



**merci**  
multi-site events response  
and coordinated intervention



# COMMON TRAINING COURSE PROGRAMME



croix-rouge française  
PARTOUT OÙ VOUS AVEZ BESOIN DE NOUS



# 1. Aims of the common training course

The Common Training Course Program developed in the frames of the MERCI project aims at improving the response of VCPOs in Europe to respond to multi-site multi-hazard and multi-risk events (MSMHMR events) by improving:

- understanding of complexity of MSMHMR events and consideration of specific shared operational protocols for more efficient and safer response to such events
- understanding of the importance of command chain, coordination and communication functions of commanders and knowledge on how to manage issues of specific importance in MSMHMR events
- knowledge on proper management of external communications in risky unpredictable events
- knowledge of the basic behaviours of untrained personnel and volunteers in MSMHMR events, which would allow them to stay safe and potentially save human life
- understanding of the psychological impact of life-threatening events and basic skills to support both affected population and volunteers involved in the response
- understanding of the nature and main risks posed by chemical, biological and radioactive threats and skills in primary risk assessment and decision making in such situations

# 2. Development of the training program

Based on the results from the research and of the emergency responders' complementary training needs, the MERCI project partners designed an 11-module curriculum. It was delivered, tested and evaluated in series of training events conducted in all 5 EU countries.

While each partner contributed to the design of particular training modules, the Chemical, Biological, Radiological and Nuclear (CBRN) module was developed by the Austrian Red Cross, an organization with significant expertise in the topic.

N°	MERCI training module	Partner responsible	N°	MERCI training module	Partner responsible
M1	General introduction	French RC	M7	Refresher	French RC
M2	MERCI project	French RC	M8	Psycho-social support	Italian RC
M3	MSMHMR SoP	French RC	M9	CBRN	IFRC & Austrian RC
M4	Command, Coordination, Communication	Bulgarian Red Cross Portuguese Red Cross	M10	Mini SimEx	Spanish RC
M5	External Communication	Red Cross EU Office	M11	Evaluation	French RC
M6	Key behaviours	Italian Red Cross			

# 3. Training contents

**Module 1** – This module welcomes participants and introduces the MERCI training.

**Module 2** – This module describes the MERCI project in order for the participants to understand the key concepts and the philosophy behind MERCI.

**Module 3** – This module facilitates responders and commanders to realize a SoP regarding to their local context in order to respond to MSMRMH.

**Module 4** – This module introduces the general principles of command, coordination, internal and interagency communication and specificities in responding to MSMHMR events.

**Module 5** – This module aims at preparing responders and commanders to communicate with external stakeholders (media) and the general public, in situations of multi-site and multi-risk events.

**Module 6** – This module makes sure that (first) responders are aware of common key behaviours to be adopted in case of incident, in order to reduce casualties and the impact of sudden events.

**Module 7** – This module provides information of the previous day in order to start the day with a fresh reminder of what has been covered in the past modules.

**Module 8** – This module builds basic knowledge of crisis events and psychosocial support, stress and coping, loss and grief, psychosocial first aid and supportive communication and support to volunteers and staff.

**Module 9** – This module introduces the basics of CBRN threats and provides guidance for assessment and decision making in providing assistance. It is meant for response personnel and volunteers without specialized CBRN training or equipment.

**Module 10** – This module consists of a mini simulation exercise with MSMHMR scenario, the same for commanders and responders, putting into practice the contents they have learned during the training. The distribution of time includes the space for preparation, knowledge or review of roles, analysis of previous information, reasonable times for the solution of cases and evaluation period.

**Module 11** – This module evaluates and tests the participant's knowledge of the modules presented during 2 days.

## 4. Training events

According to the MERCI project, three level training events were planned and conducted by project partners – a joint Training of Instructors, followed by national Training of Trainers, and Training of Responders / Commanders in each partner country – Bulgaria, France, Italy, Portugal and Spain.

### Training of Instructors

It was held on the 1<sup>st</sup> and 2<sup>nd</sup> of June 2018 in Bulgaria, training a total of 19 instructors from five partner countries.

### Training of trainers

A total of **120 MERCI trainers** were trained by the project partners on national level:

2018, Jun / Jul	Bulgaria – 20 trainers – Sofia
2018, Jul, Sep, Dec	France – 18 trainers – Lyon, Nancy, Le Mans
2018, Oct	Italy – 43 trainers – Brescia, Rome
2019, Jan	Spain – 27 Heads of Operations – Madrid
2018, Dec	Portugal – 12 trainers – Évora

### Training of responders

A total of **464 MERCI responders and commanders** were trained by the project partners on national level:

2018, Sept	Bulgaria – 111 responders – Montana
2018, Nov-Dec	Italy – 250 responders – Rome, Bresso, Milan, Genoa, Rimini
2018, Dec	Portugal – 20 responders – Évora
2019, Jan	Spain – 9 commanders – Asturias
2019, Feb	France – 74 responders – Lille, Le Mans

Further training events continue in the partner countries.