AIDE MEMOIRE FOR TRAINING EXERCISES INVOLVING VULNERABLE GROUPS
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.


## Communication (and understanding)

### Planning Stage

<table>
<thead>
<tr>
<th>□ Sign language</th>
<th>□ Non-verbal communication</th>
<th>□ Neurological issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Age</td>
<td>□ Nationality</td>
<td>□ Culture</td>
</tr>
<tr>
<td>□ Multiple media</td>
<td>□ Extended recruitment times</td>
<td>□ CSO consultation</td>
</tr>
<tr>
<td>□ Guidance and information (multiple formats and channels)</td>
<td>□ PPE interference with communication</td>
<td>□ Noise</td>
</tr>
<tr>
<td>□ Signage</td>
<td>□ Communication aids</td>
<td></td>
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</tbody>
</table>

### 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 / elements of the communication loop to work, a break or failure anywhere can cause a breakdown in communication

## Medical and Health Needs

### Planning Stage

<table>
<thead>
<tr>
<th>□ Atmosphere</th>
<th>□ Duration and time of day</th>
<th>□ Capacity to consent</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Consent forms</td>
<td>□ Information and guidance</td>
<td>□ Enhanced every-day needs</td>
</tr>
<tr>
<td>□ Allergies and sensitivities</td>
<td>□ Welfare</td>
<td>□ Health monitoring and recording</td>
</tr>
<tr>
<td>□ First aid (maybe specialist)</td>
<td>□ Medicines</td>
<td>□ Emergency code words</td>
</tr>
</tbody>
</table>

### Exercise Day

- Health Needs Identified and Recorded?
- Maintaining Health
- Medication/Equipment/Support available?
- Health Needs monitored?
## Independence and Inclusion

**Planning Stage**

- CSO consultation
- Scope agreement
- Accidental discrimination
- Suitable Physiognomy
- Risk Assessments specific to Vulnerabilities
- Carers kept with volunteers
- Safeguard Training
- Briefing and de-briefing arrangements

- Age and age related impairments
- Degraded personal senses
- Culture, religion, sexual orientation
- Support equipment and animals
- Accessibility of site
- Security of support equipment and devices

## Safety, Support, Safeguarding & Self Determination

**Planning Stage**

- Equipment Safe
- Property Security
- First Aid / Ambulance
- Safeguard Arrangements
- Code of conduct
- Informed Consent

**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 – 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**

- Site accessibility (ramps, slops, surface)
- Nominated transport manager / co-ordinator
- Public transport timetables suitable
- Chaperones
- Sturdy footwear
- Post decon clothing

**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

**Ethical and Legal Issues**

**Planning Stage**

- Ethics Officer appointed
- Ethics risk assessment
- Informed consent
- Pollution / Noise / Nuisance

**Exercise Day**

- Informed Consent Obtained
- Chaperones Identified
- Welfare Offices Identified
- Briefing activities taken place
- Monitoring and feedback processes established
- Ethics Officer’s consent to start exercise