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# ANNUAL REPORT 2020-2021



**40** YEARS  
Always by your side





*Always by your side*



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# O *Cover letter*

Throughout our long history, we have experienced all kind of moments. And since our vocation has always been to be there, in the front line, ready to attend to any social need, in our almost forty years of life we did have the opportunity - I would say also the fortune - to intervene in many adverse circumstances, living and trying to alleviate the suffering of many people. Natural disasters, migratory crises, famines, there are many deployments carried out by SAMU over the last decades to deal with these types of contingencies, without forgetting all its work in favour of the most disadvantaged people.

But reality has never before put us so much to the test. And never, as last year, we had the chance to demonstrate to such an extent our capacity as an organization specialized in emergency management and adverse scenarios. Many entities - those that achieve it, since not a few will sadly remain on the road - will tell in the future that they came out strengthened in 2020. And we can affirm this categorically from our position. Because the work carried out by our

organization in the fight against Covid-19 represents without a doubt a case study.

If SAMU is the result of a joint human effort, the evidence is in everything we have done in 2020. The most complicated year of our lives and a true and exciting challenge that we have overcome with flying colours, thanks to our involvement, creativity and effort of an unbeatable human team. What you will find on the following pages is its heritage.

With this cover letter, now we should face 2021. The year in which we turned 40 in activity. A year to look back and feel proud of all that has been achieved, and also to look forward with renewed illusions and the security of knowing that we are - we always were- on the right track.

I can only thank all public administrations and public and private entities that have trusted us during the past year, as well as the users of our services. We are here for them and we want to continue being there for many more years.

**Carlos Álvarez Leiva**  
Chairman

# 1 *2020, a year that no one will forget*

2020 will be difficult for everyone to forget. But especially for entities that, like SAMU, were in the front line of the fight against Covid-19, putting everything on their side even before the lockdown declaration due to the pandemic. And always, with a vocation of generosity, dedication and commitment that allowed it to reach with its qualified attention where others could not, even outside our borders.

2020 put us on the ropes as a society, requesting from us demands of prudence and security never before experienced, and also awakened in us unusual currents of solidarity, with a mobilization of public administrations, private sector and civil society like never before. All of this aimed at mitigating the catastrophic consequences of Covid-19 on our society, not only from a health point of view but from the economic situation.

As Carlos Álvarez Leyva, our chairman, has pointed out, SAMU has been prepar-

ing for years to face a biological crisis like the one we are suffering, convinced that something like this was more than possible. This circumstance has placed us in a situation of strength to face the virus, which has favoured our ability to put into operation, with great agility and efficiency, care deployments against the pandemic. We have been on many fronts, and our know-how has crossed borders. SAMU has always been a company focused on health and emergencies, with a marked social orientation, but in 2020 this dimension has multiplied, associating the brand with that of professionalism and excellence in health crises management.

Nobody will forget this 2020. But much less the SAMU professionals who have been fighting COVID-19 since the beginning of the pandemic on many fronts, always upholding the principles that have made us known and recognized as an entity: the humanitarian commitment to health and social integration.









*We have shown what we are able to do when we work all together*



**What is the main lesson learned from all your work during 2020 in the fight against the coronavirus?**

That in moments of serious crisis, the leader must set a single objective, share it with the team and make the appropriate decisions to fulfill it. Even if you are afraid; even if you lack information; even if it seems impossible: set the path, report it and maneuver until you reach port.

**And as a society? What do you think will come from us as a society after everything that happened in this difficult year?**

The best of us has already come out: dedication, love, integrity, solidarity, the unlimited effort of many groups ... We must overcome the least edifying aspects to face the future with light and courage. Without forgetting the high level of suffering, we have shown what we are able to do when we work all together.

**2020 has forced SAMU to an exercise in reinvention and constant imagination. Is it now stronger as an entity?**

Yes. We have cultivated our essence: to act decisively in extreme situations. As I always say, the “U” for Samu comes from “urgent” and this forces us to go from today to today. In 2020, we have done it dozens of times. Positive patients, the cayucos or homeless do not wait for you, they force you to sleep with the corner of your eye open to jump into action. This year, we have shown again that we know how to do it.

**You like to define SAMU as a “force for good”. What can administrations, and civil society in general, expect from SAMU?**

Unconditional and devoted support. Samu will be where society needs us, crossing borders wherever there is suffering that we can alleviate. We are privileged because our job is to work for the common good.

## 1.2. Chronology of an all-out fight against COVID-19

### January *Anticipating the pandemic*

At the beginning of January, China launched the SARS-Cov-2 virus alert, more popularly known as COVID-19 or, more generically, coronavirus, detected in Wuhan population. On the 30th of that month, the World Health Organization (WHO) emergency committee declared an international emergency. From the beginning, SAMU followed its evolution in detail, which at that moment exceeded 8,000 confirmed cases and 200 deaths, with a hundred diagnoses outside of China. Its first effective measure was the constitution of a Monitoring Commission, as well as the development of protocols for its own team.

In this way, when no one could imagine the crisis that would overtake us, on January 27 SAMU organized a Simulation of Care for Patients Infected by Coronavirus, which was held at the SAMU School facilities in Gelves (Seville).

Already then, in front of the media that followed this action, the director of the SAMU School, Juan González de Escalada, pointed out that the objective of SAMU was “to be as prepared as possible” for any type of intervention derived from this epidemic.

### February *Everything ready for the inevitable ending*

In mid-February, figures of people infected by coronavirus in Spain and internationally were already unleashed. There were more than 64,000 infected people and a death toll close to 5,000 in our country. SAMU was preparing internally to be able to mobilize resources and meet the requirements that would surely arise from public administrations and groups and entities of a social nature.







**March** ○ *Lockdown and multiplication of deployments*

On March 14, lockdown due to coronavirus is established. This implies the total paralysis of the activity at the national level and the generalized confinement, with the exception of essential services. The contagion figures are growing unchecked, especially in certain communities such as Madrid, and significantly affecting some social segments, such as the elderly in long-term care homes. The deployments by SAMU follow one another in cascade. For them, the involvement of volunteers and professionals sensitized with the effects of the pandemic is sought and the entity's own resource structure is mobilized, with a strong weight of qualified and experienced staff crises management.





**March  
MASK  
WORKSHOP:  
LET'S TAKE  
ACTION**

The outbreak of the pandemic brought with it an additional problem: a general situation of shortages of masks and other PPE (Personal Protective Equipment) to deal with the coronavirus. Initially masks were not mandatory for citizens, but they were absolutely essential for health professionals. The creation of a mask workshop, which was launched on March 18, just four days after the lockdown in Spain, was the first proper “combat” action of SAMU against the coronavirus, but in the rear. A call for employment was opened to select six people with experience in industrial sewing and a high level of knowledge and experience in the transfer of patterns. The goal was to manufacture between 3,000 and 5,000 masks per month and PPE material. Part of this production would be for self-consumption by the assistance centers managed by SAMU Foundation (for the care of disabilities and minors management), while most of it would go to donations for public health centers. It was, therefore, a workshop with an altruistic purpose: to alleviate the problems of a shortage of personal protective equipment. For several months, the workshop, located at the SAMU School, worked so hard to produce protective material.



**March  
IN THE  
COVID-19  
“GROUND  
ZERO”:  
MADRID**

In March Madrid became the “ground zero” of COVID-19. Almost half of the deceased in Spain then came from that region. To this must be added the high number of infected and sick health professionals, which significantly reduced the workforce of the hospitals in the community. In the worst weeks of the pandemic, SAMU sent three contingents to Madrid to support the Madrid Health Service (SERMAS), whose Directorate for Social Health Coordination was the entity requesting the service. These deployments lasted between March 21 and May 8 allowed a total of 250 transfers of elderly people from long-term care homes to hospitals in the Community of Madrid, as well as the recognition of 100 nursing homes and training in biosecurity to more than 500 workers from residences and external teams. The company also intervened in the evacuation of ten residences. The first contingent of SAMU personnel arrived in Madrid on March 21, providing the first transfer services since that afternoon. The main task was to transport people between long-term care homes and geriatric wards of the hospitals of the Community of Madrid. The next day, March 22, the second contingent arrived. The objective was to provide voluntary support for a few days and to withdraw the two teams, made up of 9 volunteers, on March 25, but due to the overflow of the situation, SERMAS requested permanent support from SAMU, so a third contingent arrived to replace the professionals who attended the two deployments. This third contingent participated in the Platercam-112 platform, made up of the Spanish Military Emergency Unit (UME), Firefighters of the Community of Madrid, SAMUR-Civil Protection of the Madrid City Council, SUMMA-112, State Security Forces, Red Cross and SAMU Madrid, as well as the medical and social services of Madrid.



**March  
TRANSFER  
AND  
ASSISTANCE  
OF THE  
ELDERLY IN LA  
LÍNEA, CADIZ**

From March 25 to May 11, SAMU deployed a service in the municipality of La Línea de la Concepción, Cadiz, to attend 28 patients transferred from a nursing home in Alcalá del Valle, Cadiz, due to the detection of a Covid-19 outbreak in that long-term care home. This deployment, located in the Free Time Residence of La Línea de la Concepción, was fully enabled by SAMU, which was also responsible for the transfer of the elderly from the residence of origin to the center of La Línea.

The operation was carried out at the request of the government of the Junta de Andalucía. Initially, SAMU sent a team of six professionals to the residence where the outbreak was detected. Once the evaluation of the situation had been carried out, and after handling different options, it was decided to transfer them to a field hospital that SAMU built in the El Burgo Residence, in La Línea de la Concepción. In addition, the nursing home was disinfected. The transfer of the patients required a bus, six collective ambulances and two Advanced Life Support ambulances. During the two-hour journey, the health workers were escorted by the National Police. At the same time, another team of five professionals was building the field hospital in La Línea. Since the start of this resource, 24 SAMU professionals have cared for the 28 patients. Throughout the entire period the security measures were extreme, and the patients maintained a good state of health, until they returned to their residence of origin. The enabling of this deployment in La Línea de la Concepción generated a great current of solidarity among a good part of the residents of the municipality, who repeatedly expressed their support for the work carried out by SAMU and their permanent interest in the health status of the patients.



**March  
PUBLIC  
APPEAL AND  
RECRUITMENT  
OF VOLUNTEERS**

The foreseeable overflow situation of the health and emergency services led SAMU to carry out, through its Foundation, a public appeal to select volunteer personnel in some categories in order to fight against COVID 19. The call, issued through of the web, caused that in just two days (from March 22 to 24) more than 600 people responded by lending themselves to collaborate in volunteer work. Finally, 60 of them were selected, attending to suitability criteria, belonging to the following profiles: doctors, nurses, emergency medical technicians (EMT), clinical assistants, pharmacy, medical students, logicians, psychologists, educators, social workers, occupational therapists, drivers, maintenance staff, seamstresses and monitors. To manage this resource of volunteers, the Foundation set up a Volunteer Reception Center at the SAMU School in Gelves, Seville, where, with strict security measures, training in self-protection was carried out with a view to making them available immediately for assigned tasks.





**March  
THE ALCORE  
HOTEL,  
CONVERTED  
INTO A MEDICAL  
ASSISTANCE  
CENTER**

One of the most outstanding and relevant operations carried out by SAMU during the first wave of the pandemic was the comprehensive medicalization and assistance to the elderly at the Ilunion Alcora Hotel, in Tomares, Seville, which lasted between March 27 and May 3. More than one hundred SAMU health and emergency professionals served in this medicalized hotel, where 89 elderly people were treated.

Enabled by order of the Junta de Andalucía, the Ilunion Alcora Hotel was fitted out in less than twelve hours, until it became a healthcare center with five medicalized rooms, intensive care boxes and rooms enabled for the rest of the health workers themselves. On March 27 morning the assembly began and that same afternoon the first patients were received, who did not stop entering until five in the morning of the 28<sup>th</sup>.

With a capacity for 110 patients distributed in different rooms according to their level of dependency for the development of the basic activities of daily life, the center was attended by 109 professionals, including management and control staff, cooks, emergency medical technicians (EMT), auxiliary nursing care technicians, nurses, doctors, cleaning staff, logisticians and biosafety personnel. These workers also had the collaboration of 22 external professionals, from the Aljarafe District and the San Juan de Dios Hospital.



First efforts, before the entry of the patients, were focused on the correct sectorization of the entire space into a clean zone, a temperate zone and a contaminated zone. To this must be added the prior training of all workers in the putting on and removing of PPE (Personal Protective Equipment). The work was developed with the assistance of a crisis cabinet led by Dr. Carlos Álvarez Leiva, founder of SAMU. The service offered by SAMU included not only permanent medical assistance, but also care to promote cognitive and physical stimulation of patients, with complementary recreational activities aimed at reducing anxiety.

One of the loveliest moments was when Manuel Muñoz, a member of the healthcare team and a former contestant of "The Voice" TV show, sang and played guitar for the elderly. Even coinciding with the canceled April Fair, the patients participated in a luncheon in honor of the party, with fried fish and paper lanterns included. A video call system for relatives was also activated, with which patients could alleviate their anguish and keep in touch with their families.



**April** ○ *All SAMU, at war against coronavirus*

The lockdown in Spain still continued in April. The situation was extremely critical, with very high contagion figures and rather complicated circumstances in many hospitals. During that month, SAMU's work continued, but not only at the forefront, with new emergency deployments, but also internally, in all its services, centers and delegations: centers for people with intellectual disabilities, centers for unaccompanied minors or the SAMU School. They all gave their best to help contain the coronavirus.



