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Emergency Plan of Action Final Report

Russia: Fire in Kemerovo Shopping Centre

 International Federation
of Red Cross and Red Crescent Societies

DREF operation	Operation n° MDRRU022
Date of Issue: 9 January 2019	Glide number: FR-2018-000038-RUS
Date of disaster: 25 March 2018	
Operation start date: 9 April 2018	Operation end date: 9 October 2018 (following a two-month extension)
Host National Society: Russian Red Cross Society (RRCS)	Operation budget: CHF 73,370
Number of people affected: about 150 families (1,000 people)	Number of people assisted: 765 <ul style="list-style-type: none">• 305 directly-affected people (male: 112, female: 159, children under 16: 34)• 460 indirectly affected people
N° of National Societies involved in the operation: Russian Red Cross HQ and Kemerovo regional branch	
N° of other partner organizations involved in the operation: Ministry of Emergency Situations (EMERCOM), Ministry of Health, Kemerovo regional social and psychological services, regional and local administration	

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 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 aircraft, 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 Kemerovo region announced a three-day mourning. In solidarity with Kemerovo, the authorities of several regions, in particular Primorsky Krai, Ingushetia, Buryatia and the Ryazan region, as well as the mayors of Yekaterinburg and Yakutsk, 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 response

Overview of Host National Society

The Russian Red Cross Society (RRCS) has experience providing medium- and long-term psychosocial support (PSS) from various mass emergencies (including explosions in mines, accidents at nuclear power plants, 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

¹ 200,000 roubles to people who suffered light health damage; 400,000 roubles to people with medium to severe health damage (figures are per person).

for providing preventive psychological assistance to a wide range of people. The PSS methodology of RRCS has 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 was 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 (including addresses and other personal data).
- The branch launched a donation campaign to provide urgent and medium-term support to the most vulnerable people affected by the fire accident.
- Volunteers provided accompaniment during the funerals of the people lost in fire, and provided care to the relatives of victims in churches and cemeteries.

This DREF operation was carried out in full accordance with the Emergency Plan of Action (EPoA) and DREF Operation Update No 1.

This DREF operation allowed to establish high professional Russian Red Cross PSS team to render timely and vitally important psychosocial intervention to affected people. During the DREF operation confident and trusty atmosphere among the beneficiaries that very positively accepted Russian RC psychosocial support.

According to a survey conducted by psychologists among 121 people who received PSS from the Russian RC four months after the fire accident:

- More than 85 per cent of people still demonstrated residual shock, 12 per cent were still in acute grief, and only 3 per cent started showing some dynamic of transition from acute grief. Most beneficiaries highly appreciated PSS support from Russian RC – the only organization that provided such assistance for the affected population.
- PSS methodological approaches established during the DREF operation were taken on board as the main element of psychosocial support during the transition from emergency to medium- and long- term support, funded by Russian Red Cross Society's own sources from October 2018 to April 2019.
- 100 per cent of beneficiaries still experienced a feeling of significant loss, 69 per cent experienced regular flash backs and 39.3 per cent had a feeling of guilt.
- 42 per cent of beneficiaries underlined the importance and vital necessity of PSS workers. Among the top three most important factors, 18 per cent mentioned the rehabilitating power of the self-support groups that were established and coordinated by the PSS workers focusing on building communication skills to talk about the situation and to seek each other's support and comfort; 13 per cent of people valued the moral support that they receive on a regular basis whenever needed; support with organizing meetings is cited as valuable by 11 per cent of the beneficiaries.

A joint IFRC and Russian RC monitoring visit (29–30 July 2018), which included individual meetings with beneficiaries, PSS workers and leadership of the Kemerovo branch of the Russian RC, confirmed this analysis.

