

---

## Agenda Travel Learning n. 1

« Project Reference : ONE Minute may save a Life , - 2015-1-RO01-KA202-014982 »

May 02-06, 2016 - LONDON

**Location:** Essex Unitarian Church, 112 Palace Gardens Terrace, London W8 4R

**Attendandees:**

MARCO PARET

ESTER PATRICIA CERESA

PARVULESCU VALENTINA LELIANA

MERLAN ZIZI CERASELA

RADULESCU AMIRA MONICA

IGOR VITALE

MIRCO TURCO

CRISTIAN PANDREA

### Monday May 2, 2016

h 10 a.m - 5 p.m Break time 1pm -2pm

### Topics of the day

- Welcome to partners

Université Européenne LLP - OC384224

40, GRACECHURCH STREET, London, EC3V 0BT

- Presentation of the purpose of our meeting and detailed five days work plan that is structured into three phases:
  1. Check - Verifying the schedule of activities and their compliance with the work strategy and plan;
  2. Project of the implementation of the Intellectual Output 2
  3. Programming future work plan and strategies
- Communication of timetable for the release of assets
- Check on the status objectives required by the project.
- Report on the activities October 2015/ April 2016 of each partner In particular:
  - Intellectual output 01 activity (will follow in the next few days specific report)
  - Dissemination activity
  - Work in progress

Analysis of difficulties and achievements and of different results obtained in the first six months of project development. Sharing knowledges and best practices..

Discussion and suggestions.

Conclusions.

**Tuesday 3 May 2016**

h 10 a.m - 5 p.m Break time 1pm -2p

Presentation of results research and statistics on the situation of the European emergency number 112 specifies for each country involved in the project. Reading and discussing researches on 112 Emergency Number and dispatchers in Italy, England, Cyprus, Romania

Country: Romania

Research presented by Zivac Group Central S.r.l Zivac and Fundatia Pentru Smurd.  
Speakers: Cerasela Zizi Merlan, Leliana Valentina Parvulescu, Amira Monica Radulescu and Cristian Pandrea.

What emerges in this country is a reassuring situation in terms of knowledge of emergency number 112.

In Romania, the 112 is well-known and practiced by the majority of the population.

For any emergency situation, the number to call is unique and the operator, after a protocol of questions, establishes specifically what kind of emergency it is and activate related dispatchers support. There is a high degree of satisfaction of the population.

The standard protocol of response is unique and 112 call takers and operators learning and training is the same throughout the national territory.

Recently this country has adopted a new 112 call center model that has achieved great success after more than two years of experimentation. In this model the operator report directly to Police, Fire Department, Chief, Civil Protection and

**Université Européenne LLP - OC384224**

40, GRACECHURCH STREET, London, EC3V 0BT

Forestry present together in the same room to have immediate and prompt response to any kind of emergency call.

The government has decided to adopt this as new national emergency call centre model and is actually activating it throughout the national territory.

The critical point in Romania is the false calls.

The percentage of false calls has high impact: 74%

Operators are faced with calls of all types, especially by drunk. The majority of the operators involved complains a critical situation in 112 call centres. All the strategies and the measures adopted have failed in containing this important phenomenon.

The physical and psychic energies of the operators are dissipated unnecessarily.

The analysis shows a strong need to filter incoming calls to devote only to those who really need the work of professionals involved.

Discussion and suggestions.

Conclusions.

**Wednesday May 4, 2016**

h 10 a.m - 5 p.m Break time 1 p.m - 2 p.m

Presentation of results research and statistics on the situation of the European emergency number 112 specifies for each country involved in the project. Reading and discussing researches on 112 Emergency Number and dispatchers in Italy, England, Cyprus, Romania

Country: Italy

Research presented by Forensic Group.

Speakers: Mirco Turco and Igor Vitale

[Université Européenne LLP - OC384224](#)

40, GRACECHURCH STREET, London, EC3V 0BT

In Italy the number 112 also coincides with the number of the Carabinieri, a police force. The Italian people confuse it with this, few people know that 112 is also the European emergency number.

The situation is very fragmented because there is not a single emergency number but different numbers depending on the type of emergency required. In particular 118 for health emergency, 115 for the fire rescue, 113 for police, 112 for the Carabinieri.

There are several protocols of action and response and also operator training is made using different standards in region and provinces. There are many different realities on the national territory, it is registered a default of a single unique standard both for training and operational plan and strategies. Every dispatcher has its own system of training and intervention.

The critical point in Italy is the lack of a standard system for emergency call takers.

The main problem is the fragmentation of the emergency Italian systems which we are still far from a unitary work philosophy. The procedural differences must be arised and the evolution of emergency medicine don't run at the same time with the expansion of the new digital culture.

The activity of territorial emergency systems is frequently linked to that of firefighters and law enforcement; all services put people at the heart of its objectives and even if they differ in uniforms, procedures and skills, their activation mechanisms are the same.

The need is to communicate and integrate their skills so than in the past to avoid abuses, obstacles and errors, according to a philosophy of public intervention.

Discussion and suggestions.

Conclusions.

