



Victim Support
Europe



Training module

VSE 2018



Victims of Terrorism

Policies and laws

Introduction

Session Plan

- International rules relevant to victims of terrorism
- Victims rights in the Combating Terrorism Directive (Art 24-26)
 - **Planning and preparation**
 - **Victim Support**
 - **Medical aid**
 - **Justice**
 - **Cross Border Victims**
- Relevance of other European Laws
 - **EU Victims Directive**
 - **CoE Convention**
- Priorities when responding to an attack

International rules relevant to victims of terrorism

Terrorism Specific

2005 - Council of Europe Convention on the Prevention of Terrorism

2016 – EU Directive on Combating Terrorism

Victims including terrorism victims

1985 - UN Declaration of basic principle of justice for victims of crime and abuse of power

1983 - Council of Europe European Convention on the Compensation of Victims of Violent Crimes

2006 - Council of Europe, Recommendation 2006(8) on Assistance to Crime Victims

<http://www.victimsandcorporations.eu/victims-general-council-europe/>

2004 - EU Directive on Compensation to victims of crime

2012 - EU Directive on rights, support and protection of victims of crime

What the Directive Says: Support Services for victims of terrorism

Planning mechanism to ensure effective support to victims:

- Ø mechanisms or protocols in place for activation of support services for victims of terrorism within the framework of national emergency-response infrastructures:

Victim support experts/ organisations are part of both crisis planning and response

- Ø Protocols shall envisage the **coordination of relevant authorities**, agencies and bodies to be able to provide a comprehensive response to the needs of victims and their family members **immediately** after a terrorist attack **and for as long as necessary**, including adequate means facilitating the **identification of and communication** to victims and their families:

Crisis planning to include preparation for both short and long term support; processes for identifying all victims, recording their information and co-ordinating between authorities

What the Directive Says: Support Services for victims of terrorism

Provision of Support:

- o **Specialised services addressing specific needs of victims of terrorism in place** - in addition or as part of victim support services.
 - Implications for types of services and therapies offered? What differences in approaches to support should there be? Life and work changes due to life altering injuries
- o **Confidential, Free of charge and easily accessible** to all victims of terrorism
 - Meaning of easily accessible? EU Victims Directive Recital 37 – without excessive formalities and to a sufficient geographical distribution.
- o **Immediately after an attack and for as long as necessary afterwards**
 - No limitations on e.g. counselling sessions
- o They shall include in particular
 - o (a) emotional and **psychological support, such as trauma support and counselling;**
 - o (b) **provision of advice and information** on any relevant legal, practical or financial matters and in line with Victims Directive; e.g. victim navigators
 - o (c) **assistance with claims regarding compensation.**

What the Directive Says: Justice and medical treatment for victims

- o **Investigations and prosecution** of offences covered by this Directive are not dependent on a report or accusation made by a victim of terrorism
- o **Adequate medical treatment** is provided to victims of terrorism immediately after a terrorist attack and for as long as necessary.
 - Take into account specificities of terrorist related injuries e.g. amputations, burns, bullet wounds, shrapnel, CBRN – medical supplies to respond appropriately and reduce long term harm, handling of long term complications
- o **Access to legal aid** in accordance with Article 13 of Directive 2012/29/EU, where they have the status of parties to criminal proceedings.
 - Severity and circumstances taken into account – i.e. easier to obtain
- o Measures are available to **protect** victims of terrorism and their family members, in accordance with Directive 2012/29/EU. Particular attention shall be paid to the **risk of intimidation and retaliation** and to the need to **protect the dignity and physical integrity** of victims of terrorism, including during questioning and when testifying.
 - Physical protection and protection from secondary victimisation

What the Directive Says: Cross-border victims of Terrorism

Victims who are resident in an EU country other than where the attack took place

- o **Access to information** regarding their rights, the available support services and compensation schemes in the Member State where the terrorist offence was committed.
- o Member States should **facilitate cooperation between their competent authorities or entities providing specialist support** to ensure the effective access of victims of terrorism to such information.
 - Providing information across borders, especially to family members at home, and in the long term with respect to proceedings tends to be difficult – translations needs, lack of knowledge of cultures, laws, systems to be overcome.
- o Member States shall ensure that all victims of terrorism have **access to the assistance and support services** (as laid down in points (a) and (b) of Article 24(3)) on the territory of the Member State of their residence, even if the terrorist offence was committed in another Member
 - Important change in obligations – victims can't be refused where attack was in another EU state

Beyond the Directive on Combating Terrorism

EU Victims Directive - some of the key rights:

- o Access to information regarding their rights, the available support services and compensation schemes in the Member State where the terrorist offence was committed, and information on the proceedings.
- o Interpretation and translation
- o Support services
- o Protection in particular during proceedings and including through individual assessment
- o Participation in proceedings
- o Return of property
- o Co-operation between authorities to assist access to rights in individual cases and to assist European NGOs working in the field

CoE Convention on the Prevention of Terrorism

- o States to adopt such measures as may be necessary to protect and support the victims of terrorism that has been committed within its own territory. E.g. financial assistance and compensation for victims of terrorism and their close family members

Three phases to meeting needs

Planning, preparation, prevention

Incorporate victim expertise in crisis system

Training and exercises

Ability to establish infrastructure quickly

Funding surge and management of donations

Develop partnerships, relationships and trust

Victim definition

Crisis Response

Communication to the public

Supporting victims

- Communication
- Identification and registration
- Victim assistance centres
- Victim navigators
- Death notification
- Emergency finances

Co-ordination

Medium, Long term services and self advocacy

Complexity of Needs

- Ongoing assessment and watchful waiting
- Physical and psychological

Transitions between centres and organisations

- Which organisations
- Ongoing funding
- Ongoing assessment and triggers
- Compensation
- Support for lifelong harm and lifestyle changes
- Memorial Services

Priorities for specialised response for victims of terrorism

Planning and preparation

- Training
- Collaboration of services
- Information and Support infrastructure
- Research

Recognition of victims

- Definition of victim
- Circles of impact

Identification of victims after an attack

- Registration system
- Single entity responsible
- Same info collected by all for all
- Data protection and sharing

Respectful treatment of victims

- Training
- Personal interactions
- Infrastructure and procedures

Priorities for specialised response for victims of terrorism

Support

- **Information**

- Prompt, accurate, consistent
- Advanced planning of info provision
- Info for public and for victims
- One reliable source of simple and accessible info in multiple formats
- Single website
- Crisis helpline- single national number
- Victim assistance centre
- Victim navigator/ support worker
- Analysis of social media information
- Children and young people

Priorities for specialised response for victims of terrorism

Support services

- Free specialised support
- 1) emotional and psychological (unlimited); 2) practical; 3) advice on compensation; 4) vocational or educational; 5) access to justice; 6) medical 7) Financial assistance
- Needs assessment and re-evaluation
- Offers – proactive and repeated
- Victim assistance centre
- Victim Navigators
- Psychosocial network and specialised trauma support
- Peer support groups
- Transition to long term – same provider?

Priorities for specialised response for victims of terrorism

Protection

- Admin burden
- Sensitive and respectful treatment
- Media responses and controls
- Privacy and use of images etc.

Longer term recognition actions

- Victims of terrorism statute/ status
- Memorials and commemoration events with victims

Examples of Some International Good Practices

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.

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



CAN'T FOCUS
AT WORK OR
AT SCHOOL

AskMOVA
We Can Help.

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 Earthquake 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

Victim Support Europe

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