



swedavia
SWEDISH AIRPORTS



Plan for psychological and social support

In the event of a serious incident or threat of a serious incident, Stockholm Arlanda Airport



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1 Introduction

1.1 Purpose

Swedavia, in its role as airport operator, together with the Stockholm County Council are responsible for coordinating the preparation of psychological and social support services at Stockholm Arlanda Airport.

This plan was developed in collaboration with airlines, ground handling companies, the Arlanda Border Police, the Swedish Police in Stockholm County, the Stockholm County Council, the Municipality of Sigtuna and Swedavia Stockholm Arlanda Airport. The main purpose of the plan is to describe emergency preparedness for organisations involved as well as their capabilities, roles and responsibilities during the different phases of psychological and social support in the event of a crisis/disaster. The plan provides instructions for the planning of activities of the organisations involved and focuses on the organisations cooperation and coordination between, before, during and after an operation. This plan is part of Stockholm Arlanda Airport's rescue operation plan.

1.2 Risk and vulnerability assessment

The organisations that have an important role in emergency preparedness for psychological and social support should have identified consequences of different types of incidents and identified interventions to mitigate these consequences.

The risks for an airport include threats and serious risks of crises, incidents and disasters, such as technical disasters (air crash, fire), security events (hijacking, hostage-taking, isolated acts of violence) and pandemic infection. An airport may also serve as a collection area and reception center when an incident has occurred outside the airport environs.

1.3 Capacity to provide psychological and social care

Stockholm Arlanda Airport is well prepared to provide practical and psychological support in minor incidents. In a more serious accident or disaster, the organisations will apply their respective crisis command organisations and operational capabilities in gradual phases.

A large-scale operation should however, be directed and coordinated by a professional function in psychological and medical care.

1.4 Preparedness objective

Stockholm Arlanda Airport shall have established preparedness and operational capabilities to provide psychological and social support for casualties in major accidents and disasters..

Other objectives:

- Clear, supportive leadership and a positive attitude should underly the crisis management work.
- The response operation shall follow an established structure regardless of the incident.
- The response operation shall be carried out in a way that uses resources efficiently and is sustainable over time.
- Staff members on duty during the response operation shall be provided with appropriate support.

2 Area of cooperation

The focus of cooperation is “Psychological and social support, in a serious incident or threat of a serious incident at Stockholm Arlanda Airport”. This work is carried out in order to increase the capacity to effects on casualties affected the incident.

The collaborating organisations are those that have full or partial responsibility for measures and operations and which are included in this plan. Organisations should provide representatives who have knowledge about their organisation’s crisis management operation.

The organisations involved in the plan are:

- Swedavia, Stockholm Arlanda Airport
- The Arlanda Border Police
- Airlines and ground handling companies
- The Stockholm County Council
- The Municipality of Sigtuna
- The Swedish Police in Stockholm County
- The Swedish Red Cross
- The Church of Sweden, Stockholm Arlanda Airport’s airport minister

Other organisations tha can become involved in a serious incident or crisis include:

- Embassies
- Travel agencies
- Volunteer organisations
- Insurance companies
- The Swedish Armed Forces
- The Ministry for Foreign Affairs
- Other religious organisations
- Specialists

2.1 Cooperation

Swedavia Stockholm Arlanda Airport and the Stockholm County Council are responsible for the existence of ongoing cooperation for psychological and social support services. Once a year, they summon participants to a “Cooperation Forum in Psychological and Social Support at Stockholm Arlanda Airport”.

The forum’s tasks include identifying common needs and collaborating to develop:

- Ongoing implementation of the overall plan
- Information exchange of experiences from actual events and educational activities
- Ongoing assessment of capacity

3 Governing documents and definitions

3.1 Governing documents

The plan incorporates regulations, documents and guidelines as listed below:

- Swedish Social Services Act SFS 2001:453
- Swedish Health and Medical Services Act SFS 1982:763
- Swedish Act on Municipal and County Council Measures Prior to and during Extraordinary Events in Peacetime and during Periods of Heightened Alert SFS 2006:544.
- Swedish Emergency Preparedness Ordinance SFS 2006:942.
- Psychological and social medical plan for the Stockholm County Council
- Swedish Local Government Act SFS 1991:900
- Stockholm Arlanda Emergency Operation Plan
- Swedavia's instructions for crisis communications
- Local safety programme
- Airport Regulations

3.2 Definitions

3.2.1 Crisis

Crisis can be defined from a social or individual perspective.

The social perspective is based on incidents that could disrupt the functioning of society or put the living conditions of the population at risk. This includes serious crises in times of peace and war which could threaten national security and democracy. Effective crisis management capabilities are required in all situations.

The individual perspective is based on how individual people react to an incident or loss or a threat of loss of essential life values. The incidents covered in this plan are potentially traumatic, which means that there is a risk they could lead to serious mental illness.

