

Application Form

PART 1: BASIC DATA

**Experience data** (complete the information below in a clear and concise manner)

<b>Title of the experience:</b> Tehran Neighborhood Emergency Response Volunteers (DAWAM)		
<b>Name of the city or region:</b> Tehran		
<b>Inhabitants of the city or territory:</b> 8.7 Million		
<b>Country:</b> Iran		
<b>Institution presenting the candidacy</b> Tehran Disaster Mitigation and Management Organization (TDMMO)/ Municipality of Tehran :		
<b>Website of the experience or institution:</b> <a href="https://tdmmo.tehran.ir/">https://tdmmo.tehran.ir/</a>		
<b>Profiles in social networks of the experience or the institution:</b> @modiriyatbohran		
<b>Start date of the experience:</b> Year 2005		
<b>End date of the experience</b> (if operational, indicate "ongoing"): ongoing		
<b>Budget of the experience</b> (indicate the budget of the experience or the resources mobilized for its development and implementation):		
<b>Type of candidacy</b> (Mark with an X in the right column)	New experience	
	Innovation on an existing experience	
	Continuity of an experience	
<b>Type of experience</b> (Mark with an X in the right column) (you may choose more than one)	Participatory budgeting	
	Participatory planning	x
	Standing council	

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	Workshop/meeting for diagnosis, monitoring, etc.		
	Public Hearing/Forum		
	Poll/referendum		
	Assemblies / Citizen juries / Deliberation spaces		
	E-government/Open government/Digital platforms		
	Citizen initiative		
	Other (specify):		
<b>Objective of the experience</b> (Mark with an X in the right column) (you may choose more than one)	To achieve higher levels of equality in terms of participation		x
	Including diversity as a criterion for inclusion		
	Community empowerment		x
	To empower non-organised citizens		
	To increase citizen's rights in terms of political participation		
	To connect different tools of participation within a participatory democracy "ecosystem"		
	To improve the effectiveness and efficiency of the mechanisms of participatory democracy		
	To improve the quality of public decision-making through the mechanisms of participatory democracy		
	To improve the evaluation and accountability of the mechanisms of participatory democracy		
	To improve any public policy through the active participation of the public		x
<b>Territorial area</b>	All the territory	Local	

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(Mark with an X in the right column) (you may choose more than one)		Regional	x
	District		x
	Neighbourhood		
<b>Thematic area</b> (Mark with an X in the right column) (you may choose more than one)	Governance		
	Education		
	Transport		
	Urban management		x
	Health		x
	Security		
	Environment/Climate change and/or urban agriculture		
	Civic associations, grassroots and new social movements.		
	Culture		
	Housing		
	Job creation		
	Decentralization		x
	Local development		x
	Training/learning		x
	Economy and/or finances		
Legal regulations			

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	Social inclusion	
	All	
	Other (write the topic)	
<b>Sustainable Development Goals (SDG) associated with the practice</b> <i>Mark with an X in the right column (more than one option can be chosen)</i> <i>You can also add the specific target</i>	SDG 1 - No poverty	
	SDG 2 - Zero hunger	
	SDG 3 - Good health and well- being	x
	SDG 4 - Quality education	
	SDG 5 - Gender equality	x
	SDG 6 - Clean water and sanitation	
	SDG 7 - Affordable and clean energy	
	SDG 8 - Decent work and economic growth	
	SDG 9 - Industry, Innovation and Infrastructure	
	SDG 10 - Reduced inequality	
	SDG 11 - Sustainable cities and communities	x
	SDG 12 - Responsible consumption and production	
	SDG 13 - Climate action	
	SDG 14 - Life below water	
	SDG 15 - Life on land	
	SDG 16 - Peace, justice and strong institutions	

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	SDG 17 - Partnership for the goals	x
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## PART 2: DESCRIPTION OF THE EXPERIENCE

Fill in the following fields clearly and concisely. You can add links if you consider it appropriate.

### Context

In a **maximum of 300 words**, it presents the cultural, geographical, historical, institutional and socioeconomic context of the city, the territory in which the experience takes place.

