



List of important actions to take after a terrorist attack

| What? | Who? | When? | Example / Documents available on VSE intranet (bibliography at the end of the table) |
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| INFORMATION PROVISION | | | |
| <p>Wide range of info needed through multiple media channels e.g. dedicated crisis website, websites of relevant organisations, social media, leaflets etc. Information to be coordinated.</p> <p>Info content e.g.</p> <ul style="list-style-type: none"> • What happened (info about the attack) • Practical info • What happens next • What do they need to do • What services and help are available and where to find them • Guidance to the public on coping with an attack (e.g. impact, normal reaction to abnormal situation, how to | <p>Government website and social media</p> <p>Victim support organisation's website, social media etc.</p> | <p>Immediately after the attack, onwards</p> | <p>MH17 website (https://www.slachtofferhulp.nl/en/Corporate/Calamiteiten/VC-Planecrash-Ukraine/MH17-Aviation-Disaster-Foundation/) - Information for Victims of MH17</p> <ul style="list-style-type: none"> •Up to date, one source, •Public and closed •Judicial, practical, psycho-education •For broader group •Responsive and FAQ •Referral to psychosocial support •Email notifications <p>Related documents: C01, C02, C03, C04, C05, C06, C08, C09, C10, C12, C13, C14, C15 (coping with a terrorist attack, coping for survivors, tips for family members, mental wellbeing advice, coping with retraumatisation, coping with grief...) B01 (Tips for Health Care Practitioners), B02 (Assisting Victims Of Mass Violence role of Police), B08 (Victims of MVI during COVID), B10 (Promote Mental Health Recovery), B12 (Overview of Service Providers), B.13 Lessons From Boston</p> |

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| <p>cope, speaking to children and relatives...)</p> <p>Documents which may help VS workers - Impact on Responders and Service Providers</p> | | | |
| <p>Helpline</p> <p>Information crisis line that meets questions from a wider audience and victims</p> <p>Professionals - Procedures to best support victims</p> <p>Other numbers</p> | <p>Government and victim support in coordination</p> | <p>Immediately and in the long term</p> | <p>Crisis helpline – Usually government led. May be contracted</p> <p>Support helpline – victim support</p> <p>Document related: B10 Promote Mental Health Recovery</p> |
| <p>Public campaigns</p> <p>Public campaigns to inform the wider public about the consequences</p> <p>Prevention of psychological consequences</p> <p>Repeatedly focusing on specific events</p> | | <p>Short and long term</p> | <p>See above</p> |
| <p>Information for Foreign Victims</p> <p>Clear information for foreign victims in relation to the existing services, the assistance offered, the legal proceedings, etc.</p> | <p>Government and Victim Support</p> <p>Connect with communities and embassies for language assistance</p> | <p>Immediate through to long term</p> | <p>Documents: C07 Where to get help (EN)_WR</p> |
| <p>IDENTIFICATION AND REGISTRATION OF VICTIMS</p> | | | |

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| <p>Victims' Identification and registration</p> <p>Important that Gvt or other organisations has system to capture information on the wide range of people affected not just those injured.</p> <p>Many people flee the scene Many people may not be physically injured, but they were exposed to the violence of the attack and may have been traumatized psychologically.</p> <ul style="list-style-type: none"> •Must be proactive – volunteers on street, media reports, adverts •Must use multiple methods to reach out <p>Gvt needs to make sure they don't register only victims who have a specific rights to VS, or criminal proceedings, there are wide range of people impacted and whose information should be recorded and passed on to VS.</p> | <p>Multi agency approach led by Gvt</p> | <p>Immediately and in the long term</p> | <p>VSE/French Gvt template List of victims (contact of victim, contact of family if deceased,</p> <ul style="list-style-type: none"> • Country of residence • Family name • Name • Sex • Date of birth • Nationality • Address • Contact details • Type of victims (direct, indirect, witnesses, family members, etc) <p>Document A05 Template victim information</p> <p>Best practices on reaching out to victims can be provided.</p> |
| <p>Victims Assistance Centers</p> <p>Single multi-agency center where victims can go, be safe, be supported and be informed of rights, services, situation of family members</p> | <p>Government and NGOs</p> | <p>Immediate and short term</p> | <p>See Strasbourg family Center after christmas market attack (https://victimsupport.eu/news/behind-the-scenes-peek-at-the-family-reception-center-set-up-for-the-victims-of-strasbourg-christmas-market-shooting/)</p> <ul style="list-style-type: none"> • The first consideration is the location of the facility. It is important to provide a space for people to wait for |

