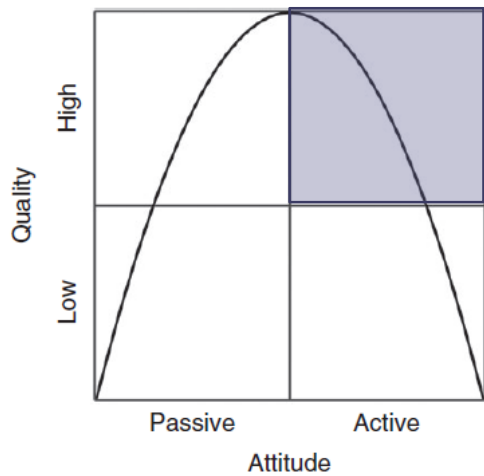




# EU Directive on Combating terrorism

Levent Altan, Executive Director, VSE  
ERA, Trier



Home | Inloggen | 0900-0101



## IVC Vliegcramp Oekraïne



- ▶ Teruggave persoonlijke bezittingen
- ▶ Deelname onderzoek
- ▶ Stichting Vliegcramp MH17
- ▶ Rouw & verlies
- ▶ Afscheid en herdenken
- ▶ Praktische informatie
- ▶ Juridische zaken
- ▶ Vrienden, collega's & kennissen
- ▶ Besloten gedeelte

## Stichting Vliegcramp MH17

In november 2014 is de Stichting Vliegcramp MH17 opgericht. De Stichting stelt zich ten doel de nabestaanden van de vliegcramp in Oekraïne op 17 juli 2014 te helpen bij het verwerken, het herdenken van de traumatische ervaring en het behartigen van hun belangen in de meest ruime zin van het woord. Kijk voor meer informatie over de Stichting Vliegcramp MH17 op [www.mh-17.nl](http://www.mh-17.nl).

De stichting tracht haar doel te bereiken door onder andere:

- het bieden van een platform waarin nabestaanden in contact komen met gelijkgestemden,
- het bevorderen van een duurzame samenwerking tussen nabestaanden en betrokken (overheids)instanties en het scherp monitoren van o.a. de activiteiten van de Onderzoeksraad voor Veiligheid en het Openbaar Ministerie,
- het vanuit de nabestaanden scherp monitoren/begeleiden van het proces van identificatie van slachtoffers en identificatie/teruggave van persoonlijke eigendommen,
- het vormen van een officiële spreekbuis voor de nabestaanden en het verzorgen van adequate communicatie en informatie naar nabestaanden.

# Online information portal

## MH17

## Slachtofferhulp

Information for Victims of MH17

- Up to date, one source,
- Public and closed
- Judicial, practical, psycho-education
- For broader group
- Responsive and FAQ
- Referral to psychosocial support
- Email notifications



## 1 Helpline

FR, BE, US,...

- Crisis helpline
- Public and for victims
- Single national number
- Follow up of identified victims and families

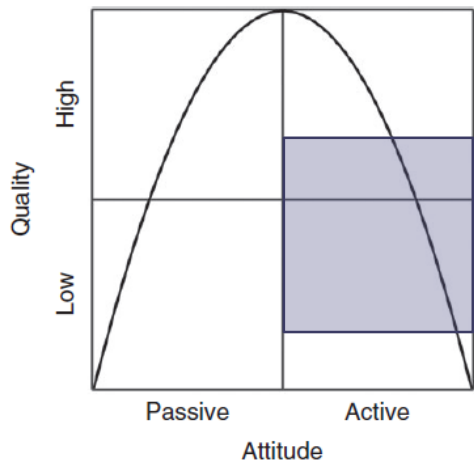


***WHERE TO GET HELP IF BECOMING  
VICTIM OF A TERROR ATTACK IN  
GERMANY?***

**Information for victims**

Weisser Ring (GE),  
INAVEM (FR), BE

Clear information for foreign  
victims in connection with  
existing services, assistance  
offer, court proceedings, etc.



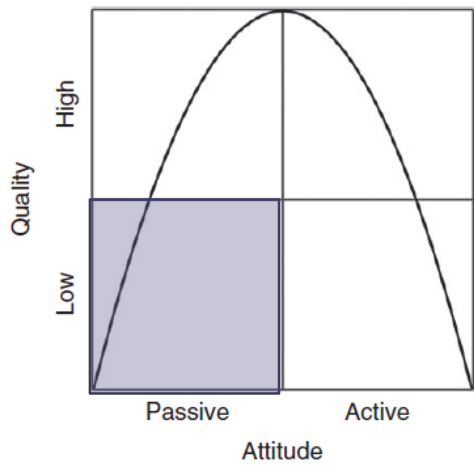
# Active identification and offer in Airports

## Family Liaison Officers

- After attacks in Sousse, Paris, Brussels
- Active flyering, identification of non-identified victims on arriving flights – offering support from Family Liaison Officers

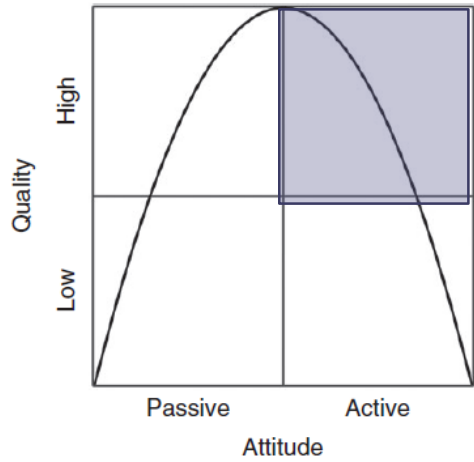






## Communication with victims

- 9/11 – Victims committee for Commemoration
- France – victim list
- Timing and language
- Privacy concerns - impact on the information received and spread