To ensure continuity and the observance of the 'do no harm' principle, a DREF cost and time extension of two months was requested and approved. The following groups of beneficiaries were covered during these two months:

1. Members of the families who were still in a state of acute pain and required interaction, support and referrals by the psycho-social support team of the Russian RC.
2. Children who either escaped the fire, or who lost 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 showed complete or partial withdrawal, they did not respond to external factors, did not smile, did not talk; they developed a fear of going out or staying at home alone.
3. Members of the families, who needed short-term PSS sessions
4. People who had received physical injuries during the fire, for example, poisoning by toxic fumes from a fire, serious burning of large areas of skin, serious asphyxia – especially those released from hospitals where no psycho-social support was provided.

August through September 2018 the Russian RC adopted a new Psycho-Social Support program to be covered from the National Society's own funding from October 2018 until at least April 2019. A decision to allocate funds was made at the Governing Board meeting of the RRCS Kemerovo branch in October 2018. The DREF extension therefore served as a bridge to the more sustainable approach by the Russian RC.

Overview of Red Cross Red Crescent Movement in country

The IFRC Secretariat operates a Country Cluster Support Team (CCST) in Moscow, which provides technical and advisory support to RRCS at HQ-level in its capacity-building programmes and in disaster situations. The CCST

coordinated its actions with RRCS and ICRC to render effective assistance to the affected populations. IFRC provided necessary advisory and technical support to build capacity of the Russian RC in PSS sphere. 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, was used as a guide for operational field activities. IFRC 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.

Needs analysis and scenario planning

Needs analysis

According to official data, 64 people died in the fire (44 females and 20 males) – 41 of them children. 79 people were injured – out of which 12 were 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 it 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 ensured the transition of the PSS intervention from emergency phase to the short and medium term.

Targeting

Information provided by EMERCOM and Ministry of Health suggested that people directly-affected by the tragedy were at an increased risk of psychological disorders, mental disorders and antisocial behaviours. The following target groups were 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 were in need of PSS at home
- 64 families who lost their loved ones and needed home care
- About 150 families with people who experienced stress, trauma or crisis and temporarily lost their orientation in events and the ability to adequately assess the situation, posing 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

B. OPERATIONAL STRATEGY

Implemented 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 prepared a plan of action to provide PSS to victims and families. RRCS HQ supported the actions of the Kemerovo regional branch in responding to the situation.

The following five priorities were determined for the DREF operation:

1. **To conduct cycle of trainings** for volunteer-workers from among local experts to provide psychosocial support (PSS) to the beneficiaries. Trainings conducted in two main locations: Kemerovo city and Topkinski district were the beneficiaries were located the most densely.
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. Special training for PSS workers on prevention of professional burn-out conducted. System of supervision of the most complicated cases as well as de-briefing for PSS workers carried out.
5. **To advocate for the interests of victims** with the local authorities and the media.

Plans of Action for further period after end of DREF operation:

- To keep and enhance functioning of the PSS centre 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 centre; 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 central government, 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



Health

People reached: 765

Affected people: 305 (Male: 112, Female: 159, Children under 16: 34)

Surroundings and population in affected area: 460 people

Outcome 1: Psychosocial support is provided to the target population

Output 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.

Indicators:	Target	Actual
# of Russian RC staff and volunteers received required PSS knowledge, tools and skills during two PSS trainings.	30	61
# of PSS trainings and workshops organized	1	4

Narrative description of achievements

- Induction PSS workshop «*Basic skills and methods in rendering PSS support for psychological trauma*» was conducted on April 26-28. Sessions included such topics as *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 for 24 people organized.*
- 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. 17, April 2018 [Press release](#) to inform media and the public about the beginning of the project was published.
- 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.

In Topkinsky, seven children from one school had 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. The local administration recognized this need, and requested support from the Russian RC.

4–6 June, a second PSS workshop was conducted by the Russian RC, focusing on building skills of rendering psychosocial support in the stage of deep grieving. 17 additional PSS volunteers were trained in mastering the skills of PSS in case of loss and in increasing stress resilience capacity of local social workers, psychologists and teachers who were in contact with the affected families in the Topkinsky district.

