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D3.1 – WORKSHOP ESTONIA (AMANITA)

INTRODUCING THE COMBATHATE SUPPORT SYSTEMS TO INDIVIDUALS WITH MENTAL DISABILITIES

PÄRNU, ESTONIA

20–21 MAY 2026

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

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2013
SOTSIAALNE ETTEVÕTLUS

1. Executive Summary

Deliverable D3.1 documents the two-day workshop organised in Estonia by SOLVE ET COAGULA OÜ (Amanita) under Work Package 3 of the COMBATHATE project. The workshop was implemented on 20-21 May 2026 at Villa Amanita, Pärnu, Estonia, and introduced the support systems developed under WP2 to individuals with mental disabilities and accompanying support staff/activity facilitators.

The activity reached 20 participants. The signed attendance documentation confirms an actual gender composition of 13 male participants and 7 female participants. The event was designed as a practical, accessible and supportive introduction to the COMBATHATE support tools, with a strong focus on understandable language, visual guidance, step-by-step exercises and supported participation.

The workshop presented and practised the key WP2 support system components: the Psychological First Aid approach, the icon-based reporting form, help maps, the Digital Wizard prototype, and the combined use of COMBATHATE tools in realistic support situations. The training methodology was adapted to the needs of the target group through simple explanations, visual prompts, repetition, reflection circles and a calm facilitation style.

Participant feedback was collected through an evaluation questionnaire completed by 20 participants. The results are strongly positive. The overall average rating across all quantitative items was 4.66/5. The highest-rated areas were the inclusive and supportive environment (4.95/5), trainers' clear and respectful communication (4.90/5), and overall satisfaction (4.85/5). Sixteen participants stated that they would recommend the workshop to others, three were not sure, and one respondent answered no.

As this deliverable is public, signed presence lists and any identifiable participant photographs are not annexed. They are retained by Amanita as supporting evidence and may be made available to the Coordinator or EACEA upon request in accordance with GDPR and project record-keeping rules.

2. Purpose and Scope of the Deliverable

D3.1 is the first Estonia-based WP3 workshop delivered by Amanita. The purpose of this deliverable is to document the organisation, implementation, materials, participant profile and evaluation results of the workshop carried out to introduce the COMBATHATE support systems to individuals with mental disabilities.

The deliverable covers the following elements:

- implemented workshop agenda for both training days;
- description of the target group and public, aggregated participant profile;
- overview of the support systems, training materials and presentation content used;
- methodology and accessibility approach applied during the activity;
- evaluation report based on participant feedback forms;

- lessons learned and recommendations for further WP3 implementation;
- public data protection statement explaining why signatures and photographs are not annexed.

The workshop was implemented in line with the WP3 objective of moving the project from development and staff capacity building under WP2 into practical use with the final target group. It served as an early field-level introduction and validation activity for the support tools developed in the first project phase.

3. Event Overview and Participant Profile

Item	Description
Deliverable	D3.1 - Workshop - Estonia (Amanita)
Work Package	WP3 - Practical Implementation of Support Systems
Organising Beneficiary	SOLVE ET COAGULA OÜ (Amanita, Estonia)
Event Dates	20-21 May 2026
Duration	2 days
Venue	Villa Amanita, Pärnu, Estonia
Target Group	Individuals with mental disabilities and accompanying support staff/activity facilitators
Total Participants	20
Gender Composition	13 male, 7 female
Format	In-person workshop with accessible presentations, practical demonstrations, reflection and supported exercises
Language of Delivery	Estonian, with simplified support materials and visual explanations
Dissemination Level	Public deliverable; personal data evidence retained internally

3.1 Participant profile

The event reached the planned number of 20 participants. The attendance evidence indicates that participants were mainly from Estonia and connected with Amanita support services. The workshop group included individuals with mental disabilities and accompanying support/activity staff, which allowed the tools to be introduced in a supported and safe environment.

Category	Number	Percentage
Male	13	65%
Female	7	35%
Non-binary / not specified	0	0%
Total	20	100%

3.2 Relevance of the target group

The direct involvement of individuals with mental disabilities was essential for WP3 because the support system was not intended to remain only a professional tool. It needed to be presented in a form that could be understood by persons who may be affected by hate speech, discrimination or distressing incidents. The participation of support/activity staff helped ensure that the tools could be explained, repeated and embedded in everyday support routines.

