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D2.4 – STAFF TRAINING SESSION 1 ON PSYCHOLOGICAL FIRST AID (PFA)

COMBATHATE

COMBATING HATE SPEECH AND HATE CRIMES
AGAINST INDIVIDUALS WITH MENTAL DISABILITIES.

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ABOUT THE PROJECT

PROJECT NAME
COMBATHATE (Combating Hate Speech and Hate Crimes Against Individuals with Mental Disabilities)

PROJECT NUMBER
101205522

EU PROGRAMME
Citizens, Equality, Rights and Values (CERV)

WHY THIS PROJECT?
Individuals with mental disabilities frequently face hate speech and hate crimes that undermine their dignity, safety, and well-being. COMBATHATE seeks to address this challenge by developing tailored support systems, raising public awareness, and strengthening cooperation between civil society and public authorities (including law enforcement).

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PROJECT CONSORTIUM

AGENDA – D2.4 Staff Training Session 1 on Psychological First Aid (PFA)

Project	COMBATHATE – Combating Hate Speech and Hate Crimes Against Individuals with Mental Disabilities
Project Number	101205522
Programme	Citizens, Equality, Rights and Values (CERV)
Work Package	WP2 – Development of Support Mechanisms
Deliverable	D2.4 – Staff Training Session 1 on Psychological First Aid (PFA)
Dates	16–22 March 2026 (16 arrival and 22 departure; core training days 17–21 March)
Location	Nooruse Maja / Aleksandri Guest House area, Pärnu, Estonia
Hosting Organisation	Nooruse Maja (RNUN)
Participants	30 staff members (6 per partner organisation)

Participant composition (actual):

- Amanita – 6 participants
- Nooruse Maja – 6 participants
- MUSIKART – 6 participants
- Gli Amici di PUCK – 6 participants
- PROVISION – 6 participants

Deliverable D2.4 is part of Work Package 2 (WP2), which focuses on building a coherent and operational Support System for addressing hate speech and hate crimes against individuals with mental disabilities.

The training course focused on strengthening staff capacity to provide an initial, safe and supportive response through Psychological First Aid (PFA), while using accessible communication, practical reflection, and non-formal methods to help participants transfer the learning into their own organisational contexts.

By the end of the training, participants were able to:

- understand the basic principles of Psychological First Aid (PFA) and the Look – Listen – Link model;

- approach and communicate with a person in distress in a calm, respectful and accessible way;
- reflect on stigma, stereotypes and the impact of language in first response situations;
- recognise the need for safe documentation, referral and follow-up after a hate incident;
- identify boundaries, self-care needs and appropriate next steps in partner organisations.

Training sequencing clarification

With the acceptance of the Project Officer, the original order of WP2 staff trainings was adjusted to better reflect implementation needs:

- D2.6 – Staff Training Session 3 on Support Protocols was implemented in January 2026 in Italy;
- D2.5 – Staff Training Session 2 on Legal Rights was implemented in February 2026 in Bulgaria;
- D2.4 – Staff Training Session 1 on Psychological First Aid was implemented in March 2026 in Estonia.

This adjustment did not affect the content, quality or objectives of the trainings and ensured that operational protocol skills were developed in advance of legal and psychological specialisation, strengthening overall project coherence.

DAILY AGENDA

Day 1 – Tuesday, 17 March 2026

Focus: PFA foundations, first contact and language awareness

Time	Session
09:30 – 10:00	Opening, objectives, ground rules, EU visibility on screen; presence list.
10:00 – 11:00	What is PFA (and what it is not) – introductory framing and shared expectations.
11:15 – 12:45	Understanding the context: language, stereotypes, inclusion and the impact of words.
14:00 – 15:30	Safety, stabilization and respectful first response.
15:45 – 17:15	Skills lab 1 (first contact) and facilitated reflection.
17:15 – 17:30	Daily micro-feedback collection.

Day 2 – Wednesday, 18 March 2026

Focus: Core PFA skills: Look – Listen – Link

Time	Session
09:30 – 11:00	Look: scanning for safety risks, urgent needs and available supports.
11:15 – 12:45	Listen: active listening in plain language and supportive presence.
14:00 – 15:30	Link: practical help, referral logic and connecting support.
15:45 – 17:15	Role-play 1 (public harassment) – small teams practise Look–Listen–Link.
17:15 – 17:30	Daily micro-feedback collection.

Day 3 – Thursday, 19 March 2026

Focus: Communication, reporting and documentation that helps

Time	Session
09:30 – 11:00	Accessible and trauma-aware communication; hate incident recognition and first response.
11:15 – 12:45	Guest input / lived-experience reflection and introduction to accessible reporting tools.
14:00 – 15:30	Where and how to report incidents; mapping support pathways and help maps.
15:45 – 17:15	Practical work on tools, notes and safe hand-offs.
17:15 – 17:30	Daily micro-feedback collection.

Day 4 – Friday, 20 March 2026

Focus: Study visits, real-life context, boundaries and self-care

Time	Session
09:30 – 12:30	Study visits in Pärnu: Pärnu Hospital Day Centre, Pärnu Rehabilitation and Well-Being Centre, Pärnu Päikesekool, Amanita Work Centre and Villa Amanita.
12:30 – 13:30	Lunch break.
13:30 – 15:00	Debrief and comparison of service models; translating observations into practice.
15:15 – 16:30	Boundaries and self-care for staff; mixed-case reflection.
16:30 – 17:30	Daily micro-feedback collection and synthesis.

Day 5 – Saturday, 21 March 2026

Focus: Integration, human rights perspective, action plan and evaluation

Time	Session
09:30 – 11:00	Integration clinic: assembling the PFA mini-pack and connecting the week's learning.
11:15 – 12:30	Monitoring, reporting and human rights perspective / European Court examples.
14:00 – 15:00	Final assessment questionnaire (closed questions).
15:15 – 16:30	Action planning (60-day plan), conclusions and peer reflection.
16:30 – 17:30	Closing, certificates and EU visibility photos.

