



D5.2 LIST OF ACHIEVED RESULTS

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INTRODUCTION

This deliverable is a short and operative document listing in detail the achieved results of the activities implemented in the Pilot cities in the period September 2019-January 2020 as part of AMARE-eu pilot activities.

The four List of achieved results, one per Pilot City, are reported in the following pages.

LIST OF THE ACHIEVED RESULTS CITY OF ROTTERDAM

1 PREMISE AND OBJECTIVES OF THE PILOT ACTIVITY

The second largest city in Holland, Rotterdam is situated in the river delta close to the North Sea, and therefore extremely prone to inundations by flooding when sea level rises. The city itself is protected by an advanced stormsurge barrier, which closes when water levels in city center Rotterdam are predicted to rise to 3 meters above average sea level. However, climate change brings new challenges to the city and Rotterdam is faced with new risks of flooding due to heavy rainfall and increased river run off volumes.

The system currently in place only offers a solution to one kind of inundation, since it keeps water out of the city. When inundation comes from above in the form of heavy rainfall, there are specific areas inside the city which are outside the embanked areas (traditionally built to keep water out), and closer to the river Nieuwe Maas, that are more at risk and could suffer damages as a result.

The Rotterdam municipality has specific regional water authorities ('water boards') meant to deal with the city's water related issues in the near future and flood risk protection behind (inside) the dykes. Elaborate plans for embankment reinforcement are being made.

Rotterdam is an extremely diverse city, both in it's citizens ethnic backgrounds and in their income levels. The majority of Rotterdam is non-native (51%). The city also has a high, low-literacy rate (21%). Correlation between percentages of non-native citizens, low literacy rates and the capacity to tackle upcoming climate-change related challenges is high.

- **The physical problem:**

High tide – storm flooding from the river for a couple of days to weeks.

- **The communication problem:**

Lack of inclusive ways to communicate with non-native residents and low literate persons.

Objectives:

- Empowering Rotterdam's Civil protection and non-native/low-literate/elderly citizens on good resilience practices.
- facilitating access to information for non-native and/or low-literate citizens.

2 DESCRIPTION OF IMPLEMENTED ACTIVITIES

2.1 Involved actors

The Municipality of Rotterdam, Rotterdam's Civil Protection, Rotterdam Climate Adaptation Strategy ("WeatherWise") stakeholder team, Amare staff: PPI, ASSFAM, Operational officers from high water protocol.

2.2 Implemented activities

AMARE-Workshop 28th nov: Kop van Feijenoord

Time	Activity
08:30-09:00 u	<u>arrival & breakfast</u>
09:00-09:30 u	welcome, who is who and introduction AMARE (15 min), Film/Images of big flooding 1953 and introduction program workshop (15 min),
09:30-10:30 u	Conversation in 2 or 3 small group (40 min), - Do you expect flooding can happen in your <u>neighbourhood</u> ? - Are you at risk and how do you feel about it? - If a flooding happens what would you do? - What are you worried about in case of a flooding? - Who do you expect to help? - What do you need from the municipality? Plenary wrap-up and report of the groups (20 min)
10:30-11:30 u	break (15 min) presentation risk communication (20 min) presentation goals in communication across cultures in emergencies (20 min)
11:30 - 12:00 u	plenary conversation, wrap up and lessons learned: 1. What is our normal way of risk communication and emergency <u>response</u> ? 2. What works well/not, what are gaps from multicultural perspective? 3. What are lessons learned from the morning?

Activities implemented after the training session

Date	Milestone description	Activity/process
2019-11-28	Workshop in Rotterdam	
2019-12-04		Report delivery of the Workshop findings and summary on the next steps.
2019-12-19		Feedback flyer sent to workshop participants.
2020-01-07		Meeting of implementation of the various ideas that are born during the Workshop of November 28th. Next steps are defined and focus will be on a short movie. Setting up the water safety 'drill' is a second option, which will require a broader organisation such as cooperation with the firebrigade.
2020-01-09		Meeting with the chair of the 'wijkraad' (community council) on cooperation towards a first interactive process (see below).
2020-01-13		Tender has been sent out to various Audio Visual contractors with pedagogic experience to support the production of a localized version of the Family Emergency Plan footage, to be made by elementary school students in the area 'Kop van Feijenoord'. Aim is to have both awareness creation amongst the children and to have a potential introduction into the topic in the childrens' family setting, communicated by the children themselves.
2020-01-20	Integration and Upscaling meeting	Amare team has discussed with the Rotterdam Climate Adaptation Strategy ("WeatherWise") stakeholder team on how to integrate and upscale

		inclusive risk communication. The aim is to have continuity of the learnings in AMARE project after completion of AMARE itself. The next actions within the AMARE project will be used as an example on how to upscale towards (all) other areas in Rotterdam. The ideas are being embedded in "WeatherWise"
2020-02-10		Stormfloods (5x in 2 weeks) have increased attention for and the potential of the AMARE-based approach
2020-02-10	Kick-off meeting Audio visual	Tender selection, preferred supplier is selected
2020-02-13	Meeting with school	Project confirmed, official start audio visual workshops with children planned 2020-03-04
2020-03-05+06	Training in Bologna	TENTATIVE Presentation of 'the movie'.
2020-03	Audio Visual	Tentatively planned 3 workshops for the making of the Audio Visual with the schoolchildren
Various dates		Raising attention in different meetings for the outcome of AMARE-EU project

3 ACHIEVED RESULTS AND IMPACT

Flyer:

Ideas to be implemented:

- Display/exhibition of photo/video material or floating protection equipment for conceptualizing flood risk.
- A water 'drill', similar to a fire drill
- Creating a short audiovisual / film with schoolchildren about how to prepare for heavy rainfall/flooding.



