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D2.5 – STAFF TRAINING SESSION 2 ON LEGAL RIGHTS

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

Co-funded by the European Union

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

AGENDA – D2.5 Staff Training Session 2 on Legal Rights

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	D2.5 – Staff Training Session 2 on Legal Rights
Dates	22–28 February 2026 (22 arrival and 28 departure; core training days 23–27 February)
Location	Olimp Hotel (conference facilities), 1 Tsar Simeon Str., Bansko 2770, Bulgaria (with study visits in Razlog and Bansko)
Hosting Organisation	PROVISION International (Association ProVision International)
Participants	30 staff members (planned 6 per partner organisation)

Participant composition (actual):

- Estonia: 11 participants (6 from Nooruse Maja and 5 from Amanita – 1 planned Amanita participant could not attend and was replaced by an additional Bulgarian participant).
- Italy: 12 participants (6 from Gli Amici di PUCK and 6 from MUSIKART).
- Bulgaria: 7 participants (PROVISION, including 1 additional Bulgarian participant replacing the missing Estonian participant).

Deliverable D2.5 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 enabling staff to clearly understand and confidently use legal rights and procedures when supporting beneficiaries experiencing hate speech or hate crime. By the end of the training, participants were able to:

- recognise the difference between hate speech and hate crime and identify when an incident should be reported;
- explain basic legal rights and protection options in clear, accessible language;
- take practical steps after an incident (record facts, preserve evidence and avoid common mistakes);
- use standard tools and forms (incident reports, consent forms and referrals) correctly and responsibly;
- know who to contact and when (legal services, social support services, NGOs or authorities);
- cooperate with institutions in a safe, ethical and consent-based way;
- document cases properly while respecting privacy and data protection.

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 will be 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 – Monday, 23 February 2026

Focus: Foundations: hate incident recognition and basic legal rights

Time	Session
09:30 – 10:00	Registration, welcome and training opening (objectives, house rules, EU visibility).
10:00 – 11:00	Hate speech vs hate crime – definitions, indicators, protected characteristics, examples.
11:00 – 11:15	Coffee break.
11:15 – 12:45	Rights map (plain language): victim rights, reporting options, protection and support options.
12:45 – 13:45	Lunch break.
13:45 – 15:15	Evidence basics: recording facts, preserving digital evidence (screenshots, timestamps, witnesses), common mistakes.
15:15 – 15:30	Coffee break.
15:30 – 17:00	Lab: draft a 1-page beneficiary information sheet (“Your rights & choices”) and practice explaining it in accessible language.
17:00 – 17:30	Daily micro-feedback collection and reflection.

Day 2 – Tuesday, 24 February 2026

Focus: Reporting, complaints and referrals

Time	**Session**
09:30 – 11:00	Reporting path 101: where/how to file a report, what happens next, how staff can accompany beneficiaries (without giving legal advice).
11:00 – 11:15	Coffee break.

11:15 – 12:45	Complaints and protection: basic procedures, what staff can explain in plain language and what must be referred to legal professionals.
12:45 – 13:45	Lunch break.
13:45 – 15:15	Referral to legal help: when and how to refer to lawyers/NGOs; consent and information-sharing limits; referral templates.
15:15 – 15:30	Coffee break.
15:30 – 17:00	Role-play exercise: online hate incident – fact collection, incident form completion, decision on reporting/referral, drafting a referral letter.
17:00 – 17:30	Daily micro-feedback collection and reflection.

Day 3 – Wednesday, 25 February 2026

Focus: Site visit + consent, privacy and safe documentation

Time	Session
09:30 – 12:30	Study visit to a mental disability support centre in Razlog – service overview, referral pathways and practical discussion on rights and safeguarding (with debrief).
12:30 – 13:30	Lunch break.
13:30 – 14:45	Consent & privacy basics: informed consent, personal data, what can be shared and with whom, when to stop.
14:45 – 15:00	Coffee break.
15:00 – 16:00	Documentation that helps (and does not harm): neutral language, facts vs opinions, do's/don'ts in case notes.
16:00 – 16:15	Coffee break.
16:15 – 17:15	Lab: write one complete case note from a scenario (facts only) + peer review using a checklist.
17:15 – 17:30	Daily micro-feedback collection.

Day 4 – Thursday, 26 February 2026

Focus: Site visit + cooperation with authorities and service mapping

Time	Session
09:30 – 12:30	Study visit to a mental disability support centre in Bansko – local cooperation practices, rights in practice and reflection (with debrief).
12:30 – 13:30	Lunch break.
13:30 – 14:15	Working with authorities: who does what (police, social services, equality bodies, victim support); what to send and what not.
14:15 – 14:30	Coffee break.

14:30 – 15:15	Local inputs and Q&A: discussion on Bulgarian reporting procedures and available victim support resources.
15:15 – 15:30	Coffee break.
15:30 – 16:45	Role-play exercise: street harassment case – record facts, risk check, reporting and referral decision-making; complete forms.
16:45 – 17:15	Service mapping: each partner compiles a 1-page directory of services for their country (contacts and referral points).
17:15 – 17:30	Daily micro-feedback collection.

Day 5 – Friday, 27 February 2026

Focus: Integration, evaluation and application planning

Time	**Session**
09:30 – 11:00	Integration clinic: finalise the Legal Rights Mini-Pack (beneficiary info sheet, incident form, evidence checklist, consent/privacy notes, referral template, case note template).
11:00 – 11:15	Coffee break.
11:15 – 12:15	Monitoring & reporting: project documentation, recordkeeping and data protection for case management and reporting.
12:15 – 12:45	Final assessment questionnaire (closed questions).
12:45 – 13:45	Lunch break.
13:45 – 15:00	Action planning: replication in partner organisations (next steps, roles and timeline).
15:00 – 15:15	Coffee break.
15:15 – 16:30	Reflection session: lessons learned, application plans and peer exchange.
16:30 – 17:30	Conclusions, next steps and closure.