D2.4 Evaluation Report

1. Purpose and scope

This report summarises the evaluation results of Deliverable D2.4 – Staff Training Session 1 on Psychological First Aid (PFA), implemented in Pärnu, Estonia, within the COMBATHATE project (Grant Agreement 101205522). The activity took place from 16 to 22 March 2026, with travel days on 16 and 22 March and five core training days on 17–21 March.

The purpose of the report is to document participant feedback on the relevance, clarity and applicability of the training; monitor day-by-day learning experience through daily micro-feedback; capture end-of-week satisfaction and perceived readiness to apply Psychological First Aid principles; and identify recommendations for future implementation under WP3 and for wider project learning.

2. Training overview

The D2.4 training was designed to strengthen the consortium's capacity to provide an initial, safe and practical response to people experiencing distress, stigma or exclusion. Although the core framework was Psychological First Aid, the implemented programme also included complementary modules on language, inclusion, hate incident recognition, reporting pathways and real-life support environments to make first response more applicable in partner contexts.

The programme combined non-formal education methods, experiential learning, group discussions, real-life case exposure and site visits. The week created a safe and engaging environment where participants could reflect, share experiences and build competencies relevant to their professional and community work.

Day-by-day implemented focus:

- Day 1 – Introduction, trust-building and language awareness: family-time method, group contract, and the workshop "Words: Bridges to Inclusion or Labels that Divide", focusing on stereotypes, stigma and respectful language.
- Day 2 – Psychological First Aid: Look–Listen–Link model, myths/facts/depends exercise, helper qualities, and practical work on the project's PFA tool.
- Day 3 – Hate crime and reporting: guest speaker testimony, barriers to reporting, icon-based reporting form and help maps for where to report and seek support.
- Day 4 – Study visits and real-life context: visits to Pärnu Hospital Day Centre, Pärnu Rehabilitation and Well-Being Centre, Pärnu Päikesekool, Amanita Work Centre and Villa Amanita.
- Day 5 – Conclusions and reflection: integration of key learning, application planning and final evaluation.

3. Evaluation framework and data sources

The evaluation combined formative and summative tools to capture both day-to-day learning experience and overall training outcomes:

- Daily micro-feedback questionnaires (Days 1–5): short end-of-day forms with three open questions – what was clear/useful; what was confusing/difficult; one suggestion for tomorrow.
- Final assessment questionnaire (Day 5): closed questions capturing overall satisfaction, clarity of objectives, relevance to work, trainers' clarity, understanding of basic PFA principles, confidence to support a person in distress, usefulness of practical exercises, recommendation, and logistics/venue ratings.

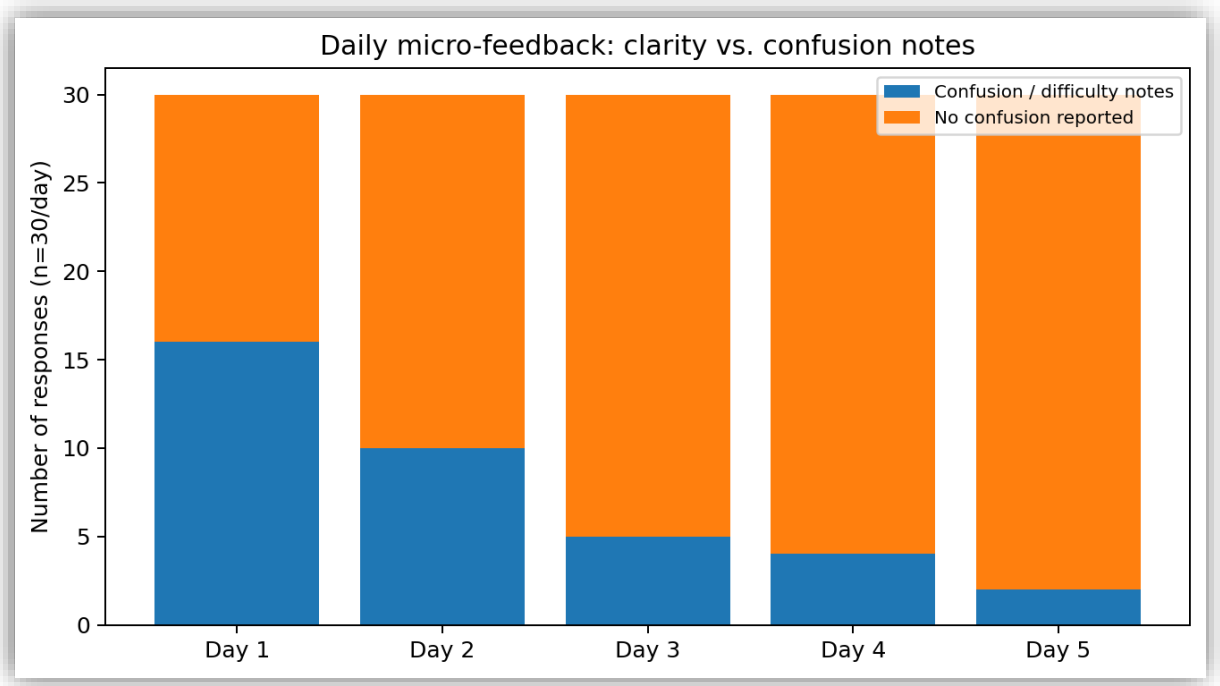
Response coverage was complete: all 30 participants submitted daily micro-feedback each day (n=150 total responses) and completed the final assessment (n=30). Daily feedback was collected anonymously, with country-level grouping only (Estonia n=12, Italy n=12, Bulgaria n=6 per day).

4. Results – daily micro-feedback (Days 1–5)

Daily micro-feedback indicated a consistently positive learning experience. Participants highlighted the value of international exchange, practical exercises, emotionally safe facilitation, and the opportunity to connect theory with real-life services in Estonia.

