

## *Are you prepared?*

### ***First Aid***

First Aid is the immediate assistance provided to people with injuries or severe medical conditions. First Aid is provided at the scene. First Aid does not substitute medical service but it can in some instances prevent deaths and long-term consequences. Everyone should learn First Aid.

Psychological First Aid is the immediate provision of emotional care to people affected by traumatizing incidents. Psychological First Aid can prevent long-term emotional and psychological consequences of the incident. The basic elements of psychological First Aid are presence, warmth, care and the ability to listen.

***The Icelandic Red Cross provides individuals, groups and companies with a variety of courses in first aid and psychological first aid. Call 570 4000 or go to website [www.redcross.is](http://www.redcross.is).***

### ***Home preparedness plan***

Emergencies usually occur without a warning. Emergency responders respond immediately to the incident but it may take some time until all the affected people have received the appropriate humanitarian assistance.

You should make a home preparedness plan in order to minimize the effect on your family. Learn what disasters or emergencies may occur in your area. These events can range from those affecting only you and your family, like a fire or a medical emergency, to those affecting your entire community, like earthquakes and avalanches.

You can find a simple template of a home preparedness plan on the website [www.almannavarnir.is](http://www.almannavarnir.is) (civil protection website).

# Emergency Services

> *Humanitarian Assistance to those in need*



**Where can you find us?** All 50 branches of the Icelandic Red Cross make up a network of the Icelandic Red Cross Emergency Services. Hundreds of volunteers and staff are trained to respond to emergencies and are supported by priests, teachers, social workers, local community groups and many more.

### Civil Protection

The Icelandic Red Cross is a part of the Icelandic Civil Protection System and works closely with other responders like police, civil protection committees, fire brigades and health officials, both locally and nationally. Coordination of all responders ensures fast and efficient humanitarian assistance to those affected



### Red Cross Helpline 1717

Red Cross Helpline 1717 is open 24/7 every day of the year for people seeking comfort and counselling because of matters like depression and anxiety. The Helpline becomes civil protection hotline during emergencies.



### Icelandic Red Cross Emergency Services

The Icelandic Red Cross has had a formal agreement with the Icelandic Civil Protection since 1974 and a legislative role since 2008. The Red Cross is responsible for humanitarian assistance to non-injured survivors and their families and friends.

All Red Cross Branches are required to update their contingency plans on a regular basis. These plans include lists of contacts of people such as priests, catering staff, community groups, interpreters, first aiders and the staff of the schools that are listed as humanitarian assistance centres.

### Humanitarian Assistance

The Icelandic Red Cross Emergency Services includes the operation of different types of Humanitarian Assistance Centres:

- **Survivor Reception Centre/Rest Centre** is a facility, typically opened in a local school within the first hours, for survivors who are not requiring hospital treatment with short-term shelter and recovering. Names and addresses of those affected are recorded and fed into one central data base.
- **Family and Friends Reception Centre** is typically opened after a mass casualty incident to help reunite friends with survivors and to provide the families with relevant information and psycho-social support.
- **Humanitarian Assistance Centres/Service Centre** is opened, when needed within the first few days after the incident. The National Commissioner of the Icelandic Police-Civil Protection Department is responsible for the establishment of this facility and it is staffed by the Red Cross and other organizations and agencies.



### Small-Scale Emergencies

Every year the Icelandic Red Cross responds to small-scale emergencies when they occur, such as fires in residential buildings. The immediate humanitarian assistance provided by the Red Cross usually lasts for up to 48 hours. The Red Cross can for example (based on needs):

- Provide the affected with psycho-social support and counselling.
- Open a temporary shelter.
- Provide the affected with clothes, food, toiletries or other necessities.
- Provide the affected with financial support in order to buy necessities.