**April  
WITH THE MOST  
DISADVANTAGED  
IN THE  
ROCHELAMBERT  
DEPLOYMENT**

Commissioned by the Seville City Council, and in collaboration with other administrations, entities and social institutions, SAMU was part of a social care deployment for disadvantaged people in the city, with three main lines of action: home help, food aid and homeless assistance. This last program had 700 places distributed among three indoor sports halls, one of which, in the Sevillian neighbourhood of Rochelambert, was managed by SAMU. It was about building a home for the homeless, where they could take shelter during confinement time. Within 24 hours, the resource was ready to receive the first users, and within 48 hours, to enjoy services such as a washing machine or television. In addition to meeting the needs of these people, the center, supplied by 35 professionals and 10 volunteers, also carried out support tasks such as medical accompaniment, administrative procedures and even job search. In fact, SAMU made possible the labour insertion of some of these people for agricultural harvesting jobs, making contact with job applicants, taking care of free accommodation arrangements in destination, counselling on hiring or even covering the trips to the fields. In this way, more than ten homeless people were able to participate in the blueberry harvesting campaigns in Moguer, Huelva or the cherry in Lleida. During the entire confinement, this service made more than 130 care for homeless people.





**April  
PRISONERS  
CONTRIBUTE,  
TOO**



One of the most interesting initiatives by SAMU at the beginning of 2019 was the San Dimas Project, a pioneering program of intervention in penitentiary institutions at the national level aimed at facilitating the labour and social reintegration of people who are in the last phase of their sentence and they face the difficult challenge of rebuilding their lives. Through specialists, SAMU has been providing specific training to certain profiles of inmates of the Sevilla-I penitentiary center in different fields, such as first aid. With the spread of the pandemic, this activity was reoriented towards solidarity: eleven inmates of this center started an occupational workshop to make sanitary gowns. To make this possible, SAMU supplied 500 meters of fabric to the workshop. The destination of these gowns were SAMU deployments to cope with the pandemic. In just over a week, the inmates managed to produce some 300 sanitary gowns.

**April**  
**THE**  
**COMMITMENT OF**  
**MINORS CENTERS**

In the hardest weeks of the confinement, the centers were a true “bunker”, with drastic changes in the schedule and activities. In certain centers, such as the one in Ceuta, monitors took over from the school in the literacy tasks. Care of hygiene measures was especially rigorous during this period. From the recreational-educational point of view, the centers programmed many special workshops on the most varied tasks, almost always useful to fight against the pandemic: crafts for murals and banners, laughter therapy, live music, self-esteem, a cinema forum with films and reports on the coronavirus ... In centers such as Corteconcepcion, for example, expressive movement workshops were organized to combat inactivity and sedentary lifestyle. Some centers, such as the one in Huesca (Fueros center) went a step further, by launching a workshop to manufacture masks, firstly to self-protection, and secondly for the needs of the region of Aragon.





**April**  
**SHELTER FLATS:**  
**FIGHTING**  
**ANGUISH**

In shelter flats managed by SAMU, where mobility and opportunities for socialization during confinement were much more restricted, psychological work was much more important. It was essential that minors in custody did not break the rule of confinement. Thanks to the efforts of the educational teams, with patient and continuous work, it was possible to raise awareness among minors and for them to maintain the habit of confinement. In some cases, older children exercised prescription and role model work for other minors, helping to maintain normalcy during those exceptional weeks.





**April  
CENTERS  
FOR PEOPLE  
WITH AN  
INTELLECTUAL  
DISABILITY:  
FIRST OF ALL,  
POSITIVE  
THINKING**

One of the groups most sensitive to confinement is that of people with intellectual disabilities. That is why psychological work was decisive. From the beginning, the educational services of the different centers reinforced the positive messages and awareness about the need to keep the confinement. Thus, for example, users of the Santa Teresa Residence, in Villafranca de los Caballeros, Toledo, recorded a video to raise awareness among their environment and their own relatives, and other one to support the staff who assisted them. The drastic change of way of life, seclusion and the reduction of opportunities for socialization, together with the greater difficulty in managing certain situations, gave rise to complicated moments, which the technical staff had to solve constantly. At the San Sebastian Residence in Cantillana, Seville, each week the evolution of the patients' situation was documented in a photographic diary of the quarantine. The famous hour of applause in the afternoon turned into one of the most pleasant moments of relaxation of each day.

**April**  
**SAN LUCAS**  
**DAY STAY**  
**UNIT, SEVILLA:**  
**A PAINFUL**  
**CLOSURE**

Day Stay Units were among the centers that had to be closed by order of authorities. This implied the closure of the San Lucas DSU, our center for people with intellectual disabilities. Before the closure, however, the hand hygiene workshops adapted to their characteristics were intensified, and a letter was sent to the families with recommendations for these days.



**April**  
**SAMU SCHOOL,**  
**AT THE SERVICE**  
**OF CABINET**  
**CRISIS**

Although the activity at the SAMU School continued throughout the period of confinement, the same did not occur with face-to-face training, which had to be replaced by online learning. However, the students of the Master's Degree in Nursing turned to the emergency deployments by SAMU, thus acquiring incomparable practical training. In addition to this, SAMU School became a specialized training center in security and self-protection. In total, the School hosted 75 training courses, in which more than 450 people were trained, and all of them participated in SAMU's COVID-19 fighting deployments.



May ○ *Social support and innovation to gain efficiency*

SAMU received a lot of support from companies, associations, foundations and all kind of groups and entities of civil society. Without this support, it would not have been possible to carry out our work. Whether it was economically, with donations of material, with provision of equipment or with other types of aid, the economic and social fabric of where we develop our activity turned to us, making things easier for us, and “helping us to help”, as we let them know in a campaign that we spread through media and social networks. We will always carry in our hearts many gestures such as that of the La Caixa Foundation, which contributed €9,000 as a donation for the acquisition of sanitary material, or that of dealers such as Concesur Automoción, which gave vehicles to SAMU to fight against COVID, or that of food companies such as Ybarra, with its delivery of food packs for the health workers located in the Ilunion Alcora Hotel, or many others that are too extensive to detail here. The public administrations, with their trust in us and making things easier for us on each deployment, also showed great dedication and generosity. None of them, as we said in our campaign, turned the page without helping.





Along with this social support, the evolution of the pandemic also helped SAMU to improve its own processes of care for different groups with the introduction of cutting-edge innovations. Thus, for example, from the beginning of the pandemic, SAMU introduced a telematic psychological assistance service, through telephone or video call. This service was aimed at both patients and families as well as SAMU workers themselves. In total, more than 400 psychological interventions were performed. Another great innovation milestone was the launch of a digital manufacturing laboratory, with the goal of manufacturing masks, face shields and valves using a 3D printer to adapt diving masks as respirators. Through SAMU's Engineering department, FabLab, which is how this digital manufacturing laboratory was named, produced more than 300 units of different elements until May. Lastly, with the collaboration of the Huelva-based company Agridonsur, state-of-the-art drones were used to disinfect the homeless care facilities at the Rochelambert Sports Center and also at the SAMU School itself.





**June** ○ *End of the lockdown but not the time to lower our guard yet*

On June 21, after successive extensions, the lockdown ended on March. The most critical phase of the pandemic finished. But we were still (and still are) far from defeating the virus.

From then on, SAMU's work was focused on training: offering its experience and knowledge in biosafety to entities, centers and groups especially in need of instruments and tools to deal with the pandemic.

Thus, between the months of June and July, SAMU carried out an intensive training program aimed at professionals from nursing homes, hotels and beaches, which led the entity to teach courses throughout the national geography.

July and August



### *SAMU's solidarity crosses borders*

At the beginning of summer, the work carried out by SAMU in the different deployments against COVID-19 at the national level had obtained considerable recognition from authorities and entities related to health management. While the situation in Spain was stabilised although was going to worsen with a second wave in autumn and a third one after Christmas, in other countries, however, the situation was much more critical. Especially in some with limited resources to deal with the virus. This was the case of El Salvador, where, from the end of July to the end of August, SAMU deployed one of the most ambitious cooperation missions carried out by the entity to date.

The 'El Salvador Mission', as the operation was called, came after the Ministry of Health of El Salvador issued a request for assistance at the end of July to support the new El Salvador National Hospital, located in San Salvador, which opened on June 21 with 105 ICU beds and 100 hospital beds. After the first cases in the country detected on April 10, the incidence of Covid-19 in El Salvador grew steadily, until registering, in mid-July, 25,140 confirmed cases of coronavirus and more than 700 deaths.





The contingent workforce who participated in the mission, 30 in total, belonged to the different areas specialized in health care and management, among which were medical specialists, emergency medical technicians and auxiliary nursing care, health logistic technicians or disasters nurses.

The expedition left on July 29 and returned to SAMU School on August 30. The mission costs were covered by the Government of El Salvador, that also provided SAMU professionals with individual protection equipment and coverage of all their needs. That is why, two days before the return, SAMU, through its Foundation, delivered to health authorities 1,000 level 3 personal protective equipment, for the hospital staff where they had been operating throughout the month. During the last days in Salvadoran lands, tributes to the SAMU contingent were paid by authorities, citizen groups and public administrations of the country.



Religious services were also hit by the pandemic. In the case of Seville, one of the places that succumbed to Covid-19 was the Santa Paula Convent. In September, two of the 19 nuns of this convent presented suspicious symptoms of coronavirus. It was then that the Archdiocese of Seville, through the priest Adrián Ríos, contacted the SAMU Foundation Chairman, Dr. Carlos Álvarez Leiva. After a first evaluation by SAMU, 14 of the 19 nuns tested positive for coronavirus, although only two had symptoms. The average age of the affected nuns was 66 years and 71.4 percent had chronic pathologies. A team of nurses and health emergencies technicians from SAMU and SAMU Wellness was in charge of assisting these women under the management of Dr. Álvarez Leiva and the coordination of the nurse Maribel Álvarez. The deployment was activated on September 18 and ended on October 27, when the 16 nuns who contracted the virus were discharged and the disinfection work was completed (museum, cloister, common areas...).

In addition to providing health care, SAMU trained the nuns in biosafety (correct use of the mask, safety distance, how to take shifts in the dining room ...), as well as in the handling of the pulse oximeter so that they could telematically inform SAMU of the daily evolution of temperature, oxygen saturation and worsening of symptoms of those affected. They were also provided with material for the control of vital signs and oxygen cylinders.



# 2 *Our radiography*

## 2.1. Organization

In 2020, SAMU celebrated 39 years as a Third Sector entity, with a strong specialization in health and social action fields.

During this year, the entity founded in 1981 and a pioneer in mobile Intensive Care Units in Spain, has strengthened its position in its field of activity, reaching a great public and social projection thanks to its fight against Covid-19.

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39

years of expertise

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1,811

professionals

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56

work centers

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2,323

students trained

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40

million turnover

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Presencia en

9

Spanish regions

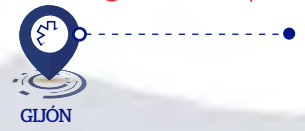
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 Centro Alfar  
 Centro de discapacidad





 Residencia San Sebastián  
 Centro de discapacidad



 Residencial Básico Miguel de Mañara  
 Centro de menores

 SAMU Wellness  
 Área Hospitalaria


 Inserción Socio-laboral Alcalá de Guadaíra  
 Centro de menores

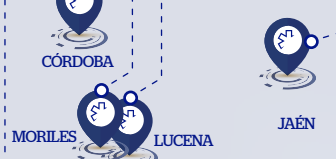
 JEM El Castillejo  
 Recurso para jóvenes extutelados

 ILSE Córdoba

 IPC Moriles  
 Centro de menores

 ISL Lucena



 Piso de emancipación Horizonte



 ISE Málaga

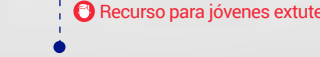
 Críticos Málaga  
 Piso de emancipación Horizonte



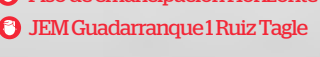
 JEM Guadarranque 2 Las Flores  
 Recurso para jóvenes extutelados



 Residencial Básico El Bosque  
 Piso de emancipación Horizonte  
 JEM Guadarranque 1 Ruiz Tagle



 Área de Infancia y Familia. Oficinas centrales  
 R.E.C.E.P. Campo de Gibraltar



 Inserción Socio-laboral Castillo  
 Centro de menores

 JEM Valencina  
 Recurso para jóvenes extutelados



 Escuela SAMU Formación

 Escuela de Oficios SAMU Formación



 ILSE Huelva


 ISE Huelva

 Críticos Huelva Emergencias



 ISL-JEM SAMU Huelva  
 Centro de menores

 Inserción Socio-laboral Las Cabezas  
 Centro de menores

 Inserción Socio-laboral Arcos  
 Centro de menores

 Ambulancias Tenerife Emergencias

 Hogar San Lázaro  
 Área Hospitalaria

 Centro de Discapacidad Física El Sauzal  
 Centro de discapacidad



 UATE Roque Nublo  
 UATE Guayadeque  
 UATE Farabella  
 UATE Puerto Rico



 Inserción Socio-laboral Jimena  
 Centro de menores

 Cortijo Román

 Área de Infancia y Familia. Oficinas centrales  
 R.E.C.E.P. Campo de Gibraltar


 Piso de emancipación Horizonte

 JEM Polanco  
 Recurso para jóvenes extutelados

 Unidad de Estancia Diurna San Lucas  
 Centro de discapacidad

 Residencia Santa Ana  
 Centro de discapacidad

 Críticos Sevilla Emergencias

 Base 07 Logística

 ISE Sevilla

 SAMU La Cartuja SEDE



 ISE Málaga


 Críticos Málaga  
 Piso de emancipación Horizonte

 ISE Málaga

 Críticos Málaga  
 Piso de emancipación Horizonte


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Centro de atención inmediata HUESCA  
Centro de menores