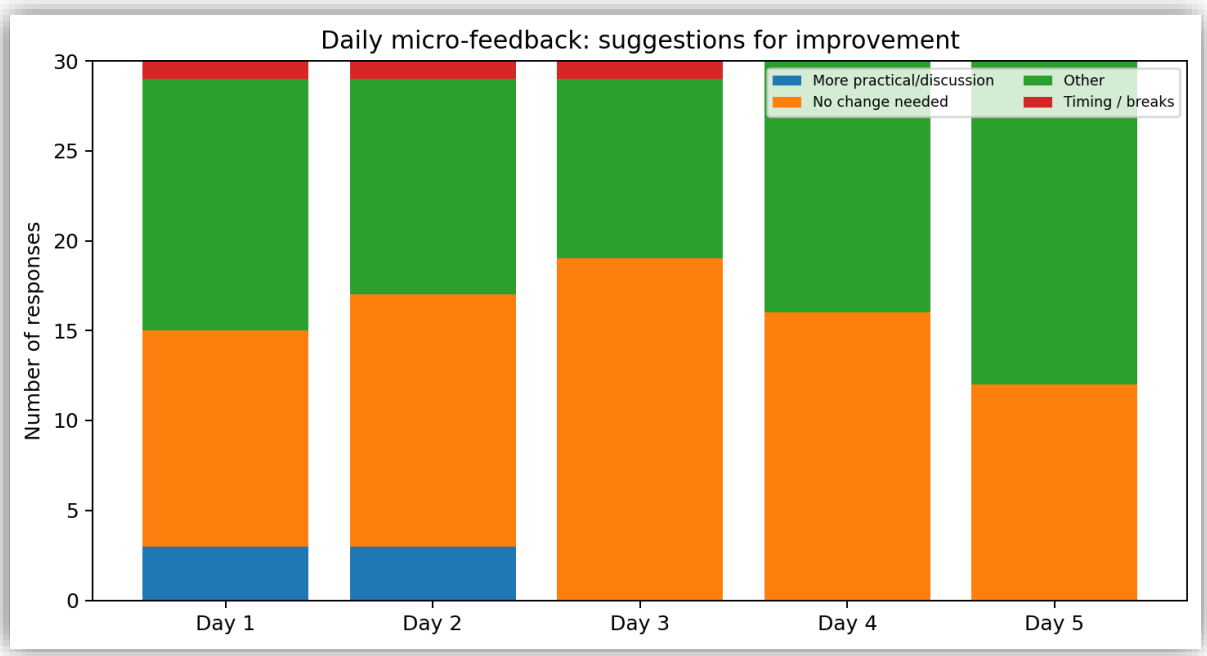
4.1 Clarity and difficulties reported

The chart below summarises how many daily responses reported no confusion versus those that included some confusion or difficulty notes.



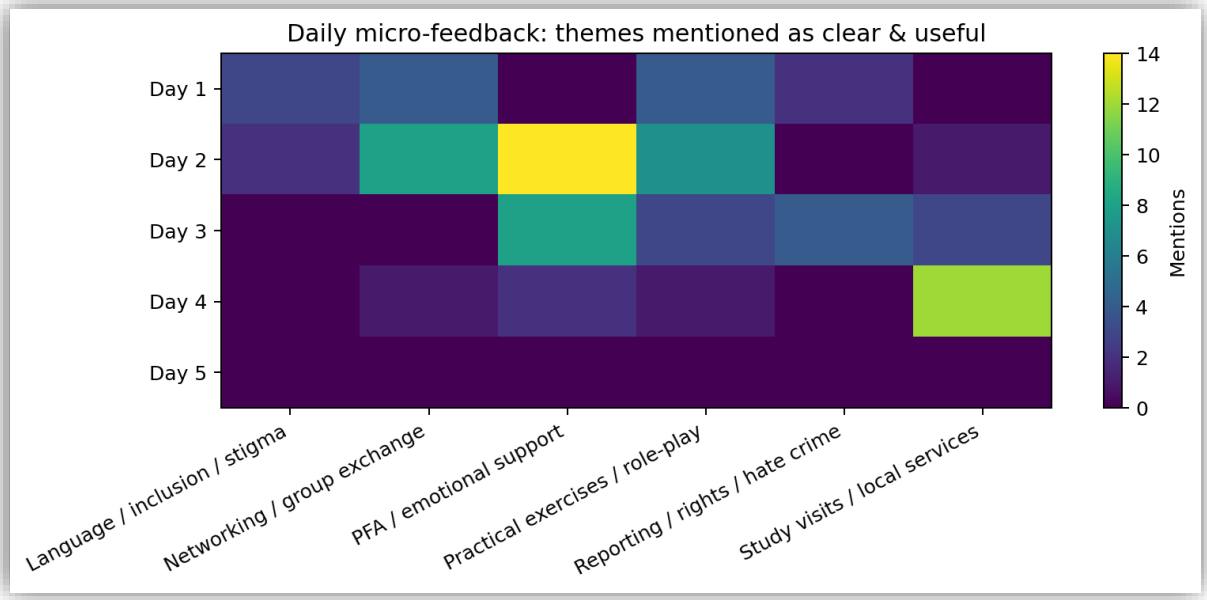
4.2 Suggestions for improvement

Most participants indicated that no changes were required. When suggestions were provided, they mainly related to timing/pacing, opportunities for more discussion or practical work, and occasional language/clarity issues.



4.3 Themes mentioned as clear and useful

A keyword-based scan of daily 'clear and useful' responses suggests that different themes were emphasised across the week. Early days focused on introductions, language and PFA foundations; mid-week feedback reflected reporting topics and real-life service exposure; and the study visits stood out strongly on Day 4.



4.4 Qualitative highlights (day-by-day)

Day 1 (17 Mar)

- Strong appreciation for introductory activities, group cohesion and learning from participants from different countries.
- The workshop on language, labels, stereotypes and inclusion created a reflective foundation for the week.
- Main difficulties related to English language confidence and limited time for some group tasks.

Day 2 (18 Mar)

- Participants highlighted the PFA model and practical exercises as clear, useful and directly applicable.
- Guest inputs and examples supported understanding, but a few participants suggested slightly shorter breaks and more interactive discussion time.
- The overall tone was described as supportive and well-structured.