**Thursday May 5, 2016**

h 10 a.m - 5 p.m Break time 1 p.m - 2 p.m

Presentation of results research and statistics on the situation of the European emergency number 112 specifies for each country involved in the project. Reading and discussing researches on 112 Emergency Number and dispatchers in Italy, England, Cyprus, Romania

Country: United Kingdom

Research presented by Université Européenne

Speaker: Ester Patricia Ceresa

In England, the number 112 is virtually unknown. Only 8% of UK citizens know 112 as number to call emergency services anywhere in the EU

In case of emergency, only 4% of the UK population calls the European number. The rest choose to call the national historic number, the 999.

Despite a massive information campaign on the European emergency number 112, sponsored by the government in 2015 the average citizen continues to show resistance to change.

Despite being the 999 and 112 call centers the same (the operators of the 112 are the same as number 119 and are working in a common room), the average citizens interviewed on the 112 call service expresses great suspicion, they think that the 112 operators are less prepared and less professional.

The UK adopted system provides a single protocol standard of professional training and standard unique response protocol throughout all the national territory.

**Université Européenne LLP - OC384224**

40, GRACECHURCH STREET, London, EC3V 0BT

The call protocol includes first the identification of the caller, followed by a description of the emergency, then the identification of the location and finally again confirmation of identity of the caller.

The operator doesn't decide on dispatchers, it's the same caller that decides which emergency service must be activated.

The critical point in the UK is the knowledge of the number 112. In a country traditionalist mold the new makes it hard to be accepted. It's very interesting to note that in any corporate website (police, national health service, fire rescue) is indicated the european emergency number 112 and people in case of emergency are invited to call the number 999 or the number 111 in case of health emergency/ambulance service.

Also on the Scotland Yard site users are invited to call 999 in case emergency.

Statistics and rapports about 112 specifics on U.K are rare, the publications are few and this factor indicates the level of interest of the nation and of the institutions concerned.

Most data on 112 situation in U.K is collected by EENA (European Emergency Number Association) along with the data from all 27 countries involved and therefore not very specific for United Kingdom

To make a difference and bring the average citizen to use the 112 number is necessary to change the common opinion by providing a different service, more than effectiveness.

Discussion and suggestions.

Conclusions.

**Friday May 6, 2016**

h 10 a.m - 1 p.m

[Université Européenne LLP - OC384224](#)

40, GRACECHURCH STREET, London, EC3V 0BT

Analysis of common data emerged.

Analysis of country-specific data emerged.

Analysis of critical points and needs in terms of learning and support to 112 dispatchers emerged.

Preparation of work plan and common general strategy for a front line.

Preparation of work plan and strategies based on the specific needs of each country involved in the project.

Coordinating general and specific work plan and distribution of competences and tasks.

Discussion and strategies to adopt for learning project.

Opening the INTELLECTUAL OUTPUT 02

Preparation of a briefing of contents of the course.

Attribution of the themes and the program to be developed:

1. Psychology, Security and Risk

Attributed to: Zivac Group.

*Representatives reserves the decision of the nomination of the responsible for the preparation of the content.*

Introduction to Psychology Security and Risk

Security and Risk. Definitions, concepts, perceptions

The brain and response to risk.

Heuristics influencing decisions

Sense perception Security

## 2. Psychotraumatology

\_\_\_\_\_ Attributed to: Rivensco Consulting

Elements of psychotraumatology

The response to trauma

Manage stress, panic, anxiety, confusion and critical events.

## 3. Communication with the caller

Attributed to: Forensics Group

Communication with the caller - attributed to Igor Vitale

Informative capacity call - attributed to Igor Vitale

Framing caller- attributed to Igor Vitale

Communication control - attributed to Mirco Turco

Cognitive flexibility and empathy - attributed to Igor Vitale

Key questions and their role - attributed to Igor Vitale

Non technical competences: cognitive, emotional, behavioral - attributed to Igor Vitale

Speed, reliability, NLP System - attributed to Mirco Turco

The ISBAR - identification, situation, background, assessment, recommendation - attributed to Mirco Turco

Telephone triage - attributed to Mirco Turco

Managing stress, anxiety and fatigue- attributed to Mirco Turco

Communication with child - attributed to Mirco Turco

Communication Strategies - attributed to Igor Vitale

[Université Européenne LLP - OC384224](#)

40, GRACECHURCH STREET, London, EC3V 0BT

#### 4. The psychological profile of the caller

Attributed to: Université Européenne.

*Representatives reserves the decision of the nomination of the responsible for the preparation of the content.*

Recognizing the psychological profile of the caller

Entry report immediately to ensure optimum management of call

Managing caller shock

Managing emotions caller

Hypnotic communication for immediate support

Metamodel for extrapolating information distorted by filter caller

Differentiation between truth and false caller by voice

Differentiation between truth and false caller via text content

Explanation questionnaires to be distributed to police, fire departments, hospitals, etc.

Plan of further questionnaire distribution.

Report on the e-learning site work in progress

Report on the results of press release

Report on dissemination activities

Coordination activities in the future

Conclusions

Ceremony for delivery of certificates of attendance