e.g., but not limited to, different ethnicities, worldviews, or educational backgrounds), and use these events to identify specific cultural needs (e.g., different communication styles).

Related cultural factors: [Worldviews](#), [Gender roles](#), [Age-related roles](#), [Ethnicity](#)



[Deliverable 5.3: Report on citizens' reactions and opinions: Citizen Summit 1 \(Romania\)](#) - CARISMAND  
(pdf, 1.9 MB)



[Deliverable 8.1: Report on risk communication models and best-practices in disaster management](#) - CARISMAND  
(pdf, 2.5 MB)

### Recommendation 1.B for implementation related to specific types or methods of training

Organise community workshops for disaster preparedness where the participants build, or re-build, a collective memory of local disaster risks through the use of historical artefacts and pictures, to encourage citizens via these collective exercises to take up responsibility and action through a shared cultural identity.

Related cultural factors: [Individual/collective memory](#), [Local knowledge](#)



[Deliverable 5.11: Report on Stakeholder Assembly 2 \(Italy\)](#) - CARISMAND  
(pdf, 2.5 MB)

### Recommendation 1.C for implementation related to specific types or methods of training

To enhance disaster preparedness in specific cultural groups, e.g. people who are engaged frequently



in multi-player online games, employ virtual reality as a training method. This could, e.g., be achieved by cooperating with the designers/developers of multi-player games.



[Deliverable 4.2: Report on “risk cultures” in the context of disasters](#) - CARISMAND  
(pdf, 1.8 MB)

### **Recommendation 2.A for implementation related to organisational/logistics issues**

To improve acceptance of educators in disaster awareness and preparedness activities, use the potential of peer education, i.e. engage peers as educators for training of citizens within the same cultural group, with the same social status, the same age group, and/or the same religious or ethnic background.

Related cultural factors: [Norms/values](#), [Customs/traditions/rituals](#), [Age-related roles](#), [Ethnicity](#), [Socio-economic status](#)



[Deliverable 5.11: Stakeholder Assembly 2 \(Italy\)](#) - CARISMAND  
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### **Recommendation 2.B for implementation related to organisational/logistics issues**

Taking into account that cultural training requires specialist knowledge, which may not always be available in all locations of disaster management institutions, and to ensure that all practitioners “speak the same language” related to cultural issues, develop a (national) culture training resource centre for disasters, where specialised cultural training for practitioners can be conducted centrally, and with specialist trainers who can be deployed for local events across a wider area.

Related cultural factors: [Languages](#)



[Deliverable 2.1: Report on actors in disaster management](#) - CARISMAND  
(pdf, 3.9 MB)



[Deliverable 5.12: Report on Stakeholder Assembly 3 \(Portugal\)](#) - CARISMAND  
(pdf, 1.8 MB)

### **Recommendation 2.C for implementation related to organisational/logistics issues**

To ensure that disaster practitioners and volunteers integrate cultural factors in their daily practices, develop and integrate a module on cultural competencies for the respective training programs.

[Deliverable 6.1: Report on European fundamental rights in disaster situations](#) - CARISMAND  
(pdf, 2.2 MB)



[Deliverable 6.2: Report on fundamental rights in disaster situations in selected national legislations](#) - CARISMAND  
(pdf, 3.6 MB)

### **Recommendation 3.A for implementation related to aims of culturally aware training**

Citizens from all cultural (including immigrant) backgrounds should be involved in the planning of emergency and disaster response activities, i.e. before a disaster occurs, to ensure that practitioners learn early about these differences and adapt the guidelines and procedures accordingly.



[Deliverable 5.5: Report on citizens' reactions and opinions: Citizen Summit 3 \(Italy\)](#) - CARISMAND  
(pdf, 1.8 MB)



[Deliverable 5.6: Report on citizens' reactions and opinions: Citizen Summit 4 \(Germany\)](#) - CARISMAND  
(pdf, 2 MB)

### **Recommendation 3.B for implementation related to aims of culturally aware training**

Encourage citizens to participate in disaster simulation exercises, aiming to strengthen the solidarity and sense of community amongst citizens before a disaster occurs.

Related cultural factors: [Social networks](#)



[Deliverable 5.5: Report on citizens' reactions and opinions: Citizen Summit 3 \(Italy\)](#) - CARISMAND  
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[Deliverable 5.6: Report on citizens' reactions and opinions: Citizen Summit 4 \(Germany\)](#) - CARISMAND  
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### **Recommendation 3.C for implementation related to aims of culturally aware training**

Use disaster simulation exercises, in contrast to emergency drills for practitioners only, as an opportunity to increase mutual understanding between practitioners and citizens, as a learning experience for both, and to improve mutual trust.

Related cultural factors: [Attitudes toward authorities](#), [Social networks](#)



[Deliverable 5.5: Report on citizens' reactions and opinions: Citizen Summit 3 \(Italy\)](#) - CARISMAND  
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[Deliverable 5.6: Report on citizens' reactions and opinions: Citizen Summit 4 \(Germany\)](#) - CARISMAND  
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[Deliverable 5.11: Report on Stakeholder Assembly 2 \(Italy\)](#) - CARISMAND  
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### **Recommendation 3.D for implementation related to aims of culturally aware training**

Make citizens partners rather than “obstacles”. To help citizens establish self-control and facilitate empowerment in case of a disaster, encourage them in training activities and promotional campaigns to reflect and build upon personal skills they already have that could be useful in a disaster, e.g. technical skills, organising talent or detailed local knowledge.



[Deliverable 5.4: Report on citizens' reactions and opinions: Citizen Summit 2 \(Malta\)](#) - CARISMAND  
(pdf, 2.4 MB)



[Deliverable 5.12: Report on Stakeholder Assembly 3 \(Portugal\)](#) - CARISMAND  
(pdf, 1.8 MB)

### **Further reading:**

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<https://toolkit.carismand.eu/a/recommendation-culturally-informed-training>