



Psychosocial Crisis Management and Emergency Temporary Shelters: A German View

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Agenda

1. Psychosocial Crisis Management in Germany
2. Emergency Temporary Shelters in Germany
3. Child Friendly Spaces: suggestions





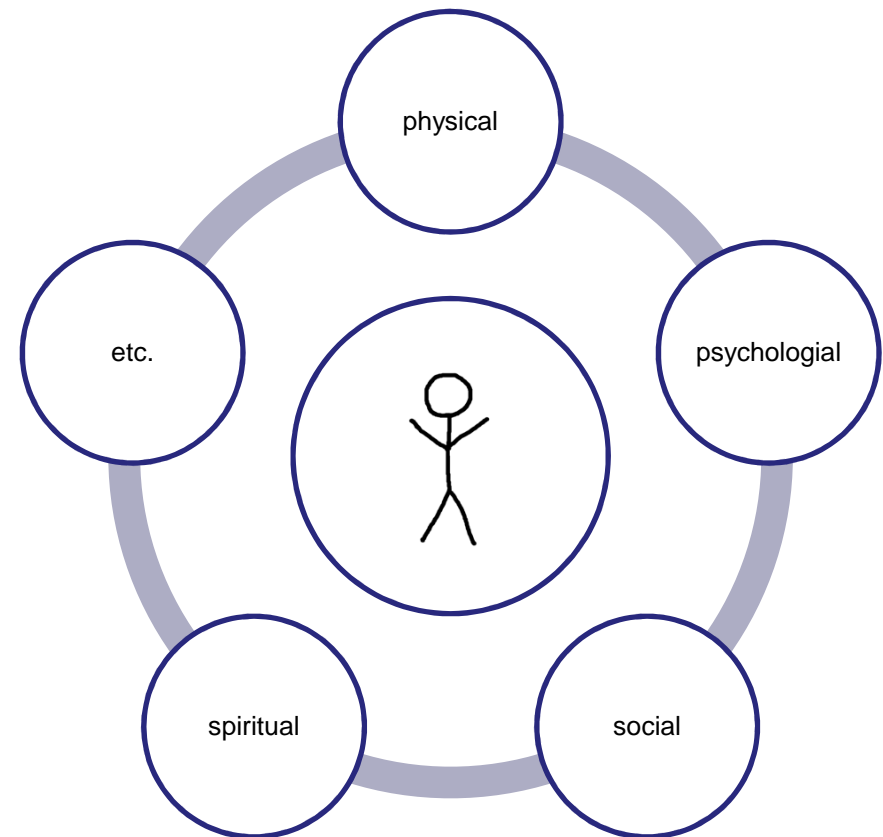
1.

