

**TIEMS**

The International Emergency Management Society



Newsletter

THE INTERNATIONAL EMERGENCY MANAGEMENT SOCIETY

ISSUE 40 — June 2021

ISSN 2033-1614

CONFERENCE

NEW EMERGENCY MANAGEMENT IN A RESILIENCE ERA FACING HEALTH, CLIMATE AND ENERGY CHALLENGES

December 2021



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IN THIS NEWSLETTER

Call for Papers & Posters for TIEMS 2021 Annual Conference

Submit your paper/poster to the TIEMS 2021 ANNUAL CONFERENCE to be held 6 - 10 December 2021 in Paris, France. The theme for this year's conference is: "New Emergency Management in a Resilience Era Facing Health, Climate and Energy Challenges". **Find out how, what and where to submit** a paper or poster. [Read More...](#)

TIEMS International Certifications - TQC & TQAC

In 2006, TIEMS considered how TIEMS could contribute to the profession of emergency management, and the conclusion was that TIEMS could contribute by introducing an international certification of emergency management and disaster response. TIEMS international experts have worked with developing such a certification and, some 15 years later, TIEMS is introducing an international certification in emergency management and disaster response: TIEMS Qualification Certifications TQC and TQAC.

An overview of the concept is described below in the newsletter. [Read More...](#)

Report from TIEMS 2020 Conferences

The TIEMS 2020 Annual conference took place virtually from the 30th of November to the 4th December 2020. It was the first ever virtual TIEMS conference and was a great success!

TIEMS 2020 Annual conference in this Newsletter [Read More....](#)

The TIEMS China Chapter also hosted their annual conference on the 18th of September 2020. This was also well attended by TIEMS China members. [Read More....](#)

The EU Project IMPETUS

TIEMS is a partner in a new Horizon 2020 EU project as of 1st September 2020, IMPETUS (Intelligent Management of Processes, Ethics and Technology for Urban Safety). This is about smart cities, addressing technology, ethics and processes.

TIEMS main responsibility in the project is dissemination and you can follow the development on the IMPETUS website:

www.impetus-project.eu



TIEMS Role in the IMPETUS Project and the Community of Smart and Secure Cities (COSSEC). [Read More...](#)

Articles of Interest

Hagar Jaeggi has penned two very interesting articles on psychosocial emergency aid and crisis intervention tools to help children cope during times of disaster and extraordinary events in their lives. She does this through aid work with dogs and dolls, which you can read about in this Newsletter. [Read More...](#)

Samridhi Sharma updates us on the COVID-19 situation in Botswana as of December 2020. You can read about this in this Newsletter. [Read More...](#)

CBI - TIEMS Webinars

Capacity Building International (CBI), by Kyle King, and TIEMS have launched a Webinar series in 2021 on International Models in Emergency Management. Different country models are presented, and the webinars are well attended with more than 100 participants from 36 countries/regions.

The next webinar is about Australia Crisis Management and is on the 11th June at 1300 CET.

To view past webinars and the future program, please, go to: <https://www.tiems.info/index.php/tiems-cbi-webinars-2021>. You find an introduction to the webinars in this newsletter. [Read More...](#)

MESSAGE FROM THE PRESIDENT

PANDEMIC SITUATION

The COVID19 is still the main disaster topic worldwide, but the focus has changed to more hope even if some countries, like India and Nepal have been hit hard by the virus, and they are still struggling.

Many countries report success stories about vaccination, even if serious side effects have been discovered for some of the vaccines, and that many countries are still not getting their fair share of available vaccines. The pledge by the G7 countries this week-end gives hope with the latter.

All in all, I dare say that we may, during this year, see the end of the pandemic, even if we probably need to live with different mutations popping up and spreading, but hopefully this will be controlled fast, based on the lessons learned during the pandemic. I think, we have learned a profoundly serious lesson, and that the world is now more prepared for handling pandemics in the future.

TIEMS STATUS 2021

In TIEMS, we have also adapted to the pandemic situation, and virtual communication has been the new way of communicating. This has led to that we have been able to connect the whole TIEMS worldwide organization on-line much more often, for updating and planning. Also, attendance at our conferences and webinars have been much better when participants do not have to pay travelling and accommodation expenses for participating. Even if I miss to meet people physically, the virtual communication will permanently change the way we operate in the future. I believe this will lead to a more efficient way of operation in TIEMS in a hybrid communication model, with both physically and virtual communication.

TIEMS NEWSLETTER NEW LAYOUT

As you can observe, we have changed the layout of the newsletter, in order to give the readers easy access to their areas of interest without having to read through the whole newsletter. We have always been focused on giving the readers of TIEMS newsletters insightful, important, and interesting information about emergency management and disaster response worldwide. However, in our eager to do this, the newsletter may have been to "heavy" with information, and the present layout is an effort to give the readers an overview in the beginning of the newsletter with small teasers of the different content, and then a link [Read More..](#) to the whole

article. We hope this will be welcome by our readers. Please, tell by giving us feed-back!

TIEMS ACTIVITIES 2021

The following main activities are reported in this newsletter:

- **Call for Papers & Posters for TIEMS 2021 Annual Conference**

I hope we will be able to meet physically during TIEMS annual conference in Paris in December. However, this will be a hybrid event, so participants can also attend virtually

- **Reporting from TIEMS 2020 Virtual Annual Conference**

Both proceedings and videos are documented on TIEMS web-site so those who missed the conference can view all on-line.

- **Reporting from TIEMS China Chapter 2020 Annual Conference**

TIEMS China Chapter arranged their annual conference in Shenzhen with good attendance.

- **TIEMS International Certifications - TQC & TQAC**

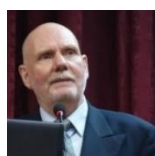
TQC is now complimented with TQAC, which are for those with the necessary education but lack practical experience. I hope this will be welcome.

- **TIEMS - CBI Webinars**

TIEMS Webinars have been very successful with good attendance from 36 countries and regions.

- **The Impetus Project**

The project develops as planned and details can be viewed below and on the Impetus project web-site.



Stay Safe and Enjoy Reading!

*K. Harald Drager
TIEMS President*

MESSAGE FROM THE EDITOR

Hello TIEMS,

I hope that everyone is keeping safe and well throughout this pandemic. Vaccine roll-outs in many countries can offer us a sense of relief in that enhanced protection is now available... but let's not get complacent! Be cautious...

You'll have noticed that the design of the Newsletter has been slightly modified since the last one, and I hope to be making further (subtle) design changes in the future. Your input and suggestions will be welcome. Please pop me an email.

In this Newsletter, we have two very interesting articles by Hagar Jaeggi. She writes about psychosocial emergency aid and crisis intervention tools to help children cope during times of disaster and extraordinary events in their lives. She describes how she does this through aid work with dogs and dolls. As a parent and pet owner, I see how our dogs have helped our family cope with the lockdown. I have seen, first-hand, how our beloved dogs act as therapy dogs when we've had a rough day and, through play and affection, offer an escape when we need to distract ourselves from the pressures that weigh us down. Their often-quirky behaviour makes us smile. Also, her use of dolls to indicate psychological trauma and physical well-being specifically for children is exciting. I truly found her articles interesting... I hope you do too.

We're advertising the TIEMS International Certifications - TQC & TQAC and give you more information on it in this Newsletter. This international certification (with a certificate when you complete it) equips the student and professional with the competencies to handle a disaster situation **anywhere** on Earth.

We're also proud to announce that TIEMS has been awarded funding from the European Commission for the Horizon 2020 IMPETUS Project on "Intelligent Management of Processes, Ethics and Technology for Urban Safety"! You can follow updates on this project and stay informed with happenings in COSSEC (Community of Safe and Secure Cities), through the links provided in this Newsletter.

We update you on the TIEMS conferences that took place in 2020, with the first ever **virtual** TIEMS Annual Conference that took place in November/December 2020. And was a great success! The online platform allowed all the members and the guest speakers to "meet" one another. The Call for Papers for the 2021 TIEMS Annual Conference is also out. More information on what the topics are and how to submit are in this Newsletter. Given the uncertainty about travel restrictions, the conference may be held in attendance or virtually. More information about this will be shared when it becomes available.

Also in this Newsletter, we've introduced CBI (Capacity Building International) and Kyle King, our partner in the Webinar series on global models in emergency management. The webinars offer all attendees a platform for continuous professional development in international emergency management and civil defence. There are many more planned, so stay connected to TIEMS - CBI webinars.

A PhD student, Samridhi Sharma, updates us on the COVID-19 situation in Botswana as of December 2020. You can read about this in this Newsletter.

The next Newsletter will be in December 2021. If you'd like to contribute an article, advert, update, a viewpoint... or anything... send your document and pictures through to me before the end of November. As always, take care of yourselves and your families, and stay safe!