4. Methodology and Accessibility Approach

The workshop applied a practical and accessibility-oriented methodology. The training design recognised that participants may have different levels of literacy, concentration, communication confidence and need for support. The facilitation style was therefore based on short inputs, visual tools, repetition, slow pacing and supported exercises.

The methodology combined:

- short plain-language explanations of the COMBATHATE project and support system;
- visual and icon-based tools to support understanding;
- practical demonstrations instead of theoretical lectures only;
- reflection circles where participants could share feelings and learning in a safe way;
- supported practice with the icon-based reporting form and the Digital Wizard;
- clear reminders that asking for help is acceptable and that support can be provided step by step.

4.1 Accessibility safeguards

The following accessibility safeguards were applied during delivery:

- participants were not required to disclose personal incidents or sensitive experiences;
- examples were presented in general and practical terms;
- visual tools were used to reduce reliance on long written explanations;
- facilitators repeated core messages and summarised learning at the end of each day;
- the workshop environment was structured to be calm, inclusive and supportive;
- participants could receive help from support staff during exercises and evaluation.

4.2 Ethical approach

The workshop dealt with potentially sensitive topics such as discrimination, hate speech and seeking help after a difficult situation. The facilitation approach was therefore based on dignity, informed participation, non-judgemental language and emotional safety. No personal case details were collected for the purpose of the deliverable. Feedback data are reported only in aggregated form.

5. Implemented Agenda

The workshop lasted two days, from 10:00 to 15:30 each day. The agenda was designed to gradually introduce participants to the support system: first by mapping who can help, then by practising the icon-based form and Psychological First Aid steps, and finally by using the Digital Wizard, Help Maps and combined COMBATHATE tools.

Day 1 - 20 May 2026

Time	Session	Content and Purpose
10:00	Getting to know each other	Participants introduced themselves and learned about the workshop goals in a relaxed and supportive atmosphere.
10:30	Session 1: Who can help me?	Learning about people and services that can offer support in difficult situations.
11:30	Session 2: Icon-based reporting form	Participants practised using a simple visual form to explain difficult situations and ask for help.
12:30	Lunch	Informal break and social interaction.
13:30	Session 3: 8 steps for PFA	Learning easy steps for staying calm, feeling safe and finding support when something difficult happens.
14:30	Reflection circle	Participants shared how they felt during the day and discussed what they learned.
15:00-15:30	Closing Day 1	Simple summary and preparation for the next workshop day.

Day 2 - 21 May 2026

Time	Session	Content and Purpose
10:00	Friendly recap	Review of what was learned on Day 1 and preparation for practical use of the tools.
10:30	Session 1: Using the Digital Wizard	Learning how to use the digital app/prototype to report problems and ask for support safely.
11:30	Session 2: Help Maps	Participants explored local services and worked with the support map.
12:30	Lunch	Informal break and social interaction.
13:30	Session 3: All COMBATHATE tools	Participants combined all support tools step by step in realistic support situations.
14:30	Confidence and safety	Strengthening self-confidence and learning that asking for help is always acceptable.
15:00-15:30	Final closing session	Final appreciation, positive reflections, celebration of participation and evaluation.

6. WP2 Support Systems and Materials Presented

The workshop presented the WP2 support systems in a simplified, practical and participant-friendly format. Rather than presenting the deliverables as formal project reports, facilitators translated the tools into everyday situations and guided participants through their use step by step.

Material / Tool	How it was introduced during the workshop	Practical purpose for participants
COMBATHATE project introduction	Short accessible presentation on why the project exists and what it aims to improve.	Understanding that hate speech and discrimination can be addressed and that support is available.
Who can help me? support map	Discussion of trusted persons, staff, local services and organisations that can help in difficult situations.	Helping participants recognise available support and reduce isolation.
Icon-based reporting form	Hands-on practice with a simple visual form to explain what happened, where it happened and what help is needed.	Making reporting and asking for help more accessible.
Psychological First Aid - 8 steps	Simplified explanation of staying calm, finding safety, connecting to trusted support and planning next steps.	Supporting emotional stabilisation after a difficult or stressful event.
Digital Wizard prototype	Demonstration of the digital reporting/support prototype and how it can guide a person step by step.	Showing an alternative digital route to ask for help safely.
Help Maps	Presentation of local services and support contacts through a simple support map.	Understanding where to go and whom to contact for help.
All COMBATHATE tools combined	Practical scenarios where participants connected the tools together.	Understanding that the system works as a pathway: calm - explain - report - connect to help.