Day 3 (19 Mar)

- Guest testimony and practical work on hate crime reporting were described as particularly impactful.
- Participants valued the use of accessible tools and the link between first response and reporting.
- A small number of comments noted time pressure in group tasks.

Day 4 (20 Mar)

- Study visits received very positive feedback and were perceived as meaningful, well-organised and highly informative.
- Participants valued seeing how services for people with mental disabilities operate in practice and comparing approaches with their own countries.
- Almost no difficulties were reported on this day.

Day 5 (21 Mar)

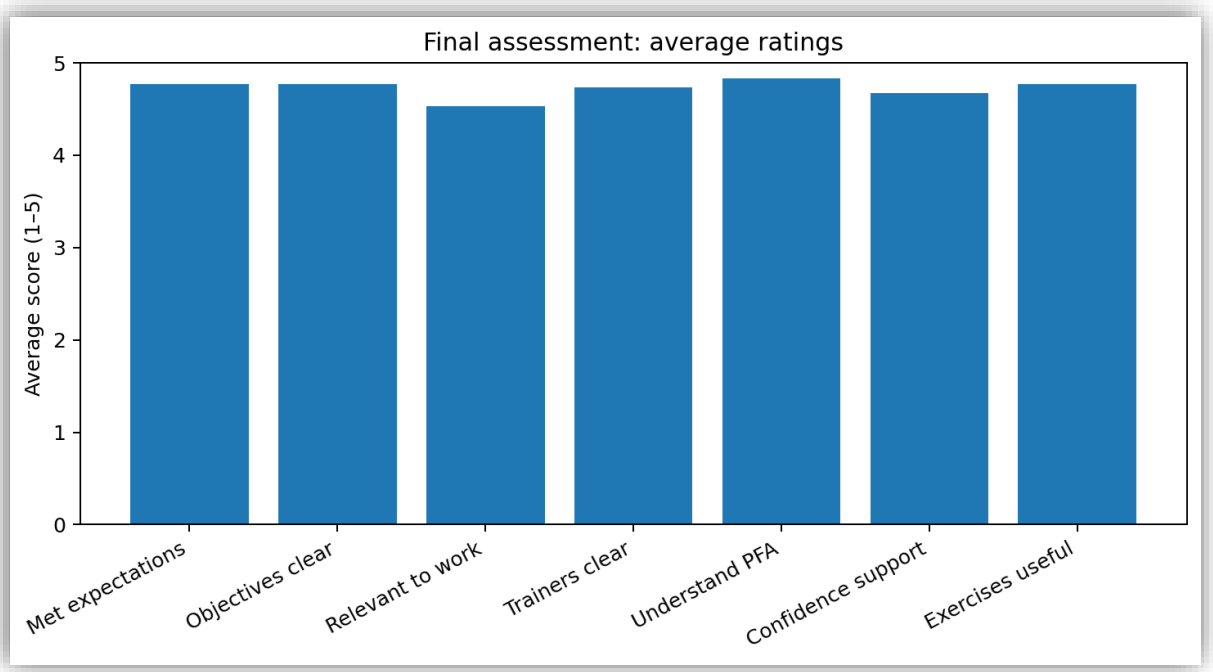
- The final day was characterised by strong satisfaction with integration, recap and next steps.
- Participants highlighted the wrap-up, human rights perspective and application planning as useful for transferring learning into practice.
- Daily feedback contained almost exclusively positive reflections.

5. Results – final assessment (Day 5)

The final assessment questionnaire measured perceived outcomes and satisfaction using closed questions (1–5 scale, where 5 is the most positive rating), plus a recommendation question and ratings on venue/organisation.

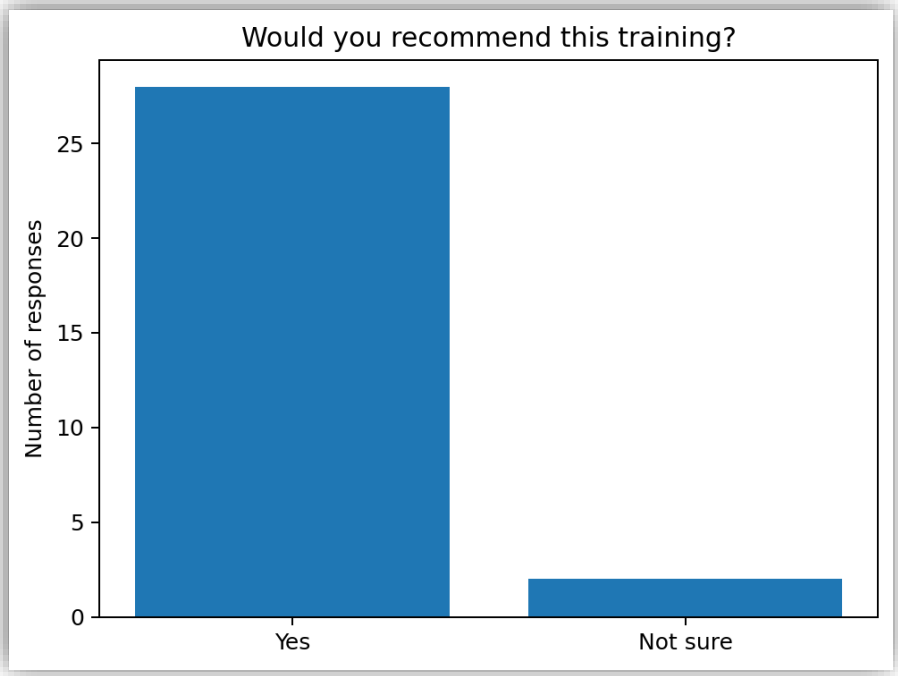
5.1 Quantitative summary of satisfaction and outcomes