- Centro terapéutico de menores El Pinar
- Centro educativo Ramón y Cajal
- Aux. Infantil Mejorada del Campo
- Programa de educación especial
- Asesores sordos
- Programa de interpretación en lengua de signos
- Piso Tutelado Fuencarral
- Centro de menores
- Piso Tutelado Rivas
- Centro de menores
- Piso Tutelado Las Rejas
- Centro de menores



ZARAGOZA



HUESCA

- Centro +17 Casa Tadamum
- Centro de menores
- Centro de Atención Inmediata Casa Tadamum
- Centro de menores
- ILSE Aragón



BARCELONA

**SAMU**  
Barcelona

- ILSE Universidad Rey Juan Carlos
- ILSE Ayuntamiento Móstoles
- SILSE Madrid

**SAMU**  
Madrid

- Proyecto SIAD de atención a mujeres en Esparraguera
- Atención psicológica

- Cardiopatías congénitas en el ámbito educativo (Cataluña)
- Programa de educación especial

- Residencia Santa Teresa
- Centro de discapacidad

VILAFRANCA DE LOS CABALLEROS  
TOLEDO

- Centro de menores
- Emergencias
- Centro de discapacidad
- Logística
- Programa de Educación Especial
- Formación
- Programa de Interpretación de Lengua de Signos
- Servicio de atención psicológica
- SEDE
- Área Hospitalaria

- ILSE Jaén
- ISE Jaén
- PACS Jaén
- Recursos para jóvenes extutelados

- Piso de emancipación Horizonte
- ISE Granada

- Inserción Socio-laboral Dúrcal
- Centro de menores

- ISL Serón (Inserción Socio Laboral)
- Centro de menores



SERÓN



ALMERÍA

- ISE Almería
- ILSE Almería
- PACS Almería
- Recursos para jóvenes extutelados

- ARBSAMU Motril
- Recurso de menores

- JEM Motril
- Recursos para jóvenes extutelados

- Coisl Motril
- Centro de menores

- PACSMotril
- Recursos para jóvenes extutelados

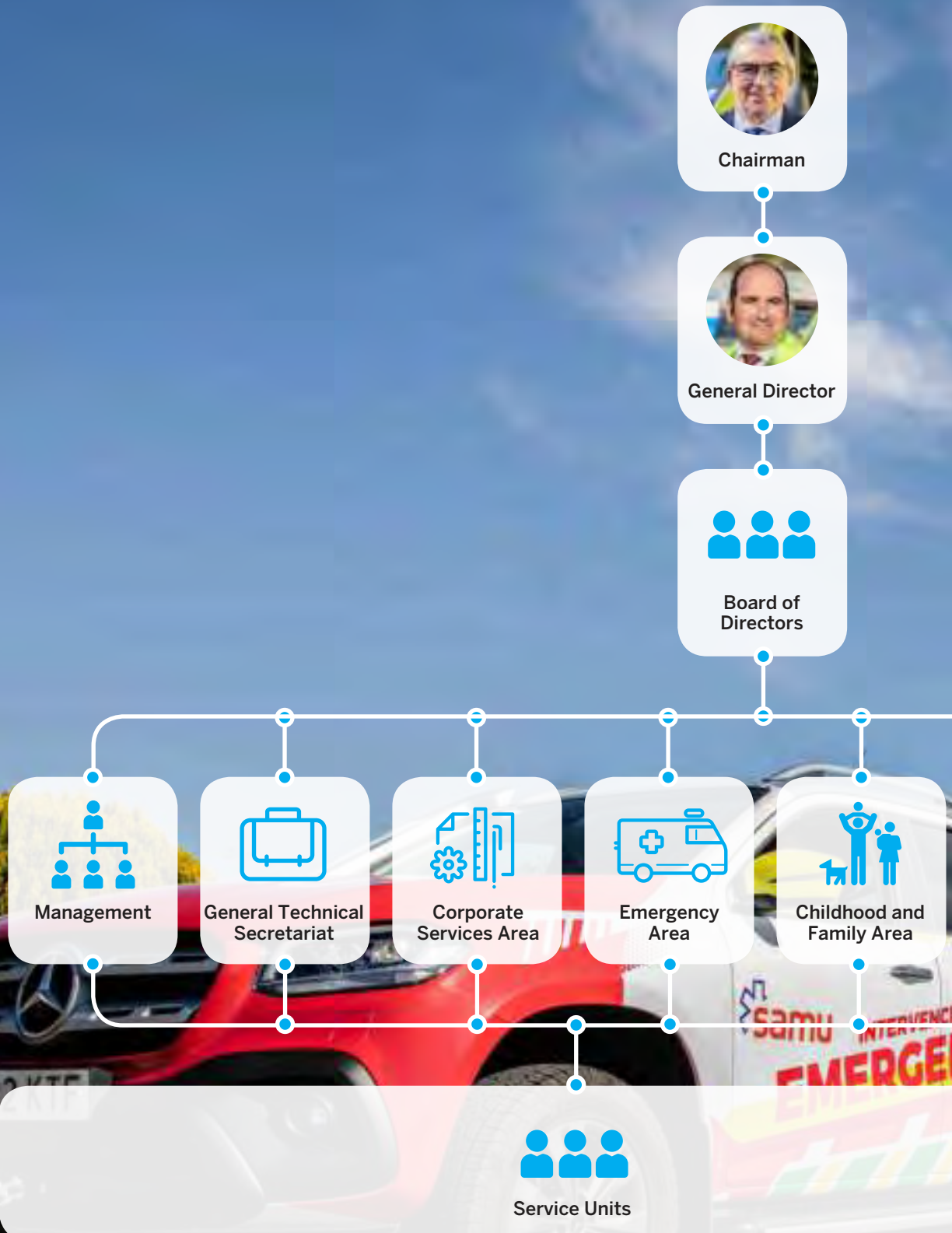
**SAMU**  
Estados Unidos  
Washington  
SEDE

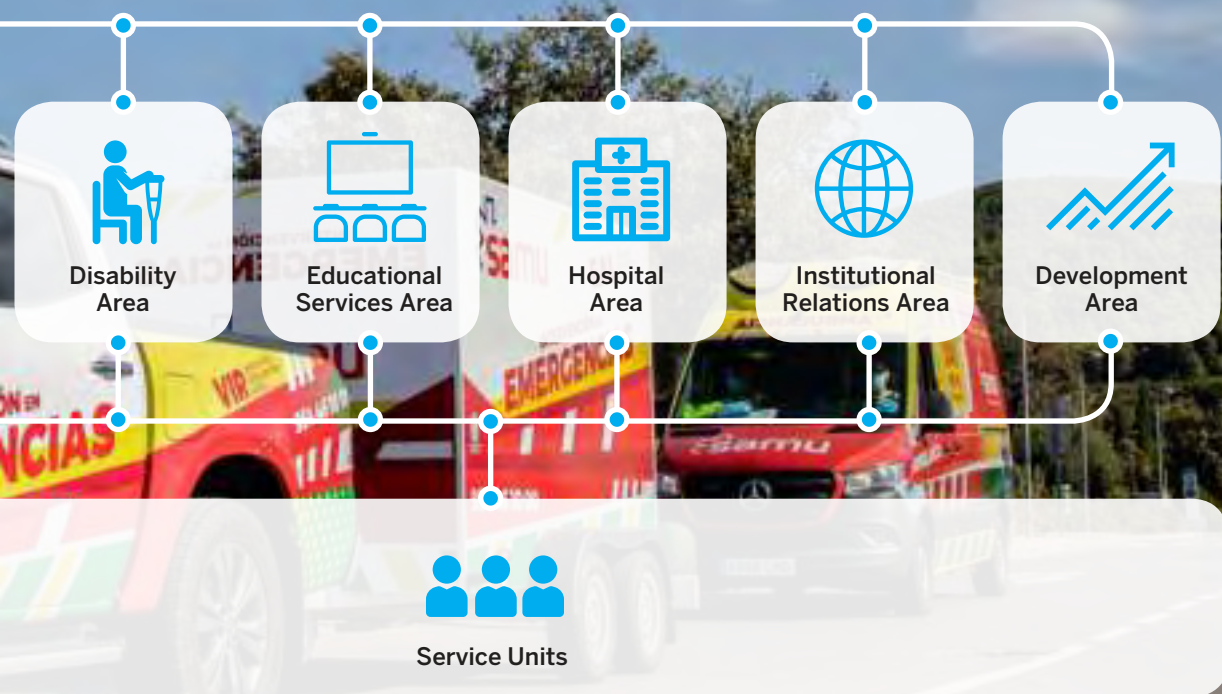
**SAMU**  
Marruecos  
Tánger  
SEDE



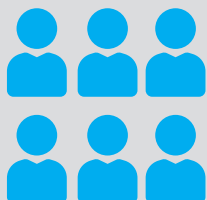


## 2.2. Organization chart





## 2.3. Team



SAMU's workforce is made up of

# 1,811

professionals from different specialties  
corresponding to all areas of activity of  
the entity



During 2020, SAMU's workforce  
increased by

# 10.7%

compared to 2019

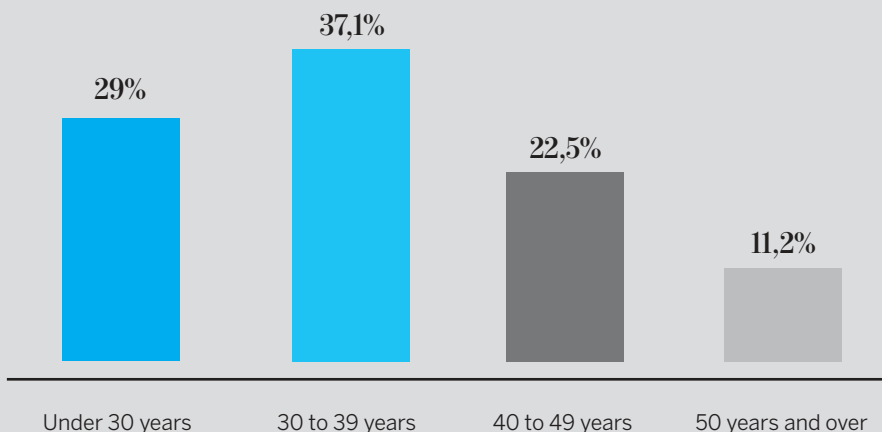
SAMU's workforce is eminently young:



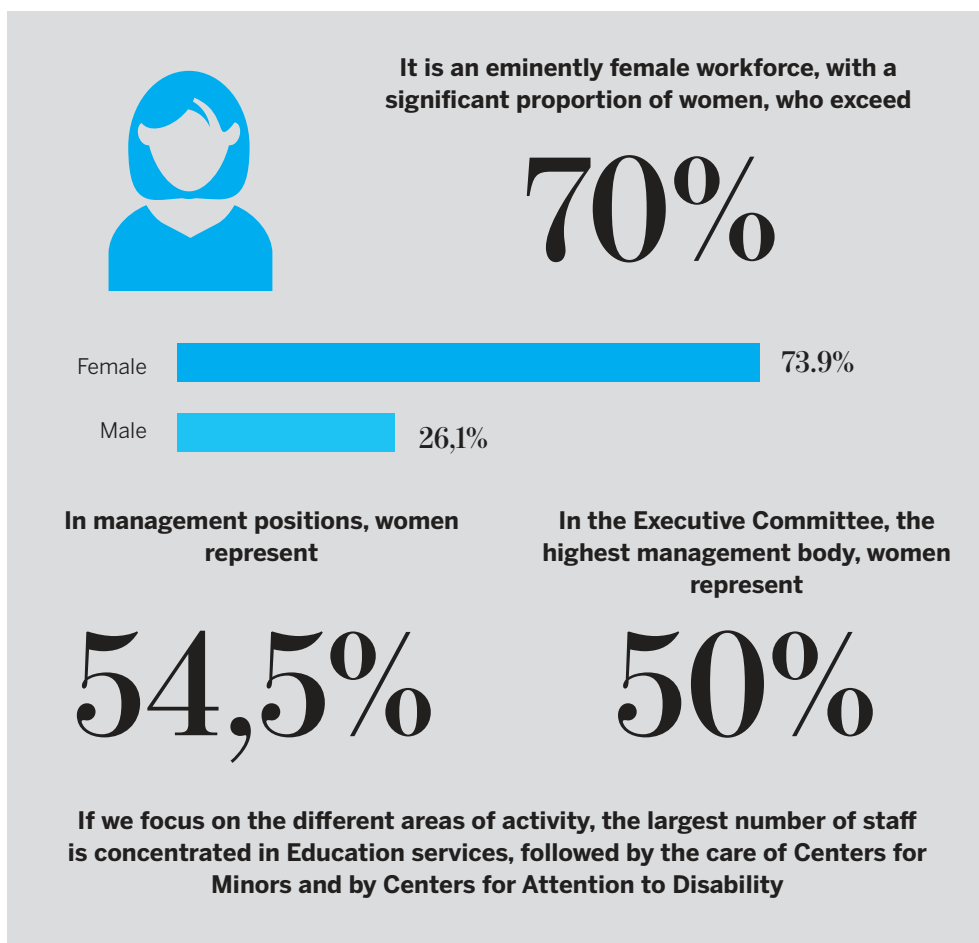
# 66.1%

 are under  
40 years old,  
and

# 29%

 are under 30





During 2020, a total of 48 SAMU employees took advantage of the entity's different conciliation measures:

	Beneficiaries
Paternity	2
Maternity	2
Risk of pregnancy	13
Short-time work for child care	11
Child-care leave	8
Voluntary or forced leave	12
<b>TOTAL</b>	<b>48</b>

## 2.3. Team

With regard to internal training, 56 courses were given in 2020, totaling 45,000 hours. This number of hours triples the figure reached in 2019, and the increase is due to the huge training provided in prevention and safety against the coronavirus.