Psychosocial Crisis Management in Germany

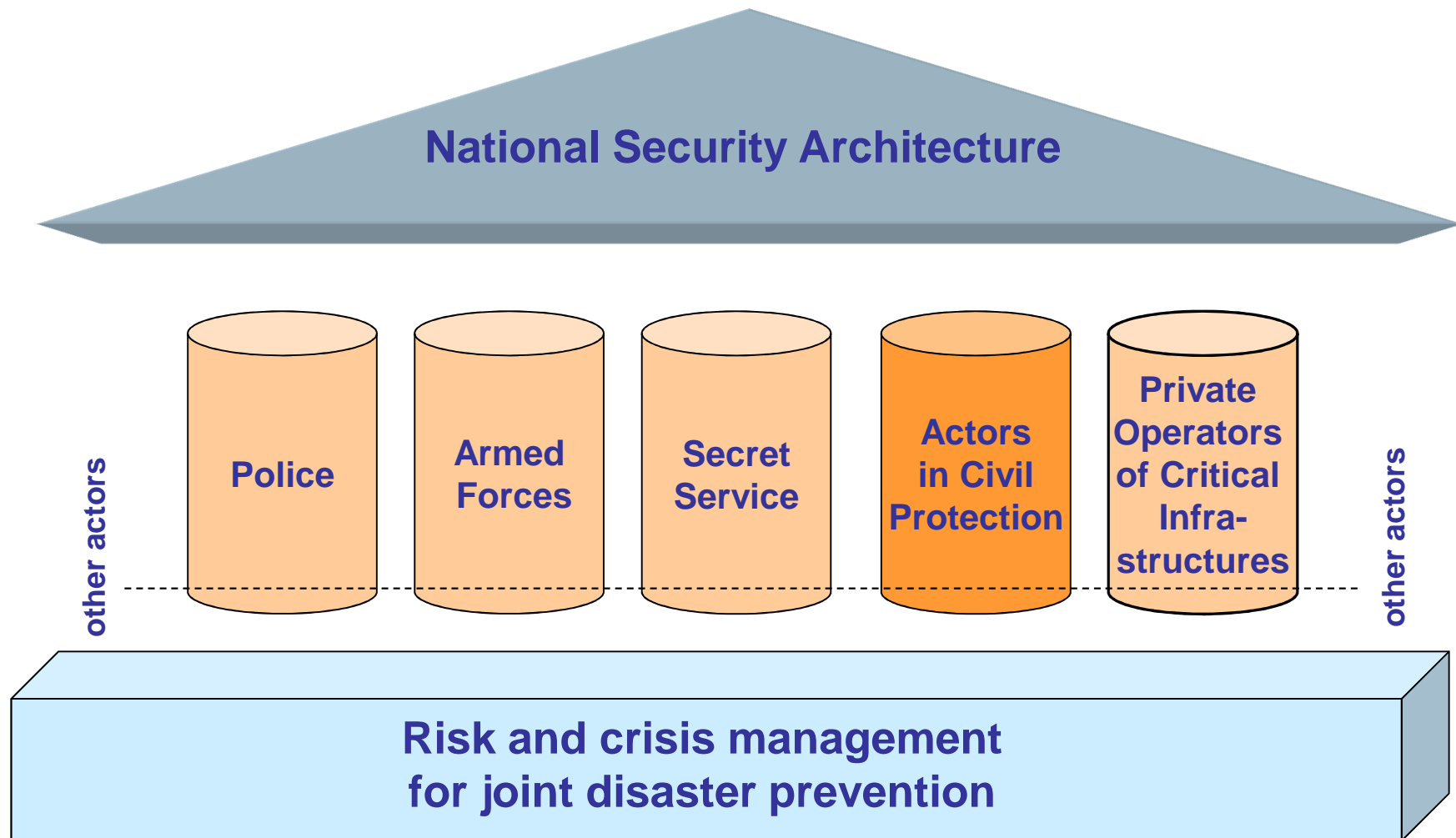


Psychosocial Crisis Management

- complementing the technical and medical view of crisis management
- holistic approach: concerning the whole person
- structurally implemented in the system of civil protection



Psychosocial Crisis Management: Constitutional Framework





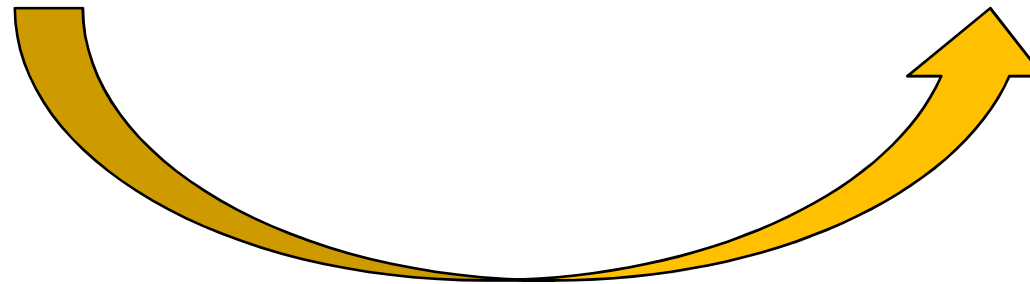
Psychosocial Crisis Management: Constitutional Framework



