



Psychosocial Crisis Management in CBRN-Incidents be prepared to cultural challenges




Civil protection in diverse societies: migrants, asylum seekers and refugees in the context of major risks prevention and management

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PSCM in CBRN incidents background

- Toxic gas attack with Sarin 1995
 - Chemical incident Bhopal 1984
 - Chemical incident Seveso 1976
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- Anthrax-attacks 2001
 - SARS-pandemic 2002 / 2003
 - “Swine flu”, 2009
 - Bhagwan Shree Rajneesh – attack, 1985
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- Reactor accident Tschernobyl 1986
 - Goiania 1987
 - Contamination by radioactive Polonium 2006
 - Fukushima 2011
- 



Psychosocial aspects as part of CBRN protection – why?

CBRN incidents may involve a high psychosocial stress potential which has an impact on:

- Those who are directly involved and their relatives,
- the whole population,
- uniformed services and management staff,
- experts who work in the health and social sector,
- crisis staff and those who are responsible at a political level.

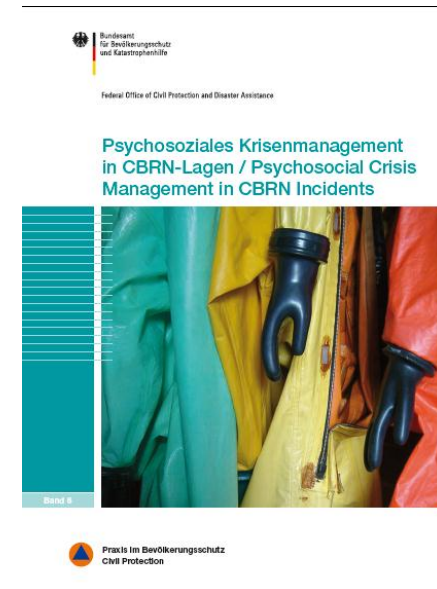
During CBRN incidents the number of people whose mental well-being is in the immediate and medium term affected can be considerably higher than the number of people whose body is harmed by the incident.

Background: national and European initiatives

Working group at the BBK

Since 2007 a multidisciplinary working group was established focussing on psychosocial crisis management in CBRN incidents.

- **Training manuals and the evaluation of trainings** for uniformed services, psychosocial crisis intervention teams, management staff, authorities
- **Expert exchange** in international trainings
- **Recommendations** for missions and risk- and crisis communication
- **Self-help instructions** for the population



Background: national and European initiatives

CBRN
incidents and **PSS**



Psychosocial support for civil protection forces coping with CBRN

- Co-funded by the European Commission, Directorate-General for Humanitarian Aid and Civil Protection (DG ECHO)
- Project duration: 01/02/2011 – 31/01/2013

