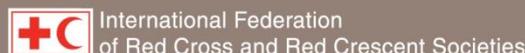


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Emergency Plan of Action Operation Update

Russia: Fire in Kemerovo Shopping Centre



DREF n° MDRRU022 EPoA update n° 1	Glide n° FR-2018-000038-RUS
Date of issue: 9 August 2018	Revised timeframe: 6 months in total (extended by two months until 9 October 2018)
Date of the disaster: 25 March 2018	
Category allocated to the of the disaster or crisis: Yellow / Orange / Red	
Revised DREF budget: CHF 73,370 (revised from CHF 56,704)	
Total number of people affected: about 150 families (1,000 people)	Number of people to be assisted: 150 families (1,000 people)
Host National Society presence: The Russian Red Cross Society (RRCS), Kemerovo Regional RRCS Branch (30 volunteers, 10 local PSS-trained workers/volunteers, 3 Kemerovo RRCS PSS specialists, 2 PSS experts of RRCS HQ – RRCS project coordinator, RRCS PSS consultant)	
Red Cross Red Crescent Movement partners actively involved in the operation: IFRC	
Other partner organisations actively involved in the operation: Ministry of Emergency Situations (EMERCOM), Ministry of Health, Kemerovo regional social and psychological services, regional and local administration	

Summary of major revisions made to emergency plan of action:

This DREF Operation Update no. 1 is issued to inform about a two-month timeframe extension and budget revision to ensure that the PSS activities are finalized by the Russian Red Cross. The operation's timeframe is extended until 9 October 2018 and the budget is revised up to CHF 73,370.

Assessment of the emotional condition of the beneficiaries confirms that psychosocial support played a positive role in the behavioral state of people with some dynamics towards normalization. However, at least 55% of the beneficiaries are still struggling emotionally and evidently require enhanced and longer-term PSS support.

To ensure continuity and do no harm principle, DREF extension is of vital importance to continue PSS support during the two additional months with increased budget. The following groups of beneficiaries will be covered during these two months:

- The first group comprises members of the families who are still in a state of acute emotional pain and require interaction, support and referrals by the psycho-social support team of the Russian RC.
- The second group identified during the PSS sessions are children who either escaped or who lost their siblings. It took some time for the PSS team to bring attention of parents to the psychological effects the tragedy had on children – a lot of them show partial or complete withdrawal, they do not respond to external factors, do not smile, do not talk, they developed fear of going out or staying at home alone. It is only recently that PSS support was allowed, and then requested by parents, for their children.
- The third group consists of members of the families, who need short-term PSS sessions.
- The new group which emerged over time is consisting of those people who received physical injuries during the fire, for example, poisoning by toxic fumes from the fire, serious burning of large areas of skin, serious suffocation. Those people with serious injuries were hospitalized and are only now being released from hospitals where no psycho-social support was provided; thus, they are now in high need for such support.

A. Situation analysis

Description of the disaster

On 25 March 2018, a fire broke out on the fourth floor of the shopping and entertainment centre Zimnyaya Vishnya in Kemerovo, Russia. The area of the fire was reported to be approximately 1,600 square metres. According to the latest official data, 64 people died in the fire, including 41 children. 79 people were injured, 12 of them were hospitalised.

To carry out search and rescue operations and fire extinguishing, 549 people and 86 units of equipment, including two aircrafts, were deployed by the Ministry of Emergency Situations (EMERCOM) of Russia. 129 people were supported by the search and rescue teams. Approximately 30 people were stuck in the building, with no chance of survival. The situation was complicated by the combustible plastic on the walls, which became a trap to those trying to escape.

On 26 March 2018, the authorities of the Kemerovo region announced a three-day mourning. The authorities of a number of regions, in particular Primorsky Krai, Ingushetia, Buryatia and the Ryazan region, as well as the mayors of Yekaterinburg and Yakutsk, Eugene Roizman and Aisen Nikolaev, in solidarity with Kemerovo, announced mourning as well. On 27 March, the president of the Russian Federation declared 28 March a day of all-Russian mourning. The Government of the Russian Federation adopted a decision to allocate 76 million roubles to the families of victims.¹

Summary of the current response

Overview of Host National Society

The Russian Red Cross Society (RRCS) has experience in mid-term and long-term psychosocial support (PSS) from various mass emergencies (including explosions in mines, accidents at nuclear power plants, terrorist attacks, armed incidents, ship accidents, fires, etc.). RRCS resources include trained personnel, a concept of PSS and an effective model of a multifunctional centre for long-term social and psychological support to affected populations, and methods and tools for providing preventive psychological assistance to a wide range of people. The PSS methodology of RRCS received international recognition and was presented at the fora of the European Network of Red Cross Red Crescent National Societies on PSS several times.

From the first day of the fire accident, the Kemerovo branch of RRCS has been involved to assist the most affected people and families of victims:

- A representative of RRCS Kemerovo branch conducted a situation analysis and initial needs assessment as a part of Emergency Response Task Force established by the local authorities. The Kemerovo RRCS Branch compiled the list of affected people (with addresses and other crucial data).
- The branch has launched a donation campaign to provide urgent and mid-term support to the most vulnerable people affected by the fire accident.²
- Volunteers have provided accompaniment during the funerals of the people lost in fire and have provided care to the relatives of victims in churches and cemeteries.

The DREF operation has been carried out in full accordance with the Emergency Plan of Action (EPoA) and the calendar. This DREF allocation was instrumental in establishing a proper psycho-social support (PSS) team with relevant knowledge and skills development elements at the time when the need for such support among the affected population was denied. The operation therefore has been serving as an important bridge from lack of acceptance of the importance of PSS to the wide-spread acknowledgement and demand for these services, which significantly help in alleviating the experiences of trauma and psychological suffering.