3.2.2 Serious incident

A serious incident as defined by the Swedish National Board of Health and Welfare is so large-scale or serious that resources must be organised, led and applied in a particular way.

A serious incident is characterised as:

- Fundamental life values are at stake.
- There is limited time available to prepare interventions.
- Conditions entail considerable uncertainty about the scale and effect of the incident.

3.2.3 Traumatic crisis

A person experiences a crisis when exposed to extreme external stress, where in the person cannot use his/her normal problem-solving capabilities or escape. This results in a temporary psychological imbalance so that the person's cognitive abilities are compromised while he/she is emotionally overwhelmed by strong reactions and by lack of behavioural control.

3.2.4 Disaster

A disaster can be defined as an emergency incident for which there are insufficient resources immediately available for health and medical care, for the protection of public health, for social services or for the control of infectious diseases in the operations needed and for which extraordinary and coordinated measures are required.

Disasters as well as major accidents can affect a large number of people who are physically uninjured or who have minor injuries.

3.2.5 Casualties of a disaster

Casualties of a disaster include people both directly and indirectly affected as below:

Direct casualties are the injured, the uninjured, survivors, family and friends of the survivors and the deceased as well as witnesses who were in the disaster area. Staff members are also direct casualties, for instance, cabin crew or others who have been injured or lost colleagues in connection with the incident. *Direct casualties may entail personal and material loss as well as having been emotionally subjected to the threat to life during the disaster.*

Indirect casualties are personal in the rescue services, Police, ambulance and health care services, social services, religious and other volunteer organisations, airport employees, witnesses and people in positions of responsibility.

3.2.6 Psychological and social support

The airport provides immediate assistance in the form of psychological and social support in reception centers in conjunction with the occurrence of an incident. Terms that can be used synonymously with psychological and social support are crisis support, crisis assistance and psychological first aid.

4 Cooperation between organisations

The coordination of crisis support, which takes place within the scope of the area “psychological and social support”, should be seen as a comprehensive whole, with the various organisations supporting and complementing one another. The objective is to achieve the best possible outcome in the activities carried out.

By working cooperatively, the airport shall have:

- Effective operational capacity for readiness and communication between the established organisations during a crisis.
- Capacity to create a shared overview of the situation for those involved in managing the crisis.
- Capacity, as needed, to coordinate decisions and guidelines for the operation.
- Capacity to coordinate communication and management of information across all groups involved.
- Capacity to coordinate response in an effective way.

4.1 Description of organisations

A general description of the organisations that take part in an operation.

4.2 Swedavia

Swedavia owns and operates the airport and is therefore responsible for the infrastructure.

4.2.1 Roles and responsibilities

The Arlanda Rescue Service is responsible for the rescue operation in collaboration with the Police, the Stockholm County Council and the local rescue services. The Arlanda Rescue Service staff may provide “psychological first aid” to casualties at an accident site.

Swedavia is responsible for establishing in-service venues for casualties who are uninjured or have minor injuries (Survivor Reception Center), for family and friends (Friends and Family Reception Center) and for reunions of those directly affected with family and friends (Reunion Center). It initially leads and coordinates the work at these locations and plans transport and other logistics. Swedavia’s crisis command team shall be located in the crisis command center at the East Fire Station.

4.2.2 Resources

- Crisis organisation
- Permanent organisation
- Business contractors (by agreement)
- Reinforcements (by agreement)

4.2.2.1 External resources through Swedavia agreements

Emergency care nurse, under the supervision of the Airport Duty Officer, ADO.

The Swedish Red Cross, a reinforcement with crisis support groups that can be activated by the Airport Duty Officer.

4.3 The Stockholm County Council's organisation and resources

Under the Swedish Health and Medical Services Act, the Stockholm County Council (SCC)'s task is to provide good, readily available health care. This also applies in the event of a major accident or disaster. The SCC is obliged to work together with other local organisations such as municipal and state rescue services as well as with the Police. The Regional Disaster Medical Command has overall command responsibility for medical care in a major accident or disaster and commands medical care in the accident area in collaboration with the pre-hospital medical command. There are three levels of preparedness at both the regional and local (hospital) level:

Staff level, which means that the medical disaster command sets up a command team that stays informed about the situation, and takes necessary measures and follows the course of events.

Reinforcement level, which means that the medical disaster command groups shall select reinforcement for necessary medical care functions.

Disaster level, which means that all medical care functions required to treat a large number of injured persons shall use selected reinforcements of staff and equipment.

4.3.1 Roles and responsibilities

- Assessment of the nature and scope of the need for medical care required.
- Immediate life saving first aid, safeguarding vital life functions etc.
- Triage, evaluation of and assignment of priorities to the injured.
- Assignment of priorities, determination of the scope of and transportation for the injured.
- Assignment of the injured to different care facilities.
- Psychological and social support to those directly and indirectly affected.
- Participation in providing information to the media.