TIEMS Newsletter
Editor

Kelly-Anne Frith

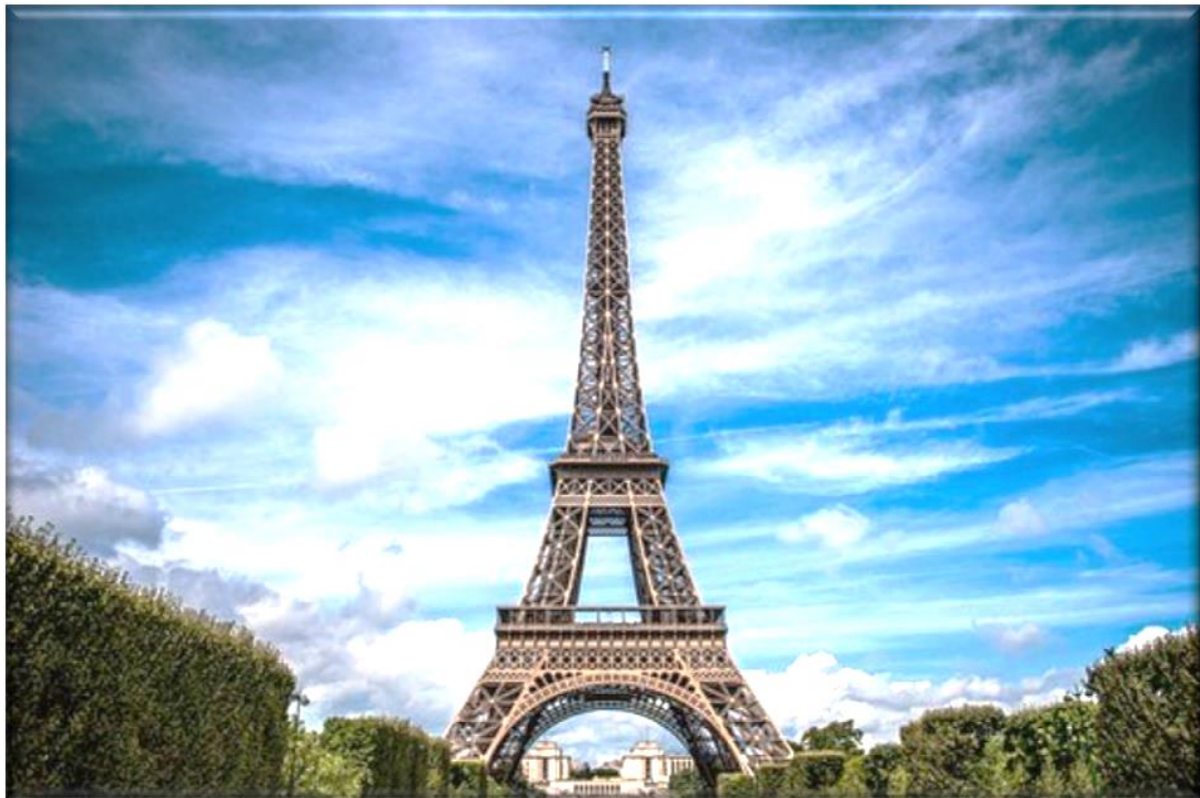
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CALL FOR PAPERS & POSTERS FOR TIEMS 2021 ANNUAL CONFERENCE

7-8 December 2021, France (Paris)

“New Emergency Management in a Resilience Era Facing Health, Climate and Energy Challenges”

The TIEMS 2021 annual conference will take place either physically in France (Paris) on **December 7th and 8th** with live broadcasting system. Depending on the evolution of the health situation in France, it could be held virtually **from 6th to 10th December**.



The emergency management community faces an intense and difficult present with the long-term COVID-19 crisis and must prepare itself and the people for the challenges and opportunities the future holds. Major issues such as health, climate and energy have real potential to reshape the way they operate and interact. Emergency management will require to build or enhance new approaches, tools and capabilities to meet these challenges. Indeed, disaster and emergency management planning must integrate projections for more frequent and intense weather changes and phenomena. Significant long-term social benefits and cost savings can be made with strategic investments in disaster prevention, such as climate resilient infrastructures. Furthermore, how to include citizens preparedness, make them take into account and make them part of a genuine culture of resilience?

Public safety and security, public health, and all disaster management organizations first responders need to work collaboratively and still be more resilient tomorrow than today by monitoring, anticipating, responding and learning.

TIEMS 2021 Annual Conference main topic is:

“New Emergency Management in a Resilience Era Facing Health, Climate and Energy Challenges”

The following **topics** will be discussed (not limited):

- Innovative models and tools to optimize resources, anticipate events or deal with unexpected problems
- New key actors and partnerships to create or improve crisis response
- Smart and resilient cities towards health, climate and energy challenges
- Climate and energy change and adaptation of rescue and response forces
- COVID-19 and future health challenges towards adaptation of rescue and response forces
- New resilience policies: How institutions can act towards a shared agenda for action
- Citizen’s preparedness: how to make them part of a genuine culture of resilience
- AI, new technologies and cybersecurity in new emergency management
- Safety and security of (new) energies for first responders
- Other subjects related to the previous topics

Two types of abstracts can be submitted to one of the tracks above:

- **Completed or ongoing academic research** (max 1000 words).
- **Practitioners talk** (from 200 to 500 words): we strongly encourage submissions describing real-world experiences and case studies and lessons learnt for this TIEMS conference.

Once submitted, all articles will be distributed for evaluation among the pool of reviewers according to their domain of expertise and the topics addressed by the paper. Practitioner submissions will be reviewed according to relevance and ability to contribute to discussions rather than by standard academic criteria.

Accepted papers will be organized in conference sessions that will be distributed among the tracks.

Please, to submit an abstract for a Paper or Poster, using **Easy Chair**

[\[Authors Instructions\]](#) [\[Template Paper\]](#) [\[Template Abstract\]](#) [\[Poster Preparation\]](#)


DEADLINES


Submissions	Academic Research	Practitioners Talk
Abstract Submission	<i>June 30th 2021</i>	<i>September 30th 2021</i>
Notification of Acceptance	<i>July 15th 2021</i>	<i>October 15th 2021</i>
Full Paper Submission or Power-point Presentations	<i>August 30th 2021</i>	<i>November 15th 2021</i>
Notification of Peer-review Result for Academic Papers	<i>September 20th 2021</i>	
Submission of Final Academic Papers in the TIEMS Proceedings Format	<i>November 1st 2021</i>	

The best papers will be published through TIEMS and HCFRN websites.
Videos of the conference will be available on HCFRN and TIEMS websites.

[Download the pdf version of Call For Papers and Posters](#)

TIEMS/FRENCH SECRETARIAT

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TIEMS INTERNATIONAL CERTIFICATIONS - TQC & TQAC

TQC = TIEMS Qualifications Certification in International Emergency and Disaster Management

TQAC = TIEMS Qualifications Associate Certification in International Emergency and Disaster Management

TIEMS - The International Emergency Management Society, believes that education, training, and international certification in emergency and disaster management is the key to improved resilience worldwide. TIEMS has therefore launched a comprehensive international education, training, and certification program, under the motto:

Preparedness Saves Lives!

The core of this education program is TIEMS International Certifications - TQC and TQAC, which certifies qualifications in “*International Emergency and Disaster Management*”.

Below is outlined a brief introduction to TQC and TQAC, and more detailed information can be found on TIEMS web-site or by downloading the following files:

- [TQC & TQAC Brief Introduction](#)
- [TQC & TQAC Description Document](#)

Seven experts from 6 countries, USA, China, Australia, Nigeria, South Africa and Jordan, are already TQC certified. They are all TQC Charter Members.

If interested, please, consult TIEMS web-site on our Education Program at:

<https://www.tiems.info/index.php/education>

And fill out the [TQC & TQAC Application Form](#) for getting an evaluation for starting your TQC or TQAC certification!

Below is a Brief Introduction to TQC and TQAC!



<https://www.tiems.info/index.php/education/overview>



TQC™ & TQAC™ Background and Development Process



Motivation

With an increasing number of disasters worldwide, resulting in more international collaboration and support to disaster stricken areas, the need for more education and training in international emergency and disaster management seems evident. TIEMS believes that it is important to raise the awareness of the competencies needed in emergency and disaster management, and to support those participating in these activities and operations in acquiring those competencies. This is TIEMS motivation for launching

TIEMS International Certifications - TQC & TQAC

Development Process

- ❑ The idea for a TIEMS International Certification emerged during the TIEMS 2006 Annual Conference in Korea
- ❑ Around 300 experts from more than 40 countries have, over time, been consulted during the TQC development process, by answering a questionnaire and participating in three workshops in Kiev, Manila, and Seoul; discussing and concluding the TQC concept
- ❑ Seven test candidates from 6 countries; Australia, China, Jordan, Nigeria, South Africa, and USA; have tested the on-line TQC system from A to Z, giving valuable feedback on the quality, operational aspects, and relevance of TQC; thus guiding TIEMS to attune TQC to the needs of the international emergency management and disaster response community
- ❑ When TQC was launched, TIEMS was soon approached by newly educated professionals, who had proper education but were lacking practical experience in emergency management. TQAC was then established as an additional TIEMS certification for those with proper education in emergency management but was lacking practical experience

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TIEMS International Certifications - TQC™ & TQAC™



TQC & TQAC For Whom:

- ❑ TQC is a certification for individual emergency managers with a nationally recognized professional certification or other individuals with documented competence and experience, practical or academic, in international emergency and disaster management
- ❑ TQAC is a certification for individuals with proper education in emergency management but who are lacking the practical experience as required for TQC
- ❑ TQC & TQAC only certify knowledge and competences about international standards, requirements, and best practices, necessary to create “an international common understanding” among those working with emergency and disaster management internationally

TQC & TQAC Objective:

TIEMS Believes that Internationally Focused Certifications will:

- ❑ Promote Global Competence in Emergency Management
- ❑ Share Best Practices
- ❑ Support International Collaboration
- ❑ Lead to an International Common language, Knowledge and Understanding of Emergency and Disaster Management

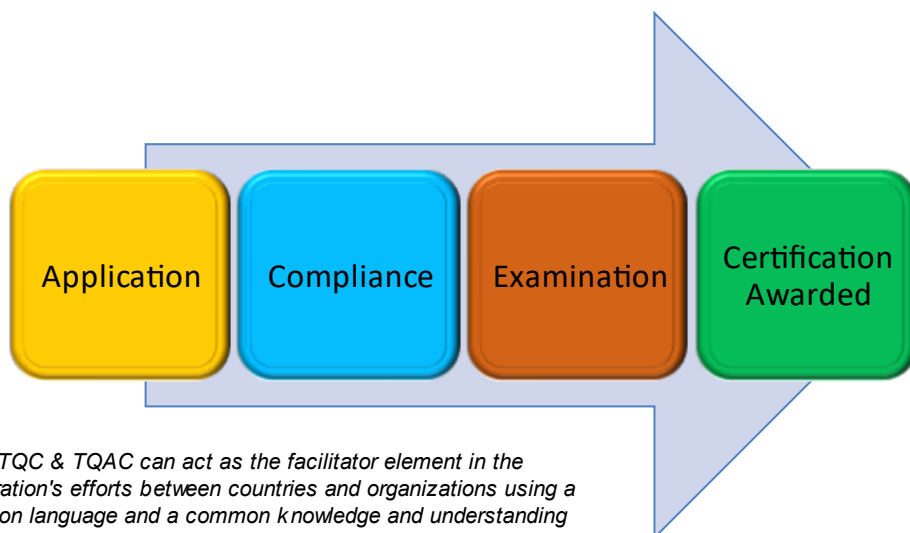
<https://www.tiems.info/index.php/education/overview>

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<https://www.tiems.info/index.php/education/overview>



TQC™ & TQAC™ Process



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TQC™ Certification Prerequisites



To be eligible to take the TQC exam, a candidate should provide evidence of

Education, Participation, Contribution, and Competence

The Applicant is encouraged to identify international aspects in any of the below!