According to the survey conducted by psychologists among 121 people who receive PSS from the Russian RC, four months after the tragical and highly impactful psychological event, more than 85% of people still demonstrate residual shock, 12% are still in acute grief, and only 3% started showing some dynamic of transition from acute grief. Most beneficiaries highly appreciate PSS support from the Russian RC being currently the only organization that provides such assistance to the affected population. As a result of such acknowledgement, the Russian Red Cross is introducing PSS element into their support programme which will be funded through the funds raised by the Russian RC as of October 2018 until at least April 2019 once the programme is approved by its Board.

According to the survey – *conducted by the psychologists involved through DREF* - on the mental health conditions of 121 people affected by the fire who receive psycho-social support of Russian RC:

- Four months after the tragical and highly impactful psychological event more than 85% of people still demonstrate residual shock, 12% are still in acute grief, and only 3% started showing some dynamic of transition from acute grief.

¹ 200,000 roubles to people who suffered light health damage; 400,000 roubles to people with medium to severe health damage.

² The donations collected up to 4 April have reached the amount of RUB 110,226,943.

- 100% of beneficiaries still experience a feeling of significant loss, 69% experience regular flash backs and 39.3% have feeling of guilt.
- 42% of beneficiaries underlined importance and vital necessity of PSS workers. Among the top three most important factors 18% mentioned the rehabilitating power of the self-support groups that were established and are coordinated by the PSS workers focusing on building communication skills to talk the situation out and to seek each other's support and comfort; 13% of people value the moral support that they receive on a regular basis whenever needed; support with organizing meetings is cited as valuable by 11% of the beneficiaries.

A joint IFRC and Russian RC monitoring visit that included individual meetings with beneficiaries, PSS workers and leadership of the Kemerovo branch of the Russian RC confirmed this analysis and it was also emphasized that the support provided to the beneficiaries by the PSS workers has been vital.

To ensure continuity and do no harm principle, considering aforementioned information, **DREF budget revision and timeframe extension is of utmost importance to continue PSS support during two additional months with additional budget.** The following groups of beneficiaries will be covered during these two months:

- The first group comprises members of the families who are still in a state of acute emotional pain and require interaction, support and referrals by the psycho-social support team of the Russian RC.
- The second group identified during the PSS sessions are children who either escaped or who lost their siblings. It took some time for the PSS team to bring attention of parents to the psychological effects the tragedy had on children – a lot of them show partial or complete withdrawal, they do not respond to external factors, do not smile, do not talk, they developed fear of going out or staying at home alone. It is only recently that PSS support was allowed, and then requested by parents, for their children.
- The third group consists of members of the families, who need short-term PSS sessions.
- The new group which emerged over time is consisting of those people who received physical injuries during the fire, for example, poisoning by toxic fumes from the fire, serious burning of large areas of skin, serious suffocation. Those people with serious injuries were hospitalized and are only now being released from hospitals where no psycho-social support was provided; thus, they are now in high need for such support.

During August - September 2018 the Russian RC will adopt a new Psycho-Social Support program to be covered from the National Society's own funding until at least April 2019. The decision to allocate funds will be made at the Governing Board meeting of Kemerovo branch in October 2018. The DREF operation's extension is therefore an important bridge to the more sustainable approach by the Russian RC. *For more details on plans after the operation's timeframe, please refer to the relevant section below.*

Overview of Red Cross Red Crescent Movement in country

The IFRC Secretariat operates a Country Cluster Support Team in Moscow, which provides technical and advisory support to RRCS at HQ-level in its capacity-building programmes and in disaster situations. The CCST ensures overall coordination with RRCS and ICRC to render effective assistance to the affected populations. ICRC runs a Regional Delegation in Moscow and also provides capacity-building support in the field of emergency preparedness and response, first aid and dissemination of humanitarian values and fundamental principles.

RRCS carries out PSS in compliance with the [IFRC Psychological support policy](#), and is committed to strengthening psychosocial well-being, resilience and coping mechanisms among the affected people. Through psychosocial support, passive victims can turn into active survivors capable of managing their own lives, caring for those around them and rebuilding social ties and their communities. The Sphere Humanitarian Charter and Minimum Standards in Disaster Response, 2004, and the IASC Guidelines on Mental Health and Psychosocial Support in Emergency Settings, 2007, which focus on mental and social support in emergency responses, shall be used as a guide for operational field activities. IFRC has assumed an active role in strengthening the capacities of RRCS branches in PSS provision, with several training sessions on PSS conducted 2013–2017.

Overview of non-RCRC actors in country

There are no UN organisations or other International Organisations operating in Russia apart from the RCRC Movement actors. EMERCOM of Russia is the leading state agency providing complex response to disasters and other emergency situations. RRCS cooperates with EMERCOM based on a cooperation agreement that identifies the role of parties in case of disaster events. The representatives of RRCS branches are members of the State Emergency Commissions at federal and regional levels and coordinate their disaster response activities with the relevant regional divisions of EMERCOM. Since the day of fire, Kemerovo Regional Branch has been actively participating in the work of the Disaster Operating Headquarters led by EMERCOM.

Coordination and partnership

The government of the Russian Federation began to work to save people and alleviate the consequences of the disaster immediately after the fire. More than 60 PSS specialists of EMERCOM and other operational services have rendered

assistance and support to the relatives of the people killed, injured or gone missing in the fire. PSS specialists have worked at a temporary accommodation facility, located near the scene of the fire. PSS specialists have provided emergency assistance, accompanied people during investigations, and provided information (face-to-face as well as through an emergency hotline³) about the current situation and the progress of the search and rescue.