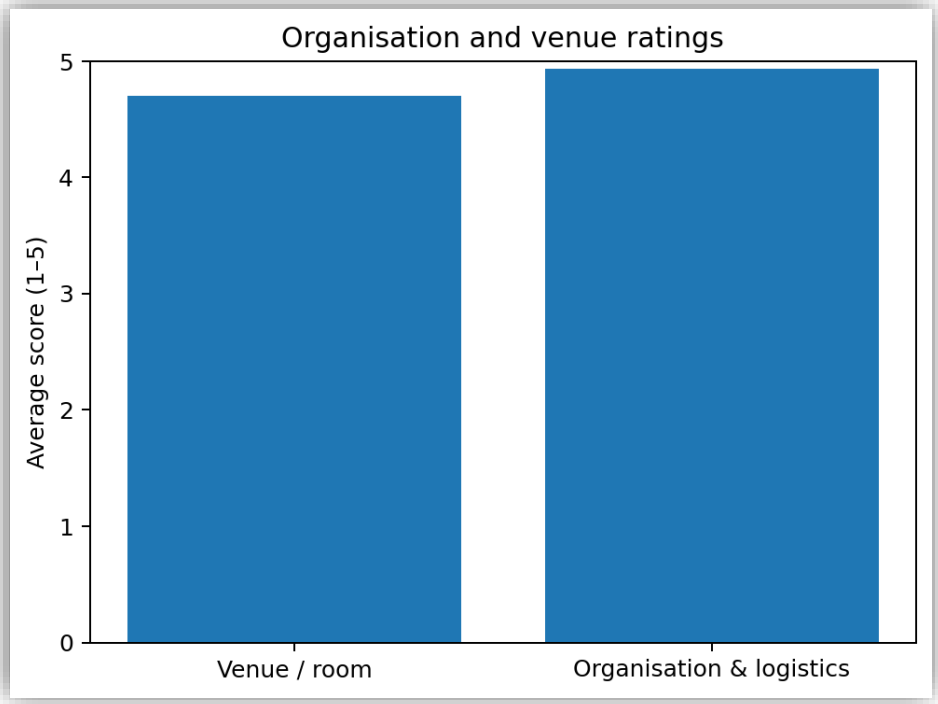
Item	Mean	Median	% ratings 4-5	N
The training met my expectations.	4.77	5.0	100.0	30
The objectives of the training were clear.	4.77	5.0	96.7	30
The training content was relevant to my work.	4.53	5.0	96.7	30
The trainers explained the topics clearly.	4.73	5.0	96.7	30
I now understand the basic principles of Psychological First Aid (PFA).	4.83	5.0	100.0	30
I feel more confident supporting a person experiencing emotional distress.	4.67	5.0	100.0	30
The practical exercises were useful.	4.77	5.0	100.0	30



5.2 Recommendation and organisation/venue ratings

Recommendation results were highly positive, with 28 out of 30 participants indicating they would recommend the training to colleagues and 2 responding ‘Not sure’. Organisation and logistics were rated exceptionally well overall, while venue/room conditions also received very positive ratings.


Would you recommend this training?
Number of responses
0
5
10
15
20
25
Yes
Not sure


Organisation and venue ratings
Average score (1–5)
0
1
2
3
4
5
Venue / room
Organisation & logistics

6. Conclusions and recommendations

- D2.4 successfully strengthened staff understanding of Psychological First Aid and related first-response principles within the COMBATHATE framework.
- Daily micro-feedback and final assessment results show high satisfaction and strong perceived learning outcomes, especially regarding understanding PFA basics, clarity of objectives, trainers' explanations and usefulness of practical exercises.
- The integration of language awareness, stigma reflection, reporting pathways and study visits added practical value and helped participants connect PFA principles to wider support realities.
- For future trainings and implementation activities, it remains useful to allow generous time for group reflection and to continue using interactive, multilingual-friendly facilitation methods.

As part of the evaluation framework of Deliverable D2.4, the following responses completed by participants are provided as supporting evidence and annexed to this report: (i) Daily micro-feedback questionnaires collected at the end of each training day (Days 1–5); (ii) Final assessment questionnaire.

Daily micro-feedback responses (Day 1)

Date	Country	1. What was clear and useful today?	2. What was confusing or difficult today?	3. One suggestion for tomorrow (one change)
17.03.2026	Estonia	Everything	Nothing	Dont have any
17.03.2026	Bulgaria	Meeting and get to know new people and their opinion about the life and myself.	Understanding the lecture.	-
17.03.2026	Italy	To understend how words can be hurtful	Not much	Continue in this way
17.03.2026	Estonia	coffee breaks, lunch time was clear. training course was interesting and useful, i am so sad that i had things to do and couldn't participate fully:(	sometimes Katrin (i don't know if i wrote correctly) talked a little bit quietly, ao it was difficult to hear her. but she course is amazing	i think one game to know each other because there are new people:)
17.03.2026	Estonia	The explanations about how the human brain works and what makes people more prone to hate speech compared to last century.	Everything was clear.	Keep up the good job!
17.03.2026	Italy	I really like the work on the emotions and the psychological themes. All was crear and interestfull	Nothing	All amazing
17.03.2026	Italy	yes	nothing	More focus on modern forms of hate against mental disable people
17.03.2026	Italy	All the activities	To understand bacause of the bad English	-
17.03.2026	Estonia	The way the day was structured.	The theory was a bit hard to follow but it was okay.	Keep family
17.03.2026	Bulgaria	Everything	Everything was clear	More time to get to know more about each other
17.03.2026	Italy	The introduction to the project goals and the overview of the week's schedule were very clear. It was useful to establish the ground rules for the group	Nothing was confusing; the trainers explained the flow of the activities very well	No changes needed, the start of the training was perfect
17.03.2026	Italy	It was very helpful to understand the general framework of the training and meet the other participants. The objectives for the training session were well-defined	Everything was easy to follow and the atmosphere was very welcoming	I don't have any suggestions for changes, everything went smoothly.
17.03.2026	Italy	The presentation of the host organization and the project's main purpose was very clear and informative	I didn't find anything difficult; the introductory sessions were well-paced	Everything was fine as it was, no changes are necessary.
17.03.2026	Italy	Everything was explained clearly and the topics were very helpful.	Nothing at all; everything was quite straightforward.	Let's know better realities of other countries
17.03.2026	Italy	The main concepts were easy to follow and very practical.	I didn't find any particular difficulties today.	All good