However, and despite this significant increase, the exceptional circumstances derived from Covid-19 caused the cancellation of a total of 18 courses. Much of the training finally undertaken focused on safety and security.

---

**45,000**  
training hours

---

**56**  
courses

---

**24**

attendance-based courses

---

**2**

mixed courses

---

**30**

online courses

---

**24.8**

average number of training hours per employee

---



## 2.4. Our clients

### PUBLIC ADMINISTRATION

#### Entities that trust us

Regional Ministry of Health of the Junta de Andalucía (Public Health Emergencies Company, EPES)..

Regional Ministry for Equality and Social Policies of the Junta de Andalucía (Social Services and Dependency Agency of Andalusia).

Regional Ministry of Equality, Social Policies and Conciliation of the Junta de Andalucía (General Directorate of Children and Family).

Regional Ministry of Equality, Social Policies and Conciliation of the Junta de Andalucía (Territorial Delegation for Equality, Health and Social Policies of the Junta de Andalucía).

Regional Ministry of Education of the Junta de Andalucía (Territorial Delegation for Equality, Health and Social Policies of the Junta de Andalucía).

Regional Ministry of Education of the Junta de Andalucía (Andalusian Public Education Agency).

Regional Ministry of Social Welfare of the Junta de Castilla La Mancha.

Regional Ministry of Social Services of the Principality of Asturias.

Department of Social Affairs of the Community of Madrid.

General Directorate of Attention to People with Disabilities of the Community of Madrid.

Regional Ministry of Education and Youth of the Community of Madrid (General Directorate of Early Childhood and Primary Education).

Aragonese Institute of Social Services.

Government of Aragon (General Directorate of Planning and Equity).

Municipal Sports Institute of the Seville City Council.

Ministry of Health of the Autonomous City of Ceuta.

Tenerife City Council.

Government of Catalonia (Inclusion Support and Educational Guidance Service. General Directorate of Curriculum and Personalization).

Mostoles City Council (Madrid) (Department of Social Rights and the Elderly of Mostoles).

Mejorada del Campo City Council, Madrid.

Also, together with all these public administrations, SAMU also has other private clients, such as **Sevilla FC team**.

### USERS

#### Beneficiaries of our social activity

Critical Patients. Supplied by our emergency service via mobile ICU.

Patients. Served by other SAMU Health and Emergency services, such as coverage at major events or humanitarian aid.

People with different types of disabilities, behavioral disorders and brain damage that have been treated in our centers.

Minors and Unaccompanied Foreign Minors cared for at our protected centers.

Students with Disabilities. Beneficiaries of the Support Service for students with special needs in public centers dependent on the Regional Ministry of Education of the Junta de Andalucía.

Students of the different training programs and courses promoted by the SAMU School.



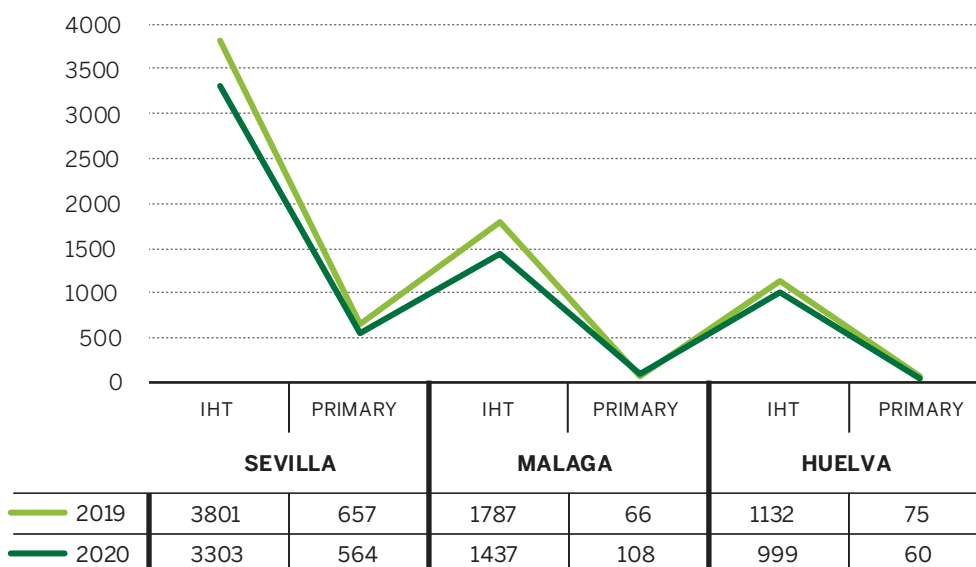
# 3 *Our lines of action*

## 3.1. Health

### 3.1.1. EMERGENCIES

Through our ambulances in Seville, Malaga and Huelva, we meet the needs of critical patients thanks to current contracts with the Public Health Emergencies Company (EPES), dependent on the Andalusian Ministry of Health. In total, during 2020, between interhospital transfers (IHT) and primary transfers (in which the patient did not receive prior healthcare), there were 6,471 transfers.

#### EVOLUTION DURING THE YEAR







### Basic Life Service in the Canary Islands

Since the end of 2019, SAMU has a service to care for foreseeable risks deployments and Basic Life Service (BLS) in the Canary Islands. This service has served as a spearhead for its penetration into the archipelago, where it already has two disability attention centers and where it has also deployed assistance for immigrant minors.

### Risk Deployment for the Sevilla F.C team

During the 2020/2021 season, despite the circumstances of restricting access to major sporting events, SAMU has continued to assist Sevilla FC's foreseeable risks through mobile UVI, both in matches at the Ramon Sanchez Pizjuan Stadium and in its sporting city and in all categories of the club.







### Medical deployments

In addition to the medical deployments carried out by SAMU to fight against Covid-19 that have been presented in the first section of this report, during 2019 differ-

ent emergency deployments have been carried out for events mostly of a sports nature, with two especially relevant events: the Titan Series in Saudi Arabia, and the Titan Desert 2020 in Almeria.

DATE	DEPLOYMENTS	PROMOTING ENTITY
02/08/2020	SPORTS ACTIVITIES ATHLETICS CD SAN PABLO	IMD
02/22/2020	CHILDREN'S MARATHON RACE	IMD
02/23/2020	MARATHON OF SEVILLE	IMD
03/07/2020	RHYTHMIC GYMNASTICS AMATE SPORTS CENTER	IMD
03/14/2020	SPORTS ACTIVITIES ATHLETICS CD SAN PABLO	IMD
07/19/2020	ANDALUSIAN CONTEMPORARY ART CENTER CONCERT	Diverse entities
10/03/2020	SPORTS ACTIVITIES ATHLETICS CD SAN PABLO	IMD
10/24/2020	SPORTS ACTIVITIES ATHLETICS CD SAN PABLO	IMD
01/29/2020	TITAN SERIES ARABIA SAUDI	Organization
11/02/2020	TITAN DESERT 2020 ALMERIA	Organization



#### SAMU Xsports: extreme sports coverage

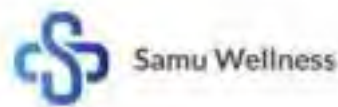
During 2020, two important sportive and extreme events were held, the Titan Series Saudi Arabia and the Titan Desert 2020 Almeria. SAMU's emergency coverage of both events marked the beginning of our entity's collaboration with this competition, after attending this event in the Moroccan Sahara as an observer entity in 2019.

The **Titan Series of Saudi Arabia** was held between January 29 and February 1, and it was the most distant coverage carried out by SAMU up to that moment. In this hard test, 148 cyclists participated, who faced 300 kilometers of sandy tracks and steep slopes. Of these cyclists, 38 were "Titan Legends", runners totaling more than 3,500 kilometers in Titan races.

The **Titan Desert Almería 2020** took place in November 2-6. For the first time, due to Covid-19, the race moved from Morocco to Almeria, after it was in the air a lot time due to the unpredictability of the virus.

Both events were covered successfully. And they have also served to create **SAMU Xsports**, a new division within SAMU that has specialized in the organization of health and emergency assistance for extreme and adventure sports. SAMU Xsports, which is managed by Sergio Vitrian, offers coverage anywhere in the world, and together with the capacity of its qualified personnel, one of the great differential values of the service is the technological deployment, thanks to the use of the latest generation technologies such as satellite communications and geolocation systems.

## 3.1. Health



### 3.1.2. MENTAL HEALTH

During 2020 SAMU Wellness services, the SAMU's division specialized in management of private psychosocial rehabilitation centers, has taken important steps despite the pandemic with the consolidation of its services in Santa Cruz de Tenerife, through the San Lázaro residence, which celebrated in autumn its first year of existence under the umbrella of SAMU's management. At the same time, the evolution of the SAMU Wellness Center in Montequinto, Seville, shows that the project is completely mature, with very satisfactory fulfillment of objectives and a high occupation rate.





## *Miguel de Mañara SAMU Wellness*

70 percent of the proposed objectives were met during 2020, a percentage that would have been higher without the concurrence of Covid-19. The objectives achieved include the following:

**70%**

of the proposed objectives

### Care quality improvements:

- **More control** of customer satisfaction.
- **Improvement of measurable indicators** indices by nursing.
- **More training** for staff.
- **Creation of a research group** to promote scientific publications.
- **50 percent increase** in telecare sessions.

### Infrastructure improvements:

- **New lighting** in sports areas.
- **Integration** of spaces.
- **Expansion** of outdoor area.

## HOSPITALIZATION

Admissions	149
Total days of admission	5836
Total hospital discharges	142
Hospital transfers	14

## DAY HOSPITAL

Patients attended	40
Admissions	18
Total hospital discharges	14
Total days of stay	581

## PSYCHIATRY CONSULTATIONS

Primary consultations	48
Monitoring	825

## PSYCHOLOGY CONSULTATIONS

Primary consultations	14
Monitoring	449

## DIETETICS AND NUTRITION CONSULTATIONS

Internal consultations	387
External consultations	59

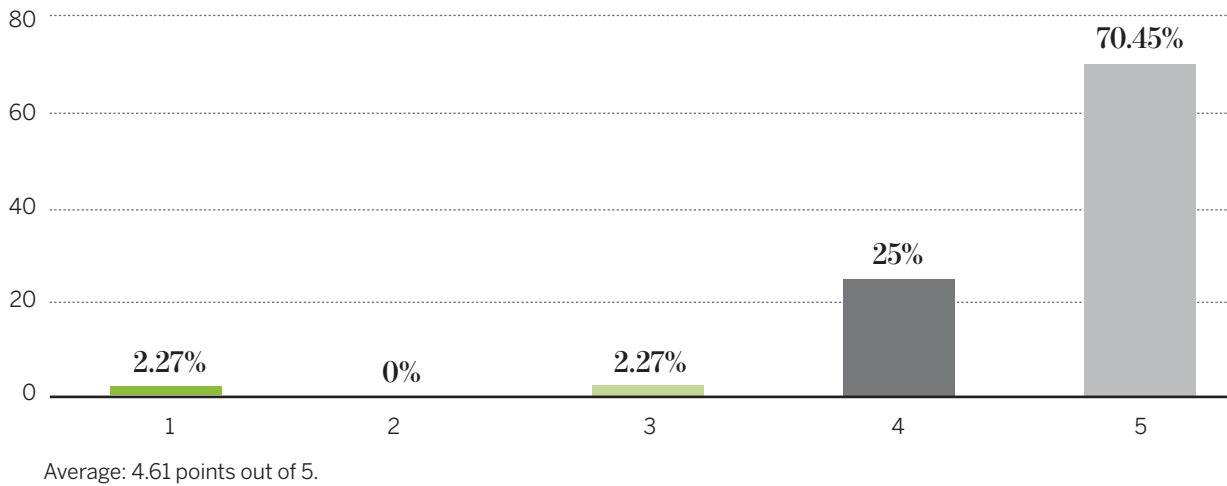
## EMERGENCY SERVICES

Consultations	14
Emergency admissions	45
Hospital transfers	14
Voluntary discharge	17

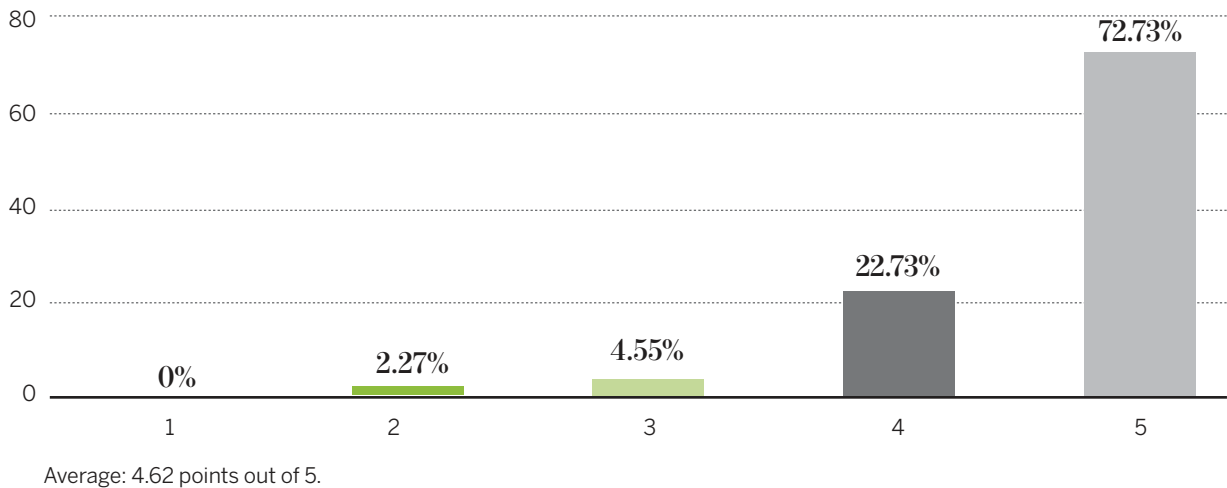
### The service with honours grades

Since 2020, the clinic launched conducting quality surveys to measure the degree of user satisfaction with the service. In general terms, the surveys reveal a high level of satisfaction among users, especially in aspects such as the kind relationship of the center staff, the caregivers or the well-cared feeling delivered by the caregivers.