A group of mental health experts from the Centre of Psychological Support (EMERCOM) and the Centre of Emergency Psychiatry (Ministry of Health) has been deployed for a period of one month to provide psychological support and basic training for local mental health specialists, focusing mainly in mental health and care in hospital.

Needs analysis, targeting, scenario planning and risk assessment

Needs analysis

According to official data, 64 people have died in the fire (44 females and 20 males) – 41 of them children. 79 people have been injured – out of whom 12 have been hospitalised and 67 provided outpatient care. For the identification of the needs, PSS workers carried out first home visits and needs assessment of the families in two locations: Kemerovo City and Topkinsky District.

The existing state system for overcoming the consequences of emergency situations is capable of addressing the most important and immediate needs of eliminating the consequences of natural disasters and crisis situations but is faced with a shortage of resources and specialists. Many people, after they have been helped, continue to experience psychological suffering. Socially and economically vulnerable groups are particularly badly affected. State structures are not yet sufficiently prepared to engage in such work, and therefore they need special training, after which they will develop prevention of mental health conditions, educational and information work with wider groups of the population independently and / or together with the regional branch of RRCS. Pain, frustration, loss, death, grief are virtually ubiquitous among the affected population, therefore work after the emergency has focused heavily on the psychosocial rehabilitation of victims.

Often, such support has been provided and continues to be provided intuitively by Red Cross volunteers alongside other tasks. As there are no other NGOs or agencies that provide PSS interventions, RRCS activities are in high demand and welcomed by the beneficiaries and local authorities. Continued involvement of RRCS 1–4 months following the disaster will ensure the transition of the PSS intervention from emergency-phase to the short and medium term.

Targeting

Information provided by EMERCOM and Ministry of Health suggests that people directly affected by the tragedy are at an increased risk of psychological disorders, mental disorders and antisocial behaviours. The following target groups have been identified by RRCS staff and volunteers to be provided with assistance:

Group 1 – specific vulnerable groups of the population, individuals, community:

- 41 families who lost children and are in need of PSS at home
- 64 families who lost their loved ones and need home care
- About 150 families with people who have experienced stress, trauma or crisis and have temporarily lost their orientation in events and the ability to adequately assess the situation, which poses a safety threat to themselves and to others

Group 2 – classmates and teachers of the children who died in the fire:

- 20–30 classmates and 20 teachers / school psychologists in Treshchinsky and Topkinsky districts, Kemerovo region

Group 3 – PSS specialists and RRCS personnel implementing the project activities:

- Kemerovo RRCS Branch staff and volunteers to be trained for PSS provision and supervised (11 PSS workers and 30 volunteers)
- Employees of the Kemerovo regional and local branches of RRCS
- PSS specialist consultants

Justification of the need for intervention

- Providing psychosocial care at an early stage can help to significantly alleviate stress, as well as to arrange referrals of people with significant mental health disorders to qualified mental health institutions.
- Development of self-help skills and restoration of self-confidence helps to accelerate the process of overcoming feelings of helplessness and despair which can otherwise lead to deep depression.

³ By the time of writing, the hotline has received 325 calls.

- In addition, it is necessary to ensure the conditions for preserving the professional mental health of specialists who remain in place (prevention of burn-out).

Operation Risk Assessment

- There is sufficient political support for disaster risk management in the regional administration and district municipality.
- No major emergency is affecting the project implementation.
- RRCS will seek to establish contacts and agreements with the regional Crisis Centre, Regional and local social and psychological services in order to achieve the objectives of the project and make help more effective.

Scenario planning

Psychosocial support for vulnerable people in response to the fire is aimed at:

1. Relieving emotional suffering in grief, so that people can use their own strength to overcome the crisis, and embark on a process of recovery.
2. Reducing the risk of excessive levels of stress and grief connected to severe mental and physical disorders.
3. Promoting self-confidence and resilience to prevent dependence on extraneous unskilled help.
4. Preventing the emergence of antisocial behaviours in family and social life. Helping to restore the value of cultural and spiritual values.
5. Implementing stress prevention measures for possible emergencies. Interaction in the framework of mobile teams prepared for emergency.
6. Training in skills of preventing burnout for people that participate in the operation.

B. Operational strategy

Overall operational objective: The overall objective identified during the launch of the DREF operation was to reduce the psychological impact of the consequences of the fire in the shopping and entertainment complex Zimnyaya Vishnya by providing psychosocial support to about 150 affected families (approximately 1,000 people).

Through cooperation and coordination with local authorities and families of victims, Kemerovo regional RRCS branch has prepared a plan of action to provide PSS to victims and families. RRCS HQ supports the actions of the Kemerovo regional branch in responding to the situation.

The following five priorities have been determined for the DREF operation:

1. **To conduct training** for volunteer-workers from among local experts to provide psychosocial support (PSS) to the beneficiaries. (*Note: Kemerovo RRCS Branch is in close contact with local psychologists who are acquainted with the affected families, aiming to select 20 candidates for the PSS training, from which 10 PSS workers will be chosen.*)
2. **To carry out psychosocial patronage** of about 150 families (by trained PSS staff of RRCS Kemerovo regional branch) to help meeting the needs of people and improve their psychosocial well-being. First home visits to the affected people with PSS support will start after the PSS training (last week of April).
3. **To provide information leaflets** during individual meetings and social events, to improve the knowledge of victims and their families about ways of grieving.
4. **To advise on the implementation of the project** and on the supervision of difficult cases by the RRCS PSS specialists.
5. **To advocate for the interests of victims** with the local authorities and the media.