6.1 Presentation package

The presentation package used during the workshop consisted of simple slides and visual prompts. The content was aligned with WP2 deliverables, particularly the Support System Development Report, Training Materials, Psychological First Aid content, the icon-based form, Help Maps and Digital Wizard prototype.

The presentation was organised around the following modules:

1. Introduction to COMBATHATE and the purpose of the workshop.
2. Who can support me when something difficult happens?

3. How to explain a difficult situation using pictures and simple words.
4. How to stay calm and safe using the 8-step Psychological First Aid logic.
5. How to use the Digital Wizard and Help Maps.
6. How to combine the tools in everyday support situations.
7. Confidence, safety and the message that asking for help is acceptable.

7. Workshop Implementation Report

7.1 Day 1 implementation

Day 1 focused on creating a safe group atmosphere and introducing the basic support pathway. The opening part helped participants understand the purpose of the workshop and reduced anxiety by presenting the programme in a predictable way. The first working session, 'Who can help me?', encouraged participants to identify trusted persons and services that can support them when they feel unsafe, confused or discriminated against.

The second session introduced the icon-based reporting form. Facilitators explained that not everyone can describe a difficult event easily using long text. Participants were therefore shown how icons and simple choices can help explain what happened, where it happened and what type of help may be needed. This session supported the WP3 objective of making the WP2 tools understandable and usable by the target group.

The afternoon session presented the 8-step Psychological First Aid logic in accessible form. The objective was not to train participants as professionals, but to help them understand basic messages: go to a safe place, calm down, contact a trusted person, choose what help is needed, and accept support. The reflection circle allowed participants to process the day in a calm and supportive environment.

7.2 Day 2 implementation

Day 2 started with a friendly recap of Day 1. This repetition was important to consolidate learning and ensure that participants could connect the different tools. The Digital Wizard session showed how a digital tool can guide a person step by step when they need to report a problem or ask for support. The session was adapted to the group by focusing on the practical meaning of each step instead of technical details only.

The Help Maps session supported participants in identifying local support points and understanding that help can come from different sources: trusted staff, social services, support organisations, and where relevant legal or emergency support. The 'All COMBATHATE tools' session combined the workshop materials into a practical pathway, helping participants see how the tools work together rather than separately.

The final confidence and safety session reinforced a key message of the project: people affected by hate speech, discrimination or distressing situations should not be left alone. Asking for help is valid, support should be respectful, and tools should be easy to use. The workshop ended with appreciation, reflections and collection of feedback questionnaires.

7.3 Practical value of the workshop

The workshop created a bridge between project deliverables and real-life use. It demonstrated that WP2 tools can be adapted to a supported environment and explained to

beneficiaries through simple and visual methods. The event also gave Amanita staff an opportunity to observe how participants react to the tools and where repetition or additional explanation may be needed.

8. Evaluation Framework and Participant Feedback

Evaluation was conducted through a short questionnaire completed by all 20 participants. The form used a 1-5 rating scale for eight core aspects of the workshop and one recommendation question. The questionnaire was provided in Estonian and the results have been translated and aggregated in English for this public deliverable.

8.1 Quantitative feedback results

Evaluation Item	Mean	Median	% ratings 4-5	N
The workshop objectives were clear.	4.65	5.0	95.0%	20
The workshop helped me understand the COMBATHATE support systems.	4.55	5.0	100.0%	20
The explanations given during the workshop were easy to understand.	4.65	5.0	90.0%	20
The activities and exercises were useful.	4.45	5.0	90.0%	20
The workshop helped me better understand how to seek help in case of discrimination or hate speech.	4.30	5.0	90.0%	20
The trainers communicated clearly and respectfully.	4.90	5.0	100.0%	20
The workshop environment was inclusive and supportive.	4.95	5.0	100.0%	20
Overall satisfaction with the workshop.	4.85	5.0	100.0%	20

The overall mean score across the eight quantitative indicators was 4.66/5, indicating a high level of satisfaction and perceived usefulness. All items reached at least 90% ratings in the 4-5 range except none; the lowest mean score was still positive at 4.30/5 for the item on understanding how to seek help in case of discrimination or hate speech. This suggests that the topic was understood but may require continued repetition and practice in future sessions.

