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LETTER OF INTRODUCTION

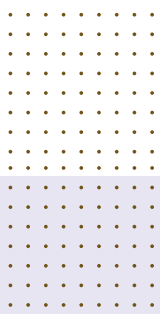


CARLOS GONZÁLEZ DE ESCALADA ÁLVAREZ
President-Managing Director of **SAMU**

SAMU has entered a new era in 2022. After ending a cycle by celebrating the 40th anniversary of our organisation, SAMU is paving the way to a change of generation in its management, with a new roadmap that places internationalisation on the horizon.

We at SAMU have a motto. We will face all the storms that cross our path. The storm may rage and the waves may be high, but the horizon must always be in clearly in our sight. It is precisely our 2030 Plan that sets the course we must follow. We must dedicate our efforts to consolidating projects outside Spain, creating a momentum of continuous modernisation in terms of staff and processes, and promoting training in our values, and the talent that exists in the SAMU family. These are the three lines of work that we need to focus on.

SAMU was set up as an organisation of reference in the third sector, consolidating its status as a leading entity in the areas of social action and healthcare. Ours is a successful organisation. The SAMU brand is present in six countries and implements new projects and partnerships with different European entities. We also have resources in ten autonomous regions of Spain. Our reason for be-



ing is to constantly support the people who need us as well as to inspire and to cross borders.

This vocation for expansion has allowed us to increase our activities and the number of service centres in 2022, from 70 centres in 2021 to 106 in 2023. This has also led to an increase in staff. We now number more than 3,000 persons working in different areas and territories.

This past year, the effort made by the Childhood and Family Area has been decisive. Thanks to their team, we have been able to attend to nearly one thousand minors, almost 26% more than in 2021. The work carried out by the Dependency & Social Inclusion Area has been equally important; it has increased its radius of action with up to six new resources and services across Spain.

The Socio-Educational Intervention and Women Area is the department that has experienced the strongest growth over the past year in terms of projects and resources. New projects have been added to the existing educational services related to equality, female empowerment, gender-based violence and shelters.

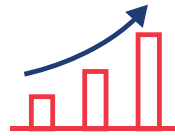
But if there is one thing that has been decisive in SAMU 2022, it is our

humanitarian missions. In March, we had no hesitation about travelling to the Ukraine border after the Russian invasion. That led to the start of the second longest mission in the history of our organisation. This activity coincided with a second mission in the USA, where we helped more than 6,500 people. I feel proud of SAMU's capacity to react and its commitment to society. We are always there, without fail, without hesitation, and with incredible resolve.

In 2022 SAMU has also made progress in research thanks to the new SAMU Scientific Research Institute (ISIC), to which the SAMU Academy is assigned. Large corporations have their own research bodies and we, too, are committed by means of this other way to contribute value to society.

All the steps we have taken were possible thanks to the commitment, illusion and professionalism of all the people who form part of our family. We should feel proud of the fact that, despite the difficulties that society is facing, after a pandemic and a war, more than 12,000 people have benefited from the actions of SAMU during the past year. It is a responsibility, and also a privilege, as we are working to do good.

112 FIGURES



66

million euros in annual turnover
(* Aggregate turnover of SAMU Corporación,
Fundación SAMU and Samu First Response)



3,100

employees



898

employees attending in-house
training courses



74%

of our staff are women



106

work centres



7,309

emergency hospital and primary care transfers





+12,000

students served every day by the Socio-Educational Intervention Area



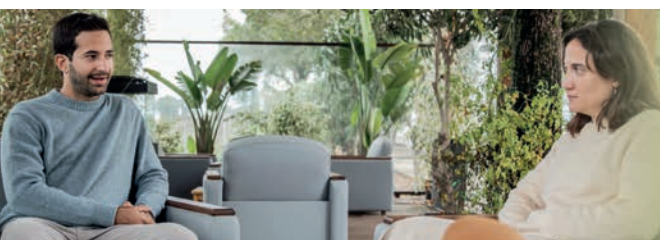
+3,700

people and families served by the Dependency & Social Inclusion Area,



6,656

psychiatric and psychological visits in SAMU Wellness



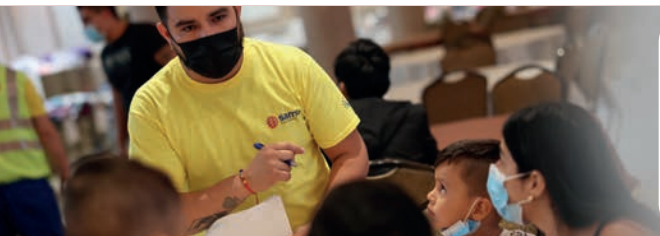
1,483

young people served by the Childhood and Family Area



5,267

migrants served by SAMU First Response



2,097

refugees served by the SAMU Mission on the Ukraine border



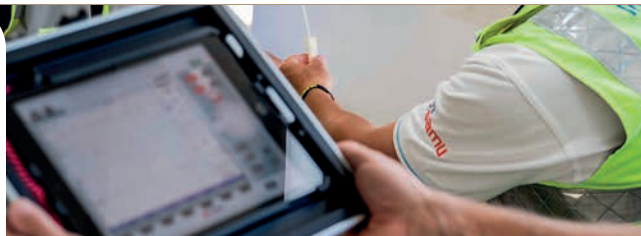
904

students enrolled in the SAMU Health Emergency School



220,500

euros invested in R&D&I



ORGANISATION

SAMU's strategic objective is to become a multinational devoted to health, social services and emergencies based on a solid corporate culture

SAMU has set a fixed course to the future. After celebrating our 40th anniversary as an organisation of reference in the third sector in 2021 and having been consolidated as a leader in the social action, health and emergencies areas, last year was the year of the internationalisation of an entity that was founded in a flat in the Los Remedios district of Seville, and is now present in six countries.

Now, the organisation is looking to the future and is commencing a new cycle, starting with a generational renewal in its management team and the development of a strategic plan, a roadmap that enables us to set our sights on 2030.

The objective of the 2030 Plan is to convert SAMU into a multinational devoted to health, social services and emergencies that remains true to its foundational legacy, through commitment and quality, improved organisational capacity and robust logistics. The plan is built on realistic pillars and a conscientious analysis of our environment, taking into consideration social, economic, demographic and institutional variables. An organisation based on solidity whose objective is to adapt to the circumstances of a complex, ever-changing and unpredictable environment.

The SAMU brand, with its multidisciplinary team and innovative character, along with the diversification of its services and its proven excellence will enable the organisation to take a quantitative leap forward inside and beyond our borders.

This 2030 Plan is built upon three main pillars: consolidating projects outside Spain, creating a momentum of continuous modernisation in terms of staff and processes, and promoting training in the SAMU values, and the talent that exists within the organisation.

SAMU looks to other countries -most of them European and American. In 2017, the organisation began to work in Morocco and soon after, it embarked on its adventure in the USA, one that was consolidated in 2022 with the migrant care programmes.

Furthermore, thanks to many partnership agreements, over the past year, SAMU's presence in Latin America has become stronger.

Excellence and technology

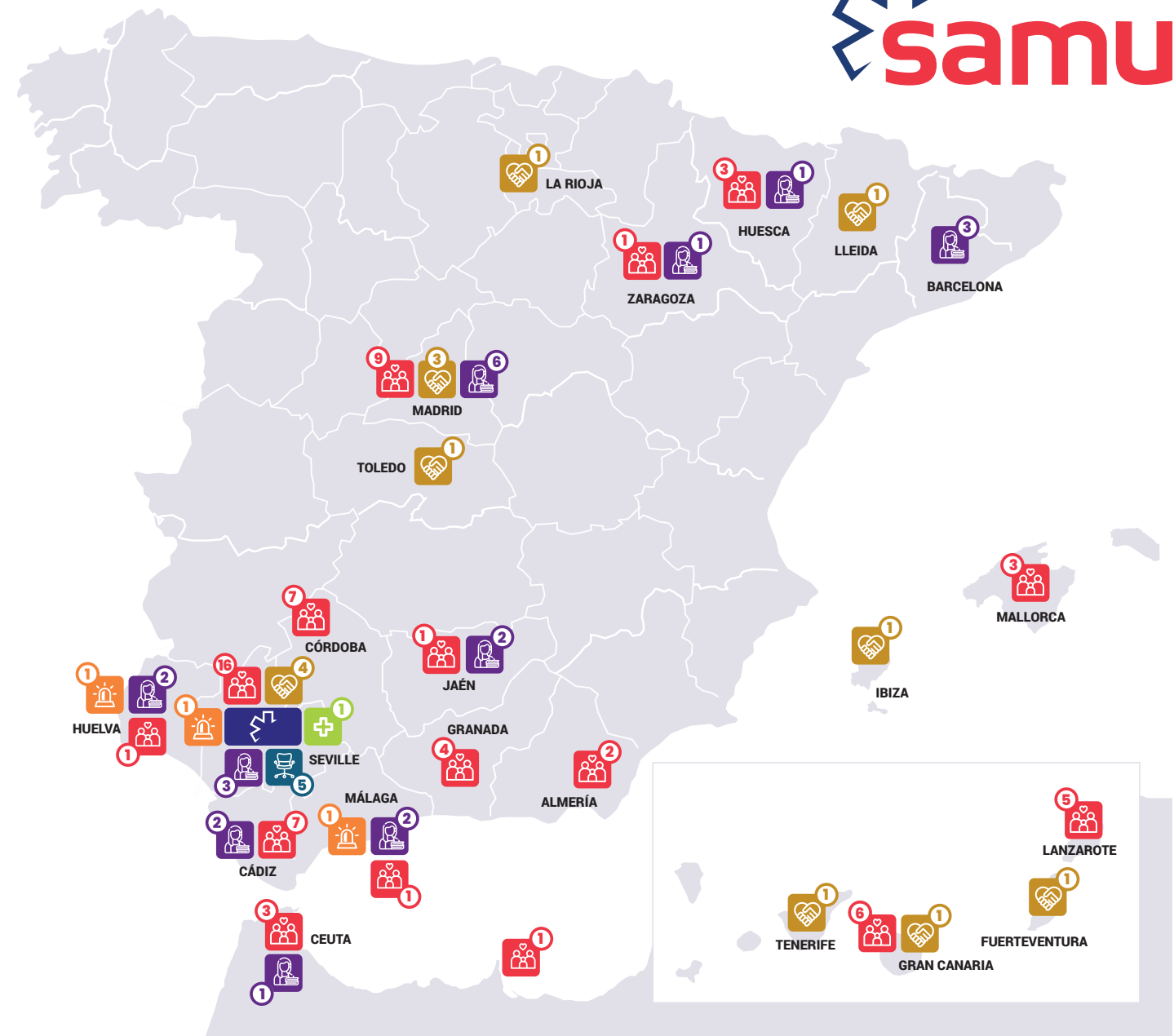
However, that future that SAMU has caught a glimpse of includes not only its International expansion. The organisation has also set its sights on cutting-edge technology. Its work will be supported by excellence, technology, sustainability, transparency and R&D&I over the next few years.

SAMU plans to become a leading Spanish entity in combining health, social and emergency action services. This combination of different areas of action has converted our organisation into an unprecedented model in Spain with enormous -and proven- possibilities of replication in the rest of the world.



A SAMU volunteer helping a Ukrainian woman in the port of Tulcea, Romania. \ JAVIER GARCÍA [FEBRUARY 2022]





SEVILLE

Headquarters

Sevilla

Escuela SAMU
Gelves

Base 07
Dos Hermanas

Childhood & Family

ARB Miguel de Mañara
Montequinto

Alcalá de Guadaira Socio-Labour Insertion
Alcalá de Guadaira

Nervión Socio-Labour Insertion
Seville

Discapacidad El Olivar
Dos Hermanas

Sanlúcar Social Conflict
Sanlúcar La Mayor

San José Social Conflict
Dos Hermanas

ISL Valencina
Valencina de la Concepción

JEM Sevilla Tres Huertas
Seville

JEM Sevilla Lamarque
Seville

JEM Sevilla Este
Seville

JEM Pino Pontano
Seville

JEM Sevilla San Juan
San Juan de Aznalfarac

JEM Sevilla Mellizas
Dos Hermanas

JEM Sevilla Soria
Dos Hermanas

Las Cabezas Socio-Labour Insertion
Las Cabezas de San Juan

Socio-educational and Women Services

ISE SEVILLA
Seville

ILSE Escuela Artesanos
de Gelves
Gelves

Awareness Guides:
The challenge of living in equality
Gelves

Dependency & Social Inclusion

San Sebastián Home
Cantillana

Santa Ana Home
Seville

San Lucas Day Care Unit
Seville

UED de Mayores Isla Mayor
Isla Mayor

Emergencies service

Critical Seville / Seville

Hospital area

SAMU Wellness / Seville

HUELVA

Emergencies service

Critical Huelva
Huelva

Childhood & Family

ISL SAMU Huelva
Huelva

Socio-educational and Women Services

ISE HUELVA
Huelva

ILSE HUELVA
Huelva

GRANADA

Childhood & Family

Coisl Motril
Motril // Granada

ARB San Elias
Motril // Granada

Dúrcal Socio-Labour Insertion
Dúrcal // Granada

IRPF Granada
Granada

CÓRDOBA

Childhood & Family

IPC Moriles
Moriles // Córdoba

JEM Córdoba
Córdoba

JEM Córdoba
Córdoba

JEM Córdoba
Córdoba

JEM Córdoba
Córdoba

IRPF Córdoba
Lucena // Córdoba

ISL Lucena
Lucena // Córdoba

MÁLAGA

Emergencies service

Critical Málaga
Málaga

Socio-educational and Women Services

ISE Málaga
Málaga

ILSE Málaga
Málaga

Childhood & Family

IRPF Málaga
Málaga

ALMERÍA

Childhood & Family

Serón Socio-Labour Insertion
Serón

PACS Almería
Almería

JAÉN

Childhood & Family

PACS JAÉN
Jaén

Socio-educational and Women Services

ILSE JAÉN
Jaén

ISE JAÉN
Jaén

CÁDIZ

Childhood & Family

ARB El Bosque
Algeciras

RECEP Campo de Gibraltar
Algeciras

Jimena (Jimena 1) Socio-Labour Insertion
Los Ángeles (Jimena de la Frontera)

Ruiz Tagle Socio-Labour Insertion
Algeciras

Arcos Socio-Labour Insertion
Arcos de la Frontera

El Castillejo Socio-Labour Insertion
El Bosque

IRPF Algeciras
Algeciras

Socio-educational and Women Services

ISE CÁDIZ
Cádiz

+HOMBRE Project: Awareness about
new masculinities
Cádiz

CEUTA

Childhood & Family

Centro Esperanza
Ceuta

Centros Aljarafe y Triana (Piniers III y IV)
Ceuta

Socio-educational and Women Services

Digital & language literacy for women
Ceuta

MELILLA

Childhood & Family

Preparation for adult life Supervised Flat
Ramón y Cajal
Melilla / Madrid

MADRID

Childhood & Family

SAMU Brenes Supervised Flat
Madrid

El Vellón Supervised Flat
El Vellón // Madrid

SAMU Las Rejas Supervised Flat
Madrid

SAMU Tres Cantos Supervised Flat
Trescantos // Madrid

Centro Residencial El Pinar
Madrid

Serv. Acompañamiento Auxiliar Madrid
Residencias
Madrid

SAMU Clarín Supervised Flat
Madrid

SAMU Esperanza Supervised Flat
Madrid

SAMU Rivas 2 Supervised Flat
Rivas Vaciamadrid // Madrid

Socio-educational and Women Services

Space for reflection on co-living at school
in the district of Puente de Vallecas
Madrid

Silse Madrid
Madrid

Plan for promoting success at school,
preventing absenteeism and improving
co-living in schools in the district of Usera
Madrid

Sign interpretation service Borough
Council of Móstoles
Madrid

Care for people with reduced mobility
Universidad Rey Juan Carlos
Madrid

Referral service for women victims
of male violence (SAVG)
Madrid

Dependency & Social Inclusion

CEPI Alcalá de Henares
Madrid

IRPF Psycho-educational care CONVIVE
Madrid

Legal advice service for persons at
risk of social exclusion
Alcobendas

TOLEDO

Dependency & Social Inclusion

Santa Teresa Home
Villafranca de los Caballeros – Toledo

RIOJA

Dependency & Social Inclusion

Day care centre for the elderly
Alfaro

ARAGÓN

Childhood & Family

Huesca Street Educatio Intervention Serv.
Huesca // Huesca

Centro 17+ Huesca
Huesca // Huesca

Urgent Care Centre Huesca
Huesca // Huesca

PTVI de Zaragoza
Zaragoza // Zaragoza

Socio-educational and Women Services

ILSE ARAGÓN
Zaragoza y Huesca

CATALONIA

Socio-educational and Women Services

SIAD Project offering care to women
victims of male violence in Esparreguera
Barcelona

Congenital heart disease in the
educational Area Catalonia
Barcelona

ISE Cataluña
Barcelona

Dependency & Social Inclusion

Migrant Worker Housing Service
Lleida

CANARY ISLANDS

Childhood & Family

UATE Farabella
Maspalomas // Gran Canaria

UATE Roque Nublo
San Bartolomé de Tirajana // Gran Canaria

ARB Roque Nublo II (Fataga)
Fataga (San Bartolomé de Tirajana) // Gran Canaria

Valsequillo Short Stay Therapeutic Centre
Valsequillo (Las Palmas) // Gran Canaria

Las Palmas Long Stay Therapeutic Centre
Las Palmas // Gran Canaria

ARB Guayadeque
Telde // Gran Canaria

Centro de menores César Manrique
Arrecife // Lanzarote

Centro de Menores Arrecife
Arrecife // Lanzarote

Centro de menores Timanfaya
Arrecife // Lanzarote

Centro de menores Tinajo
Tinajo // Lanzarote

Arrecife Juveniles Day Care Centre
Arrecife // Lanzarote

Dependency & Social Inclusion

El Sauzal Home
El Sauzal // Tenerife

Taliarte Norte Home for the Elderly
Telde // Gran Canaria


Mental Health Day Care Unit
Puerto del Rosario // Fuerteventura

BALEARIC ISLANDS

Childhood & Family

Son Ferriol Children's centre
S'Hostalot, Finca Can Lluch, Palma de Mallorca

Santa Margalida Children's centre / Balearic I.
Pere Garau Children's centre / Balearic Islands

 Dependency & Social Inclusion
Sa Joveria Service for the Homeless / Ibiza

INTERNATIONAL

SAMU offices

SAMU Washington
Washington D.C.

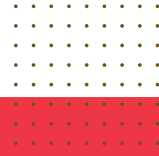
Marruecos
Tanger

Recursos Island Condos
Washington D.C.