D2.5 Evaluation Report

1. Purpose and scope

This report summarises the evaluation results of **Deliverable D2.5 – Staff Training Session 2 on Legal Rights, implemented in Bansko, Bulgaria**, within the COMBATHATE project (Grant Agreement 101205522). The training took place over five consecutive training days **(23–27 February 2026),** with travel days on 22 and 28 February. It brought together 30 staff members from the project partnership to strengthen the consortium's capacity to apply legal rights and procedures when supporting individuals with mental disabilities who experience hate speech or hate crime.

2. Training overview

The training aimed to equip participants with practical, replicable knowledge and tools to:

- recognise hate incidents and distinguish hate speech from hate crime;
- explain legal rights and protection options in accessible language;
- support beneficiaries through reporting and referral pathways; and
- document cases ethically and in compliance with privacy and data protection requirements.

A non-formal and learner-centred approach was used, combining expert input, facilitated discussion, group work, case simulations and peer learning.

Two study visits were organised (25 February in Razlog and 26 February in Bansko) to connect the training content with real-life service provision, strengthen understanding of local support pathways and stimulate reflection on cross-sector cooperation.

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, perceived learning outcomes, perceived confidence and logistics/organisation ratings.

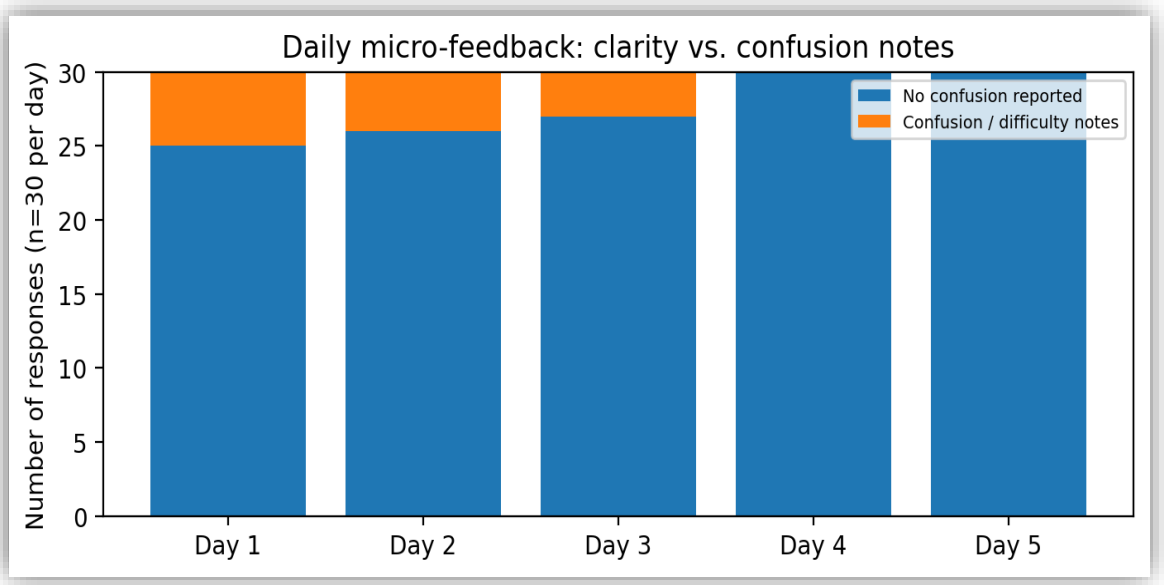
Response coverage was complete: all 30 participants submitted daily micro-feedback each day (n=150 total responses) and completed the final assessment (n=30). Daily feedback was collected anonymously, with country-level grouping only (Estonia n=11, Italy n=12, Bulgaria n=7 per day).

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

Daily micro-feedback indicated a consistently positive learning experience. Participants highlighted the value of cross-country exchange, practical templates and exercises, and the opportunity to contextualise legal pathways through the study visits.

