After July 22nd 2011

1. Facts about the incidents
2. Red Cross activities at Headquarter
3. Red Cross local and district activities
4. Support establishing National Network for victims of catastrophes and disasters
5. Evaluation

July 22\textsuperscript{nd} – attacks in Norway

Attacks in the capital and a neighbouring county.
Two terrorist attacks, one against the government, one against a summer camp in Norway on 22 July 2011.

The first was a car bomb explosion in Oslo targeting the government. 8 people killed and 60 wounded.

The second occurred less than two hours later at a summer camp on the island of Utøya in Tyrifjorden. 87 killed and considerable numbers of wounded, most of them youth.

The Norwegian Police Special Forces arrested a 32-year-old Norwegian right-wing extremist for the massacre.

Median age of victims at Utøya was 18, youngest 14 and oldest 61.

---

Norwegian Red Cross activities at Utøya

- July 22nd - Local and neighbouring Red Cross districts had 130 volunteers at the spot by the end of next morning
- July 23rd - 80 volunteers searched the sea and gave PSS to evacuated and family on mainland. President and Secr.Gen. of NRC visited the scene of the crime
- July 24th - 92 volunteers and 32 boats searched the sea
- July 25th - 28 volunteers and 8 boats, searching and PSS
  President, Secr. Gen. of NRC and Minister of Health visited the volunteers. Search continues until 27.07 - All victims found.
- 8 Red Cross districts were involved.
- Altogether 560 NRC volunteers (from Rescue and Crisis Response teams) and staff were involved.
Norwegian Red Cross activities at Headquarters

- July 22nd – National task force established:
  (PSS, dep. of Care and Volunteer Development,
  Dep. Of Preparedness and Rescue, Front desk, Media)

- July 23rd – Telephone conference with all districts.
  - Local Red Cross Centres opened for public in cooperation with:
    local NGOs, authorities, diff. religious communities etc.
  - External support from National Network for victims of
    Catastrophes and Prof.Dr. Med. Are Holen
  July 28th – Telephone conference with all districts

Norwegian Red Cross at Headquarters produced for external use:

- Counselling to adults having been exposed directly or indirectly to the catastrophe at Utøya and the centre of Oslo.
- Counselling to children and youth having been exposed directly or indirectly to the catastrophe at Utøya and the centre of Oslo.
.....and published it to......

- Red Cross local Branches and Districts
- Newspapers
- Norwegian Broadcasts
- Red Cross helpline

Red Cross

The role of the Red Cross at Local Branch level

- Open Red Cross Centers
- Be present
- Be informative
- Give Psychological First Aid if needed
Psycho social support activities

- July 22nd - PSS from volunteers to survivors and surviving relatives – continues 24/7.
- July 23rd – Agreement was established with external Crisis Management experts. Every volunteer and staff been involved will be called upon to participate in the PSS 1 year program. Compulsory debriefing for everyone.
- July 26nd - Letter from HR – dep. to employers in acute need of emergency psychiatric care
- July 28th – Telephone conference with districts and local branches supported by Swedish Red Cross PSS team.
- Aug. 1st – Crown Princess Mette-Marit visits headquarter to thank volunteers and staff for their achievement and effort during the attacks

Psycho social support continues....

- August 18th – 21st – Memorial days for the survivors and those left behind at Utøya. 92 volunteers active as followers for each family
- Debriefing for the volunteers after the ceremonies
- Follow up for those in need
National Network for victims of Catastrophes an Disasters (NSN)

The organization is an independent, non-profit membership organization working to promote the interests of family members, survivors and affected persons after catastrophes and disasters.

The organization was founded in 2007 in cooperation with the Norwegian Red Cross and the Ministry of Health and social affairs as a result of the Tsunami disaster in 2004.

The organization currently has 11 networks as members.

What did NSN do in connection with 22nd July?

- Ongoing advice and support to the Red Cross in days and weeks after the attacks, concerning relatives and survivors
- Ongoing advice to the initiators of The National Support Group for 22nd July
- NSN invited relatives and victims after 22nd July to its Annual Network meeting arranged by NSN and Norwegian Red Cross 18th to 19th August 2011
- NSN played an active role in the establishment of The National Support Group after 22 July
Other activities

- Coordination meeting between all NGOs activities at Utøya
- Establishment of a National Coordination Board, NRC participated
- NRC's role in memorial services, obits, receptions,
- Police in charge of information to media about victims
- Handle social media with prudence
- Information letter to employers of volunteers
- ICRC offers support in handling the victims' personal belongings
- Official memorial service – 50 volunteers and staff participates
- Added values:
  - 2729 new Red Cross members fra 22nd July – 31 August
  - 1900 new blood donors responded between July 22nd and 26th.
    (Equal 2 months under normal circumstances).
Hindrer og lindrer nød
Lessons learned so far

- Approx. 10 % in need of further support
- Similar PSS follow up for volunteers and staff
- Methodical and systematic one year follow up
- Overview shows that some of the volunteers were too young and unexperienced
- Commando structure clear and functional for rescue teams – not that clear for other groups within NRC
- Important with preparedness and response plans that also include whom to ask for support at assistance
- To have an overview of key personnel (vulnerability)

Lessons learned continues......

- Rapid response from National Society.
- Volunteers operational on the spot within a few hours.
- Persistent focus on volunteers tasks to support victims, survivors and relatives.
- NRC President and Secr. Gen. visited victims and volunteers the day after the attacks.
- RC searched for missing people until all were found
- RC focused on grief as a normal response when being exposed to traumatic situations.
- Every family had a Red Cross Volunteer contact to guide them through the memorial day
Hindrer og lindrer nød