Plans of action for further period after the end of the DREF operation:

- To keep and enhance functioning of the PSS center of Kemerovo branch of Russian RC to render continuous support to beneficiaries.
- Provision of psychological online consulting in most severe cases by psychologist-consultants and psychotherapists from other cities due to lack of expertise in Kemerovo.
- Supervise hard cases in a group and individual format (weekly meetings in the PSS center; methodological days; online consulting of psychotherapists, specialized in help provision in grieving and losses).
- Continue to support the Self-help group through psycho-social involvement and practical arrangements.

- To strengthen and prolong cooperation with state agencies, engaged in psychosocial support and coordinate joint activities with: the local administration, EMERCOM, state medical, social, educational and psychological services and agencies and other partner organizations in the Kemerovo region.
- Preparation of PSS materials and conduct of psychological awareness campaigns among population in emergency; how to provide first psychological support; how to provide help to the relatives, who lost beloved ones.
- Make a PSS plan in connection with the commemoration day of the tragic event in March 2019.
- Hold a conference on experience exchange in PSS in emergencies.

C. DETAILED OPERATIONAL PLAN

	<p>Health People reached: 121 + 40 traumatized Male: 56 men, Female: 86 women 19 children under 16</p>	
<p>Outcome 1: Staff and volunteer teams of local experts have the required knowledge, tools and skills to provide psychosocial support (PSS) to people affected by the tragic fire.</p>		
<p>Indicators:</p>	<p>Target</p>	<p>Actual</p>
<p># of Russian RC staff and volunteers received required PSS knowledge, tools and skills during two PSS trainings.</p>	<p>30</p>	<p>30</p>
<p># of PSS trainings and workshops organized</p>	<p>1</p>	<p>2</p>
<p>Progress towards outcomes</p>		
<ul style="list-style-type: none"> • Induction PSS workshop «<i>Basic skills and methods in rendering PSS support for psychological trauma</i>» was conducted on April 26-28. Sessions included such topics as <i>Loss and sorrow; Crisis situations and psychosocial support; First psychological help and supportive communication; Stress and adaptation; Providing help to helpers and staff; Planning and organization of the PSS workers activity.</i> • A PSS team consisting of 10 people (2 psychologists and 8 PSS workers) has been formed and a constructive model of provision of psycho-social support was developed during the PSS workshop. • Psychologists-consultants from Novokuznetsk were deployed to work with complicated cases. • The lists of people who require assistance after the tragedy were compiled and distributed among PSS workers during the working meeting of the project team. Between 7 and 13 families (about 18 people) have been allocated for each PSS worker. • Diary of psychosocial patronage of beneficiaries for PSS workers have been developed. These are now being approved. A Prompt Card for a PSS worker is being prepared. • Contacts have been established with the departments of health and social security of Kemerovo regional authorities and Operational Disaster Headquarters (City Administration), and officially certified lists of the affected families with their addresses were received. On 17 April 2018, a press release was published to inform media and the public about the launch of the project. • First home visits to the affected families started as of 10 May. • To address the needs of the affected people in Topkinsky region one training for 20 volunteers was organized. 		
<p>The scale of the problem that had to be addressed through the PSS service required the organization of a second workshop in Topkinsky district. In Topkinsky, seven children from one school lost their lives in the fire. The situation required to work with a special target group consisting of social workers, school psychologists and teachers preparing them for the start of the school term and their interactions with children. Local administration has recognized this as a specific need and requested support from the Russian RC. On 4-6 June 2018, a second PSS workshop was conducted by the Russian RC focusing on building <i>skills of rendering psychosocial support in the stage of deep grieving</i>. 17 additional PSS volunteers were trained in mastering the skills of PSS support in case of a loss and in increasing stress resilience capacity of local social workers, psychologists and teachers who are in contact with the affected families in the Topkinsky district.</p>		

Special attention was paid to the module «*First psychological aid and supportive communications*». Some participants of the workshop had been interacting with the affected people right from the start of the tragedy and the challenges they faced have been addressed during the workshop. During mastering of the module, participants studied reactions of the affected people to a trauma and key fundamentals of the first psychological aid in cases of stupor, excitation, aggression, hysteria, crying. PSS workers mastered their communication skills for verbal, non-verbal and active listening, empathy. Skills mastering was approached through a role play for groups of three people: observer, PSS worker, an affected person. A system of interaction with the affected people, especially during the first home visits, was developed ("First home visit" role play).

In the early days of the tragedy it was hard - emotionally and physically - to work with people who lost their children, sisters, husbands or mothers. Many people were rejecting our support. Many were very aggressive towards us, towards this world. "We do not need help", "We can manage ourselves", "My life has become meaningless" were among often heard responses. Gradually, day after day, these attitudes started to change, as PSS teams continued to be nearby and helping people regardless. People started to communicate with the Red Cross team, started inviting us to their homes, and even asked us to visit them as often as possible. We have become very close. They feel our support and thank us for this. Three months later, families started planning the future, there is a glimpse of a renewed hope.



Inna Zherbnenko, PSS specialist, and Vanya Filatov who lost a sibling in the fire and needs support to overcome the impact of the tragedy.
Photo: Russian Red Cross

Outcome 2: Trained and equipped PSS team of RRCS Kemerovo regional branch deliver psychosocial patronage of 60 families addressing people's needs and improving their psychosocial well-being.