Special attention was paid to the module 'Psychological first 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 had faced were addressed during the workshop. During the module, participants studied reactions of the affected people to a trauma and key fundamentals of psychological first aid in cases of stupor, excitation, aggression, hysteria, crying. PSS workers improved their empathy and their communication skills for verbal and non-verbal communication, including active listening. The module featured role-play for groups of three people: observer, PSS worker, affected person. A system of interaction with the affected people, especially during the first home visits, was developed ('First home visit' role play).

Challenges

The main challenge of the operation was the very tense general psychological atmosphere associated with the tragedy. In the early days of the tragedy, it was hard – both emotionally and physically – to work with people who lost their children, sisters, husbands or mothers. Many people were rejecting Red Cross PSS support (and some people even did so quite aggressively): “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 stayed nearby and continued to help people who accepted PSS support. People started to communicate with the Red Cross team, started inviting them to their homes, and even asked them to visit them as often as possible. Three months later, families started planning the future, there is a glimpse of a renewed hope.



IFRC visit to a family who had lost a child. Photo: Russian Red Cross

Output 2: Trained and equipped PSS team of RRCS Kemerovo regional branch deliver psychosocial patronage of 150 families addressing people’s needs and improving their psychosocial well-being.

Indicators:	Target	Actual
# of persons under PSS patronage	150 families	122 families (305 people)
# of PSS interventions with the beneficiaries (individual, home visits and Skype consultations)	Upon individual requirements (15 families per PSS worker)	1,796, (632 individual sessions home visits, etc + 1,164 telephone and Skype consultations)
#of referrals to mental health institutes.	As needed	58

Narrative description of achievements

In total 305 directly-affected people (male: 112, female: 159, children under 16: 34) covered by PSS interventions: **1,796** interventions were undertaken, including **632** home visits or conversations in PSS centre and **1,164** telephone and Skype consultations.

Please see the breakdown below:

Group 1:

- Families who lost relatives: 60
- Families living in close surroundings of the victims in Treshevsky village and Cheremichkino: 30
- In total, 225 people under PSS patronage (96 men, 115 women, 14 children under 16)

Group 2:

- 80 traumatized people, (16 men, 44 women, 20 children under 16) require PSS support as following:
- 30 – under constant patronage
- 25 – PSS counselling

Number of PSS sessions with the beneficiaries:

- April – 72 interventions (36 home visits and talks at the PSS centre and 36 Skype and telephone talks);
- May – 194 interventions (42 home visits and talks at the PSS centre and 152 Skype and telephone talks);
- June – 284 interventions (77 home visits and talks at the PSS centre and 207 telephone talks);
- July – 345 interventions (82 home visits and talks at the PSS centre and 263 telephone talks).
- August – 339 interventions (95 home visits and talks at the PSS centre and 244 telephone talks)
- September – 387 interventions (205 home visits and talks at the PSS centre and 182 telephone talks)
- October – 175 interventions (95 home visits and talks at the PSS centre and 80 telephone talks)

PSS workers of Kemerovo RRC Branch carried out 42–58 PSS contacts (interventions) on a weekly basis. Each PSS worker conducted at least one PSS meeting with an assigned beneficiary family per week through a home visit, meeting in the PSS centre, telephone or internet contact.

PSS Addressed 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 that suffers “*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 centre or by phone as and when needed. Group sessions of the beneficiaries to share experience of coping were conducted. Thus, 86 people were included into Target group #2.

The following types of PSS were rendered: home visits; PSS conversations by telephone; personal meetings in the PSS Centre; patronage during victim identification, funerals, memorial services, receipt of the documents after the DNA testing; PSS conversations in PSS Centre; 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.

- 58 people were referred to mental health institutions including Kuzbass Regional center for further psycho-pedagogical medical-social help “Health and personal enhancement”.
- 35 children that recovered after physical trauma and finished their hospital treatment received PSS support.
- 27 people received psychological help on-line.
- 12 people received help from consultants-psychologists.
- Regular referrals of the affected people and PSS workers was 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.
- Escort at commemorative events dedicated to the dead, opening of the chapel and participation in public events.
- 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.

