OPSIC OPERATIONALISING PSYCHOSOCIAL SUPPORT IN CRISIS

SEVENTH FRAMEWORK PROGRAMME

OPSIC – a webbased application for psychosocial support
Reflecting with end-users and victims

DANISH RED CROSS

TNO innovation for life

impact
National knowledge & advice centre for psychosocial care concerning critical incidents

amC

MAGEN DAVID ADOM IN ISRAEL

CSSC
Centre for Science, Society and Citizenship

TRIPITCH
MEDIACREATIVES

CRISMART
Crisis Management Research and Training

**OPSIC** OPERATIONALISING PSYCHOSOCIAL SUPPORT IN CRISIS

What is OPSIC

- Developing an operational guidance system for crisismanagers, professionals and victims, survivors and the affected community (2012-2015)

Ambition

OPSIC OPERATIONALISING PSYCHOSOCIAL SUPPORT IN CRISIS

- The OGS should guide us to deliver high quality psychosocial support, based on best available evidence and good practice
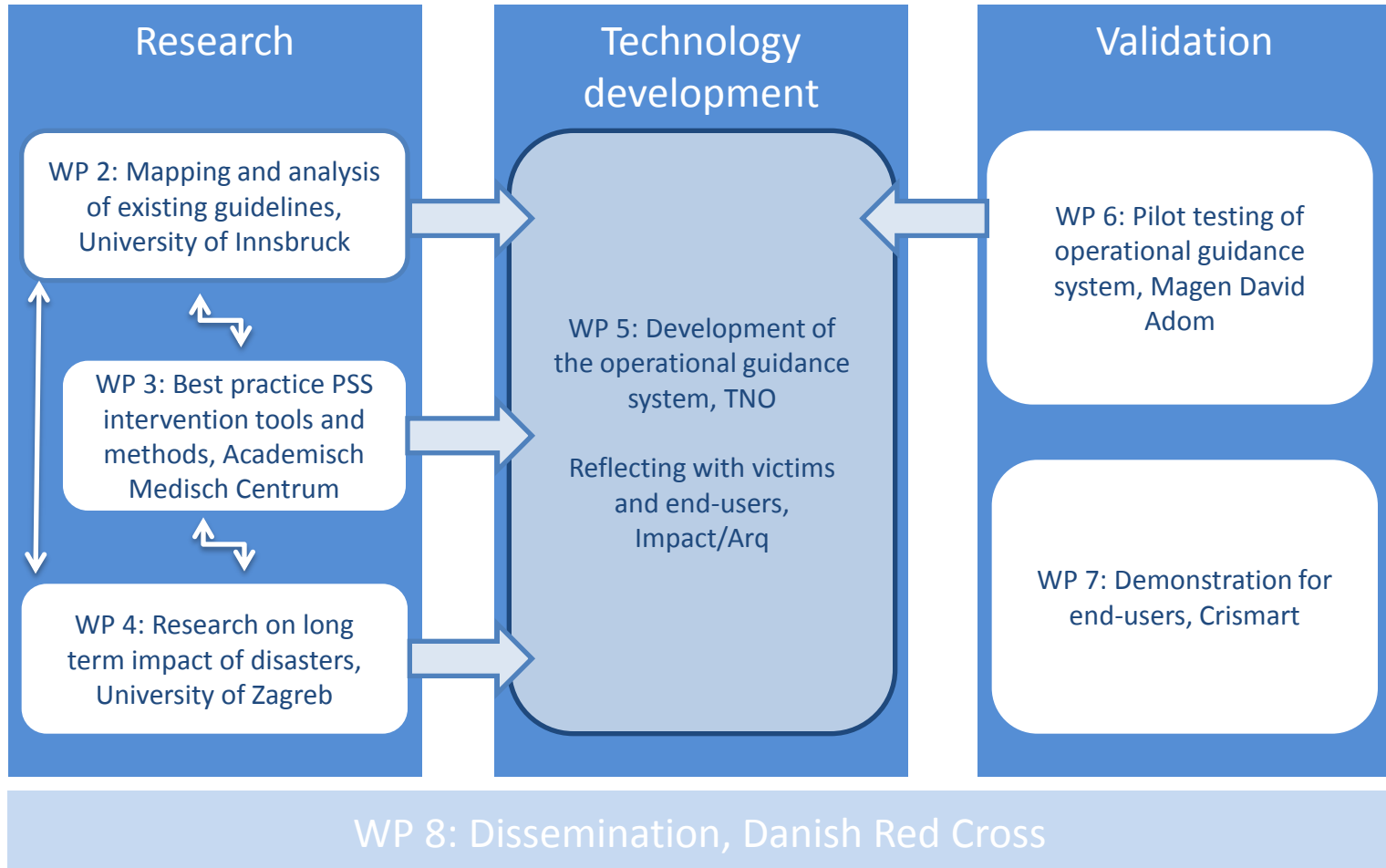
End-users