Education - One or more of the following

- i. Bachelor's degree in science, engineering, social science or emergency/disaster management specialty (International Standard Classification of Education Level 6, e.g., a bachelor's degree from a reputable university)
- ii. Minimum 50 hours of emergency/disaster management training in the last 5 years
- iii. A certification related to emergency/disaster management at the national level

Participation -

The candidate is required to have at least 3 years' experience as a first responder, volunteer, educator, leader, or other activity, practical or academic, directly involved with emergency/disaster management, in the last 6 years

Contribution - one or more of the following

- i. At least 5 publications or speaking engagements in emergency/disaster management
- ii. Participation as leader or board member of an organization that participates in emergency/disaster management
- iii. Teaching emergency/disaster management

Competence -

The candidate is required to show having competence (experience or education) in seven areas of emergency and disaster management:

- i. International Perspectives
- ii. Preparedness, Prevention, and Mitigation
- iii. Predictions and Early Warning
- iv. Emergency Operations
- v. Public Warning
- vi. Search and Rescue
- vii. Recovery and Reconstruction

TQC & TQAC Code of Conduct

Read and follow the TQC & TQAC Code of Conduct during the TQC/TQAC Certification Process

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TQAC™ Certification Prerequisites



To be eligible to take the TQAC exam, a candidate should provide evidence of

Education and Competence

The Applicant is encouraged to identify international aspects in any of the below!

Education - One or more of the following

- Bachelor's degree in science, engineering, social science or emergency/disaster management specialty (International Standard Classification of Education Level 6, e.g., a bachelor's degree from a reputable university)
- Minimum 50 hours of emergency/disaster management training in the last 5 years
- A certification related to emergency/disaster management at the national level

Competence -

The candidate is required to show having competence (experience or education) in 3 of the seven areas of emergency and disaster management (according to own choice of which):

- International Perspectives
- Preparedness, Prevention, and Mitigation
- Predictions and Early Warning
- Emergency Operations
- Public Warning
- Search and Rescue
- Recovery and Reconstruction

TQC & TQAC Code of Conduct

Read and follow the TQC & TQAC Code of Conduct during the TQC/TQAC Certification Process

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TQC™ & TQAC™ Application and TQC Re -Certification Form

The Application Form details are shown in the **TQC & TQAC Description Document**

Log in to the Application Form at:

<https://tqcpreview.tiems.info/>

The Application Form Header with Choices of Application Type and links to Documents to Read before Starting the Application

The General Section 1 to be filled in for all the three types of Application.

Section 2 to be filled in for those applying for TQC or TQAC Certification

Section 3 to be filled in for those applying for upgrade from TQAC to TQC

Section 4 to be filled in for those applying for TQC Re-Certification

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<https://tqcpreview.tiems.info/>



TQC™ & TQAC™ Candidate Evaluation



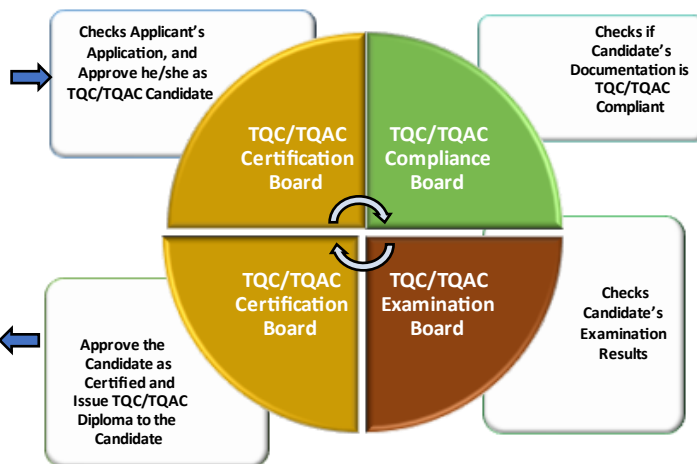
The Applicant's TQC/TQAC Process and Performance is Evaluated, Monitored and Approved by 3 TQC/TQAC Boards



**TQC
Diploma**



**TQAC
Diploma**



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TQC™ Required Documentation



- ☐ A Curriculum Vitae (CV), showing the candidate's educational and professional experience
The CV should cover:
 - a) Address and contact information
 - b) Work experience
 - c) Education and training
 - d) Language skills
 - e) Other information the candidate wishes to include
- ☐ Copies of Degree Diplomas, Program Certificates, and Course Completions
- ☐ Copies of Certifications Related to Emergency and Disaster Management
- ☐ Evidence of Publications, Presentations, Teaching, or Leadership
- ☐ A professional reference describing the candidate's participation in emergency/disaster management activities
- ☐ Additional Background and Experience Documentation
- ☐ A Competence Area Summary, Demonstrating Knowledge in the Following 7 Competence Areas:
 - a) International Perspectives
 - b) Preparedness, Prevention, and Mitigation
 - c) Predictions and Early Warning
 - d) Emergency Operations
 - e) Public Warning
 - f) Search and Rescue
 - g) Recovery and Reconstruction

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TQAC™ Required Documentation



- ☐ A Curriculum Vitae (CV), showing the candidate's educational and professional experience
The CV should cover:
 - a) Address and contact information
 - b) Work experience
 - c) Education and training
 - d) Language skills
 - e) Other information the candidate wishes to include
- ☐ Copies of Degree Diplomas, Program Certificates, and Course Completions
- ☐ Copies of Certifications Related to Emergency and Disaster Management
- ☐ A professional reference describing the candidate's participation in emergency/disaster education
- ☐ Additional Background Documentation
- ☐ A Competence Area Summary, Demonstrating Knowledge in 3 of the Following 7 Competence Areas (according to own choice of which):
 - a) International Perspectives
 - b) Preparedness, Prevention, and Mitigation
 - c) Predictions and Early Warning
 - d) Emergency Operations
 - e) Public Warning
 - f) Search and Rescue
 - g) Recovery and Reconstruction

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TQC™ & TQAC™ Procedures and Platform



TQC/TQAC Web- Platform on Moodle

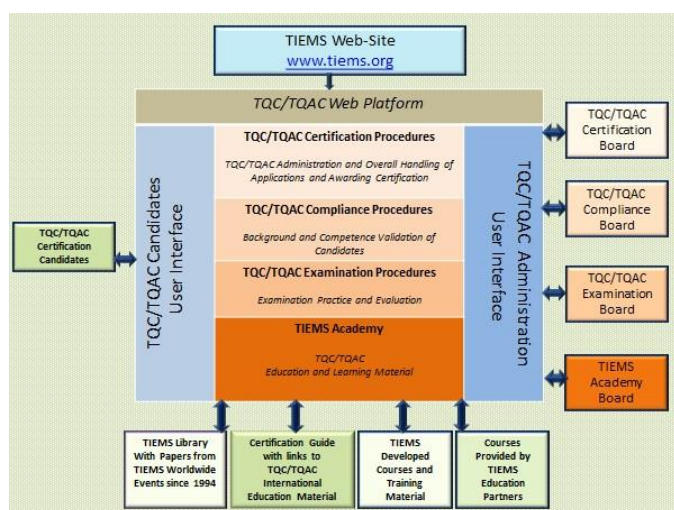
TQC/TQAC PROCEDURES

PUBLIC DOCUMENTS

- ☐ TQC/TQAC Brief Introduction
- ☐ TQC/TQAC Description Document
- ☐ TQC/TQAC Code of Conduct
- ☐ TQC/TQAC Application Form
- ☐ TIEMS Special Newsletter on TQC Certification

TQC/TQAC ACCEPTED CANDIDATES ONLY

- ☐ TQC/TQAC Candidate Certification Guide
- ☐ TQC/TQAC Examination Guide
- ☐ TQC/TQAC Examination Questions
- ☐ TQC/TQAC Proctor Free User Guide



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TQC™ & TQAC™ Platform with TIEMS Academy and Present Courses



TIEMS Academy

The overall goal is that TIEMS Academy shall be an online portal that will make emergency management educational resources, from TIEMS and reputable educational institutions and initiatives, broadly available worldwide

TIEMS Academy Contains

- ❑ TIEMS Educational Material, in form of Programs and Proceedings from TIEMS International Events (1994 – 2020)
- ❑ TIEMS own Developed Courses
- ❑ Courses provided by the TIEMS International Education Network
- ❑ Links Provided to Relevant International Teaching Material for TIEMS International Certification

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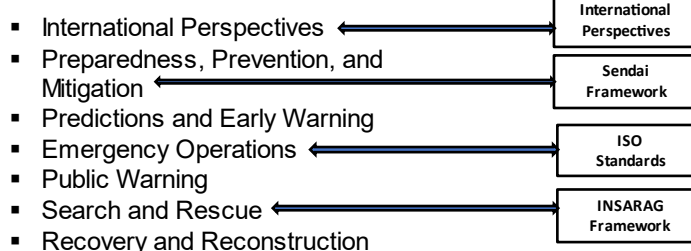
TQC™ & TQAC™ Curriculum & Examination



