

**Cooperation among responders
in time of crisis :
Challenges and lessons from a recent case**

ENPS meeting
Vienna 2010

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Content

- > **National Emergency Set-up**
- > **January 27th facts**
- > **Assignment & challenges**
- > **Achievements**
- > **Lessons learned**

National Emergency Set-up

> **5 Disciplines**

1. Firemen
2. Medico-psycho-social
3. Police
4. Logistic
5. Communication

One Leader

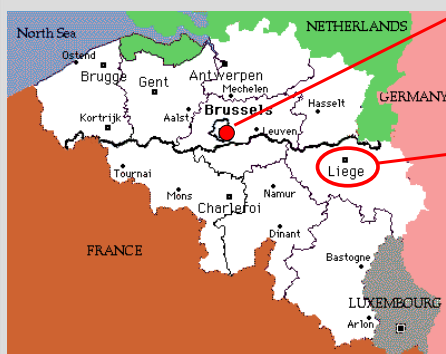
> **3 levels**

1. Town / village
2. Province
3. Country

SISU
Psychosocial Emergency Assistance Unit

CROIX-ROUGE 
de Belgique
French-speaking Section

Liège (100 km S-E of Brussels)



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First facts

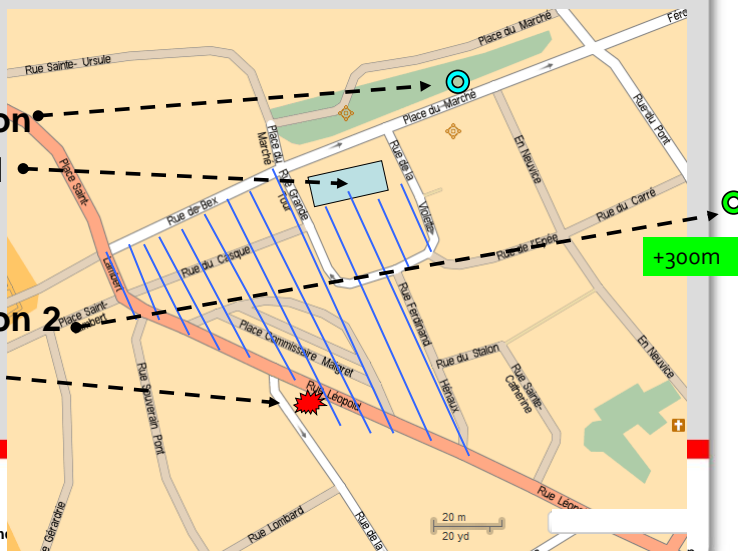
- > 1:45 AM Wednesday January 27th 2010
- > Gas explosion
- > Partial building collapse
- > 20 wounded ~20 missings
- > 500 Evacuees
- > Second building collapse

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Helicopter view

- > Reception
- > City Hall
- > Reception 2
- > Site



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Day 1



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Assignement

> Local Social service

Evacuees

- Housing
- Day to day supplies
- Morale support
- 15 days +

> Red-Cross

Relatives of missing ones

- Hosting
- Psychosocial assistance
- 4-5 days

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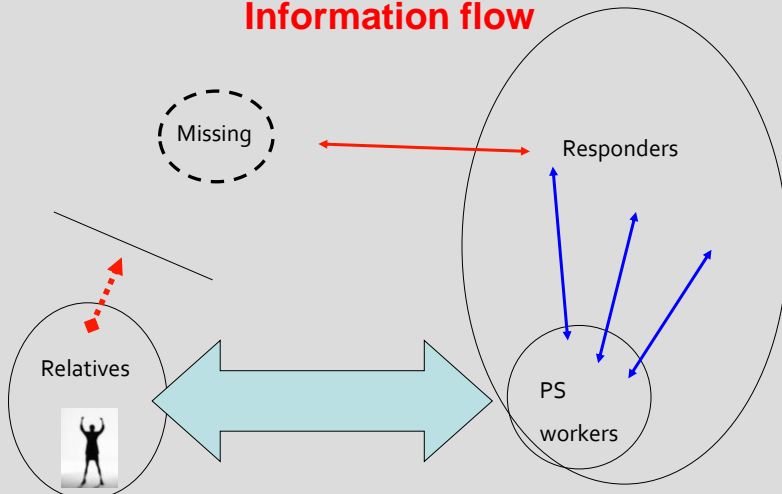
Challenges

- > Get all inputs to support relatives
- > Share information
- > Protect from the Media pressure
- > Adjust with other stakeholders
- > Flexibility to variety of affected individuals

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Information flow



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Achievements

- > **Maintain safe place for relatives**
- > **Periodic briefings of relatives**
- > **Voice in Crisis Committee**
- > **Responsiveness to needs**
- > **Introduction of relatives to funeral chapel**

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Assets

- > **City staff awareness to psp**
- > **Constant adjustment**
- > **Strong link with High Authority**
- > **Qualified RC volunteers**
- > **Virtuous circle**

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Lessons learned

- > Preparation is key
- > Listen to affected ones
- > Constant adjustment with others
- > Share info

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