Gude Center
Rockville MD

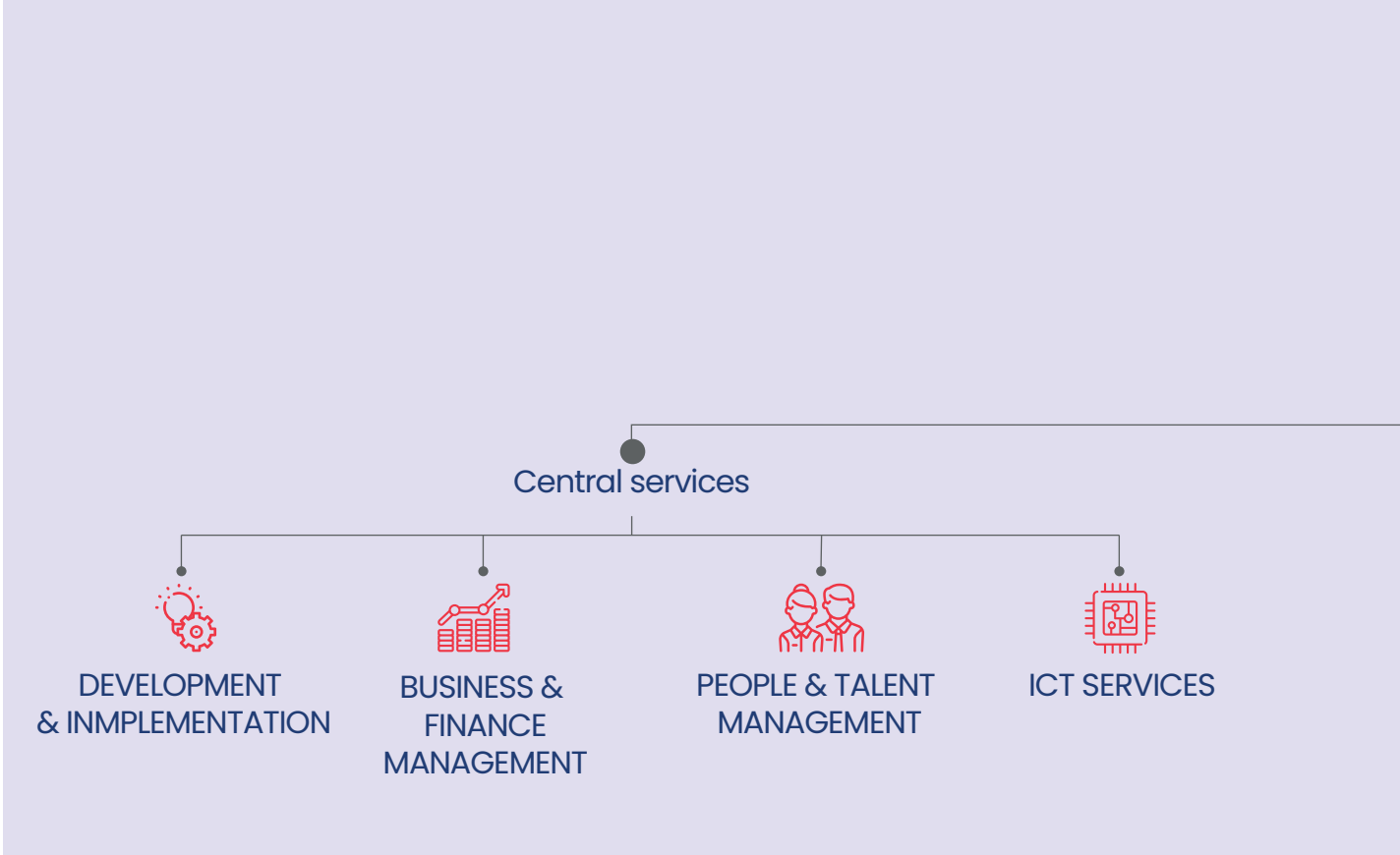
Perú
Lima

Ecuador
Guayaquil



Organisation Chart

Annual Board meeting held in Gelves (Seville) in November 2022. \ PHOTO: A. MÁRQUEZ





President's Office



General Management

Operating Areas



**DEPENDENCY
& SOCIAL
INCLUSION AREA**



**CHILDHOOD
& FAMILY
AREA**



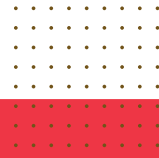
**EMERGENCIES
AREA**



**SAMU
SCHOOL**



**SOCIO-EDUCATIONAL
INTERVENTION
& WOMEN AREA**



Team

The past year has been crucial for the organisation as it has served to establish the foundation on which to build its future. 2022, which started with a generational change in management, was marked by the expansion and International consolidation of the organisation, as well as by its commitment to innovative projects and its to the training of its staff.

The entity has continued to make progress in the provision of comprehensive social and health care services. Furthermore, its activities have increased in most of its lines of action. SAMU has not stopped growing, and the data proves this: in 2022, as in previous years, there was a considerable increase in the SAMU staff, reaching a total of 3,100 professionals, the highest in its history. This has led to an increase of 21.5% versus the previous year, and 73.7% in comparison with the number of employees in 2020.

In relation to gender, women account for more than 74% of the total staff. In addition, women hold a significant number of management positions (62%) in SAMU and in its foundation, and 50% of the members of the execution committee (the highest management body) are women.

This growth is also clearly reflected in the number of resources and centres, which

have increased from 70 in 2021 to 106 in 2022. Through its work, SAMU is present in ten autonomous regions in Spain and in another five countries (Morocco, USA, Ecuador, Peru and El Salvador).

In 2022, SAMU's turnover was 66 million euros.

The organisation continues to put its faith in training, recycling and updating its staff. Last year, it imparted 25 subsidised courses, including food handling, sexual education for disabled persons and people with problems of drug and other addictions, languages sign language, physical and emotional restraint, monitoring in centres for minors, social responsibility, sutures and bandages, signs of stroke, basic life support and prehospital emergency ultrasound.

In addition to subsidised courses, management development expert courses have been imparted, along with courses such as "day -to-day" training for educators, introduction to planning focused on people and environmental measures in the workplace, among others.

This makes a total of 940 hours of study in 30 courses (15 in-person, 13 online and 2 blended) attended by 898 employees.



3,100
employees



74%
of them women



62%
of management posts
held by women



50%
of executive committee
posts held by women



Eleven women directors of SAMU, in Seville.
 \ PHOTO: A. MÁRQUEZ [MARCH 2022]



106

Centres in 2022, 30% more than in 2021



6
countries

10
regions



66

million euros in turnover in 2022



940


hours of in-house training in 2022


Alliances & agreements

In a complex, global world, solid institutional alliances and national and International cooperation are the best ways to overcome the challenges we face. In 2022, as part of its commitment to the 2030 Agenda for Sustainable Development, aimed at re-energising the Global Compact, SAMU has passed from commitment


to action. To that end, it has built stable, inclusive alliances integrated at all levels with governments, civil society, scientists and the academia and the private sector.


Below are some of the main alliances established by SAMU and its foundation in 2022:

 **Partnership agreement with Universidad Loyola** for supervised placements for students from the University General Health Psychology Master's Degree programme in Dependency & Social Inclusion centres of the SAMU Foundation.


 **Educational cooperative agreement with Centro Universitario San Isidoro** for external academic placements of Physiotherapy Degree students.

 **Partnership agreement with the Santa María Dels Apostols Vocational Training Centre** for Auxiliary Care Specialist Nursing placements in Dependency & Social Inclusion centres of the SAMU Foundation.

 **Expresamus Project.** Adaptive sports activities with the Educational Science faculty of Universidad de Sevilla, in conjunction with Professor Nuria Castro Lemus.

 **Agreement with the Paz y Bien Association** for professional placements as part of the socio-labour insertion activities for unemployed persons from the city, as set out in the project approved by the Employment Office of the City Council of Seville within the framework of the Seville Integra 2021-2022 call for grants.

 **General partnership protocol between Universidad Pablo de Olavide (UPO) and the SAMU Foundation.** The aim is to promote academic, scientific, technical and research training activities on topics of common interest.

 **Partnership training agreement with C.P.D. Emergencies and Professional Health Sciences Training School** for vocational training in Auxiliary Care work centres in Seville city.

 **'Campus Inclusivos. Campus sin Límites 2022' Programme,** a joint action with the Ministry of Universities and the ONCE Foundation for the Blind, aimed at ensuring that disabled students and students in other situations of social vulnerability do not abandon their studies.

 **Partnership agreement between the SAMU Foundation and Asociación Zaqueo** for setting up actions related to social exclusion and in particular, the re-

habilitation and social insertion of people who have served or who are currently serving prison sentences.

As a partner entity, SAMU Foundation provides assistance to AICEAM (Spanish Association of Cochlear Implant Users) to fulfil its purpose, which is to provide assistance to deaf persons with cochlear implants and their families across Spain and guarantee their full inclusion.

Agreement with the Borough Council of Villafranca de los Caballeros (Toledo), through the Social Services delegation, for drafting a universal accessibility plan in public buildings and the publication of provisions and publications in a universal, easy-to-read format.

Agreement with Instituto Cervantes for the incorporation of the SAMU Foundation in the official network of CCSE (Cultural and Socio-Cultural Knowledge of Spain) exam centres for obtaining Spanish citizenship.

Universidad Francisco de Vitoria, for engaging students from this university in social projects to promote awareness among them, participating through providing support functions to the Head of the Immigrant Inclusion and Integration Centre of SAMU in the city of Alcalá de Henares (Madrid).

IES Alonso de Avellaneda (Alcalá de Henares-Madrid) for the development of a training programme in work centres for students on the Official Vocational Training programme.

Agreement with the Insforacan Training Centre for student placements at CAMF El Sauzal (Canarias), which is run by the SAMU Foundation, and specialises in providing care to the disabled.

Agreement with CEPA San Cristóbal de La Laguna, which is supervised by the Department of Education of the Canary Islands, for placements of students on the Intermediate Level Auxiliary Nursing Care course.

Agreement with PFAE Santa Úrsula Contigo for student-worker placements for obtaining the Diploma in Social-Health Care for Dependent People in Social Institutions.

Fuerteventura 2000. Student placements in energising, programming and implementing cultural actions.

IES Barranco Las Lajas. Placements for student on dual vocational training programmes for providing care to dependent people.

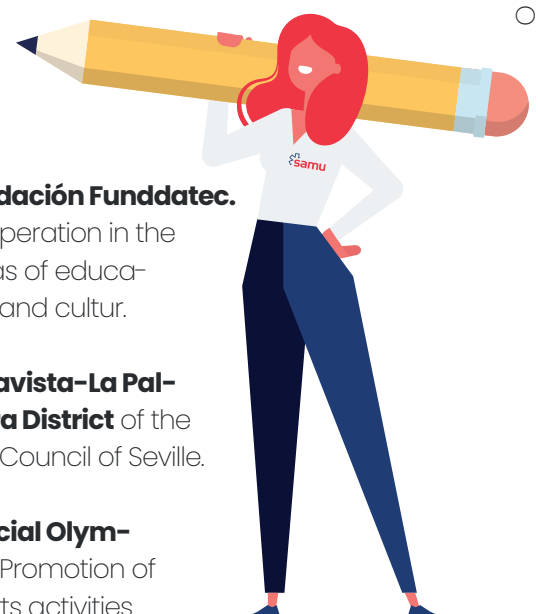
Agreements with IES Jacarandá (San Juan de Aznalfarache-Sevilla) and Academia Contreras for placements in the resources run by the SAMU Foundation.

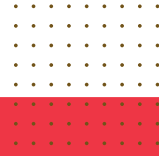
ASAS Inclusión Activa. Football Championships.

Fundación Funddatec. Cooperation in the areas of education and culture.

Bellavista-La Palmera District of the City Council of Seville.

Special Olympic. Promotion of sports activities.





Clients

CARE FOR MINORS



HEALTH COVER ON MILITARY EXERCISES



SCHOOL SUPPORT AND ASSISTANCE SERVICE FOR PUPILS WITH EDUCATIONAL NEEDS



PSYCHOLOGICAL CARE FOR THE PREVENTION AND CARE IN GENDER VIOLENCE



ATTENTION TO WOMEN VICTIMS OF GENDER VIOLENCE - PSYCHOLOGY SERVICE IN YOUTH CENTRES

SIGN LANGUAGE INTERPRETING



ATTENTION TO BASIC NEEDS SEASONAL WORKERS

CRITICAL PATIENT TRANSPORT

CARE FOR PEOPLE WITH ADDICTIONS



Ajuntament de Lleida



AYUNTAMIENTO DE SEVILLA

CARE FOR PEOPLE WITH DISABILITIES

CARE FOR MIGRANTS IN THE US



MIGRANT SUPPORT

SUPPORT FOR STUDENTS WITH HEART DISEASE

ASSISTANCE FROM CHILDCARE MONITORS





The Director of the Office of the President of the Regional Government of Andalusia, Antonio Sanz, during an institutional visit to the SAMU School (Gelves, Seville). \ V. HIDALGO [FEBRUARY 2023]

Charity Work

The SAMU Foundation uses the different social action programmes to carry out interventions in its different areas of activity in order to break the vicious circle of social inequality and guarantee access to social, educational and life opportunities.

Since 1998 and through its charitable work, the Foundation has been developing child care and socio-labour insertion programmes for migrants (and others) who reach adulthood. These actions seek to ensure decent living conditions for these people and place all the means at their disposal to be able to provide them with a future.

The charity work carried out by the SAMU Foundation includes activities and actions that go beyond essential care for dependent or disabled people.

For this reason, programmes such as SAMU Idilio have been set up, which was first put into operation at the San Sebastian Home as an initiative of some of the employees and users and which links the performing arts and social inclusion. This

movement led to the creation of the Idilio Escénico theatre company.

Disfrutamar, which promotes social inclusion through water sports, is another charity programme of the SAMU Foundation, as are different workshops aimed at promoting inclusion that are offered in the centres that provide care to vulnerable groups.

The charity initiatives carried out by the SAMU Foundation evolve year by year, with the objective of contributing new initiatives to society. The projects organised over the past year include initiatives that provide aid for mental health treatments, training in sectors with important employment opportunities, support programmes for prison inmates, carried out in collaboration with Asociación Zaqueo and providing shelter for the homeless.

The labour insertion, training and employment programmes are transversal to all these initiatives and are completed with integral interventions with children and their families, with school reinforcement, psychological care and assistance with children's dietary and hygiene patterns.

In International terms, the SAMU Foundation has collaborated in different humanitarian missions. Over the last year, the organisation once again displayed its commitment to solidarity and its immediate response capacity through its intervention in providing aid to refugees on the Ukraine borders after the Russian invasion. Furthermore, the humanitarian and knowledge exchange projects set up in Latin America have charted a new path for the organisation.



In Ukraine, the entity displayed its commitment to solidarity and its **immediate response capacity**



Departure of the second group of health emergency workers from Gelves (Sevilla) to Ukraine. PHOTO: A. MÁRQUEZ [MARCH 2022]



270,000 €

in International humanitarian aid projects



400,000 €

in emancipation and insertion programmes for young people



220,000 €

in activities with under-age groups



100,000 €

in treatments and programmes for addicts

114

EMERGENCIES

The emergencies service is the organisation's fountainhead and its reason for being

The Emergencies Area is one of the cornerstones of SAMU. Emergencies are the fountainhead of the organisation and its reason for being. SAMU was first set up as a Mobile Intensive Care Unit (the first of its kind in Spain) more than 40 years ago. Today, this Area has a large portfolio of services related to critical patient transfer and training, the deployment of medical and risk prevention schemes and humanitarian action across the world.

Through the Mobile Intensive Care Units in Seville, Málaga and Huelva, SAMU covers the needs of critical patients thanks to the agreements signed with EPES-061, which reports to the Health Department of the Regional Government of Andalusia.

In 2022, a total of 7,309 interhospital and primary care transfers took place (in which the patient receives no prior medical assistance), representing an increase of 1.33% versus 2021. On analysing these figures by provinces, there was a total of 4,170 transfers in Seville during

the whole of 2022, 2,043 in Málaga and 1,096 in Huelva.

The Málaga unit is the one with the highest growth (20.5%). Despite these positive data, transfers continue to be lower than those recorded before the pandemic, given that 7,513 transfers were made in 2019.

In parallel, SAMU has a Basic Life Support Service in Seville that covers the needs of patients who wish to avoid long waits to be taken to their homes after being discharged from hospital. In 2022, 149 transfers were made, a considerable fall with respect to the previous year, when the number of transfers was 189.

Moreover, in January 2021, the organisation was awarded a contract by the National Technical Aerospace Institute (INTA) and it provides assistance related to foreseeable risks in the operations carried out by this entity on its premises in Huelva. This service has grown considerably over the past year to the point that in October 2022, the number of preventive services for the whole of 2021 (70) was exceeded. This means that SAMU will end the year with more than 90 activations and more than 500 hours of coverage.

The organisation has also provided medical and foreseeable risk coverage to safeguard the health of citizens attending different religious, cultural or sports events such as the Zurich Marathon of Seville in 2022, the Titan Desert in Morocco, the Madrid-Murcia Non-Stop, the music festival featuring international artists, the Icónica Fest in Seville and the preparatory route of the Brotherhood of Rocío de Triana.



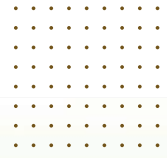
SAMU has participated in **sports events** such as the Marathon of Seville and the Titan Desert Race



Care in the military hospital at the 37th edition of the Zurich Marathon in Seville. \ J. J. ÚBEDA [FEBRUARY 2022]



Monitoring of runners during the Marathon of Seville.
\\ J. J. ÚBEDA [FEBRUARY 2022]





7,309

interhospital and primary care transfers

4,170
Seville

2,043
Málaga

1,096
Huelva



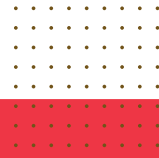
149

transfer with Basic Life Support (BLS)



5

medical-sanitary schemes for events



Emergency Schemes



Icónica Sevilla Fest

From 15 September to 15 October 2022, Plaza de España in Seville was the setting for a fantastic immersive experience filled with music, light and sound called the Icónica Sevilla Fest, which featured 17 national and international artists.

SAMU was responsible for the foreseeable risk deployment scheme, aimed at providing first response medical coverage to potential emergency medical needs during the event.

The scheme was coordinated by Victoria Assaf and was entrusted with the mission of safeguarding the health of more than 85,000 people at 17 concerts for one month.

At the events of the festival, 114 medical interventions were carried out and 7 ambulance transfers to hospitals. Most of the interventions and pathologies had to do with the large crowds of people and the high temperatures, which caused fainting and dizziness, particularly in September, alcohol intoxication, bruising, wounds and grazes as well as panic attacks.



Zúrich Marathon in Seville

SAMU was responsible for implementing the medical care schemes for the Marathon of Seville in 36 of the 37 editions of the race. In recent years, the number of participants has grown, but fortunately the number of interventions has fallen, but there has been an increase in the types of emergencies, especially in two areas: acute coronary pathologies and severe metabolic dysfunctions.

139 healthcare and health emergency professionals, including doctors, nurses and medical emergency specialists, auxiliary nursing specialists, physiotherapists and staff being trained at the SAMU School, as well as 30 vehicles, took part in the SAMU medical scheme at the 37th edition of the Zurich Marathon in Seville, held on 20 February 2022.

The SAMU took care of the approximately 11,000 participants in the race, in conjunction with the emergency services of the City Council of Seville. A total of 1,625 medical interventions were carried out, with 95% of them being bone and muscle injuries and the remaining 5%, organic pathologies.



Titán Desert Race

SAMU continues to gain experience in the extreme medical and sanitary coverage sector by participating in the latest edition of the mythical Titan Desert Race. Between 8 and 13 May 2022, SAMU was responsible for rolling out the emergencies scheme for this MBT race of 626 km. and with 7,000 m. of uneven terrain over which passes through the rocky areas of the desert of Morocco in what was one of the most challenging editions of the race. The race was held in the area between Merzouga and Erfoud and a total of 527 riders took part.

The SAMU team was made up of twelve medical professionals: two doctors, eight nurses, two health emergency specialists and one team leader. They had a military hospital with a box containing eight treatment rooms and two rooms for critical patients. The fleet of vehicles included a Mobile Intensive Care Unit, a 4x4 ambulance and four off-road medical vehicles.

SAMU provided care to the participants during the race, with five nurses located at different points along the first stage of the route, and in the medical station camp. A total of 750 interventions were carried out, most of them minor, but five urgent transfers were made to Errachidia hospital. In addition, one person affected by hypothermia was transferred by helicopter to Marrakesh during the second stage of the race.