PSS support of families in Topkinsky region:

- Visits conducted to **30 families in Treshevsky village and Cheremichkino.**
- Psychological patronage of **15 children under 16.**
- One-day training for prevention of grief was conducted for schoolchildren and teachers of the school were the major of victims studied as well as their parents and relatives. Total number of participants – **15 people.**

Two families (five children) were referred to the Centre of Family and Child in the Topkinsky community due to the overstretched capacities of PSS workers. PSS workers provided children with some gift sets, such as notebooks, colour pencils, marker pens, chocolates.

Activity of PSS office in Kemerovo.

On 3 May Kemerovo Regional RRC Centre of PSS opened its doors to the affected people giving an opportunity to people to visit the centre daily from 9.00 to 18.00. The PSS centre, which will continue operations after the DREF operation, has two regular PSS workers and one RRCS volunteer. People come to the Centre 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.

Field PSS Survey²

This survey provided evidence-based data to continue PSS work by supporting two target groups to normalize the psychological status of the victims during the additional two months of DREF extension and further RRCS operations.

Monitoring visit of IFRC and Russian Red Cross to Kemerovo region

From 28 to 30 July 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 per cent of beneficiaries still in severe need of PSS support, Russian RC requested from IFRC to apply for DREF extension for additional two months with additional funding.

A cohort 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.

Olga and Andrey, who had lost their daughters in the fire, said: "We are united by common grief. Yet we all have different 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



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

group. From the first days of the tragedy there was a lot of uncertainty. We felt we were being deceived. The Red 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."

Challenges

Assessment of the emotional state of the beneficiaries and feedback from beneficiaries confirmed that psychosocial support played a positive role in the behavioural state of people with some dynamics towards normalization. In the medium- and long-term perspective, negative effects of psychological trauma can occur for a more distressed group of beneficiaries, therefore close monitoring and communication with these beneficiaries has to be ensured after the end of the DREF operation.

Lessons Learned

Please see the following section under Lessons Learned Workshop.

Output 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	2,000 copies	3,000 copies

Narrative description of achievements

- A content for the booklet was discussed with a number of stakeholders; Centre of Crisis Situations of Kemerovo Region, Centre of Mental Health of Kemerovo Region and a booklet is prepared and distributed to all beneficiaries during different sessions, to the close surroundings of affected people in the schools, villages in total to 800 people. (*Please see the copy of the booklet below*).
- The rest of booklets will be used by Kemerovo branch of Russian RC for further PSS activities.

² For the results of the survey, please refer to Operation Update no. 1.

Фаза остаточных толчков и реорганизации наступает дней через 40 после события и продолжается до годовщины. На этом этапе жизнь постепенно налаживается. Переживание горя теперь не ведущая деятельность, оно протекает в виде редких отдельных приступов.

Основная психосоциальная помощь на данном этапе состоит в том, чтобы помочь, способствовать обращению к будущему, строить реальные планы.

Нормальное переживание горя приблизительно через год вступает в свою последнюю фазу - завершения. Смысл и задача в этой фазе в том, чтобы образ умершего занял свое постоянное место в нашей жизни. Человек, вспоминая об умершем, переживает уже не горе, а печаль, и светлый его образ навсегда остается в памяти.



Проект срочной помощи РКК в г. Кемерово реализуется при поддержке Международной Федерации обществ Красного Креста и Красного Полумесяца.

РКК осуществляет психосоциальную поддержку (ПСП) в соответствии со Стратегией МФОККиКП по ПСП поддержке и стремится укреплять психосоциальное благополучие, устойчивость и механизмы преодоления среди пострадавших людей.

Благодаря психосоциальной поддержке пострадавшие в чрезвычайных ситуациях могут стать способными управлять своей жизнью, заботиться об окружающих и восстанавливать социальные связи и их сообщества.

Контактная информация

Психосоциальная и адресная помощь людям, пострадавшим при пожаре в ТЦ «Зимняя вишня».