#### RELATIONSHIP OF THE CENTER STAFF WITH USERS

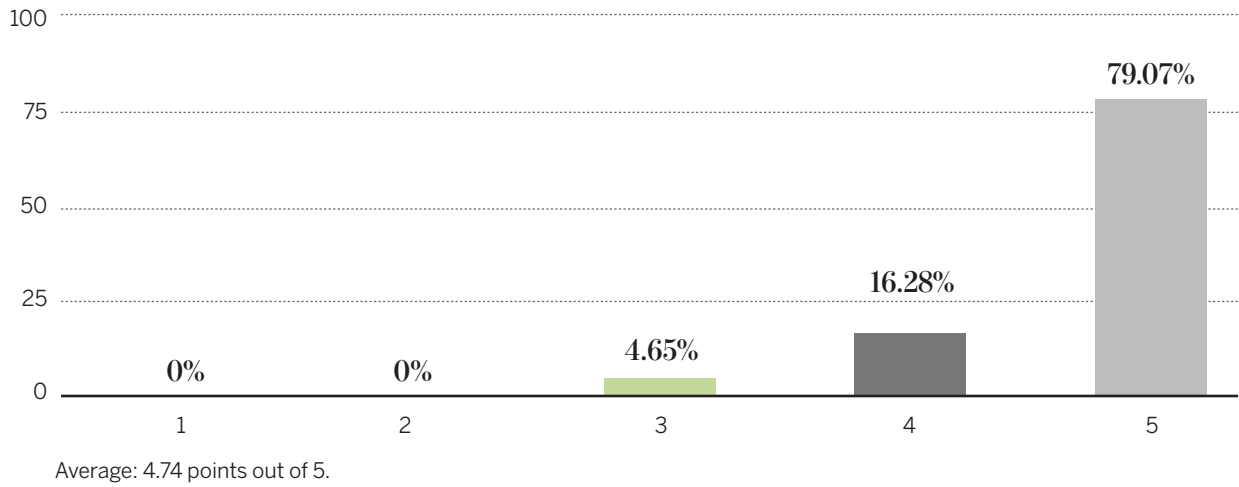


#### PERCEPTION ABOUT THE LEVEL OF USERS WELCOME

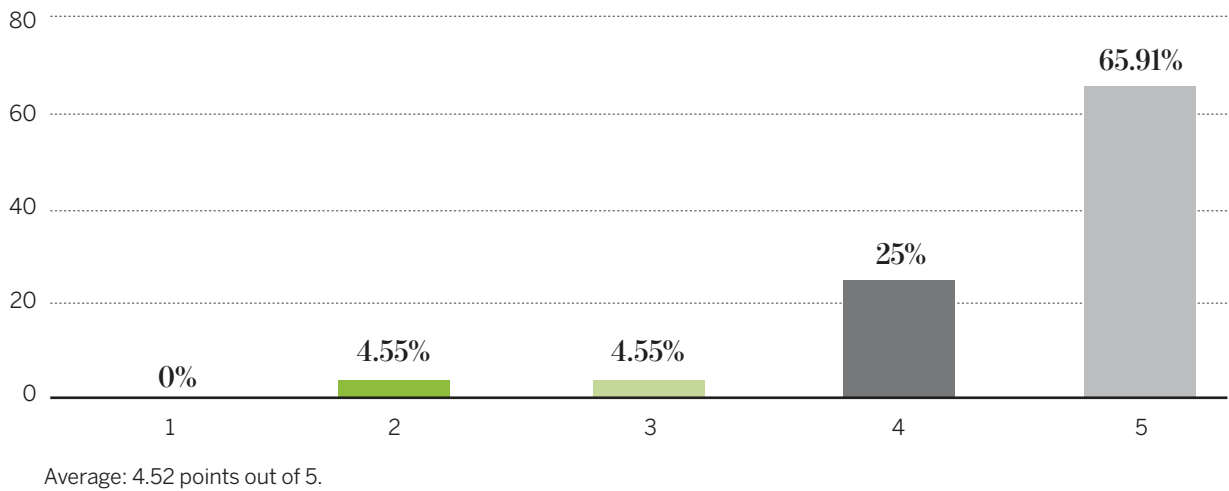




### SATISFACTION WITH THE CARE PROVIDED



### DEGREE OF SATISFACTION WITH THE CENTER



#### Other services

Throughout the year, very diverse occupational therapy initiatives are developed, in issues such as:

- Cognitive stimulation
- Development of social skills
- Body image
- Managing emotions
- Group dynamics
- Manual skills
- Creative writing
- Relaxation
- Self-knowledge
- Promotion of self-esteem
- Art

## *San Lazaro Samu Wellness*

Before its incorporation as a SAMU Wellness center and its integration into its therapeutic care philosophy, the San Lazaro residence had been operating for five years as a care center for people with mental disabilities and under the management of a family business. The arrival of SAMU in November 2019 implied a turning point and the development of a new work orientation for the center.

After more than a year since its commissioning with the current approach, SAMU San Lazaro residence has consolidated its dimension as a center specialized in care for patients with intellectual disabilities and / or mental illness in Santa Cruz de Tenerife.

The management of this center began with the remodeling of the facilities. With a capacity of 18 places, due to Covid-19, admissions were suspended during the most critical period of the pandemic, after which new residents were gradually incorporated.

Throughout this first year of activity, in addition to providing assistance to residents, many recreational and therapeutic activities have been carried out, such as some workshops (dance therapy, therapeutic writing, theater and poetry, painting, cinema forum, crafts or relaxation and Reiki sessions), leisure and free time outings or volunteer activities in collaboration with the Food Bank.

The center wants to become an active agent in improving the conditions of people with disabilities in the area. In this way, it maintains partnerships with entities of the third sector, as well as with the Regional Ministry of Social Rights, Equality, Diversity and Youth of the Government of the Canary Islands.

## 3.2. SAMU School

During the complicated pandemic, SAMU School has substantially strengthened its role as a **training space and a benchmark in biosafety, emergencies and pandemic control**. In fact, a large part of the training deployed during 2020 had as its main purpose to train professionals from different fields to combat Covid-19.

During 2020, **1,778 people** were trained, through a total of **147 courses**, with a total of **9,341 teaching hours**.

This number of people trained represents an **increase of 261 percent** compared to the people who were trained in 2020.

---

# 1,778

students trained in 2020

---

# 9,341

training hours

---

# 147

courses completed

---

# 138

on-demand courses taken

---





## SAMU School Training Offer

### University Training

- Master In Emergency Nursing, Emergencies, Catastrophes and Humanitarian Action (UECAH). In collaboration with the San Pablo CEU Foundation. 3,000 teaching hours.

### Vocational Training

- Emergency Medical Technician. Face-to-face course with a duration of 2,000 hours, divided over 20 months (2 courses).
- Assistant Nursing Care Technician. Face-to-face course lasting 1,400 hours, divided over 20 months (2 courses).
- Higher Degree Technician in Social Integration. Face-to-face course with a duration of 2,000 hours.

### NAEMT Training

Training promoted by the National Association of Emergency Medical Technicians, NAEMT, in which SAMU School was the first one approved in Spain.

### Training on demand

On-demand training on specific areas of interest related to the scope of activity of SAMU School and requested by institutions and entities.

### Extracurricular training

Training for schoolchildren outside school hours on different specialties of SAMU School (vertical rescue, driving, crisis management, etc.).

### Workshops or congresses

Technical activities, which bring together a high volume of participants, such as the Crisis Task Force or large simulation initiatives.

## *VOCATIONAL SAMU SCHOOL, a pioneer project for the recovery of 'lifelong' trades*



Despite the adverse circumstances, 2020 was also the year of the creation and consolidation of the Vocational SAMU School (TS), a pioneering training program that arose, firstly, to meet the social and labour needs of young people in risk of social exclusion or unemployed, but with the passage of time it has become a launcher to the job market for young people who simply seek a profession in traditional niches and also in new professions. The main criterion when designing the offer is to propose training on trades with high employability in our country. And in any case, with an eminently practical methodology. Thus, alongside professional courses on masonry, gardening or building maintenance, there are others such as graphic design, mobile application design or Community Manager. The training com-

---

# 595

students trained

---

# 1,096

training hours

---

# 545

students with online training

---

# 50

students with face-to-face training

---



combines the offline and online modality, and in both cases, during its development, the student acquires an active and practical role in carrying out activities, as well as in solving problems in the labour field.

With this project, SAMU intends to recover the philosophy and objectives of the old Arts and Trades Schools in Spain, promoted in the 19th century, and respond to the concern as an entity to provide these minors, and in general, the young unemployed Andalusians, of tools to promote their autonomy and help them to enter the labour market successfully so that, ultimately, they can become adults and responsible; increase social skills of the program beneficiaries; and support contracting through collaborating companies.

SAMU counts on agreements with different institutions and entities for the promotion

and support of this project, such as the Andalusian Youth Institute or La Caixa. After the School was inaugurated on January 7 with the participation of authorities and a group of first graduates made up of some twenty unaccompanied foreign minors from centers in Seville managed by SAMU itself, in October an extension of its facilities to host new professional workshops was carried out. Thus, a site was set up in the Citec Technological Park, very close to the SAMU School facilities.

During its first year, the Vocational SAMU School has trained 595 people, of whom 50 were trained in face-to-face mode, and 545, in online mode. In total, 1,096 hours of training. In addition, most of the face-to-face courses included two-month internship in a company, which, exceptionally, due to the pandemic, in some cases had to be cancelled.





Course	Date	Training hours	Modality	Beneficiaries
Masonry Assistant	From January 8 to April 30	88 hours	Onsite	8
Social health care for dependent people	From January 7 to April 30	64 hours	Onsite	10
Basic maintenance of buildings and gardens	From July 13 to November 6	336 hours	Onsite	8
Comprehensive building maintenance services	From November 17 to May 21	404 hours	Onsite	10
Basic masonry course	From November 4 to February 26	80 hours	Onsite	15
Introduction to Educational Assistant Technician	From March 30 to April 30	50 hours	Online	200
Basic Warehouse Activities	From April 27 to June 5	50 hours	Online	213
Community Manager	From July 14 to 19	8 hours	Online	49
Graphic design	From July 21 to 26	8 hours	Online	54
Mobile app design	From July 28 to August 2	8 hours	Online	29





### SAMU simulation clinic: towards an even more comprehensive practical training

On January 30, 2020, as if anticipating everything that would happen throughout the year, SAMU opened a first-rate simulation clinic at its School. This site, of about 200 square meters, perfectly represents different areas of a hospital so that students can train through highly realistic exercises.

Thus, this new simulation clinic, called Dr. Carlos Álvarez Leiva, founder and chairman of SAMU Foundation, has an admission and triage area, an ICU (Intensive Care Unit) for adults, a pediatric ICU, a box for the resuscitation of critical patients, an observation and hospitalization rooms, a control area and a waiting room.

“As trainers, we are not only interested in critical patient and pre-hospital setting, as has happened until now. Our Nursing Assistant students can train on bedridden patients management and the students of Social Integration Technician cycle will be able to perform exercises on family care and psychological support”, explained Thomas

“

*As trainers, we are not only interested in critical patient and pre-hospital setting, as has happened until now. Our Nursing Assistant students can train on bedridden patients management and the students of Social Integration Technician cycle will be able to perform exercises on family care and psychological support*



Couyotopoulo, deputy director of SAMU School, during the opening. In addition, through the control area, which has audiovisual equipment, the exercises can be recorded for later analysis and review.

SAMU has made a significant investment in this clinic, with first-class equipment such as the real hospital headboards with compressed air circuits that allow the connection of respirators, or mobile devices for the monitoring of patients 'vital signs.

Defibrillators, syringe pumps, resuscitation carts, nursing supplies and an Evita XL respirator from a British hospital are some of the many devices and resources available to this clinic.

Thanks to this new equipment, SAMU School can offer even more ambitious health training, carrying out comprehensive simulations. Therein lies its true differential value. In this way, the center has become one of the few in Spain capable of simulating the full process from the moment an incident occurs, be it an attack or car crash, train or aircraft accidents, to hospital care, passing through the activation of the emergency services, the assistance of the victims in situ, the transfer of the patients with real ambulances, the assistance in the ICU and contact with the relatives.



## 3.3. Disability

Thanks to disability services, offered through SAMU Foundation, it has been possible to serve **more than 200 people** in 2020 through its centers, including **residences, sheltered accommodation and a Day Stay Unit**. As we explained in the first section of the report, the management of these resources during the year was especially complicated due to the incidence of Covid-19.

### 3.3.1. RESIDENCES

#### Santa Ana Residence

---

Location: Flota St. Seville.

**Type of users: People who have overcome brain damage.**

**Capacity: 36 users.**

**Summary of the year:** Starting in March, with the declaration of the lockdown, activities were substantially re-planned, adapting the tasks to the needs and capacities of people. The collaboration of Centro Amigo, dedicated to the reception and support of people at risk of social exclusion, was decisive one more year. Among the initiatives promoted in the center are:

- Guided visit to the Cajasol Foundation headquarters.
- Visit to the Virgen de los Reyes multipurpose social center.
- Making video calls.
- Exhibition of photographs.
- Celebration of Mother's Day.
- Departures for therapeutic purposes.
- Halloween celebration.
- Film workshops.
- Visit to own photographic exhibition to celebrate the "People with Disabilities International Day" in El Tejar de los Mellizos civic center.
- Craft workshops.
- Workshop on the First Circumnavigation and visit to Nao Victoria recreation.
- Table soccer sessions.
- Visit to the Unicaja Foundation pictorial exhibition.
- Visit to Bioalverde, an organic production insertion company promoted by Caritas.

