

# Programmes for specific training modules developed and regionally adapted

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## INTRODUCTION

According to the Croatian Red Cross Law, the basic goals of the Croatian Red Cross are to alleviate human suffering, especially those caused by major natural, environmental and other disasters with the consequences of mass suffering and epidemics.

The basic operational forces in the civil protection system are forces that are ready for urgent and quality operational action in the implementation of measures and activities of the civil protection system in major accidents and disasters: operational fire brigade, Croatian Mountain Rescue Service and the Croatian Red Cross.

The operational forces of the Croatian Red Cross are the basic operational force of the civil protection system in major accidents and disasters and perform obligations in the civil protection system in accordance with special regulations governing the Croatian Red Cross and plans adopted on the basis of a special regulation governing the Croatian Red Cross. , the provisions of this Law and the State Action Plan for Civil Protection.

The Croatian Red Cross operates in the territory of the Republic of Croatia as a non-profit legal entity in accordance with special regulations governing the area of activity of the Croatian Red Cross.

Croatian Red Cross on the basis of public authority:

fulfills the obligations of the Republic of Croatia as a signatory to the Geneva Conventions in the part of international affairs entrusted to it,

advocates and promotes the ideas and principles of the International Red Cross and Red Crescent Movement as well as international humanitarian law and monitors their application in armed conflicts, advocates for the protection of all victims and the protection of human rights,

organizes and leads the Search Service, seeks, receives and distributes humanitarian aid from international organizations and other donors, as well as national societies of the Red Cross and Red Crescent for the needs of the Republic of Croatia in emergency situations,

initiates, organizes, implements and participates in regular and extraordinary solidarity actions in the Republic of Croatia to help people in need and victims of armed conflicts, major natural, environmental, technological and other disasters, with the consequences of mass suffering and epidemics in the country and the world, and ensures the storage of certain quantities of material goods for these needs,

Participates in actions of international assistance and solidarity to victims of armed conflicts, major natural, environmental, technological and other disasters, with the consequences of mass suffering

and epidemics in the country and the world in cooperation with the International Committee of the Red Cross and the International Federation of Red Cross and Red Crescent Societies, humanitarian agencies of the United Nations, the European Union and others,

formulates the doctrine of first aid, takes care of its improvement and harmonization with European guidelines and application in all educational programs in the territory of the Republic of Croatia,

Participates in the implementation of the national first aid program for citizens, trains and renews the knowledge of Croatian Red Cross volunteers and citizens to provide first aid in everyday life, schooling, traffic and all other accidents, members of rescue teams, fire brigades, police and others .

Organizes and conducts training, professional development and renewal of knowledge of instructors, lecturers and first aid examiners and keeps records of it,

Participates in the implementation of the first aid program for candidates for drivers of motor vehicles and drivers, conducts training in the subject of first aid to persons injured in traffic accidents, organizes and conducts training, professional development and renewal of knowledge of lecturers and examiners in the subject of first aid persons injured in a traffic accident, and keeps records of it,

conducts training and renewal of knowledge of workers for providing first aid at work,

promotes voluntary blood donation, organizes and conducts actions of voluntary blood donation, gathers donors and keeps records of them, determines criteria for recognitions to voluntary blood donors and awards them certificates and recognitions,

maintains the Service for saving life on the water and ecological protection of the coast on the basis of internationally accepted standards, conducts training courses for rescuers, instructors and rescue station managers, keeps records on the training of rescuers, instructors and rescue station managers and renews rescuers' knowledge and practical skills. Adopts rules and standards for the operation of rescue stations and conducts risk assessment at bathing areas,

organizes, trains and equips teams to perform tasks in case of major natural, environmental, technological and other disasters with the consequences of mass casualties, epidemics and armed conflicts for relief actions in the country and abroad, namely teams for: situation assessment and coordination of activities, first assistance, protection of life on the water, hygienic-epidemiological protection, care of the injured and sick, work in mobile health stations, social work, psychosocial support to the population, preparation and organization of relocation centres, search service, logistics, drinking water insurance, communications insurance, technical assistance and prevention of secondary casualties,

conducts continuous information and training of the population, especially children and youth on the danger of mines and other explosive devices.

The Association of Red Cross Societies of the Split-Dalmatia County is a humanitarian and voluntary community of city Red Cross societies operating in the Split-Dalmatia County to promote humanitarian goals, within the protection and rescue system, and based on the mission and principles of the International Red Cross Movement. There are 13 city Red Cross societies in our county, Trogir, Kaštela, Solin, Split, Brač, Hvar, Vis, Omiš, Makarska, Vrgorac, Imotski, Sinj and Vrlika. In all societies, first aid teams have been trained and equipped with the necessary means and equipment, and persons for the search service have been trained.

The activities are divided into public authorities (search service) and regular activities within the scope of the Red Cross.

The Red Cross Society of the Split-Dalmatia County is the basic operational force of the civil protection system in major accidents and catastrophes in fulfilling the obligations of the civil protection system.

The Red Cross Society performs the following tasks: educates the intervention team for disaster response, assesses the situation, builds settlements, organizes accommodation, provides psychological assistance and support, conducts first aid training for primary and secondary school students and members of civil protection units, seeks, receives and deploys humanitarian aid in its area of operation, trains and prepares teams to perform tasks in the event of major natural, environmental and other disasters with the consequences of mass casualties and epidemics.

By continuously improving its human and material-technical capacities, the Red Cross Society of Split-Dalmatia County strives to prepare as well as possible in order to quickly and efficiently respond to all emergencies in cooperation with other legal entities in charge of acting in crisis situations.

