



## *New Emergency Management in a Resilience Era Facing Health, Climate and Energy Challenges*

*6<sup>th</sup> to 10<sup>th</sup> December 2021*

Digital Emergency Response and Trauma-informed Practices

**Johnston Wong, Candy Zhou and Lina Lai**  
**Social Workers Across Borders**

# Digital Emergency Response and Trauma-informed Practices

Johnston Wong

Candy Zhou &

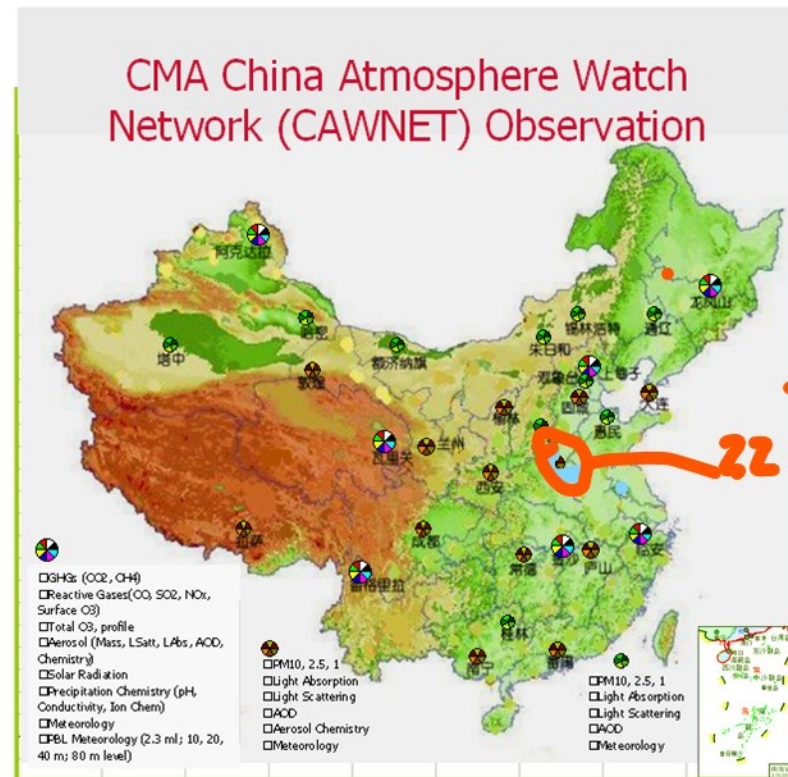
Lina Lai

Social Workers Across Borders

Zhengzhou, Henan is a modern city!



A city in central China,  
urban population of over 10 million in 2019



## Jul 20, 2021 the heavy rain fall of Zheng Zhou, Henan, China

- Zhengzhou the capital of Henan Province of China launched the highest-level emergency response to flooding, as rain-triggered disasters **have caused 12 deaths**, with **five injured**.
- The Henan provincial flood control and drought relief headquarters activated its **Level I emergency response** at 3 a.m. Wednesday.
- A total of 12 people have died as a result of **torrential rain** in the downtown area of Zhengzhou, the provincial capital. At approximately 6 p.m. Tuesday, **Zhengzhou Metro announced a halt** to all its services, after many areas of the city suffered severe waterlogging.
- From July 16 to 3 p.m. Tuesday, torrential rain affected over 280,000 residents of Henan's 31 counties and districts, and **14,680 people were relocated** to safe places.
- Rainwater has damaged approximately **20,000 hectares of crops**.



How serious?



# Transportation blocked, electricity went out



## Hospitals were flooded, without electricity





# Temp water supply, traffic restored on Jul 22



# Metro under heavy rain? 12 died in the Metro.



@平原公子赵胜



## Emergency Response by Digital Volunteers

郑州暴雨中的线上志愿者：面对求助信息，他们通过网络进行精准传递 <https://new.qq.com/rain/a/20210725A01LTZ00>

- 河南南阳人小杨通过微博搜索，21日加入到“四海援豫小分队”微信群，群里志愿者有200多人。作为一名大学生，此前她从未参与过志愿者活动。加入到志愿者群后，她被安排协助中原科技学院的物资对接。小杨害怕错过消息，一晚上没睡，直到在网上看到三全食品股份有限公司发布的物资信息。
- 21日下午5时22分，小杨和三全的“小潘同学”（微信名）对接上了，对方在网络上回复：“目前只有速冻食品，需要进行蒸煮”。半小时后，三全表示可以提供4000份自热米饭。
- 从物资所在仓库五洲冷库到中原科技学院西门附近，大概有25公里，平时驾车1小时左右能到，但在暴雨淹没的路段，这趟路绕行走了近5个小时，其间线上志愿者每隔1小时询问货车司机情况，“注意安全”是志愿者发的信息里最多的一句话。
- 22日下午5时10分，安徽蚌埠消防救援支队出动了1车1舟8人前往现场进行救助。