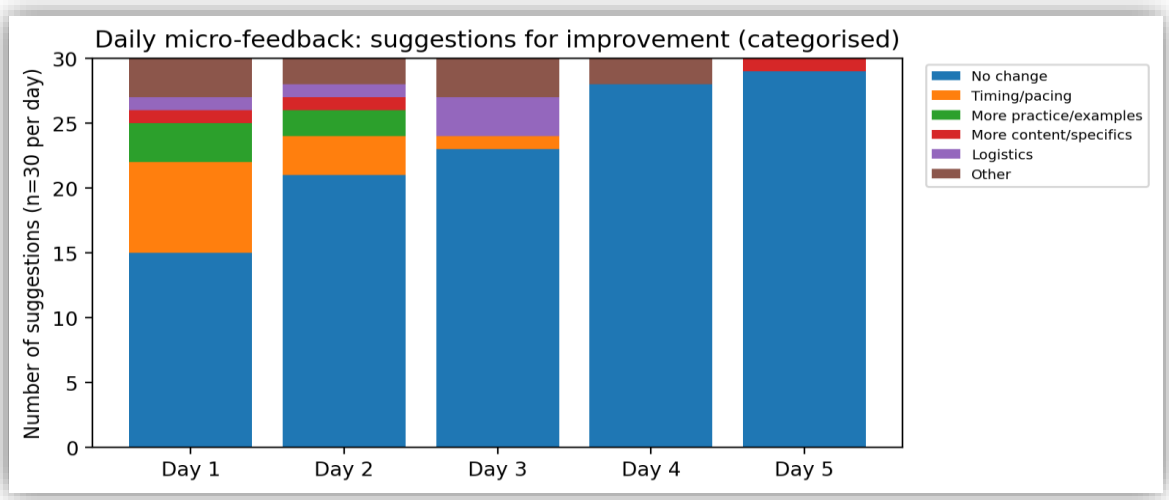
4.1 Clarity and difficulties reported

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



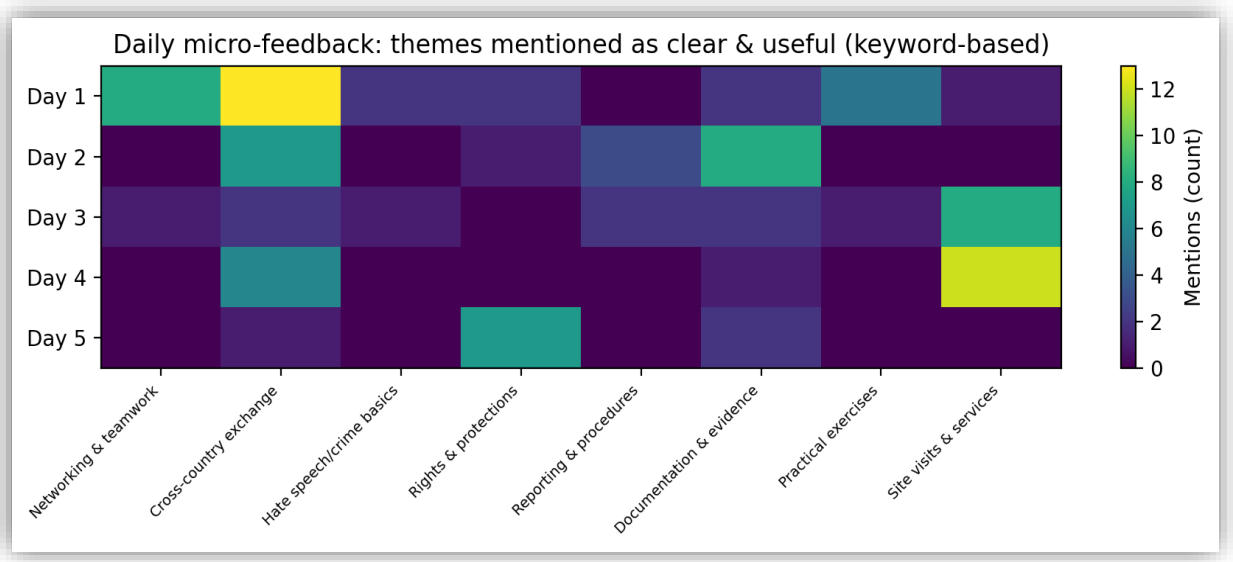
4.2 Suggestions for improvement

Most participants indicated that no changes were required. When suggestions were provided, they mainly related to timing/pacing (e.g., more time for group work or clarifications) and minor logistics or facilitation aspects.



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 networking and comparing national legal contexts; mid-week feedback strongly reflected the study visits; and the final day highlighted rights/protection options and integration.



4.4 Qualitative highlights (day-by-day)

Day 1 (23 Feb)

- Strong appreciation for introductions, team-building and cross-country exchange on legal frameworks.
- Participants highlighted the relevance of the topic and the opportunity to compare national approaches to protecting people with mental disabilities.
- Main difficulties related to limited time for multi-part group tasks and language confidence for some participants.

Day 2 (24 Feb)

- Participants reported that reporting pathways and referral tools were useful and clearly structured.
- Some comments noted group work dynamics and the need to moderate large discussions to ensure everyone could follow.
- A few suggestions concerned break management and ensuring sufficient time for practical tasks.

Day 3 (25 Feb)

- The study visit in Razlog was repeatedly described as enriching and helpful for understanding service pathways in practice.
- Consent, privacy and neutral documentation were perceived as essential and directly applicable to daily work.
- A small number of participants still reported time pressure during group exercises.

Day 4 (26 Feb)

- The study visit in Bansko received very positive feedback and was perceived as well-organised and highly informative.
- Participants valued learning about local cooperation practices and discussing how legal rights are operationalised in real services.
- No significant difficulties were reported in daily feedback.

Day 5 (27 Feb)

- Participants highlighted the integration of content and the consolidation of key messages for application in partner contexts.
- Daily feedback contained almost exclusively positive reflections, indicating strong satisfaction with the week's structure and delivery.

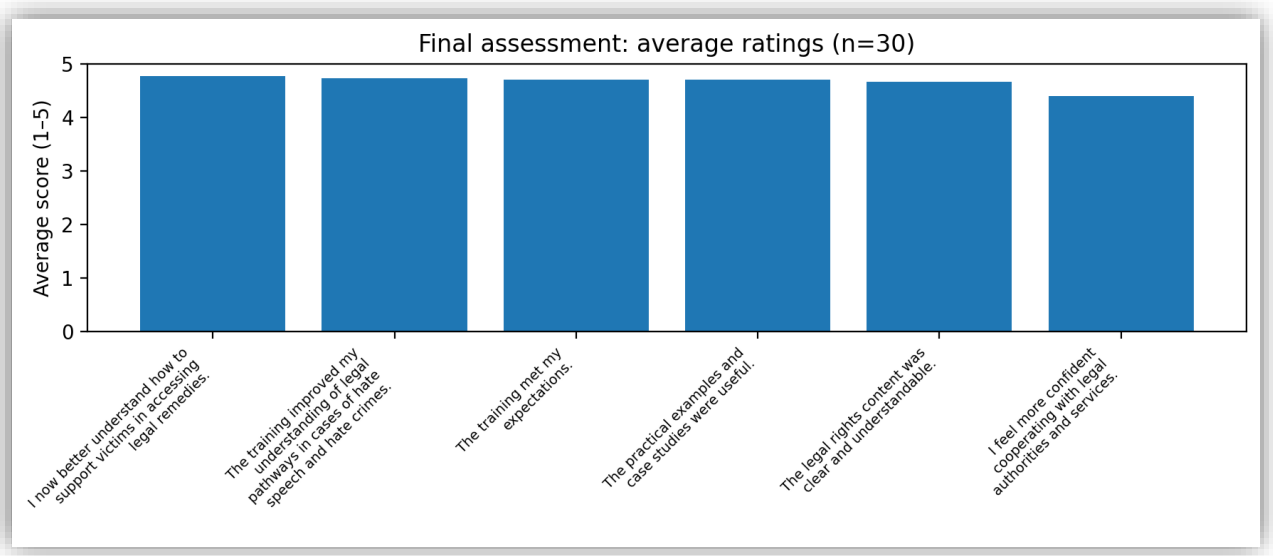
5. Results – final assessment (Day 5)