Non Stop Madrid-Murcia

More than 400 athletes took part in the latest edition of the Non Stop Madrid-Murcia MTB race held from 16 to 18 September 2022. The race crosses the Iberian Peninsula from the Region of Madrid, heading south-east through Castilla-la Mancha and ending in the Region of Murcia. A route of more than 660 km. In which the participants ride in a group day and night. As was the case in 2021, SAMU was responsible for organising a supporting medical service for the coverage of this race.

The scheme consisted of six professionals, with a total of 19 interventions, and in three cases, the patients had to be transferred to hospital. The main causes were muscle problems, wounds due to falls, insect stings, dislocations, fractures and hypotension.

Rocío Pilgrimage 2022

On 29 January 2022, SAMU organised an advanced coordination team to accompany the Brotherhood of Rocío de Triana (Seville) on its pilgrimage to the village of Rocío, in the province of Huelva, in order to prepare the route. 900 people took part in this religious event, which lasted for 12 hours. The SAMU team was made up of six medical professionals led by Juan González de Escalada, the Emergencies Area Director.

115

TRAINING

The total number of students enrolled in the SAMU School and the Escuela de Oficios SAMU reaches 1,000 in 2022. Training is now a strategic asset for the organisation

SAMU School

Learning by doing. This is the motto that has characterised the SAMU School since it was first set up at the end of the 1980s, and it is still valid today, more than ever. The School aims to be a synonym of quality, in this case, in terms of providing training to existing and future medical and emergency professionals, in all cases through practice and experience as a basis for training.

The great work performed by medical staff in mitigating the COVID pandemic had an effect in 2020 and 2021, as shown by the fall in the number of students and

the courses scheduled. Nonetheless, after an important effort by the Centre Management, 2022 has enabled us to recover the number of enrolled students thanks to the resuming of courses and the Master's Degree courses that were stopped during the pandemic, and the inclusion of new degree programmes.

In 2021-2022, 904 students were trained at the SAMU School in a total of 40 courses, with a total of 17,782 hours of study. There was a fall of 49% in the total number of enrolled students compared to 2020-2021, due to the fact that during



that year, many intensive courses were given on Covid-19.

From September 2022, the start of the 2022-2023 year, a change in trend has been observed, especially in the Vocational Training degree programmes. The School has recorded the highest number of new Vocational Training students (109), and the number of courses imparted (4) over the last decade.

This year, 2022-2023, the Higher Level Social Integration Specialist course was resumed, with a total of 12 students (it was suspended in 2020 due a lack of demand) and the Higher Level Emergencies Coordination and Civil Protection Specialist course has been added, with 14 new students. This is a commitment to the future and diversification in the School.

On the other hand, in 2022, 48 students on the Medical and Children Emergencies and Master's Degree in Emergencies, Disasters and Humanitarian Action Nursing ended the in-person stage of their training.

In addition, during the summer, 98 doctors received training in the Emergency Medicine Specialist (CEME) course, with

42 postgraduate students enrolling in the 2022-2023 edition.

During the year, 20 official courses of the NAEMT (National Institute of Medical Emergency Specialists) were imparted including PHTLS (Prehospital Trauma Life Support, TECC (Tactical Combat Casualty Care) and TECC (Tactical Emergency Casualty Care). In this area, a total of 391 students and 5 new instructors received training.

Institutional training courses

In addition, several institutional training sessions were organised for organisations such as the multinational Caterpillar, Teacher Centres, Secondary Schools, GlobalEd, Advanced Life Support for Aesthetic Medicine Master Degree courses and the Association of Patients with Heart Disease of Andalusia.

The SAMU School facilities also received visits from the Nursing Faculty of Universidad de Sevilla, the Red Cross University Nursing Centre, Universidad de Osuna and the San Juan de Dios University Nursing School, as well as a large number of schools.

In 2022, the School has undergone im-



portant changes that have enabled it to grow in terms of quality and extend its catalogue of training courses.

With the opening in January 2022 of the new classroom and its subsequent refurbishing by the Department of Education of the Regional Government of Andalusia in terms of the number of places, permission has been granted to impart six new Vocational Training courses.

These include three Higher Level courses in the health area (Dietetics, Health Documentation and Anatomic Pathology and Cyto-Diagnosis); the blended mode of the Higher Level Social Integration course which has already been imparted in the in-person mode since 2018-2019, and a Higher and Intermediate Level course in Emergencies and Civil Protection.

The last two belong to a new professional Area (Safety and Environment), which makes the SAMU School the first and only centre in Seville authorised to impart these courses, which are targeted at professionalising access to the firefighter corps.

In relation to postgraduate programmes, two modules have been added to

the Emergencies, Disasters and Humanitarian Action Nursing Master Degree course: one related to medicalised air transport and advanced coordination for nursing, which was started in 2021-2022 and an Advanced Life Support module for pregnant women.

Furthermore, this year the 061 emergency ambulance service placements has been resumed.

New infrastructure

In its effort to optimise teaching and simulation areas, the SAMU School has set up a new classroom, a medical transport helicopter simulator, a multipurpose training track, a forest area and it is working on adapting a simulation ambulance.

The new classroom has made it possible to increase the space by adding eight more rooms, and take a qualitative leap in terms of infrastructure by adding fixtures and interactive audio-visual tools.

At the end of 2022, an audio-visual recording Studio was also used for the first time and this has made it possible to improve the quality of the course digital contents.



2023

As part of its training development objectives, the SAMU School

- is working on obtaining authorisation for the Higher Level Dietetics course in the blended mode and
- improving the presentation and digital content of the MOODLE platform courses.

As part of its internationalisation strategy, the SAMU School is strengthening International ties and providing training adapted to special requirements. The centre has set itself the challenge of continuing to increase the number of students, without leaving aside its commitment to dynamic, high quality training. In turn, new digital teaching and simulation tools are being incorporated in the in-person and blended modes.

The school must continue to be a source of professionals who are recognised by public and private emergency services. To that end, work is being done to consolidate synergies and joint activities with different entities.



Night exercise during the four-day camp organised by the School in May. \ A. M.



904

students enrolled in 2022/23



40

courses in 2021/22



109

new Vocational Training students in 2022/23



20

official NAEMT courses in 2022



48

new Nursing Master Degree course diplomas 2022



98

doctors trained in CEME in 2022



42

new students enrolled in post-graduate courses in 2022/23

Escuela de Oficios (EOF)

2022 was a year of change for the Escuela de Oficios SAMU (EOF). This vocational training school, which was set up 2020, has changed its working philosophy, but continues to retain its essence. The EOF is the first training programme of its kind and was initially intended to deal with the socio-labour needs of young people at risk of social exclusion or unemployed. Today, it has contributed to the entry into the labour market of countless young people from all parts of Spain. Its offering is based on training in trades that offer important job opportunities, with a practical focus.

To make this project feasible, SAMU has signed agreements with different organisations and entities, including the Youth Institute of Andalusia and La Caixa Foundation.

On 29 April 2022, the EOF closed the doors of its premises in Gelves (Seville) and was transformed into an itinerant school in order to provide service to more young people from all over the country.

So, during the year, training has been given in nine different centres. The recipients were users of resources for juveniles and empowerment programmes for young people who reach adulthood, run by the SAMU Foundation.

The objective of the School continues to

be to provide young people with tools that will enable them to become independent, responsible adults and promote their inclusion in the labour market. The EOF organises the training programme and monitoring of theoretical and practical training and the SAMU Foundation resources take charge of finding placements in companies for them to complete their training and to facilitate their incorporation into the labour market.

In 2022, the SAMU vocational training school trained a total of 65 students from the ARB Miguel de Mañara, JEM Polanco, JEM Valencina and ISL Alcalá de Guadaíra resources, all of them in the province of Seville, the ARB El Bosque in the province of Cádiz and the Triana (Piniers IV), Aljarafe (Piniers III), Esperanza Centres and the Temporary Accommodation Centre of Ceuta.

During the year, eight courses have been imparted. The Sustainability and Environment training imparted in Ceuta is part of the environmental educational project entitled Los sueños de Piniers with the aim of transforming the area surrounding the Piniers Juveniles Centre into a friendly, sustainable space. This training was focused on psychoeducational values such as patience, cognitive flexibility, responsibility, self-esteem and reducing stress, among others, as well as promoting values among students related to environmental pro-

BASIC FACILITIES MAINTENANCES

 Ceuta
 19/01 to 13/04
 128 hours
 **10**

SUSTAINABILITY AND ENVIRONMENT

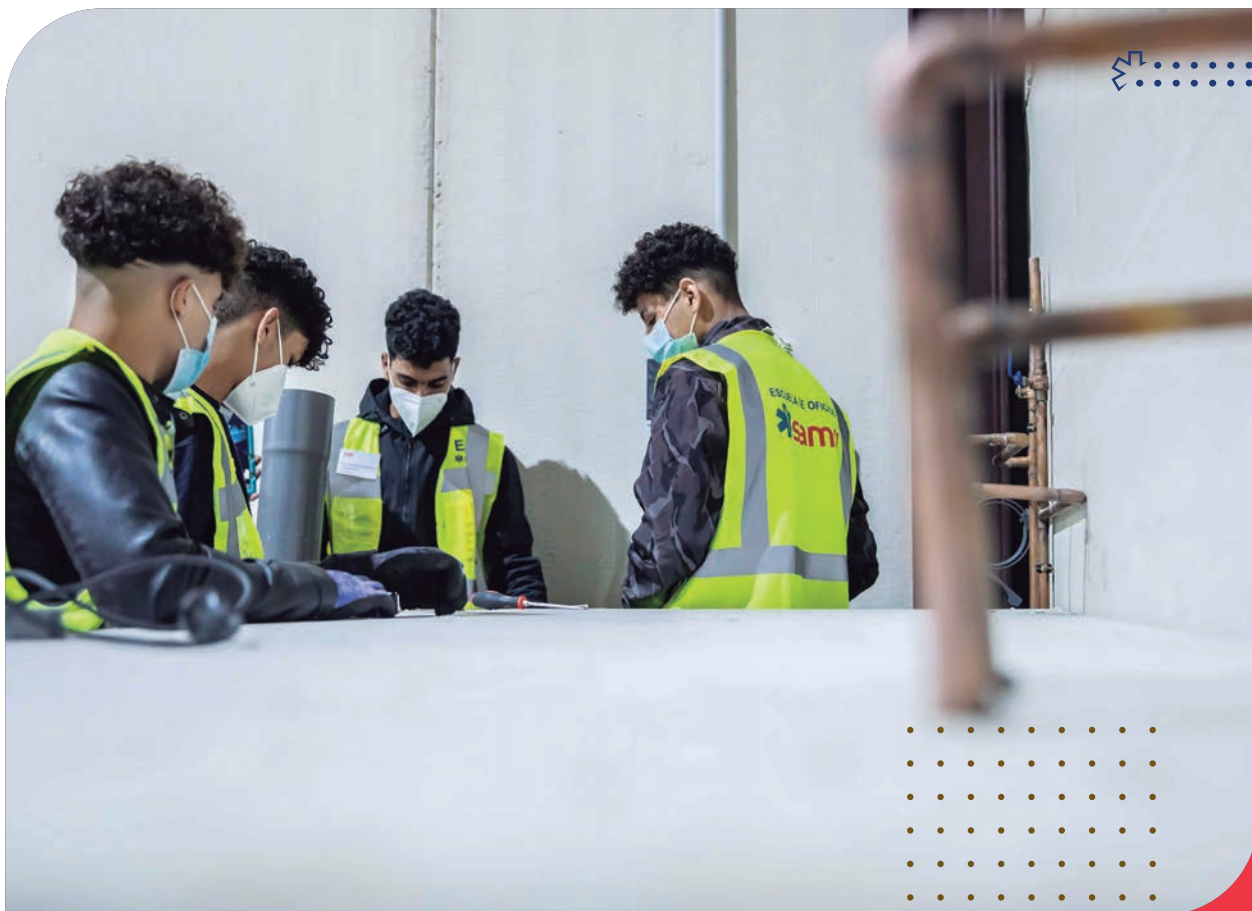
 Ceuta
 21/02 to 20/05
 128 hours
 **8**

KITCHEN ASSISTANT

 Gelves
 6/06 to 26/08
 133 hours
 **4**

BASIC GARDEN MAINTENANCE OPERATIONS

 ARB el Bosque
 7/07 to 25/08
 16 hours
 **4**



Young people in one of the EOF courses.
A.M.

tection, care, respect and perseverance, among others.

On the other hand, the Kitchen Assistance course was held in partnership with the SAMU School, which provided its facilities and teaching resources in Gelves (Seville), and with the company Kata Universo Catering, where the hands-on on training was carried out together with the kitchen staff to allow the students to acquire the necessary skills.

The challenges facing the EOF in 2023 in-

clude organising a second edition of the Kitchen Assistant course at Kata Universo Catering in Seville, imparting a personal assistant course in conjunction with SAMU's Dependency & Social Inclusion Area, providing multidisciplinary training together with the Borough Council of San Juan de Aznalfarache (Seville) for the reform of Osset Park and continuing to impart in-person training in different resources targeted at young people from SAMU's Childhood & Family Area, as elements to promote their inclusion and their future integration into society and the labour market.

CUSTOMER SERVICE

- ARB el Bosque
- 8/07 to 26/08
- 16 hours
- 4**

KITCHEN ASSISTANT

- ARB el Bosque
- 1/09 to 9/09
- 8 hours
- 7**

SOCIAL EDUCATOR

- ARB El Bosque
- 20/09 to 3/11
- 28 hours
- 3**

CUSTOMER SERVICE

- Ceuta
- 3/10 to 2/12
- 88 hours
- 25**

DEPENDENCY & SOCIAL INCLUSION

The Area takes on new challenges: in addition to caring for people with intellectual disabilities, it is now working with the elderly, migrants and people in situations of exclusion

The Dependency & Social Inclusion Area has been extended with up to six new resources and services located in different parts of Spain.

2022 has marked a turning point for this team. Until a year ago, this Area belonged to the SAMU Foundation and was led by María José Tinoco, and was focused mainly on care for dependent people with mental disorders. In recent months, this department has taken on new challenges and its influence has spread to other vulnerable groups and groups at risk of social exclusion, such as elderly people and adults, migrants and other groups.

This has been an important year for this Area, not only because of its redefinition and extension in scope, but also because of the work carried out to streamline the internal procedures of the different centres. In addition, a training plan has been implemented for all the staff of the Area.

This unit has ten dependent people units in operation (four of them were opened in 2022) and

four social inclusion centres and services (two of which are new). Thanks to all these schemes, the SAMU Dependent People and Social Inclusion Area received over 4,200 people in 2022, including individuals and families.

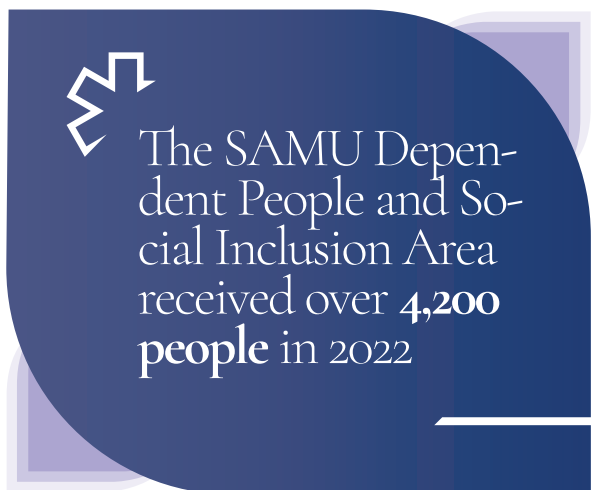
The most significant activities carried out by this Area in 2022 include supervising the Third edition of the Aljarafe Integra Popular Inclusive Race organised by the SAMU Foundation and the Borough Council of Mairena del Aljarafe (Seville), with approximately 1,000 participants. Furthermore, its users participated in the Food Bank Food Drive, stockpiling and sorting products, and took part in fundraising activities for the SAMU Ucrania 2022 Mission.

Sports activities were also organised in rural areas, with the help of Universidad Pablo de Olavide (Seville), such as healthy routes.

Intercentre football team

Another activity carried out this year was the creation of a new intercentre indoor football team made up of users from the San Lucas Day Care Centre and the Santa Ana Home. This is a motivating activity for the users as they can interact with people from outside the centre and share a physical activity that generates emotional well-being.

This activity was first started in October 2022 and will continue until June 2023. Every week, the members of the team train at the Antonio Álvarez Gordón Tejares sports centre and participate in indoor football league competitions promoted by Aproz, the Andalusian association of organisations in favour of people with mental disorders.

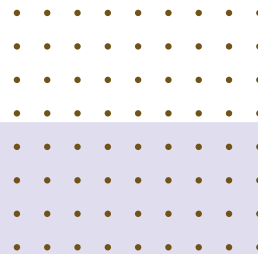


The SAMU Dependent People and Social Inclusion Area received over **4,200** people in 2022



Disfrutamar leaving the port of Rota (Cádiz).
A. MÁRQUEZ [JULY 2022]





01

Santa Ana Home for People with Severe Disabilities

ANDALUSIA \ \ Seville

Care for people with acquired cerebral palsy

36 Users served in 2022
(26 men and 10 women)**49** Professionals**1** Volunteer

02

San Sebastian Home for People with Severe Disabilities

ANDALUSIA \ \ Cantillana (Seville)

Mental disorders, serious behavioural disorders and autism spectrum disorders

63 Users served in 2022
(47 men and 16 women)**67** Professionals**0** Volunteer

03

San Lucas Day Care Unit

ANDALUSIA \ \ Seville

Care for people with severe mental disorders, behavioural disorders and people with acquired cerebral palsy

44 Users served in 2022**16** Professionals**4** Volunteers

04

Isla Mayor (UeD) Day Care Unit

ANDALUSIA \ \ Isla Mayor (Seville)

Care for the elderly

30 Places**2023**
Year opened

05

SAMU Convive

COMUNIDAD DE MADRID \ \ Madrid

Users with mental disorders and their families

190 Users served in 2022**3** Professionals**0** Volunteers

06

Immigrant Inclusion and Integration Centre (CEPI)

C. MADRID \ \ Alcalá de Henares (Madrid)

Migrant population residing in the Region of Madrid and Spanish population

2,935 Users served in 2022
(1066 men and 1869 women)**6** Professionals**7** Volunteers

07

Legal Assistance for migrants and nationals at risk of exclusion. Social Services. Borough Council of Alcobendas

COMUNIDAD DE MADRID \ \ Alcobendas (Madrid)

Migrants and nationals at risk of social exclusion

124 Case files opened
(mostly families)**1** Professional**0** Volunteers

08

Santa Teresa Home

CASTILLA LA MANCHA \ \ Villafranca de los Caballeros (Toledo)

People with mental disorders

34 Users served in 2022**25** Professionals**0** Volunteers

09

Taliarte North Wing Home for the Elderly

CANARIAS \ \ Telde, Gran Canarias

Elderly people

125 Places**85** Professionals**2022**
Year opened

10

El Sauzal Care Centre for Dependent People Affected by Physical Disability (CAMF)

CANARIAS \ \ Santa Cruz de Tenerife

Dependent people

56 Places**62** Professionals**7** Volunteers

11

Psycho-social rehabilitation day care centre for people with mental disorders and supervised housing programmes

CANARIAS \ \ Puerto del Rosario, Fuerteventura

Adults with mental disorders

20 Places**4** Professionals**2022**
Year opened

12

Sa Joveria Temporary Low Demand Centre

BALEARIC ISLANDS \ \ Ibiza

Shelter for the homeless

56 Places**2022**
Year opened



13

Temporary workers care service

CATALONIA \ \ Lleida

Shower facilities, laundry, locker, supper, breakfast and accommodation service

588

Users

16

Professionals

122

Places



351

Professionals

14

Ciudad de Alfaro Day Care Centre

LA RIOJA \ \ Alfaro

Day care centre for elderly dependent people

30

Places

17

Professionals

2022

Year opened



4,283

Users

01

Santa Ana Home

ANDALUSIA \ \ SEVILLE

- The Santa Ana Home, in the district of Triana (Seville), first opened its doors 14 years ago, a few months after the San Lucas Day Care Unit. Activities carried out in 2022 include horse riding therapy workshops, aimed at improving the physical and mental state of the users, as well as their social inclusion. In addition, activities have been carried out in collaboration with the SAMU Sustainability Area related to raising awareness about the importance of recycling.

