**Resolution No. 19/2: Mental health and psychosocial needs of people experiencing armed conflict, natural disasters, and other major emergencies**

During the 4-year period since the last resolution, the knowledge of mental health care and psychosocial support was used to mitigate the effects of the COVID-19 pandemic, to mitigate the consequences of a destructive tornado and armed conflict in Ukraine, and to resolve the shooting at Charles University in Prague, Czech Republic.

**1. The COVID-19 Pandemic**

The Czech Red Cross (CRC)involvement in solving the COVID-19 crisis is described in detail in the description of the implementation of Resolution No. 19/3. During the COVID-19 pandemic, psychosocial support was provided as part of all CRC activities in the form of telephone or in-person interviews.

* Total number of crisis line calls and psychosocial support provided: 20,590
* Number of persons trained in psychosocial support (PSS) during the pandemic: 14

**2. Tornado in Moravia**

The CRC was also active in the PSS area after the destructive tornado that hit Hodonín and Břeclav on 24 June, 2022. The first group of 6 members trained in PSS went to the scene of the event on 28 June, 2022, specifically to Moravská Nová Ves, at the request of the Fire Rescue Service of the Czech Republic psychologist. At the scene of the incident, CRC cooperated with crisis interventionists from other components of the Integrated Rescue System and other local non-profit organizations. The CRC further cooperated with the Slovak Red Cross volunteers and ensured shifts in 3-day rotations. The CRC provided the monitoring of the situation and issued psychosocial support and crisis intervention in pairs, mainly with representatives of the Czech Police. During the next phase, when the activities of the Integrated Rescue System representatives were terminated, the coordination of the PSS in the affected area was handed over to the CRC in close cooperation with other non-profit organizations.

Psychosocial support and crisis intervention was provided not only in relation to the emergency, but also revealed deeper problems of the residents of the affected area that needed to be solved. This mainly concerned the topic of domestic violence. If the addressed traumas were older and exceeded the knowledge of CRC members, people with these traumas were handed over to the care of psychologists. Taking into account the area’s strong religious affiliation, the care of the clergy was also provided, and for those affected, spirituality was also addressed. After handling the initial phase of the emergency, the CRC was asked to work with the community in the affected area. The goal of community care was primarily work with children, seniors and caregivers. A symbolic concert was organized as part of the community renewal.

Statistical data:

* Number of contacts, support interviews and interventions: approximately 700
* 46 persons were referred for intervention to psychologists who provided professional care

**3. Armed Conflict in Ukraine**

At the beginning of the conflict, the CRC provided psychosocial support in assistance centers established across the Czech Republic to help Ukraine. These were the first points of contact with persons displaced by the armed conflict, to which all humanitarian aid was distributed, including the provision of psychosocial support. This extended to trains for people fleeing armed conflict, in accommodation facilities intended for them, accompanying them to a doctor, when contacting the authorities, or when securing a job.

People were provided with basic psychological first aid or psychosocial support, more professional crisis intervention, or, through psychologists, professional mental health care in the form of the Emotion Aid, ASSYST and EMDR methods.

Psychosocial support was provided to all persons who showed signs of an acute stress reaction, or who wanted to share their experiences in the form of a telephone or in-person interview.

At the beginning of the Ukrainian crisis, the Czech Republic joined the EU4Health project covered by the IFRC and financed by EU resources as one of the National Societies of the Red Cross. Through the project, so-called regional intervention teams were created in 13 regions of the Czech Republic, which, to this day, offer basic psychosocial support and crisis intervention through a team of mental health experts, interpreters and CRC workers.

The development of the situation within the context of the armed conflict in Ukraine led to the expansion of services during which PSS is provided. This includes support for families in educational facilities, solutions to challenging topics (e.g. the possibility of bullying or disadvantaging of Ukrainian children), job mediation, accompaniment during medical care, etc.

The theme of psychosocial support and mental health care is further implemented through community centers and work with the community, e.g. implementing summer camps, working with children, tutoring in language and school subjects, working with physically abused women.

Through the EU4Health project, there has been a significant increase in people trained in psychological first aid and psychosocial support, crisis intervention, peer support and EmotionAid and ASSYST methods, which lead to the stabilization of a person and the management of an acute stress reaction.

Statistical data:

Number of interventions carried out as part of psychosocial support and crisis intervention in person or by telephone (Estimated number): 50,192

Number of crisis lines: 5

* Number of assistance centers where the CRC has operated: 17
* Number of involved volunteers, CRC members: 1,419
* Number of persons trained in psychological first aid and psychosocial support: 394
* Number of persons trained in psychosocial support expertise (crisis intervention, peer support, EmotionAid, EMDR, ASSYST methods): 204

**4. Active Shooter**

At the end of 2023, a 24-year-old student attacked teachers and students of the Faculty of Philosophy at the University of Prague. Before committing suicide, he killed 14 people and injured 25 people more.

The CRC intervened on the spot together with other components of the Integrated Rescue System. The CRC provided psychosocial support through crisis interventionists on a crisis line set up for the public, provided facilities for evacuees and responding units in the first hours after the event, and carried out registration and collection of personal belongings of evacuees directly from the affected areas during night hours. The CRC became part of the crisis team established by the Czech Police and cooperated with other organizations providing mental health care and other psychological support. In the following days, psychosocial support was provided during the commemorative event "Embrace the Faculty", where teams of health professionals and persons trained in PSS (or PFA) were formed to offer support to the participants of the event. During the initial opening of the affected floor of the Faculty of Philosophy, the CRC accompanied teachers and employees to these floors and supported the sharing of emotions when passing through the places where their colleagues and students died. Subsequently, the CRC also participated in the so-called ajar opening of the faculty, when students had the opportunity to enter the faculty building for the first time since the tragic event. The need to provide psychosocial support directly at the scene of the incident seems to be a very effective tool in the process of dealing with trauma. The CRC, based on an agreement with the Faculty of Philosophy, continues to provide PSS in the form of shifts in cooperation with other psychosocial support organizations.

Statistical data:

* Number of CRC members involved in the first 48 hours after the event: 56
* Number of CRC crisis interventionists ensuring the running of the crisis line for a period of 48 hours: 12
* Number of support calls made while working on the crisis line: 246
* Number of support calls during the first days of escorting people to the Faculty of Philosophy premises: 55
* Total number of involved volunteers (interventionists, persons trained in PSS): approx. 40 unique volunteers
* Duration of deployment during which PSS is provided in the buildings of the Faculty of Philosophy: approximately from December 2023 to the end of February 2024, activities continue also during May and June 2024