The final assessment questionnaire measured perceived outcomes and satisfaction using closed questions (1–5 scale, where 5 is the most positive rating), as well as a 'most useful module' selection and a recommendation question.

5.1 Quantitative summary of satisfaction and outcomes

Item (1–5 scale)	Mean	Median	% 4–5	N
The training met my expectations.	4.70	5	96.7%	30
The legal rights content was clear and understandable.	4.67	5	93.3%	30
The training improved my understanding of legal pathways in cases of hate speech and hate crimes.	4.73	5	96.7%	30
I now better understand how to support victims in accessing legal remedies.	4.77	5	96.7%	30
The practical examples and case studies were useful.	4.70	5	96.7%	30
I feel more confident cooperating with	4.40	4	93.3%	30

legal authorities and services.				

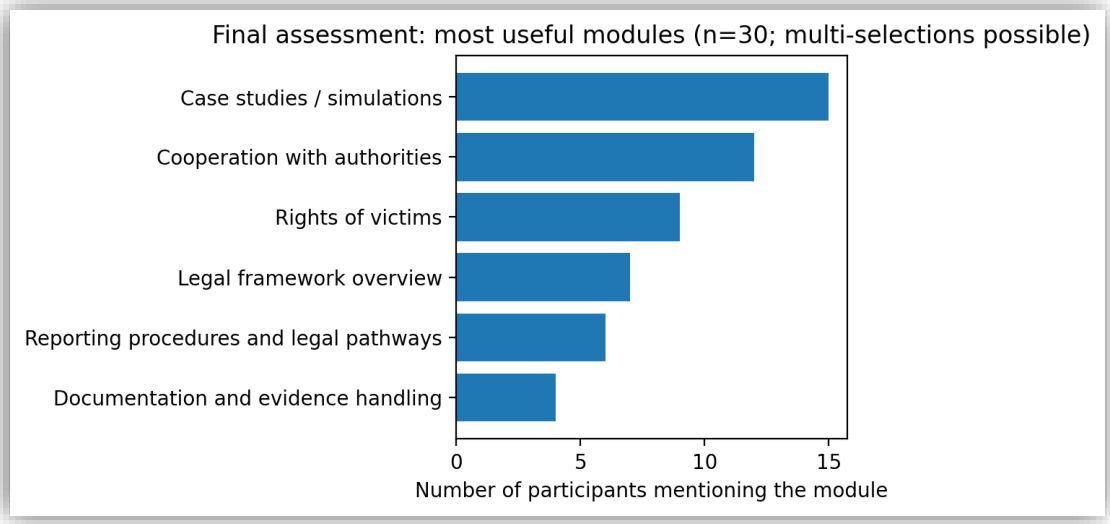


5.2 Recommendation and most useful modules

All respondents indicated that they would recommend this training to colleagues.

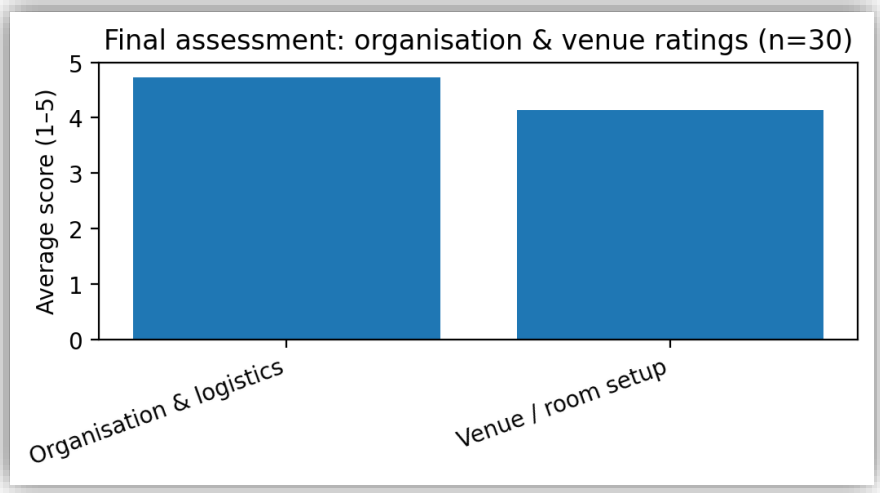


Most useful modules (counts reflect mentions; some respondents selected more than one option in the online form):



5.3 Organisation and venue ratings

Organisation and logistics were rated very positively overall. Venue/room setup received slightly more varied scores, which aligns with occasional micro-feedback comments about facilitation of large group discussions and room comfort.



6. Conclusions and recommendations

- D2.5 strengthened staff capacity to apply legal rights and procedures in cases of hate speech and hate crime affecting people with mental disabilities.
- Daily micro-feedback and final assessment results show high satisfaction and strong perceived learning outcomes, with consistent emphasis on practical applicability and cross-country exchange.
- Study visits in Razlog and Bansko added significant value by linking training content to real service contexts and stimulating reflection on cooperation and referral pathways.
- For future trainings, allow ample time for group tasks and use facilitation methods that support inclusive discussion (especially in multilingual groups).

