



What happens at the reception centre?

Important information

As a result of what has occurred, we are working to establish a reception centre here at the airport that you will be visiting. You will be met there by staff from the airport and from other local resources that provide support. This folder will give you some introductory information about the organisations that will be on hand as well as practical information that may be of use.

We understand that you would like more concrete information about what happened. We will provide you with the information available as quickly as possible. Please feel free to ask any questions to the staff working here. Information about typical reactions in a serious incident can be found in the folder *"If you are involved in a serious incident"*.

Reception Centres

There are two separate reception centres in the airport area – one established for those directly affected by the incident and one for relatives and friends of the people directly affected.

The centres are closed to unauthorised persons and protected from view, with the police and security service companies in charge of security. Media representatives will not be admitted to these premises. Only staff members carrying out duties work in the centres. Personnel working at the centres will wear either a uniform or work vest. Special information sites will be set up for the different organisations. You may contact them if you have questions.

Organisations that you may meet at the centres

Swedavia, which operates the airport and is responsible for the premises. **The Airline** provides humanitarian and practical assistance. **The police** are responsible for gathering information from people and for cordoning off the premises from unauthorised persons. **The health care system** is in charge of managing medical activities, medical care and emergency assistance. **The municipal social services** are in charge of providing social benefits and emergency assistance. **The Red Cross** provides humanitarian assistance and guidance. **The Church of Sweden** provides humanitarian assistance and helps provide contacts for other religious denominations.

Others that may work at the centres if necessary and have staff members on hand:

- Catering firms
- Travel agencies
- Interpreters
- Insurance companies
- Embassies
- Other non-profit organisations

Questions and answers

Why do I need to register?

It is important that we obtain information about those who are at the centres. Registration is also part of gathering information for public authorities and airlines in their continued work.

How will I be able to make phone calls and send messages?

We will help you in various ways to ensure that you have access to telephones and the Internet so that you can make calls and send SMS text messages or e-mails.

How will I obtain information?

At the information desk in each centre, there are representatives of various organisations, who will provide you with the information available and can answer questions. Or information will be provided at different times as announced.

What do I do if I have special needs?

If you need any of the following, please inform the staff at the centre;

- A specific medicine
- Special care
- Special food
- An interpreter
- Equipment for small children
- Assistive devices for the disabled
- Hygiene items
- A place for religious observance

What do I do if I need help booking a hotel room?

You contact an airline representative or a staff member from the municipal social service office.

What do I do if I need help booking transport services?

You contact an airline representative or a staff member from the municipal social service office.

What do I do if I need clothing?

You contact an airline representative or a staff member from the municipal social service office.

What do I do if I need financial resources?

You contact an airline representative or a staff member from the municipal social service office.

What do I do if I need consular assistance?

You contact a representative of the police or your embassy.

Will I get food and beverages?

There will be various kinds of hot and cold beverages as well as something to eat. As needed, we will arrange baby food and accommodate special diets.

Where will I find lavatories?

Signs posted at the centres indicate where lavatories are located.

Your own notes

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