#### BOSTON MARATHON ANNIVERSARY SUPPORT RESOURCES



Mayor Martin J. Walsh has proclaimed April 15th “**One Boston Day**,” to honor the resiliency, generosity and strength of the City of Boston. The day will be an opportunity to recognize the good in our community and reflect on the spirit of grace exhibited by the people of Boston in response to the Boston Marathon tragedy on April 15, 2013. The new tradition will honor the strength of our city, its people and their acts of goodness toward one another.

The Boston Public Health Commission understands that the anniversary of the 2013 Boston Marathon tragedy may bring up many different emotions for survivors, loved ones of victims, and those who witnessed the event, particularly in light of the ongoing trial and the upcoming 2015 marathon. While some of these emotions may be positive (gratitude for the help received that day and the outpouring of support and contributions worldwide), it is very normal and expected to experience feelings of distress about the event. Often, the first few anniversaries of a disaster are the hardest because there are so many unknowns regarding how to mark the event and what you will feel. Other events like birthdays and holidays may also trigger similar feelings of distress. It is important to know what to expect and how to manage your stress around anniversaries and other “trigger” events.

## Public campaign Massachusetts Office for Victim Assistance

- Public psycho-education campaign around anniversary and trigger events
- Prevention of psychosocial consequences
- Reach victims after an open attack





## Victim Assistance Centres

INAVEM, FR, 9/11,  
Boston, UK

- Single place to bring family and victims
- Multi-agency center to inform victims, support victims etc.
- Locally planned in advance ideally
- Secure, safe, comfortable.

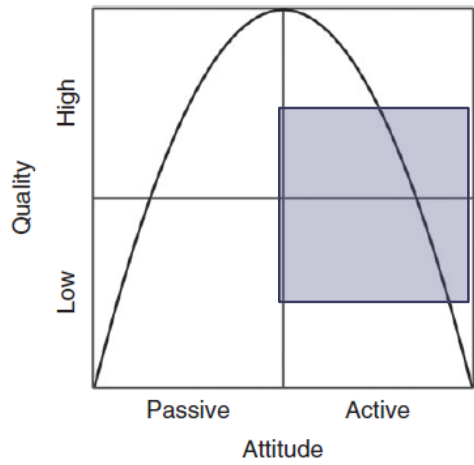




## Victim Navigators or case managers

NL, US, FR

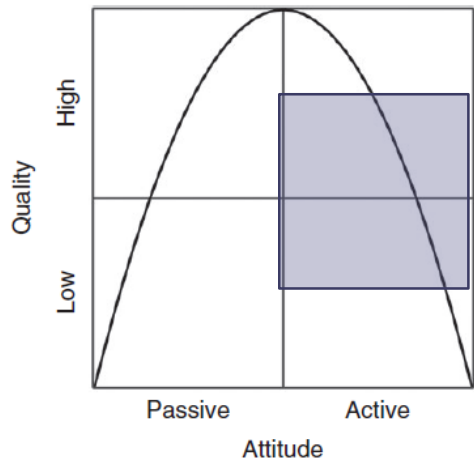
- Single point of contact
- Emotional, practical support
- Management of Media
- Co-ordinates and takes admin burden off victims



# EMDR after Earthquake

Molise (Fernandez, 2007)

- School destroyed by Earth Quake in Molise (32 survived, 27 died)
- As it was considered the event met all the DSM IV criteria for PTSD – EMDR was offered to all children, only few did not complete the sessions



# Scanning social Media

NL, BE

- Active scanning of social media to
- 1) Identify victims to offer support
- 2) Identify social concerns, fears, unrest, questions among the population,...

## Business lunch

Private victim support provider organises lunch with companies to address their problems in dealing with victims/employees in the aftermath of an attack (How do I deal with a person not coming back to work? How do I help my employee crying all the time?)



## Information for parents of children who were not killed/injured on how to deal with victims

Sierre accident, Heverlee

Information organised by victim support on how parents of children who were not victimised during Sierre accident can deal with the parents and children who were.

## Research with general practitioners on impact of terrorism/disasters

### Impact, Netherlands

Large scale long-term study with general practitioners that measures complaints after attacks/disasters brought to by general population.

Tries to analyse the public health impact of disasters/attacks in the general population.

## Proactive support in areas affected

### Victim Support UK

VS England & Wales provides support at Borough Market after reopening a week after the terrorist attack

<https://www.victimsupport.org.uk/more-us/press/press-releases/victim-support-hand-help-borough-market-reopens>

## Vocational training US

US offers longer term vocational training to help people get into new jobs, adapt existing workplace etc.



## Adaptation of homes

US supported voluntary efforts of architects, builders, designers to adapt homes for victims disabled in Boston attack

# Thank you!

Victim Support Europe

Rue de la Loi 235

Brussels

+3222310112

[l.altan@victimsupporteurope.eu](mailto:l.altan@victimsupporteurope.eu)