As part of the evaluation framework of Deliverable D2.5, 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)
23.02.2026	Estonia	Its important topic to talk hate speach and hate crimes toward peoples of different disabilities	My self expression to English weak language skills	No suggestions I like all
23.02.2026	Estonia	All today's tasks were useful. Thank you for clear information about day schedule!	Nothing was confusing	Maybe shorter lunch brake to finish the day little bit earlier
23.02.2026	Bulgaria	Everything wqs ok	Nothing	Nothing
23.02.2026	Italy	Everything was well organised and very interesting within the framework of the COMBATHATE project. The morning session was mainly introductory, and it was very useful to get to know the members of the other teams. The methods used to encourage interaction and social engagement were excellent. In the afternoon, the session became even more engaging, and I learned a lot about the legal frameworks in the different countries involved in the project.	Nothing in particular was confusing or difficult. The content was presented clearly and in a structured way.	No major changes are needed. Continuing with practical examples and comparative legal discussions within the COMBATHATE project would make the sessions even more enriching.
23.02.2026	Italy	All things	Nothing	All perfect
23.02.2026	Bulgaria	Everything seemed well explained	Maybe short last session	No
23.02.2026	Bulgaria	All seems to be fine	It was ok	No

23.02.2026	Estonia	The different view on mental disabilities from country to country	Nothing	Talking about the different mechanisms applied to different countries
23.02.2026	Bulgaria	To hear about Estonian support for any kind of special people	Plenty of tasks for short time	To be useful as today
23.02.2026	Estonia	The introduction of the day and the course.	The task with 9 different parts - we had too little time to complete all of them. But it was very good team-building exercise.	Everything was well, no change is needed.
23.02.2026	Italy	Everything	Nothing	Nothing
23.02.2026	Bulgaria	Nice presentations from different country representatives about regulations!	Plenty of tasks and short time ;-)	I'm expecting surprises!
23.02.2026	Estonia	Getting to know other country's legal systems	Nothing	All was great, maybe taking more activities outside
23.02.2026	Estonia	I liked to hear similarities and differences about every country	Nothing	Everything was ok
23.02.2026	Italy	Yes	No	I haven’t suggestion
23.02.2026	Italy	Today’s COMBATHATE session was engaging and well structured. The morning helped build connections within the group, while the afternoon discussion on legal rights offered valuable insight into the project’s broader framework.	Overall, the content was clear and easy to follow. Although some legal terms required extra attention, they were explained clearly and remained understandable.	It might be useful to start the day with a brief recap, helping to link the introductory session with the more technical legal topics covered later.
23.02.2026	Estonia	All was clear, very good group activities to better know each other.	Nothing confusing or difficult.	I hope we finish in the evening on time.
23.02.2026	Italy	All	Nothing	Nothing
23.02.2026	Estonia	All 3 countries are pretty differen, but problems with	I need more practice of english conversation in live.	People who speaking may step out, then i can see face and hear cleary.

		people of special needs are similar.		
23.02.2026	Italy	Everything was explained perfectly, and the conversation with the other participants enriched my knowledge.	Nothing	Finish the course a little earlier
23.02.2026	Estonia	Everything	Nothing	Nothing
23.02.2026	Estonia	Group work, tasks, learning other countrys culture.	Nothing, everything was clear	More outdoor activities
23.02.2026	Italy	Today's session within the COMBATHATE project was very informative and well-structured. The morning activities were particularly valuable for building connections between teams and understanding the different professional backgrounds present. The interactive methods used to foster communication and collaboration worked very well. In the afternoon, the focus on legal rights and the differences between national systems was especially insightful and helped me better understand the broader framework of the project.	Overall, the content was clear. Some of the legal terminology required careful attention, but it was explained in a way that made it understandable.	It could be helpful to include a short recap at the beginning of the day to connect the introductory part with the more technical legal aspects discussed later.
23.02.2026	Italy	Everything was helpful	Sometimes it was a bit difficult to follow the conversation in English, but only because I need to practice the language a lot!	I might suggest speaking English a little more slowly, just to try to understand better, thanks!!
23.02.2026	Estonia	Cooperating with different groups, knowing about different social services in	Nothing	Shorter lunch break to end the day earlier

		other EU countries, loved the walk outside		
23.02.2026	Italy	Everything was crear and practical	Nothing	Nothing
23.02.2026	Italy	Yes	No. It was everything clear	I have not suggestion
23.02.2026	Bulgaria	Apart from getting to know each other (which was fun and useful) liked the last assignment. It was interesting to hear about social field and hate speech in other countries.	Nothing was really confusing or difficult but i wish we could have had more time to present last assignment to get more in depth overview	I don't have specific change at the moment (maybe that we could have more time to present and discuss topics that cover lot of info if possible)
23.02.2026	Bulgaria	Yes	It was pleasure to be there.	No
23.02.2026	Italy	It was all very interesting	Nothing	Nothing

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)
24.02.2026	Bulgaria	The guests were useful. Thank you for organising them.	Nothing	The content of the course is good, nothing to change there.
24.02.2026	Italy	I enjoyed comparing myself with various countries to understand how a lawyer works	Nothing	Nothing
24.02.2026	Italy	Everything was ok	Nothing	Nothing
24.02.2026	Italy	the information was very helpful	today went better than yesterday	No
24.02.2026	Estonia	There is a lot of information and an understanding that from a legislative perspective, there are many similarities between Estonia, Bulgaria, and Italy. Good to	It was difficult to find a common starting point in the group work.	Very clear instructions for the group work.