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| <p>Bringing together services and governments Experts in dealing with victims Coordinated and consistent information from 1 source Support - volunteers and professionals with expertise</p> | | | <p>news of their loved ones away from the command post or site of critical operations, and also away from any news media.</p> <ul style="list-style-type: none"> • Second, it is critical to ensure the facility has sufficient space to accommodate the many people who will come to wait for news of their loved ones. This includes providing separate areas, so families will have some privacy when receiving their notifications. <p>B07 Establishing a FAC</p> |
| <p>Victim Navigators A single point of contact focused on all aspects of support.</p> <p>Support - practical, emotional, legal, financial Tailored to the victim - the needs of the victim are central Talk to the media</p> | <p>Victim Support Service</p> | <p>Immediately and in the long term</p> | <p>Keeping survivors and victims' families informed</p> <p>Document:</p> <ul style="list-style-type: none"> - B04 Talking to the media - B11 Victim Liaison Models - A.04. Death Notification Guide |
| <p>Scanning social Media</p> <p>-Active scanning of social media to -1) Identify victims to offer support -2) Identify social concerns, fears, unrest, questions among the population,...</p> | <p>Govt, Victim Support etc</p> | <p>Primarily in short term</p> | <p>B.13 Lessons From Boston</p> |
| <p>OTHER TYPE OF SUPPORT</p> | | | |
| <p>Emergency finances, compensation, insurance - usually emergency assistance (often for foreign victims)</p> | <p>Govt, Victim Support organisations</p> | <p>Immediate and short term</p> | |

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| <ul style="list-style-type: none"> • Not financial compensation by the state – financial needs that are not necessarily covered by these compensation systems • Financial support to deal with the different consequences of the attack • E.g. buying glasses, transport, flight to victim, loss of income, costs of changing jobs,... | | | |
| <p>MID AND LONG TERM ACTIONS</p> | | | |
| <p>Memorials and commemoration events</p> <p>One event already taken place, but others may be wanted including an early national event, plus at an anniversary point</p> <p>Lots of planning and co-ordination needed. Easy for victims to be sidelined especially foreign victims</p> | <p>Govt managed in consultation with victims</p> | <p>Short – long term</p> | <p>Documents:</p> <ul style="list-style-type: none"> - A.02. VSE Guidance document memorial - A01 Madrid Memorandum Good Practices - B06 Commemorating the Anniversary of a MVI |
| <p>Ongoing Communications with victims</p> <ul style="list-style-type: none"> -Timing and language -Privacy concerns - impact on the information received and spread -foreign victims needs often forgotten <p>Death notification - easy to get wrong</p> | <p>Government and victim support organisations</p> | <p>Immediate and long term</p> | <p>B05 Providing Death Notifications B11 Victim Liaison Models</p> |

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| Cleaning and return of personal effects | | | |
| Support – peer support <ul style="list-style-type: none"> • Help victims to establish their own support groups • Sharing a particular experience • Helping each other • Trying to recover memory • Examples in all EU MS that were faced with terrorist attacks • Online peer support initiatives | Victim support organisations assisted by government | | |

