

RESCUE NET project

ERASMUS+ - Small-scale partnerships in adult education (KA210-ADU)

CIVIC PROTECTION PROTOCOLS – PESCARA MUNICIPALITY

ACTIVATION HANDBOOK FOR CIVIL PROTECTION VOLUNTEERS FOR RISKS REPORTED IN CRITICALITY BULLETINS ISSUED BY THE DEPARTMENT OF CIVIL PROTECTION (DPC) / REGIONAL FUNCTIONAL CENTRE (CF)

FLOODS RISK

FORECAST PHASE

The **Forecast Phase** is activated upon receipt or issuance of an **Ordinary Criticality Bulletin (Yellow Alert)** by the **Abruzzo Regional Functional Centre (CF)** or the **Department of Civil Protection (DPC)**.

Operational Level	Responsible Body	Timeframe	Planned Activities	Execution Method
Level 1	Civil Protection Service	Upon issuance of the Ordinary Criticality Bulletin or direct communication from the Regional Functional Centre	Pre-alerting of the Municipal Civil Protection Volunteer Group (GCVPC) Coordinator.	Telephone / WhatsApp / Official Email (via dedicated channel)
	GCVPC Coordinator	Upon receiving communication from the Civil Protection Service	Assigns the Operational Secretariat to verify volunteer availability for the day or days deemed necessary.	Direct contact at headquarters / Telephone / WhatsApp (via dedicated channel) / Official email
	GCVPC Operational Secretariat	Immediately upon receiving communication from the GCVPC Coordinator	<ul style="list-style-type: none"> • Verifies volunteer availability in terms of personnel and hours available. • Verifies the availability of a sufficient number of qualified volunteers for hydraulic risk management activities (monitoring watercourse levels, underpasses, flood-prone areas) and the availability of dedicated vehicles and equipment (e.g., pumps). • Based on the availability 	Direct contact at headquarters / Telephone / WhatsApp (via dedicated channel) / Official email

Operational Level	Responsible Body	Timeframe	Planned Activities	Execution Method
			received, establishes a minimum of two standby teams (composed of at least three people each), capable of being activated within 30 minutes of a request from the Civil Protection Service.	
Level 2	Civil Protection Service	During the active criticality phase, based on reports from citizens and competent authorities	The Service initiates, through official channels, a pre-alert to affiliated volunteer associations via email.	Direct contact at headquarters / Telephone / Radio Communications / WhatsApp (dedicated channel)
Level 3	Civil Protection Service	During the active criticality phase, based on reports from citizens and competent authorities, and if emergency situations become too extensive or severe to be managed by the Volunteer Group and affiliated Volunteer Associations	Supervises and coordinates operational teams in the field and, where necessary, activates volunteer teams belonging to Civil Protection Volunteer Associations affiliated with the Municipality of Pescara, formally activating the relevant agreements. Activated teams operate under the coordination and instructions of the Service. If conditions worsen, the Service requests, through the Regional Unified Operations Centre , the activation of additional intervention teams from within or outside the region, according to the type of critical event.	Telephone / Radio Communications
Level 4	Civil Protection Service	End of emergency and return to normal operations	Debriefing activities with the GCVPC and Volunteer Associations.	In-person meeting or videoconference

FLOODS RISK

PRE-ALERT PHASE

The **Pre-Alert Phase** is activated upon receipt or issuance of a **Moderate Criticality Bulletin (Orange Alert)** by the **Abruzzo Regional Functional Centre (CF)** or the **Department of Civil Protection (DPC)**.

Operational Level	Responsible Body	Timeframe	Planned Activities	Execution Method
Level 1	Civil Protection Service / COC-COM	Upon issuance of the Criticality Bulletin or direct communication from the Regional Functional Centre	Pre-alerting of the Municipal Civil Protection Volunteer Group (GCVPC) (Coordinator) and Civil Protection Volunteer Associations affiliated with the Municipality of Pescara. Each association communicates its availability, the number of teams and/or volunteers available, as well as the type and number of vehicles and equipment that can be deployed. Teams must be capable of responding within 30 minutes of a request from the Civil Protection Service/COC-COM. Activation of affiliated volunteer associations occurs after the activation of the GCVPC and may provide support or operate independently if necessary.	Telephone / WhatsApp (dedicated channel)
Level 1	GCVPC Coordinator	Upon receiving communication from the Civil Protection Service	Assigns the Operational Secretariat to verify volunteer availability for the required day(s) and establish the necessary teams based on information received from the Civil Protection Service/COC-COM.	Direct contact at headquarters / Telephone / WhatsApp (dedicated channel)
Level 1	GCVPC Operational Secretariat	Immediately upon receiving communication from the GCVPC Coordinator	<ul style="list-style-type: none"> Verifies volunteer availability in terms of personnel and hours available. Verifies, according to the type of risk, the availability of a sufficient number of qualified volunteers for specific hydraulic-risk activities (monitoring watercourses, 	Direct contact at headquarters / Telephone / WhatsApp (dedicated channel)