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РОССИЙСКИЙ КРАСНЫЙ КРЕСТ Кемеровское региональное отделение

«Ты не один. Как помочь пережить горе»

(памятка для населения)



Кемерово, 2018

25 марта 2018 года в торгово-развлекательном центре «Зимняя Вишня» города Кемерово произошел пожар, унесший жизни людей.

Этот день навсегда останется трагической датой в истории страны и региона.

С первого дня трагедии Кемеровское отделение Российского Красного Креста (РКК) организовало помощь и поддержку пострадавшим силами добровольцев.

В апреле РКК начал реализацию Проекта срочной помощи DREF - «Психосоциальное сопровождение семей, потерявших близких и получивших

психологическую травму при пожаре в ТЦ «Зимняя вишня». Программа подготовлена с учетом имеющегося опыта работы Российского Красного Креста в чрезвычайных ситуациях, с использованием международного опыта.

Общая цель: помочь людям, потерявшим близких пережить потерю путем оказания психосоциальной поддержки.

Что такое психосоциальная поддержка?

- ✓ эмоциональная поддержка (присутствие, сочувствие, проговаривание)
- ✓ помощь в решении насущных практических проблем

✓ предоставление информации о решении жизненных психологических проблем

✓ вовлечение в социальную активность

Для чего нужна психосоциальная помощь:

✓ для ослабления эмоционального страдания

✓ для активизации собственных сил пострадавшего для преодоления кризисного события

✓ для уменьшения риска перерастания нормальных реакций стресса и горя в серьезные нарушения

✓ для принятия реальности ситуации и процесса восстановления

✓ для предотвращения возникновения социальных проблем.

Горе – одно из самых трудных испытаний в жизни. Чтобы пережить его, нужно время и поддержка!

Помощь, кроме хорошего намерения, подразумевает определенные знания. Для оказания помощи важно знать, как протекает процесс горя и что делать на определенной стадии его развития.

Начальная фаза горя — шок и оцепенение. "Не может быть!" — такова первая реакция на весть о смерти. Это состояние может длиться от нескольких секунд до нескольких недель, в среднем — девять дней.

Чем могут помочь близкие человеку, находящемуся в фазе шока?

• Присутствовать рядом с человеком, понесшим утрату, не оставлять его одного, заботиться о нем.

• Стараться как можно больше и чаще касаться человека переживающего горе. В этот момент большинство людей начинают чувствовать себя маленькими, беззащитными, им хочется заплакать, как в детстве. Если появились слезы, значит, человек переходит в следующую фазу.

Фаза страдания и дезорганизации продолжается 6—7 недель. В среднем 40 дней. Это период наибольших страданий, острой душевной боли, поглощенности образом умершего и его идеализации. Основным переживанием выступает чувство вины.

Чем можно облегчить страдания?

• В данный период можно и нужно дать человеку, если он того хочет, побыть одному.

• Если он пожелает поговорить, всегда быть в его распоряжении, выслушать его.

• Слезы дают возможность сильнейшей эмоциональной разрядки.

• Постепенно приобщать человека к общественной полезной деятельности: отправлять в школу или на работу, начать загрузить домашней работой.

• Постоянно демонстрировать, что, хотя вы и понимаете его проблему, но относитесь к нему как к обычному человеку.

Output 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
# people received training on prevention of professional burnout	On request	15
# On-Line 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)	110
# of consulting of the affected people	On request	9

Narrative description of achievements

Psychologists-consultants were recruited through DREF operation, who worked with the Russian RC PSS team in Kemerovo and providing them with informational, methodological, technical and consultative help. Their role was to help prevent professional burnout of PSS workers and to undertake monitoring of developments. Significant efforts were put to building a strong and mutually-supportive PSS team through organizing regular methodological sessions, meetings, individual and group consultations and counselling 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 behavioural dynamics of the beneficiaries, list of needs of the beneficiaries, working with children, working with documents, preparation for monitoring.*

Support was provided to the project team as follows:

- Two-day training on prevention of professional burnout – 15 PSS workers of Russian RC Kemerovo branch / staff of mental health facilities
- Direct consultations for PSS workers – 110
- On-Line Consultations to PSS workers and beneficiaries (WhatsApp, mobile, skype) – 163
- Consulting of the most complicated cases for affected people – 9
- Methodological days – 24

During Methodological PSS Days organized by consultant-psychologists, PSS workers discussed analysis of the current situation, problems, arising in the work with the affected people (home visits, aggression); sharing 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 is 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 skype consultations 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 October 2018 Russian RC consultant conducted 23 Skype consultations for a 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.