4 FOLLOW-UP, TRANSFERABILITY AND SUSTAINABILITY

AMARE ideas implemented within Rotterdam Weatherwise



Preparing our city for a more extreme climate together

The climate is changing. We are seeing a mixture of heavier downpours and long hot periods. But we can handle it! Together we are getting this city ready for this extreme weather. By creating water and green spaces: gardens, parks, green walls, green roofs. Putting our words into action. Making sure we are weatherwise.

5 LESSONS LEARNED

- Do not ignore the broader/bigger issues in the community (like unemployment and illiteracy).
- Use pictograms instead of text.
- Remember that schools are important focal points.
- Disburse information on the Family Emergency Plan by selecting and educating a group of ambassadors
- Consider awarding the ambassadors.
- Tap into the (*Social Media*) network of the ambassadors and 21th century communication skills.

LIST OF THE ACHIEVED RESULTS CITY OF HERAKLION

1 PREMISE AND OBJECTIVES OF THE PILOT ACTIVITY

The city of Heraklion is the largest urban centre of Crete, the capital of the region and the economic centre of the island, as it is the largest port of the island and the fourth largest urban centre of the country with 173,450 inhabitants.

Heraklion lies along the North coast of the island of Crete in a distance of 135 Km from the active Santorini volcano. Combined with the fact that the island lies between the Eurasian and African plates, producing the Hellenic Island Arc, of which Crete is part, makes necessary the improvement of anti-seismic protection in any possible field.

Furthermore the city of Heraklion is not only a high risk area but it is densely built among hundreds of Byzantine , Venetian and Neoclassic buildings which can't be demolished by law (even though ruins), increasing the danger in a massive scale hazard as earthquake. Occasionally floods can be developed in the west part of the city when combination of heavy rain and snow appears through wintertime.

The city of Heraklion cooperate with all relevant authorities that implement in the field of risk management and also with all relevant NGOs that are specified either in civil protection (Red Cross , Hellenic Rescue Team , etc) either in the field of integration and social support. So far the first time that there was from both sides implementation in an exercise was in the scenario of PACES field exercise in October 2017. The cooperation was excellent and throughout AMARE-Eu project it is considered as a great opportunity of different (but necessary) fields cooperation.

The objectives are:

- **Working with non-native citizens**
- **Establishing a communication network**
- **Create a local plan**
- **Print flyers in foreign languages**
- **Dissemination of multicultural approach**

2 DESCRIPTION OF IMPLEMENTED ACTIVITIES

2.1 Involved actors

Heraklion's Civil Protection, The Ministry of Foreign Affairs, National Health Operations Center, Hellenic Police, The Municipality of Heraklion, Red Cross , Hellenic Rescue Team, PPI, ASSFAM.

2.2 Implemented activities

Training in Heraklion

29th of October: Day 1

- Presentation of the AMARE-EU project.
- PPI, ASSFAM Presentations on the inclusion of non-natives citizens in the emergency process: Emergency response, Risk Communication and Goals in communication across cultures in emergencies.
- Exchange with Heraklion's civil protection on their Emergency draft plan.
- PPI and ASSFAM Workshop: A multicultural focus in emergencies.

30th of October: Day 2

- Heraklion's Civil protection workshop on the creation of a local plan for non-natives citizens in earthquake emergency:
- Presentation of a draft plan.
- Additional inputs from implemented authorities.
- Additional inputs from participants.

Activities implemented after the training session:

Preventive actions:

- Creation of separate safety spots with separate signs: the aim is to better communicate with the authorities and create better conditions for their support.
- Creation of registers (and foreign speaking registers) in order to support communication between non-natives and civil protection authorities: Register of consulates active in the municipality of Heraklion, representatives of groups of foreign people, tourist agents...
- Creation of an emergency committee named AMARE:
In order to better organize a network of information and implementation of prevention and response actions in relation to non-native population, a relevant committee is set up which can, in cooperation with the Independent Civil Protection Bureau, organize specialized information actions to prevent and respond to emergency planning and to participate in emergency planning. The members will be appointed by Mayor or his / her authorized representative in accordance with the updated register to be maintained.
- Printing of foreign language material:
Determining in cooperation with the competent authorities the existing configuration of the foreign population (Arabic-speaking, Russian-speaking, English-speaking, etc.) the Municipality has print relevant foreign language printed material for a better

understanding of the relevant instructions on a case-by-case basis.
Responsible information will also take into account the relevant material published by EPPO.

Heraklion's Civil Protection Actions after the earthquake

Following the earthquake and if there is a foreign population among the affected, the following procedure is followed:

1. Following the earthquake, the Ministry of Foreign Affairs shall mobilize the Crisis Management Unit in cases where foreign citizens are injured or dead due to the earthquake in order to inform the Embassies of foreign citizens.

The Ministry of Foreign Affairs is informed about this through the Operation Centre of Civil Protection, which is in contact with, or directly from, the National Health Operations Center and Hellenic Police. In addition to the above, it should be noted that the identification of injured and deceased foreign citizens due to an earthquake is the responsibility of Hellenic Police in collaboration with the coroner. Information on the health status of the injured, as well as the number and medical units they are hospitalized, are the responsibility of the National Health Operations Center of the Ministry of Health, including foreign citizens.