## San Sebastian Residence

---

Location: La Mujer Mantenera Avenue. Cantillana (Seville).

**Type of Users: People with intellectual disabilities and behavioral disorders.**

**Capacity: 60 users.**

**Summary of the year:** In mid-2020, the San Sebastian residence celebrated its tenth anniversary. The coronavirus crisis truncated the preparations for a well-deserved celebration of the anniversary together with the rest of the SAMU community, family members, managers and local and provincial authorities. However, residents, the true protagonists of this story, did enjoy lunch and a small party in the downtown garden with their caregivers.

“

*The greatest success of professionals is to say goodbye the user after discharge. The management of the center has always pursued the humanization of the treatment of the resident and the particularity in the attention to each one since not everything can be generalized, especially with regard to emotions and feelings*

---

Taking advantage of the event, a review was carried out with dissemination to the media. Thus, we learned that 136 users have passed

through this center during its ten years of activity. It is currently a reference center in Andalusia, being the residence that more people attend and fewer cases of returns have in the Andalusian region. 35 percent of its residents have been discharged from therapy and have been transferred to resources where they can enjoy a more inclusive and normalized life.

Throughout the year, the center promotes some programs of socio-educational activities and leisure and free time that cover interests and needs of the people served. Sport is highly encouraged through the residence's participation in the Aproz football league, an adapted rugby project and hiking, among other activities. In this center, the Scenic Idilio Theater Company was born, as well as the SAMU Idilio department, which arose with the aim of giving visibility to the SAMU disability area, the Inclusive Autumn Race or the 4 Seasons Program.

“The greatest success of professionals is to say goodbye the user after discharge. The management of the center has always pursued the humanization of the treatment of the resident and the particularity in the attention to each one since not everything can be generalized, especially with regard to emotions and feelings”, explains María José Tinoco, the third Director that this center has had after María de los Ángeles Guijo and María Vargas, and who in April was replaced by her right hand for four years: Rafael Rueda.

### 3.3.1. RESIDENCES

#### Santa Teresa Residence

Location: Constitución St. Villafranca de los Caballeros (Toledo).

**Type of Users: People with intellectual disabilities.**

**Capacity: 34 users**

**Summary of the year:** Despite the pandemic situation, which implied the paralysis of many activities, from the overcoming of the most critical phase of infections, the full team of the residence has made an effort to prepare and carry out projects that favour a life as normalized as possible. Among the activities carried out during the year, the following ones stand out:

- Participation in the Villafranca de los Caballeros carnival, resulting winners of the municipal costume contest with the type

of “Beauty and the Beast”, with costumes made by the residents themselves.

- Program of events during the local festivities, suspended due to the pandemic but held internally with some of its most outstanding traditions: Coronation of the Queen of the Festivities, proclamation, festival, contests, etc.
- Halloween celebration.
- Summer excursions to different places (Madrideos mountains, Toledo, Windmills of Alcázar de San Juan and Campo de Criptana, Almagro ...).
- Participation in volunteering (three residents are part of the Local Civil Protection Association).
- Collaboration with “Animalcazar” animal protection society.





### 3.3.2. SHELTERED ACCOMMODATION

#### El Alfar, sheltered accommodation for people with disabilities

Location: Senda del Arcediano St. Gijón.

**Type of users: People with intellectual disabilities.**

**Capacity: 10 users, currently 8 places occupied.**

**Summary of the year:** As in the rest of the centers, the pandemic has marked the development of the activity in El Alfar sheltered accommodation. To combat the stress and anxiety situation generated by the lack of social interaction, some specific workshops were held during confinement. The most outstanding activities promoted during the year were:

- Exhibitions. Those attending the ceramics workshop given in the Alarde association exhibited their works in a municipal center in the area. Some of its pieces were sold, while others have gone to decorate the accommodation.
- Accompanied therapeutic walks, first individually, later in groups, during the confinement phase.
- Poster workshops with reasons alluding to the need of raising awareness about the importance of confinement.
- Delivery of certificates by the Police and the RFFPA. Each of the residents was given a nominal diploma congratulating them on their behaviour in this situation. They all decorated their walls with them.
- Dog therapy. Thanks to the collaboration of one of the center's workers, who offered her pet, residents were able to interact with these animals and take advantage of their therapeutic benefits.
- Baking workshops during the pandemic period.
- Christmas workshop. As a main novelty, this year all residents participated in the workshop and in Christmas celebration, since none were able to meet with their families due to the restriction advice by Covid-19.



## 3.3.3. DAY STAY UNIT

**San Lucas Day Stay Unit**

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Location: Zeus St. Urb. Jardines de Hercules, Bellavista (Sevilla).

**Type of users: People with intellectual disabilities, behavioral disorders and brain damage.**

**Capacity: 43 users**

**Summary of the year:** Due to the pandemic, the center saw its activities especially limited, since it was closed from March 16 to June 28, and from September 9 to October 12. During the periods of suspension of face-to-face activity, the center's team carried out different tasks, such as conducting follow-up questionnaires for families and users of the Junta de Andalucía, telephone monitoring of center's users, outings and excursions in small groups at open air or home care assistance to families, first care or of socio-educational nature. After the first general confinement, some measures were taken such as a 50 percent reduction in capacity, the suspension of the use of manipulable and shareable materials between patients, a daily program of activities outside the center and in the open air or domiciliary family care. Among the most outstanding activities during the exercise, the following can be pointed out:

- Excursions. To locations such as Nao Victoria's replica, Plaza de España, Benito Villamarin Stadium or the University of Seville.
- Actions to raise awareness in environmental, gender or healthy habits (Theater for Diversity, Love and Friendship Day, Women's Day, Christmas money collection for the Food Bank, on recycling, etc.).
- Inclusive sports. More than ever, during 2020 sports activity was reinforced as therapy to improve physical and mental health.
- Activities and workshops. The usual workshops were adapted to the current health situation and manipulative work was suspended, giving priority to dynamic activities (Laughter Therapy Workshop, Karaoke, Yoga and Relaxation, Social Skills, Assemblies, Physical-sports activities workshop, etc.).
- Radio Lucas Workshop. With 3 programs during the year, it was one of the great recreational and therapeutic novelties in the 2020 activity program.

## 3.4. Education

During 2020, the educational services offered by SAMU have increased significantly, with the implementation of **new lines of activity and the penetration of new communities.**

Thus, currently the workforce employed in activities that depend on this area is the majority within the entity, with **893 professionals.**

Together with the Andalusian region, which was the traditional territory of implantation and which is the one that has the most weight in provision of services, during 2020 SAMU began its activity within this field in **Madrid, Catalonia and Aragon regions.**

### Andalusia:

In this community, SAMU offers two important educational services:

- Support and assistance service for students with special needs in the public centers in Andalusia. With 770 professionals and implementation in all provinces.
- Sign language interpretation service for students with hearing disabilities in public schools in Andalusia. With presence in the provinces of Cadiz, Almeria, Cordoba, Jaen and Huelva (89 professionals in total).

The service has grown in Andalusia by around 15 percent of resources compared to 2019, with a coverage of 700 centers attended.



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# 893

professionals in new lines of activity

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# 770

professionals for students with special needs

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# 89

professionals for sign language interpretation service

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# 700

centers attended

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### Madrid:

- Provision of auxiliary support services to families with children enrolled in elementary and primary education centers of the municipality of Mejorada del Campo.
- Provision of sign language interpretation services for the Mostoles City Council.
- Accompaniment of advisers for deaf people in the Community of Madrid.
- Accompaniment of Sign Language in the Community of Madrid.

In total, 27 people are employed in all community services.



27

employed people

66

### Aragón:

- Sign language interpretation service for students with hearing disabilities in public centers in the Community of Aragon. A total of three people provide this service.



3

professionals for sign language interpretation

### Catalonia:

Support is provided in this region to students with congenital heart disease, as well as to teachers, professors and other professionals who care for these affected students, who attend the stages of compulsory basic education in educational centers throughout Catalonia. Four professionals provide the service.



4

professionals supporting students with congenital heart disease



## 3.5. Childhood and Family

The Childhood and Family area has experienced **exponential growth at SAMU in the last 10 years**. Although in the beginning its activity was focused on unaccompanied foreign minors care, in recent years it has expanded its scope, also seeking support for families, women in vulnerable situations and young people for their orientation and job preparation.

Currently, it represents **more than 40 centers** and services of various kinds located throughout the national territory.

### 3.5.1. MINORS CENTERS

Through a very diverse typology, both initial reception centers (RECEP, UATE, IAC ) and Long Stay centers (ARB, SLIC, COSLI, CIBP ), SAMU offered care to 12 minors centers during 2020, being the most relevant, due to the volume of people served, the initial reception centers in the Canary Islands and Algeciras.



### Express deployment to address the migration crisis in the Canary Islands

At the beginning of November, the massive arrival of immigrants to the Gran Canaria coasts caused an unprecedented migratory crisis in our country. In the Puerto Rico area, there was a mass of immigrants arriving in illegal boats that made the situation untenable and the Government of the Canary Islands sought help. Thus, on November 9, the General Directorate for the Protection of Children and the Family of the Government of the Canary Islands entrusted SAMU with the provision of a first reception resource in the Puerto Rico beach. This resource, which SAMU called Temporary Emergency Reception Unit, was enabled only two days after receiving the order, on Wednesday, November 11.

Due to reception needs, SAMU expanded the deployment in a few days, so that from covering 150 minors it went to more than 261, which represented more than a 70 per cent increase in the volume of minors served. To do this, a new place had to be set up and its resource structure increased, which reached 55 professionals.

In this way, and in an agile and efficient way, as usual, the SAMU Foundation responded to the migratory crisis that the Canary Islands have been suffering for months and which had its worst moment between November and December months, further aggravated by the risks of Covid-19.





### 3.5.2. FORMER SHELTERED MINORS

In many cases, Samu's accompaniment does not end with assistance in juvenile centers, but goes further, when they reach adulthood and must be incorporated into society and job market.

Thus, one of the lines developed by SAMU is sheltered housing management, which seeks to promote autonomy of the people served and their professional development.

These are autonomy flats for young people from the protection system, once they have reached 18 years, who lack family support, housing and the necessary resources to have an independent life, and whose maximum stay is approximately one year.

These programs intend to provide assistance in legal situation, and an educational, social and recreational environment, where young people can develop maturity in a comprehensive way and support them in their transition to adult life, with the aim of integrating themselves into society in a normalized.

There are three types of this housing:

- Flats for the Socio-Labour Skills Acquisition Program (SLSAP), with low occupancy (6-8 places).
- Resource for Former Sheltered Young Migrants (FSYM), of high occupation.
- Legal Age flats (IRPF).



### 3.5.3. CHILDHOOD AND FAMILY PSYCHOLOGICAL CARE

SAMU also offers services beyond minors care, expanding its activity towards vulnerable families. In this area, two programs should be mentioned: the Centers for Child Development and Early Attention (CCDEA), and Attention to Women through the SIADs.

#### Centers for Child Development and Early Attention (CCDEA)

The purpose of this service is prevention, diagnosis and specific intervention on child population in the age group 0-6 years, their families and their environment, in order to attend as soon as possible the transitory or permanent needs presented by children with developmental disorders, or who are at risk of suffering from them.

With a team made up of professionals from psychology, pedagogy, physiotherapy and speech therapy, they develop specific programs related to aspects such as primary and secondary prevention or psychopedagogical intervention.

Currently, SAMU has a psychological service at the CCDEA in Mazarron, Murcia.

#### Attention to Women (SIAD project)

The Information and Attention Services for Women (SIAD, for its acronym in Catalan) offer assistance to women in situations of sexist violence in the area of Catalonia. Dependent on the municipal areas of social services in many Catalan towns, they provide information, advice and psychological and legal intervention to women who are in situations of violence or at risk of suffering it, in order to accompany and empower them in their recovery personal process.

SAMU's first intervention in a SIAD project also meant the first SAMU implementation in Catalonia. Specifically, it was the SIAD of the Esparraguera municipality, and within that service, SAMU assumed the psychological assistance work. Functions consist of information, guidance, counseling, support, emotional containment and psychological accompaniment for women who need to face situations such as emotional distress, family or partner conflicts, grief, parental difficulties, workplace harassment, dismissal, anxiety, low self-esteem, etc. The psychological care provided in this center has three levels: individualized, with the aim of promoting self-confidence, empowerment and social skills of the women attended; group, through workshops aimed at personal growth; and urgently, in the event of possible abuse.