CCTV 13 新闻  
待救援 or 求  
本人求助，  
下午开始就

有大家愿意帮忙  
腾讯新闻  
拨网上求救信息搜集

CCTV 13 新闻

官方救援队信息

队伍	地点	联络人	电话
1 郑州市红十字水上义务救援队		牛振西	139...
2 郑州红十字蓝天应急救援队		李志鹏	1383...
3 河南省应急救援协会 Henan Emergency Rescue Association		陈水全	1383...
4 新郑市神鹰救援队 Shenzheng City Divine Eagle Rescue Team		吴国钦	1325...
5 新郑市蓝天救援队 Xinzheng Blue Sky Rescue Team		秦军峰	13733...
开封市3支 Kaifeng City 3			
1 开封蓝天救援队 Kaifeng Blue Sky Rescue Team		张海洋	13837...
2 开封市无线电协会应急通信大队 Emergency Communication Brigade of Kaifeng Radio Association		康伟	13807...

7月24日 22:23 情况：中国选手侯志慧夺得举重女子49公斤级金牌。

CCTV 13 新闻

首页 (风“豫”同“州”，河南加油，勿动此页内容)

[▲ 点击跳转人民日报求助通道](#)  
[▲ 点击跳转腾讯新闻互助地图求助 \(可实时在地图上发布\)](#)  
[▲ 点击跳转新华网官方求助通道](#)  
[▲ 线上救援力量请进!!!](#)

文档导航

郑州紧急求助地图

一子童 (你救援) 一

1. 自救
2. 求救他人信息
3. 救援地点
4. 官方救援队信息
5. 互助地图及求助
6. 物资援助
7. 救援人员信息
8. 医疗救援及心理疏导
9. 应急救援物资捐赠、物资认领

- 1 请大家向身边的求助者伸出援手，求助者可尽量向周围群众寻求帮助。
- 2 发现空中有无人机时，请打开手机手电筒灯光，以便让无人机看见并进行救援。
- 3 在家锁好房门，时刻留意灾情信息，确保自身安全；在外不要接触路灯等带电的设施，以防触电！【请转告周围群众】
- 4 注意防范次生灾害：
  - 饮食卫生：严格对饮用水进行过滤消毒，尽量不要直接饮用生水、山泉水；
  - 饮食卫生：严防食用、变质霉变、过期变质、过期变质的食品；
  - 环境卫生：严格消毒、垃圾等消毒，集中处理垃圾、动物尸体；
  - 个人卫生：勤洗手、勤剪指甲、勤洗澡，防止病菌传播。

[郑州救援人员信息](#) · [郑州物资捐赠](#) · [救援队信息](#) · [中文+English救援队信息](#)

NOVA 5i QUAD CAMERA

话采访 李睿

海财经大学金融学院

还是对接了一些民间的志愿者

NOVA 5i QUAD CAMERA

# Digital Emergency Responses

## NGO plus numerous spontaneous Volunteers

- Connecting people trapped with rescue team;
- Connecting people who are starving with restaurants or food store donors;
- They did not know each other, dragged into chat groups by friends, and each chat group will identify themselves by a team name
- One team has recorded over 100,000 requests for help in 2 days.
- The rescue teams were mostly volunteers though 1800 firefighters were sent by the government to the rescue.