**Technisches
Hilfswerk**



impact
Dutch knowledge & advice center
for post-disaster psychosocial care



Alexianer
ALEXIANER KREFELD GMBH



Federal Office
of Civil Protection and
Disaster Assistance

**GOBIERNO
DE ESPAÑA**

**MINISTERIO
DEL INTERIOR**

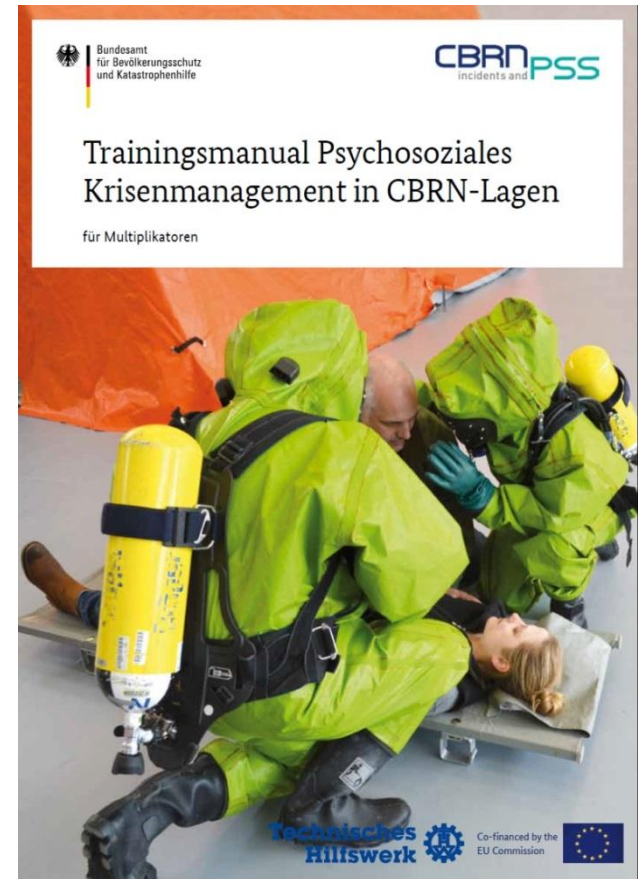
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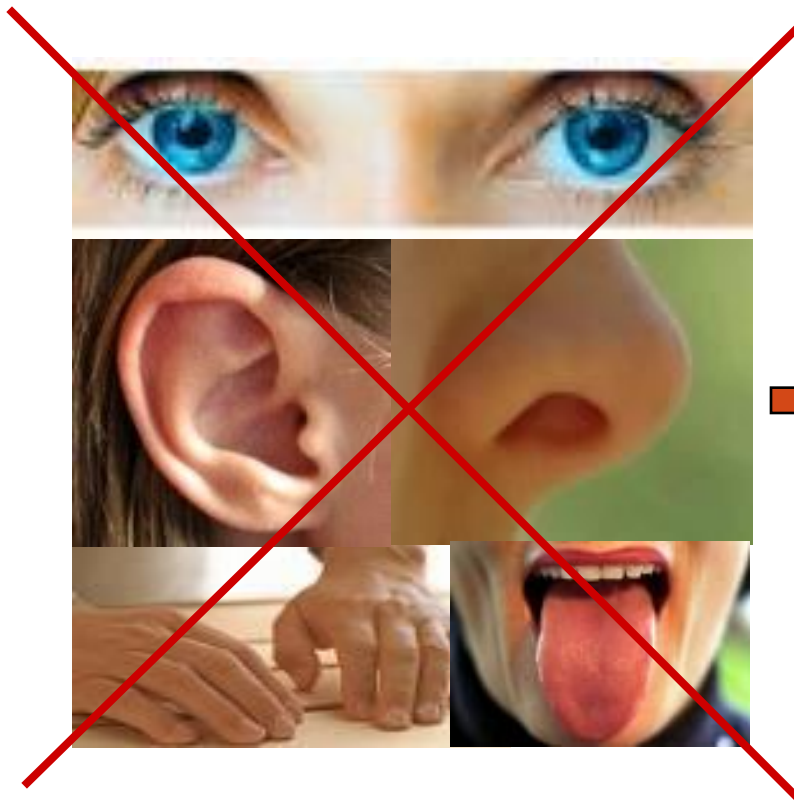
European Civil Protection

Results

- tested and transferable model and manual for training courses to other EU Member States
- Stress Response Model for hospital staff
- Adaption of Guidelines for Uniformed Services
- Adaption of Disaster Management Plans for Hospitals
- Recommendations and Dissemination of results



The “invisible enemy” leads to uncertainty and fear.