Challenges

The main challenge in rendering PSS consultations and referrals was very diverse types of mental health conditions of beneficiaries that required involvement of different kind of PSS experts and psychologists: such as psychological trauma of children, post-traumatic and chronic stress disorders etc. Part of the experts was attracted from different regions: Moscow, Ryazan, Rostov on Don, Irkutsk, Almaty to cover this gap.

Lessons Learned



Lessons - learned Workshop.
Photo: Russian Red Cross

31 July – 1 August 2018, a lessons-learned workshop with the participation of Kemerovo city administration and interested organizations was carried out to discuss the results of work with affected population in the region. Representatives of IFRC Moscow and Europe office in Budapest participated in the workshop.

In total, 33 people participated, 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. Results of PSS Survey among beneficiaries was presented and discussed. Plan of Action for further period was developed. Special attention was paid to the current psychosocial status of the beneficiaries, which, based on the results of the survey still remained very severe and required intensive PSS provision through the upcoming months.

Key problems that were discussed during the workshop included supervision of complicated cases of help to the affected people; helping 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 overcome grief'; group division into small parts according to age, severity of suffering and development of criteria; preparation of programmes and materials for seminars; assessment form development for the project monitoring. PSS supervision for the National Society staff and PSS workers is very important and has to be started in the initial phase of operation to provide systematic PSS advice and avoid professional burnout of the staff involved in the operation.

Output 5: Interests of victims are advocated 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

Advocacy work to represent interests of beneficiaries became of the crucial elements of the operation. 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.

During the operation, two round tables were organized:

22 May 2018: Round table aimed at setting up system of coordination between Russian RC branch in Kemerovo and the main stakeholders.

The PSS Project team agreed on coordination and redirection of the affected people in case of difficult cases to professional mental health facilities. Cooperation Agreement with mental health facilities signed.

31 July 2018: Round table with participation of representatives of public authorities: Departments of Health, Social Welfare, Chief mental health expert, Department of the Ministry of Emergencies, took place in Kemerovo. Representatives of IFRC Moscow and Europe office in Budapest took part in the round table.

This round table 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, who expressed readiness to fully support improvement of mental and social status of beneficiaries, enhance coordination and cooperation between Russian RC



A 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

branch and above indicated agencies and continue referrals from Russian RC PSS centre to the above-indicated facilities.

All events were widely highlighted in local mass media.

Please see the information about media coverage in the Annex 1.

Challenges

From the first days after the tragic event, the victims faced a lot of legal problems: recognition of the dead as victims, the need to include them in the lists for receiving compensation from the state, participation in criminal courts for those responsible for the fire, etc. In this very sensitive and tense situation, people needed accompaniment by PSS workers, who provided them with advice. Kemerovo branch of the Russian RC established direct communication and coordination with local authorities to provide complex support to affected people, using a comprehensive approach that included PSS intervention, legal and social support.

Lessons Learned

The tragic event showed that no system of psychosocial and professional mental health in emergencies exists in Kemerovo region. Mental health facilities do not have practical experience to respond to such mass-casualty events. Public authorities were not ready to such situations administratively and legally.

Kemerovo branch of the Russian Red Cross initiated PSS support and set up system of psychosocial interventions, coordinated activities with mental health institutes to ensure effective referral mechanisms. Russian RC branch in Kemerovo could attract a significant amount of donations that was directed to provide necessary assistance to the beneficiaries and ensured non-interrupted PSS intervention and accompaniment of beneficiaries after end of DREF operation – until at least April 2019. Taking into account the high importance of PSS activities for different groups of the population, sustainable system of PSS intervention using Red Cross experience and existing capacity have to be established and developed further at municipality level.