4.3.2 Resources

In the event of a major accident or disaster, the Duty Officer is alerted by SOS Alarm. The Duty Officer can initiate raising the level of preparedness by alerting those concerned in the organisation. At the general regional level, the Duty Officer can set up a Regional Disaster Medical Command, which always includes a Crisis Support Liaison Officer. If necessary, the Stockholm County Council can also send Liaison Officers to the staffs of collaborating authorities.

4.3.3 Roles and responsibilities

Prior to the occurrence of an incident, the Stockholm County Council (SCC) is responsible for planning and preparing operations, through the training of Crisis Support Liaison Officers and the production of information material for casualties. After an incident the SCC is to evaluate of the operations carried out.

Psychological disaster command groups directing the hospital's preparedness organisation for disasters and has the task of organising and leading work with emergency psychological and social support to all casualties. The Crisis Support Liaison Officer at the psychological and social medical command has overall responsibility for coordination when several hospitals are involved. In conjunction with the incident, the SCC is responsible for commanding and leading psychological and social support as well as medical care.

Under the agreement reached for an initial three-way call between ADO, the Duty Officer for the Municipality of Sigtuna and the Duty Officer for the Stockholm County Council in the event of a serious incident that affects Stockholm Arlanda Airport, the SCC provides staff to provide the psychological and social support.

4.3.4 Roles and responsibilities

- Commands and coordinates psychological and social support in Reception Centers set up at Stockholm Arlanda Airport.
- Works in conjunction with other organisations involved at the Reception Centers.
- Works in conjunction with the Crisis Support Liaison Officer in the SCC's Regional Disaster Medical Command.
- Provides humanitarian assistance to casualties.
- Is responsible for the provision of psychological support interventions.
- Takes part to ensure that the quality of psychological and social support measures maintain a high standard.
- Determines whether casualties need additional and on-going support.
- Provides support and offers consultation with the other organisations involved in the Centers, regarding the needs of casualties.
- Acts as an intermediary in relation to on-going support to the casualty's home district if required.

4.3.5 Resources

The Unit for Crisis & Disaster Psychology, CeFAM (the Centre for Family Medicine), is responsible for the overall planning and preparations for an operation. The Crisis Support Liaison Officer in the SCC's Regional Disaster Medical Command is in charge of overall command and coordination at the County Council level.

Crisis Support Liaison in the Regional Disaster Medical Command

- Initiates psychological interventions from SCC.
- Appoints the person who will be part of the airport's crisis command organisation and supports that person.
- Appoints the person who coordinates all psychological and social support staff and supports that person.
- Ensures that appropriately trained county council staff are despatched to the airport.
- Compiles and documents experiences from the operation.
- Takes part in follow-up evaluation meetings.

Liaison Officer for support measures in centers at the airport with a management function

- Commands and coordinates operations of staff from SCC, the Municipality of Sigtuna, Sweden and the Red Cross.
- Allocates staff resources to support all casualties including those with minor injuries/no injuries, and their friends and families.
- Allocates tasks to professional and volunteer support people.
- Ensures that health professionals carry out risk assessment and call attention to the need for follow-up in the casualty's home district.
- Provides verbal and written information about psychological reactions to casualties and their friends and families.
- Provides support to people from the SCC once the operation has ended.
- Informs the Crisis Support Liaison Officer in the Regional Disaster Medical Command about the follow-up services in the casualty's home district.
- Ensures that psychosocial support staff/personel receive up to date information about the developments.

4.4 The Police's organisation and responsibilities

- To prevent crime and other disturbance to public order and safety.
- To keep surveillance on general order and safety, prevent disturbances and intervene when there is such an occurrence.
- To carry out searches and investigations on crimes that are subject to public prosecution.
- To provide protection, information and other assistance to the general public when it is suitable for the Police to provide such support.
- To carry out operations that are under the purview of the Police under specific regulations.

4.4.1 General tasks

- Determine whether a crime has been committed and in that case carry out an investigation.
- Cordon off and evacuate the area if necessary.
- Determine the identity of and to register casualties.
- Collect and register goods.
- Lead any search efforts.
- If necessary, maintain contact with the Ministry for Foreign Affairs.

4.4.1.1 The tasks of the Police

- Register those seriously injured who are transported away from the site.
- Register those with minor injuries/no injuries in the reception center set up for this.
- Register friends and family on hand at the Family and Friends Reception Center.
- Contact the airline and ground handling company about the passenger list.

4.4.1.2 The specific tasks of the County Bureau of Investigation

- Command and coordinate registration of and be responsible for documentation.
- Send staff to the hospitals to get a more complete register of the injured.
- Staff the Police Communication Center for Disaster Victim Identification (DVI).
- Appoint a staff-level function in the County Communication Command.
- Appoint a Liaison Officer in the Survivors Reception Center for those with minor injuries/no injuries and their friends and family.
- Work together with the National Bureau of Investigation.