Tehran is the capital and most populous city of Iran in the north of the country and is located at the foot of the Alborz mountain range, with an area of 730 square kilometers, which is the 27th largest city in the world. With a population of 13 million, this city is the most populous city in Iran, which has 17.5% of the total population of the country and the population growth of Tehran is 1.4%, which has increased slightly compared to the previous decade. Tehran province is bordered by Mazandaran province in the north, Alborz province in the west, Semnan province in the east and Qom in the south. Tehran's rugged terrain includes: Alborz mountain range in the north, central parts and southern foothills of Alborz and its plains and has a semi-arid climate. The climate of Tehran province is influenced by the Alborz mountain range in the north, Kavir plain in the south and rainy winds in the west, which has caused different climates to be formed in different parts of Tehran.

The city of Tehran is geographically located at 51 degrees and 17 minutes to 51 degrees and 33 minutes east longitude and 35 degrees and 36 minutes to 35 degrees and 44 minutes north latitude. And the current altitude of Tehran is about 900 to 1800 meters above sea level. In Tajrish Square, the altitude is about 1300 meters and in Railway Square is 1100 meters above sea level. It should be noted that this difference in level is due to the vastness of the city. The province has 16 counties, 45 cities and 78 villages and is divided into 22 districts and 122 urban districts. Tehran plays an important role in this sector by allocating half of its industrial activities and is known as the center of Iran's economy. This issue has caused that in addition to leisure trips, a large part of the trips to this city include work missions.

Tehran is the largest Persian-speaking city in the world. 98% of Tehranians understand Persian and 10% of them can speak at least one of the common languages in the world. Different ethnic groups such as Persians, Turks, North, Kurds and Lors and live together in this city. A large percentage of Afghan, Pakistani and Iraqi immigrants also live in Tehran. In the past, the Tehrani dialect was a special dialect of the people of Tehran, which faded and changed over time. The Tehrani dialect has been in its current form since the Qajar period

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and is different from the dialect of the natives of Tehran. The old Tehrani dialect still exists in areas such as Shemiran and Damavand. Although it is prone to oblivion.

According to 2020 statistics, the literacy rate of the population of Tehran is 88

### Precedents

*Explain the precedents and origins of the experience: if it is the innovation of an existing experience, what are its origins, if it is a new experience, what are the antecedents in participation in your city/municipality/region. You can also indicate if you have been inspired by experiences in other cities/countries.* Worldwide experience demonstrates that no official disaster response system can cope adequately with a major seismic disaster. The participation of local people for emergency response and disaster preparedness is a very important parameter for reducing the impact of natural hazard. The experience has shown that the first groups which can help citizens in the case of disaster are the local people by themselves. But usually, the local citizens are not trained enough for disasters and their effective contribution is severely limited by their lack of preparation.

With taking into account these facts and the need for effective utilization of local residents' potentials to rescue victims in disasters and also in line with achieving community-based goals, increasing public participation and making Tehran Disaster Management System more effective for providing optimal and updated response operations, TDMMO planned to implement Neighborhood Emergency Response Volunteers project (DAWAM) in Tehran.

As a strategic program, DAWAM project launched in 2005 by TDMMO and with the SDC (Swiss Agency for Development and Cooperation) cooperation and assistance for transferring the experience of volunteer groups in Turkey.

### Objectives of the experience

*What is the objective listed in Part 1 that you think is the most important, and indicate other outstanding objectives of the experience* **DAWAM Objective:**

The objective of the project is strengthening the capacity of residential communities at Mahale level to prepare for, respond to, and recover from disasters, in particular those arising from seismic hazards, and linking this neighborhood-based capacity to Districts Disaster Management Headquarters and ultimately to TDMMO. This goal can be achieved

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through specific activities for training, organizing and equipping the neighborhood volunteers

### Methodology

*Describe the methodology of the experience: phases of the process, participation channels* The main parts of the DAWAM project are as follows:

- **Awareness raising, dissemination of information and documentation:**

The main activities of the Project in the field of awareness raising and dissemination of information included designing and publicizing a logo for the Project; publication of advocacy brochures and posters; designing a website; designing special clothes and armbands for the volunteers; preparation and distribution of advocacy stationary (notebooks, pens, labels and folders) with the logo of the Project; organizing exhibitions in the selected districts; street theaters in different districts.