D. THE BUDGET

The final expenditure on this DREF operation was CHF 71,942. Following the completion of activities, a final balance of CHF 1,428 remains, which will be returned to the DREF account per standard IFRC procedures.

Please refer to the final financial statement attached to this report, for details.

Contact information

Reference documents



Click here for:

- [Emergency Plan of Action \(EPoA\)](#)
- [DREF Operation Update No. 1.](#)

For further information, specifically related to this operation please contact:

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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 (NGO's) 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**.

Disaster Response Financial Report

MDRRU022 - Russia - Fire

Timeframe: 09 Apr 18 to 09 Oct 18

Appeal Launch Date: 09 Apr 18

Final Report

Selected Parameters

Reporting Timeframe	2018/04-2018/11	Programme	MDRRU022
Budget Timeframe	2018/04-2018/10	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget		73,370				73,370	
B. Opening Balance							
Income							
Other Income							
DREF Allocations		73,370				73,370	
C4. Other Income		73,370				73,370	
C. Total Income = SUM(C1..C4)		73,370				73,370	
D. Total Funding = B + C		73,370				73,370	

* Funding source data based on information provided by the donor

II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance							
C. Income		73,370				73,370	
E. Expenditure		-71,942				-71,942	
F. Closing Balance = (B + C + E)		1,428				1,428	

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Budget Timeframe	2018/04-2018/10	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
BUDGET (C)			73,370			73,370		
Logistics, Transport & Storage								
Transport & Vehicles Costs	3,600		672			672	2,928	
Total Logistics, Transport & Storage	3,600		672			672	2,928	
Personnel								
National Staff			486			486	-486	
National Society Staff	40,900		37,684			37,684	3,216	
Volunteers	3,045		2,969			2,969	76	
Total Personnel	43,945		41,139			41,139	2,806	
Consultants & Professional Fees								
Consultants	1,200		1,200			1,200	0	
Total Consultants & Professional Fees	1,200		1,200			1,200	0	
Workshops & Training								
Workshops & Training	9,000		10,045			10,045	-1,045	
Total Workshops & Training	9,000		10,045			10,045	-1,045	
General Expenditure								
Travel	5,800		2,490			2,490	3,310	
Information & Public Relations	2,500		6,452			6,452	-3,952	
Office Costs	600		877			877	-277	
Communications	2,022		1,405			1,405	617	
Financial Charges	225		3,271			3,271	-3,046	
Total General Expenditure	11,147		14,496			14,496	-3,349	
Indirect Costs								
Programme & Services Support Recover	4,478		4,391			4,391	87	
Total Indirect Costs	4,478		4,391			4,391	87	
TOTAL EXPENDITURE (D)	73,370		71,942			71,942	1,428	
VARIANCE (C - D)			1,428			1,428		

Disaster Response Financial Report

MDRRU022 - Russia - Fire

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Budget Timeframe	2018/04-2018/10	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL2 - Grow RC/RC services for vulnerable people							
Disaster management	73,370		73,370	73,370	71,942	1,428	
Subtotal BL2	73,370		73,370	73,370	71,942	1,428	
GRAND TOTAL	73,370		73,370	73,370	71,942	1,428	

Media coverage of the DREF operation:

Local TV company TVTS program broadcasted:

[https://yadi.sk/mail/?hash=per cent2BPnVnFAKt8vDGcM93drQ4I9oyLpdyg8Um7btrfdg6s8 per cent3D](https://yadi.sk/mail/?hash=per+cent2BPnVnFAKt8vDGcM93drQ4I9oyLpdyg8Um7btrfdg6s8+per+cent3D)

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/>

3 October 2018, joint IFRC – Russian Red Cross final press -conference were organized in Moscow:

The Russian Red Cross organized a press conference for the Russian and Foreign Media to inform about preliminary results of a program to support the suffered families and relatives of the victims of the fire in “Zimnya Vishnya” shopping centre in Kemerovo on 24 March 2018 and reported, in particular, about a psycho-social support program provided for them under the IFRC DREF operation.

