



BUILDERS APPROACH ON ENHANCING CAPACITIES  
OF SOCIAL CARE ORGANISATIONS TO PROVIDE  
CARE FOR VULNERABLE POPULATIONS IN A CRISIS

---

# CARE ORGANISATIONS

BuildERS is an EU funded research and innovation project that aims to increase the resilience of European communities against both natural- and human-made disasters. We hope to reduce vulnerabilities through improved social capital and risk awareness of citizens in the face of the increased use of new technologies and media platforms. This document is a sneak peek at some of the policy recommendations that have emerged from our work. As our work is ongoing, these recommendations are subject to change.

---

How can the needs of vulnerable segments of the population be addressed more effectively in a crisis? BuildERS results indicate that the determination of social care organisations and NGOs to continue to provide services to socially marginalised clients throughout the COVID-19 pandemic had a significant impact on their ability to cope. Clients residing in long-term residential accommodations or rehabilitation centres felt the safest and most protected, and social workers and practitioners were seen as trusted sources of information, which assisted in conveying official information from authorities and ensuring compliance with restrictions. However, certain factors, such as lack of support from and collaboration with local and national authorities and confusing or unclear guidelines hindered their ability to provide the same calibre of care to their clients that was administered prior to the onset of the COVID-19 pandemic.

## CARE ORGANISATIONS

Therefore, BuildERS calls for increased collaboration and support from local and national authorities to social care organisations during a crisis:



Assess and engage extra financial resources (state or local government support) in care organisations in order to maintain operations when an increased surge in demand occurs as a result of a crisis.



Foster intra-organisational cooperation, e.g establishment of collaboration teams between state and NGO care organisations. Better coordination of social care efforts between the state and non-governmental care services enabled better allocation of tasks and resources during times of crisis.



Involve the representatives of care organisations into crisis management planning to better consider the needs of their clients. This also pertains to engaging the representatives of care organisations in local and national crisis-preparedness drills and table-top exercises.



Avoid confusing official rules, and a lack of guidelines. Well-planned information-exchange between care organisations and authorities enables the smooth introduction of crisis management measures.

This is a draft version. For more information, please see our website, where all of our publications are available for download: <https://buildersproject.eu/results>

You can find more information about how social care organisations and their clients coped during the COVID-19 pandemic here:

Orru, K., Naevestad, T-O., Schieffellers, A., Olson, A., Airola, M., Kazemakaitye, A., Lovasz, G., Scurci, G., Ludvigsen, J., & de los Rios Pérez, D. (2021). Resilience in care organisations: challenges in maintaining support for vulnerable people in Europe during the Covid-19 pandemic. Disasters Vol 45(S1), pp. S48-S75. <https://doi.org/10.1111/disa.12526>



This project has received funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No. 833496