In the case of international protection granted to immigrants as well as asylum seeker holders they will be asked who they would like to inform.

2. Help provided - Affected support: Assistance and support to those affected within the first 24 hours after the earthquake is initially routed locally by the Mayor. In particular, with regard to the care of the foreign population in cooperation with the AMARE Committee, we take into account all the parameters needed to avoid possible conflicts between different cultures.

3.Places of refuge – Logistics: The Mayor, in collaboration with the local competent authorities of ELAS and the Municipal Police, collect information on the number of concentrated citizens who have taken refuge outdoors. Where citizens are expected to stay for a long time in the above areas, the Mayor, taking into account their other operational needs related to earthquake emergencies, may initiate actions to cover the basic needs of all citizens.

4. Organized evacuation of citizens due to earthquake:

Among the actions needed to protect the lives and health of citizens are their organized removal-evacuation from the area that is reasonably estimated to be threatened by an ongoing or impending disaster. Where foreign citizens (tourists, etc.) are present, it is necessary, as far as practicable, to designate a specific point of concentration for their subsequent removal, in order to better communicate with the Authorities and to create better conditions of their support. In such cases, when the decision is taken, the local Civil Protection Officer

shall inform the Operation Centre of Civil Protection of the G.S.C.P. of the movement of foreign nationals and their reception areas. The Operation Centre of Civil Protection then informs the Ministry of Foreign Affairs (Crisis Management Unit) in order to properly inform the Embassies of foreign citizens.

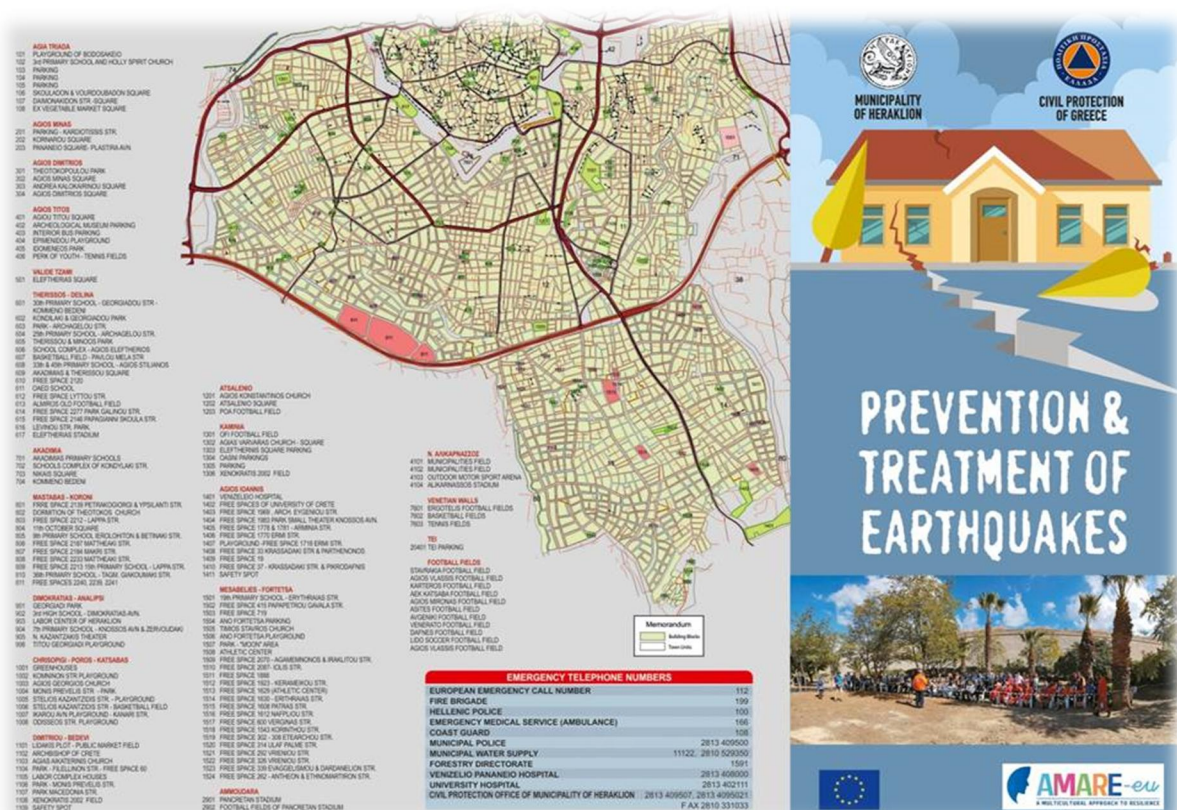
5. Informing the public: Informing the public about the identification of injured and dead due to earthquakes is the responsibility of the Hellenic Police Headquarters, in cooperation with the Forensic Services/coroner. Subsequently, and in cases where foreign nationals are among the injured and dead, the information of their Consulates and Embassies regarding their information is the responsibility of the Ministry of Foreign Affairs.

3 ACHIEVED RESULTS AND IMPACT

Printing materials: 4 different languages

Greek 6700 pcs
English 6700 pcs
Russian 4400 pcs
Arabic 4400 pcs

TOTAL 22200 pcs



4 FOLLOW-UP, TRANSFERABILITY AND SUSTAINABILITY

Pilot Activities have been implemented and have already been a success: Thanks to the AMARE Approach Heraklion's Civil Protection follows a multicultural approach in emergency starting from any exercises they participate by using AMARE material and experience.