The press conference, supported by the IFRC, took place in a press centre of the Russian Leading Federal News Agency “RIA Novosti” in Moscow on October 03, 2018. The speakers of the press conference were:

1. Mrs Raisa Lukutsova, RRC Chairwoman
2. Ms Olga Dzhumaeva, acting Head of the IFRC Regional Representation for Russia, Belarus and Moldova
3. Mrs Elena Malakhova, Chairwoman of the RRC branch in Kemerovo
4. Prof. Zurab Kekelidze, General Director of the Federal Medical Research Institute for Psychiatry and Narcology of the Ministry of Health of the Russian Federation.

Andrey Sidorin, IFRC Regional Representation communications specialist was a presenter of the press - conference.

14 journalists attended the press conference and journalists outside of Moscow could watch its broadcast via Internet (RIA Novosti YouTube channel). It also allowed to receive the questions from the journalists via Social Media online and address to the speakers. One of the families suffered in the fire - Ananiyev's family who lost their 3 children – managed to attend the press conference as well. They were also DREF program beneficiaries. e and received psycho-social support

Mrs Raisa Lukutsova President of Russian Red Cross informed about the results of fundraising campaign (it had been collected more than 150 mln Russian Rubles) and told how the money received were being used by the Russian Red Cross branch in Kemerovo. Mrs Lukutsova paid a special attention to the psycho-social support program provided for the suffered families and relatives of the victims of the fire in “Zimnya Vishnya” shopping centre. She underlined the importance of the work done in a frame of the IFRC DREF operation.

Mrs Elena Malakhova, Head of Kemerovi branch of the Russian RC told the journalists that 120 families received the psycho-social support and for most of them this work will be continued by the Russian Red Cross after the DREF operation completion. “Thanks to the trainings provided by the IFRC for local RRC staff and volunteers, we were able to return many of the affected people back to the normal life”, Mrs Malakhova said.

Ms Olga Dzhumaeva, acting Head of the IFRC Regional Representation for Russia, Belarus and Moldova stated that the IFRC monitoring visits conducted during the DREF operation confirmed effectiveness of the psycho-social work. “The beneficiaries we met in Kemerovo, thanked the RRC staff and volunteers for their huge all-around clock support. The smiles on their faces we saw were the best proofs of work done”, she said.

Prof. Kekelidze pointed out the importance to provide a professional psychological support not only in the first days after a tragedy but later too. He called on to continue to monitor the situation and work with the suffered. Prof. Kekelidze also expressed his gratitude to the work of the RRC done and express his readiness to provide thy professional consultation to the RRC staff working with the suffered families.

Russian Media have reported about the RRC press conference held in Moscow, which was dedicated to the preliminary results of fundraising work related to the tragedy in the Kemerovo shopping centre fire and in the RRC Kemerovo branch's work. The press conference was widely mentioned by the local Media in Kemerovo region. The information about press conference was on the RRC asnd IFRC Social Media (Facebook, VK, Twitter).

Final Report, DREF Russia: Fire in Kemerovo Shopping Centre



Links to the conference:

The full press conference broadcast is also available on the Russian Red Cross

Press-conference: Photo, Russian Red Cross

website: <https://www.youtube.com/watch?v=IGt1iOW4gwg>

ASI--->[click here](#)

Znak.com --> [click here](#)

Takie Dela--->[click here](#)

Obschaya Gazeta --> [click here](#)

Сибдепо (Кемерово) ---> [click here](#)

Gazeta Kemerovo --> [click here](#)

Vse 42.ru--->[click here](#)

KP Kemerovo--->[click here](#)

MK Kuzbass--->[click here](#)

TASS--->[click here](#)

Rumbler news → [click here](#)