		know from a project perspective.		
24.02.2026	Estonia	Very intresting day todey	All clear	Earlier ending
24.02.2026	Estonia	Interesting to know how legislation work in different cultures.	To wait until breaks end because it's more tiring to wait until breaks end than to do the course with small fast break and then rest.	Shorter breaks so we could finish earlier. All breaks could be 10min and lunch break 45min so we could end the day before 4pm
24.02.2026	Estonia	Everything	Maybe only that when all people talking together, it was hard to listen and concentrate	Nothing
24.02.2026	Estonia	All this topic is importand and neccesary to discuss on it. Juridical and legal system is new for me.	Confusing is that the legal juridical system and law isi strongly relted of money If you want to justice in court.	I like to go local center of people of special mental needs and know more the real practical life
24.02.2026	Italy	Everything	Nothing	Talking more about Bulgarian disabilities case studies
24.02.2026	Italy	Everything	Nothing	Nothing
24.02.2026	Estonia	All the information about legal side was very useful.	Everything was clear and understandable.	I have no suggestions for tomorrow.
24.02.2026	Estonia	A lot of new information that I didn't know before	Some legal words	Nothing
24.02.2026	Bulgaria	Very useful information for law in BG as well discussions how it is in Estonia and Italy.	No	Do it as you plan it.
24.02.2026	Italy	Everything was clear and very well explained during Day 2 of the COMBATHATE project training. The legal concepts were presented in a structured and accessible way, making complex topics easier to understand.	Nothing in particular was confusing. The content was delivered clearly and at a good pace.	I have no specific suggestions. The training is going very well.
24.02.2026	Italy	Today’s session was very interesting and engaging. The explanations about legal pathways and victims’ rights	Everything was clear. The trainers provided good examples that helped clarify the legal aspects.	No changes are needed. The structure and methodology are effective.

		within the COMBATHATE project were particularly useful and practical.		
24.02.2026	Italy	The entire session was informative and easy to follow. I especially appreciated how the legal procedures were explained step by step in the context of the COMBATHATE project.	There were no major difficulties. The information was presented in a simple and understandable way.	No particular suggestions. The training is well organised and balanced.
24.02.2026	Estonia	Liked the guest speakers	Noting	Nothing
24.02.2026	Estonia	Everything	Nothing	Shorter lunch break
24.02.2026	Bulgaria	It was really interesting and easy understandable.	Nothing	No
24.02.2026	Estonia	The lows of 3 coutries are similar. I think it is caused by EU .	Everything was clear and accsptible.	More coffee, because sessions are long.
24.02.2026	Italy	The exchange with the guests to know what the situation is like in Bulgaria and the dialogue between the participants increased my knowledge and allowed me to understand what is negative or positive in my country.	Nothing	Nothing
24.02.2026	Italy	Yes	No	No
24.02.2026	Bulgaria	Information about Bulgarian, Italian and Estonian laws and how they functions	Everything was interesting	No
24.02.2026	Italy	It was all clear and helpful	Nothing	No
23.02.2026	Bulgaria	Everything was ok	No	Nothing
23.02.2026	Bulgaria	very interesting	nothing	No
23.02.2026	Bulgaria	All seems to be fine	It was ok	No
24.02.2026	Estonia	The lows of 3 coutries are similar. I think it is caused by EU .	Everything was clear and accsptible.	Proposing solutions to Bulgarian mental disabilities issues for parents

24.02.2027	Italy	The entire session was informative and easy to follow. I especially appreciated how the legal procedures were explained step by step in the context of the COMBATHATE project.	There were no major difficulties. The information was presented in a simple and understandable way.	No particular suggestions. The training is well organised and balanced.

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)
25.02.2026	Italy	All clear	Nothing	Nothing
25.02.2026	Italy	Everything was good	Nothing	More free time and breaks
25.02.2026	Bulgaria	Nice discussions with other participants.	Many important tasks we had very good meeting	No
25.02.2026	Bulgaria	Very interesting discussions and we visited day center for people with special needs.	A lot of questions for short time	No
25.02.2026	Italy	Day 3 of the COMBATHATE project training was clear and well organised. The topics were presented in a simple and practical way.	Nothing was confusing. Everything was explained clearly.	No specific suggestions. Everything is going well.
25.02.2026	Italy	The session was informative and easy to follow. The discussions were interesting and relevant to the project.	There were no difficulties. The content was clear.	No changes needed. The training is progressing smoothly.
25.02.2026	Italy	Day 3 of the COMBATHATE project training was clear and well structured. The content was practical and easy to understand.	Nothing was difficult. The explanations were straightforward.	No particular suggestions. Everything is going well.
25.02.2026	Estonia	Everything	Nothing	None
25.02.2026	Italy	Everything	Nothing	I have no suggestion
25.02.2026	Italy	Everything was good	Nothing	More free time and breaks
25.02.2026	Estonia	The study visit to the care centre was really useful and gave us a positive example of how it is possible to work with the local government.	Nothing.	Keep up the good work!