## CARE SERVICES FOR MINORS IN 2020

CENTER	LOCATION	NO. OF ASSIGNED PLACES	MINORS SERVED	STAFF THAT SERVED
ARB MIGUEL DE MAÑARA	DOS HERMANAS, SEVILLA	28	45	18
RB EL BOSQUE	ALGECIRAS, CADIZ	24	31	18
RECEP- JEM CAMPO DE GIBRALTAR	ALGECIRAS, CÁDIZ	35	387	25
ISL JIMENA	JIMENA DE LA FRONTERA, CADIZ	30	60	15
ISL ARCOS	ARCOS DE LA FRONTERA, CADIZ	25	21	14
ISL LUCENA	LUCENA, CORDOBA	24	45	13
COISL MOTRIL	MOTRIL, GRANADA	24	35	21
RB SAN ELÍAS	MOTRIL, GRANADA	23	53	19
ISL DÚRCAL	DURCAL, GRANADA	23	43	13
ISL SERÓN	SERON, ALMERIA	15	29	10
ISL LAS CABEZAS	LAS CABEZAS DE SAN JUAN, SEVILLA	30	27	16
ISL SAMU HUELVA	HUELVA	20	24	10
ISL ALCALÁ DE GUADAIRA	ALCALA DE GUADAIRA, SEVILLA	24	56	13
ISL CASTILLO	CASTILLO DE LAS GUARDAS, SEVILLA	15	34	9
PACS MOTRIL	MOTRIL, GRANADA	4	8	2
PACS JAÉN	JAEN	6	10	2
PACS JAÉN	JAEN	6	9	2
PACS ALMERÍA	ALMERIA	6	11	2
JEM EL CASTILLEJO	EL BOSQUE, CADIZ	21	18	5
JEM VALENCINA	VALENCINA DE LA CONCEPCION, SEVILLA	18	26	4
JEM POLANCO	SEVILLA	18	26	4



## CARE SERVICES FOR MINORS IN 2020 (CONTINUES)

CENTER	LOCATION	NO. OF ASSIGNED PLACES	MINORS SERVED	STAFF THAT SERVED
JEM RUIZ TAGLE	ALGECIRAS, CADIZ	8	9	1
JEM LAS FLORES	LA LINEA DE LA CONCEPCION, CADIZ	10	11	2
JEM SAN ELÍAS	MOTRIL, GRANADA	8	9	2
CE ESTEPONA	ESTEPONA, MÁLAGA	16	444	12
PISO TUTELADO RIVAS	RIVAS VACIAMADRID, MADRID	14	19	19
PISO TUTELADO FUENCARRAL	FUENCARRAL, MADRID	14	19	19
PISO TUTELADO LAS REJAS	MADRID	12	19	18
CE TUTELADO RAMÓN Y CAJAL	MADRID	12		13
CENTRO +17 CASA TADAMUN	GARRAPINILLOS, ZARAGOZA	8	4	1
AI HUESCA	HUESCA	24	30	15
AI CASA TADAMUN	GARRAPINILLOS, ZARAGOZA	20	151	14
IPC MORILES	MORILES, CORDOBA	8	8	11
UATE PUERTO RICO	MOGAN, GRAN CANARIA	150	364	39
UATE FARABELLA	MASPALOMAS, GRAN CANARIA	78	116	25
<b>TOTAL</b>		<b>801</b>	<b>2201</b>	<b>426</b>

## Cortijo San Roman, a sustainable tourism project resulting from a social initiative

In its commitment to diversification, SAMU started in 2020 an interesting rural tourism project with the opening of the Cortijo Roman country house, located in the Los Alcornocales Natural Park, in the province of Cadiz. The project is the result of a social initiative to promote inclusion and employment among minors of the ISL Cortijo, managed by SAMU Foundation, and it has been very well received by the residents of the Jimena de la Frontera municipality and its surroundings, who live together daily with the young people of this socio-labour insertion center aimed at unaccompanied foreign minors. Thus, eight young people about to come of age participated in this project from July 6 until its opening in September. The minors, with the coordination of a SAMU team, prepared and fitted out the old Cortijo Roman, and since its opening they are also in charge of the maintenance and the care of the garden areas. To carry out the project, the minors were trained at the Vocational SAMU School.

The country house counts on five houses: three with one bedroom and two with two bedrooms. It has a total capacity for 14 people, although it is possible to increase the number of guests according to needs. Time before it was a minors center managed by SAMU. It was currently empty and the organization thought of several projects to make it useful, including the current rural tourism integration project. The house has been restored by the minors themselves, preserving its rural and traditional state, and promoting natural spaces that invite relaxation and rest. In this way, a social project has resulted in an interesting sustainable tourism initiative.



## 3.6. International SAMU

### 3.6.1. SAMU MAROC

SAMU Maroc offers emergency medical assistance services since 2015 in Morocco.

This activity is located in Tangier, where the entity has a team made up of:



10

professionals specialized in health and emergencies



3

state-of-the-art mobile ICUs



Monitored

healthcare process



The average activity of this unit is about

100

assistances per month

Looking ahead, the objective of this unit is to be recognized as a qualified health institution capable to offer continuing training. In parallel, SAMU Maroc offers public-private partnership to public bodies for assisting population in its scope of influence.



## 3.6.2. INTERNATIONAL MISSIONS

Through SAMU First Response, an international entity for humanitarian assistance management, SAMU's participation in large international cooperation missions is becoming more and more recurrent. In the medium term, this entity, which is based in Washington, DC, will foreseeably achieve certification by the EMT (Emergency Medical Teams) of the World Health Organization as an international emergency assistance entity. Meanwhile, SAMU is already a collaborating entity of this organization, and is constantly responding to calls from international entities such as WHO itself or from governments of other countries to offer their help in major crisis situations. During 2020, two major missions have been carried out:

the first one, which we talk about in the first section of this report referring to anti-pandemic deployments, was to El Salvador, between August and September months; the second, in December, and precisely because of the alert launched by the WHO, took place in Honduras.

The **SAMU Honduras 2020 Mission** left the SAMU School in Gelves, Seville on December 2, to return twenty days later, on the 21st. It was a cooperation mission aimed at alleviating the situation of the population that was affected by Eta and Iota hurricanes. As a collaborating entity of the UN EMT-Emergency Medical Teams, and therefore following the most exhaustive guidelines in the care of





health emergencies for the WHO and for the Pan American Health Organization (PAHO), the mission was co-funded by the American NGO Project Hope and SAMU itself, and a team made up of fourteen professionals participated in it, including doctors, nurses and Emergency medical technicians, some of whom already participated last summer in a cooperation mission against Covid- 19 in El Salvador.

The objective of the mission was to carry out primary emergency care. The contingent traveled with a water treatment plant and resources and endowments to enable an Advanced Medical Post.

During the first weeks of November, two hurricanes hard hit Central America. First, on November 1, Category 4 Hurricane Eta peaked at 150 mph (240 km/h), becoming the second strongest of the 2020 Atlan-





tic hurricane season. A few days later, on November 18, Hurricane Iota, category 5, overcame it. The health crisis and the high hospital pressure in Europe due to Covid-19 overshadowed this natural catastrophe that left millions of victims in Honduras, Nicaragua, Guatemala, El Salvador or Costa Rica, among other countries, although it was especially acute in the Honduran country. In addition, to the effects of the hurricanes, it was necessary to add a health system that

was severely depleted due to a global pandemic of the coronavirus, further complicating the situation.

The SAMU expedition, which was only possible after the setting up of a provisional landing strip in San Pedro Sur to gain access to the country, worked tirelessly for two weeks, providing help and support wherever requested, in close collaboration with the country's authorities.





*Innovation crosses  
our entity*

# 4 *Innovation and Development*

2020 has meant considerable progress for SAMU in terms of R&D. Although entity's R&D plans are developed from September to September, during the year many of the planned objectives have been achieved, some of them very ambitious. Almudena Chávez, head of R&D at SAMU, reveals us some of the keys to the evolution of the year in this area.

**By the end of 2019, 70 percent of the objectives set out in the Action Plan for the year had been met. What were the objectives for 2020?**

The 2019-2020 goals were as follows:

First, empower human talent at SAMU and align it with the company, undertaking at least 60 percent of the actions provided in the 2018 Innovation Strategic Action Plan for the period until September 2019. As you say, we achieved it with more than 70 percent of actions completed, and then we were meeting the rest of the objectives during 2020. Secondly, accredit SAMU's innovation capacity according to the UNE standard (166.002 "R&D Management") before 2020. We achieved it in 2020, although all work was carried out in 2019. Third, to set up and activate a Research, Development and Innovation entity at SAMU in 2019. The main body of the area is the Innovation Committee, although there is a variable group of people to support the area according to needs. The fourth objective was to create a new SAMU product, the SAMS Software, that was created in 2019 and we are already in phase 3. Finally, a great objective was to explore chan-

nels to fund at least 15 percent of the SAMS Software project, the UNE 166.002 certificate and the R&D Payroll complements until the first quarter of 2020. Two important registrations were made with the IDEA Agency, although we have not yet received a response because the processing is late from the Administration.

**To what extent has the pandemic disrupted the initial plans that you set out in 2020?**

All those actions related to call for people, especially those related to training and meetings, have been mostly suspended, focusing on the work that could be carried out from our offices or homes. Hence, for most of the year the area focused on consolidating our R&D with certificates and accreditations, as well as positioning ourselves to make the leap to larger projects.

**When things go wrong, wit is a must. Have you detected opportunities for improvement and growth in R&D due to Covid?**

Absolutely. In fact, proposals have been made to different organizations to cover deficiencies related to the care of people affected by Covid. Specifically, projects have been proposed related to medical and health care in homes, an APP

for the elderly and the creation of a specific Covid test caravan.

### **What are the implications of obtaining the R&D 1660002 quality standard?**

It places us in the group of entities that work for innovation, consolidating a specific line of work in the entity and making visible an attitude that we already had. It is an identification that assures third parties that we can and know how to work in R&D with guarantees.

### **Tell us about SAMS. What is the project about and in which phase is it?**

SAMS is a web application that enables SAMU to comprehensively manage different business

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*SAMS is a web application that enables SAMU to comprehensively manage different business units, as well as to commercialize it*

units, as well as to commercialize it. One of its main characteristics is compatibility with all systems and devices, the participation of the entity itself in the development process, accessibility and ease of use, compliance with programming language standards and application support in a backoffice management system that allows its updating by users with different levels of access, autonomously and remotely. But the ultimate goal of SAMS is for SAMU to do excellent management. It is currently in Phase 3 of a total of 4 phases, so we expect that by the end of this year 2021 it will be finished.

### **In what way is the staff contributing to the R&D objectives set by the organization?**

I think that SAMU differs mainly from other entities due to its staff, which is characterized by its vocational, dynamic, entrepreneurial, curious and young-minded character, qualities all necessary for any innovative initiative. I mean that this innovative attitude has always been among those who make up SAMU. In fact, the company was born from a completely innovative gesture, such as putting the first Mobile ICU in Spain on the street. Innovation cuts across the entity, setting a work style and a future perspective. For the actions in the area, different people have participated and participate according to their training and capacities, having received up to now a good response to the effort that any project needs.

### **Finally, with a view to 2021, what are SAMU's objectives?**

For the period 2020-2021, the following objectives have been set, which are already ongoing:

First of all, accredit ourselves as Agents of Knowledge of the Junta de Andalucía. We have been working on in 2020 and we hope to achieve it in 2021. Second, start at least one research project with another organization and create one SAMU's research group. It seems that the research project will be developed with an university (awaiting confirmation by official regulations), and we are currently working on the research groups Third, finalize and activate SAMS (SAMU Comprehensive Management System). We are currently going through Phase 3 of 4 that the project has, so we hope that it will be activated by the end of 2021. Fourth, develop a new R&D Action Plan, for a period of four years, after that the one prepared in 2018 has been exceeded. Finally, propose at least five innovative projects and / or researchers in official competitions and receive at least financial support for their development. In general terms, with respect to the 2020-2021 period, we can say that compliance is currently 50 percent, and we hope to achieve 100 percent by the end of 2021.





### A very productive year

- UNE 166002 R&D management (May 2020).
- Management to accredit us as Knowledge Agents (ongoing).
- SAMU's website updating (total change of structure and content)
- Phase 3 of the SAMS project (SAMU Comprehensive Management System).
- End of the Battery SAMU Dis-FIT research (a project with the University of Seville) and dissemination of its manual.
- First forays into Innovative Public Procurement and research groups through European Funds.





*Our sustainable model  
keeps on growing and  
consolidating day by day*

# 5 *Sustainable Development*

SAMU's Sustainability Committee is responsible for managing and monitoring the entity's sustainability policy. With a transversal approach, the promotion of sustainable development is felt in many areas, with the main objective of contributing through its activity, and to the extent of its possibilities, to the achievement of the major Sustainable Development Goals of the United Nations. Beatriz Estrada, head of Sustainability at SAMU, who replaced Rocío Álvarez mid-2020, presents some of the main achievements obtained in this area during 2020.

## **How has the year been for SAMU from environmental management point of view?**

In 2020, and despite the difficulties due to the pandemic, sustainability has continued to be a transversal axis in both actions and objectives of the entity. In line with objective 3 of the SDGs (Health and Well-being), at the national level, SAMU and the Foundation have responded to the health alert by carrying out the medicalization of emergency deployments for vulnerable groups (homeless, elderly, foreign minors ...) both in our province and outside of it. For this, both public and private places (hotels, leisure and free time residences or even sports pavilions) have been used to achieve this, supporting and complementing the response offered by the Public Administration to an emergency situation of such magnitude with a high social demand. At the international level, we have also worked in this line, offering health care and coverage of basic needs to the population in countries such as El Salvador and Honduras.

## **Every year, six-monthly Sustainability com-**

## **missions are held to monitor activity in this area. How have they been developed this year?**

In 2020, the sustainability commission has added more collaborators from SAMU and Foundation, representing city centers such as Madrid, Toledo or Canary Islands. These new incorporations help not only to contribute ideas at work, but also fulfill the important mission of being the transmitting axes of the objectives of the commission to their respective centers and work teams, helping to raise awareness about their importance and values and expanding the network of knowledge about this new department.

