
**Security and resilience — Community
resilience — Guidelines for supporting
vulnerable persons in an emergency**

*Sécurité et résilience — Résilience des communautés — Lignes
directrices pour soutenir la réponse communautaire aux personnes
vulnérables*

iTeh Standards
(<https://standards.iteh.ai>)
Document Preview

ISO 22395:2018

<https://standards.iteh.ai/catalog/standards/iso/18d1e1c4-1600-4543-92ed-8c80d1641be5/iso-22395-2018>



iTeh Standards
(<https://standards.iteh.ai>)
Document Preview

ISO 22395:2018

<https://standards.iteh.ai/catalog/standards/iso/18d1e1c4-1600-4543-92ed-8c80d1641be5/iso-22395-2018>



COPYRIGHT PROTECTED DOCUMENT

© ISO 2018

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Fax: +41 22 749 09 47
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Identifying vulnerable persons in an emergency	2
4.1 General	2
4.2 Identifying types of vulnerabilities	2
4.3 Identifying vulnerable persons	3
4.4 Identifying how vulnerable persons can assist others	3
4.5 Establishing information sharing arrangements	3
5 Communicating with vulnerable persons in an emergency	4
5.1 General	4
5.2 Communicating information for vulnerable persons before, during and after an emergency	4
5.3 Understanding the limitations of different media in communicating with vulnerable persons	5
5.4 Providing awareness, skills and knowledge on how to work with vulnerable persons	5
5.5 Making vulnerable persons aware of preparations made by the organization	5
5.6 Providing information on how vulnerable persons can prepare themselves	6
5.7 Providing information during an emergency on how vulnerable persons can respond	6
6 Providing support for vulnerable persons in an emergency	6
6.1 General	6
6.2 Providing practical support to vulnerable persons	7
6.3 Providing physiological support to vulnerable persons	7
6.4 Providing psychosocial support to vulnerable persons	8
6.5 Offering practical support to travel away from the affected area	8
6.6 Determining emergency sheltering needs for vulnerable persons	8
7 Implementing, reviewing and improving	9
7.1 General	9
7.2 Implementing a plan for supporting vulnerable persons	9
7.3 Reviewing and improving the plan	9
Bibliography	10

Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 292, *Security and resilience*.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.

ISO 22395:2018

<https://standards.iteh.ai/catalog/standards/iso/18d1e1c4-1600-4543-92ed-8c80d1641be5/iso-22395-2018>

Introduction

This document gives guidelines for identifying individuals who are the most vulnerable to an emergency and how to include them in the preparation, response and recovery from events, incidents and emergencies. Emergencies have different effects on people; for example, some individuals will become less able to anticipate, cope with, resist or recover from the impacts of an emergency. An individual is not defined as vulnerable by the nature of their vulnerability, but by their personal circumstances at the time of the emergency. A person's vulnerability to an emergency is influenced by many factors and can vary in different environmental, political, cultural and social contexts. It is widely acknowledged that persons who are vulnerable to an emergency require specific kinds of assistance. However, there is less understanding and guidance on how to recognize the individuals who are vulnerable in different emergency situations, and how to support them. This can be because vulnerability changes over time, so persons move in and out of being vulnerable, even to the same event, incident or emergency. Relevant factors include age, economic security, language and health, but also the effects of broader processes such as climate change, international security and national political trends.

In large numbers and in different contexts, vulnerable persons are not always recognized or there are too many and they could overwhelm emergency response teams. Furthermore, other types of support structures exist for vulnerable persons, but these might be fractured in an emergency. It is important to understand and implement best practices for recognizing and including vulnerable persons in all phases of emergency preparedness, response and recovery. In particular, this requires an understanding of what creates vulnerability in order to ensure persons are not overlooked or more negatively impacted through the management of emergencies.

This document emphasizes capacity building and community resilience. It recognizes that vulnerable persons and their representatives are key stakeholders and planning partners. It considers the preparatory measures for involving vulnerable persons in decisions made about providing assistance before, during and after an emergency, the planning required to engage vulnerable persons and their representatives, and the ways in which including vulnerable persons will help to increase understanding about those vulnerabilities and contribute towards their personal well-being during an emergency.

ISO 22395:2018

<https://standards.iteh.ai/catalog/standards/iso/18d1e1c4-1600-4543-92ed-8c80d1641be5/iso-22395-2018>