We should also mention the project for raising awareness implemented in conjunction with second schools in the district of Triana. It is essential to create positive attitudes based on respect, solidarity, consideration and tolerance to people with special needs. These talks not only provide information about acquired cerebral palsy and its causes, they are also intended to raise awareness in young people about the different people who live in the neighbourhood and the need to improve society in order to achieve their real inclusion.

This year, a special activity was carried out to commemorate the 26th of October (World Cerebral Palsy Day). To raise awareness in the population and place the focus on assistance needs and improving society to allow them to progress and lead a normal life, the local TV channel PTV emitted a report on the residents of Santa Ana to demonstrate their skills, competencies and attitudes in starting a new life after being affected by cerebral palsy.

Since January 2022, the staff of the Home has been working under the supervision of the centre's Ethical Reflection Group, taking into account the proposals of the users in the satisfaction survey.

02

San Sebastián Home

ANDALUSIA \ \ CANTILLANA -SEVILLE

The San Sebastián Home has become a reference in Andalusia in caring for people with serious behavioural and autism spectrum disorders, after twelve years of work. The purpose of this project is to provide comprehensive, professional care for people with behavioural disorders. The objective is to reduce these disorders (as far as possible) to allow the users to be referred to other care resources and live in more normalised environments.

To that end, the centre administers specialised, personalised treatment to each user applying a biopsychosocial approach. The aim of the work is, among others, to improve the quality of life of the residents, increase and improve their personal autonomy and social skills, promote appropriate social relations in a normalised environment and provide a physical space that guarantees the safety of the residents. San Sebastián is the SAMU Foundation's dependent people resource that serves the highest number of users.

The past year has been a period of adaptation following the COVID pandemic in which it has been possible to resume the normal operation of the group workshops, and this has allowed us to recover activities that were not feasible in previous years. The activities organised this year include the kitchen workshop, the Women's Day awareness workshops, cultural outings and summer excursions, participation in inclusive basketball games organised by Special Olympics, in which the San Sebastián team, made up of residents and workers, achieved an excellent third place, or the participation in the Food Bank of Seville Food Drive, among other activities.

03

San Lucas Day Care Unit

ANDALUSIA \ \ SEVILLE

The San Lucas Day Care Centre has more than 14 years' experience, which makes it the oldest resource in SAMU's Dependent People and Social Inclusion Area. This year, the team of this Seville-based resource has implemented four important improvements in user care: shortening waiting times and thus reducing seizures, dividing up the space to reduce stimuli for hypersensitive groups, systematic, quantifiable recording and evaluation of the centre's activities and adapting the user records to the principles of actions with a focus on people. In addition, the staff have been trained in positive behavioural assistance to ensure actions with a focus on people.

On the other hand, flexibility in the restrictions imposed due to the pandemic has permitted greater normalisation in the centre's activities and the return to group activities and shared spaces.

04

Day centre for the elderly

ANDALUSIA \ \ ISLA MAYOR-SEVILLE

The SAMU Foundation and the Borough Council of Isla Mayor (Seville) have joined forces to set up a Day Care Unit targeted at elderly people in the municipality. This will be possible thanks to an administrative concession of a public building by the Borough Council.

This Home for the Elderly, which will be opened this year, is located on a lot owned by the Council. The building is new and occupies a total developed area of 333 square metres, and has excellent possibilities. This Unit will have a capacity for 30 residents.

The concession of the building by the Borough Council of Isla Mayor for use and Management by the SAMU Foundation as a Day Care Unit for the elderly will remain in force for ten years, with the option of extending this period to 75 years on the expiry of the first period.



Participants in the Third Aljarafe Integra Popular Inclusive Race en Mairena del Aljarafe (Seville).. \ A. M. [NOVEMBER 2022]

05

SAMU Convive

C. DE MADRID \ \ MADRID

One of the most important activities carried out by SAMU Convive with users in 2022 was the Families School. This is a space where families can share their concerns and workshops are held that provide educational guidelines and communication skills to help improve care and promote a safe environment for the development of people with mental disorders. These meetings are held online every month and are targeted at families of people with mental disorders in any grade of dependence. The workshops are related to empathy, awareness about overprotective attitudes, assistance needs, practical application of positive behavioural support, self-care, prevention strategies in disruptive situations, stress management, assertive communication, verbal and emotional restraint techniques, reactive situations in crises and self-control and emotional management strategies.

The results obtained are very significant, as there has been an increase in the interest of families in training to improve the quality of life of the family members, and this has led to greater awareness about the importance of an assistance network and the creation of a support group among the participants.

On the other hand, SAMU Convive is committed to continuous staff training to increase their capabilities and improve their aptitudes, thereby generating greater professional development and improving their educational work with the families. In this way, and in view of the lack of information, the SAMU Convive team has evaluated training needs related to sexual education for persons with disabilities, as there is a great demand by educational resources for work to be done on reducing the hypersexuality of the users.

06

CEPI

C. DE MADRID \ \ ALCALÁ DE HENARES

In 2022, the Immigrant Participation and Integration Centre (CEPI) performed more than 5,000 individual interventions, including actions related to employment guidance, psychosocial care, insertion reports, adaptation of housing and legal guidance, mainly in foreign affairs. More than 350 group activities were carried out, with more than 1,500 hours of study, particularly integration activities with more than 100 actions and above all, professional training, with more than 1,500 participants.

As part of SAMU's commitment to facilitate and guarantee continuous access to training and education by users, online courses were organised to permit access to the course subjects with flexible timetables for participants during the duration of the different courses.

In 2022 different activities related to employment were carried out, as well to improvements in professional training (food handling, basic assistance to ensure mobility of elderly people, psychosocial skills for care of the elderly, customer service), data processing, Spanish lessons, school assistance, parent classrooms, psychosocial support groups, emotion expression workshops and legal workshops.

The CEPI has proposed as challenges for 2023 the incorporation of at least 2,000 new users to the resource, extending the training provided with actions and courses for curricular improvement, promoting autonomy among the beneficiaries by providing online training and training in new technologies, greater visibility of the resource in social media, increase in the number of group activities, carrying out more than 375 group activities (online and in-person modes) and increasing places for minors receiving the school support service.



Users of the Disfrutamar programme for inclusion through sailing, in Rota. \ A. M. [JULY 2022]



07

Legal advice for migrantss

C. DE MADRID \ \ ALCOBENDAS

- The Legal Service for Migrants and nationals at risk of exclusion, in partnership with the Borough Council of Alcobendas, was started up on 1 April 2022.
-
-
- The most significant actions carried out in 2022 include legal advice and monitoring of cases for people and families referred by the Social Services of the Borough Council of Alcobendas, assistance to users in cases of special vulnerability, coordination with professionals from the Social Services of the Borough Council of Alcobendas in relation to the referred cases, preparation of training materials on foreign affairs and preparation, creation and development of training workshops targeted at professionals and citizens.

08

Santa Teresa Home

CASTILLA LA MANCHA \ \ VILLAFRANCA DE LOS CABALLEROS - TOLEDO

The Santa Teresa Home has returned to normal after the pandemic. In 2022, users were once again able to cooperate with the Animalcazar animal welfare association, by cleaning cages and walking the animals. They also participated in the activities organised by the Borough Council of Villafranca de los Caballeros for promoting peaceful co-living with neighbours, such as the bonfires of San Antón and San Sebastián and the Carnival celebrations, in addition to taking part in the Las Lagunas Environmental Volunteer group in collecting waste in the rural areas of the region. Some of the initiatives carried out in 2022 were cultural visits, outings to nearby towns and to the beach, cultural activities, awareness workshops and the creation of the Easy Reading Club.



09

Nursing home Taliarte ala Norte

CANARIAS \ \ TELDE - LAS PALMAS

The Taliarte North Wing Home opened on 1 October 2022 and specialises in care for elderly people with high and intermediate demands, a classification linked to the grade of dependence of the person in question.

The full range of services include residential care for 100 people, housing for 5 elderly people with greater autonomy and a day care service with transport for 20 users.

This resources forms part of an agreement with the Social and Socio-Medical Care Institute of the Regional Government of Gran Canaria.

The Home has 85 employees with different competencies, starting with the Centre Director, who is responsible for the medical staff (doctor, nurses, elder care providers, physiotherapist, occupational therapist, psychologists), social professionals (social worker, social integrator, socio-cultural animation specialist), administrative staff (receptionist, administrative assistant) and service staff (driver, cleaning staff, laundry staff and maintenance staff).

The objective is to promote the autonomy of the elderly, improve their quality of life and provide decent care in keeping with the needs of each person.

To that end, the services provided are those of a home (accommodation, food, care for dependent people, medical and psychosocial care, transport) and the Home has an intervention programme based on the quality of life model and focused on people, aimed at cognitive stimulation, physical rehabilitation, therapeutic occupation of leisure time, and community activities.

10

CAMF El Sauzal

CANARIAS \ \
EL SAUZAL - STA. CRUZ DE TENERIFE

El Sauzal is a comprehensive care centre that was set up as an alternative for adults who, due to physical disability, have difficulties in terms of integration into their social environment, whether due to architectural barriers, economic limitations, family reasons or any other reason that needs to be considered. It includes both residential and day care services. It therefore provides comprehensive care for patients, including social services, physiotherapy, speech therapy and psychological care and other services.

The activities carried out by this resource in 2022 include workshops on awareness about recycling, awareness about immigration, health lifestyles, the Ukraine war, cooking, gender-based violence, poetic action, female empowerment, digitalisation, arts and crafts and literacy, as well as initial basic training, adapted sport, film projections, excursions and cultural outings.



In the past year, the Dependency and Social Inclusion Unit has not only redefined and extended its scope, it has also **streamlined the internal procedures** of the different centres

11

Day centre for psychosocial rehabilitation

CANARIAS \\
PUERTO DEL ROSARIO - FUERTEVENTURA

- This service, which was opened in October 2022, is targeted at adults with mental disorders. It has a psychosocial rehabilitation day care centre for 20 users, two accommodation systems in the form of a supervised flat for three persons and two rooms in a boarding house, with a dining room service. The objective is to improve their operational autonomy and maintenance, promoting their social inclusion in a community in the best possible conditions of normalisation, independence and quality of life.

This resource is a concession of the Regional Government of Fuerteventura. The project includes the intervention of a psychologist and a nurse from the Canary Islands Mental Health Service, who complete the technical team that provides the service. The professionals employed by the service are from the social area and include a social worker, a social integrator and an occupational therapist.

12

Sa Joveria Temporary Low Demand Shelter

BALEARIC ISLANDS \\ IBIZA

The Sa Joveria Temporary Low Demand Shelter (Ibiza, Balearic Islands) is targeted at homeless people who may become drug addicts, people who, for different reasons, have no access to other specific resources on the island.

It is a temporary shelter for up to 56 users, 16 of them women.

The purpose of this service is to address needs related to accommodation, food, hygiene and laundry for the people referred by the five Borough of the island. Any person who, in the opinion of the Councils, need to be referred may also use the shower and laundry facilities. Every effort is made to ensure their autonomy and care at all times.

This resource is linked to the Regional Government of Ibiza through the Social Welfare and Human Resources department by a management agreement.



One of the photos from the photography exhibition entitled 'Photography in times of lock-down', in Seville. \ A. M. [SEPTEMBER 2022]

13

Service for seasonal workers

CATALONIA \ \ LLEIDA

Service provided by Lleida City Council through the SAMU Foundation. It is provided in June, July and August and covers the accommodation and reception needs of people coming to the region to work on the fruit farms. The services included shower facilities, laundry, lockers, supper, breakfast and accommodation. The service is open from Monday to Sunday between 6 p.m. and 8 a.m. and has 122 beds. To implement the service, SAMU Foundation has a coordinator, five social integrators (four full time and one part time), two part-time social educators and two cleaners. Lleida City Council also provides six full-time social integrators.

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14

Ciudad Alfaro Day Care Centre for the Elderly

LA RIOJA \ \ ALFARO

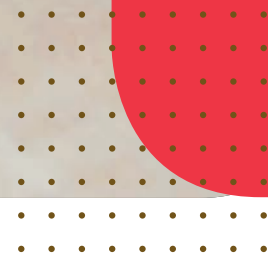
Ciudad de Alfaro has the necessary space, facilities and equipment to attend to 30 people and it has been run by the SAMU Foundation since 15 December 2022. The centre has different spaces that include a lounge, a gym, an infirmary, a geriatrics room, a kitchen, a dining room and a multipurpose room. It has also a garden where different activities are carried out. This resource provides the following services: initial and regular comprehensive geriatric assessment, medical and nursing care, medicine administration, personal care, daily living assistance, social care, family assistance and physiotherapy.

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Some of the employees of the Santa Ana Home in Seville.
PHOTO: A. M. [APRIL 2022]



SOCIO-EDUCATIONAL INTERVENTION & WOMEN

This is the largest Area of the entity and the one that has grown the most over the past year

The Socio-Educational Intervention & Women Area is the largest SAMU department and the one with the highest growth over the past year in terms of projects and resources. In 2021, the existing SAMU Educational Area was extended to include new projects related to equality, female empowerment, gender-based violence and residential assistance, giving rise to the new Socio-Educational Intervention and Women Area.

The Director, Concepción Pérez Carrera, coordinates the work of a staff of 1,302 people, representing an increase of 33.13% with respect to 48 2021 and more than 45% of the total staff of SAMU. In 2022, this service provides care in 984 centres all over Spain, 34.79% more than in the previous year, with an average of more than 12,000 students receiving assistance per day. These data prove that this new Area has grown drastically in a very short period of time, and that it has a more than promising future.

Its services cover the regions of Andalusia, Madrid, Catalonia and Aragón, with the first being the region with the greatest penetration.

Socio-Educational Intervention

This Area currently has 1,206 professionals who attend to minors with special educational needs. This number of employees represents an increase of 40.72% versus 2021, which is proof of the increase in services and projects organised by this Area in SAMU.

01 **School support and care service for students with special educational needs**
\\ ANDALUSIA

Sevilla, Jaén, Málaga, Huelva and Cádiz Provinces covered	643 Employees	558 Centres covered
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02 **Sign language interpretation service for students with hearing disabilities**
\\ ANDALUSIA

Jaén, Málaga and Huelva Provinces covered	56 Employees	45 Centres covered	56 Students receiving
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03 **Sign language interpretation service for supporting people affected by hearing disabilities in carrying out formalities with public and private institutions**
\\ MADRID

15 Employees	8,909 Interventions carried out	1,200 Users receiving support
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04 **Support service in specific acts, events and leisure activities in sign language interpretation for the deaf in Móstoles**
\\ MÓSTOLES \\ MADRID

240
Hours of service

05 **Plan for promoting school success, preventing absenteeism and improving co-existing in schools in the district of Usera**
\\ MADRID

7
Employees

06 **Convive programme Madrid-Vallecas. Space for reflection on co-living**
\\ MADRID

4 Employees	80 Students receiving support
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<p>07 Personal assistance service for people with reduced mobility at Universidad Rey Juan Carlos, Madrid \\ MADRID</p> <p>4 Employees 4 Students receiving support</p>	<p>10 Sign language interpretation service to cover the needs of students who are deaf or have hearing disabilities at secondary schools and of adults \\ ARAGÓN</p> <p>8 Employees 10 Centres covered 10 Students</p>
<p>08 Assistance for students with congenital heart disease and teachers and other professionals in charge of students affected by congenital heart disease \\ CATALONIA</p> <p>1 Employee 184 Intervenciones</p>	<p>1 Emergency accommodation and board service in Madrid for women victims of gender-based violence and their children \\ MADRID</p> <p>18 Families referred</p>
<p>09 Monitors support service for students with special educational needs \\ CATALONIA</p> <p>563 Employees 371 Centres covered</p>	<p>2 Service for the prevention, early detention and first response to gender-based violence through psychological assistance \\ ESPARRAGUERA (CATALONIA)</p> <p>1 Employee +23% Year-to-year increase in interventions</p>

Every day, these professionals provide assistance to more than 12,000 students with special educational needs in different parts of Spain. The Area also has a total of 79 sign language interpretation professionals.

In 2022, this Area set up various projects related to educational services, including a sign language interpretation service for students with hearing disabilities in public schools run by the Andalusian Department of Education and Sport in the province of Málaga, a plan to promote school success, prevent absenteeism and improve co-living in schools in the district of Usera (Madrid), a personal care service for people with reduced mobility at Universidad Rey Juan Carlos, Madrid, and a monitors service to support students from public primary and secondary schools in Catalonia with special educational needs and difficulties in personal autonomy and conduct regulation, as well as a service providing assistance to students with special needs in relation to healthcare.

Women

For several years, SAMU and its Foundation have been setting up projects related to equality and female empowerment. Since 2021, it has an division that encompasses and promotes actions of this kind.

This commitment by SAMU is rooted in the organisation itself and its intention to en-

sure the professional recognition of its female employees and directors and eliminate what is known as the glass ceiling. At present, 74% of SAMU's staff and the SAMU Foundation are women and 62% of management posts are held by women. In addition, 50% of the Executive Committee members (the highest-ranking management body) are women.

Outside the organisation, the team led by Concepción Pérez strives to promote projects across Spain and beyond our borders related to equality, female empowerment and gender-based violence.

In 2022 actions such as signing a framework agreement with the Provincial Council of Guayas (Ecuador) were carried out with the objective of developing and implementing socio-educational and gender equality projects.

The Area has been awarded a public grant approved by the Ministry of Equality for programmes on awareness, prevention and research in different forms of violence against women entitled *El desafío de convivir en igualdad* (The Challenge of Living in Equality).

Staff from the Socio-Educational Intervention and Women Area have participated in the migrant reception and support volunteer project set up by SAMU First Response in Washington D.C. (USA).

Challenges for 2023

The challenges facing the Socio-Educational Intervention and Women Area in 2023 are to increase the scope of awareness in general equality within the organisation, and to extend the coverage of the service that provides assistance to students with special educational needs through the *Refuerzo Estival y Proa+* programme as well as coverage of services in the Area in other Spanish regions.

In addition, the unit will continue to collaborate in the projects set up by the International Development Department.



The team strives to promote projects across Spain and beyond our borders related to equality



The nurse María Soto during a SAMU School exercise.
PHOTO: A. M. [FEBRUARY 2023]



CHILDHOOD & FAMILY

The SAMU Foundation is one of the major global operators in residential care and emergency shelters for minors

The first contact that SAMU had with un-accompanied under-age migrants was in 2007. That year, the organisation responded immediately to the emergency call of the Regional Government of Andalusia during the mass arrival of migrants to the shores of the region, many of them under-age and unaccompanied by an adult. Following that alert, SAMU set up an emergency unit in record time in the province of Cádiz and took charge of receiving, caring and providing shelter for minors referred by the Regional Government of Andalusia or by the State Law Enforcement Authorities.

Fifteen years later, the SAMU Foundation is one of the major global operators in residential care and emergency shelters for minors. The objectives of SAMU's Childhood & Family Area have grown in order to respond to the needs of under-age migrants and young ex-wards with new adulthood programmes, in all cases with a focus on

the same line of action: achieving the full social inclusion of these young people.