# Will they face psychological problems?

CES-D-10, July 30, 2021(Henan V'teers, n=191)

comparison of depression rate: Among College students, 15.32%, Liu et al., 2015;  
Among General population, 13.24, Yan, L., 2011;

Among 18 College students, 36.3%, Zhang ZY, 2018, PSCUS, Chinese Academy of Social Sciences

CES-D (Cronbach Alpha=0.83)	number of participants	Percentage of participants
1-9 points normal	50	51.83
10-13 points Mild depression	69	36.13
14 or above Severe depression	23	12.04

# Social Psychological EDRM



# Trauma-informed Practice

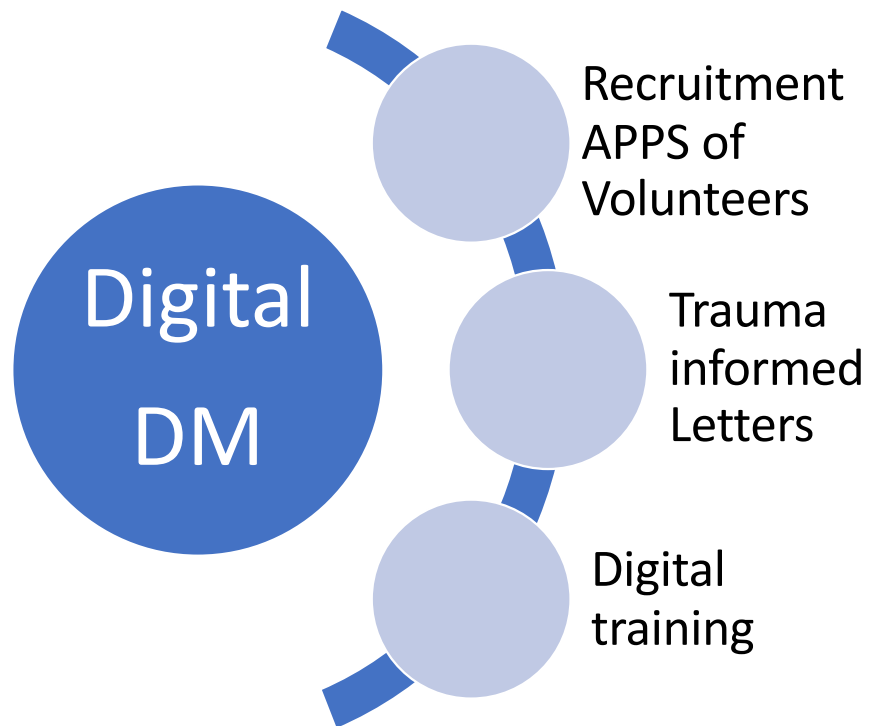
Pearlman and Saakvitne's ([1995](#)) suggested that practitioners should pay attention to five elements in trauma consultation, namely:

1. Developmental, physiological, psychological effects of trauma;
2. Adaptations, symptoms, and crises in working with common trauma;
3. Therapeutic relationship;
4. Countertransference response; and
5. Vicarious traumatization.



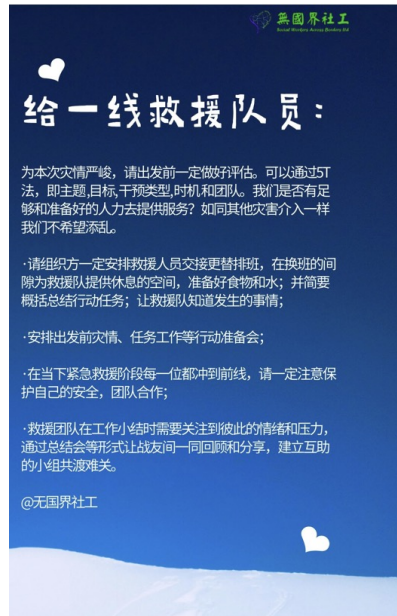


# Social Psychological EDRM Chain



Volunteers need **training, supervision and daily debriefing support**

# Orientation: Trauma-informed Letter and Readiness self evaluation forms



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## 给一线救援队员：

为本次灾情严峻，请出发前一定做好评估。可以通过5W法，即主题、目标、干预类型、时机和团队。我们是否有足够和准备好的人力去提供服务？如同其他灾害介入一样，我们不希望添乱。

- 请组织方一定安排救援人员交接更替排班，在换班的间隙为救援队提供休息的空间，准备好食物和水；并简要概括总结行动任务；让救援队知道发生的事情；
- 安排出发前灾情、任务工作等行动准备会；
- 在当下紧急救援阶段每一位都冲到前线，请一定要注意保护自己的安全，团队合作；
- 救援团队在工作小时需要关注到彼此的情绪和压力，通过总结会等形式让战友间一同回顾和分享，建立互助的小组共渡难关。