25.02.2026	Estonia	Was usful understand that in Estonia can upload aplication to police in online very easy way.	All was good	Hope that coming intresting day
25.02.2026	Estonia	I got information about how to make a report when hate crime happens, and how to identify it. Visiting daily centre was also awesome.	The group work in the morning - there were so many questions about the same things several times so we had to repeat ourselves.	Loved today, thank you so much!! No suggestions.
25.02.2026	Bulgaria	Very interesting discussions and we visited day center for people with special needs.	A lot of questions for short time	No
25.02.2026	Estonia	Everything and visiting the daily center	Nothing	Start on time
25.02.2026	Italy	be able to learn the approach methods of other nationalities	All understandable	No
25.02.2026	Italy	It was all clear and interesting	Nothing	I have no suggestions
25.02.2026	Estonia	Most useful for me was seeing the day centre.	A bit difficult was the group session.	Looking forward seeing the other institutions.
25.02.2026	Estonia	Visiting the center	Having so many parts to one group task	Nothing
25.02.2026	Bulgaria	Today very nice day.	Nothing	Sunny weather and a nice study day
25.02.2026	Italy	Everything	Nothing	I have no suggestion
25.02.2026	Estonia	Day centre visit	The first group work	Nothing
25.02.2026	Bulgaria	Nice discussions with other participants.	Many important tasks we had very good meeting	No
25.02.2026	Italy	It was all clear and interesting	Nothing	I have no suggestions
25.02.2026	Italy	Everything	Nothing	Nothing
25.02.2026	Bulgaria	Yes	None	No
25.02.2026	Estonia	Very specific group assignment, all clear.	Nothing	No suggestions
25.02.2026	Estonia	Today very nice day.	Nothing	Sunny weather and a nice study day
25.02.2026	Bulgaria	Yes	None	No
25.02.2026	Estonia	It was great to see like other countries use techniques different than ours in the way	All	Nothing

		they treat mental disable people		

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)
26.02.2026	Italy	Everything	Nothing	Nothing
26.02.2026	Italy	Everything	Nothing	Nothing
26.02.2026	Bulgaria	Yes	Nothing	No
26.02.2026	Bulgaria	Yes	Nothing	No
26.02.2026	Estonia	The visits provided a better overview of the educational an social arrangements for children with special needs in Bulgaria	Nothing	Nothing
26.02.2026	Estonia	Very cool that we had opportunity to visit different centers	Nothing	Nothing
26.02.2026	Estonia	It was a very productive day visiting a center and a school in Bulgaria that work with people with special needs.	No	No suggestions.
26.02.2026	Estonia	Everything	Nothing	None
26.02.2026	Bulgaria	Visiting Blian center it looks like it's a great Chance for the people from the area and region of Razlog.	Nothing	No
26.02.2026	Estonia	Loved to see different institutions and speak with different specialists from Bulgaria. I love the attitude and strictness of George.	Nothing	Sunshine, spending time together
26.02.2026	Italy	Everything was clear and useful. I appreciated the opportunity to see the local reality	Nothing	Nothing

26.02.2026	Estonia	See different institutions and get acquainted with the local system	Nothing	Have a sunny and nice day of cooperation.
26.02.2026	Italy	All	Nothing	Nobody
26.02.2026	Italy	All	Nothing	Nobody
26.02.2026	Bulgaria	Yes	All excellent	No
26.02.2026	Italy	All	Nothing	Nobody
26.02.2026	Italy	Learn from the methods of other nationalities, how they approach children with difficulties.	everything clear and very interesting	No suggestion
26.02.2026	Estonia	Visit to the centre and the school were very useful.	Nothing.	Good job!
26.02.2026	Italy	Today's visit within the COMBATHATE project was very meaningful. Seeing a centre where people with special needs are welcomed and supported was inspiring. Visiting the school was especially enriching and helped connect theory with real practice.	Nothing was confusing. Everything was well organised and clear.	No specific suggestions. The experience was very valuable.
26.02.2026	Italy	The visit to the facility supporting people with special needs was extremely interesting. It was important to see how inclusion and care are implemented in practice. The school visit was particularly enriching.	There were no difficulties. The visit was well structured.	No changes are needed. It was a very positive experience.
26.02.2026	Italy	Today was a very important day in the context of the COMBATHATE project. Visiting a centre and a school for people with special needs gave us practical insight and a deeper understanding of their daily realities.	Nothing was difficult or unclear.	No particular suggestions. The visit was very enriching and well organised.

26.02.2026	Estonia	All was clear and understandable. Got some good information about the school system for children with special needs in Bulgaria.	There was nothing confusing. All day was planned perfectly.	Nothing to suggest.
26.02.2026	Estonia	Trips in the day centre and school	Nothing	Don't have any suggestions
26.02.2026	Bulgaria	I've met people who was devoted for many years and work for people with special needs, Lidia created first center for kids and later for students, later for adults... In school Director had support of municipality and parents to implement new classroom.	Everything which was done by Lidia in the Day center was hard work for 30 years	No
26.02.2026	Estonia	Yes was very intresting	Nothing	All good
26.02.2026	Estonia	It was interesting and useful to see how you are working with people with special needs in Разлог.	Nothing.	Proseed in same way.
26.02.2026	Italy	All things	Nothing	Nothing
26.02.2026	Bulgaria	Yes	Nothing	No
26.02.2026	Italy	Everythinv	Nothing	Nothing
26.02.2026	Bulgaria	I will apply these therapies to my patients	Clear	No

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)
27.02.2026	Italy	Everything	Nothing	Nothing
27.02.2026	Bulgaria	Everything was clear and interesting	No	No
27.02.2026	Estonia	Human rights court system was intresting	Nothing	Georgi made super work all the training week!