Previous actions show the will of the city to learn from the AMARE project and to create a more resilient city.

5 LESSONS LEARNED

The Training and Workshop sessions worked very well, it has created great exchange between Community leaders, Heraklion's Civil Protection and the AMARE Staff. Participants were interesting and the Workshop was an opportunity to discuss about a true and effective earthquake emergency plan.

LIST OF THE ACHIEVED RESULTS CITY OF SKOPJE

1 PREMISE AND OBJECTIVES OF THE PILOT ACTIVITY

Skopje (the country's capital) is a melting pot of political, economic, and cross-cultural activities with a population of around 500.000 citizens and 700.000 in wider context (as total in Skopje region), according to the census in 2002. City of Skopje represents an area with a high diversity of threats from natural (floods, landslides and earthquakes in particular) and man-made disasters. Skopje and its surroundings have peculiarities regarding experiences and challenges in dealing with disasters and humanitarian catastrophes. The city is subject to vulnerability from social risks, something that is characteristic for medium and bigger cities. According to the data by the Environmental Department of the city, the daily migration in the city is 35.000 vehicles and 100.000 people. This creates a compact traffic bust, which influences the enormous air pollution (particularly in the winter period) with rally unfavourable ecological impact and dynamic safety problems. The daily migration growth in correlation with the fast growth of the population creates difficulties in controlling the safety risks in the field of classical, property, violence and non-ethnic crime. The population has grown steadily throughout the years, exceeding 100,000 residents in the 1950s, passing 300,000 in the 1970s, and reaching over 500,000 by 2002. However, recent estimates suggest that the population has declined from the last official count held in 2002. There is nothing indicating that this will be a continuing trend. In fact, as more people continue to move from smaller towns and villages to pursue the opportunities available in Skopje, the population should continue to increase in the future.

Skopje is an ethnically diverse city, and its urban sociology primarily depends on ethnic and religious belonging. Macedonians form 66% of the city population, while Albanians and Roma account respectively for 20% and 6%. Each ethnic group generally restrict itself to certain areas of the city. Macedonians live south of the Vardar river, in areas massively rebuilt after 1963 earthquake, and Muslims live on the northern side, in the oldest neighborhoods of the city. These neighborhoods are considered more traditional, whereas the south side evokes to Macedonians modernity and rupture from rural life. The northern areas are the poorest. This is especially true for Topaana, in Čair municipality, and for Šuto Orizari municipality, which are the two main Roma neighbourhoods.

The risks of natural and man-made disasters and humanitarian catastrophes in towns and cities are increasing throughout the world with the onset of climate change and the unprecedented growth of the global urban population. Skopje is no exception to this tendency.

Main natural disasters in Skopje are:

- Extreme climate conditions in summer: high temperatures, dry and reduced water availability;

- Fires at open and wildfires with high intensity;
- Heavy rains and hail, causing floods, landslides and damages on the infrastructure and agriculture;
- Earthquakes with serious consequences (as witnessed in the aftermath of the 1963 Skopje earthquake);
- Landslides, erosion and tectonic disorders.

Main man-made disasters in Skopje are:

- Riots
- Humanitarian catastrophes: 400.000 refugees from the Kosovo conflict in 1999 (Stenkovec refugee camps) and over 1000 migrants from the conflict in 2001 (from the Arachinovo area)
- Violent extremism and terrorist attacks

Even though this list of possible dangers is long and is dealt with in a serious manner, there is a gap between the actions of the state, of the local actors and of the local population. These gaps mostly exist because of problems with communication. The communication issues relate to the measures that are taken by the authorities to lower the risks already present, but they are also present in the process of informing the citizens of the actions and citizen behaviour needed for effective disaster management. The situation is getting even more difficult when dealing with the non-natives living in the city area. Despite the fact that the native population has the potential to be informed through TV programs, radio shows, internet, news portals, government (local and state level) websites, and maybe most importantly through people working in the resilience system, this is still not the case. The engagement of the non-native population in the city's resilience work demands a lot more attention, because the involvement of the non-natives in the operational aspects of this system is going to be highly beneficial for both the non-native population and the citizens of Skopje. In the end, this can produce better integration opportunities in the job market for the population, and even more important is the social aspect of improving better social cohesiveness, which will contribute to an even more resilient city.

2 DESCRIPTION OF IMPLEMENTED ACTIVITIES

2.1 Involved actors

Skopje Municipality

Originally, the city of Skopje was represented by associate for Disaster management, Ratko Dimovski and System/Network Engineer, Mladen Samojloski. In June, Ratko Dimovski was moved to another department and due to a lack of resources, project activities was handed over solely to Mladen Samojloski.

NGOs working within the field of Civil Protection

Skopje representatives have held meetings with NGOs working within the field of Civil Protection to understand which initiatives have already been implemented and which tools are being used. These NGOs have not been involved any further in project activities.

Red Cross and NGOs working with migrants and refugees

Skopje representatives have held meetings with NGOs working with migrants and refugees to understand which initiatives have already been implemented, which tools are being used and how these organizations are communicating with their target group. These NGOs have not been involved any further in project activities.

EMUS

EMUS is a local company that was hired by the city of Skopje to develop an informational website.