17.03.2026	Bulgaria	Information about feeling.	Nothing	More practise exercises.
17.03.2026	Estonia	I liked today's topic, discussions and group work.	For me, group work with Italian young people was difficult and complicated because of the language barrier :)	More brainstorming in group work
17.03.2026	Estonia	Schedule	Sam Grop project	Easier tasks at the end of day
17.03.2026	Estonia	Supproting slides	Nothing	More energizers
17.03.2026	Italy	Everything was crear, i really like activities	Nothing	No suggestions
17.03.2026	Italy	To practice english	Some words in english	More talk about autism
17.03.2026	Bulgaria	Communication	Nothing	More movement
17.03.2026	Bulgaria	Feelings and family	Nothing	More practical games
17.03.2026	Estonia	The schedule and the aim of the training	Language barriers	All good
17.03.2026	Estonia	The power of words and how it affects us and WHY hate speech happens	The topic was difficult but interesting	More practice excercises
17.03.2026	Estonia	Everything was clear	Nothing was difficult	No suggestions
17.03.2026	Estonia	The activities were all clear and useful	Katrin sometimes spoke very quietly, it was hard to hear	I like the family groups
17.03.2026	Estonia	everything was clear	Nothing	No suggestions
17.03.2026	Italy	The plan for the week	Language barrier	Hopefully work in family groups
17.03.2026	Bulgaria	Everything	Nothing	No suggestions

Daily micro-feedback responses (Day 2)

Date	Country	1. What was clear and useful today?	2. What was confusing or difficult today?	3. One suggestion for tomorrow (one change)
18.03.2026	Italy	Everything was clear and well explained. The examples were especially helpful.	Nothing in particular, everything was easy to follow.	Maybe include a bit more interaction or discussion to keep it engaging.
18.03.2026	Italy	All perfect and understable	All was clear	More practical example of real cases

18.03.2026	Italy	I like group work, it was everything really interesting	Nothing	Nothing
18.03.2026	Italy	Who's the helper figure	The last exercise we did because I was too tired	
18.03.2026	Italy	To learn what to do in a psychological first aid	Nothing	I would only like to drink not flavored water
18.03.2026	Bulgaria	Words can be undersandable on different way from different persons	It was nice to have new kind of information	No
18.03.2026	Bulgaria	Psychological support	No	Do movements
18.03.2026	Estonia	Everything	Nothing	Be on time
18.03.2026	Bulgaria	It was nice to have that PFA discussions	It was interesting	No
18.03.2026	Italy	I found the overall structure of the day very easy to follow and the practical examples were particularly helpful.	To be honest, I didn't find any part of the session confusing as everything was explained in great detail.	I honestly think everything went perfectly today, so I wouldn't change a single thing for tomorrow.
18.03.2026	Bulgaria	Practical games.	Nothing	Games
18.03.2026	Italy	I really appreciated how clearly the information was presented; it made the more complex topics much easier to grasp.	Everything was laid out so clearly that I didn't encounter any confusion or major obstacles during the tasks.	Everything was handled so well that I don't have any suggestions for changes; let's just keep going like this.
18.03.2026	Bulgaria	I learn more useful information about PFA	Nothing	Everything is ok.
18.03.2026	Italy	To know all the tools	Nothing	Nothing
18.03.2026	Italy	The main topics were explained clearly and the pace was good	There wasn't anything confusing, everything was understandable	Maybe add a few more practical examples to make it even more interesting
18.03.2026	Estonia	Group tasks were very good discussions.	Nothing.	Good job.
18.03.2026	Estonia	PFA tool is very good! It must be shown in schools so more people can get acquinted with it. Debating on facts was also very good because people can listen other opinions	the day was okay)	more water in our room
18.03.2026	Italy	Pfa	Nothing	Nothing
18.03.2026	Estonia	Very intresting day.	Nothing difficult today.	I'm looking forward to tomorrow.
18.03.2026	Estonia	Interestyng theme and groyps work. Line dance	Nothing	Interestyng day
18.03.2026	Estonia	PFA and the developed tool	Nothing	Everything was okey
18.03.2026	Estonia	Who is the helper or what characteristics should a good helper have	Nothing	Nothing

18.03.2026	Estonia	Knowledge about PFA and group work	Maybe the last task was too difficult	Everything is good
18.03.2026	Italy	Group work and tasks were very clear and useful	Everything was clear	No suggestion
18.03.2026	Estonia	The group works and talking about experiences	All was clear	Everything was good
18.03.2026	Estonia	PFA, who is a helper, the discussion about PFA myths or facts	Nothing	No change necessary
18.03.2026	Estonia	The debate about PFA sentences - myth or facts, group work	All was clear	No suggestion
18.03.2026	Italy	The breakdown of the core communication and observation skills was very clear. It was useful to see how these steps connect to provide better support	Nothing was confusing; the trainers presented the "Look-Listen-Link" framework in a very structured way	No changes needed, the training is progressing very well.
18.03.2026	Bulgaria	The practical exercises in small teams were very useful for applying what we learned about active listening. The instructions for the role-plays were clear.	Everything was easy to understand, and the group work helped clarify any minor doubts.	Everything was great today, so I have no suggestions for changes.
18.03.2026	Estonia	The way today's sessions focused on identifying urgent needs and practical help was very clear. The schedule was well-balanced	There were no confusing parts; the flow from the morning theory to the afternoon practice was very smooth	No suggestions, I am satisfied with the current organization of the course.