27.02.2026	Estonia	Loved to hear about human rights court. Had no idea how it looked like.	Nothing	Going home :D
27.02.2026	Estonia	The discussion about the European Court of Human Rights was informative. I especially liked that you gave real life examples.	Nothing was difficult.	Today was the last day. Thank you very much for the great job you did, especially in the team-building but also enforcing the schedule and visits to centres.
27.02.2026	Italy	Everything	Nothing	Nothing
27.02.2026	Estonia	Everything	Nothing	None
27.02.2026	Estonia	Certificate	Nothing	None
27.02.2026	Estonia	The information about Court for Human Rights was useful.	Nothing was confusing.	Thank you for having us!
27.02.2026	Estonia	Everything	Nothing	Nothing
27.02.2026	Bulgaria	Yes	None	Nothing
27.02.2026	Bulgaria	Today we had that important presentation for European Court of Human Rights and as wll discussion. The friendly atmosphere, discussions and final certificate of the training was touchable.	No	No
27.02.2026	Italy	Everything	Nothing	Nothing
27.02.2026	Italy	Everything clear	Nothing	Nothing
27.02.2026	Estonia	How works European Court of Human Rights.	Everithing OK	Hop to meet all of you in Estoniaee
27.02.2026	Bulgaria	The legal methods learnt were excellent	Nothing	Nothing
27.02.2026	Italy	the comparison with all people	All clear	No
27.02.2026	Italy	All the argument was clearly	Nothing, all comprensibile	Nothing to suggest

27.02.2026	Italy	All clear and very useful	Nothing confusing	No suggestion
27.02.2026	Bulgaria	We have many issues in Bulgaria with mental disable people but we willl apply what learnt during these training	fully understable	Nothing
27.02.2026	Italy	All was clear and very useful	Nothing, all was clear	No suggestion
27.02.2026	Italy	The entire week was perfect	Nothing	Hope to meet again
27.02.2026	Italy	We learnt a lot also today, and we will try to implement the new methos with our mental disable people	Nothing	With end perfectly
27.02.2026	Italy	Know how to work the Court of Justice was interesting	All clear	Nothing
27.02.2026	Estonia	Useful presentation about human rights and European Court.	Nothing	Have a nice day ☺
27.02.2026	Bulgaria	Yes	The day was perfect	Nothing to suggest
27.02.2026	Estonia	Everything was great	Nothing	Going home ☺
27.02.2026	Bulgaria	All topics were very interesting	None	None
27.02.2026	Estonia	We will apply in AMANITA these new way to treat mental disable people	No	No
27.02.2026	Italy	Yes it was clear	No it’s not difficult	No i have not suggestion

Final assessment responses (Day 5)

Date	The training met my expectations.	The legal rights content was clear and understandable.	The training improved my understanding of legal pathways in cases of hate speech and hate crimes.	I now better understand how to support victims in accessing legal remedies.	The practical examples and case studies were useful.	I feel more confident cooperating with legal authorities and services.	Most Useful Module (Select ONE)	Would you recommend this training to colleagues? 2	Organisation & logistics	Venue / room setup
2/27/2026	5	5	5	5	5	5	Case studies / simulations	☐ Yes	5	3
2/27/2026	5	5	5	5	5	5	Legal framework overview, Reporting procedures and legal pathways, Rights of victims, Documentation and evidence handling, Cooperation with authorities,	☐ Yes	5	5

							Case studies / simulations			
2/27/2026	5	5	5	5	5	5	Reporting procedures and legal pathways	☐ Yes	5	5
2/27/2026	5	5	5	5	5	5	Case studies / simulations	☐ Yes	5	5
2/27/2026	4	5	4	5	5	5	Reporting procedures and legal pathways	☐ Yes	5	5
2/27/2026	5	4	5	5	5	4	Cooperation with authorities	☐ Yes	5	5
2/27/2026	5	5	5	5	5	5	Case studies / simulations	☐ Yes	4	5
2/27/2026	5	4	5	5	5	4	Case studies / simulations	☐ Yes	5	5
2/27/2026	5	5	5	5	4	5	Cooperation with authorities	☐ Yes	5	4
2/27/2026	5	5	5	5	5	5	Case studies / simulations	☐ Yes	5	5
2/27/2026	5	5	5	5	5	5	Legal framework overview, Reporting procedures and legal pathways, Rights of victims, Documentation	☐ Yes	5	5

							and evidence handling, Cooperation with authorities, Case studies / simulations			
2/27/2026	5	5	5	5	5	5	Case studies / simulations	☐ Yes	5	5
2/27/2026	5	5	5	4	5	4	Reporting procedures and legal pathways, Cooperation with authorities, Case studies / simulations	☐ Yes	5	5
2/27/2026	5	5	5	5	5	4	Legal framework overview	☐ Yes	4	5
2/27/2026	3	3	4	3	3	2	Rights of victims, Cooperation with authorities, Case studies / simulations	☐ Yes	5	5
2/27/2026	5	5	5	5	5	5	Cooperation with authorities	☐ Yes	5	4
2/27/2026	4	3	3	4	4	3	Documentation and evidence handling	☐ Yes	5	2
2/27/2026	5	5	5	5	4	4	Legal framework overview	☐ Yes	5	4

2/27/2026	5	5	5	4	5	5	Rights of victims, Cooperation with authorities, Case studies / simulations	☐ Yes	5	2
2/27/2026	5	5	5	5	5	5	Rights of victims, Case studies / simulations	☐ Yes	5	1
2/27/2026	4	5	5	5	5	5	Legal framework overview, Case studies / simulations	☐ Yes	4	3
2/27/2026	5	5	5	5	5	5	Rights of victims	☐ Yes	5	4
2/27/2026	4	5	4	5	4	4	Rights of victims	☐ Yes	3	3
2/27/2026	5	4	5	4	4	4	Cooperation with authorities	☐ Yes	4	4
2/27/2026	4	5	4	5	5	4	Rights of victims	☐ Yes	5	5
2/27/2026	5	4	5	4	4	4	Cooperation with authorities	☐ Yes	4	4
2/27/2026	4	5	5	5	5	4	Case studies / simulations	☐ Yes	5	5
2/27/2026	5	5	4	5	4	4	Legal framework overview	☐ Yes	5	4
2/27/2026	5	4	4	5	5	4	Cooperation with authorities	☐ Yes	5	3

2/27/2026	4	4	5	5	5	4	Legal framework overview, Reporting procedures and legal pathways, Rights of victims, Documentation and evidence handling, Cooperation with authorities, Case studies / simulations	☐ Yes	4	4