4.4.1.3 The specific tasks of the National Bureau of Investigation

Command and coordinate registration of the deceased and be in charge of documentation.

- Handle and register the deceased.
- Appoint a staff function in the National Bureau of Investigation (*Rikskriminalpolisen*).
- Contact the Ministry for Foreign Affairs and foreign embassies.
- Work together with the County Bureau of Investigation.

4.4.2 Police resources

- The Arlanda Border Police; passport inspectors and airport inspectors
- The Stockholm County Police
- Depending on the scope, additional resources may be requested from elsewhere in Sweden.
- Local problems are dealt with by the on-scene commander.
- Disaster Victim Identification (DVI)
- Swedish ID Commission

4.5 The Municipality of Sigtuna

A general basis for the municipality's tasks is provided in the Swedish Local Government Act (SFS 1991:900). Under the act, the municipalities themselves are supposed to take care of matters of general interest that concern residents in the municipality. This is further governed in what is called special legislation, in the form of framework laws, enacted for social services, health and medical care and rescue services.

Under the Swedish Social Services Act (2011:328), the municipality is obliged to provide support and assistance for people who are in the municipality, which applies under normal conditions as well as in a serious incident. That means that the municipality where the individual is located is responsible for that person getting the assistance that he/she needs. This assistance may include financial resources and the arrangement of accommodation.

4.5.1 Roles and responsibilities

- Provides humanitarian assistance
- Provides financial and practical assistance

4.5.2 Resources

There are numerous organisations involved in the area of social support, including care for individuals and families, children, the elderly and the disabled. All of these activities may be involved in the work to provide care at the airport if a serious incident occurs.

The municipality has a group for psychological and social care that includes support staff who can be called in when there is a serious incident. The main task for these people is to support individuals and families in an emergency, set up a center for information and support together with the other organisations affected by the incident. The group includes representatives from social services, the Church of Sweden, rescue services, schools, primary care and outpatient psychiatry (adult, children and youth psychiatry).

In the Municipality of Sigtuna, there is also a volunteer resource group (FRG), which is administered and coordinated by the Swedish Civil Defence League. The FRG serves as reinforcements in the event of a serious incident when the municipality's regular resources are not sufficient. Such groups can fill different functions, such as providing humanitarian assistance for casualties and their friends and family, and help in the registration of and search for people. The FRG consists mostly of volunteers who have experience and training in managing the tasks that might be assigned. The FRG is called in at the request of the local command team or local rescue commander.

The municipality may request assistance help to other municipalities and county councils affected by an extraordinary event in peacetime and, conversely, the Municipality of Sigtuna may receive assistance from neighbouring municipalities. This could involve, for instance, putting the municipality's own resources at the disposal of social services. This is an exception to what is known as the localisation principle in the Swedish Local Government Act SFS (1991:900) and thus allows a municipality to assist another municipality or county council. If assistance is provided, the municipality is entitled to reasonable compensation from the other municipality.

4.6 Airlines

The airlines work together with the airport authorities to provide assistance to casualties in a serious incident or disaster, and are responsible for reporting immediately and on a continuous basis to their home base (applies to foreign airlines) from a Local Command Center. Since most foreign airlines have few or no employees based at Stockholm Arlanda, the tasks may be delegated to the ground handling company until such help arrives from their head office. The airline's press section is solely responsible for communication with the media regarding the airline.

4.6.1 Roles and responsibilities

- Take part in the overall operational crisis command at the airport.
- Assist the rescue commander at the accident site (or the ground handling company)
- Assist the Police in registering casualties and in contact with embassies and in identification work.
- Maintain a presence in the different Reception Centers, assist casualties, with hotels, travel bookings, local transport etc.
- Assist and support direct casualties by providing humanitarian assistance.
- The airline's press section coordinates press conferences and the like with the Airport's Officer on Duty.

4.6.2 Resources

- Airline representative (or representative for the ground handling company)
- Special Assistance Team (SAT)
- Go-team from the airline's head office

4.7 Ground handling companies

The ground handling companies aim to support and help passengers, crew and friends and families on behalf of the airline both practically and emotionally. Prearranged agreements with the airlines determine the resources provided by their ground handling companies in such an operation.

4.7.1 Roles and responsibilities

Assist people by:

- Helping with accommodation, clothing, blankets and food.
- Taking care of friends and families.
- Providing information on a regular basis.
- Up to date assisting with practical interventions such as transport, parking, telephone/Internet communications, babysitting etc.
- Being compassionate and listening, as well as sitting with them while waiting for information.
- Attending the requirements of casualties.

4.7.2 Resources

Staff resources are coordinated on behalf of the airline or an authority according to requirements.

4.8 Red Cross

Swedavia has an agreement with the Red Cross for support persons to work at the airport.