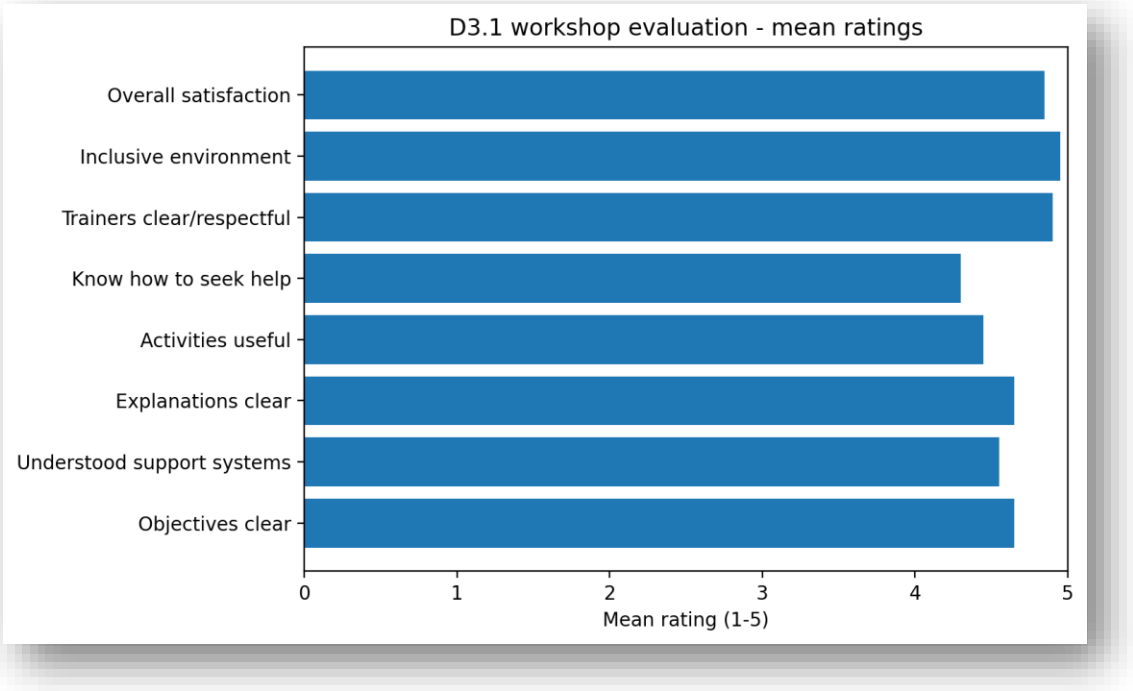


Figure 1. Mean participant ratings across D3.1 evaluation items (1-5 scale).

8.2 Recommendation results

Response	Number	Percentage
Yes	16	80.0%
Not sure	3	15.0%
No	1	5.0%
Total	20	100.0%

The recommendation result confirms that the majority of participants perceived the workshop as useful and appropriate: 16 participants answered yes, 3 were not sure, and 1 answered no. For a workshop delivered to a target group with diverse support needs, this result is positive and highlights that most participants felt able to benefit from the activity.

8.3 Interpretation of feedback

The evaluation data show three main strengths:

- the workshop environment was experienced as inclusive and supportive (4.95/5);
- trainers communicated clearly and respectfully (4.90/5);
- overall satisfaction was high (4.85/5).

The results also indicate that practical understanding of how to seek help in situations of discrimination or hate speech should continue to be reinforced. Although the score for this item was positive (4.30/5), two respondents gave low ratings. This is valuable implementation feedback: future WP3 activities should continue to repeat the support pathway, use visual prompts, and provide one-to-one support where needed.