Federal State:
Civil Protection in war times



16 states (Länder):
Disaster Prevention in peace times

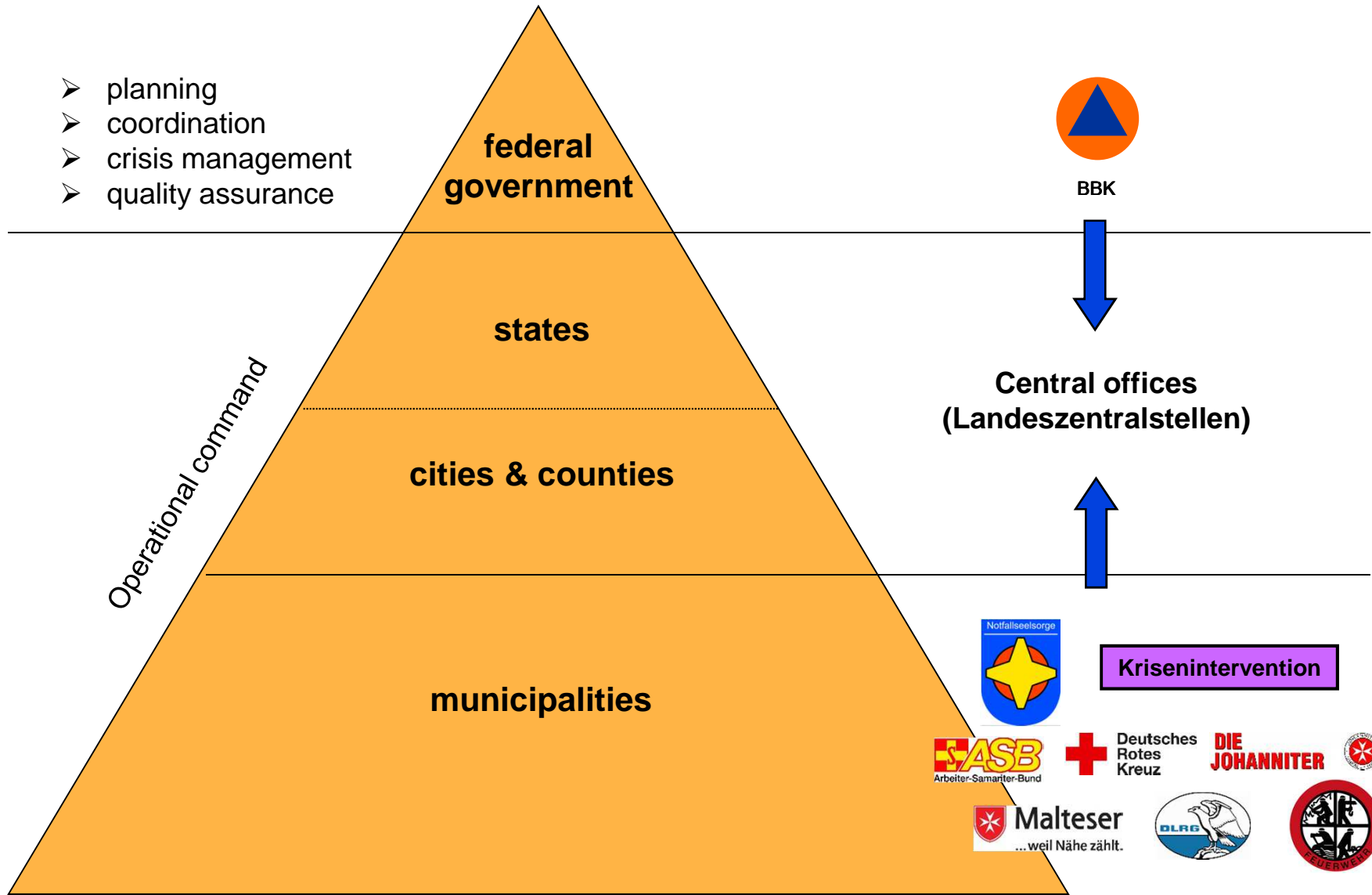


- public assistance in case of transboundary risks and hazards
- financial, material and personnel contribution
- training, advising and informing



Psychosocial Crisis Management: Constitutional Framework

- planning
- coordination
- crisis management
- quality assurance





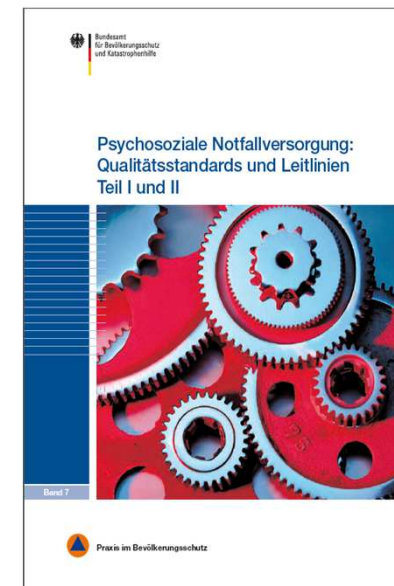
Psychosocial Crisis Management: Contents



Psychosocial Support in Germany

“The term “Psychosoziale Notfallversorgung” (PSNV, psychosocial support) includes the overall structure and the prevention measures as well as the short-, middle- and long-term supply in the context of serious emergencies and missions.”