Daily micro-feedback responses (Day 3)

Date	Country	1. What was clear and useful today?	2. What was confusing or difficult today?	3. One suggestion for tomorrow (one change)
19.03.2026	Italy	the guest	nothing	all perfect
19.03.2026	Estonia	Everything	Nothing	Nothing
19.03.2026	Italy	All perfect	Nothing	Nothing
19.03.2026	Italy	All	Nothing	Nothing
19.03.2026	Italy	All clear and interesting	Nothing	Nothing
19.03.2026	Italy	The most clear and impactful part of the day was undoubtedly Leonard's testimony; it was deeply moving on an emotional level and provided a very constructive perspective on the topics we are discussing.	I honestly didn't encounter any confusion today, as the presentation was very well-organized and the emotional depth of the testimonials kept me fully engaged throughout.	I'm really happy with how today was structured, so I don't have any specific changes to suggest for tomorrow
19.03.2026	Italy	I found the session extremely useful, especially the contribution from Leonard. His story was incredibly touching and offered a profound,	Everything was presented so clearly that I didn't find any part of the program difficult to follow; the balance	To be honest, I think the format we used today worked

		constructive way to reflect on the practical side of our work.	between information and personal stories was perfect.	perfectly
19.03.2026	Estonia	The talk with Lennart was great, very impactful.	Nothing was confusing. Everything is going well.	I am looking forward to visiting the facilities.
19.03.2026	Bulgaria	All	All was clear	Surprised me 😊
19.03.2026	Estonia	It was nice to see practical way of the situations, how to deal and what has happened. The tools were easy to understand.	There wasn't anything difficult about today	Nothing
19.03.2026	Italy	it was really interesting and useful to hear real examples from life and share opinions. it was really impressive to talk with Lennart and see how his life is going also all tools that were presented today must be presented to governments in other countries because there give a good opportunity to make reporting process easier for victims	nothing because it was very various and interesting!	share more opinions and thoughts
19.03.2026	Estonia	New ideas	Nothing	Interesting day
19.03.2026	Bulgaria	We had nice and deep discussion for common points in different countries and how the structures are regulated. Respect for the guest who speaks for his experiene.	Nothing	No
19.03.2026	Estonia	PFA, Lennart was great.	Nothing	Visit all planned institutes.
19.03.2026	Estonia	Lennart (autist) who shared their experience abou hate crime violence	Nothing	Nothing
19.03.2026	Estonia	Supporting tools	Nothing	Nothing
19.03.2026	Estonia	Supporting tools, Lennart visit	Nothing	Nothing
19.03.2026	Estonia	Everything was understandable and nice	Nothing difficult.	Very nice day and sun
19.03.2026	Estonia	Our discussions, overview of tools	Nothing	No change
19.03.2026	Estonia	Support tools and Lennart experience	Nothing	Nothing
19.03.2026	Estonia	Lennart and his experience	Nothing	Nothing
19.03.2026	Italy	The explanations were clear and easy to follow, and the structure was well organized	Nothing was particularly difficult, everything went smoothly	Maybe allow a little more time for questions at the end
19.03.2026	Italy	Support tools	Nothing	-
19.03.2026	Bulgaria	The project tools and autism experience	Nothing	All good

19.03.2026	Bulgaria	Lennart stpry, peer hate crime	All clear	-
19.03.2026	Bulgaria	Hatw crime between disabled people, support tools	Nothing	Nothing
19.03.2026	Bulgaria	The way things work in Estonia, their system	All was clear	Nothing
19.03.2026	Italy	Lennart story and how they got bullied	Everything was clear	Visit some places
19.03.2026	Italy	Support tools	-	-
19.03.2026	Italy	All the tools and Lennarts story	-	-

Daily micro-feedback responses (Day 4)

Date	Country	1. What was clear and useful today?	2. What was confusing or difficult today?	3. One suggestion for tomorrow (one change)
20.03.2026	Italy	Yes	Nothing	No suggestions
20.03.2026	Bulgaria	Special needs school	Nothing	-
20.03.2026	Italy	Everything was really interesting, I liked the centres and schools	Nothing	Nothing
20.03.2026	Estonia	I like very much that we went to see different places	Nothing	Nothing
20.03.2026	Italy	To learn about culture	Nothing	Nothing
20.03.2026	Italy	It was all clear, i really liked the boy testimoniance	Nothing	Nothing
20.03.2026	Estonia	Fun to see different places and learn about them.	Nothing	Stay awesome!
20.03.2026	Estonia	Really liked today's visitations. The visits provided new information and a good overview.	Nothing	No change
20.03.2026	Bulgaria	Everything, I was amazing of your school, and fabric and vila	Thank you for your support and your hospitality	More a week in Estonia?? 🥹
20.03.2026	Estonia	Tour in hometown with quests.	Nothing.	Sunny weather.
20.03.2026	Estonia	All the visits were useful, especially the hospital rehabilitation centre.	Nothing.	Thank you so much for this!
20.03.2026	Estonia	Very beatuful day	Nothing	-

20.03.2026	Estonia	I liked that we visited different places	Nothing	Nothing
20.03.2026	Bulgaria	I saw very interesting and impressed places today.	Nothing	Everything is fine.
20.03.2026	Bulgaria	Everything which I saw.	Nothing	I have not
20.03.2026	Estonia	The visitations	-	-
20.03.2026	Estonia	Seeing the organisations	Nothing	-
20.03.2026	Estonia	Visitations	Nothing	All good
20.03.2026	Estonia	It was great to see all the places and meet those people	nothing, everything was great	Everything is great.
20.03.2026	Estonia	Everything was clear and useful, specially to see these places	Nothing	Nothing
20.03.2026	Italy	The key points were very clear and the session was well structured.	Nothing was confusing, everything was explained in a simple way.	Nothing special
20.03.2026	Italy	All	Nothing	Nothing
20.03.2026	Italy	Seeing all the facilities firsthand was incredibly interesting; it provided a high-level understanding of the reality of the operation that was both clear and professional.	I didn't find any part of the tour or the explanations confusing, as the high-level overview was presented in a very structured and logical way.	I don't have any suggestions for tomorrow; I'm honestly very happy with the whole experience.
20.03.2026	Italy	Getting a behind-the-scenes look at the structures was a highlight for me; it made the complex organizational aspects very easy to visualize and understand.	Everything was very straightforward, and seeing the actual facilities helped clarify any small doubts I might have had before the visit.	I'm really satisfied with how everything was organized, so I wouldn't change a thing. It's a great way to wrap up the program
20.03.2026	Bulgaria	It was very clear to see that your social system is working for people with special needs! Your services are oriented towards solving dessision for long term. The special school was very well organized and there are all kind of therapies for special kids. Amanita center was example for good coordination between social system and special people needs.	Nothing	No
20.03.2026	Italy	It was really useful to see how Estonian organisations for people with special needs are working	-	be happy!
20.03.2026	Bulgaria	Visiting all the places	Nothing confusing, just sad that we dont have same opportunities in Bulgaria	nothing
20.03.2026	Italy	Loved to see all the places and see how Estonia is supporting people with special needs	all was clear and nothing was difficult	Everything is great