The training course and practical exercise organized by the Split-Dalmatia County Croatian Red Cross intervention team is fully in line with the main document of the Split-Dalmatia County "Risk assessment of major accidents for the area of the Split-Dalmatia County", regionally adopted on 14 April 2021 by Split-Dalmatia County Assembly.

## DESCRIPTION OF TRAINING MODULES

### **Tracing Service Restoring family links**

The Tracing service is one of the oldest activities of the Croatian Red Cross. The activities have been carried out since 1878, when the Red Cross also operated in this area.

Tracing service or activities to restore family links are a general term that includes a series of actions aimed at preventing the separation and disappearance of persons, maintaining contacts between family members and clarifying the fate of persons listed as missing.

The work is based on the Geneva Conventions, their Additional Protocols, resolutions of international conferences of the Red Cross and Red Crescent on Missing Persons, the Strategy for Renewing Family Relations of the International Red Cross and Red Crescent Movement (2008-2018), the Croatian Red Cross Act (OG 71/2010), and the Ordinance on the Search Service of the Croatian Red Cross (OG 52/07).

The work of the Croatian Red Cross Tracing Service is still mostly focused on searching for persons missing in the Homeland War, but also includes searches related to armed conflicts in the world (eg Bosnia and Herzegovina, Kosovo, as well as searches related to World War II).

It provides services for the restoration of family ties and various categories of migrants (eg asylum seekers, victims of human trafficking, etc.). It helps to restore family links of people separated due to natural disasters as well as family members who have lost contact due to other situations that require humanitarian action.

The National Bureau of the Croatian Red Cross Tracing Service carries out activities to restore family links by cooperating internationally with the tracing services of other national Red Cross and Red Crescent societies, the International Committee of the Red Cross.

Cooperation is also established with state bodies, institutions, associations and other social entities in the Republic of Croatia, which within their scope of work can provide certain information so that the search can be performed successfully.

The Croatian Red Cross has developed its network of Tracing Services that operate at all levels of its organizational structure in the territory of the Republic of Croatia, and the services of the Tracing Service are available to every citizen in the place where he/she lives.

### Psychosocial support

Psychosocial support is a process of physical and psychological empowerment of an individual, his family and social environment in order to find or gain strength and ways to successfully cope with stress and get involved in everyday life faster. Employees and volunteers of the Croatian Red Cross, through their humanitarian activities and various activities with various user groups on several levels, provide support and contribute to the well-being of the user, his family and community.

Difficult life situations such as poverty, social exclusion, being affected by crisis events, etc. can cause serious psychological consequences. Emotional wounds are less visible than a broken home, and it

usually takes a long time for a person to recover emotionally from overcoming material losses. Early support and the adjustment process allows a person to cope better with difficult situations.

Therefore, in addition to providing traditional forms of assistance, the Croatian Red Cross has been strengthening its capacities for many years in the field of providing psychosocial support to users, their families and communities to help its members cope with crisis events and preserve the mental health of employees and volunteers who work with users or participate in crisis preparation and response. Our work is developing according to the guidelines of the International Federation of Red Cross and Red Crescent Societies.

The Croatian Red Cross is an active member of the European Network of the Red Cross and Red Crescent for psychosocial support and has been cooperating with the Reference Center for Psychosocial Support for many years.

#### Crisis support

Psychosocial support in crisis situations is a process of fostering the resilience of individuals, families, and communities that makes it easier for them to recover from the impact of a crisis situation and helps them cope with such events in the future (IFRC, 2009).

#### Helper support

When it comes to volunteering and working in the Croatian Red Cross, helpers are inevitably in contact with the various people they help. Inevitably, both users and helpers begin to share a common reality.

#### Assessment

The members of the intervention team in charge of assessing the situation come first to the place affected by the disaster. After assessing the situation, they draw up an action plan and write a call for help to the County Society of the Red Cross and the National Office of the Croatian Red Cross.

They deploy other HCK units in the field as needed, and assist city and municipal societies in organizing rapid and effective disaster response.

Members of this team are volunteers and employees of HCK with many years of experience in the field of disaster preparation and response.

Shelter (accommodation organization), Logistics, Warehouse

The task of shelter team is to accommodate and organize the complete life of the displaced population in the available safe solid buildings or tent settlement.

Team members have specific knowledge in different fields:

building of a tent settlement and organization of services:

shelter capacity

basic health care  
insulation

tracing service

the kitchen

care for the elderly

care for children and pregnant women

social activities

supply of settlements with electricity

supply of settlements with food and water

ensuring sanitary conditions

All activities are based on international standards for the minimum requirements that must be met in order not to endanger human health (Sphere Project).

Communication

EMERGENCY COMMUNICATION REQUIREMENTS



VHF Radio Station, VHF radio - Very high frequency (VHF), VHF radios are used in field work, the most commonly used handheld VHF radio station, that is, the mobile that is in the vehicle  
The radio is easy to use, but as with other telecommunications equipment, required is an exercise

the human factor is crucial in proper communication, most problems occur as consequence of lack of training, and is very common and abuse by users.

#### RULES OF WORK IN RADIO COMMUNICATIONS USING THE DEVICE

The radio must be switched on during the activity (action rescue, exercise,...), Always check the frequency at which it communicates, In case of need to turn off the radio, from either for what reason, inform the commander or the participant who manages the network, The volume must be sufficient for the user to hear if calls another participant in the radio network. If the user does not hear the conversations of other participants for a long time, check that the battery is working by pressing the for key control and verify that the working channel selection switch on the appropriate channel (also check the backup channel).