The local fire brigade

The local fire brigade of Skopje attended a workshop arranged by Mladen Dimovski and the AMARE-EU project partners. The aim of the workshop was to provide initial responders with good practices and provide them with inspiration on how to engage non-native citizens in disaster management (prevention actions, emergency response and dealing with the aftermath).

AMARE-EU project partners

The city of Skopje was supported by the AMARE-EU project partners Lai-momo (Italy) and Vejle Municipality (Denmark). The project partners supported Skopje with knowledge and expertise in the field of city resilience and engagement of non-native citizens in disaster management.

2.2 Implemented activities

July

- Start of July – Skopje representatives have a meeting regarding the project and next steps
- 25th of July – Skopje prepares the first draft of the action plan and send it to Lai-momo and Vejle for feedback

August

- Beginning of August – Skopje meets with NGO's working in the area of civil protection in the Skopje Area.

- End of August – Skopje meets with representatives of the refugee center located in Skopje Area.

September

- 12th of September – Skopje updates their action plan and sends it to Lai-momo and Vejle for feedback.
- 24th of September – Based on the feedback from project partners, Skopje finalizes their Action Plan and additional Gantt chart.

November

- 18th of November – Skopje revises their action plan and additional Gantt chart due to changes in the timeline.
- 18th of November – Skopje contacts 3 local companies (EMUS, Gigatt, Riversoft) regarding the development of an informational website and provides them with a detailed technical specification. 3 quotations
- 19th of November – Skopje receives 2 quotations, one from EMUS and one from Gigatt. As the proposal from EMUS is within the project budget, Skopje accepts the offer from EMUS.

December

- 17th of December – Due to changes in project activities, Skopje updates their Gantt chart.

January

- 15th of January – Skopje receives the last quotation from Riversoft.
- 28th of January – onsite visit: Sara Saleri (Lai-momo) and Elizabeth Gregersen (Vejle Municipality) visited Skopje and together with Mladen Samojloski, they held a workshop at the Fire brigade headquarters on the topic Multicultural aspects in building a resilient city and engagement of non-native citizens in disaster management.
- The workshop was evaluated well by the participants. It got between “good” (2) to “very good” (8) on the overall evaluation of the workshop. The facilitators got a very good ratings (4, “9”; and 6 “10”). They thought that the main topic was relevant. See attached summary of the evaluation.
- Pictures from the workshop:



February

- 7th of February – EMUS hands over the website to city representative, Mladen Samojloski.

March

- 29th of March – Skopje contacts 3 companies (EMUC Inspekt DOO, Aircool Bio, Hisense) for the development and printing of promotional materials.
- Completion of the text for the informational materials.
- 30th of March – Skopje received the 3 quotations from the local companies.

April - June

- Due to the Corona virus pandemic, the work both for the website and the brochures were put to a halt: first due to restrictions (work from home); forced isolation of the contact person from Skopje (Mladen Samojlovski) as he was exposed to a colleague with the virus.
- Likewise, Skopje could not implement the workshops with the students as classes were suspended.

July:

The website (www.helpme.mk) was finalized and is now on roll-out.

3 ACHIEVED RESULTS AND IMPACT

Workshop with the local Fire Brigade

- Number of public officials and/or CP operators trained on multiculturalism and other project topics: 10 *fire fighters*
- The workshop lead to reflections on the fire fighters' current actions and gave them inspiration on how to improve their work.
- The fire fighters became aware of certain limitations in their daily work (e.g. lack of modern equipment, lack of first aid kits in their vehicles, lack of English competencies, which challenges the communication with non-native citizens etc.).

4 FOLLOW-UP, TRANSFERABILITY AND SUSTAINABILITY

Website

- The website will be maintained by Skopje Municipality after project end.

Workshops with schools

- After project end, city representatives, Mladen Samojloski and Ratko Dimovski, will hold workshops on high schools on disaster prevention and mitigation. There will be 3 workshops on 3 schools, which will reach about 60 students in total.

5 LESSONS LEARNED

What worked well:

- There has been a genuine interest among city representatives for building resilience and engaging citizens in general, as well as non-native citizens in disaster management.
- There was an interest among the first responders in the workshop and a sincere desire to improve their work.

What did not work well:

- When the pilot city representative was moved to another department, the task was not turned-over to the right person, who should have been a person centrally placed in the municipality. This meant that the quality of support was limited and that it took more time to implement the planned activities. (Some activities are still not carried out)
- The workshop with the Fire Brigade was interrupted several times when there was an alarm, as they had to report for duty. This meant that the number of participants varied during the course.
- Generally, the project experienced a lack of support from the decision makers in the municipality. First, by transferring the responsible person for the project to another department, and left a junior staff (Mladen Samojlovski) to do the rest of the work. The project contacts (Vejle & Lai-Momo) tried to reach out to the decision makers
- The Corona virus pandemic has made the difficult implementation of this project even more difficult. The plans – school workshops, publication of brochures and the website development -- that were made in January did not push through as the pandemic came to Europe in late February-early March.
- In spite of the lack of support, we also commend the junior staff that was left in the project for doing his best to implement the initiative in spite of the lack of support within the municipality.

Recommendations:

- During the workshop with the local fire brigade, it came to our attention that the fire fighters' action areas were limited. Therefore, it would be beneficial to consider having the workshop among decision makers in the municipality as well, e.g. department heads or higher, to ensure that the needed changes can be effectively implemented.