## **Could you list the main sustainable projects undertaken during the year?**

One of the purposes of the Sustainability area during 2020 was to reinforce the work with those suppliers that have an ethical, social, egalitarian, and environmental line in their work procedures. To do this, we incorporated the Auara brand, bottled water that dedicates 100 percent of its profits to developing projects to bring drinking water



to the neediest communities in the world, as one of our company's suppliers, who act within the Agenda 2030 framework. Likewise, we signed a collaboration agreement with the "Konecta Foundation" to provide greater coverage to people with disabilities, allowing access to people without resources to advice on accessibility. From the sustainability area we have also collaborated in the design of the "San Dimas; home, opportunity and hope". And we have worked another year as collaborators in the 2020 food collection campaign, of the Food Bank of Seville, adapting to the health situation and reinventing our participation through an economic donation from all centers of the corporation, as well as accompanying in person as volunteers in the information campaign for users in supermarkets.

### And what about energy efficiency projects?

There have also been advances. In our efforts to work for a decarbonized city, we have joined the

E-city project, whose main objective is to ensure that the Isla de la Cartuja PTC has a fully renewable, digital and decarbonized energy supply by the year 2025, advancing the 2050 Climate Action Goals by twenty-five years. Along these lines, a photovoltaic panel park was settled-up at the SAMU School, Gelves, which supplies offices with a sustainable energy supply. With it, dependence on the electricity supply network is reduced, where the total energy generated by the plant (87 percent) is self-consumed by the facilities and there is only 13 percent generation of surpluses that are discharged to the network electricity consumption. It is complemented by two charging points for electric vehicles. Likewise, we have incorporated a non-polluting Rapid Intervention Vehicle (VIR) to cover deployments with foreseeable risk. Specifically, this vehicle participated in the Guadalquivir Night Race, the Zurich Marathon and SFC deployments (Sevilla Football Club). In our efforts to combine sus-



tainability and social action, we have also initiated a partnership with Ecoembes to become part of its “Incorpora” program, aimed at the training in waste treatment and management to groups at risk of social exclusion with an impact in socio-labour insertion. Finally, we continue to consolidate in all our centers the treatment of electronic waste, batteries or paper with entities

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*We have incorporated a non-polluting Rapid Intervention Vehicle (VIR) to cover deployments with foreseeable risk*

such as Alternativa Ecológica and Recilec.

#### **And in terms of certifications?**

We must point out that we have started the process to be certified with the “Sustainable Q” seal, which is the method of evaluation and certification of Sustainable Building managed by the International Council of Sustainable Firm (CIES), pioneer and leader in Spain, which is a bench-

mark seal to differentiate the sustainability of the building and / or the company and an economically viable sustainability model.

#### **Looking ahead to the future, how will you keep on advancing in the sustainable business model?**

This sustainable model keeps on growing and consolidating day by day. In addition to having a human team involved in achieving this purpose, we have the means and a general management with a view to investing in projects that encourage, favour, promote and reach to merge our work in responding to emergencies in society with our corporate responsibility to care for the environment, our planet. Looking ahead to 2021, we will continue working to ensure the needs of the present without compromising the needs of future generations.

Although I’m leading the sustainability management only a few months ago, the passion transmitted by my workmate, Rocío Álvarez, as well as her dedication and professionalism given to this area since its creation, has made me to maintain the pace of motivation, involvement and effort on my part, in order to keep on working with the same level in terms of sustainable actions and initiatives.

### **More sustainable in 2020**

- Start of the Sustainable Q certification process.
- Incorporation of Auara as a sustainable supplier.
- Collaboration agreement with the Konecta Foundation.
- San Dimas Project Collaboration.
- Participation in the Food Bank Foundation campaign.
- E-city project’s joining.
- Setting up of photovoltaic panel system at SAMU School.
- Incorporation of a non-polluting Rapid Intervention Vehicle (VIR) to the fleet.
- Participation in the “Incorpora” program of Ecoembes.

# 6 *SAMU, an entity committed to its environment*

As a third sector entity, the social vocation permeates SAMU's philosophy in its different areas of activity. The commitment to its environment is evidenced in all its facets, although there are some markedly social projects, mainly promoted within the framework of the SAMU Foundation, which further highlight the entity's commitment to the environment in which it operates. During 2020, the most outstanding projects are the following:

## **ExpreSAMUs**

The Expresamus project arises as a result of a collaboration agreement signed with the Education Faculty of the University of Seville at the end of 2019. Through the Body Expression subject of the Degree in Primary Education in its mention of Physical Education, several groups of people with intellectual disabilities from the SAMU Foundation participate in practical sessions of this subject, whose objective is "to know and reflect on issues related to the inclusion of people with disabilities and the gender perspective in artistic-expressive activities". This activity favours the meeting between users of our Foundation and the students, which contributes to the improvement of the perception of intellectual disability, resulting in a higher quality education.

The project is accompanied by research to

evaluate the effectiveness of the initiative, through a research-action method. The evaluation is carried out by means of an experimental design with a control group conditioned both on the subject schedules and on the foundation's logistical issues.

## **Art and Creativity Space**

Developed by members of different centers and units of the SAMU Foundation, the SAMU Art Project and the SAMU Foundation consists of implementing an area of artistic creation and research through plastic arts, dance, theater and new technologies, where all beneficiaries of the program (groups at risk of social exclusion supervised by our Foundation, which include people with intellectual disabilities or acquired brain damage, to unaccompanied foreign minors through the group of prison inmates) can enhance their resources and capacities through ar-





tistic creation, promoting their personal development and greater social autonomy, within an inclusive space integrated into the community social fabric. We work through training in the different artistic disciplines and the staging of our own productions and collaborations with other artistic entities and organizations. With this, several objectives are pursued: first, to generate an open space and social interaction that allows creating networks in the community social fabric; second, to promote the effective inclusion of people with disabilities and acquired brain damage; third, to explore new ways of expression and communication through different artistic languages and their integration; fourth, to improve quality of life of different groups through artistic activities that enhance their capacities and that allow them to acquire greater personal and social autonomy; and fifth, promoting an inclusive leisure space where people can grow and develop different socio-cultural skills.

### Photographic “light dark 4G” challenge

This initiative was born within the framework of the ‘Creative Spaces’ of the Art Project of the Foundation. The idea emerged just after the lockdown and confinement. With this new situation, the entity proposed to capture, through black and white shots (although it was not the only premise), the singularities of this new present that we had to live. All residents, users, minors, elderly and workers belonging to the different centers and units of SAMU Foundation that were interested could participate. In total, 17 SAMU centers.

During those weeks, each center presented daily photographs taken using a mobile phone (in no case using a digital, reflex or other camera). The jury of the Challenge that selected the winning photographs was

made up of the work group “Art and Creativity Space”, all of its members belonging to Foundation centers. Around 40 photographs were selected and took part of an exhibition with a traveling vocation, that plans to be shown in different SAMU centers during 2021.

### Disfrutamar

Despite the difficulties derived from the pandemic, thanks to the efforts of all the “Disfrutamar patrons” belonging to different centers of our Foundation, and also SAMU and SAMU Foundation management team, it was possible to carry out between July and October 2020, 14 nautical outings sailing through different areas of the Andalusian coast, adding a total of 112 direct beneficiaries. Among them, people with intellectual disabilities, people with sudden brain damage and unaccompanied foreign minors. As a milestone to be noted, the first Disfrutamar outing was held with girls belonging to the Socio-labour Insertion Center of Fuentequintillo in Montequinto, Seville.

### Theater for Diversity

The Virgen de los Reyes Home was the setting chosen for the presentation, in February, of the play “Sinergia”, within the framework of the “Theater for Diversity” festival, in which 300 people participated. “Sinergia” is the first work of the SAMU Foundation Theater Company, “Scenic Idyll”. The festival, which had the participation of other groups such as the ISL Polanco minors center and one from the Paz y Bien Association, was chaired by the Regional Deputy Minister of Equality, Social Policies, and Conciliation of the Junta de Andalucía, María del Carmen Cardosa, and the General Director of Childhood of the Junta de Andalucía, Antonia Rubio.

## Andalusian Day Solidarity Concert

This concert was carried out within the framework of the San Dimas Project, and it was held in the Assembly Hall of the Sevilla I Penitentiary Center. The activity was a milestone, since it was the first time that an activity of this magnitude had been carried out in that center. 1,500 inmates enjoyed the Sevillian rock concert performed by the “La caló del membrillo” group.

## I National Days of Inclusive and Adapted Rugby

During December 1, 2 and 3, 2020, the SAMU Foundation, in collaboration with the San Jeronimo Rugby Club, Pablo de Olavide University, the San Pablo Andalucía CEU Foundation, Special Olympics Spain and ES-YDE Formacion Utrera, organized the I Na-

tional Days of Inclusive and Adapted Rugby. The sessions were followed by 326 people through a videoconferencing platform that enabled the speakers to make their presentations by sharing video and audio, as well as for the attendees to actively participate from their homes or workplaces through PC, tablet or mobile.

This event aimed to promote a greater understanding about inclusive and adapted rugby at the national level, to learn about the benefits that this sport provides as a tool for the integration and inclusion, full and effective, of people with some type of disability in their social life, as in other groups in vulnerable situations. Likewise, to develop ways of exchange and participation between professionals dedicated to social and sportive inclusion, promoting the development and dissemination of rigorous professional practices.





# 7 *Making our project visible to society*

During 2020, SAMU's activity has achieved **great public visibility** thanks to **its constant dissemination activity to society** through its own channels (website, social networks and corporate magazine) and through relations with the media. Also, during the year some campaigns have been carried out, which have served to perform promotional and advertising actions.



## 7.1. SAMU Magazine



January 2020



February 2020



March 2020



April 2020



May 2020



June 2020





July 2020



August 2020



September 2020



October 2020



November 2020



December 2020

## 7.2. Creativities







# 7.3. Media Relations

More than **200** impacts in the media

More than **50** informative releases

Appearances in **relevant** local, regional and national media

96

SAMU Annual Report 2020-2021



**ABC**

SEVILLA 37 Provincia

**CRISIS**  
Samu inaugura su Escuela de Oficios para formar a menores en acogida

Ames de la escuela de oficios especializada en los campos de la salud, acción social y formación, para que los menores en acogida puedan tener un futuro profesional. El curso se imparte en el Centro de Formación Profesional de Sevilla. La inauguración contó con la presencia de representantes de la Junta de Andalucía, el Ayuntamiento de Sevilla y el SAMU. El curso se imparte en el Centro de Formación Profesional de Sevilla. La inauguración contó con la presencia de representantes de la Junta de Andalucía, el Ayuntamiento de Sevilla y el SAMU.

**LA RAZON**

El SAMU inicia un programa para menores que recupere las antiguas escuelas de artes y oficios

R. S. Sevilla  
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**Diario de Burgos**

Formación y salud

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**Expansion**

ANDALUCÍA

SAMU triplica su facturación desde 2015

El SAMU triplica su facturación desde 2015. El curso se imparte en el Centro de Formación Profesional de Sevilla. La inauguración contó con la presencia de representantes de la Junta de Andalucía, el Ayuntamiento de Sevilla y el SAMU.

**Diario de Sevilla**

LA CRISIS DEL CORONAVIRUS EXPERTOS EN LA COOPERACIÓN CONTRA LA CRISIS DEL CORONAVIRUS

El SAMU despliega una misión de cooperación contra el coronavirus con 30 profesionales que llevarán a Latinoamérica su modelo de gestión de la crisis sanitaria

De Sevilla a El Salvador para combatir el Covid

El SAMU despliega una misión de cooperación contra el coronavirus con 30 profesionales que llevarán a Latinoamérica su modelo de gestión de la crisis sanitaria. El curso se imparte en el Centro de Formación Profesional de Sevilla. La inauguración contó con la presencia de representantes de la Junta de Andalucía, el Ayuntamiento de Sevilla y el SAMU.

**Diario de Sevilla**

LA CRISIS DEL CORONAVIRUS EFECTOS DEL GERÁTRICO MÁS PENALIZADO POR LA PANDEMIA

Que a mi madre la trasladaran al Hotel Alcora ha sido lo mejor que le ha podido pasar

El SAMU despliega una misión de cooperación contra el coronavirus con 30 profesionales que llevarán a Latinoamérica su modelo de gestión de la crisis sanitaria. El curso se imparte en el Centro de Formación Profesional de Sevilla. La inauguración contó con la presencia de representantes de la Junta de Andalucía, el Ayuntamiento de Sevilla y el SAMU.

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**DEPORTES**

RUGBY

El rugby como elemento de integración e inclusión

La Fundación SAMU, desde hoy hasta el jueves y de forma on line, organiza unas jornadas de carácter integrador con este noble deporte como base

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**HERALDO DE ARAGON**

La Fundación SAMU dona mascarillas a la Asociación Autismo Huesca

La Fundación SAMU dona mascarillas a la Asociación Autismo Huesca. El curso se imparte en el Centro de Formación Profesional de Sevilla. La inauguración contó con la presencia de representantes de la Junta de Andalucía, el Ayuntamiento de Sevilla y el SAMU.



# Misión de médicos y profesionales españoles llegarán para ayudar en Hospital El Salvador



# Desinfectan con un dron un centro deportivo que acoge a sin techo



# SAMU selecciona a 60 candidatos de los 600 voluntarios presentados



# Agencia DPA Honduras - Parte de Gelym una misión de voluntarios de SAMU para ayudar a los damnificados por los huracanes en Honduras



# Jornadas pioneras sobre rugby inclusivo y los beneficios del deporte para la integración e inclusión



# LA RESIDENCIA SAN SEBASTIÁN DE CANTILLANA DE SEVILLA CUMPLE DIEZ AÑOS



# Regresan a la residencia de Alcalá del Valle los ancianos que fueron evacuados tras un contagio masivo



# Un mena de Huesca devuelve una cartera con 385 euros que estaba tirada en el suelo



# Coronavirus en Andalucía: minuto a minuto

Sigue al instante todas las noticias relacionadas con el estado de alarma en la comunidad



# Así fue el traslado de los ancianos de Alcalá desde La Línea: «Gracias por salvarnos la vida»

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