Feelings of fear

Uncertainty

Helplessness

Loss of control

Reduced self-efficacy

Reduced efficiency of actions

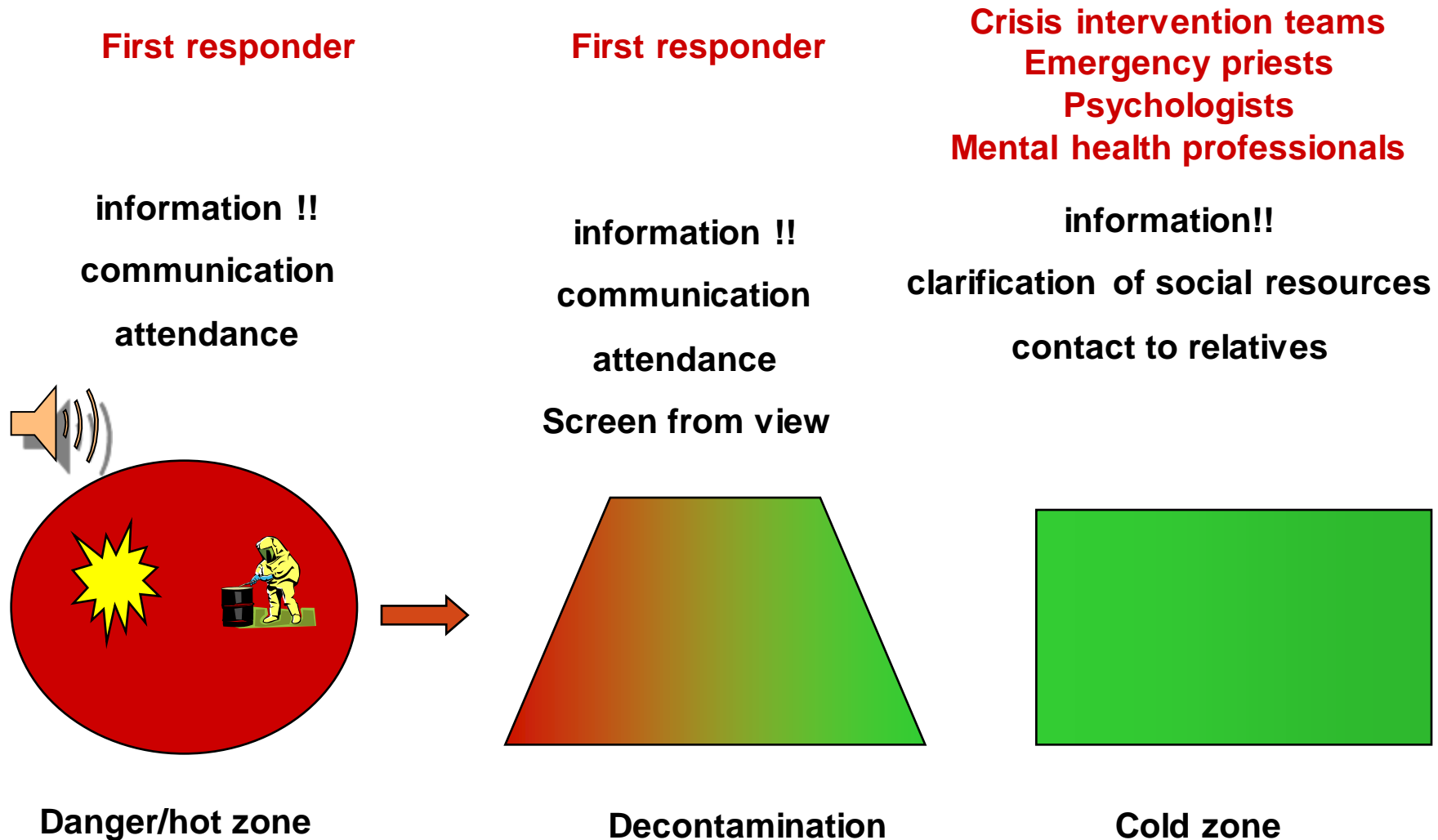
Radioactive, biological and some chemical substances cannot be perceived via the
senses

Difficult mission conditions

- Extremely high physical stress,
- High technical demands,
- Due to lack of routine, insecure actions,
- Confrontation with a high number of mentally affected people among those who are directly involved,
- Confrontation with the unpredictable behaviour of the population,
- The deployment of spiritual emergency advisors, crisis intervention teams etc. in the danger zone is not possible, fire fighters must therefore assume psychological first aid,
- Limited action and communication possibilities under PPE,
- Fear of a second attack after terrorist attacks.



