

Case Study:

Wall Collapse:

**Changing Attitude in Community
Response**



Country: Bangladesh



Case Study

Wall Collapse: Changing Attitude in Community Response

"We have been trained to serve the people. We are committed to serve the people. How can we ignore?" replied Rezia Begum when volunteers were asked why they had come forward during the incident of wall collapse where they had no self-interest.

Rezia Begum is not a volunteer of Bangladesh Fire service and Civil Defence. It's her daughter who is a trained Urban Community Volunteer. When her daughter was under 3 day's training of Bangladesh Fire Service and Civil Defence (BFSCD), she used to take her to the fire station. She used to follow the class lectures and thus she learnt a lot of things about rescue operation. On the day of incident her daughter went to visit her



HOUSE COLLAPSES AT KONABARI, GAZIPUR.

law's house in other area. As soon as Rezia Begum heard the news, she rushed to the spot and she herself made a phone call to the local fire station. Fire service team reached the spot within one hour.



REZIA BEGUM IS SHARING HER EXPERIENCE

On 23rd of April, 2016 at a tin-roofed house collapsed when a concrete pillar of an adjoining building of a factory fell on it during demolishing work in Konabari, Gazipur. 3 people got injured and one person named Hannan died after being taken to the hospital.

A positive change has been observed regarding this incident. Many people including our disaster volunteers called to fire service asking for help. Previously, most of the community people didn't know the contact number of the fire station. But after the inception of BRUP project, a list of emergency numbers was placed at the community information centers. As a result, so many community people are now aware of these emergency numbers. Communication between the community people and fire service has become more frequent than ever before. Anwar Hossain, an Urban Community Volunteer was attending a program of Forum Theater when the wall collapsed. After getting the

news he called to Joydevpur fire station and asked other volunteers to come and get prepared. The situation was not in favor of the volunteers to get involved directly in the rescue operation. So they played some supportive roles such as crowd management. A three days' training period is too little time to master the skills but a commitment has been made to help victims and assist professional rescuers. It's not the skill, it's a sense of volunteerism and positive mindset for cooperation which may be considered as the major outcome of the training that the volunteers hold in their hearts for a lifetime.

Both of Rezia Begum and Anwar Hossain are the members of Community Development Committee (CDC) formed under the BRUP project.

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CARE Bangladesh is implementing Building Resilience of the Urban Poor (BRUP) Project through its local partner VERC with the financial assistance of C&A Foundation. BRUP is trying to address both shocks and stresses by simultaneously working at both community and institutional levels, in line with the Sendai Framework for Disaster Risk Reduction 2015-2030 and Bangladesh National Plan for Disaster Management. Under this project, a number of two hundred Urban Community Volunteer have been trained by the BFSCD.

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