LIST OF THE ACHIEVED RESULTS CITY OF CATANZARO

1 PREMISE AND OBJECTIVES OF THE PILOT ACTIVITY

Over the years, Catanzaro has become a multicultural city, but like many medium-sized cities in the South of Italy, it presents a series of problems relating to social cohesion between native and non-native citizens. These socially-based difficulties are complemented by a series of problems related to:

- The city's hydrogeological structure, determined by a particular orographic conformation based on a complex relationship between the mountain/hilly area, area of the historical center of medieval root and the marine area, with high risks of geological equilibrium and flood risks.
- The preservation of the 4 green areas of the city, from north to south (Bosco Li Comuni Siano, Parco Della Biodiversità, Villa Margherita and Parco Marino di Giovino), which constitute a significant "green lung" for the city, but which pose delicate problems of preservation of the hydrogeological aspect and fire risks.
- The classification of the entire urban territory as a "primary area at seismic risk".
- The urban conformation of the historical center based on constructions mainly of tuff with strong risks of seismic nature and with typical features of concentrated urban areas, which present problems of degraded building heritage and burdened by phenomena of constructive abuses and social degradation.
- The presence of complex urban mobility, generated by the excessive use of private cars with lack of parking and the extreme extension of the urban territory, which causes problems of air pollution. The emission of harmful gases is mitigated only by the particular wind of the city climate.

With regard to the social aspects, the wave of migrants has contributed to diversify and enrich the social tissue of the territory. Looking at the migrations through data can contribute to having a more objective view of the component of foreigners in Catanzaro. As of 1 January 2019, there are 3,142 foreign residents in the city, representing 3.5% of the resident population. Furthermore, the number of foreigners present in the provincial territory, which reaches 19,353, should not be underestimated. If the first data may seem "reduced", it is important to highlight that the foreigners present in the neighboring municipalities daily go to the city of Catanzaro, both for work and to resolve bureaucratic issues.

Among the vulnerable citizens in the city of Catanzaro, there is a traditional and historical Roma community, now settled, whose estimate is around 2,000 units. This community is characterized by ghettoizing tendencies, by social exclusion and by the presence of widespread forms of organized crime, with problems of coexistence with the local community. Their housing situation is precarious: only a few families live in public housing occupied regularly, while most of them live in abusive occupations in camps with run-down shacks.

The city of Catanzaro, observing and concretely experiencing urban, social and natural changes, has implemented some strategies in the perspective of “urban resilience”. For this reason, it has activated several initiatives, such as programs for the redevelopment of the historical center and energy efficiency following a smart city model, for urban consolidation and regeneration of the suburbs, for the defense of the natural habitat, and the drafting of a municipal civil protection plan against the risks of natural disasters, seismic and hydrogeological risks.

The activities undertaken in the framework of the AMARE-EU project aim to

- insert these initiatives in a global strategy to involve non-native communities present on the territory.
- Increase non-native citizens' awareness in the issue of urban resilience and, as a consequence, increase a sense of belonging to the territory and make them responsible and conscious citizens.
- Foster the dialogue between native and non-native citizens, creating moments of collective confrontation.

2 DESCRIPTION OF IMPLEMENTED ACTIVITIES

2.1 Involved actors

The activities implemented in the city of Catanzaro within the AMARE-EU project allowed the cooperation of the different actors hereby listed.

Catanzaro Municipality

The main City Department involved in the project was the department for the Urban Agenda (Agenda Urbana Catanzaro: <https://www.comune.catanzaro.it/agenda-urbana-catanzaro/>), coordinated by Antonio de Marco. This department, which designs the strategy for sustainable urban development, is in direct contact with the City's mayor, Sergio Abramo, who has been updated throughout the project's duration.

Fondazione Città Solidale Onlus – FOCS

FOCS (<https://www.fondazionecittasolidale.it/>) is one of the most representative civil society organization in Catanzaro, especially regarding migration issues. With its long expertise in the area of social integration and its direct contacts with non-native communities, FOC's contribution was essential to the project's success in Catanzaro.

Association working with Roma citizens (Arte di Parte)

The involvement of an association such as Arte di Parte, who has been working for several years in projects of social cohesion in the Roma communities, was essential to involve these beneficiaries.

Catanzaro Civil Protection

The local committee of Civil Protection volunteers have been involved since the beginning in the planning and implementation of Catanzaro's local plan. In particular, as detailed in § 2.2, it was involved in several preparatory meetings, in the creation of the informative materials and in the three days training.

AMARE-EU partners

Lai-momo and Vejle were the two AMARE-EU partners appointed as mentors for Catanzaro. This activity was undertaken through several Skype calls, email exchange and the physical meeting during the training organized in October 2019 (see next chapter §2.2).

2.2 Implemented activities

1. First preparatory meeting at Catanzaro Municipality

Date: 06th July 2019

Involved persons: Antonio de Marco (City of Catanzaro), Maria Chiriano (Fondazione Città Solidale onlus), Valentina Mercurio (Fondazione Città Solidale Onlus).

Objectives:

- Identification of the association that works with migrants in the City of Catanzaro in addition to Fondazione Città Solidale Onlus (FOCS);
- Planning of meetings with the associations that work with Roma communities;
- Planning the visit of Lai-momo mentors.