4.8.1 Roles and responsibilities

- Humanitarian assistance to casualties
- Providing practical assistance to casualties

4.8.2 Resources

- Duty Officers
- Group Leader
- Crisis Support Person

4.9 The Church of Sweden

The Church of Sweden is represented at Stockholm Arlanda Airport by an airport minister, who activates communication relevant channels with partners in the Church of Sweden and other religious organisations.

4.9.1 Roles and responsibilities

- Hold devotional services, memorial services, prayers for safe travel or similar ceremonies.
- Together with the Police authority in charge conveys the announcement of a death to family members.

4.9.2 Resources

Ministers in the parish of Märsta and if necessary additional resources in the Church of Sweden and other religious organisations.

5 Assessment procedure in the event of an incident

5.1 Instructions for a decision to set up a Reception Center

In the case of an incident, there may initially be uncertainty about the scope and consequences of an incident. Past experience from such incidents shows that it is best to initially decide on a start-up, and once the situation becomes clearer, adjust measures as necessary.

5.2 Initiating a three-way call

Swedavia, the Municipality of Sigtuna and the Stockholm County Council each have the option of initiating a three-way call to launch/assess an operation.

Contact information

Swedavia – Stockholm Arlanda Airport – Airport Duty Officer
Tel: 010-109 13 00 or 0708-91 60 20

The Municipality of Sigtuna – Duty Officer
Tel: 073-661 39 64.

The Stockholm County Council – Duty Officer
Reached via SOS Alarm at 08-454 28 39

Support questions in a three-way call

- What has happened?
- What services are needed? (medical care, social services and psychological and social support)
- What resources are needed? (staff – number/skills and materials)
- What preparations are already in place, are planned or are needed?
- Who is responsible for what in the continuing work? (for instance, children arriving alone)
- Who is in charge of coordination?
- With whom should the continuing collaboration take place? (Duty Officer, general operational crisis command)
- When and in what way will the next three-way call be carried out?

5.3 Criteria for determining when there is a need for psychological and social support

- Serious incident or threat of a serious incident occurring at the airport or in its environs.
- Serious incident or threat of a serious incident that has occurred outside the airport area, with casualties arriving at the airport.
- The airport is a transfer station.

5.4 Organisations with resources in the area

- Swedavia Stockholm Arlanda Airport
- The airline and ground handling company and in some cases tour operator
- The Stockholm County Council
- The Arlanda Border Police, the Stockholm County Police and National Bureau of Investigation
- The Municipality of Sigtuna
- The Church of Sweden
- Swedish Red Cross

Examples of stakeholders

- The Ministry for Foreign Affairs and embassies
- SOS International
- Insurance companies

5.5 Guidelines for the allocation of resources and conditions required when casualties can be received in Reception centers

The conditions required for venues to be opened for the reception of casualties are specified at a minimum level as below. The level is based on aspects involving the safety of casualties and staff members as well as on the availability of resources for carrying out the tasks. Coordination is carried out between representatives of the command team at the command center, by the Airport Duty Officer, Police Incident Commander, Rescue Operation Commander and Chief Medical Officer.

Swedavia is initially responsible for coordinating operations in the Reception Centers until resources from the authorities involved have been set up at the airport.

Group 1 - Survivor Reception Center (for people uninjured/with minor injuries)

- Representative from Swedavia Stockholm Arlanda Airport
- Representative from the airline or ground handling company
- Representative from the Police
- Employees with medical expertise
- Security services staff

Group 2 - Friends and Family Reception Center

- Representative from Swedavia Stockholm Arlanda Airport
- Representative from the airline or ground handling company
- Representative from the Police
- Security services staff

Group 3 - Casualty Collection Point (for casualties and their friends and family)

- Representative from Swedavia Stockholm Arlanda Airport
- Representative from the airline or ground handling company
- Representative from the Police
- Security services staff
- Employees with psychological/medical expertise

6 Coordination and staff meeting

Site commanders for the different organisations gather for a coordination meeting in the staff room or a place intended for this and review the following items:

- The situation: what has happened, the scope and consequences – measures taken
- Analysis of the task – the focus and directives involved, such as logistics, information
- A review of resources from the different organisations – allocation of resources
- Decision on what measures should be taken in the short and long term, assignment of priorities
- Establishment of a command structure on site, needs for coordination, information and reporting with meeting times set on a regular basis for staff orientation and coordinated information sessions for casualties.
- Presentation of the venue and the functions available there

6.1 Documentation

Document information to provide a clear overview on the whiteboard and make entries in the incident log. The information should be updated with staff reviews held on a regular basis.