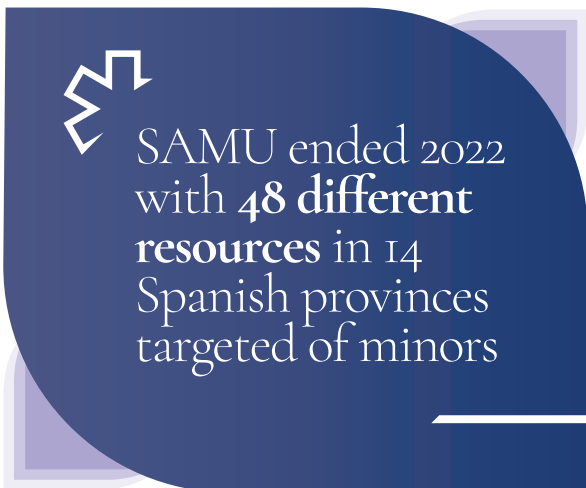
SAMU ended 2022 with 48 different resources in 14 Spanish provinces targeted at minors, 14 more centres than in 2021. They are Labour Insertion and Guidance Centres; 10 Basic Residential Centres; 13 Socio-Labour Intervention Schemes; 1 special programme for Intervention in Cases of Conduct Disorders; two Social Conflict resources; one urgent First Response and Shelter programme for Minors, 2 Urgent Care resources, two Therapy Centres for disabled minors; 5 Temporary Emergency Shelter Units; 9 Supervised Flats and a +17 Programme.

In addition, SAMU runs 20 different adulthood programmes for young ex-wards in seven of the eight provinces of Andalusia.

More than 1,600 minors receiving assistance

In 2022, SAMU and the SAMU Foundation provided assistance to 1,644 national and foreign minors, compared to 748 in the previous year. This represents an increase of over 119%. To these figures we should add the care received by 189 young ex-wards and the work being carried out in different adulthood programmes, for 194 young people aged over 18, 120 of whom were able to find jobs, making a total of 2,030 young people who have benefited from the SAMU Childhood & Family Area programmes.

As for the number of professionals, this has also increased, from 437 in 2021 to 984.




 SAMU ended 2022 with **48 different resources** in 14 Spanish provinces targeted of minors



Photo of the young ex-wards Kadiatou Sow and Sabah EL Amraoui Karroumi taken in Almería just before starting their university studies. \ PHOTO: SAMU [AUGUST 2022]



CENTRAL ANDALUSIA

01\\ ISL -Samu Huelva
Huelva. Seville

02\\ ISL Alcalá de Guadaíra
Alcalá de Guadaíra. Seville

03\\ ISL Nervión (Polanco)
Seville

**04\\ DISC (disabled people's centre)
El Olivar (Fuentequintillo)**
Dos Hermanas. Seville

05\\ Social Conflict Sanlúcar
Sanlúcar La Mayor. Seville

06\\ Social Conflict San José
Dos Hermanas. Seville

07\\ ISL Valencina
Valencina de la Concepción. Seville

08\\ RB Miguel de Mañara
Montequinto. Seville

 **108**  **187**  **170**

WEST ANDALUSIA

09\\ ISL Las Cabezas
Las Cabezas de San Juan. Seville

10\\ RB El Bosque
El Pelayo-Algeciras. Cádiz

**11\\ RECEP El Jardín
(Campo de Gibraltar)**
El Pelayo-Algeciras. Cádiz

12\\ ISL Jimena de la Frontera (Jimena I)
Los Ángeles-Jimena de la Fra. Cádiz

13\\ ISL Ruiz Tagle
Algeciras. Cádiz

14\\ ISL Arcos
Arcos. Cádiz

15\\ ISL El Castillejo
El Bosque. Cádiz

 **147**  **708**  **105**

EAST ANDALUSIA

16\\ Coisl Motril
Motril. Granada

17\\ RB San Elías
Motril. Granada

18\\ ISL Dúrcal
Dúrcal. Granada

1,018
 **Places at 12/2022**

19\\ ISL Serón
Serón. Almería

20\\ ISL Lucena
Lucena. Córdoba

21\\ IPC Moriles
Moriles. Córdoba

 **112**  **148**  **95**

CEUTA & MELILLA

01\\ Centro Esperanza
Ceuta

02\\ Centro Aljarafe (UATE Piniers III)
Ceuta

03\\ Centro Triana (Piniers IV)
Ceuta

04\\ UATE Piniers II *
Ceuta

05\\ Ramón y Cajal Supervised Flat
Melilla

 **231**  **77**

MADRID Y ARAGÓN

01\\ SAMU Brenes Supervised flat
Madrid

02\\ El Vellón Supervised flat
El Vellón. Madrid

03\\ SAMU Las Rejas Supervised flat
Madrid

04\\ Centro Residencial El Pinar
Madrid

05\\ SAMU Clarín Supervised flat
Madrid

06\\ SAMU Esperanza Supervised flat
Madrid

07\\ SAMU Rivas Adolescentes S. flat
Rivas Vaciamadrid. Madrid

08\\ SAMU Trescantos Supervised flat
Trescantos. Madrid

09\\ RB Huesca
Huesca

10\\ Flat 17+ Zaragoza
Zaragoza

11\\ AI Casa Tadamun *
Huesca

12\\ PTVI de Huesca
Huesca

 **161**  **159**  **283**

1,836
 **Young people receiving assistance**

CANARY ISLANDS

01\\ UATE Farabella
Maspalomas. Las Palmas Gran Canarias

02\\ UATE Roque Nublo
San Bartolomé de Tirajana. Las Palmas

03\\ ARB Roque Nublo II (Fataga)
Fataga (San Bartolomé de Tirajana)

04\\ AI SAMU ROQUE NUBLO III *
Santa Cruz de Tenerife

05\\ SAMU ROQUE NUBLO IV *
Tafira (Las Palmas de Gran Canaria)

06\\ ARB Roque Nublo V *
Valsequillo (Las Palmas)

07\\ RB Guayadeque
Telde

08\\ SAMU Canarias Therapy Centre
Las Palmas de Gran Canarias

09\\ SAMU Canarias Pre-Therapy Centre
Valsequillo (Las Palmas)

10\\ RB César Manrique Minors Centre
Arrecife

11\\ RB Arrecife Minors Centre
Arrecife

12\\ RB Tímanfaya Minors Centre
Arrecife

13\\ RB Tinajo Minors Centre
Tinajo

 **256**  **555**  **229**

BALEARIC ISLANDS

01\\ AI Son Ferriol *
Son Ferriol

02\\ AI SAMU Palma I
Palma

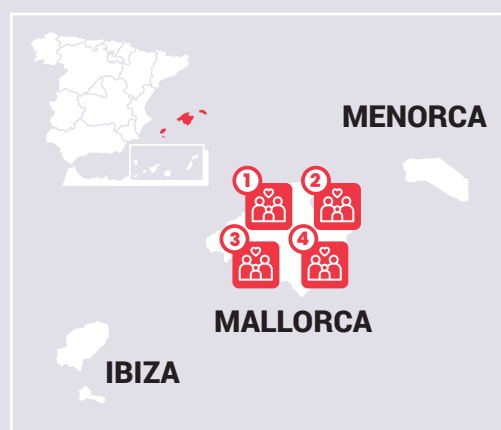
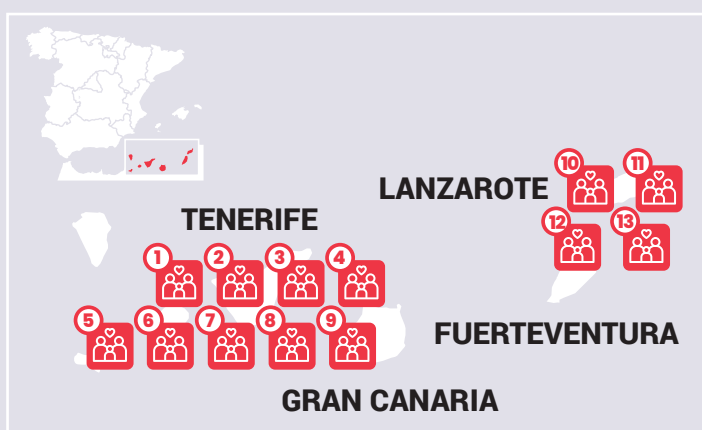
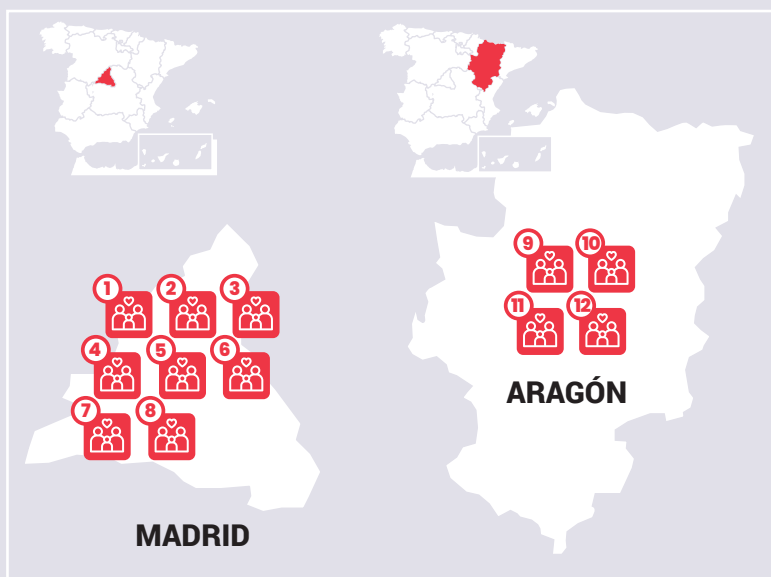
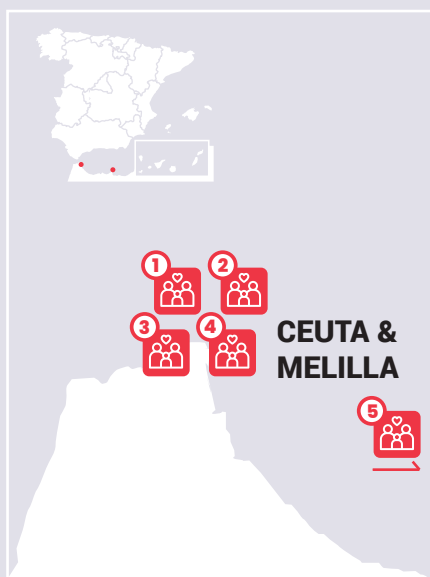
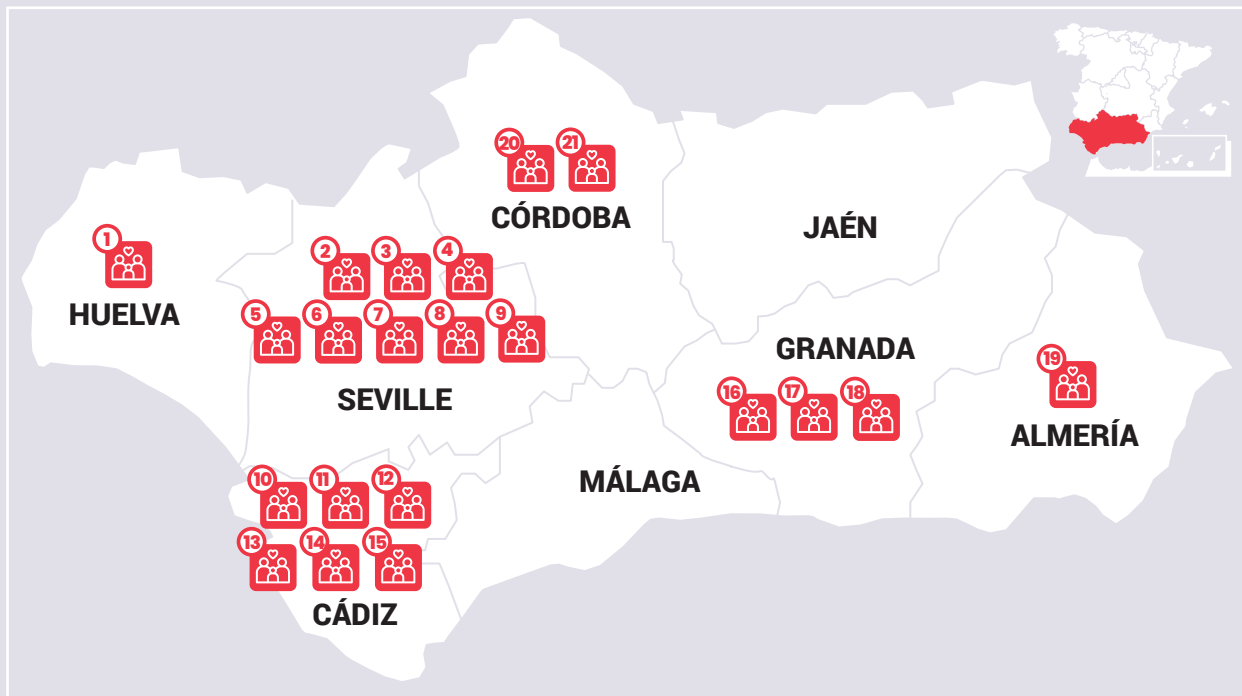
03\\ AI SAMU Margalida
Santa Margalaida

04\\ AI SAMU Santanyi *
Santanyi

 **23**  **59**  **25**

* End of activity in 2022

984
 **Professionals**



Spanish minors. Ten young people from the centre left it on reaching the legal age in 2022, and 9 of them did so with an employment contract.

This year, 18 young people received assistance from the Basic Residential centre SAMU San Elías, also in Motril, three of them doing so on reaching the legal age. These three emancipations were successful. The minors reached their 18th birthday with jobs and a rented room. A change in trend has been observed in the profile of the minors receiving care. In previous years, all or most of them were foreigners. In 2022, seven of the persons leaving the centre were nationals, including two groups of siblings. The residential service provides each minor with the accommodation, co-living, education and care they need for their integral development. They also receive assistance in order to guarantee their full autonomy when they reach the legal age.

In this area there are three Socio-Labour Insertion resources: Dúrcal, Lucena and Serón. In the first, 23 minors and 14 young ex-wards received assistance, and 9 of

them had an employment contract, 7 following placements. Another 9 young people were referred to High Intensity Programmes.

ISL Lucena is the only SAMA resource for minors in the province of Córdoba. In 2022, 62 minors aged between 16 and 18 stayed at the centre. In Almería there is only one resource of this type run by SAMU, ISL Serón. This centre provided residential care to 26 minors aged between 16 and 18. All the programme users were unaccompanied foreign minors.

Lastly, IPC Moriles provides residential care for young males and has capacity for 8 supervised minors between 13 and 18 years. In 2022 it provided care to three Moroccan minors and 10 Spanish minors. The average age of the minors is 15.9 years. The purpose of the intervention is to reduce and/or eliminate disruptive conducts presented by the minors, which are almost always aggressive, and promote the learning of other new, more adaptive conducts and how to overcome the risk factors that gave rise to such disruptive conducts, to enable the minors to access other residential programmes (basic, social conflict, adulthood or shelters).



Western Andalusia

CÁDIZ \ \ SEVILLE

SAMU runs seven resources for minors in West Andalusia, six of them in the province of Cádiz and one in Seville. They consist of one basic residential centre, one urgent care programme, one reception and first response programme for minors (RECEP) and five socio-labour insertion schemes.

In ISL Las Cabezas, 37 young people received assistance in 2022, 2 of whom signed employment contracts and 20 were awarded work placements. This year, the centre has signed 12 placement agreements with companies for its users.

Of the 32 young people who stayed at ISL Jimena de la Frontera during the past year, 7 have employment contracts, and 21 have taken part in business placements thanks to the 19 agreements signed by the centre. On the other hand, 7 were referred to Residential Programmes and 2 to a Young Ex-Ward centre.

In the Bosque Basic Residential Care Centre, 38 minors received assistance, 8 signed employment contracts and 22 were able to obtain placements, while in the Reception Centre in Campo de Gibraltar, care was provided to 496 young people, 139 of whom left the centre for different reasons and 16 were referred to other centres that better suited their needs.

In other Labour-Insertion Centres, such as Arcos, 56 minors received assistance and 30 abandoned the centre. 3 were able to find work and 14, job placements.

- In El Castillejo, 27 minors received assistance, and 15 of them obtained job placements, while 5 obtained employment contracts. The Ruiz Tagle centre provided assistance to 22 minors, 4 of whom were given employment contracts and 16 were awarded job placements.

Aragón & Madrid

Aragón and Madrid constitute a single district in the SAMU Childhood & Family Area. The 12 resources located in both regions provided assistance to 143 minors and 16 ex-wards, with a staff of 283 workers.

The geographical area has numerous resources of very diverse typology and target audience: 3 supervised flats for young unaccompanied migrants, 1 special centre for unaccompanied minors with behavioural disorders and/or problems of drug addiction, 3 supervised flats for adolescents, 2 first response centres for unaccompanied under-age migrants, 1 flat for unaccompanied young females, 1 17+ flat, 1 independent living flat for ex-wards, a street education programme in Huesca and an auxiliary support service for children's homes in the Region of Madrid.

Ceuta

In May 2021, Ceuta was affected by the worst migration crisis in Spain's recent history. SAMU simultaneously provided assistance to 940 minors through four different schemes. In 2022, the situation improved, but SAMU's work in the area continues to be of the utmost importance. The places and resources have been adapted to meet the needs and demands. At the end of 2022, SAMU had three urgent response units: Centro Esperanza, Centro Aljarafe and Centro Triana. The Temporary Emergency Shelter Piniers II closed on 13 February 2022.

Canary Islands

In 2022, SAMU managed a total of 12 resources for minors in the Canary Islands Region, including Temporary Emergency Shelters, homes and day care centres: 6 in Gran Canaria, 1 in Tenerife and 5 in Lanzarote, but 3 of these resources closed before the end of the year. A total of 396 minors and 159 ex-wards on these islands received assistance.

The milestones reached this year include 21 ex-wards who have signed employment contracts. Currently, 15% of all the minors receiving assistance are in job placements in the catering and restaurant sector, and 97% of the young people receiving assistance from the SAMU Foundation have now been provided with schooling in Secondary schools and in Basic Vocational Training courses and courses imparted by the Canary Islands Employment Service.

Balearic Islands

During the past year, the SAMU Foundation has provided assistance in the Balearic Islands to 59 minors through different the resources and schemes set up by the organisation. On the one hand, the SAMU Santanyi Urgent Care Centre, with a total of 8 places which was closed on 31 October 2022. The Son Ferriol resource, with 8 places, opened on 1 November 2022, with the possibility of increasing this number to 12 in situations of emergency, but the centre has been closed temporarily since 27 December. The Santa Margalida resources opened on 11 October 2022 and has 4 places. This number was increased to 8 on 2 December. Lastly, the SAMU PALMA I Urgent Care Centre, which opened on 7 December 2022 and has 15 places (20 in cases of emergency).

Since SAMU first arrived on the islands in 2021, it has provided assistance to 61 minors under the age of 18.



Melilla

The Ramón y Cajal Supervised Flat is a public service Management contract with the Autonomous City of Melilla that provides residential services for under-age girls who are wards of the government, preferably aged between 15 and 18, with a view to guaranteeing their social, educational and labour insertion.

The service was started in January 2021 and provides assistance to foreign minors with no family support and insufficient labour, personal social or economic resources to enable them to live an independent life who have reached adulthood and also have special characteristics that make it impossible for them to access the labour market, such as no documentation.