2. Meeting with Arte di Parte, the association working with Roma communities, in the City of Catanzaro

Date :09th July 2019

Involved persons: Antonio de Marco (City of Catanzaro), Maria Chiriano (Fondazione Città Solidale onlus), Valentina Mercurio (Fondazione Città Solidale onlus), Domenico Mardente (Fondazione Città Solidale onlus), Maurizio Caligiuri (Roma Association), Isa Celia Magno (Roma Association), Alessandro e Gianni (Roma Community).

Objectives:

- Defining the strategies and approaches to be used to include Roma communities and citizens in the area, directly with members of one of the communities.
- Defining the activities to be carried out in the communities.

3. Meeting with the associations working with immigrants' communities in the City of Catanzaro.

Date: 2nd September 2019

Involved persons: Padre Piero Puglisi (Fondazione Città Solidale Onlus), Maria Chiriano (Fondazione Città Solidale Onlus), Valentina Mercurio (Fondazione Città Solidale Onlus).

Objectives:

- Defining the strategies to be used to include immigrants' communities;
- Identification of social channels used by migrant communities.

4. Meeting with the Civil Protection

Date: 12th September 2019

Involved persons: Antonio de Marco (City of Catanzaro), Maria Chiriano (Fondazione Città Solidale Onlus), Valentina Mercurio (Fondazione Città Solidale Onlus), Pierpaolo Pizzoli (Municipal Civil Protection) Rossella Palermo (Municipal Civil Protection).

Objectives:

- Review of the Civil Protection materials ("Catanzaro Sicura. Conoscere per prevenire" and "Brevi nozioni di Protezione Civile") and preparing a new booklet be translated in English, French, Spanish and Arabic. Adoption of the material "*lo non rischio*" already translated in English by the National Civil Protection.
- Involvement of Civil Protection volunteers.
- Involvement of non-native citizens, through the support of intercultural mediators, during the training of Civil Protection.
- Training of Civil Protection volunteers on the issue of urban resilience and on the project.

5. Informative meetings in Roma communities

Date: 18th september 2019

Involved persons: Maria Chiriano (Fondazione Città Solidale Onlus), Valentina Mercurio (Fondazione Città Solidale Onlus), Maurizio Caligiuri (Roma Association), Roma Community representatives.

Objectives: Informing Roma communities about the AMARE-EU project and to involve them on the workshop planned for the following month.

6. Workshop on "How to build an inclusive emergency plan" [for more details see D 4.5]

Dates: 21st, 22nd, 23rd October 2019

Involved persons:

Lai-momo Coop. Soc. - AMARE-eu project mentor

- Sara Saleri (reference person for the AMARE-eu project)
- Silvia Festi (coordinator of Lai-momo's social department)

Catanzaro Municipality

- Antonio de Marco (reference person for the AMARE-EU project)

Fondazione Città Solidale (NGO specialized in migrants' reception based in Catanzaro)

- Valentina Mercurio
- Maria Chiriano

Protezione Civile

- 20 volunteers, including the local responsible persons

Communities of non-native citizens (asylum seekers from the local SIPROIMI – reception centers – and women who were victims of trafficking)

- 25 persons (see participants list in ANNEX 2)

Community of Roma citizens

- 10 persons (see participants list in ANNEX 2)

Objectives:

- supporting the Civil Protection in building an inclusive emergency strategy, both in prevention and response phase;
- involving non-native and Roma communities, both as target of a communication campaign, and as active actors (volunteers and peer educators for their community).



Figure 1 Training by the Civil Protection, 21st October 2019



Figure 2 Training by Lai-momo, 22nd October 2019



Figure 3 Work in groups, 23rd October 2019



Figure 4 Certificate of attendance, 23rd October 2019

7. Press Conference

Date: 23rd October 2020

Involved persons: Antonio Viapiana (Catanzaro Municipality, head of the Mayor's Cabinet); Antonio de Marco (Catanzaro Municipality, reference person for AMARE-EU); Sara Saleri (Lai-momo); Manuela Marchio (Fondazione Città Solidale); Domenico Costarella (Director of the Volunteer service of the Regional Civil Protection); Rossella Palermo (Reference person for the Local Civil Protection); Luigi Cuomo (President of CsV – Center for the Volunteers Services in Catanzaro); 10 journalists.

Objectives:

- Inform the local media about the AMARE-EU project and on the local activities held in Catanzaro;
- Increase awareness on the importance of an inclusive approach to resilience.



Figure 5 Press Conference, 23rd October 2019

7. Review and production of the material

The current informative materials used by the local Civil Protection ("Catanzaro Sicura. Conoscere per prevenire" and "Brevi nozioni di Protezione Civile") were reviewed and adapted to the needs of non-native communities. The review was undertaken by the local Civil Protection volunteers, together with the referent persons of Fondazione Città Solidale Onlus and wit Lai-momo's guidance. The material was then translated in the languages most used in the non-native communities (English, French, Spanish, Arabic) and printed in 3,000 copies in Italian and 500 copies for each of the other languages (see Figure 6 and Figure 7).