Indicators:	Target	Actual
# of persons under PSS patronage	150 families	70 families (160 people)
# of PSS interventions with the beneficiaries (individual, home visits and Skype consultations)	Upon individual requirements 15 family per PSS worker	1,790 out of it: 895 individual sessions, 237 home visits, 658 Skype consultations
# of referrals to mental health institutes.	As needed.	30

Progress towards outcomes

Group 1:

- Families who lost relatives - 60
- 121 persons under PSS patronage (45 men, 62 women, 14 children under 16)

Group 2:

65 traumatized people, 40 of them (11 men, 24 women, 5 children under 16) require PSS support as following:

- 15 – under constant patronage
- 25 – PSS counselling

Number of PSS sessions with the beneficiaries:

- April – 72 interventions (36 home visits and talks at the PSS center and 36 Skype and telephone talks);
- May – 194 interventions (42 home visits and talks at the PSS center and 152 Skype and telephone talks);
- June – 284 interventions (77 home visits and talks at the PSS center and 207 telephone talks);
- July – 345 interventions (82 home visits and talks at the PSS center and 263 telephone talks).

In total, 895 interventions have been undertaken, including 237 home visits, talks in PSS center and 658 telephone and Skype consultations.

PSS workers of Kemerovo RRC Branch carry out 42-58 PSS contacts (interventions) on a weekly basis. Each PSS worker conducts minimum 1 PSS meeting with an assigned beneficiary family per week through home visit, meetings in the PSS center, telephone or internet contact.

Addressed PSP support to the target groups

Regular monitoring of the families under patronage who receive psychological help from other institutions has been carried out. There is a group of families who refused home visits of PSS workers. The PSS support of members of families who receive PSS from RRC continues. Psycho-emotional state of the affected people according to different stages of grieving is being supervised. Special attention is paid to those who are in the stage of “*deep grieving*” and they can utter feelings like guilt and aggression. 13 people belong to the target group #1 suffering from “*deep grief*”. With these people PSS workers meet more often, not less than 3-times a week, encouraging them, and connecting, to receive counselling from a psychologist. Those people who are going through residual shocks and feelings of grieving appear from time to time receive support in the PSS center or by phone as and when needed. In the nearest future it will be possible to organize group sessions of the beneficiaries to share experience of coping. Thus, 86 people were included into target group #2.

The following types of PSS support were rendered: home visits; PSS conversations by telephone; personal meetings in the PSS Center; patronage during victim identification, funerals, memorial services (3 and 4 May), receipt of the documents after the DNA testing; PSS conversations in PSS Center; information about the Project and RRC activities; accompaniment to social protection service, accompaniment to state structures to get information and further cooperation; referrals to psychological and medical organizations.

- 30 people were referred to mental health institutions including Kuzbass Regional center for further psycho-pedagogical medical-social help “Health and personal enhancement”.
- 15 people received psychological help on-line.
- 9 people received help from consultants-psychologists.
- Regular referrals of the affected people and PSS workers are taking place to psycho-therapists in other regions and psychologists –consultants of the Project (Sipko, Chernikov, Evseeva). There is a very positive response to consulting by outside experts from PSS workers, specialists and the affected people.
- The self-help group started at the level of Kemerovo regional branch of the Russian RC. Three meetings of self-help group took place by mid-July attended by 10 people.
- All affected families received publications: “*How to Live after psychic trauma*”, “*Psychological stress. Help itself and a Child to overcome grief*”, “*Sorrow of the Child*”, “*Children and Grief*” in electronic form by e-mail and in print with a RRC logo.

Visits to the PSS office in Kemerovo

On 3 May 2018, Kemerovo Regional RRC Center of PSS opened its doors to the affected people giving an opportunity to people to visit the center daily from 9.00 to 18.00. The PSS center has two regular PSS workers and one RRC volunteer. People come to the Center to get information and other help as requested every day. A patient’s survey is filled in for everyone registered in the list of casualties. All cases are considered individually, appeals to the PSS team are satisfied, help is provided by the RRC.

Following announcements about the work of the PSS centre on the Russian RC web site, in social media group “*V Kontakte*” and other social networks, people started actively seeking help and contacting the Centre. A lot of people are asking for psychological rehabilitation and treatment in health resorts, medicines, help in recovering their lost identity documents.

A community of relatives of the second and third line of relationship, such as grandmothers, grandfathers, aunts, uncles, children of the first and second marriage, who lived in one family with the deceased children, started building up. PSS help is provided to every person who appeals to the PSS centre where people receive information, referral, target help by Kemerovo RRC branch.

We are united by common grief. Yet we all have difference experiences. Each of us needs an individual approach. The Russian Red Cross does exactly that. They do not become complacent. They always contact us. The Red Cross helped us to unite, to set up our precious and life-saving self-help group. No one knows what we feel and how we survived this ordeal but the people in the self-help group. From the first days of the tragedy there was a lot of uncertainty. We felt we were being deceived. The Red



Olga and Alexander Aneniev who lost their three daughters in the fire.
Photo: Russian Red Cross

Cross accepted and understood us. They became a zone of security for us where we receive help to solve an array of problems. We can call the Red Cross at any moment and we can be sure we will receive the support we need.

PSS support of families in Topkinsky region:

- Visits were conducted to 30 families in Treshevsky village and Cheremichkino.
- Psychological patronage of 15 children under 16 is ensured..
- Two families (five children) were referred to the Center of Family and Child in the Topkinsky community due to the overstretched capacities of PSS workers. This referral mainly concerns families with senior children. PSS workers provide children with some gift sets, such as notebooks, color pencils, marker pens, chocolates.

Outcome 3: People who lost relatives and loved ones know about ways of, and approaches to, grieving through provision of information leaflets during individual meetings and social events.