The above conditioning factors pose a high risk of social exclusion for these minors in an irregular if their situation is not regularised, which makes it necessary to increase institutional and social support.

Although the Flat is covered by a contract with the Autonomous City of Melilla, it is located in Madrid.

In 2022 it provided assistance to 20 girls with a staff of 13 workers and 6 students in job placements.

In the Flat, each minor has a life itinerary assisted by a tutor during their stay. The tutor and Management supervise the individual plan of the minor, receiving

- the assessment of all the resource staff
- based on their relations with the minors
- during each shift and area of development, and the relations that the minors
- establish with their educational, labour
- and social circles.

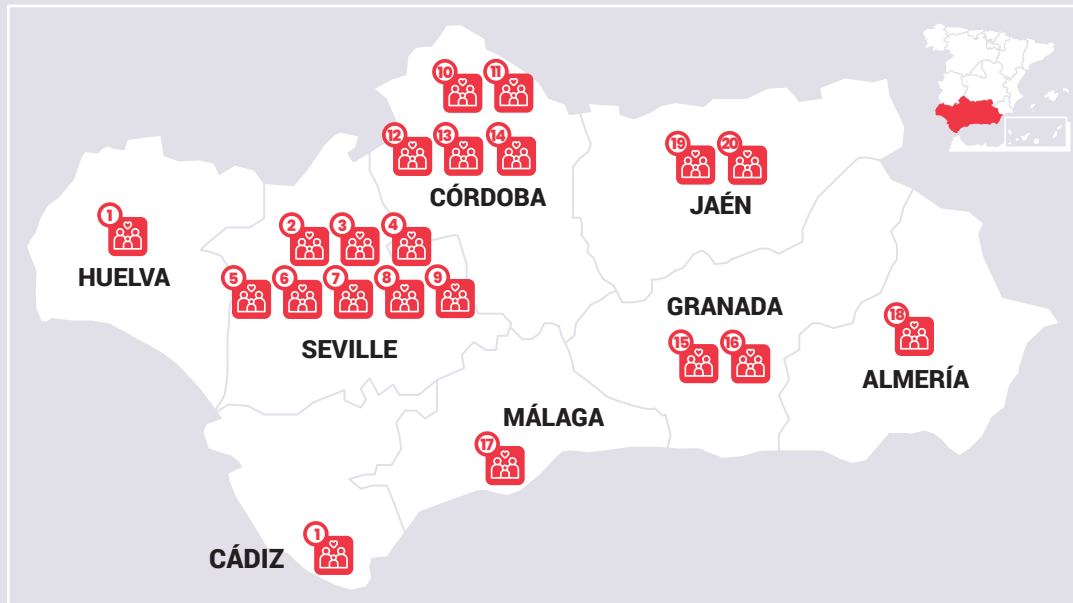
Programa +18 Andalucía ANDALUSIA

The SAMU High Intensity Programmes run by the SAMU Foundation assist young people who have been wards of the Regional Government of Andalusia. Reaching adulthood leads to the elimination of this protective measure and all the efforts and investments made during the itinerary of the minors run the risk of being in vain if the preparation to leave the foster care system, and above all, the transition to adulthood fail to provide the individual support that the young person needs.

The SAMU High Intensity Programmes were set up to facilitate this process and adapt it to the real needs of the young people. The SAMU Foundation currently has 121 places in seven of the eight provinces of the Region of Andalusia

SAMU has three types of +18 Programme resources. Firstly, the Social-Labour Skills Acquisition Programme (PACS). There are two, a mixed one in Jaén with 12 places, and another in Almería, with 6 places, for girls and with a focus on diversity. On the other hand, there is the Horizons Autonomy Programme which is funded by the IRPF (Tax Authorities). This Project has 37 places in 5 resources, each with 6 places in Algeciras (Cádiz), Málaga, Motril (Granada), Granada and Lucena (Córdoba), as well as a sixth resources for girls in Seville with 7 places. And lastly, the Ex-Ward Migrants Programme (JEM) in Seville (42 places) and Córdoba (24 places), both of them for boys.

The objective is to ensure success in the process of independence, emancipation and inclusion of the young people in society. SAMU's aim is to create a support network as well as activities related to awareness and promotion. The motto of these programmes is 'Employment, the driving force of social inclusion'.



Places as of 12/2022

121



Young people assisted

194



Successful labour insertions

120

PROGRAMA +18 ANDALUCÍA

01\\ IRPF Horizonte Cádiz
Algeciras (Cádiz)

02\\ JEM Sevilla Tres Huertas
Seville

03\\ JEM Sevilla Lamarque
Seville

04\\ JEM La Paz (Sevilla Este)
Seville

05\\ JEM Sevilla Pino Montano
Seville

06\\ JEM Sevilla San Juan
San Juan de Aznalfarache (Seville)

07\\ JEM Sevilla Mellizas
Dos Hermanas (Seville)

08\\ JEM Sevilla Soria
Dos Hermanas (Seville)

09\\ IRPF Horizonte Sevilla
Seville

10\\ JEM Córdoba Fray Martín 7
Córdoba

11\\ JEM Córdoba Fray Martín 12
Córdoba

12\\ JEM Córdoba Berenguela
Córdoba

13\\ JEM Córdoba Torquemada
Córdoba

14\\ IRPF Horizonte Córdoba
Lucena (Córdoba)

15\\ IRPF Horizonte Motril
Motril (Granada)

16\\ IRPF Horizonte Granada
Granada

17\\ IRPF Horizonte Málaga
Málaga

18\\ PACS Almería
Almería

19\\ PACS Jaén I
Jaén

20\\ PACS Jaén II
Jaén

SAMU WELLNESS

The mental health clinic in Montequinto (Seville) has become consolidated as a private centre of reference in mental health and psychosocial rehabilitation in Seville

SAMU Wellness, the private mental health clinic run by SAMU in Montequinto (Seville), has continued to progress in meeting its objectives and has become a private centre of reference in mental health and psychosocial rehabilitation in the province of Seville and in Andalusia in general. In 2022, SAMU Wellness had a turnover of 1,370,828.29 euros.

The total number of psychiatric visits in 2022 was 56 first visits and 872 follow-up visits. As for psychology, there were 60 first visits and 709 follow-up visits.

In relation to visits of in-patients and their follow-up, the psychiatric department had 2,307 visits compared to 2,281 in 2021. The psychology department received 2,655 visits versus 1,887 during the previous year. This represents an increase of 1.14% in visits of patients hospitalized and monitored by the psychiatric department and an increase of 40.7% in the case of

psychology patient visits.

In the dietetics and nutrition services, there were 513 visits to patients hospitalized in the SAMU Wellness Clinic. These included routine visits to recently admitted patients and patients referred for chronic and occasional pathologies.

The pathologies requiring nutritional treatment were due to constipation, diarrhoea, diabetes, overweight/obesity, metabolic syndrome, low weight, anorexia, bulimia, irritable bowel syndrome, allergies and intolerances, dysphagia, liver protection due to alcoholism and chronic gastritis.

In addition, there were also 66 out-patient visits. The pathologies treated in this case were eating disorders (anorexia, bulimia and overeating), obesity and increase in weight due to constitutional syndrome.

In 2022, four talks were held on general nutrition and healthy eating habits for in-patients in the nutritional education area and six talks-chats for young people with eating disorders hospitalised in the clinic.

On the other hand, work has continued in the home assistance service, in which a team of medical professionals provides comprehensive home assistance based on demands and patient pathologies. This service reaches homes at the request of the family. The persons who provide this service include auxiliary personnel, emergency personnel, logistics personnel, nur-



The clinic has continued to provide its comprehensive **home assistance service**



Exterior lounge of the SAMU Wellness mental health clinic in Montequinto (Seville). \ PHOTO: A. M.



ses and doctors.

As for emergencies, from January to October 2022-23 emergency visits were made, as well as 47 emergency admissions, with 11 patients taken by ambulance to the SAMU Wellness Clinic and 32 voluntary discharges. July is the month with the highest number of incidents.

The number of new hospitalised patients fell by 1.65% in 2022 versus the previous year up to the month of October. There were 300 beds occupied until October 2022, as opposed to 277 in 2021. The number of voluntary discharges was 31, representing an increase of 70% versus 2021 and discharges due to improvement fell by 10.34% with respect to the previous year.

As for the day care hospital, the number of patients increased by 30% versus the previous year, and days of hospitalisation rose by 51.91%, to almost 1,200.

Occupational therapy service

The role of occupational therapist is to deal with the different pathologies observed in people with psychic, physical and emotional functional diversity. The work of the therapist is focused on organising different occupational workshops adapted to the needs of the patients.

As an overall objective, the SAMU Wellness team aims to achieve a mental, physical and emotional balance through therapy and the enhancement of self-esteem and self-knowledge.

At present, the average number of patients participating in this service is 20. Once this figure is exceeded, groups will be created to provide a better therapeutic service.

Among the activities carried out are physical exercise, cognitive stimulation, theatre, arts and crafts, group dynamics, creative writing, relaxation, self-knowl-

ge, music therapy and film projections.

The activities carried out in the community include the exhibition *Mujer y Salud Mental* (Women and Mental Health) and the Second edition of the Popular Race for Mental Health.

The exhibition *Mujer y Salud Mental* was held from 8-20 March at the Municipal Library of Montequinto (Seville). On 8 March (Women's Day), a talk was held in which two women took part who shared with the public their opinions about mental illness and its stigma.

On 20 November 2022 the Second edition of the Popular Race for Mental Health was held at Parque Alamillo in Seville, to raise awareness about mental health and inform society about the reality of this problem. Approximately 170 people entered for the race, over a distance of 5 km. That same day workshops were organised to raise awareness about suicide prevention.

Job placements

The purpose of training in this mental health clinic is to ensure the students are capable of performing the functions inherent to their professional category within the established competencies. In addition, additional training has been developed through a master class on physical and verbal restraint, the resuscitation trolley, the sterilisation process and subjects that are essential for the activity of our unit.

In 2022 66 students trained at the SAMU Wellness Clinic in different professional categories.

In the psychology area, 18 university students trained in this clinic and of these, 16 were women and 2, men. 6 were students in the 4th year of the Bachelor's Degree in Psychology Degree, while the other 12 were students on the Master's Degree in General Medical Psychology. These trai-



96.3%

of users rated the staff care as very good



92.5%

of users rated the information received on admission as highly satisfactory



95%

of users highlight the care provided by nurses and carers



90.3%

of users rated the centre as highly satisfactory

2023

nee students came from different institutions such as Universidad Loyola (1), Universidad Nacional Educación a Distancia (3), Universidad de Sevilla (2), Universidad Europea de Madrid (3), Universidad Internacional de la Rioja (1), CUSE: Centro Universitario Superior Europeo (4), Universidad Isabel I (2), Universidad de Cádiz (1) and Universidad Pontificia de Salamanca (1).

The total placement hours was between 90 and 650, depending on the university of origin and the degree.

Training centre

The SAMU Wellness Clinic also received trainees from other professional categories, including a male nurse from Switzerland, through the Erasmus Programme, from February to April 2022, a general practitioner from Greece who participated in a placement rotation, also through the Erasmus Programme from October 2022 to January 2023.

Eight students on the Auxiliary Care Specialist course in the MEDAC and Ilerna training centres also participated in placements as well as seven students from the Contreras orderly course and one student from the ADECO centre, 23 students from the SAMU School Emergency Specialist course, one administrative assistant student from the Contreras centre and one medical documentation specialist student from the Ilerna centre, as well as four volunteers, including orderlies and medical emergency specialists.

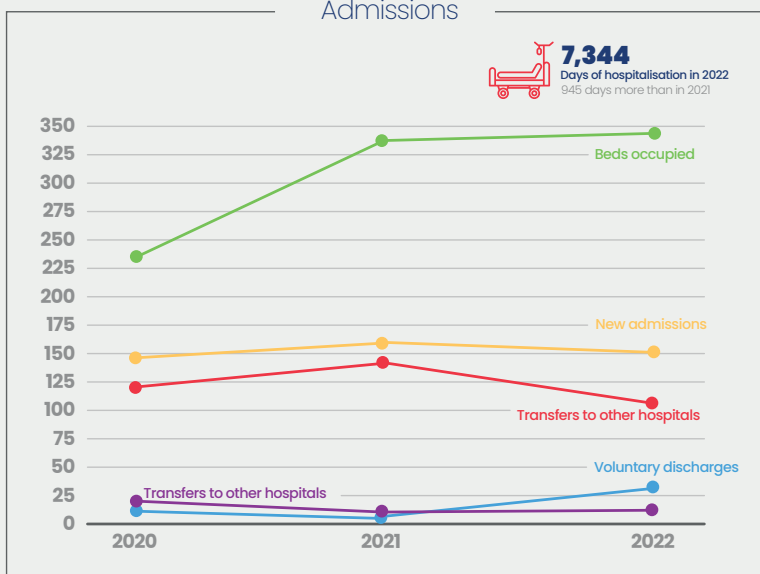
The purpose of the training imparted in this clinic is to provide the students with the necessary skills to perform the functions inherent to their professional category within the established competencies. In addition, additional training has been imparted through a master class on physical and verbal restraint, the resuscitation trolley, the sterilisation process and material essential for the activity of the unit.

The SAMU Wellness team

has taken on a series of challenges with a view to improving the assistance provided to date. The objectives for next year include an 85% improvement in care quality. To achieve this, they have set themselves the challenge of extending the services (electroconvulsive therapy), organising at least one training session per quarter targeted at all the staff, ensuring that 100% of the workers are able to manage the management software, eliminating the use of paper by 50%, raising awareness about mental health through the organization and participating in community activities once every quarter, and issuing at least two publications a year, among others. The second objective is to improve the centre infrastructure by 50%. To do this, working is being done on adapting the D Building to include a multipurpose room, painting the interior and exterior of the centre, renovating the lift and studying the possibility of enlarging the centre. Lastly, the third important objective is to increase turnover to 1,350,000 euros.



Admissions



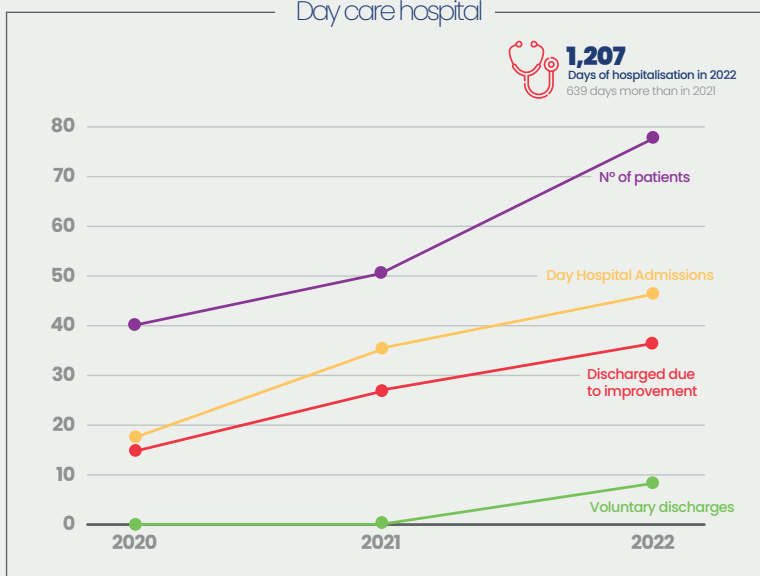
Psychiatric visits

56
First visits in 2022
27 less than in 2021

872
Follow-up visits in 2022
39 less than in 2021

2,307
In-patients in 2022
768 more than in 2021

Day care hospital

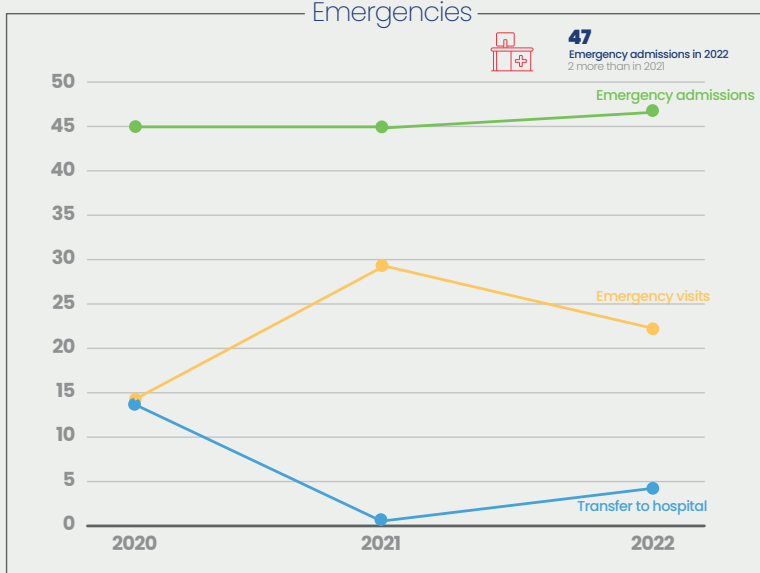


60
First visits in 2022
46 less than in 2021

709
Follow-up visits in 2022
405 more than in 2021

2,655
In-patients in 2022
1,967 more than in 2021

Emergencies



Nutrition visits

513
In-patient visits in 2022
227 more than in 2021

66
Out-patient visits in 2022
2 more than in 2021

39
Follow-up visits in 2022
30 less than in 2021

Eating disorders Programme

2
First visits in 2022
3 less than in 2021

INTERNATIONAL

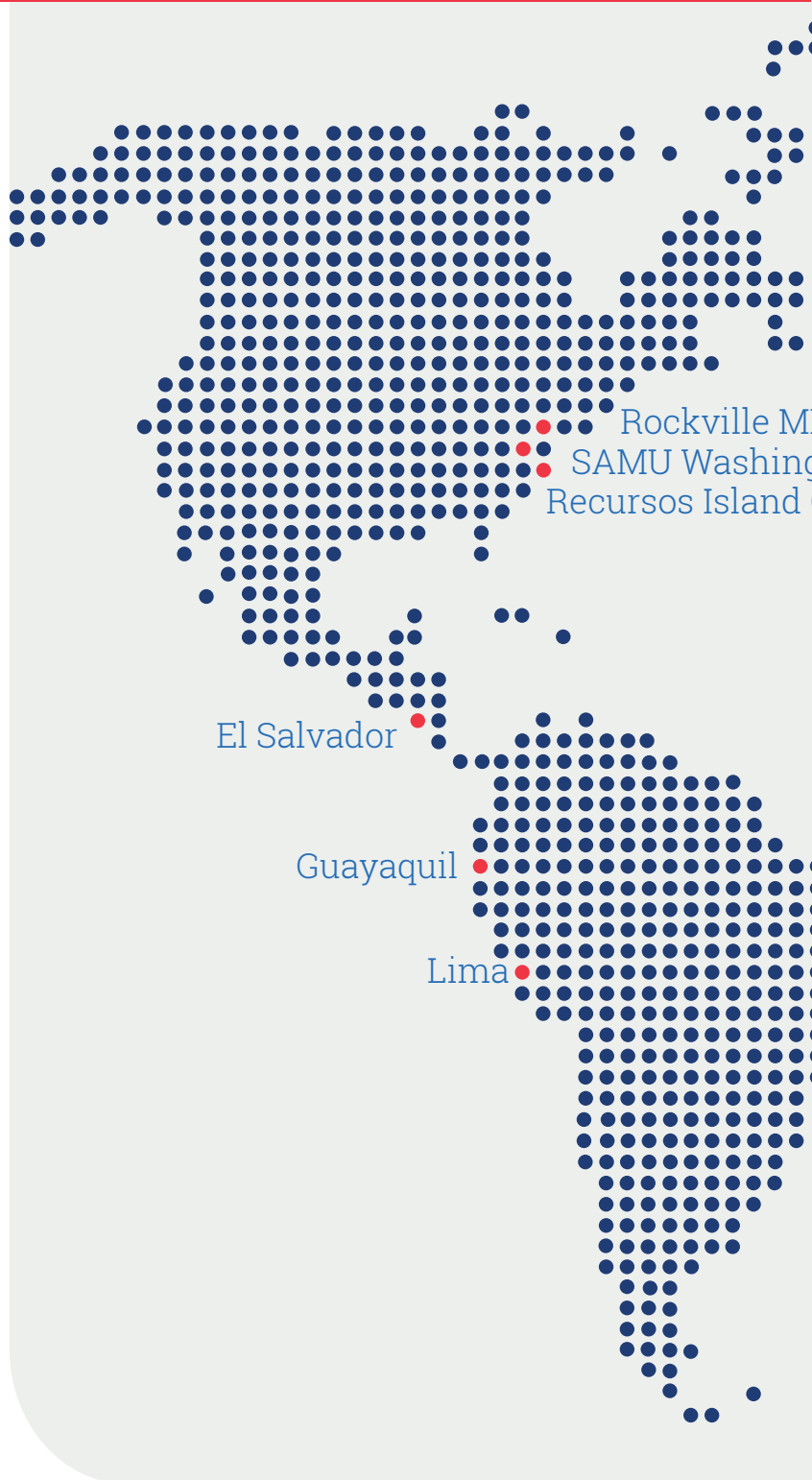
The internationalisation project is progressing with new humanitarian missions such as that of Ukraine, and with more alliances and projects in the USA and Latin America

SAMU's International adventure has taken a qualitative leap in 2022,

thanks to new international missions and the consolidation of agreements and projects beyond our borders. SAMU's internationalisation process has been one of the cornerstones of development of the organization in 2022 and will continue to do so in 2023. SAMU looks to other countries, mostly in Europe and America. Since 2017, the organisation has been working in Morocco and shortly afterwards, it embarked on its adventure in the USA. This adventure has gained momentum in 2022 with the reception of massive groups of migrants arriving at the borders of the southern states. In addition, there has been an increase in projects and partnerships in Latin American countries such as Ecuador, El Salvador and Peru.