Dates: From October 2019 to May 2020

Involved persons: volunteers of the Local Civil Protection, Maria Chiriano (Fondazione Città Solidale onlus), Valentina Mercurio (Fondazione Città Solidale onlus), representatives of Lai-momo

Objectives:

- Reaching out to non-native citizens through an accessible multilingual booklet;



Figure 6 Booklet in 5 languages



Figure 7 Booklet in 5 languages

3 ACHIEVED RESULTS AND IMPACT

Impact on Local Civil Protection: increased awareness and improved competencies on the necessity to have an inclusive approach in resilience strategy:

- local responsible directly involved in the activities' preparation;
- 20 volunteers from CP participating in the October workshop;

Impact on non-native citizens and on Roma communities: empowering on good resilience practices:

- 2 Members of the Roma communities involved directly in the activities' preparation;
- 25 non-native citizens participating in the October workshop;
- 10 Roma citizens participating in the October workshop;

Impact on local public opinion: a good local media coverage (2 news on paper, 4 online) and Social Media allowed to increase the awareness of Catanzaro's citizens on the importance of an inclusive approach to resilience.

Broader impact: The United Nations included the Amare project in the Catanzaro Municipality in the 27 good practices of Urban Sustainability in Italy in the 2030 framework (September 2019).



Figure 8 Corriere Della Sera, 3 September 2019. News on the inclusion of AMARE-EU in Catanzaro among the Italian 27 Urban Sustainability good practices by the UN

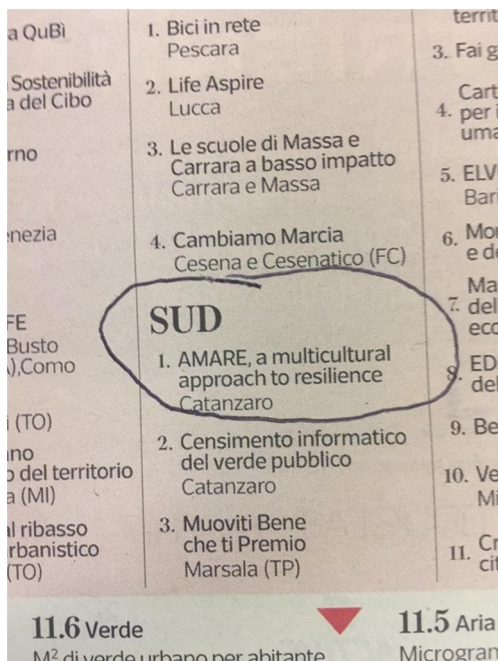


Figure 9 Detail on AMARE-EU

4 FOLLOW-UP, TRANSFERABILITY AND SUSTAINABILITY

After the project ends, the multilingual booklet *Short pieces of advice from the Civil Protection* will be distributed among the local non-native communities in schools, public offices, hospitals, ASP, by the local Civil Protection and Catanzaro Municipality. This action was initially planned to take place in Spring 2020, but, due to the Covid-19 outbreak and consequent lockdown, it had to be postponed. The booklet will also remain as a legacy and will be used by the local Civil Protection as a tool for further awareness raising activities in non-native communities.

The local Civil Protection, thanks to the increased awareness reached through the project, will continue to apply the AMARE-EU approaches and to plan new actions to reach out to non-native citizens.

For instance, an activity that is already being planned by the local Civil Protection together with Fondazione Città Solidale Onlus is the organization of informative trainings on emergency response in the reception centres (SIPROIMI), including them in the Italian language classes.

As a step further in the project's impact, the Regional Civil Protection, which was informed and involved during the press conference, showed interest to implement the project at a regional level (Regione Calabria).

5 LESSONS LEARNED

The strategy implemented by the Municipality of Catanzaro, which since the beginning involved a number of different actors – civil society organizations (such as FOCS and Arte di parte), Civil Protection volunteers, members of non-native communities – allowed to leverage on the competences and contacts of each of the involved actors and to reach a satisfactory involvement of non-native and Roma communities.

Moreover, the fact of involving the Civil Protection since the very first phases of the project allowed their great commitment in the project's objectives, and will also guarantee that in the future they will continue using the AMARE-EU approach in their daily activities.

Another successful aspect of the activities carried out in Catanzaro was the use of the participative format of the focus group used during the workshop held in October 2019. This methodology allowed to share competences, instead of simply transmitting information, and to elicit needs, problems and solutions directly from the participants.

The implementation of activities in Catanzaro also encountered some obstacles, which, however, provided us with further insights and allowed us to think about possible solutions.

A first problem arose during the workshop held in October 2019, and it had to do with the involvement of very different groups of non-native citizens: refugees coming from the local SIPROIMI, with different origins and languages, young women who were victims of trafficking,

Roma citizens with a much deeper relation and knowledge of the city. On the one hand, this diversity assured a large and enriching variety of points of view; on the other hand, though, this also presented some problems in terms of communication (a cultural mediator was present, but the translation process took time and also limited the smoothness and spontaneity of communication). Once we identified this difficulty, we also identified a possible solution, which proved successful, in the work in small groups: this allowed to every participant to express more freely and easily, and also interpersonal relations were improved. Another very concrete problem was presented when trying to organize the Civil Protection training in the reception centers: since these are located in small municipalities outside of Catanzaro, where other CP local groups are active, new contacts had to be made, slowing down the process and the organization. Nevertheless, this temporary obstacle can also turn out as a multiplication of the project's impact, through the involvement of further PC local groups. On another level, the involvement of the Regional Civil Protection, which has already started, could certainly mitigate this difficulty.

A final and broader challenge is to keep non-native and Roma citizens involved after the workshop. While during the training several persons declared their interest in becoming volunteers, they didn't show up in the following months. This shows that follow-up activities – probably with less participants, already targeting possible key-persons in the communities – are needed.