- source: BBK 2012: Psychosoziale Notfallversorgung: Qualitätsstandards und Leitlinien (Teil I und II).
- quality assurance process 2007-2010



2. Psychosocial support as structure

- voluntary system
- different providers
- relief organisations: crisis intervention
- Christian Churches: pastoral care in emergencies
- private organisations
- governmental organisations

1. Psychosocial support as action

- prevention measures
- short-, middle- and long-term supply
- focus groups: affected people and emergency services

Targets:

- **prevention**
- **early recognition** of mental stress in case of emergencies
- **providing support**
- **treatment** of psychic post traumatic stress disorders



Human behavior and reactions in disasters

Different focus groups

- children
- adolescents
- intercultural aspects
- persons with disabilities



Wenn Kinder ein
Unglück miterleben ...

Informationen für
Eltern und Angehörige



Wenn du ein Unglück
miterlebt hast ...

Informationen für Jugendliche



- special needs of persons with disabilities: European Network for psychosocial crisis management assisting disabled in case of disaster
- intercultural competence in the field of civil protection: research project „IKK“
- children: evaluation of the psychosocial support-system → School shooting in Winnenden/Wendlingen 2009, forthcoming research project „KIKAT“ – children in disasters





2.

Emergency Temporary Shelters in Germany





Emergency Temporary Shelters: Background

Emergency Temporary Shelters (ETS)

- federal system: providing ETS is within the competence of the states (Länder) or the cities and counties
- 16 laws on civil protection: directing the key tasks of civil protection, no specific rules or instructions for emergency temporary shelters
- implementation and design is subject to the cities and counties; in case appointment of third parties (relief organisations)





Focus groups of ETS

- entire population: first no differences
- capacity: 1% of the population
- empirical evidence: 60-70% of the population supplying themselves in case of evacuation (family, friends, social network,...)
- special groups need special solutions (prisoners, elderly and dependent persons)



Structuring and designing ETS

- formally state: temporary accommodation, at least 48h
- preferred permanent buildings (schools, sport centers, etc.)
- areas to sleep (beds, blankets) and basic furniture (tables, chairs)
- catering and clothes
- medical and psychosocial care





3.

Child friendly spaces: Suggestions



Why do we need child-friendly spaces?

- we know: children's perception of a critical situation differs from adult's perception
- critical situations are potentially new
- separation from parents, family members, caring persons
- mystic or magical fantasies or explanations for the situation
- feelings of guilt
- critical situation = punishment



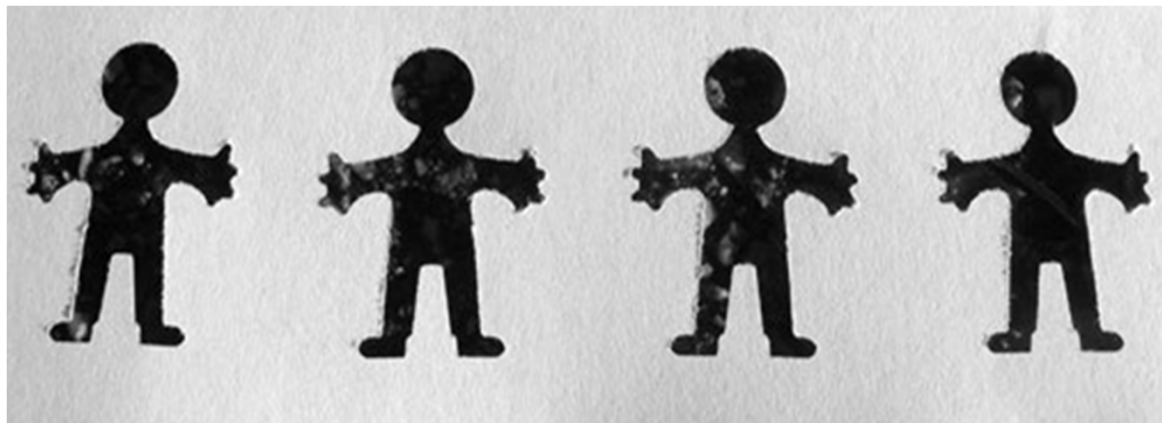
General aspects (1)

- ETS = opportunity to get in contact
- necessity: giving an idea of security and protection
- place to get important information: child friendly communication of information
- supporting parents or other caring persons
- supporting orphans and children missing their parents



General aspects (2)

- installing specific areas for families and breast feeding mothers
- installing specific areas appropriate to age: different activities for different aged children
- taking into account: nationality, religion, gender, disabilities



Helpful sources

- different Guidelines and handbooks for child friendly spaces in emergencies
- e.g. UNICEF, WHO, Homeland Security /FEMA (USA), ...



Thank you!

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