Indicators:	Target	Actual
# of copies of information material leaflet "PSS Booklet 'You are not alone. How to help in a grieving stage'" developed and printed	3,000 copies	3,000 copies

Progress towards outcomes

The content for the booklet was discussed with a number of stakeholders; Center of Crisis Situations of Kemerovo Region, Center of Mental Health of Kemerovo Region and the document was prepared.

In July 2018, Russian Red Cross psychologists conducted field survey to identify current mental health status of the beneficiaries, dynamic of their psychological conditions, and ways for further PSS intervention. 121 beneficiaries (out of them 51.2% women, 37.2% men, 11.6% children under 16) who received PSS from Russian RC PSS workers took part in the survey, the outcomes of which are presented below.

Emotional response of the affected people

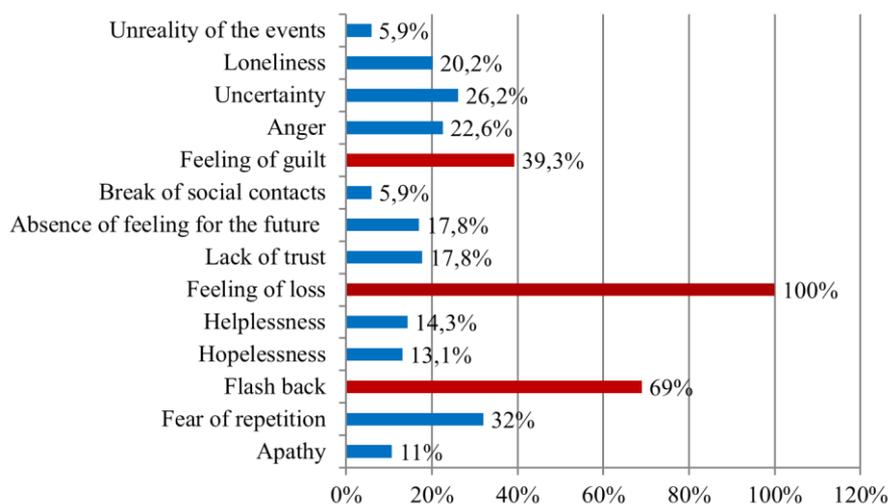


Diagram 1: Emotional response of the affected people

Four months after the tragedy and after the PSS intervention, the feeling of loss is still cited by 100% of the beneficiaries, followed by flash backs in 69% and feeling of guilt in 39.3%. 32% fear the situation can repeat. Of note is that only 5.9% of the beneficiaries report breakage of social contacts which is largely thanks to the work of the psycho-social support service of the Russian Red Cross.

Stages of grieving

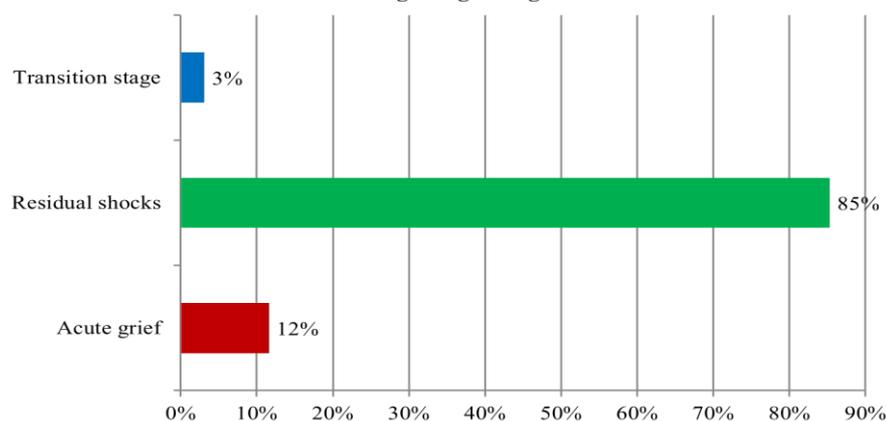


Diagram 2: stages of grieving

Four months after tragical event, more than 85% of the affected people still demonstrate residual shocks, 12% acute grief, and only 3% demonstrated dynamic of transitional stage from the acute grief.

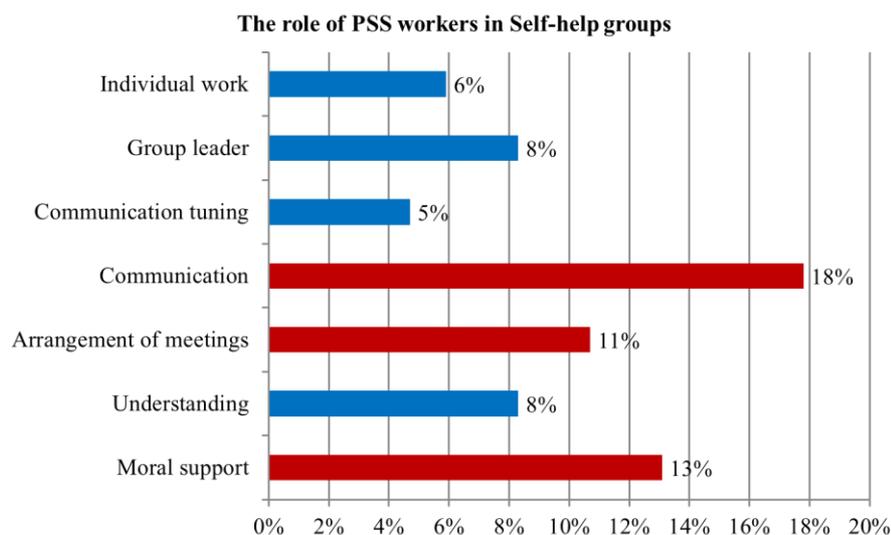


Diagram 3: The role of PSS workers in self-help groups

42% of the beneficiaries underlined importance and vital necessity of PSS workers in self-support group: out of it; tools such as communication – 18%, moral support – 13%, arrangement of meetings – 11%.