CBRN incidents working under special conditions



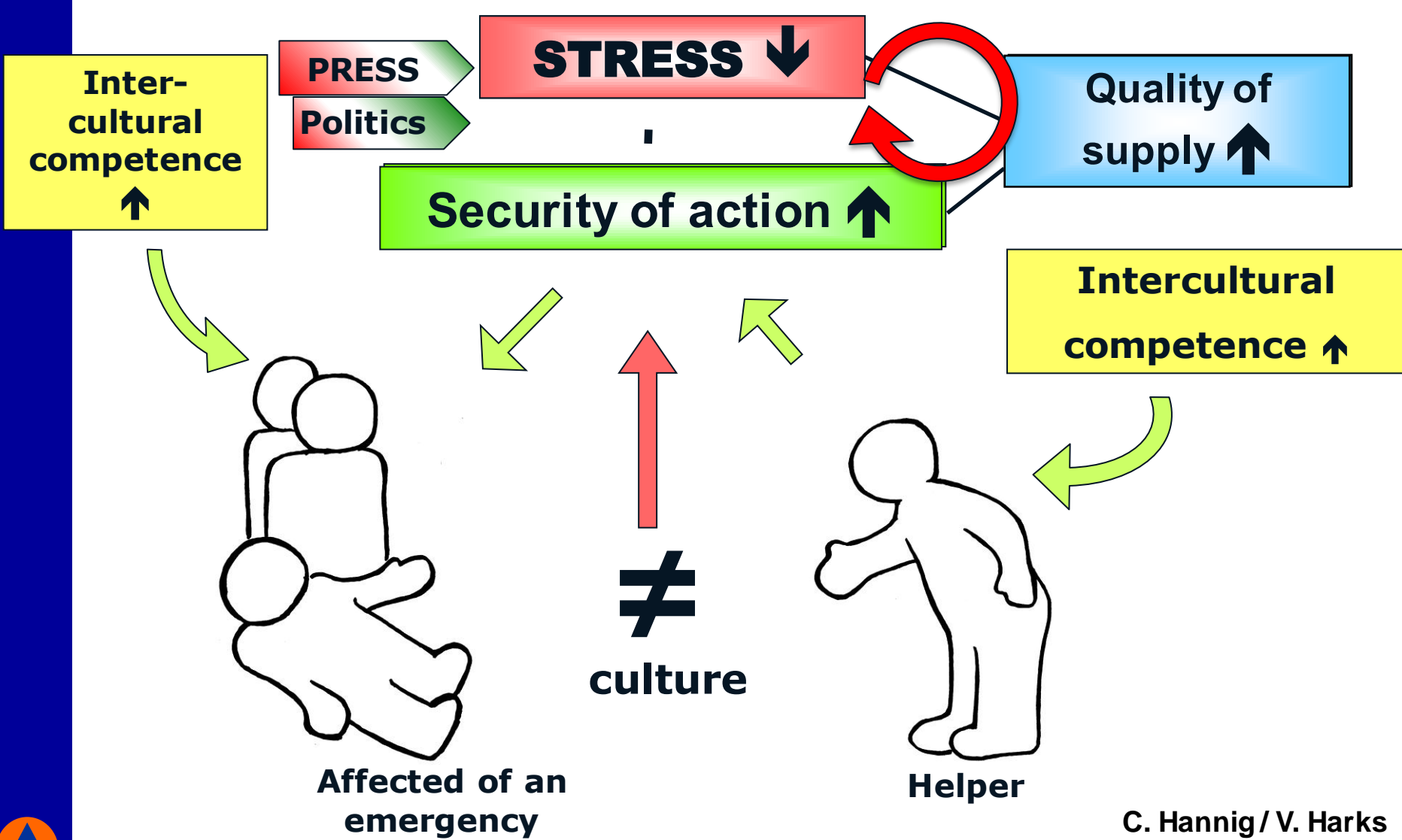
„We don't need communicative and intercultural competences, we force people as fast as we can through the decontamination.“

„We don't have language barriers, we have communiactive barriers.“

„I don't know how to motivate and to calm foreigners. It stresses me. In worst cases I can not save them.“



Model of intercultural mission stress



C. Hannig / V. Harks

PSCM in CBRN incidents - background

The correct use of psychological and sociological findings and the integration of intercultural knowledge

- the course of the operations becomes more foreseeable and structured
- long-term psychosocial impact of stress for the affected are reduced
- long-term psychosocial impact of the incident on emergency response personnel are reduced
- professional risk and crisis communication is possible

Training for uniformed services working under CBRN conditions



The training of qualified operational personnel in CBRN protection pursues the following aims:

The overall aim of the training is to **strengthen the confidence to act** and the skills and abilities of emergency response personnel who are confronted with exceptional situations and work under difficult conditions.

Hence there are the following sub-goals:



- Awareness of the particular stress factors
- Preparation for reactions of affected people and the population including the **knowledge of cultural specificities**
- Strengthening of **psychosocial basic competence**, inclusive. basic rules concerning the **provision of information** and **communication**
- Confidence in information management (above all for incident commanders in leading positions)
- Reduction of stress caused by more **confidence to act** and the improvement of situational **support-efficacy** and **self-efficacy**
- Become aware of stress reactions and the provision of competence for **stress management**, **self-regulation** and self-reassurance
- To strengthen the motivation to profit from psychosocial aftercare and also medical aftercare and biomonitoring

Thank you for your attention!

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