Operational Level	Responsible Body	Timeframe	Planned Activities	Execution Method
			underpasses, flood-prone areas) and the availability of dedicated equipment (e.g., pumps). • Based on availability, establishes a minimum of two rapid-response teams (at least three members each), ready for immediate activation upon request from the Civil Protection Service or COC.	
Level 2	Civil Protection Service / COC-COM	During the active criticality phase, based on reports from citizens and competent authorities	Supervises and coordinates operational teams in the field and, when necessary, activates volunteer teams from Civil Protection Volunteer Associations affiliated with the Municipality of Pescara. Activated teams operate under the coordination and instructions of the Civil Protection Service or COC.	Direct contact / Telephone / WhatsApp (dedicated channel)
Level 3	Civil Protection Service / COC-COM	During the active criticality phase, if emergency situations exceed the operational capacity of the Volunteer Group and affiliated Volunteer Associations	Requests the Regional Unified Operations Centre (Sala Operativa Unica Regionale) to activate additional intervention teams from within or outside the region, according to the type of critical event.	Official communication channels
Level 4	Civil Protection Service	End of emergency and return to normal operations	Debriefing activities with the GCVPC and Volunteer Associations.	In-person meeting or videoconference

FLOODS RISK

ALERT PHASE

The **Alert Phase** is activated upon receipt or issuance of a **High Criticality Bulletin** by the **Abruzzo Regional Functional Centre (CF)**.

Operational Level	Responsible Entity	Timeline	Planned Activities	Execution Method
Level 1	Civil Protection Service / COC-COM	Upon issuance of the Criticality Bulletin or direct communication from the Regional CF	Pre-alert of the Municipal Civil Protection Volunteer Group (GCVPC) (Coordinator) and the Civil Protection Volunteer Associations affiliated with the Municipality of Pescara. Each association, according to its logistical and technical capabilities, confirms its availability and communicates the number of teams and/or volunteers available, as well as the type and number of vehicles and equipment that can be deployed. These teams must be able to intervene within 30 minutes of a request from the Civil Protection Service/COC-COM. Activation of affiliated volunteer association teams occurs after the activation of GCVPC teams and may support existing operations or carry out independent interventions when emergency conditions require it.	Telephone / WhatsApp (via dedicated channel) / Official email
	GCVPC Coordinator	Upon receiving communication from the Civil Protection Service	Assigns the Operational Secretariat to verify volunteer availability for the day or days considered necessary and to organize the required teams based on information received	Direct contact at headquarters / Telephone / WhatsApp (via dedicated channel)

Operational Level	Responsible Entity	Timeline	Planned Activities	Execution Method
			from the Civil Protection Service/COC-COM.	
	GCVPC Operational Secretariat	Immediately after receiving communication from the GCVPC Coordinator	- Verifies volunteer availability in terms of personnel and hours available.- Verifies, according to the type of criticality, the availability of a sufficient number of qualified volunteers for the specific emergency scenario (monitoring watercourse levels, underpasses, and flood-prone areas) as well as the availability of dedicated vehicles and equipment (e.g., water pumps).- Based on the availability received, forms at least two rapid response teams (minimum three members each), ready for immediate activation upon request from the Civil Protection Service or COC.	Direct contact at headquarters / Telephone / WhatsApp (via dedicated channel) / Official email
Level 2	Civil Protection Service / COC-COM	During the active criticality phase, based on reports from citizens and competent authorities	Supervises and coordinates the activities of operational teams in the field and, where necessary, evaluates the activation of volunteer teams belonging to Civil Protection Volunteer Associations affiliated with the Municipality of Pescara. Activated teams operate under the coordination and instructions of the Civil Protection Service or COC.	Direct contact at headquarters / Telephone / WhatsApp (via dedicated channel) / Official email / Radio communications
Level 3	Civil Protection	During the active criticality phase, based on reports from citizens and	Requests the Regional Unified Operations Centre (Sala Operativa Unica Regionale) to	Telephone / Official email / Radio communications

Operational Level	Responsible Entity	Timeline	Planned Activities	Execution Method
	Service / COC-COM	competent authorities, and if emergency situations become so extensive or severe that they cannot be managed by the Volunteer Group and affiliated Volunteer Associations	activate additional intervention teams from regional or extra-regional areas according to the type of criticality.	
Level 4	Civil Protection Service	End of emergency and return to normal conditions	Debriefing activities with the GCVPC and Volunteer Associations.	In-person meeting or videoconference