Bibliography

| Title | Source | Content |
|--|--------------------------------|---|
| A. FOR GVT OFFICIALS | | |
| A.01. Madrid Memorandum Good Practices | Global Counter Terrorism Forum | Good Practices for Assistance to Victims of Terrorism Immediately after the Attack and in Criminal Proceedings |
| A.02. Guidance document memorial | VSE | Guidance document on how to organise memorial events after terrorist attack |
| A.03 Enhance victims' services_LEA | FBI | Considerations for Law Enforcement to Enhance Services to Victims of Mass Casualties |
| A.04. Death Notification Guide | FBI | Guide for professionals delivering death notifications with professionalism, dignity, and compassion. Helpful Delivery Statements Statements to Avoid |
| A.05. Template victim information | VSE / French Government | |
| A.06. Lessons from Manchester | RAN (2019) | Lessons from the Manchester Arena Bombing of 2017: Fostering Resilience – learning from the past Working cross-organisationally and cross-culturally Allow for informal, emotional reactions |
| B. FOR PRACTITIONERS | | |
| B.01. Tips for Health Care Practitioners | Voices of 9/11 | Tips for health care practitioners providing care to those affected by mass violence Tips for interacting with survivors and victims' family members |

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| | | <p>Assessing immediate needs</p> <p>Helping survivors and family navigate the legal process</p> <p>Taking care of yourself</p> <p>Consideration for the long term</p> |
| B.02 Assisting Victims Of Mass Violence | Police Executive Research Forum (US) | <p>The Role of Police Executives in Assisting Victims of Mass Violence:</p> <p>Lessons from the Field</p> <ul style="list-style-type: none"> • immediate aftermath: providing a prompt, compassionate response to families and survivors • Post event recovery efforts: focus on internal and external needs • Preparing the unthinkable • Learning from the experience of others • Five key takeaways for creating a victim focused response |
| B.03. Handout Dept foreign affairs (DE) | Weisser Ring Germany | Leaflet with practical information about Weisser Ring and how they can support victims |
| B.04 to B.11 Different Tipsheets | <p>National Mass Violence Victimization Resources Centre</p> <p>https://www.nmvvrc.org/HelpingSurvivors/VictimAssistanceProfessionals</p> | <ul style="list-style-type: none"> • Talking to the media (B.04.) • Providing Death Notifications (B.05) • Commemorating the Anniversary of a MVI (B.06) • Establishing a FAC (B.07) • Victims of MVI during COVID (B.08) • Navigating Community Resources (B.09) • Promote Mental Health Recovery (B.10) • Victim Liaison Models (B.11) <p>Tools developed specifically for readiness, response and resilience, ensuring that Victims Assistance Professionals are prepared for – and can appropriately respond to – a mass violence incident.</p> |

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| B.12. Overview of Service Providers (DE) | Weisser Ring Germany | |
| B.13 Lessons From Boston | National Institute of Justice (2014) | The use of social media in the immediate aftermath of the terrorist attack at Boston Marathon by police services to update the public on steps taken and suspects at large: good practices |
| C. INFORMATION FOR PUBLIC ON TRAUMA | | |
| C.01. Coping with a terrorist attack | BE Federal Public Service (after Brussels terrorist attacks) | <p>Practical tips for general public on how to deal with a terrorist attack</p> <ul style="list-style-type: none"> • How do people react to a terrorist attack? • Who is running risk to develop long term symptoms? • What can you do to help someone who survived an attack or lost someone due to an attack? • ... |
| C.02. Coping after terrorism for survivors | FBI | <p>Information for general public</p> <ul style="list-style-type: none"> • Reactions to a traumatic disaster • Practical coping ideas • Finding help |
| C.03. Coping after terrorism for injured survivors | FBI | <p>Information for victims and injured survivors</p> <ul style="list-style-type: none"> • Reactions to a traumatic disaster • Practical coping ideas • Finding help |
| C.04. Tips for Family Members | Voices of 9/11 | <p>Tips for family members of victims of mass violence</p> <p>Seek help and support</p> <p>What to expect after a sudden death</p> <p>Planning a memorial service or funeral</p> |
| C.05. Mental Wellbeing Advice | NHS | <p>Mental wellbeing advice following the Manchester Arena Incident</p> <p>Common reactions to traumatic events</p> <p>What can people do to cope</p> |

