This flyer is intended as a checklist to help planners organise training exercises whereby the public at large, including vulnerable groups, take on the role of volunteer victims. This is instead of the usual practice of actors or off-duty first responders. It should help planners to adequately prepare for diverse citizen participation in exercises. The full guide, available online, is based on the PROACTIVE project’s experience and lessons learned from organising three such exercises. Through this work, we were able to identify the needs of vulnerable citizens and demonstrate how exercising in this way can be beneficial for both first responders and the community.

Full explanations can be found here:


**Communication (and understanding)**

**Planning Stage**
- Age
- Communication aids
- CSO consultation
- Culture
- Extended recruitment times
- Guidance and information (multiple formats and channels)

**Exercise Day**
- Remember **STROKE**:
  - Speak (or sign or gesture) clearly and simply
  - Take your time
  - Remember that they are People
  - Observe their body language
  - Know them and their preferences
  - Encourage and assure them
- Successful communication needs all steps of the communication loop to work, a break or failure anywhere can cause a breakdown in communication

**Medical and Health Needs**

**Planning Stage**
- Allergies and sensitivities
- Atmosphere
- Capacity to consent
- Consent forms
- Duration and time of day
- Emergency code words
- Enhanced every-day needs
- First aid (maybe specialist)
- Health monitoring and recording
- Information and guidance
- Medicines
- Welfare
- Multiple media
- Nationality
- Neurological issues
- Noise
- Non-verbal communication
- PPE interference with communication
- Sign language
- Signage

**Exercise Day**
- One size, does not fit all
- Tell people what you need to achieve
- Let them tell you how to help them
- Follow their guidance – they know what works for them better than you do
- Work with them and ask them to help you

**Safety, Support & Safeguarding**

**Planning Stage**
- Informed Consent
- Property Security
- Risk Assessments specific to Vulnerabilities
- Safeguarding Arrangements
- Safeguarding Training

**Exercise Day**
- Safety – ensure volunteer’s continued safety throughout the exercise
- Safeguard – ensure that vulnerable volunteers are safeguarded throughout the exercise
- Autonomy – encourage volunteers to do what is required of them rather than trying to compel them
- Competence – give guidance and direction so that volunteers can understand and feel in charge of and safe in their own actions and responses
- Humanity – show compassion and understanding and connect with volunteers as humans

**Transport, Movement and Mobility**

**Planning Stage**
- Allow extra time
- Chaperones
- Nominated transport manager / co-ordinator
- Overnight accommodation
- Post decontamination clothing
- Public transport timetables
- Signs
- Site accessibility (ramps, slopes, surface)
- Specialised transport
- Sturdy footwear
- Suitable parking
- Suitable transport

**Exercise Day**
- Transport on time (Delays, accidents, crashes etc.)
- Routes clearly signed
- Routes obstruction and traffic free
- Lifts and aids in working order
- Surfaces suitable/Good grip

**Independence and Inclusion**

**Planning Stage**
- Accessibility of site
- Accidental discrimination
- Age and age related impairments
- CSO consultation
- Culture, religion, sexual orientation
- Degraded personal senses
- Physiognomic suitability
- Scope agreement
- Security of support equipment and devices
- Suitable reception areas
- Support equipment and animals

**Exercise Day**
- Enhanced every-day needs
- First aid (maybe specialist)
- Health monitoring and recording
- Information and guidance
- Medicines
- Welfare
- Multiple media
- Nationality
- Neurological issues
- Noise
- Non-verbal communication
- PPE interference with communication
- Sign language
- Signage

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![Image of volunteers working](image-url)