- ❑ TIEMS encourages TQC/TQAC candidates to gain exposure to the many aspects that comprise the field. The TQC/TQAC Web Platform with TIEMS Academy, therefore, provides references to the most important areas.
- ❑ During the TQC/TQAC Compliance Process, the Candidate has to demonstrate experience or knowledge in 7 (TQC) or 3 (TQAC) Competence Areas by a Competence Areas Summary (CAS)
- ❑ However, for the TQC/TQAC examination, the focus is on 4 important areas, on which the TQC/TQAC Candidate will be tested in a proctored, "closed book" examination process

Competence Area Summary Comprises

TQC/TQAC Examination Areas



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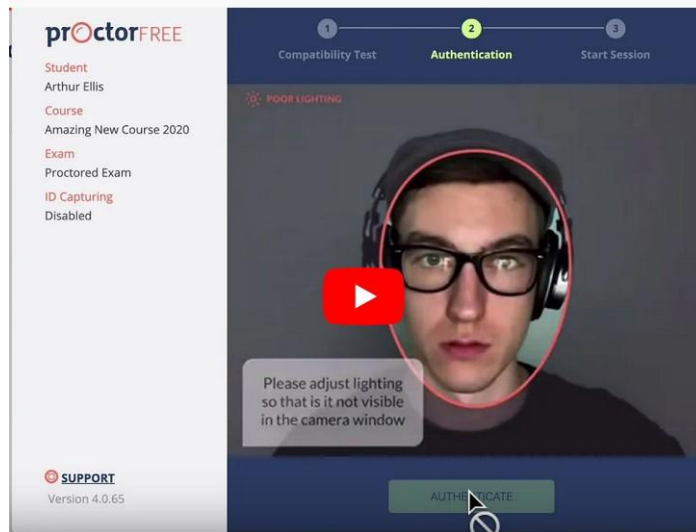


TQC™ & TQAC™ Examination Monitoring



In order for the TQC/TQAC Candidate to take the TQC Exam wherever he/she is, he/she will be identified and monitored by ProctorFree during the whole TQC/TQAC exam.

- ☐ Picture Identification will be required
- ☐ Each Exam Quiz has a Time Limit.
- ☐ The candidate will have to stay at his/her computer and will not be allowed to change screens or look away or leave the computer during each Exam Quiz.



<https://proctorfree.com/>

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<https://proctorfree.com>



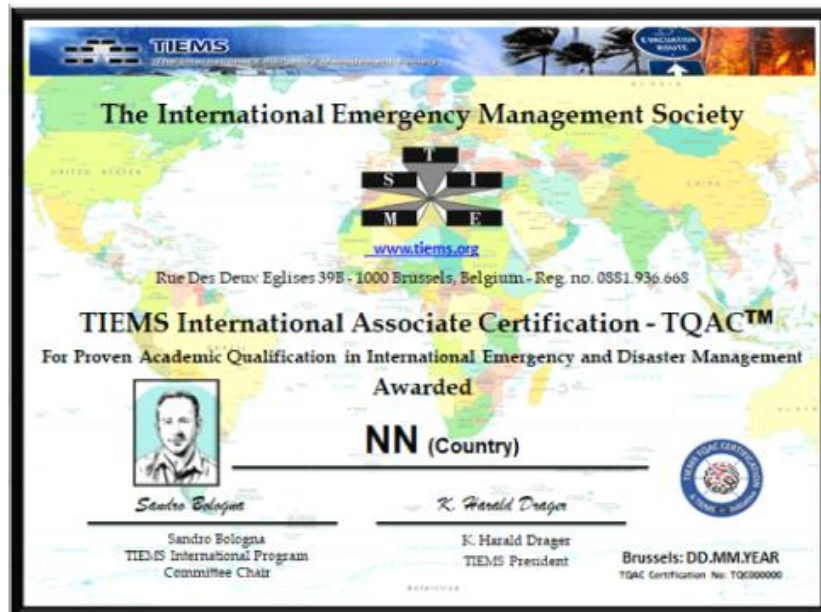
TQC™ Sample Diploma



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TQAC™ Sample Diploma



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TQC™ Certified Members 2021



The TQC Certified Members are those who have fulfilled TQC Certification Requirements by passing through all phases of TQC Certification: TQC Application, TQC Compliance, and TQC Examination

These are the TQC Charter Members



1. [Desiree Beekharry](#) (Australia)
2. [Larry A. Porter](#) (USA)
3. [Gbenga Morenikeji](#) (Nigeria)
4. [Nothemba M. Mhlaba](#) (South Africa)
5. [Naill Al Momani](#) (Jordan/Dubai)
6. [Russell Dippy](#) (Australia)
7. [Li Li](#) (China)

- ☐ TQC is awarded for a three -year period
- ☐ Re-certification efforts required prior to the end of the third year
- ☐ Submit the Re-Certification Form
- ☐ Evaluation of the TQC-certified person's experience, activity, and education/training during the 3 years
- ☐ Re-Certification Certificate, Or, Re-Certification Exam

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<https://www.tiems.info/index.php/education/young-scientists>



TQC™ Charter Members



<u>Desiree Beekharry</u>  Australia <u>TQC Diploma</u>	<u>Larry A. Porter</u>  USA <u>TQC Diploma</u>	<u>Gbenga Morenikeji</u>  Nigeria <u>TQC Diploma</u>	<u>Nothemba M. Mhlaba</u>  South Africa <u>TQC Diploma</u>
<u>Naill Al Momani</u>  Jordan/Dubai <u>TQC Diploma</u>	<u>Russell Diopy</u>  Australia <u>TQC Diploma</u>	<u>Li Li</u>  China <u>TQC Diploma</u>	

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<https://www.tiems.info/index.php/education/young-scientists>



TQAC™ Charter Members 2021



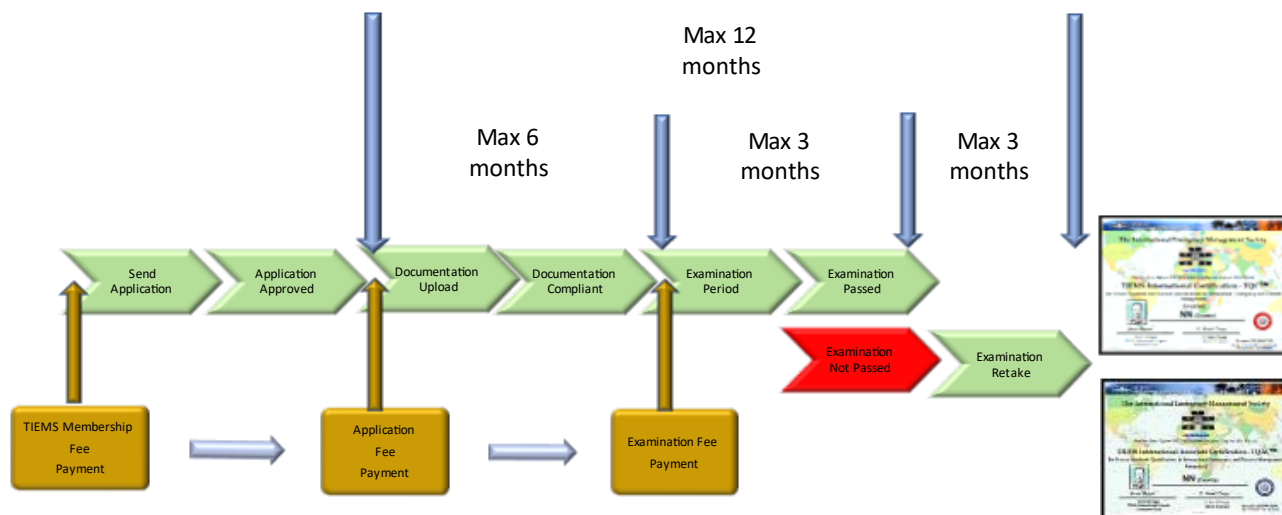
The TQAC Charter Members are those who have fulfilled TQAC Certification Requirements by passing through all phases of TQAC Certification: TQAC Application, TQAC Compliance, and TQAC Examination in 2021

- ☐ TQAC is a One Time Award, Showing Proper Education in Emergency Management
- ☐ TQAC can be Upgraded to TQC Certification when the Candidate has Achieved the Necessary Practical Experience (Participation and Contribution) in Emergency Management
- ☐ The Candidate can then Submit the *TQAC Certification Upgrade to TQC Form*
- ☐ Before sending the upgrade form, the TQC upgrade fee has to be paid
- ☐ The TQAC-certified Person's Experience and Activity will be then Evaluated, and if Fulfilling the TQC Requirements, awarded the TQC Certification

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TQC™ & TQAC™ PRACTICAL STEPS AND PAYMENT TIME



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TIEMS Membership Fees



TIEMS ANNUAL MEMBERSHIP FEES

(ONE OF THE FOLLOWING TIEMS MEMBERSHIPS IS REQUIRED BEFORE SENDING THE TQC/TQAC APPLICATION)

- ☐ Standard Member -- *One Year Membership* : 95 €
- ☐ Standard Member Transition Economy Country -- *One Year Membership* : 35 €
- ☐ Student Member -- *One Year Membership* : 25 €
- ☐ Institutional Member -- *One Year Membership* : 310 €
 - Includes 5 TIEMS Memberships
- ☐ Professional Certified Member -- *One Year Membership* : 125 €
 - This membership is for TQC Certified Members after their certification

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<https://www.tiems.info/index.php/membership>



TQC™ & TQAC™ Certification & Examination Fees



TQC CERTIFICATION & EXAMINATION & RE -CERTIFICATION FEES

(BOTH OF BELOW FEES IS REQUIRED DURING THE TQC CERTIFICATION PROCESS)