- Victims, survivors, bereaved, affected people and the larger community

- Professional care takers, trained volunteers and first responders

- Crisismanagers

Content

- Practical information
- Information on psychosocial consequences of crisis and disasters
- Self-assessment instruments
- A registered personalised webpage to monitor well-being
- A forum to exchange information and experiences
- Information where to find help
- A forum to connect with professionals

Consultation proces

3 sessions: Tel Aviv, Amsterdam and Zagreb

- – Total of 50 representatives of the end-users
- – 15 countries represented: Israel, The Netherlands, Norway, Romania, United Kingdom, Turkey, Czech Republic, Serbia, Bosnia Herzegovina, Croatia, Italy, Denmark, Austria, Slovenia, France

Main issues from the consultation

- There is a need for a simple message in which one can recognise a site that offers comfort and help

- Give 'stories like mine' and work with not only text but pictures, videos, images, icons

- People in survival mode have a short concentration span and are not able to adapt to new information

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Main issues

- Provide information for family and friends how to help

- Make access easy: many channels, serve all languages, simple content, open access

- Be clear about the target group, be known beforehand

- Be part of mainstream organisations and training

Main issues

- Information that can be trusted, the source should be validated, it should be clear who is behind the information: professional organisation, the government

- Best practices should also be made available to guide the psychosocial response

Main issues

- In the acute phase information should be available 24/7 from the start
- Professionals need to know ' in minutes' what to do, information should be short, easily available and easy to take in (broadcasted on your smartphone)
- It should address the first needs of the affected

Main issues

- OGS should also have a function in preparedness

- A platform of professionals could be useful so you can ask questions and form a network on a European basis

Main issues

- Be very clear and specific about where people can find help, people not easily recognise what is ' for them'

- Role and functions of professionals differ between the European countries be clear about it

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Main issues

- Think about specific groups: people with disabilities, migrants, asylum seekers, elderly and children

- A special section should be addressing to how to communicate with these groups and what their specific needs are

From the guidelines
Alexander/Sagramola

- All beneficiaries with special needs during an emergency should be identified, quantified and registered with the civil protection authorities

- Preventive emergency planning for people with disabilities

- Integrate people with disabilities into planning and decision making

OPSIC

HOME INFORMATION FAQ KNOWLEDGE BASE CONTACT

Hi Jane! How are you today?

Terrorist attack at Musaic 2013

Search in FAQ

Together facing the future

Welkom

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What's happend

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Read more ▸

Tell us who you are, so we can help better!

First name

Email

SUBMIT

Website Trailer

0:00 / 2:14

"Stay close to your familly and friends, with people who love you"

More video's ▸

Do's after a trauma

1 Do things which make you feel safe and peaceful.

2 Stay close to your partner, family and friends.

3 Look for distraction, do sport today.

4 Take enough rest, take a walk in a park and enjoy nature

5 Concentrate on one thing, Choose today's priority.

6 Take good care of yourself, Enjoy the healthy foord.

Which DO would you like to do today? 1 2 3 4 5 6

Read more tips ▸

When is your birthday?

dd/mm/yyyy

What are the reactions I can expect after going through a shocking experience?

Feeling numb
weak strong

Lack of sleep
weak strong

Forgetting things
weak strong

DO TEST

Get professional help in your nabourhood

Zip code

Professional care

Social workers

Service providers

Volunteers

Please give me your ideas and feedback

m.rooze@impact.arq.org

www.efpa.eu

www.arq.org

www.opsic.eu