- **Volunteers:**

Registration, Selection and organization of volunteers are of the most important parts of the Project, as reflected in its missions, visions, and the adopted declaration.

- **Training:**

Training courses include the following:

- Preparedness for Response to disaster
- First Aid Basics
- Search and Rescue Basics
- Fire Fighting Principals and Mitigation Measures
- Disaster Psychology Basics

- **Organization of volunteers:**

An operational mechanism has been anticipated for organization of the neighborhood disaster volunteers into working groups. In each Mahaleh, the volunteers are organized in five groups after receiving training. The volunteers are well justified about their duties and the regulations in this regard. In each group, one volunteer is elected as the group coordinator. Every volunteer is assigned a unique identification code, which is also labeled on his/her individual equipment stored in the Container. The groups hold monthly practice sessions in which they exercise application of the

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equipment. Periodic Drills are organized for the groups with the coordination of the District Disaster Management headquarters.

- **Equipment for neighborhood disaster volunteers:**

Stockpiling equipment in the closest locations to residential sites prone to disaster risks is a great advantage of the approach introduced by the Project.

This element of the Project included the supply of Containers stored with 6 categories of equipment briefly described below:

- o Individual equipment
- o Group equipment
- o Container-based equipment
- o First Aid bags
- o Medical equipment
- o Toolkits

### **Innovation**

Explain what you consider most innovative in the practice. Quality education for men and women, regardless of their culture and social class, and empowering women in this way

The project has involved local people in reducing neighborhood hazards to organize the activities of members of the Durability, Dawam and Safety House in each neighborhood; Each house has three volunteer training and risk reduction centers. According to these three centers, it is the volunteers who are fully involved in attracting new members. The training center is for volunteers who, according to their interests, receive more specialized training and participate in the implementation of TDMMO projects, such as training for neighborhood people, students. Corona Pandemic Dream These members have played a key role in preventive measures and countering and implementing universal vaccinations.

DAWAM project is one of the decentralized and community-based management solutions of Tehran Municipality



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### Inclusion

*Point out the importance of including as many groups and diverse populations as possible and how you have achieved it. (In a **maximum of 150 words**)*

The diversity of age groups and the presence of men and women, adolescents and middle-aged people along with different capabilities increase the value chain of participatory action. Given that 87% of the current DAWAM members are women, plans are underway to attract male volunteers, including the mosque-based DAWAM project, which could help attract and increase the number of male volunteers. . On the other hand, the student DAWAM project is one of the other programs of this year; Will help attract more students and adolescents to take preventive measures and reduce the risk of natural hazards and emergency preparedness and response

### Communication

*What has been the strategy and communication channels of the experience so that the population knows about it and gets involved. (In a **maximum of 150 words**)*

Information is done by the following methods:

- 1- Local gathering centers, parks and mosques
- 2- Installing information banners with the title:; Let's volunteer to be saved;
- 3- Through Dawam and safety houses
- 4- Through news websites (www.TDMMO.ir)
- 5- By TV programs

### Articulation with other actors

*It explains how the experience was articulated with different actors and simultaneous or pre-existing processes. What roles did these participants assume? Explain the degree of success of this joint. (In a **maximum of 150 words**)*

This project is under the supervision of Tehran Municipality in cooperation with the officials of the Regional Disaster Management Headquarters, Shurayari (neighborhood level council) and training departments of related disaster management organizations, including. EMS, RCS and the Fire and Safety Service.