Inventory of casualties			
Men	Female	Child	Infants
00	00	00	0

Resources			
Organisation	Function	Name	Contact
Swedavia	Location coordinator		0000-000000

General overview of activities				
Process	Party responsible	Resources	Decision / information	Priority
Registration	Police	Ground handling company	No criminal act suspected	1

List of activities and measures				
What is to be done	Who does this	When should this be done	How should this be done	Other
Order food	Swedavia	On a continuous basis	As per procedure	SSP

Logistics plan			
Time	To/From	Number	TRANSPORT RESOURCES
10:00	B3/Sky	10	Bus 15 seats

Information plan			
Time	Party responsible/resource	Place	Information / Message
10:00	Location coordinator Ground handling company	Reception desk	<ul style="list-style-type: none"> • Provide information about localities • Organisations involved

7 Reception Centers

In a serious incident, there may be a need to set up one or more Reception Centers in order to receive direct and indirect casualties. In these centers, registration takes place, information is conveyed and medical care and psychological and social support services are provided.

The decision to select and set up venues is made in consultation with:

- Swedavia's Airport Duty Officer (ADO)
- Airport Director on Duty (ADD)
- The Stockholm County Council Duty Officer
- The Municipality of Sigtuna Duty Officer
- The airline or ground handling company affected in consultation

In its role as operator, Swedavia is responsible for establishing the Reception Centers. This entails opening of the venues and ensuring availability of staff, security services, technical equipment, catering and transport between Centers.

7.1 Friends and Family Reception Center

The international term for the collection area for friends and family is the Friends and Family Reception Center. The venue specified for this reception center is EXPO.

The venue is designed based on the needs of staff and casualties.

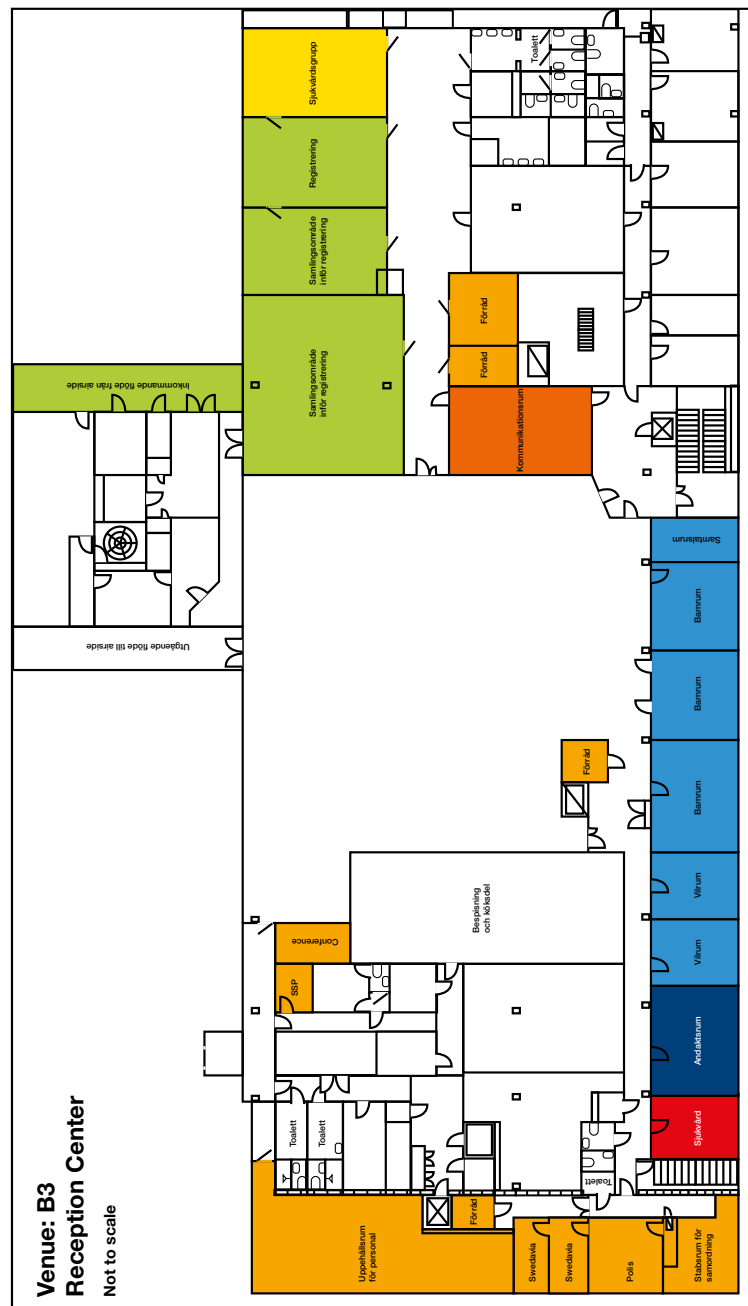


7.1.1 Survivor Reception Center

The international term for the collection area for those with minor injuries or no injuries is the Survivor Reception Center. The venue named B3 can be used as the Survivor Reception Center. The venue is set up for staff members as well as casualties who have special needs. Start-up materials and equipment are available in the start-up office. There are also additional materials stored in the East Fire Station.