The SAMU brand is becoming consolidated outside Spain, and not just the brand, but its way of working and its approach to social, medical and emergency action.

In relation to this International expansion, we should also highlight the humanitarian missions in 2022. This year, SAMU was present for four months at border checkpoints in Romania, Moldova and Poland following the invasion of Ukraine by Russia. Last summer, the organisation, together with SAMU First Response, also provided humanitarian assistance in the USA during the massive arrival of migrants.





D
gton
Condos



Since the spring of 2022, there has been a migratory crisis on the border between the USA and Mexico, where SAMU First Response (SFR) has identified a perfect and above all, very necessary opportunity to activate all its experience in humanitarian response, commitment with the interested parties and the analysis of systems.

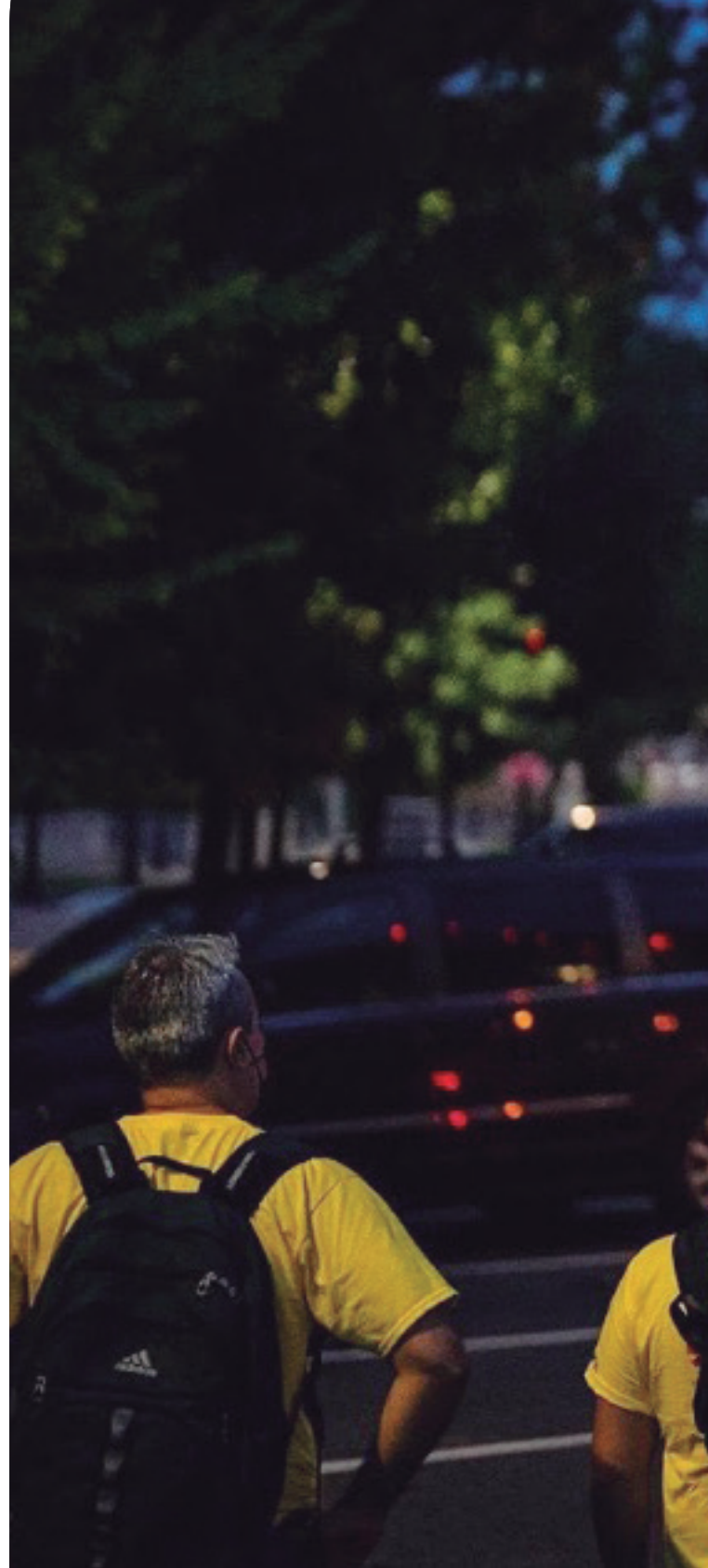
On 6 April 2022, the Governor of Texas announced the massive sending of migrants by bus to Union Station in Washington D.C. Two months later, more than 70 buses arrived, giving rise to a flow of more than 2,000 people from Colombia, Venezuela, Cuba and Nicaragua.

These people were allowed to enter the USA while their cases were processed by the US Customs & Immigration Service. In general, they had no access to transport and communication systems and thus needed help and resources to reach their destinations in safety in order to end their migratory process successfully and start a new life.

A large-scale response

During this process, local charities from Washington D.C. had not been informed of the imminent flows of people seeking help and so they were overwhelmed. Furthermore, as time passed, the frequency and number of buses increased, demonstrating the need for a large-scale coordinated response.

This was how the operation led by SAMU First Response started, a project funded with the aim of providing primary care to the migrants arriving by bus at Washington D.C. Furthermore, a shelter was set up (the Respite Centre) to meet the





5,267

people assisted by
SAMU First Response in
2022



1,850

people spending the night
at SAMU resources

Members of the SAMU team receive migrants on their arrival at Washington D.C. by bus. \ **SAMU FIRST RESPONSE**

serious needs arising from this situation. During the first month of the crisis, SAMU First Response provides direct services to 1,325 people, hot meals to 1,612 and night accommodation to 380. In addition, it organised workshops and informative meetings for 103 migrants.

After a preliminary assessment of the data, it was decided to provide primary care services to at least 1,500 migrants a month, and accommodation at the Respite Centre for a maximum of 50 a day. This centre provides food, clothing, hygiene facilities, shelter and support to the migrants while the last stage of their journey to their final destination is being processed.

This work, which continues today, has been carried out with the support of local governments and other entities such as Caridades Católicas, Carecen, Project Hope and World Central Kitchen. This effort of cooperation palliates the harm suffered during the migration of this vulnerable population, by helping and successfully promoting their transition to a new life in the USA.

SAMU has made a series of efforts in terms of planning and management to ensure the proper operation of the Shelter and the Respite Centre in Rockville

(Montgomery County, Maryland), and for the reception and assistance of migrants arriving at Union Station in Washington D.C., always subject to the coordination and supervision of the directors of SAMU First Response.

SAMU Mission in the USA

In view of this critical situation, it was decided to send a team made up of SAMU España volunteers from different disciplines and areas to the USA. In the summer of 2022 to implement and set up the project for providing support to migrants arriving from Mexico.

This operation was rolled out on two levels, the first in situ, at the Bus Station in Washington D.C. due to the situation of vulnerability and need of those migrants on their arrival, and the second at the Respite Centre in Maryland, where cases involving greater risk or need were dealt with.

As part of the work carried out in Washington D.C., the Spanish team provided assistance to migrants arriving at Union Station by bus from Texas and in the SAMU Condos Island Centre, to buses coming from Arizona.

The population receiving assistance



were mainly from Colombia and Venezuela and, to a lesser extent from Peru, Nicaragua, Cuba and Haiti. In addition, there were people from other countries such as Jamaica, India, Senegal, the Republic of the Congo, Russia and Syria, among others.

At first, the service was provided without overnight stays, covering the basic needs of the users, and handing out food, toiletry kits and clean clothing, setting up toilets and showers and helping them contact their families or sponsors as soon as possible.

The first group of professionals was trained by four SAMU España volunteers plus five SMU First Response employees, as well as volunteers from other charities such as Carecen and Catholic Charities.

Later, SAMU managed to obtain authorisation to open a shelter in Rockville, Maryland. Then work started on adapting the premises and conditioning the centre, while, continuing to provide on-site assistance to the migrants arriving in Washington D.C., eliminating the assistance provided for the people on buses at Island Condos and unifying reception at Union Station.

13 volunteers from the Childhood & Fa-

mily, Socio-Educational and Women and Dependency and Inclusion Areas of SAMU took part in this mission, which was carried out from June to September 2022, as well as staff from the SAMU School. During this mission, more than 3.500 people received assistance in the US capital.

Our work continues

Although the humanitarian mission ended in September 2022, SAMU continues to work in the region through its US subsidiary, SAMU First Response.

At present, SAMU First Response has a staff of 33 employees, and carries out its work at the Respite Centre in Rockville, Maryland.

Since SAMU first commenced its humanitarian actions in the USA and until the end of December 2022, the organised has provided assistance to a total of 5,267 people and served 20,346 meals.

Moreover, the SAMU team has processed the arrival of 136 buses transporting migrants from the southern borders and provided shelter to 1,850 people who have generated a total of 4,916 overnight stays at the SAMU resource. The work is still going on.



Ukraine Mission

SAMU's mission in Ukraine, set up in 2022 following the Russian invasion, forms part of an essential chapter in the organisation's trajectory that forges character, builds teams, leaves a mark on professionals and establishes a turning point in the history of an organisation such as SAMU.

The invasion began on 24 February. Only 48 hours later, SAMU set up a crisis office and a first team formed by eight volunteers from the SAMU Foundation, including doctors, nurses, emergency specialists and social educators who left for Tulcea, in Romania, on the southern border of Ukraine, on 3 March with the aim of covering the medical needs of the refugees affected by the war.

48 medical volunteers took part in the mission, which lasted for four months, distributed into five different contingents that were deployed on the borders of Romania, Moldavia and Poland.

These professionals came from different parts of Spain, such as Madrid, Valladolid, Burgos, Alicante, Valencia, Barcelona, Cádiz and Seville. These contingents were led by Borja González de Escalada, Vice-President of the SAMU Foundation, and Juan González de Escalada, SAMU Emergencies Area Director, as the institutional officers. They were assisted by the nurses Andrés Rodríguez Holst and Erica Williams, Mission Head and Mission Coordinator, respectively.

The first contingent departed on 3 March, the second on 23 March, the third on 11 April, the fourth and largest, with 15 volunteers, on 2 May and the fifth and last on 20 May.

The first destination of this mission was Tuleca, in Romania, located in the Danu-





48

volunteers distributed into five contingents



2,097

people assisted by the Mission



68.8%

of the people assisted were women



120

days of duration

War refugees at the port of Tulcea (Romania), where SAMU deployed an operation. \ PHOTO: JAVIER GARCÍA [MARCH 2022]

be Delta Reserve and just one hour on foot from the Ukraine border, where SAMU set up a military hospital. In Romania, SAMU also set up an Advanced Medical Post in Isaccea, where the people arriving by ferry from Ukraine were assisted.

Working in Moldova

Moldavia was the second country in which SAMU operated, specifically, the city of Chisinau, where the Refugee Transit Centre was located. At first, SAMU only had a mobile medical unit in the region that provided assistance in different Ukraine refugee shelters. From 28 March, SAMU EMT started to provide primary medical care in MoldExpo on a permanent basis, in addition to dealing with medical emergencies, referring people to specialists and transferring patients.

SAMU received a visit from the President of the Government of Spain, Pedro Sánchez, who was able to see the work done by the volunteers in Moldavia and underscored the importance of this international mission. Dr. Carlos Álvarez Leiva, Honorary President and Founder of SAMU, showed the President the facilities of the SAMU Medical Post and explained the work being carried out and the role of the Spanish organisation in Moldavia and Romania.

According to the Mission Report, the SAMU teams assisted 2,097 people at the different activity points. More than 88% of these interventions took place in Moldavia. For the most part, they consisted of providing medical assistance for persons with trauma and infectious illnesses (respiratory disorders, diarrhea and fever). The report also underscores the predominance of acute mental disorders due to war trauma. Specifically, 56.67% of the interventions were due to non-infectious diseases, 24.74%, to infectious diseases (mainly respiratory), 7.72%, to trauma, 4.48% to emergencies, 0.81% to surgical pathologies and 5.58%, to other pathologies.

As for age groups, the age of more than half the population receiving assistance was between 35 and 84 years; 27.75% were aged between 65 and 84 and 27.52% between 35 and 64. In relation to gender, 68.8% were female and 31.62%, male.

This project was supported by 166 people and charities, including Project Hope as the sponsor, the Provincial Council of Seville and the Rotary Club.

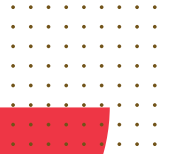
SAMU's Ukraine Mission is the second largest humanitarian mission in the organisation's history, after that of the Philippines in 2013, which lasted for five months.





The President of the Government, Pedro Sánchez, in the refugee assistance centre in Moldavia, with Carlos Álvarez Leiva, Honorary President and Founder of SAMU. \ SAMU [JUNE 2022]





Morocco

In 2017, SAMU opened an office in Morocco. Since then, SAMU's story in Morocco is that of an organisation that fights against adversities to provide a quality service that makes headway, like SAMU, in the medical emergencies sector to social action through international cooperation agreements and projects with vulnerable groups.

In October 2021, the SAMU Clinic was opening in Tangiers, medical centre for promoting health and transport for critical patients, which remained open until June 2022. The Clinic provided internal and external assistance. The first consists of medical assistance in surgeries and the second, of providing care in patients' homes and the transport of critical patients. A 24/7 service was provided.

On the other hand, the SAMU Tangiers Emergency Service has three fully equipped ambulances. From 1 January to 1 May 2022, the following prehospital emergency operations were carried out: critical prehospital care for patients affected by heart attacks, severe neurological disorders, diabetic decompensation, Covid and oxygen therapy in the home, as well as international transfers, mainly to Spain, France and Germany. During this period, 124 home care assistance interventions were carried out as well as 77 BLS interventions and 10 ALS interventions.

SAMU Tangiers has also taken part in three editions of the Titan Desert Morocco race as the organisation responsible for putting into operation the foreseeable risk medical scheme for this event.

In addition, in 2022 two training courses were imparted in which doctors, nurses and medical emergency specialists participated, as well as a pre-hospital emer-

gency course and an ALS course.

At present, the Clinic and ambulances are out of service.

In July 2022, SAMU started to work on new projects in Morocco, such as a mobile clinic emergency care centre. This consists of a medical regulation centre and a fleet of mobile medical units accompanied by a medical emergency team for BLS and ALS interventions and assistance.

It will be run by medical staff who are able to ensure a permanent medical care system, stabilisation of critical patients, medical care during hospital transfers and triage in the event of medical disasters. This project is still at the development phase. SAMU's objective is to start it up in 2023.

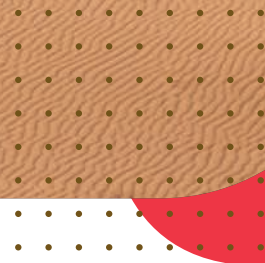
In 2022, work was also carried in International Partnerships for Calls and Tenders related to literacy for rural women and several projects set up by the Andalusian International Cooperation for Development Agency.

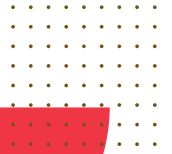
In Morocco, SAMU is fortunate to have the excellent cooperation of the NGO ATIL Association and contacts and partnership agreements in the university and academic areas, which makes Morocco a focal point of the organisation's international social activity.

We should highlight the importance for SAMU of the EU Funds for Morocco, due to Europe's interest in the southern borders and the Mediterranean Arc countries. The organisation is working on action projects related to civil society, equality and public governance as well as on other more specific ones in relation to disability and minors' rights.



Cyclists crossing the dune of the Moroccan Desert in the 2022 Titan Desert Race. \ **TITÁN DESERT**





Latin America

SAMU Iberoamérica continues to study the possibilities of development in cooperation projects in Latin America.

Thanks to the work of team in the region, SAMU and its Foundation have consolidated their Project in Ecuador, El Salvador and Peru in 2022, and they intend to continue to grow in 2023 in these countries and in other Latin American nations.

Initiatives carried out in Ecuador

SAMU has continued to position itself as a provider of social and medical services in different authorities of Ecuador in 2022. Agreements have been signed with the city councils of Milagro, La Libertad, Salinas, the Provincial Council of Guayas and Cantón de Santo Domingo, as well as with the Ministries of Health and Social Affairs of the Central Government.

The projects set up, some of which are still at the implementation phase, consist of interventions related mostly to addiction and malnutrition.

As for the interventions for dealing with addiction, SAMU is working on diagnosis and assistance in addictions with a gender and an ethnic focus to propose an interventional model for drug addicts that will improve the results in providing prevention and rehabilitation services. This initiative consists of sending the persons selected by the local authority and their families and/or support groups to the Drug Addict Assistance Centre.

In addition, the persons affected who continue their treatment are provided with outpatient and in-patient assistance in order to start detoxification therapy and treatment, thereby promoting their return to school or their labour insertion.

SAMU also contributes to preventing drug abuse and to maintaining a positive environment in the municipality. The training needs and demands of the Regional Human Talent Area for the diagnosis, design and implementation of public policies to prevent vulnerable groups from falling into drug addiction are fully covered.

As for the malnutrition problem, SAMU is implementing actions such as drafting local intervention plans, interinstitutional coordination through technical boards, six-monthly measurement of pregnant women and children, preparation of reports and implementation of workshops on prevention of pregnancy in adolescents, among other activities.

For several months, SAMU has been working on setting up five new projects which will be started up in 2023 in Ecuador.