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### Evaluation:

*What evaluation mechanisms have been implemented? Develop whether citizenship has participated in the evaluation of the practice (In a **maximum of 300 words**)*

Evaluations have been done in the following ways:

- 1- Holding public participation maneuvers at the neighborhood level
- 2- Holding periodic exercises and competitions
- 3- Biennial surveys

### Impacts and results

*Describe the impacts and results of the process. How many people have participated, and which are their profiles. What have been the impacts on public policies, on the functioning of the administration and on citizens. (In a **maximum of 300 words**)*

#### Number of DAWAM members:

Group members are categorized into three levels as follows.

- Volunteer member: 21050 people
- Professional member: 3500 people
- Head of "DAWAM" Center: 320 people in 320 Mahaleh of Tehran

## PART 3: EXPERIENCE SUMMARY

*A summary of the experience: origin, objectives, operation, results, monitoring and evaluation (Do not hesitate to repeat aspects that have already been written before, this summary is the one that will be shared on the digital platform for open evaluation and in the publication of the award). (In a **maximum of 500 words**)*

### Tehran Neighborhood Emergency Response Volunteers (DAWAM)

#### What does DAWAM stand for?

DAWAM which in Persian Language means continuity, persistence and sustainability, stands for “Dāwtalaban-ē Wākonesh-ē Ezterari Māhāleh” that means “Neighborhood Emergency Response Volunteers”.

The name is selected for Volunteer Emergency Response Teams, organized in Tehran at the neighborhood level to empower Tehran citizens and to reduce their vulnerability in natural disasters.

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### **DAWAM Objective:**

The objective of the project is strengthening the capacity of residential communities at Mahale level to prepare for, respond to, and recover from disasters, in particular those arising from seismic hazards, and linking this neighborhood-based capacity to Districts Disaster Management Headquarters and ultimately to TDMMO. This goal can be achieved through specific activities for training, organizing and equipping the neighborhood volunteers.

### **Scope of Work:**

The scope of program is establishment of Emergency Response Volunteer Groups at 370 Mahale of Tehran.

### **DAWAM Approach:**

The DAWAM Program is designed to mobilize the potentials of Tehran Citizens. It is a carefully designed program of training and practical exercises imparts the basic knowledge, skills and confidence that volunteers need for effective disaster response.

### **DAWAM Declaration:**

In order to create a common understanding of the mission and vision pursued by the Project among all the stakeholders, a declaration was formulated.

### **DAWAM project main parts:**

The main parts of the DAWAM project are as follows:

- **Awareness raising, dissemination of information and documentation:**

Publication of advocacy brochures and posters; Web Design; Designing special clothes and armbands for volunteers. Procurement and distribution of stationery with project logo. Holding exhibitions in selected areas; Street theaters in different areas

#### **Volunteers:**

Registration, Selection and organization of volunteers are of the most important parts of the Project, as reflected in its missions, visions, and the adopted declaration.

- **Training:**

DAWAM members participate in the following training courses:

- Preparedness for Response to disaster
- First Aid Basics

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- o Search and Rescue Basics
- o Fire Fighting Principals and Mitigation Measures
- o Disaster Psychology Basics
- **Organization of volunteers:**

In each neighborhood, volunteers are organized into five groups after training. Candidates justify their duties and regulations in this regard. In each group, one volunteer is selected as the group coordinator.

### **Equipment:**

This element of the Project included the supply of Containers stored with 6 categories of equipment briefly described below:

- o Individual equipment
- o Group equipment
- o Container-based equipment
- o First Aid bags
- o Medical equipment
- o Toolkits

### **number of members:**

Group members are categorized into three levels as follows.

- Volunteer member: 21050 people
- Professional member: 3500 people
- Head of "DAWAM" Center: 320 people in 320 Mahaleh of Tehran
- 

### **Voluntary activities:**

Before the natural disaster, the members of this group also carry out activities in the Mahaleh of the city. Some of these measures include the following:

- Participate in earthquake preparedness maneuvers
- Participate in vaccination to combat the corona pandemic
- Participating in the Practical competitions "DAWAM"
- Attending monthly meetings to review the status of activities
- Participate in the general education of citizens by attending schools and television programs



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