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# EMPOWER

Empowering Persons with Disabilities  
Through Effective Disaster Management



## PODCAST 1

### How to provide my health status and contact the relevant authorities

#### Summary

In the podcast "How to provide my health status and contact the relevant authorities", psychologist Enrique (Spain) teaches us what information we have to provide to the assistance services in situations of natural disasters or emergencies. He also tells us how we can provide information if we are visually or hearing impaired.



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## EMPOWER PROJECT

Empowering people with disabilities through effective disaster management

The project partners are:

The Governorship of Istanbul (from Türkiye)

Institute for Vocational Education and Guidance (from Greece)

Institute for Promotion of Development and Training (from Spain)

Istanbul Provincial Directorate of Family and Social Services (from Türkiye)

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-Hello to all of you! This podcast is part of the EMPOWER project

"Empowering Persons with Disabilities through Effective Disaster Management",

coordinated by the Governorship of Istanbul and co-funded by the Erasmus+ Programme of the EU.

Enrique is with us, he is a psychologist at the University of Salamanca and



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Autonomous University of Madrid; Clinical Psychology at European University of Madrid

He is working the last years both as clinical and organisational psychologist in different entities,

both in Spain and in Ireland. Also, training and some experience in emergencies during the last years.

Enrique, welcome! One of the objectives of the EMPOWER project is to integrate disability into

the disaster management cycle and to raise awareness among people with disabilities and

their caregivers about the increasing risks of disasters.

Therefore, I would like you to explain a bit about

how to provide basic information about our health status

and contact the relevant authorities in an emergency or natural disaster.

-Ok. first of all, thank you Victoria for having me here. This is a pleasure from my side.

Again, it is a tricky question or difficult but I will try to reduce as much as I can.

I will say here that almost all the people we have a mobile phone at all times with us

and if you don't have one, in case of emergencies or natural disasters,

for example, you should look for a mobile or telephone to contact authorities

as soon as possible who will help for sure.

The international protocol PAS (Protect, Advise and Aid)

is very important to follow and I think

it is important that you can always call the same number



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through all the European citizens or territory.

You can call 112 for all emergencies that you can have

both natural disasters, accidents or any

emergency that you may have related with your health.

You can call with your mobile phone

for example, or find another mobile device, or if available,

you can go to a SOS post on the road, for example if you are in the middle of a road

These European number for emergencies and natural disasters

is common for all European countries. It is the 112.

I think is well known for almost all of us and this number is a number

where all the emergency services all across Europe are covered.

If, for example, we have already alerted these services,

they may need to contact us again for more information.

So, it is important you keep the line... not busy because we are telling people

we know what... We know what has happened, they will not be able

to get this information if we don't have this... This line is free for the call-back.

Also, If they are visually or hearing impaired, they may have devices accessible to  
their specific needs

and may even be accompanied by a professional or informal caregiver.

In the latter case, for example, it is the caregiver who will provide the information to  
112.

If you are alone, a visually impaired person with an accessible mobile device



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will have no problem communicating with emergencies.

If they are hearing impaired, they can access 112 by text message, by SMS.

To do so, they must first register in person at the Social Services Office that corresponds to them, in general, by postcode.

This recognition is carried out through the assessment and care units for people with disabilities.

In this way, instead of by voice, you can communicate by text message, and the emergency service will ask you the same questions as they will do in writing.

The emergency services, at the end, will basically... Basically ask you two questions: “What has happened?” and also “Where has it happened?”

For the first one, you have to describe what has happened (if it was a fire, a natural disaster, a flood, and an accident...)

giving as much information as possible about the current situation

if there are injured people or, for example, how many of them,

if they are people conscious, if there is anyone trapped (for example, in a fire)...

If you require, for example, specific attention for the needs (for example, visual or hearing impairment),

this should be also communicated to the emergency team.

And the second question, “Where has it happened?” The more information we give, the better.

The more information we give to this emergency services, the less time it will take for them to arrive to the place.



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If you witness a situation in the street, for example, it is important to give the name of the street

or if you don't know the name of the street. You can give references to something that is well-known

such as a monument, a notable shop, or whatever place you think is well for everyone.

In case, for example, you are in the middle of a road, we can indicate whether it is a motorway,

or another kind of road... Also we can tell the name of the road if we know, or the kilometre...

Or if we do not know where we are, we should say from where and to where we are going,

how long it has been, for example, since the last town that we have passed through, or where all the trip initiated and how long it takes so far.

All these indications may seem obvious, but they are not always carried out correctly to the teams,

to the emergency teams since we are exposed to an event that causes us stress and nerves,

which we are not used to dealing with. I think that is why it is so important

to remember the first two steps to follow in an emergency...

In an emergency situation: first of all, remain physically safe, stay calm,

and second, call 112, trying to not occupy the line unless strictly necessary.

So, thank you very much for your tips, Enrique, it will be very useful to provide basic information



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about our health status and contact the relevant authorities in an emergency or natural disaster.

For more information, you can visit the website [www.empowerpwd.eu](http://www.empowerpwd.eu)