- ☐ TQC Certification Fee: **125 €** (BEFORE STARTING THE TQC COMPLIANCE PROCESS)
- ☐ TQC Examination Fee: **100 €** (BEFORE STARTING THE TQC EXAMINATION PROCESS)
- ☐ TQC Re - Certification Fee: **100 €** (BEFORE STARTING THE RE -CERTIFICATION PROCESS)

TQAC CERTIFICATION & EXAMINATION AND TQC UPGRADE FEES

(ALL OF BELOW FEES IS REQUIRED DURING THE TQAC CERTIFICATION PROCESS AND UPGRADE TO TQC PROCESS)

- ☐ TQAC Certification Fee: **75 €** (BEFORE STARTING THE TQAC COMPLIANCE PROCESS)
- ☐ TQAC Examination Fee: **100 €** (BEFORE STARTING THE TQAC EXAMINATION PROCESS)
- ☐ TQAC Upgrade to TQC Fee: **50 €** (BEFORE STARTING THE TQAC TO TQC UPGRADING PROCESS)

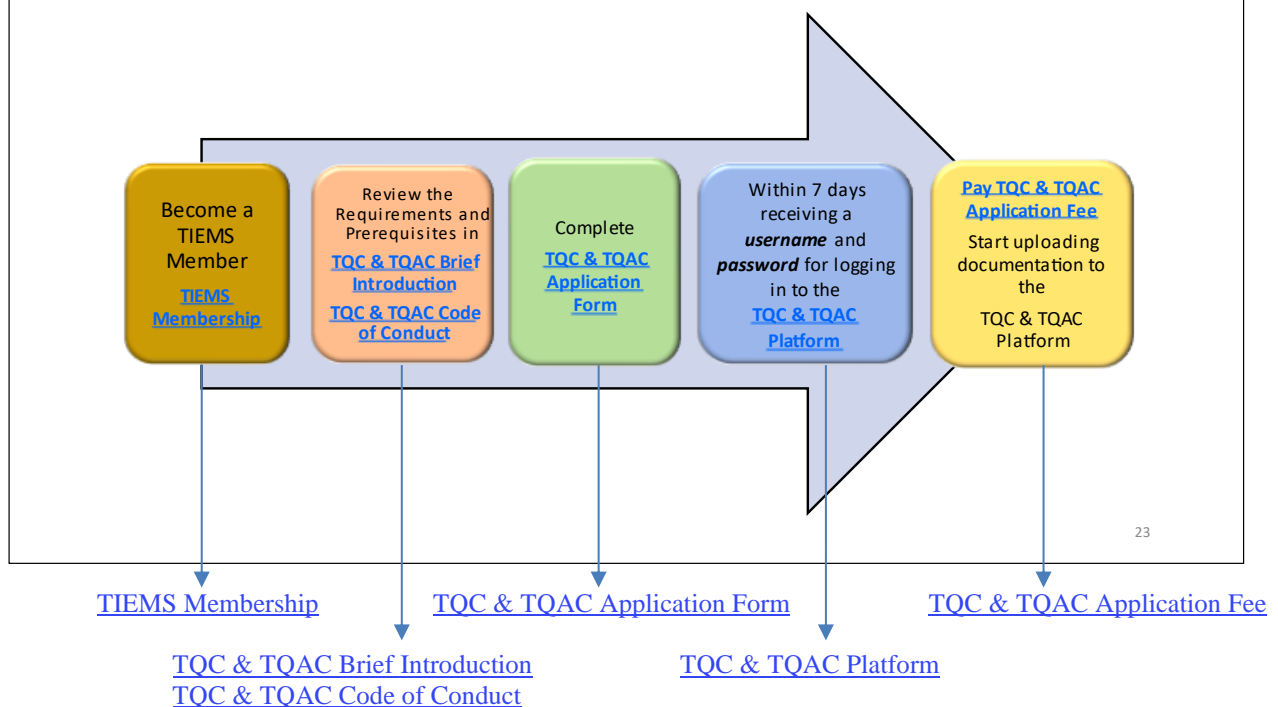
- ☐ In TQC/TQAC Inaugural year 2021, TIEMS is offering 50 % discount on above TQC/TQAC Certification & Examination Fees!
- ☐ TIEMS members from transition economy countries can apply for TIEMS TQC/TQAC Scholarship, which will cover TQC/TQAC Application Fee and 50 % of the TQC/TQAC Examination Fee for qualified applicants

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<https://www.tiems.info/index.php/membership/journal-subscriptions>



How to Start TQC™ & TQAC™ Certification



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REPORT FROM TIEMS 2020 VIRTUAL ANNUAL CONFERENCE

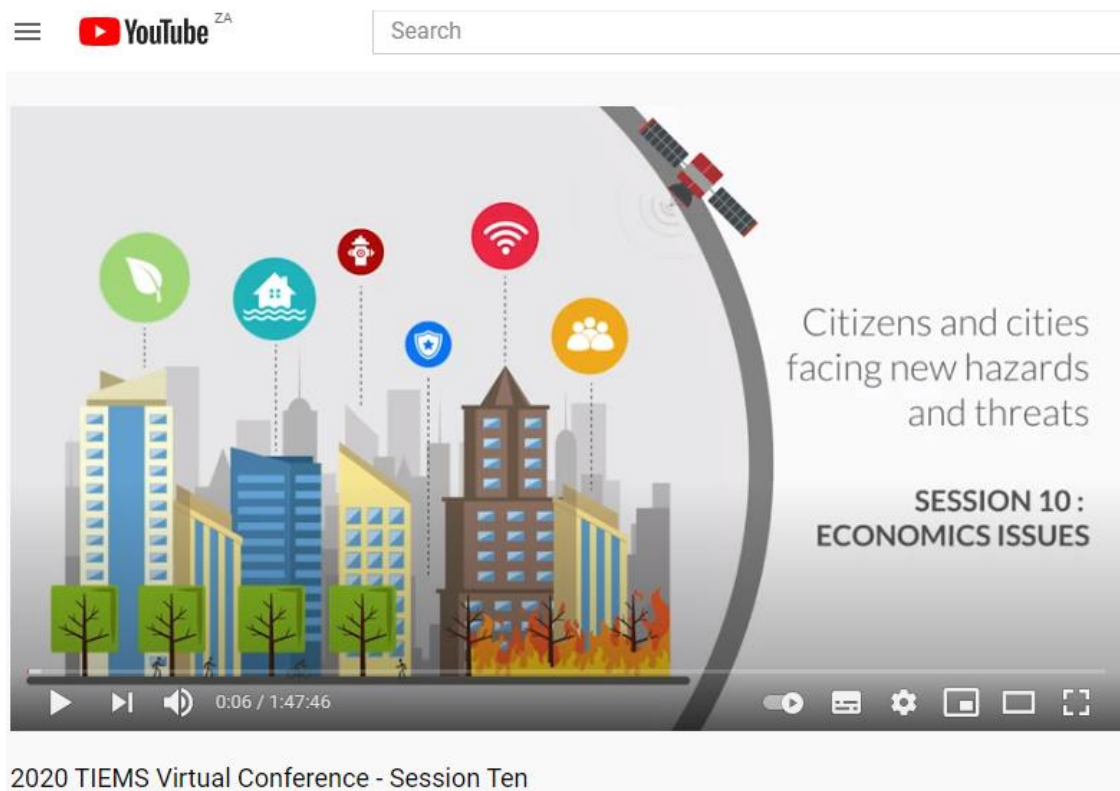
The TIEMS 2020 Virtual Annual Conference took place 30th November to 4th December on Zoom, and all sessions were recorded on video.

There were 10 sessions over the course of the 5 days with a morning session from 10:00 to ~12:00 and an afternoon session from 14:00 to ~16:00. The online conference was well-attended all through the whole week.

Topics from 8 countries included:

- ✚ Confucian resilience or former developing countries resilience? Why Asian countries suffered less from coronavirus than the west?
- ✚ What makes hospital staff ready to manage the COVID-19 pandemic? A psycho-social approach
- ✚ Cyber Resilience Awareness Training Cyber Ranges
- ✚ Engaging populations in disaster management: needs, opportunities and challenges for ICT
- ✚ Applying Artificial Intelligence to Emergency and Disaster Management
- ✚ Preliminary Study on Benefit Evaluation of Disaster Prevention of Rainstorm Based on Integrated Disaster Risk Governance Model.

The program, videos and proceedings of the different sessions are available: <https://www.tiems.info/index.php/tiems-2020-virtual-annual-conference-videos/tiems-2020-virtual-annual-conference>.



REPORT FROM TIEMS CHINA CHAPTER ANNUAL CONFERENCE 2020



On 18 September 2020, The International Emergency Management Society (TIEMS) China Chapter Annual Conference was successfully held in Shenzhen. This was held in parallel to the 3rd Chinese International Emergency Industry Conference (2020) and 2020 Emergency Rescue Equipment Industry Technology Innovation Strategic Alliance Annual Conference. More than 500 participants from the Chinese Academy of Sciences, Chinese Academy of Engineering, scientific research institutes, universities, business enterprises and institutions from the field of emergency management in China and abroad attended the conference.

The conference was hosted by the China Chapter of The International Emergency Management Society (TIEMS), the Shenzhen Institute of Disaster Prevention and Mitigation Technology, the General Institute of Emergency Research of Xinxing Jihua Group, the Strategic Alliance for Technological Innovation in the Emergency Rescue Equipment Industry, the International Union of Emergency Safety Industries, and guided by the Shenzhen Emergency Management Bureau, the Shenzhen Trade Promotion Commission, the Shenzhen Municipal Bureau of Industry and Informatization, the Shenzhen Health and Health Commission, the Shenzhen Science and Technology Association, and the Natural Disaster Engineering Emergency Rescue Center of the Emergency Management Department.



With the theme of "Innovating Science and Technology Security and Promoting the Development of the Bay Area Together", the conference invited experts and scholars in the field of emergency management, such as the expert committee of the National Disaster Reduction Commission, the Chinese Academy of Engineering, the Chinese Academy of Sciences, the China Chapter of The International Emergency Management Society (TIEMS) and scientific research institutes of colleges and universities, and invited experts, scholars, government departments and industry representatives from both China and abroad in the field of emergency management and emergency industry to attend the conference.