The results of the assessment of the emotional state of beneficiaries show that the provision of psychosocial support to the victims played a positive role in that the behavioural status has a dynamic towards normalization. However, the emotional state of a significant part of the victims remains acute and it is obvious that they need a continuation of the PSS support.

Monitoring visit of IFRC and Russian Red Cross to Kemerovo region

From 28 to 30 July 2018, the IFRC and Russian Red Cross conducted a DREF operation monitoring visit to Kemerovo. Head of IFRC Country Cluster Support Team in Moscow and Europe Regional Health and Care Coordinator visited beneficiaries, the PSS centre, met with PSS workers and psychologists and discussed dynamic of psychological status of beneficiaries. The findings of the monitoring visit were similar to the results of field survey conducted by Russian RC.

Taking into account that more than 85% of beneficiaries are still in severe need of PSS support, Russian RC is extending the DREF operation for an additional two months and with revised budget.

Outcome 4: The project team is supported to implement the psycho-social support activities through regular advice guidance on the project implementation and on the supervision of difficult cases by the RRCS PSS specialists.

Indicators:	Target	Actual
# Online consultations (WhatsApp, mobile, skype) of PSS consultant to PSS workers	160 (at least one per week)	163
# of direct consultations of PSS consultant to PSS workers	60 (at least 6 per PSS worker)	81
# of consulting of the affected people	depend on request	9

Progress towards outcomes

Psychologists-consultants were recruited through DREF operation who have been working with the Russian RC PSS team in Kemerovo and providing them with informational, methodological, technical and consultative help. Their role is to help prevent professional burnout of PSS workers and to undertake monitoring of developments. Significant efforts were put to build a strong and mutually supportive PSS team through organizing regular methodological sessions, meetings, individual and group consultations and counseling as well as presentation and sharing of experience. Discussions were organized with the PSS team on a weekly basis covering such topics as *analysis of the current situation, psychological background of the families, analysis of home visits, emotional and behavioral dynamics of the beneficiaries, list of needs of the beneficiaries, working with children, working with documents, preparation for monitoring*. The following support was provided to the project team:

- Direct consultations for PSS workers – 81
- Online consultations to PSS workers and beneficiaries (WhatsApp, mobile, skype) – 163

- Consulting of the most complicated cases for affected people – 9
- Methodological days - 18

During methodological PSS days organized by consultants-psychologists PSS workers discussed analysis of the current situation, problems, arising in the work with the affected people (home visits, aggression); actualizing of the personal experience of the work with the affected people, families (discussion in groups); analysis of complicated cases; peculiarities of establishing contacts with men (gender characteristic). Group consultations for The PSS workers: actualization of individual experience of the work with the affected people, families, beneficiaries (discussion in groups); Analysis of the difficult cases of PSS workers – aggressive reaction of beneficiaries, unprintable language; symptoms of professional burn out of the PSS workers. Individual consultation of a beneficiary by consultants-psychologists (specificity of sorrow, personal resources, social connections, planning of prospects).

Professional communication with psychologists from various cities (Moscow, Ryazan, Rostov on Don, Irkutsk, Almaty) were established in the first weeks and an agreement was reached to provide on-line help to the beneficiaries (skype and videocall WhatsApp).

There are regular on-line seminars on analysis of difficult cases for the project team and prevention of burnout – personal therapy.

Significant volume of work has been done to introduce changes and corrections in the evaluation questionnaire of emotional state of beneficiaries (for the monitoring).

Weekly consultations via Skype took place with the RRC consultant-psychologist with a particular focus on reviewing difficult cases. The following are the key updates of such consultations:

- From 10 April to 1 August 2018, Russian RC consultant conducted 16 Skype consultations with the RRC Project coordinator, a regional project coordinator, consultants-psychologists of the Kemerovo regional RRC branch (16). The main consultation themes include advice to PSS workers on emerging issues, on how to make proper home visits; on the content of the work of PSS workers for providing help to the families that lost close relatives; situation analysis in the families; selection of methodological materials on PSS for the Project participants; Supervision of the cases of psychosocial support provision to the families that experience grief.
- The key problems discussed during the Skype-based consulting include supervision of complicated cases of help to the affected people; helping to the helpers and identifying experts for online consulting on complicated cases; prompt provision of methodological literature; development of a plan of activities, advice on setting up and managing self-help group work; content development of a booklet on PSS «*You are not alone. How to help to overcome grief*»; group division into small parts according to age, severity of suffering and development of criteria; preparation of programs and materials for seminars; assessment form development for the project monitoring.

Outcome 5: To advocate for the interests of victims with the local authorities and the media.

Indicators:	Target	Actual
# of contacts with local Administration have been maintained throughout the whole project realization.	One per week	24
# of round table with the participation of Kemerovo city Administration and interested organizations	1	2
# of articles and press-releases at the Kemerovo regional RRC site published: /	4	8

Progress towards outcomes

The contacts with local administration have been maintained throughout the whole project implementation. Kemerovo branch of the Russian RC, PSS workers accompany beneficiaries during different occasions related to legal and social aspects of their individual cases, PSS workers contact with relevant social and health structures to advocate interests of beneficiaries, solve their legal issues.

31 July 2018: round table took place with participation of representatives of public authorities: Departments of Health, Social Welfare, Chief mental health expert, Department of the Ministry of Emergencies in Kemerovo. Representatives of IFRC Moscow Office and IFRC Regional office for Europe also participated at the event. The discussions attracted high interest of all local stakeholders and partners of the Russian RC Kemerovo branch. Activities of Red Cross PSS workers were highly valued by partners and they expressed readiness to full support to improve mental and social status of beneficiaries, enhance coordination and cooperation between Russian RC branch and above indicated agencies.