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| | | How can children be helped to cope? When should a person seek more help? |
| C.06. WR_Traumatized (DE) | Weisser Ring Germany | Reactions Processing Helpful information What helpers should know |
| C.07. Where to get help (EN)_WR | Weisser Ring Germany | Basic information (in English) about Federal foreign office, compensation system, medical and psychological support and Weisser Ring - for foreign victims |
| C.08. Tips for survivors Managing Stress | SAMHSA (US) | Important things to know about disasters and other traumatic events Possible reactions to a disaster or other traumatic event After the event Practical tips for relieving stress |
| C.09. Tips for survivors – what to expect | SAMHSA (US) | Tips for Survivors of a Disaster or Traumatic Event: WHAT TO EXPECT IN YOUR PERSONAL, FAMILY, WORK, AND FINANCIAL LIFE About Disasters and Traumatic Events After a disaster or traumatic event Signs that survivors need more help managing stress |
| C.10. Tips for survivors – coping with retraumatization | SAMHSA (US) | Triggering events Risk factors for retraumatization Retraumatization signs and symptoms Tips for managing and developing resilience for retraumatization Hope for future |

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| C.11. Tips for survivors – coping with grief | SAMHSA (US) | What is grief Coping with grief How long does grief usually last? What is complicated or traumatic grief? |
| C.12. Coping with grief_FBI | FBI | Practical ideas for coping |
| C.13. Coping with witnessing mass violence | FBI | How are you feeling? Taking care of yourself |
| C.14. Selecting a mental health professional | FBI | How do I choose the right mental health professional for me? How are you feeling after the experience? Are you taking care of yourself? |
| C.15 Survivors of Mass Violence | Voices of 9/11 | What to do in the immediate aftermath of an event? Are you in a safe place? |
| D. COMMUNICATION WITH CHILDREN AND YOUTH | | |
| D.01. Tips for Talking With Children and Youth | Substance abuse and mental health service administration (US) | Tips for Talking With and Helping Children and Youth Cope After a Disaster or Traumatic Event A GUIDE FOR PARENTS, CAREGIVERS, AND TEACHERS |
| D.02. Talking to Children after Tragedy | Voices of 9/11 | Talking to Children After Tragedy Feeling safe in your community Talking to the media |
| D.03. Supporting your children in times of stress | NATAL | So what can you do to help children cope? Here is a list of useful tips for parents, teachers and caretakers: |
| D.04. Talking to Children – Hate Crimes | NMVVRC | Talking to Children about Hate Crimes |

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| D.05 MVI – Suggestion for parents | NMVVRC | Suggestions for Parents – Mass Violence Incidents |
| D.06 Teens: Coping after Mass Violence | The National Child Traumatic Stress Network | |
| ONLINE RESOURCES | | |
| Toolkit - First In, Last Out - Resources for First Responders | US department of justice | https://www.justice.gov/nsd-ovt/information-for-victims |
| Helping Victims of Mass Violence and Terrorism – Toolkit: planning, response, recovery and resources | Office For Victims of Crime (August 2015) | https://ovc.ojp.gov/sites/g/files/xyckuh226/files/pubs/mvt-toolkit/about-toolkit.html |
| Behind the Scenes: Family Reception Centre set up for the Victims of the Strasbourg Christmas Market Shooting | VSE (2018) | https://victimsupport.eu/news/behind-the-scenes-peek-at-the-family-reception-center-set-up-for-the-victims-of-strasbourg-christmas-market-shooting/ Article based on visit of centre, it shows how a family reception centre was set up in Strasbourg (cooperation between victim support services and national/local authorities), which services were offered at the centre and by whom. Good practice: one-stop shop |

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| Self-help tools | National Mass Violence Victimization Resources Centre | https://www.nmvrc.org/ResilienceTools <ul style="list-style-type: none"> • Common Trauma Reactions • Coping Tips • For Parents and Caregivers • Talking to the media • Self-help applications |
| Explaining stress to children (video with German subtitles) | NATAL | https://www.youtube.com/watch?v=yodgu887ZEY |
| Toolbox - Information for Victims of Overseas Terrorism | US Department of Justice | https://www.justice.gov/nsd-ovt/information-for-victims |
| Toolkit Psychosociale Hulp na Aanslagen (in Dutch) | ARQ | https://www.impact-kenniscentrum.nl/nl/toolkits/toolkit-psh-na-aanslagen |