The leaders of the Shenzhen Emergency Management Bureau welcomed the speech by the head of the emergency management expert group of the State Council, the vice chairman of the expert committee of the National Disaster Reduction Commission and the president of China Chapter of The International Emergency Management Society (TIEMS), Mr. Shan Chunchang, who gave a speech on several reflections on the improvement of the national emergency management system. Fan Weicheng, academician of the Chinese Academy of Engineering and dean of the Institute of Public Safety of Tsinghua University, gave a speech entitled "A little reflection on enhancing public safety and security ". Academician Li Deren, academician Zheng Jingchen, famous expert in emergency field Liu Tiemin, Gui Weimin, Gao Mengtan, Bian Huimin, Qu Guosheng, and Zhang Qiang, etc.



The Chairman of the Expert Group on Emergency Management under the State Council, the Deputy Director of the Expert Committee of the State Disaster Reduction Commission, and the president of China Chapter of TIEMS



Fan Weicheng, Academician of the Chinese Academy of Engineering and Dean of the Institute of Public Safety of Tsinghua University



Pan Longbin, former Director of General Duty Office, Director of Emergency Command, Vice President of Shenzhen Institute of Disaster Prevention and Mitigation Technology and Executive Chairman of China (Shenzhen) International Emergency Industry Expo



Zheng Jingchen, Academician of the Chinese Academy of Sciences



Li Deren, Professor, Wuhan University, Academician, Chinese Academy of Sciences



Xiu Jigang, former Deputy Director of China Seismological Bureau and Chairman of China (Shenzhen) International Emergency Industry Exposition



Liu Tiemin, Director of Science and Technology Committee, China Institute of Safety in Production, Research Fellow, Vice president of China Chapter of The International Emergency Management Society (TIEMS)



Gui Weimin, Vice president of China Chapter of The International Emergency Management Society (TIEMS), Chairman of the Group of Experts on Emergency Management of Shaanxi Provincial Government, Director of the Institute of Emergency Management of Northwest Polytechnic University



Gao Mengtan, former Deputy Director of Geophysical Research Institute of China Earthquake Administration (CEA)



Bian Huimin, Secretary of Party Committee of Xihua University and Director of Expert Committee of Sichuan Disaster Reduction Committee



Qu Guosheng, Director of Science and Technology, Research Fellow, National Earthquake Response Support Service (NERSS), Ministry of Emergency Management, and Vice-President of International Emergency Management Society (TIEMS)



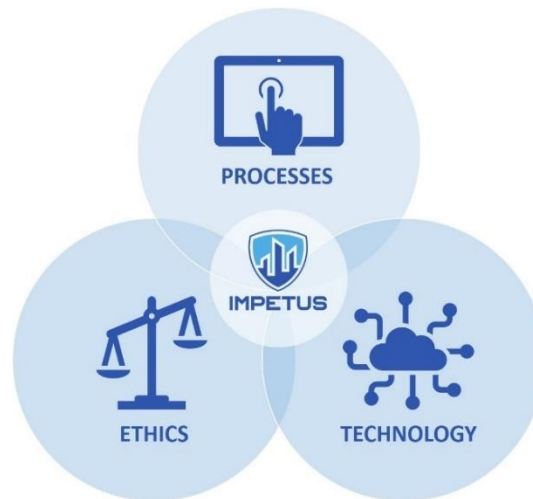
Zhang Qiang, Vice president of China Chapter of The International Emergency Management Society (TIEMS), Director of the Research Center for Risk Management Innovation of Beijing Normal University and General Advisor of the China (Shenzhen) International Emergency Industry Exposition

The conference also organized an exhibition on emergency products, inviting more than 600 well-known enterprises and institutions to focus on the display of emergency materials and equipment in the fields of fire-fighting, communications, unmanned rescue, public epidemic prevention, police equipment, natural disasters, urban safety, popular science education, and so on, with an area of about 15000 square meters.



Emergency Expo

TIEMS IN IMPETUS



TIEMS is now a partner in a new Horizon 2020 EU project as of 1st September 2020, IMPETUS (Intelligent Management of Processes, Ethics and Technology for Urban Safety). This is about smart cities, addressing technology, ethics and processes.

TIEMS main responsibility in the project is dissemination and communication and you can follow the development on the IMPETUS website:

www.impetus-project.eu

TIEMS has recruited 13 excellent experts among TIEMS members from 7 countries to participate in the project. This is a great benefit for TIEMS members, and also adding excellent knowledge and experience to the project.

The March 2021 IMPETUS Newsletter can be read here: http://www.impetus-project.eu/images/Newsletters/IMPETUS_Newsletter_01.pdf

What is IMPETUS? Check out the Frequently Asked Questions: https://impetus-project.eu/images/News_pdfs/IMPETUS_FAQ.pdf

For the latest updates on the IMPETUS project, go to <https://impetus-project.eu/>.

The Impetus project receives funding from the European Union's Horizon 2020 research and innovation programme under grant agreement No. 883286.



COSSEC

As a part of IMPETUS, COSSEC, the Community of Safe and Secure Cities, has been established.

COSSEC is a group of individuals representing organisations or projects that have an interest in or might be affected by the work being done by the IMPETUS project. The idea of COSSEC is to extend involvement in the project to stakeholders beyond the project consortium. COSSEC members will **influence IMPETUS activities** so that solutions emerging from the project will meet local needs in other cities and/or meet other concerns or requirements they might have. If interest to become a COSSEC member, please, contact [Sandro Bologna](#).

TIEMS & CBI WEBINARS 2021

International Models of Emergency Management

Are you an emergency management professional or a student of emergency management? Have you been curious or ever considered how other nations manage risk, response, and recovery?

Building upon the International Crisis and Emergency Management Series from 2020, Capacity Building International (CBI) has partnered with TIEMS to launch a webinar series in 2021.

Throughout 2021, there will be a recurring monthly series of webinars that will highlight, compare, and contrast various European/International/National domestic emergency management models. Guests will present their different models, approaches, and systems used in emergency management. This webinar series will be an excellent opportunity to hear from experts in different countries around the world.

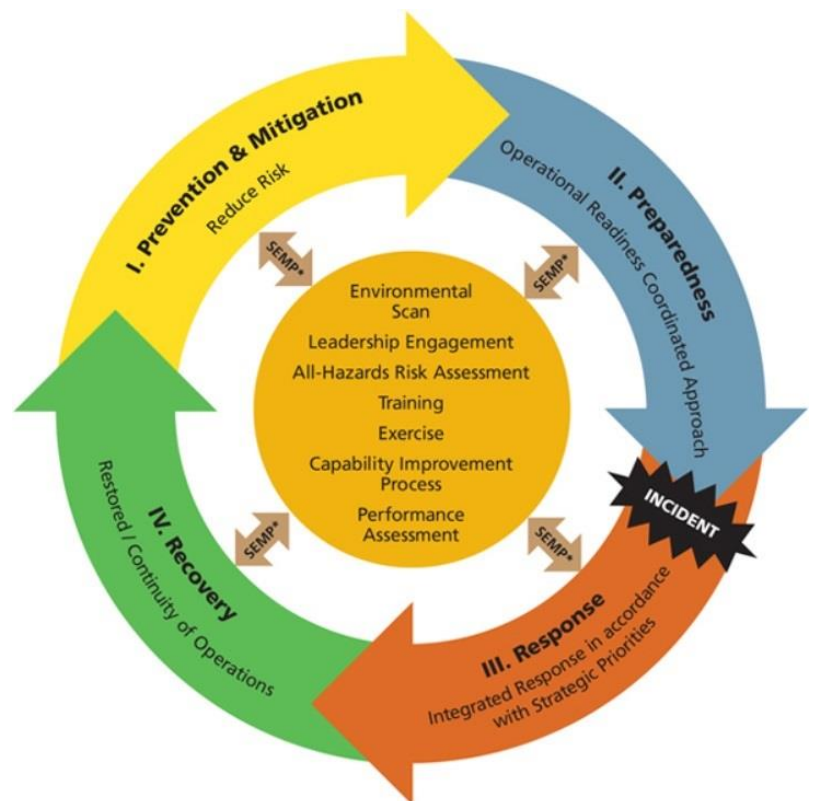
We started with an introduction of the program for 2021 on the 4th of February, and all the videos of the webinars will be uploaded to the following link: [TIEMS & CBI Webinar 2021 Videos](#)

To view the latest schedule, go to:

<https://www.tiems.info/index.php/tiems-cbi-webinars-2021>.

These webinars are the brainchild of Kyle King from CBI (Capacity Building International).

Kyle King is the founder and Managing Director of Capacity Building International. Kyle King has spent 28 years in the emergency services and international security field with 8 of those years being with NATO. Certified in the US Department of Defence as a Chief Fire Officer, he helped design and build the first international DoD Fire and Emergency Services Certification Program for international students, and also served as the first Civil Emergency Advisor to support NATO Operations. Among his other accomplishments he worked to contribute to the development of NATO's Security Force Assistance program and wrote NATO's capacity building education and training program for Kosovo. Locations where he has worked in missions includes Bosnia, Afghanistan, Kosovo, and Ukraine. Mr. King holds a Masters in Diplomacy and Terrorism Studies as BS/BA in Public Administration as well as numerous certifications from US Department of Defence, NATO, and other institutions. Currently Mr. King is focused on supporting the Institute for Security Governance and international programs as well as being seconded to the Organization for Security Cooperation in Europe (OSCE).



ARTICLE - PSYCHOSOCIAL EMERGENCY AID AND CRISIS INTERVENTION IN EXTRAORDINARY ENVIRONMENTS WITH CHILDREN AND ADOLESCENTS

Emergency Kit Therapy assistance Dog

Natural disasters, such as the recent earthquake in Croatia leave all affected, especially the children, in an extraordinary situation of shock, which can lead to intense feelings of insecurity and existential anxiety. The whole life literally falls apart and, from that moment on, life will never be the same again. The control over life has been abruptly lost.