@无国界社工



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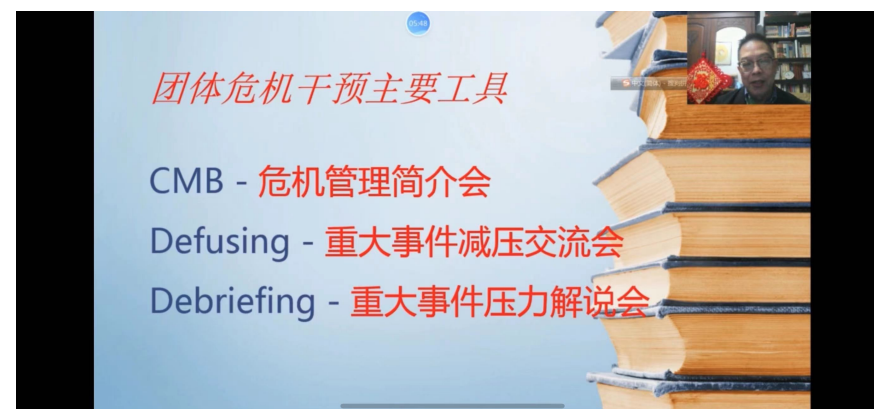
## 给线上协助信息搜集网友的锦囊：

- 控制线上扒信息的时间；
- 约20分钟左右让自己休息一下；
- 保证营养；
- 尽量加入组织互相协同互助，不要单兵作战；
- 在这两天的经历中，你可能会出现过度兴奋，看到某些信息也会感到悲伤、难受、激动或者失落；生理上可能会有头痛头晕、胃痛、失眠等等，意识偶尔可能出现恍惚，难做决定，更加易怒，吃不下饭，不想动，等等。这些反应多数都是这个紧急的灾难带给你的压力反应，慢慢也会消失。但是如果你感到非常痛苦和无助，不能确定自己的状况，请主动寻找帮助。

十一. 灾难紧急支援志愿者行动前自我心理评估

<https://shimo.im/docs/wtppGy6HCkqHpJyV/>

# Training: Crisis Intervention



## Social Workers Across Borders Limited (SWAB)

Social Workers Across Borders Limited (SWAB) is a humanitarian care organization registered in Hong Kong. We share the belief of "Borderless Love to Serve All" by providing psychosocial services for people in need and victims suffering from disasters and crisis. To learn more, visit [www.swab.org.hk](http://www.swab.org.hk).

Supervision: by  
experienced social workers and counselors

- Trauma-informed supervision (TIS) should compose of  
at least five important characteristics of
- “safety, trustworthiness, choice, collaboration and  
empowerment” (Berger & Quiros, [2016](#), 2018).



# Prevention and Treatment

- Crisis Management Briefing
  - ICISF informational group
  - 4 radio sessions of CMB
- CCBT
  - Computerized self help Cognitive Behavioral therapy lessons (6 lessons)



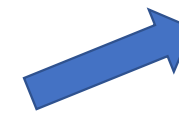
# Mitigation: NGOs adopted psychological support for online volunteers

Trauma-informed practices has been added to the Volunteers' manual before action.

- **Self-assessment Form**: Am I ready?
- One to one Crisis Intervention: A **tree hole App** you Can talk anything when you feel frustrated and stressed
- **#Peer-support online groups**: provide CMB and mutual support debriefing sessions.

## 十一. 灾难紧急支援志愿者行动前自我心理评估

<https://shimo.im/docs/wtppGy6HCkqHpJyV/>



5. 志愿者可获得心理援助小组的专业支持:

比如, 我们有一个温暖且安全的“树洞”用于倾诉



还有, 您可以静下来聆听:

分享#卓明心晴电台#的声音《卓明电台Vol.1 | 致卓明志愿者的第一封信》[https://y.music.163.com/m/program?app\\_version=8.2.60&id=2490579738&userid=2020761543&djId=5107623056](https://y.music.163.com/m/program?app_version=8.2.60&id=2490579738&userid=2020761543&djId=5107623056) (@网易云音乐)

## 六. 卓明志愿者停车场

<https://shimo.im/docs/zdkyB8wEbbcY8zA6>

大家肩负至关重要的任务, 高负荷行驶, 来停车场歇歇吧~  
这里接待所有志愿者、小组长、卓明协调组的各组别负责人。

Thank you!  
for listening