31 July – 1 August 2018: a lessons learned workshop was carried out with the participation of Kemerovo city Administration and interested organizations to summarize the results of work with affected population in the regions. Representatives of IFRC Moscow and IFRC Regional office for Europe were also present at the workshop. There were 33 participants with 8 speakers from state bodies: Department of Health and Care of the Kemerovo Regional Government, Psychological service of EMERCOM, Chief of Mental Health Center of Kemerovo Region, Department of Social Welfare of Kemerovo Region and RRC project team. The results of PSS survey were presented and discussed. Plan of Action for further period was developed. Special attention was put on the current psychosocial status of the beneficiaries, which, according to the survey, remains severe and requires intensive PSS intervention in upcoming months.

These two events were widely highlighted in local mass media:

- Local TV company TVTS program broadcasted:
<https://yadi.sk/mail/?hash=%2BPnVnFAKt8vDGcM93drQ4I9oyLpdyg8Um7btrfdg6s8%3D>
- The articles and press-releases at the Kemerovo regional RRC site published:
<http://www.kemredcross.ru/psiho-sotsialnoe-soprovozhdenie-postradavshih-i-chlenov-semey-pogibshih-pri-pozhare-v-trts-zimnyaya-vishnya/>



Smirnovs Family who lost one daughter in the fire and whose three other children have withdrawn, do not communicate, do not smile, do not respond to the external world. *Photo: Russian Red Cross*

Detailed Operational Plan – with activity timeline



Health

People targeted: approx. 1,000 (150 families)

Requirements (CHF): 56,704

Needs analysis: According to official data, 64 people have died in the fire (44 females and 20 males) – 41 of them children. 79 people have been injured – out of which 12 have been hospitalised and 67 provided outpatient care. For the identification of the needs, PSS workers will carry out first home visits and needs assessment.

Population to be assisted: 150 affected families (approximately 1,000 people)

P&B Output Code	Health Output 1.5: Psychosocial support provided to the target population	1,000 people are provided with psychosocial support activities																								
		Activities planned / week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
Coordination activities																										
AP023	Informing the Kemerovo region administration about the RRCS project on psychosocial support of families who lost loved ones and who are at risk of psychological trauma during the fire in the shopping centre Zimnyaya Vishnya.	x																								
AP023	Establishing contacts with the departments of health and social security of the government of the Kemerovo region, and the officially certified lists of the affected families with their addresses.		x																							
AP023	Preparing press release and informing the media and the public about the beginning of the project.	x	x	x	x																					
AP023	Production of materials (briefings and reports for stakeholders, case studies of victims to reflect impact/needs)	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
AP023	Press conference																	x	x	x	x					

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How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGOs) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



Save lives.
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote **social inclusion**
and a culture of
non-violence and **peace.**

DREF OPERATION

Date: 9 August 2018

Fire in Kemerovo

Budget Group	Multilateral Response	Appeal Budget CHF	
500	Shelter - Relief	0	0
501	Shelter - Transitional	0	0
502	Construction - Housing	0	0
503	Construction - Facilities	0	0
505	Construction - Materials	0	0
510	Clothing & Textiles	0	0
520	Food	0	0
523	Seeds & Plants	0	0
530	Water, Sanitation & Hygiene	0	0
540	Medical & First Aid	0	0
550	Teaching Materials	0	0
560	Ustensils & Tools	0	0
570	Other Supplies & Services	0	0
571	Emergency Response Units	0	0
578	Cash Disbursements	0	0
Total RELIEF ITEMS, CONSTRUCTION AND		0	0
580	Land & Buildings	0	0
581	Vehicles	0	0
582	Computer & Telecom Equipment	0	0
584	Office/Household Furniture & Equipment	0	0
587	Medical Equipment	0	0
589	Other Machinery & Equipment	0	0
Total LAND, VEHICLES AND EQUIPMENT		0	0
590	Storage, Warehousing	0	0
592	Distribution & Monitoring	0	0
593	Transport & Vehicle Costs	3,600	3,600
594	Logistics Services	0	0
Total LOGISTICS, TRANSPORT AND STOR		3,600	3,600
600	International Staff	0	0
661	National Staff	0	0
662	National Society Staff	40,900	40,900
667	Volunteers	3,045	3,045
669	Other Staff Benefits	0	0
Total PERSONNEL		43,945	43,945
670	Consultants	1,200	1,200
750	Professional Fees	0	0
Total CONSULTANTS & PROFESSIONAL FI		1,200	1,200
680	Workshops & Training	9,000	9,000
Total WORKSHOP & TRAINING		9,000	9,000
700	Travel	5,800	5,800
710	Information & Public Relations	2,500	2,500
730	Office Costs	600	600
740	Communications	2,022	2,022
760	Financial Charges	225	225
790	Other General Expenses	0	0
799	Shared Office and Services Costs	0	0

	Total GENERAL EXPENDITURES	11,147	11,147
		0	0
830	Partner National Societies	0	0
831	Other Partners (NGOs, UN, other)	0	0
	Total TRANSFER TO PARTNERS	0	0
599	Programme and Services Support Recovery	4,478	4,478
	Total INDIRECT COSTS	4,478	4,478
	TOTAL BUDGET	73,370	73,370
	Available Resources		
	Multilateral Contributions		0
	Bilateral Contributions		0
	TOTAL AVAILABLE RESOURCES	0	0
	NET EMERGENCY APPEAL NEEDS	73,370	73,370