Safety, which is so important in life, has been forever eclipsed by a massive external event.

All the strategies acquired in life no longer work and those affected fall into the bottomless pit. Such events can cause physical and psychological damage in our body system in the medium and long term. Not to mention, the material loss, which leads to a feeling of helplessness. The most diverse feelings alternate intensely within a very short time. The body can freeze in shock, fall silent and still, or be unrestrained, with each person reacting individually to these extraordinarily stressful situations.

Survivors of natural disasters may dissociate, and their perceptions are permanently altered. Those people often face crazy experiences on the mental level and therefore struggle to handle the situation. This can lead to the personal conviction of being crazy, because of the rapturous situation. If no handling and strategy with this event can be formed at this time, it is possible to develop post-traumatic stress disorders. These in turn can also be measured in the brain and affect subsequent generations (transgenerational trauma).

Trauma affects children, in particular. Their safe environment has been disrupted, rest and retreat are unstable and their resources are not included. The injured child's soul is not able to protect itself and, because of the extraordinary event, cannot receive individual and constructive support in its local environment. It has been shown that parents who are survivors of an extraordinary situation transfer their moods and feelings to their children; yet the children can be reached and stabilized in a world of chaos immediately with targeted emergency psychosocial assistance measures. It is our responsibility as psychosocial emergency workers to meet these children sensitively and mindfully, but also positively and with joyful courage. Children in exceptional situations are dependant on positive role models who show them that not the whole world – their world – consists of chaos.

In an environment of death and destruction, hope can be created. Hope for the future, which can be “good”. And if we, as human beings fail, there is still the opportunity to integrate a therapy assistance dog. A sustainable relationship between the child and the dog can be created, which leads to a deep connection even without using



Buddy, the therapy assistance dog.
Owner: Hagar Jaeggi

any words. Experiences show that in psychosocial emergency aid with children it is not necessary to understand the spoken language.

Empathy and giving comfort and courage at eye level is a state of mind!

Stress reduction by a trained dog can result in a detectable release of oxytocin, which on a physiological level results in a sense of relaxation in stressful situations. In this atmosphere, post-traumatic stress disorder can be reduced. An existing basic affinity for dogs also leads to the inhibition of the production of cortisol. Cortisol is a stress hormone and promotes a wide variety of muscle pain and other long-term painful symptoms.

Country-specific indicators must be considered when selecting dogs. For example, in Croatia, therapy assistance dogs must be chosen very carefully based on appearance.

Due to the high population of street dogs, assistance dogs must be chosen, which do not trigger fear in this context.

Hagar Jäggi (pictured below) is working as a teacher in special classes for integrating young migrants in Switzerland. Furthermore, she is part of the psychosocial emergency care team, the Swiss International Therapy Dog Association. She has been involved in projects in the area of psychotraumatology, as well as in funeral direction for years. She has made it her own mission to support people in the management of psychotraumatic challenges by the integration of dogs in this process.



For further information please contact: Hagar Jaeggi, hagar@bluewin.ch, Zuerich, Switzerland.

Contribution by:
Hagar Jaeggi

ARTICLE - EMERGENCY CASE MOBILE DOLL HOUSE “GUARDIAN ANGEL”

Puppet shows are a useful tool in pedagogical trauma therapy to re-enact situations with the help of children's play, with or without words. Every child likes to play with figures from a dollhouse. There are also, contrary to popular belief, boys who like to play with them. I was able to make impressive experiences, especially with boys.

Here, the focus was not primarily on playing, but on cleaning up and putting things in order according to their ideas. In one particular case, which concerned an 11-year-old boy, I was very fascinated that he occupied himself for over 2 hours with the dollhouse and its inhabitants. Completely immersed and intensely, he repeatedly rearranged, placed figures in a new location and staged them in a new order. He rearranged the house until he was satisfied and everyone was in bed. This just brings me to a new case in the intercultural context. Only we Europeans think people sleep in bed in a bedroom. I already had a girl from Laos, who told me that they had beds since they started living in Switzerland, but they had never slept in them. The whole family would lay down to sleep on thin mattresses on the floor in the living room, like they used to in Laos at that time. Pretty tight between the sofa and the dining table, however, like this they would all sleep together in this room and during the day the thin mattresses were put away. When they have visitors, the family would never talk about their sleeping situation, since the parents and children do not sleep separately, in their own bedrooms, as is customary in Swiss culture. Therefore, these children are at home in different realities and bringing both together every day is a real achievement. Apparently, this gives them a piece of home in a foreign country, which also holds a great power.

Once, during a dollhouse play, I was allowed to watch a boy from Africa, who was over 12 years old, as he built his house out of a shoebox, which had also been in the therapy room. Impressive was his statement, that this house of his was now stable unlike the one in Africa. He has built a new secure place in Switzerland out of an unstable shoebox, visualizing that he feels safe here. In the next step, he created puppets, which would be allowed to live in his home in the future and what character traits these people should have. At the end he customized an angel to watch over the house, which he fastened on the roof. I find this special, because with this position the angel was tied to the house.

With these three examples I want to give the understanding that a valuation or a conception on how something should be, never comes into play in the pedagogical trauma therapy. Basically, everything exists and everything is possible. That is precisely the challenging task, that there is nothing that does not exist. In this context it is also clear that the therapist should not ask suggestive questions and should be very careful and even playful.

In the method of the "Guardian Angel", as described above for the boy from Africa, a play figure is deliberately offered as an angel. I have had countless conversations with children about guardian angels, it can be a natural need for the child to feel protected by an angel. Beyond religions, I have been asked countless times by children: "Do you believe in angels?" And I always answer in the same way: "Do you believe in them?", which is always followed by a "Yes".

Then I say, "If you believe in them, I believe in them. Is there something you want to tell me?" And this is the moment when interesting philosophic conversations about angels can be held and the children share their ideas and beliefs about angels with me as an adult. It is interesting that children never judge or devalue when it comes



First phase crisis intervention sleeping room

to this topic. I have never had a conversation with a child who did not have the hope that a superior force would protect him. "The Guardian Angel method" is based on this pillar.

Another support is that when the child enters the therapy room, the dollhouse and figures are consciously presented in a box in such a way that all the materials are mixed up and the dollhouse is empty. The point of this controlled process is to create order and not to invite to a game with an already fancy furnished house. This would be misleading and suggestive, and outside the children's true way of life. It is quite possible that a child will first spend several sessions only arranging material and figures. This is very important and desirable even in order to define a sustainable new order in its life. It is also possible that as soon as everything is in order, the child empties everything into a box again, perhaps for multiple sessions, until an order manifests itself on the horizon like a streak of light, which can then be placed in the house.



"The focus was not on playing, but on cleaning up and putting things in order according to their ideas"

Through this the dollhouse becomes the inner stage of the child's trauma, the so-called stage of staging the traumatic situations. This way it should be possible to give the playing child the chance to belief in the good, in a functioning good power, which opposes the destruction or the chaos. This opportunity has the power to clean up, representative of the child perhaps this "Guardian Angel" and sometime later on, the child itself.

However, the playing child must never be encouraged to choose the "Guardian Angel" to play with. It should be spontaneous and never guided, because that would be manipulative and not in the best interest of the child. When the angel comes into play, it is also important to let the child play this character and not the therapist. Of course, it is nice when there is order and the final picture of the game ends up being that each figure and piece of furniture is back in the place it was before the event of the traumatic situation. There is no need to mention, that this cannot be achieved in only one session and further it is necessary that this chaos-play is really being given space and time by the therapist.

It is counterproductive to provide the traumatized child with beautiful new figures and furniture for the purpose of play therapy, as this does NOT represent the traumatizing situation. Once the angel is used in the process, further steps can be taken to encourage the child to create a safe place or figure to protect themselves.

In addition to the angel, characters from the fire department, police, paramedics or other supporting figures of the rescue service can also be included. Personally, I have had very nice experiences with dolls, which represent the police and paramedics.

When choosing the dollhouse, I would like to recommend, against my haptic claims, the dollhouse suitcase from Play Mobil. It is made of plastic and is ideal ON THE SPOT for mobile dollhouse use. After each use, it can be washed and disinfected; moreover, it is light in weight and handy. For this reason, these dollhouse cases could be used in stressful emergencies by a team in places all over the world such as refugee camps, local schools as well as in a natural disaster area.

The figures must be adapted on a sociocultural level to the countries in each case. The therapist should form his own opinion about the appearance of the angel; as it must be authentic for the therapist as well as the sociocultural indicators must also be taken into consideration here again.

None of the therapist's religious motives, intentions and feelings have any value in the method of the "Guardian Angel"! The "Guardian Angel" is a universal strong companion and no advertising medium for religious instrumentalization!

Emergency kit: “Dolls with detachable limbs”

Here dolls, injured and intact, were used in nature-based trauma therapy. In the emergency backpack it also had an original first aid kit. The material is only laid out as already described. The child does not need to be encouraged to use it. In this way he can heal intrinsically and heal himself, the doll is a proxy here. Bandage all the mental or physical wounds it has suffered, do good to itself, be loving to itself and do self-care along the way. Here the child has chosen an intact, happy doll at the very beginning. To create an undisturbed, safe atmosphere, some dolls were locked in a prison made of small branches. This gives a safe working zone. You will be amazed at how absorbed children are on the path to healing. The trauma educator treated all the really hurt figures during this time and then arranged them as a group. After the initial treatment, all the dolls were marked with flowers, which is important. As there are no visible signs on the outside of the body, especially in the case of emotional boundary crossing, a healthy healing marking takes place. Figures with flowers are healthy on the inside. The figure in the prison was given emergency care at the end and then put back into the prison (also a representative for a mental state). In the final picture, however, the puppet was reintegrated into the group. A first small step towards reintegration has been taken.