The venue also has a number of telephones, fax machines and copy machines. WiFi is available. Computers and walkie-talkies must be supplied by the different organisations.

The GPS coordinates are Sweref 99 1800 metres – E 146711.63/N 6615541.43.



8 Registration of casualties

The objective of registration is to determine the identity of casualties and facilitate reunion between family members. The Arlanda Border Police are responsible for the registration process.

If interpreters are needed, first contact resources at the airport

8.1 Passenger information

The airline is the owner of the passenger list, which could be relevant if the incident involves an aircraft in passenger or cargo traffic. In the event of a crash, the Police will appoint a Preliminary Investigation Officer, who begins a preliminary investigation. Because the Police cannot rule out that a crime has been committed, under the Swedish Police Act (1984:387) sec 25, the Police may request the passenger list from the airline

8.1.1 Registration of the deceased

The ID Commission is responsible for identifying the deceased. The Police inform the friends and family of the deceased once the identity of the deceased has been confirmed.

8.1.2 Registration at the Reception Center

Friends and family members who are at the airport will be directed to the Reception Center. The Police Site Commander is responsible for registering these people and assisting the airline and ground handling company with their gathering of casualties information work.

8.2 Registration of the seriously injured

People who are seriously injured are registered at the accident site before transportation. The Police send what are called filter groups to register those injured already in the hospital.

The airline/ground handling company gathers the crew at the accident site and establishes contact/communication to hospitals with the Police Site Commander.

8.3 Registration of uninjured/with minor injuries

Before registration takes place, medical care must be provided. After registration information should be provided and passengers should be given an opportunity to contact friends and family members.

Guidelines

1. Avoid separating families or members of a group from one another.
2. Registration is carried out following the procedure established by the Police and the airline involved.
3. The ground handling company together with police carry out registration in relation to their specific requirements.
4. Once registration is complete and the Police determine that there is no need to detain persons casualties may leave the Center and the airport.
5. If there is any suspicion of a crime, the Police are entitled by law to detain suspects.

9 Work process model

9.1 Survivor Reception Center

The activity in the Center is determined by the number of casualties coming to the Center. If there are a large number of people arriving at the Centers, the procedure may be changed so that registration takes place prior to transportation to the center

Step 1

People arrive at the center from the pickup point.

Step 2

Upon their arrival at the center, the Police conduct an inventory of people coming in. Medical care and crisis support personal assist and carry out measures as needed.

Step 3

Initial information is provided about what happened, where they are now.

Step 4

Registration is carried out by the Police together with the airline/ground handling company, of all persons in the center.

Step 5

In the communication center, an opportunity is given casualties to establish contact with friends and family members.

Step 6

In the reception center, the following should be offered:

- Information
- Refreshments
- Practical help
- Assessment of follow-up requirements

Step 7

People who leave the center must be registered by the Police. People who have no one meeting them may leave the airport whenever they want, although preferably after they have met someone who assesses their follow-up needs.

Step 8

People who are being met by someone may meet them together with a support person in the venue established for reunions.

9.2 Friends and Family Reception Center

Procedure

Step 1

People are directed to the Reception Center.

Step 2

Initial information is provided to people about what has happened, where they are and about the procedures in the Reception Centers.

Step 3

Registration is carried out by the Police, together with the airline/ground handling company.

Step 4

The following are to be offered in the reception center as needed:

- Information
- Refreshments
- Practical help
- Assessment of follow-up requirements

People may leave the center whenever they want.

Step 5

Information and preparation for reunion with identified passengers (with no injuries/minor injuries).

Step 6

Family members and friends whose loved ones on the aircraft have not been identified need to meet someone from the Police and Stockholm County Council in order to get information about the ongoing identification process. They should also be offered support by personnel with professional skills in psychotraumatology from someone with knowledge of psychological disaster management. It is desirable that people who have not received information about what has happened to their loved ones are offered a contact person who can offer ongoing professional support and information.

10 Information management

The general assignment of responsibilities in information management included in the rescue operation plan is as follows:

- *Swedavia*: Current situation, rescue procedures and actions.
- *Police command*: Current situation, police operations, any injured, deceased or missing and their identity, regulation of traffic, cordons.
- *Rescue command*: Current situation, rescue operation, any people in distress or injured, place to which the rescued are transported etc.
- *Medical command*: Overall medical operation, number of injured, type of injuries, treatment options, ambulance operations and operations of other transport resources, situation at the hospitals.
- *Crisis support command*: Different crisis support measures, emergency and potentially long-term, something about acute and expected psychological reactions as well as where people can get help after they return home.
- *Airline affected*: Current situation, aircraft type, number of passengers and crew members, destination.

