



Definition: Psycho-social support

Psycho-social support includes the short-, mid- and long-term provision in the context of extreme emergencies and major incidents. Overall objectives of psycho-social support are the primary, secondary and tertiary prevention and early recognition of psycho-social stress consequences after emergencies or incidents. Furthermore it is aimed at the provision of adequate support (psychological, social, administrative and religious) and help for victims, affected people, groups and rescue / emergency workers (processing of experiences, appropriate treatment of trauma- and stress-related disorders).

Psycho-social support comprises the implementation of all offered concrete action strategies and intervention methods (including related psychological and pharmacological treatment) during and after an incident. Psycho-social support is not a consequence of a demand but a task automatically generated by the disaster itself. With psycho-social support, damage limitation, calming and normalization of the overall situation, creation of psycho-social safety and a global functioning of individuals and society will be achieved.

Definition: Crisis managers

Crisis managers are golden and silver commanders of institutions like Red Cross, fire brigades, public authorities, agencies for technical relief, the military and insurance companies (non-police organizations) which are involved in the crisis management of a mass casualty incident. In their positions these people - belonging to the middle and higher management - have staff and decision making responsibilities. Furthermore they can be nominated and appointed as a member of a crisis management unit or as an incident commander in a disaster or act as a permanent member respectively. The institutions or organizations of crisis managers are involved in at least one of the levels of psycho-social support (PSS, s. definition) (safeguarding, protection, rescue, dissemination of information, organization of psycho-social support, identification of people at risk and follow-up care and treatment).

Definition: Crisis managers “psycho-social prevention and aftercare”

Crisis managers “psycho-social prevention and aftercare” are middle and higher managers of institutions providing psycho-social care for the affected population and/or emergency personnel in the scope of crises (e.g. in Germany: KIT Team ASB; in Luxembourg: Groupe de Support Psychologique (GSP), in Spain: Colegio Oficial de Psicólogos de Andalucía Oriental (COPAO)). They work in crisis interventions teams or pastoral care teams and have staff and decision making responsibilities in their positions. A big number of them work on a voluntary basis.

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