These are highly specialised services (residential resources for women who are temporary workers on farms, community mediation in multicultural neighbourhoods, assistance for women affected by gender-based violence in rural areas, sexually exploited women, women drug addicts and others), management of short-stay emergency centres that provide immediate shelter for women and children (accommodation, board, care, support and specialised psychosocial assistance), support and care in supervised housing for girls at risk due to gender-based violence, generation of social knowledge about women (preparation of best practice manuals and guides) and comprehensive support for women refugees from areas affected by armed conflict, political or religious instability or unsafe urban areas.



SAMU representatives with the Ambassador of El Salvador, during a visit to Hospital Nacional. / SAMU [OCTOBER 2022]

Peru and El Salvador

Work continues in El Salvador to set up actions at El Salvador Hospital within the framework of the cooperation agreement between SAMU and the Ministry of Health.

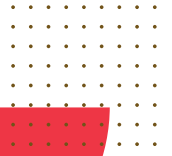
In addition, initiatives are also under way in collaboration with the children’s hospital, armed forces, National Civil Police and Ministry of Justice, in addition to collaboration agreements with the faculties of the Health Campus of Universidad Evangélica de El Salvador and Universidad Dr. José Matías Delgado for the development of job placements for students in the SAMU facilities and the development of courses and the SAMU School.

In Peru, apart from the emergency initiatives with the medical emergencies

organisation in Lima, a framework partnership agreement has been signed with Universidad Norbert Wiener for the implementation of job placements for Peruvian and Spanish students in both institutions, as well as the development of SAMU Postgraduate and internationalisation programmes for their students.

Others initiatives have been set up with Escuela de Enfermería de la Marina to implement a school for emergencies, medical emergencies and disaster management and the signing of another partnership agreement with the Instituto Tecnológico Superior Alcides Carrión of Universidad Norbert Wiener.

In addition, a study is being carried out on initiatives for working with the Ministry of Women and Vulnerable Populations of Peru.



European Projects

SAMU has been making headway in Europe this 2022 by promoting its activities through humanitarian action on the Ukraine border following the Russian invasion of this country and through R&D&I projects in partnership with top-level European institutions and universities.

Since November 2022, SAMU has formed part of the EU project Horizon Europe through its HAI programme. Horizon Europe (HE) is the framework EU R&D programme for the period 2021- 2027. It has a total budget of more than 95,500 million euros to fund R&D, technological and innovation initiatives and projects with clear European added value.

The HAI project consortium is made up of top-level European universities such as Universidad de Sevilla, Universidad de Granada, Polit cnica de Catalu a, Universidad Pablo de Olavide, Universidad de M laga, University of Bratislava (Slovakia), Haaga-Helia University of Applied Sciences (Finland), Genova University (Italy), Arcada University of Applied Sciences (Finland), Ko ice Technical University (Slovakia) and C te d'Azur University in Nice (France).

SAMU is a member of this consortium as a test bench in cases in which Universidad de Sevilla is the coordinator, through its Computer Engineering Faculty.

This year, SAMU has also participated in several conferences and congresses such as the Annual European Conference on Social Services, held in Hamburg, Germany, from 8-10 June, and in the presentation in November of the Spain-Portal Interreg Cooperation Programme (POCTEP) 2021-2027, the most important cross-border cooperation programme

of the EU, which will receive a contribution of more than 320 million euros from the European Regional Development Fund (ERDF).

Among others, this programme will support cooperation among states through networks of small and medium enterprises to improve R&D&I and knowledge transfer.

It will also fund projects for improving energy efficiency in public buildings and support sustainable tourism, the preservation of cultural heritage, cooperation in the healthcare area and training for people who live in cross-border regions.

SAMU DIS-FIT Project

On the other hand, the SAMU Foundation was a semifinalist in the European Social Network European Social Services Awards 2022 in the R&D&I projects category for its participation in the SAMU DIS-FIT project.

This initiative, developed in conjunction with the Department of Human Motricity and Sport of Universidad de Sevilla, is a pioneering international venture and is a study led by Dr. Ruth Cabeza Ruiz. It required two years of work and the conducting of more than 5,000 tests on disabled people.

The aim is for SAMU DIS-FIT to be used in the healthcare and medical assistance sector as a guide for the implementation of physical exercise programmes for the disabled. It is a tool that offers guidance about the physical parameters of people with cognitive diversity through tables that, for the first time, show the results of physical exercise in these people



Disabled people from the SAMU Foundation in Seville exercising outdoor. \ PHOTO: M. D.

and not an adaptation of the physical parameters of regular people.

Since June 2022 SAMU has also cooperated with the Italian association Oikos Onlus, which supports International cooperation projects in Europe, specifically the Eco Tur Inka project, in which the Department of Nariño, in Colombia, provides biosafety protocols.

K2 Project

Lastly, the SAMU Foundation's Childhood & Family Area plays an active part in the K2 project, a training course on migration and inclusion based on best practices, for which it receives support from the Emmanuel Foundation whose headquarters are in Lecce (Italy). This initiative is funded by the EU through its Erasmus Plus (+) Mobility Programme.

The Erasmus+ programme activities are based on best practice placement exchanges within the EU framework.

These training activities put Non-Governmental Organizations in contact with young people linked to these entities in different countries, either because they are users of the services provided or because they form part of their staff, and in the specific case of the K2 initiative, not only with young people, but with persons with more experience in the different entities.

The main objective of this initiative is to contribute to and improve the organisational and social process capacities of the participating organisations in order to build a Europe that is capable of including and accepting diversity, especially migrants.

The SAMU 2021-2025 R&D&I Plan has achieved greater presence in other areas of the organisation, giving rise to transversal, de-centralised actions

SAMU's R&D&I Area has been transferred to other departments of the entity in 2022, from carrying out personalised actions to other, transversal actions in which different areas of the organisation participate. The SAMU 2021-2025 Research and Development and Innovation Plan actions have become less centralised, giving rise to greater professional specificity in the actions and their goals.

This year, four major lines of action have been set up. The first is talent management. Following a diagnosis and approach process implemented the previous year, a responsible person has been assigned and the first actions have been taken with the SAMS digital tool.

Thus, a campaign for drafting the CV of the SAMU staff has been started, with the aim of compiling a real database of the skills and capabilities of the staff in order to subsequently carry out specific actions.

The second line of work was the generation of knowledge. In this regard, the SAMU Scientific Research Institute (ISIC) has started up several projects, one of which was the SAMU Academy, which provides mainly senior management training courses (managerial development, SAMU Integrated Management System), economic and financial management and the International Social Innovation Conference, which was held in February 2023.

Other initiatives set up by the ISIC include the SAMU Chair in Social Innovation, managed jointly with Universidad Pablo de Olavide, the SAMU MASDOC doctorand support programme and the active participation of SAMU in research on Unaccompanied Minors in Care Centres (VRI-ME Research Project), led by Universidad de Loyola and approved by the Regional Government of Andalusia University, Research & Innovation Department.

Digital transformation

The third line of action in the Research and Development and Innovation Area this year was the digital transformation of the entity, carried out through innovation in the following areas: development of digital management tools, such as the payroll management tool (SAGE), expense control through the establishing of KPIs displayed through Power BI and integrated management of socio-medical and educational centres (SAMS), as well as the concentration and protection of corporate data.

The fourth line of work was the promotion of an innovative culture by means of the following actions: calendar of the Innovation Committee, a body that promotes changes and improvements in the organisation, corporate innovation modules in the SAMU Academy training sessions, updating of UNE 166.002 R&D&I certification and international development through setting up a special department to search for and develop projects.

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Talento SAMU Advertising Programme.
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5

communications at congresses



32

scientific papers presented



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SAMU ACADEMY

The SAMU Academy was set up in January 2022 as a Higher Education area and instrument for the SAMU staff.

Its objective is to contribute to training young talents and managers in the organisation to enable them to act as leaders and take on the challenges of today, such as humanisation, sustainability, digitisation and innovation. In other words, it aims to instruct them in social and business management in keeping with the needs of a 21st century society and with the Sustainable Development Goals of the 2030 Agenda.

The Academy's annual programme includes training activities on different levels and topics in the form of courses, seminars, workshops and/or academic-scientific events along with other socio-cultural activities organized jointly with Funddatec (Foundation for Sustainable and Circular Technological Development). In addition to providing managerial skills, the academic offering aims to consolidate other competencies such as emotional intelligence, inclusion, diversity, internationalisation, research, digitisation and sustainability.

The Academy was started up in January 2022 with the opening of the Managerial Development Expert Course. During the year, three editions of the Leadership and Management of High Performance Teams course were held, as well as different sessions of the Doctorand Mentoring programme, which consists of supporting and advising SAMU professionals to enable them to complete their Doctor's Degrees, SAMU Scientific Research Institute (ISIC) Committee meetings, a prospective study on entrepreneurial talent in SAMU and conferences and congresses such as the First Fundatec International ImpacArte conference entitled 'Art and Culture with a Gender Impact'.

In May 2022 a work group was set up to activate the SAMU bibliometric repository, a virtual area that will be located on the SAMU website

and draw on scientific-academic production issued by the professionals of the Institute. It will include research papers and other documents, articles and informative journal, projects and patents generated in SAMU.

The SAMU Academy also has other partnerships with institutions such as the Foundation for Technological, Sustainable and Circular Development (Funddatec), Universidad Pablo Olavide, with which it has set up the SAMU Chair for Social Innovation and the Master's Degree in Socio-Medical Emergencies, and the America University's Immigration Lab. In relation to the latter, Juan González de Escalada, Director of the of SAMU's Emergency Area, and Ernesto Castañeda-Tinoco, Director of the American University's Center for Latin American and Latino Studies-Department of Sociology- have signed an agreement that enables work to be done on better understanding asylum seekers arriving from the metropolitan area of Washington D.C. from Texas and Arizona.

The SAMU Academy has promoted 14 research projects through the ISIC, as well as publishing the books Migraciones, Nuevos retos geopolíticos, económicos and sociales, by Carlos González de Escalada, and Dirección de Centros Sociosanitarios, by María José Tinoco.

In 2022-2023, the High Performance team Leadership and Management Course was reactivated, and work is being done on launching the ARI Institutional Senior Management Course, which teaches SAMU directors to relate to eminent persons in institutional managers at high institutional representation events that require a knowledge of protocols and a Socio-Medical Center management course, a programme that enables SAMU directors to carry out their management and supervision work efficiently and adapted to the geopolitical context of the 21st century.

12 SUSTAINABILITY

Sustainability continues to be a transversal element of the organisation in both its specific actions and its general objectives

At the beginning of 2022, the Sustainability Area designed a strategic plan that has charted the path for achieving a Business model in keeping with the UN Sustainable Development Goals (SDGs). This plan is divided into two main lines: consolidation of the alliances achieved in 2021, expanding the existing contacts network and improving waste management in the SAMU centres and in the Foundation.

The actions carried out as part of the first lines includes the public recognition, in in June 2022, of the E-City Triple Zero Project. SAMU, an organisation that is aware of the need to protect the environment, has launched the Rapid Intervention Vehicle (RIV) which is 100% electric, as proof of its commitment to the 2030 SDGs. Furthermore, SAMU is progressing in its adhesión to the E-City Project, which is aimed at developing on the Island of la Cartuja in Seville a city model based on an open, digital, decarbonised, sustainable ecosystem in 2025, 25 years before the implementation of the energy and climate goals established for 2050.

This year, SAMU has also collaborated with the La Caixa Incorpora Programme, which promotes the socio-labour integration of people at risk of social exclusion. Thanks to this programme, two under-age wards have participation in placements as catering assistants and other training to obtain a forklift driver's licence. In addition, a talk was held to raise awareness about and commemorate World Migrant Day in different schools, allowing minors foster-

red by the SAMU Foundation to tell their life stories.

In addition, alliances have been consolidated with Aeconova, Alternativa Ecológica and Recilec in order to continue to improve its commitment to recycling paper and electronic waste.

Another activity carried out was the partnership for yet another year with the Food Drive organized by the Food Bank of Seville, the most important activity of the year for this entity. The SAMU resources collaborated with economic donations. In 2022, the joint contribution made by SAMU centres was more than 700 euros. SAMU also took part by helping to sort the food collected and attending the information points established by the Food Bank.

In 2022, the SAMU School set up a new classroom building that was constructed with a Steel Framing system. It was built using energy-saving and environmentally sustainable measures in order to reduce greenhouse gas emissions. The electrical needs of the new classrooms and the rest of the School are covered by installing a photovoltaic panels system on the roof (for self-consumption). Due to its characteristics and use, the building has been awarded the A+++ classification, the highest one for energy-efficient and sustainable buildings.

In the second strategic line, SAMU has started a study to ascertain the real situation of its centres in order to set up

best recycling practices.

So, the new SAMU School classroom building has a triple waste bin in each room for plastic, paper and organic waste in order to get students and teachers to include waste classification as part of their daily routine. The SAMU School is the first school in the organisation to set up this initiative. The different initiatives carried out have led to a reduction of almost 4,000 plastic bags per year.

The SAMU School is also working on building a car park for light electric vehicles. This solution will make it possible to generate power during the hours of sunlight to cover the electricity needs of the facility and recharge electric vehicles with solar panels.

In 2022, funds were also allocated to calculate the carbon footprint at a meeting with the company Eurofunding. The carbon footprint is an environmental indicator that reflects the percentage of green-

house gases emitted by a company into the air through its activities. Training is under way to obtain the energy certificate for each SAMU centre and the SAMU Foundation.

Looking forward to 2023, SAMU has set up contacts with NooS, a newly-established company that helps other entities to connect with NGOs or institutions in order to support project funding. The aim is to open up a new channel to raise funds for SAMU's humanitarian action projects.

SAMU's sustainable business model continues to grow and become consolidated day by day. The organisation not only has a dedicated staff, it also has the means and a general management that invests in projects to promote and integrate its work in order to respond to the emergencies of society with the corporate responsibility of caring for our planet. In 2023, the organisation intends to work to meet the needs of the present without jeopardising the needs of future generations.



The Triple Zero emergency intervention vehicle.
 \ PHOTO: MARINA DUARTE

133 COMMUNICATION

Communication is the life blood of the organization. It projects transparency to the exterior and guarantees the unity, engagement and participation of the staff

SAMU Magazine

Communication plays a strategic role in SAMU's actions. It intervenes through different tools, in order to achieve a dual objective. Firstly, it projects transparency to all SAMU's clients and partners, and secondly it plays an increasingly important role in strengthening the brand and in the union, engagement and participation of a staff made up of more than three thousand employees in Spain, Morocco, USA and Latin America.

The SAMU Magazine, which is published every month in printed and digital for-

mats, has reached 133 issues. Published in well-presented informative and graphic format, it reaches all the work centres of the organisation, as well as institutions, clients and partners. The Online issues of the newsletter have now reached more than 50,000 in 2022.

Together with the SAMU Magazine, social media (Twitter, Instagram, Facebook and LinkedIn), the relations established with the news media and creative advertising are key tools that support the organisation in its communication strategy.





A year of good news

January



A life saving mission

The SAMU School organises an exercise involving the National Police Force



Directors ready to lead in any situation

Inauguration of the Managerial Development Expert course supported by Funddatec for the directors of the different resources of the organisation



February



In the midst of the Marathon of Seville

More than 140 professionals and students from SAMU and the SAMU School taking part in the healthcare scheme for this race with almost 11,000 runners



Andalusia praises the International work of SAMU

Members of the Regional Government of Andalusia participating in a business breakfast at the SAMU School



An alternative for the minors of Piniers

The high employability vocational training programmes are started in Ceuta

March



The unexpected war

SAMU sets up a humanitarian mission to help Ukrainian refugees



The Founder of SAMU receives the Silver Medal for Merit in Civil Protection

Dr. Carlos Álvarez Leiva, Honorary President and Founder of SAMU, receives the medal of merit for extraordinary work in the emergencies area

SAMU starts up its activity for minors in the Balearic Islands

Opening of the first specialised resource providing integral care for minors from the region



April



The Triple Zero Project receives an award from Universidad de Málaga
 The SAMU Rapid Intervention Vehicle receives an award from the academic sector

Five new diplomas in the school

The SAMU School announces an increase in its educational offering for the year 2022-2023



May



Two months on the Ukraine border

SAMU celebrates two months of its Mission on the Ukraine border. It includes five contingents and fifty volunteers



Carlos Álvarez Leiva receives the gold medal of the Province of Seville

The Provincial Council of Seville presents the award to the Honary President and Founder of SAMU for his personal career and his legacy



Titan Desert, one of the toughest races in the world

SAMU has taken part in the emergency scheme for this ultramarathon over a distance of 626 km



June



The President of the Government of Spain visits the border

Pedro Sánchez visits the Ukraine border to see the work being done by SAMU in Moldavia



UPO and SAMU express their commitment to social innovation in the Third Sector

Universidad Pablo de Olavide and SAMU sign an agreement for the creation of the SAMU Chair for Social Innovation



July



Disfrutamar sets sail again

After stopping its activities for two years due to the pandemic, the SAMU Foundation resumes this social inclusion and sport programme



Those who learn to "ride the storm"

Graduation ceremony of the first SAMU School students of the post-Covid era



Training in Humanitarian Action with a focus on Andalusia and Ecuador

The SAMU Foundation and Asociación Paz y Desarrollo join forces in a partnership agreement



August



First Reponse in USA

SAMU helps more than 2,300 migrants arriving in Washington D.C. by bus from the southern states



Women, young migrants and university students

After completing their secondary school and University entrance studies, the young migrants Kadiatou Sow and Sabah El Amroui start their university education

September



The SAMU Schools commences its 2022-2023 activities

More than 200 students start their studies at the SAMU School, including the Intermediate Level Course in Emergencies and Civil Protection



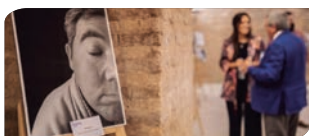
Strategic partner of the government of Washington D.C.

The Mayoress of Washington D.C. acknowledges the work and support given by SAMU First Response to local authorities during the massive arrival of migrants in Washington



SAMU is planning to set up an Emergencies school in El Salvador

SAMU's Director for Latina America visits El Salvador to promote the creation of an Inter-Institutional Technical Cooperation Framework Agreement



Emotional testimonial about the lock-down

The SAMU Foundation inaugurates the exhibition 'Photography in times of lock-down'



October



On the other side of the party

SAMU is the entity responsible for the health emergency scheme at the Second Edition of the Iónica Fest in Seville



SAMU and UPO present the SAMU Chair for Social Innovation

The purpose of the project is to improve the wellbeing of vulnerable groups through knowledge, research and setting up projects



COISL Motril, 10 years and 278 lives to tell

The Granda-based resources for minors who are wards of the Regional Government of Andalusia celebrates its tenth anniversary



Oikos Onlus, un socio para la cooperación internacional

SAMU receives a visit from the Italian association with a view to strengthening their partnership

The Ministry of Equality subsidises a SAMU gender-based violence project

The programme will be rolled out in schools and resources for minors of the SAMU Foundation



November



Third Edition of the Aljarafe Integra Popular Race

The SAMU Foundation, in conjunction with the Borough Council of Mairena del Aljarafe (Seville) summoned one thousand people to the third edition of this event which promotes the inclusion of people with functional diversity



Tribute to International volunteers

The SAMU Foundation has ended its missions in Ukraine and the USA with an act that pays tribute to international volunteers who have taken part in both projects

December



More than one hundred leaders to promote the SAMU2030 Plan

Holding of the plenary meeting of the 110 directors and area heads of the organization after one year of growth in the international area



Second Edition of the Conference entitled 'Adolescents in Centres providing foster care for Minors'

COISL Motril (Granada) invites one hundred professionals to deal with the challenges of working with minors included in the foster system



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Annual Report 2022-2023

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- Precio de la matrícula: 2.000 euros (posibilidad de pago fraccionado en dos cuotas).
- Periodicidad: trimestral. 3º.
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