10.1 Information management for casualties

It is important for casualties to get information since this has significant impact on how they will respond to the situation at the site as well as on their future reactions. Information must be accurate. If there is no information available, for instance about what has happened, this should also be stated.

The different types of information needed by casualties must be considered. Written information about expected psychological reactions should be made available for casualties as well as to loved ones. Language and sign interpreters can be present.

- Casualties should be received with respect and have a chance to talk to someone who listens to the questions they ask and tries to answer them to the best of their ability. If there are any questions that cannot be answered right away, find out whether it is possible to get back to that person with an answer.
- The information given should be coordinated between the organisations involved. Provide information about what is happening, what will happen and why things take time.
- As information becomes available, it should be provided in a matter-of-fact way, simply and briefly. Information is helpful if repeated since casualties are preoccupied with the incident and have a difficult time taking in new information.
- In cases where no information is available, this is also important information together with reassurance that as soon as information comes to hand it will be made available.
- If speculations and rumours start spreading, these must be addressed as quickly as possible.
- It is important never to promise more than can be delivered. Always keep a promise.

10.2 Basic template for providing information

Party responsible	Place and time	Information/Message
Swedavia or the first party at the site	Information stands As soon as possible	Put information sheets in the information stands, which will then be passed out to people through support resources.
Swedavia or the first party at the site	The information needs to be repeated	Practical information about the venue Access to telephones, social media Organisations present and what support they can offer What will happen How information will be provided Refreshments
Information coordinated at staff meetings	Information is given on a regular basis as the situation becomes clearer	Inform people about what happened Inform people about what measures have been taken Inform people about what measures will be taken Make an inventory of what questions have been asked Provide information about the next time information will be given

11 Psychological and social support

11.1 Guidelines for psychological and social support to casualties

Casualties in a serious incident should be immediately provided with information and psychological and social support. These people are entitled to respect for their experiences as well as acceptance of their reactions and behaviour.

The support provided should be characterised by compassion and respect for people's integrity and meet basic personal needs:

- Safe, calm environment
- Respectful reception
- Information
- Protection against unnecessary stress
- Contact with friends and family
- Fulfilment of immediate support needs.

11.2 Allocation of support resources

- If possible, resources should be allocated so that an individual, family or group is assigned their own support person.
- Provide children with a protected area where they have the option of activities in the form of games, creative activities and rest.
- If necessary, staff resources are allocated to support parents in their role as parent. Avoid separating parents/caregivers and children.
- In an incident where a child has no caregiver on hand, this should immediately be brought to the attention of the social services and, if they are unavailable, a representative of the county council. The child should be assigned a dedicated support staff member.

11.3 Practical assistance

The airline/ground handling company and social services should set up procedures for how practical assistance should be provided. This involves clothing, transport, accommodations and financial resources. Swedavia has drawn up agreements so that casualties will have food and beverages in the Reception Centers. There is also a supply of items such as blankets, assistive devices for the disabled, toys and clothing stored in B3 and the East Fire Station.

11.4 Guidelines for support to staff members

There must be procedures in place for how staff members should be given support before, during and after an operation. All organisations have a responsibility as the employer of staff members on duty during an operation.

Examples of stressful situations that staff members may be subject to are:

- Meetings with a large number of casualties.
- Experiencing a threat to their own life or their own loss or injuries.
- Being involved in an incident which includes heavy injuries, many deceased, and injured children.
- Being exposed while on duty to problems that are experienced as being serious and overwhelming.
- Experiencing the sense that they did not have the right conditions for carrying out their work. This may involve poor preparedness, inadequate training or insufficient training of support operations.
- Working on duty in a role that is subject to negative criticism after the operation by the media or in a follow-up investigation.

12 Training activities

It is important to ensure that staff members involved in supporting casualties have sufficient skills to carry out their tasks. The responsibility for this lies with that person's organisation.

Training should include:

- Psychological reactions in accidents and disasters
- Compassionate reception of people in crisis and grief, with an emphasis on immediate reactions
- Typical stress reactions among those providing help
- Knowledge about the organisations taking part in the operation
- Familiarity with the venue

It is advantageous if the organisations involved can carry out training together to build a sense of familiarity and cooperation.

13 Exercise activities

It is advantageous if some parts of practice/training exercise can be carried out in collaboration with the organisations involved.

Objectives

- Carry out an exercise for an incident that requires collaboration and cooperation between different organisations and different command levels.
- Test the psychological and social support plan drawn up jointly, identify deficiencies and further develop preparedness.
- Test the communication plan in collaboration with the organisations involved.
- Clarify the responsibility for psychological and social support between the organisations involved.

Aims

- Good capacity to work together at the command levels.
- Good capacity to exchange information in order to create a shared understanding of the situation.
- Good capacity to work together and coordinate activities in the Reception Centers.
- Basic capacity to convey information, internally and externally.
- Good capacity to provide psychological and social support.