9. Results, Lessons Learned and Recommendations

9.1 Results achieved

- The workshop reached the planned number of 20 participants.
- Participants were introduced to all core WP2 support tools in an accessible and practical way.
- The icon-based reporting form and Digital Wizard were demonstrated as practical tools for asking for help.
- Participants practised identifying who can help and how support can be accessed.
- Feedback confirmed high satisfaction and strong appreciation for the inclusive environment and respectful trainers.
- The activity contributed to the WP3 transition from tool development to practical implementation with the target group.

9.2 Lessons learned

The workshop confirmed that the COMBATHATE support systems can be presented effectively to individuals with mental disabilities when the materials are simplified, visual and supported by facilitators. Repetition and calm pacing are essential. The activity also showed that the concept of 'asking for help' should remain central in future workshops, because it is more meaningful for participants than complex legal or technical terminology.

9.3 Recommendations for future WP3 implementation

- Continue using simplified, visual and step-by-step explanations when presenting the support systems to beneficiaries.
- Repeat the practical help-seeking pathway in future sessions: recognise a problem - stay safe - tell a trusted person - use a form or tool - connect to support.
- Keep the icon-based reporting form and Help Maps as central participant-facing tools.
- Provide additional supported practice with the Digital Wizard for participants who may require more time or assistance.
- Collect feedback in simple formats and allow assisted completion where appropriate.
- Document attendance and evidence internally while keeping public deliverables free from personal data and signatures.

10. Public Deliverable Data Protection Note

This deliverable is classified as public. For this reason, personal data contained in signed presence lists and identifiable photographs are not reproduced in the document. The attendance documentation includes names, signatures and potentially identifiable personal information. These materials are therefore retained by Amanita in the internal project archive and may be provided to the Coordinator or EACEA upon request, subject to GDPR and project record-keeping rules.

The public version reports only aggregated participation data, including the total number of participants and gender composition. Feedback data are also presented only in aggregated form. No personal names, signatures or identifiable participant images are included.

Annex A - Feedback Questionnaire (English Translation)

The original questionnaire was completed in Estonian. The English translation of the items used for reporting is provided below.

Question	Response format
Country	Open / selected response
The workshop objectives were clear.	1-5 scale
The workshop helped me understand the COMBATHATE support systems.	1-5 scale
The explanations given during the workshop were easy to understand.	1-5 scale
The activities and exercises were useful.	1-5 scale
The workshop helped me better understand how to seek help in case of discrimination or hate speech.	1-5 scale
The trainers communicated clearly and respectfully.	1-5 scale
The workshop environment was inclusive and supportive.	1-5 scale
Overall satisfaction with the workshop.	1-5 scale
Would you recommend this workshop to others?	Yes / No / Not sure

Annex B - Training Materials and Presentation Package

The workshop used a simplified presentation and materials package based on the support systems developed under WP2. The public deliverable provides a textual summary of these materials.

Module / Material	Key messages	Participant activity
Project introduction	COMBATHATE works to combat hate speech and hate crimes against individuals with mental disabilities.	Short discussion on why support is needed.
Who can help me?	Support can come from trusted persons, staff, services and organisations.	Participants named possible support persons/services.
Icon-based reporting form	A visual form can help explain a difficult situation without long text.	Participants practised identifying icons and simple choices.
PFA - 8 steps	Stay safe, calm down, connect with a trusted person, choose help and plan the next step.	Group explanation and reflection on calming/support steps.
Digital Wizard	A digital tool can guide people step by step to report a problem or ask for support.	Demonstration and supported practice.

Module / Material	Key messages	Participant activity
Help Maps	Local support services can be mapped and used when help is needed.	Participants explored possible support contacts.
All tools together	The tools work as a pathway from distress to support.	Scenario-based practice in realistic support situations.
Confidence and safety	Asking for help is acceptable; support should be respectful and safe.	Reflection and positive closing.

Annex C - Attendance Evidence Summary

The signed presence lists are archived by Amanita and are not annexed to this public deliverable because they contain personal data and signatures. The attendance evidence confirms the following public summary:

Evidence item	Public summary
Attendance list	Signed by participants for both workshop days (20 and 21 May 2026).
Number of participants	20
Gender composition	13 male, 7 female
Country	Estonia
Host organisation	Amanita
Host representative	Indrek Linnuste, Juhataja
Data protection treatment	Originals retained internally; not annexed in public version.