

List of documents / 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	<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)
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 Assessing immediate needs Helping survivors and family navigate the legal process Taking care of yourself Consideration for the long term
B.02 Assisting Victims Of Mass Violence	Police Executive Research Forum (US)	The Role of Police Executives in Assisting Victims of Mass Violence: Lessons from the Field <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	National Mass Violence Victimization Resources Centre https://www.nmvvrc.org/HelpingSurvivors/VictimAssistanceProfessionals	<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)

		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.
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	Mental wellbeing advice following the Manchester Arena Incident Common reactions to traumatic events What can people do to cope 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 –	SAMHSA (US)	Triggering events Risk factors for retraumatization

coping with retraumatization		Retraumatization signs and symptoms Tips for managing and developing resilience for retraumatization Hope for future
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
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	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

Market Shooting		offered at the centre and by whom. Good practice: one-stop shop
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