20.03.2026	Italy	I really liked to see how Estonia helps people with special needs and the school	nothing	everything is great
20.03.2026	Italy	I liked the organisations that we visited and specially to see how Amanita is helping people with special needs	Everything was clear	All good

Daily micro-feedback responses (Day 5)

Date	Country	1. What was clear and useful today?	2. What was confusing or difficult today?	3. One suggestion for tomorrow (one change)
21.03.2026	Estonia	The end of the project and future activites	-	-
21.03.2026	Italy	Everything clear and ending of the prroject	Nothing	For everyone having a safe flight back home
21.03.2026	Estonia	All clear	nothing	It was lovely to meet eachother
21.03.2026	Estonia	The conclusion of project	-	-
21.03.2026	Bulgaria	The final family time and conclusion	all was clear	Have a safe flight back home
21.03.2026	Bulgaria	everything was clear	nothing	nothing
21.03.2026	Italy	It was a great week and thank you for everything	Sad to leave	I will miss all of you
21.03.2026	Estonia	Conclusion of the week and final family time	all clear	-
21.03.2026	Bulgaria	Everything was clear	-	-
21.03.2026	Bulgaria	All was clear!	-	Thank you for everything!
21.03.2026	Bulgaria	The conclusion and next steps for the project	-	Thank you for everything and congratulations for the award!
21.03.2026	Bulgaria	Everything	Everything was clear	Thank you for everything
21.03.2026	Estonia	Next steps for the project, the conclusion	-	-
21.03.2026	Estonia	conclusion of projects	-	-
21.03.2026	Estonia	Next steps for the project	-	-

21.03.2026	Italy	I really liked the final family time for feedback and the conclusion of the project	all was clear	Thank you for everything and hope to see you soon!
21.03.2026	Estonia	All was clear	Nothing	It was nice to meet all of you
21.03.2026	Estonia	Everything was clear and simple	nothing	Thank you!
21.03.2026	Italy	Everything was clear - the conclusion of the project, next steps	nothing	Hope to see you soon!
21.03.2026	Estonia	Everything was clear	Nothing	-
21.03.2026	Italy	Loved the ending of the project	A little sad to leave Estonia	Thank you for everything
21.03.2026	Estonia	Everything was clear	Nothing was confusing	Everybody to have a safe flight back home
21.03.2026	Estonia	All good	Nothing	Thank you for everything
21.03.2026	Italy	The conclusion of the week and what is coming next for the project	To be honest, everything was clear and simple	Nice to meet everybody and hope to see them again
21.03.2026	Italy	What will happen next in this project	-	Thank you!
21.03.2026	Italy	The family time one last time	-	Thank you for everything
21.03.2026	Italy	the end of the training	-	-
21.03.2026	Italy	What is happening next in the project	Everything was clear	Thank you!
21.03.2026	Italy	everything	nothing	nothing
21.03.2026	Italy	the next steps in the project	all was clear	-

Final assessment responses (Day 5)

Date	The training met my	The objectives of the	The training content was	The trainers explained	I now understand the basic	I feel more confident supporting a person	The practical exercises	Would you recommend this training to	Venue	Organisation

	expectations	training were clear.	relevant to my work.	the topics clearly.	principles of Psychological First Aid (PFA).	experiencing emotional distress.	were useful.	colleagues?		and logistics
21.03.2026	5	5	5	5	5	5	5	Yes	5	5
21.03.2026	5	5	5	5	5	5	5	Yes	4	5
21.03.2026	5	5	5	5	5	5	5	Yes	5	5
21.03.2026	5	5	5	5	5	5	5	Yes	5	5
21.03.2026	5	5	5	5	5	5	5	Yes	5	5
21.03.2026	5	5	5	5	5	5	5	Yes	5	5
21.03.2026	4	5	4	5	5	4	5	Yes	3	5
21.03.2026	5	5	5	5	5	5	5	Yes	5	5
21.03.2026	5	5	5	5	5	4	5	Yes	4	5
21.03.2026	4	5	4	4	5	5	4	Yes	5	5
21.03.2026	4	3	4	3	4	5	4	Yes	3	5
21.03.2026	4	4	4	4	5	4	4	Yes	4	4
21.03.2026	5	5	4	5	5	5	5	Yes	5	5
21.03.2026	5	5	5	5	5	5	5	Yes	5	5
21.03.2026	5	5	5	5	4	4	5	Yes	4	5
21.03.2026	5	5	5	5	5	5	5	Yes	5	5
21.03.2026	5	5	5	5	5	5	5	Yes	5	5
21.03.2026	5	4	4	5	5	4	4	Yes	5	5
21.03.2026	5	4	5	5	5	5	5	Yes	5	5
21.03.2026	5	5	5	5	5	5	5	Yes	5	5

21.03.2026	5	5	4	5	5	5	5	Yes	5	5
21.03.2026	5	5	5	5	5	5	5	Yes	5	5
21.03.2026	5	4	4	5	5	4	5	Yes	5	5
21.03.2026	4	5	5	4	5	5	5	Yes	5	5
21.03.2026	5	5	3	4	4	4	5	Not sure	5	5
21.03.2026	5	5	4	5	5	5	5	Yes	4	4
21.03.2026	4	5	4	4	4	4	4	Not sure	5	5
21.03.2026	5	5	5	5	5	5	5	Yes	5	5
21.03.2026	4	4	4	4	4	4	4	Yes	5	5
21.03.2026	5	5	4	5	5	4	4	Yes	5	5