



## **Draft terms of reference for the entity managing the volunteers supporting multilingualism of 112 in Belgium**

1. The present terms of reference cover the functions to be ensured by the entity managing the team of volunteers that will support multilingualism for calls to the 112 centres in Belgium.
2. To ensure these functions the entity will be called to sign a contract with the Ministry of the Interior and/or the Ministry of Health for an initial period of 2-years (renewable).
3. The entity will ensure the following functions:
  - a. In collaboration with the responsible public services: identification of languages to be covered in the context of supporting multilingualism of 112, estimate of the number of future calls and establishment of linguistic profiles needed to ensure a good service.
  - b. On the basis of the identified linguistic profiles: launch a call for volunteer interpreters within the target populations that could reply positively in the context of international organisations (e.g. European Institutions, Red Cross, embassies). An example of a call for volunteers is attached as Annex 1.
  - c. On the basis of criteria established beforehand, selection of volunteer interpreters who will ensure the multilingual support.
  - d. Organisation of an information meeting of volunteer interpreters in collaboration with representatives of emergency centres. Probably mini training on site.
  - e. Establishment of weekly duty rosters of volunteer interpreters (from Monday to Monday). Communication of these rosters and follow-up of the implementation under real circumstances (illness, absences). Reminder call to all interpreters at the beginning of the duty period. Debriefing of operators and volunteer interpreters (by filling up a form) after each duty period.
  - f. Rent telephone lines corresponding to the supported languages towards which will be re-directed the calls of the emergency centres 112/100. Weekly programming re-directions of these lines towards the GSMs of the volunteer interpreters on the basis of the corresponding duty roster.
  - g. Establishment and publication of periodic reports (in collaboration with the 112 call centres using the service) with statistics of calls and qualitative evaluation of interventions (on the basis of criteria to be defined).
  - h. At least once every 6 months, organisation of periodic lessons-learned meetings with representatives of emergency centres 112/100 and volunteer interpreters. Provide for motivational activities (e.g. diplomas, pins, medals) to reinforce team spirit.



4. Indicative budget for the management entity (figures in €):

	<i>Cost in €</i>
<u>Launching the operation</u>	
a. Create an internet site	5.000
<u>Operational costs</u>	
a. One person part-time	13.000
b. 20 reprogrammable telephone lines (extension of telephone exchange of hosting entity)	1.000
c. Offices (in principle to be ensured by the responsible Public Services)	0
d. IT support (helpdesk of hosting entity 250 €/month)	3.000
e. Organisation of two events annually for 50 persons	5.000
Total operational costs	22.000



## *Annex 1*

### **Example of a call for volunteers**

#### Message

*Object: Help the 112 in Belgium become multilingual*

*Text: Members of your family and friends visiting Belgium do not always speak French or Dutch. The Emergency Services on the other hand that reply to calls to 112 (the European emergency call number) do not speak all European languages.*

*Belgian Emergency Services under the authority of the Ministry of the Interior and the Ministry of Health, seek via [responsible entity] volunteer interpreters who will participate in a project called «Multilingual 112 Support».*

*Volunteer interpreters (3 or more per language) will undertake to be available 24h/24 via their mobile telephones during an on-duty period of one week each time. They will help the communication between people calling the 112/100 and the operators by ensuring an interpretation towards French or Dutch. The volunteers should speak one of the following EU languages, needed by the Emergency Services to ensure a better interface, in order of priority: [languages to be established]. They also need the following languages [languages to be established], as well as in a lesser degree (given the number of calls) [languages to be established].*

*If you speak one of these languages as well as French or Dutch and are interested, please come at an information meeting with the Emergency Services on [date, time, place]. To declare yourself volunteer please contact [contact person] before the [date]. More information is also available at the site [Web address]. Please communicate this message to other colleagues who may be interested.*

---

### **Instructions to volunteer interpreters**

#### General information

1. «112» is the single European emergency call number, available in all the member States on the basis of article 26 of Directive 2002/22/EC («Universal Service» Directive). However, citizens in danger calling 112 abroad, often have difficulty to communicate with the emergency services in their mother tongue. Some countries ensure a multilingual support for calls to 112, mainly via interpreters on duty who can be contacted via their mobile telephone to facilitate, through a three-way conversation, the communication between caller and operator.
2. In mid-2010, Belgian Emergency Services conducted a pilot project in the Brussels Region with help from European civil servants who acted as multilingual volunteer interpreters to help the 112/100 operators to provide a service to citizens who did not speak fluently French or Dutch. Following the pilot project, the Emergency Services under the authority of the Ministry of the Interior and the Ministry of Health decided to continue the experience with volunteers for at least two years before making conclusions for the future.
3. The project duration is two (2) years. Participation is on a voluntary basis. Volunteers will be called to help Emergency Services by providing linguistic help to the Emergency Services that remain fully responsible for the actions undertaken in the context of their mission.

#### Practical Information

1. Each volunteer will fill up a form with his/her coordinates and will send it to [name and coordinates of person responsible].



2. Each volunteer undertakes to respect his/her engagements concerning his/her days and hours of duty, on a weekly basis. If not available, he/she must notify IMMEDIATELY [name and coordinates of person responsible].
3. Each volunteer undertakes to be available through his/her mobile telephone during the WHOLE period he/she is on duty.
4. Volunteers can communicate to [name and coordinates of person responsible] any problem of suggestion concerning the project in view of establishing the final report.
5. An information meeting for the selected volunteers will be organised at [Centre 112/100, address] before the beginning of the rounds of duty.

---

### *Form for volunteers*

The undersigned declares being volunteer for the «*Multilingual 112 Support in Belgium*» project. I took knowledge of the «Instructions to volunteer interpreters» and I undertake to respect them.

First name: \_\_\_\_\_ Last name: \_\_\_\_\_

Private address: \_\_\_\_\_

*Telephones :*

GSM \_\_\_\_\_ private \_\_\_\_\_ office \_\_\_\_\_

Other : \_\_\_\_\_

Target language (select at least one): Français \_\_\_\_\_ Nederlands \_\_\_\_\_

Source languages (select at least one):

language , language , Other language ... of EU \_\_\_\_\_

Signature : \_\_\_\_\_

Signed form to be returned by e-mail, before the [date] to [name and coordinates of person responsible]

---

Legal notice: Personal data received in the context of the «Multilingual 112 Support in Belgium» project will be stored by [management entity] and will be used solely for the project in question.

According to the Law of 8 December 1992 on the protection of privacy against the treatment of personal data, you have the right to consult and, if necessary correct, these data. To do so, please contact the person responsible for the project.