After the emergency care, the doll, which has been treated by the child, is given a special place of importance. A safe place must be found, a beautiful place. In this case here, the child itself then carried the attended-to doll home and gave it a safe place in its home. The figure remains there until the next outreach session. She has not yet received a flower - that is another step on the path of healing. This is of course very beautiful - when the patient gives himself care and healing. So one day the therapist will become superfluous, that is what we are all working towards. Towards the healing empowerment of the children, who are enabled to do good for themselves. That they may experience that they themselves can have control of their lives, that life is good and that they can be effective in doing. This is the most beautiful gift for a trauma pedagogical working relationship with a child.

In the method described, 4-8 outreach sessions in the child's environment are necessary.

I just had the opportunity to talk to a colleague who has contacts in various refugee camps in Syria and Iraq about my emergency kit with detachable limbs. He talked to me about a refugee camp in Homs (Syria), which is unofficially controlled by the Islamic State. The children there are instrumentalized and instructed on how to cut off the heads of the infidels. The children are shown how the supposed enemy is punished and decapitated by just such dolls. Even how to hold a sword or how to make unbelievers get down on their knees. This technique seems to be effective, as westerners are threatened by children, around 7 or 8 years old, to run away when entering the camp, otherwise they would be beheaded.

This is quite a tragic starting point, which gives rise to the greatest concern. There are many children who had to watch their families get



Self-care doll



“Dolls with detachable limbs”

killed this way, or witnessed it on the way of escape. Many children in the war saw how limbs were severed from humans and animals. And you don't have to look that far, in Europe and the industrialized countries there are also children who were witnesses of accidents, assassinations or natural events in which body parts were cut off.

Even if some readers now think that this is too much for a therapeutic emergency case, I refer to my own experiences in crisis intervention with two boys under the age of 14, who witnessed exactly such images.

For them, what was seen was immediately worked out playfully in role-play. Just like that out of nowhere we were playing out situations, which reflected the horrors of death. My own children and I became extras in scenes that kept us up at night. For example, we were sitting on the floor playing a parlor game, and from one moment to the next, a situation arose in which a person had to give up his life by the sword at the hands of the Islamic State. The situations alternated between healing laughter, incredulous questioning and talking about the horrors, then crying at night and laughing again during the day while role-playing the situations.

I have never in my life laughed and cried so much at the same time.

Never again have I seen children who are so happy and resilient in the belief that there is good in life. The experiences with these two boys have inspired me to find a way to confront the horror and how to help children sustainably with the healing power of laughter, playing and dogs.

It has involuntarily brought me the best practice competences, which I was allowed to further develop little by little.

Just as the terrorist groups use the puppets for their propaganda, WE can use them for good, healing and transformation.

I also once worked in a kindergarten. There were a lot of broken dollhouse figures in the attic. When I took them out, it was the youngest children, who asked me to repair the missing arms and legs. Since this was not possible in terms of material, and I had to deny, we tended to the figures with bandages. The children did this devotedly and for hours. Later, at a school with 8- to 10-year-olds, I used exactly these dolls again. At first, the children were irritated and asked me: "Why do you have such dolls? They are broken!" To which I answered: "Well, have you never seen a person without an arm?"

Of course, they had and that settled the issue of physical impairment, and the kids loved the figurines. They made them wheelchairs, bandaged their head wounds, and more. And that's how this form of therapy took off, and then over the years the severed heads were added.

Again, with these figures, it is important that in the course of the process the dolls become healthy and whole again. One cannot undo what has happened, but nevertheless the soul can heal again. The dollhouse figures symbolize this on behalf of the victims. For this reason, there must be dollhouse figures where the limbs can be attached or detached.

For this sensitive topic, I do not recommend the hospital game, as for example from Playmobil and others similar tools. These figures should be soft and tactile, as to me, it seems that the haptics are extraordinarily important in this context.

Again, the basic attitude of the therapist must be to offer this form but never to directly ask a child to use it. The characters should be offered as a matter of course in the figure box or, depending on the course of the therapy, may also be staged inside the dollhouse.



Play as a victim of an experienced situation, Privat Selection 2016

Perhaps a child will save the life of a figure, representing himself, bandage and tend to the figure, give emergency aid and thus get his own healthy wings.

For further information please contact: Hagar Jaeggi, hagar@bluewin.ch, Zuerich, Switzerland.

Contribution by:
Hagar Jaeggi

Hagar Jäggi works as a teacher in special classes for the integration of young migrants in Switzerland. She is also part of the psychosocial emergency care team in the canton Solothurn and the Swiss Therapy Dog Association. For years she has been involved in projects in the field of education, psychotraumatology as well as funeral care. Furthermore, Hagar Jäggi has best practice skills in the emergency admission of minor unaccompanied children from war or escape. In particular, she has no fear of the subject of death. She has made it her mission to support people in overcoming psychotraumatic challenges - also especially by integrating dogs into this process. Hagar Jaeggi has in-depth knowledge and contacts in Yazidi culture in Switzerland. The genocide of the Yazidis has been recognised by the European Parliament and the United Nations.

REPORT ON COVID-19 IN BOTSWANA AS OF DECEMBER 2020

Botswana is a southern African country, with an estimated population of 2.5 million. Botswana reported its first case of Coronavirus Disease 2019 (COVID-19) on 30 March 2020 (Motlathledi et al., 2020). As of 11 December 2020, Botswana has reported a total of 11,280 confirmed cases, 38 deceased, with 786 active cases in the country. A total of 489,264 tests have been conducted, equivalent to approximately 20% of the population (Government of Botswana, 2020b).

In response to the fight against COVID-19, the Botswana Government established a COVID-19 Relief Fund and put up an investment of two billion Pula as seed money into it to support those who lost their earning capacity and to supplement government efforts during this pandemic (Government of Botswana, 2020a; Motlathledi et al., 2020). Botswana closed its borders on 24 March 2020 and introduced a mandatory 14-day quarantine for returning citizens and residents (Motlathledi et al., 2020). At the same time, extreme social distancing with closing of schools and non-essential services was implemented. His Excellency, Dr Mokgweetsi Masisi, declared a six-month state of emergency and placed the country on lockdown from 02 April 2020 and to 21 May 2020, further restricting non-essential movements that could facilitate the spread of COVID-19 (Samboma, 2020). The lockdown was eased in a phased manner over a period of three weeks until all services returned to full capacity. However, interzonal (inter-district) travel permits are still required till date. Tertiary education, and secondary education of Standard 7, Form 3 and Form 5 resumed on 02 June 2020. On 01 October 2020, the state of emergency was extended by another six months till March 2021. However, on 06 November 2020, His Excellency approved the lifting of international travel restrictions in a phased manner from 09 November 2020 to 01 December 2020. Local flights commenced from 10 November 2020 and international air travel resumed as of 01 December 2020. All arriving travellers are to present a valid 72-hour negative COVID-19 Polymerase Chain Reaction (PCR) result from time of departure and will be screened for COVID-19 symptoms upon entry into Botswana. Symptomatic travellers will be required to undertake mandatory testing upon arrival and possible isolation and/or quarantine. The traveller will be required to remain in contact with the local health authority for a period of 14 days doing self-monitoring. Returning citizens and residents not meeting the requirement will undergo mandatory 14-day quarantine and testing at their own cost. Non-citizen travellers not meeting the requirements will not be allowed entry into Botswana (Government of Botswana, 2020a).

Upon the emergence of COVID-19, primary health care services were restructured to reduce overcrowding in healthcare facilities. This was attained through recommendations from the Ministry of Health and Wellness to extend review periods for stable patients on chronic medication and to allow for chronic medication refills at the pharmacy without prior consultation with a medical doctor. Maternal and child healthcare services were restricted to immunisations and care for children with malnutrition, gynaecological visits with extended intervals and block booking, with an exception for those in the third trimester or with high-risk pregnancies. Some healthcare workers were reassigned to the COVID-19 isolation centres, local task forces included postgraduate residents in family medicine and working in shifts was introduced in some healthcare facilities. Further infection control measures included screening for risk of COVID-19 at the entrances of many facilities, private or public, and maintaining social distancing amongst patients seated in the waiting areas. Family physicians, particularly those in remote areas, were on advisory boards of local businesses and community settings such as churches. Some family physicians were actively engaged in teaching communities about COVID-19 as well as its prevention and risk reduction (Motlathledi et al., 2020). During the pandemic, social workers primarily distributed food donations to people affected by the virus (Samboma, 2020). Social distancing and hand sanitation have been maintained to date in all public areas. The public is required to fill in a register with their temperature (which is measured at the time), their contact details as well as their residential address upon entering all facilities, whether be healthcare facilities, workplaces, or retail shops (Government of Botswana, 2020a).

The implementation of social distancing measures has increased the need for online communication platforms. Prior to the pandemic, family physicians and general practitioners in Botswana had been using WhatsApp groups to share official communication from the Ministry of Health and clinical updates. The use of social media has now expanded to include dissemination of COVID-related information from various sources including the Ministry of Health and Wellness, the Permanent Secretary of the President, and the BW government Facebook and Instagram pages. Furthermore, social media use has been extended to patient care, with some private healthcare practitioners using telehealth consultations for their patients. However, the implementation of telehealth is challenging in the public healthcare sector due to limited network connectivity and a largely patient-held medical record system. This highlights the need to adopt information technology at primary health care level, not only for the current situation but also as a tool to enhance patient access and coordination of care (Samboma, 2020).

Issues of domestic violence have also become more extensive for women and children due to lockdown and social distancing. Statistics from Botswana police indicate that between January and May 2020 there was a 20% increase in cases of abuse and violation (Mlilo, 2020) and a total of 132 children were sexually abused. It is important to note that most of the child sexual abuse cases in Botswana are not reported, mostly because the perpetrators are people close to the children, thus people fail to disclose such information due to the fear of being stigmatised (Samboma, 2020).

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