

Crisis Preparedness: Support for Relatives

Crises and disasters require good preparation, particularly when elderly or health-impaired family members are affected.

When individual self-help reaches its limits or official support systems are overwhelmed, social networks and mutual aid are crucial for getting through crises. Here are some simple tips on how to better prepare yourself and your loved ones for emergencies.

This includes stockpiling supplies, packing an emergency bag, and neighborhood assistance—especially useful for elderly or disabled family members who live alone but need occasional support.



Crisis Communication Plan



To cut out and take with you

A crisis communication plan ensures that close contacts (family members or friends) can quickly and reliably reach each other in the event of a major incident. Use this template to create a communication plan for each person in your household or circle of friends.

Tips for Assisting People with Increased Support Needs During Crises

- Check if assistance is needed
- Call the citizen's helpline (030) 115 if evacuation and transport are required
- Inform emergency responders about individuals needing help (and any pets involved)
- Ask if an emergency bag is ready
- Support when leaving the house (e.g., carrying bags)
- Check if a crisis communication plan exists
- Inform relatives or friends (clarify if the person can stay with them if needed)
- Offer a temporary place to stay
- Help with grocery shopping (e.g., water and essentials)



Important: Your own safety comes first!

Never put yourself in danger or overexert yourself. Only offer as much help as you are personally able to and willing to provide. In medical emergencies, always leave assistance to the professionals. Find an overview of various support options for vulnerable individuals and helpers on our website.



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Stand: Januar 2025



Gefördert durch die

GlücksSpirale

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Berliner Rotes Kreuz e. V.



German Red Cross in Berlin

Emergency Preparedness for (Grand)Parents



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**Well Prepared, Well Protected:
How to Prepare Your Family for
Emergencies**

www.drk-berlin.de

Staying safe through any crisis: support for family members in need of help

Crises and disasters often occur unexpectedly — ranging from natural events to technical failures or evacuations. This makes thorough preparation essential, especially for families with relatives who require increased support. Those who plan ahead remain capable of taking action in an emergency and can help both themselves and others quickly and effectively.

Stay Connected

If you're unable to visit your loved one regularly, don't let distance stand in the way of their well-being. But don't stop there—make absolutely certain that you can be immediately informed if an unexpected incident arises. This means placing your phone number in a visible spot within their living space, where it's impossible to miss, so that if anything goes wrong, they—or anyone helping them—can quickly reach you without hesitation.

But why stop with just one precaution? Take it a step further by sharing your number with a trusted person in your relative's neighborhood. This ensures that even in the event of a crisis, there is someone nearby who knows how to get in touch with you right away. To leave no stone unturned, draft a comprehensive crisis communication plan that outlines exactly how all family members can contact one another in the event of a major emergency.

Keep Essentials Ready

Having an emergency bag packed is not just a precaution—it's a game-changer that ensures you or your loved ones have EVERYTHING you need when disaster strikes. Imagine the chaos of a crisis, and yet, with your emergency bag ready to go, you're able to act quickly and confidently, with all the vital essentials at your fingertips. It's like having a lifeline that ensures no important detail is forgotten in the stress of the moment. For a comprehensive list of essential items, visit the Federal Office for Civil Protection and Disaster Assistance (BBK) website: www.kurzelinks.de/bbk-notgepaeck.

The **Red Cross Medication Box** is also useful. It contains critical information about medications and pre-existing conditions and should be stored in a fixed location — **usually in the refrigerator** — so emergency responders or family members can quickly find it.

Support from Authorities

In the event of an evacuation—an urgent reality in major cities like Berlin, especially when unexploded bombs must be safely diffused—your district office becomes your lifeline, providing all the critical information you need. If you or a loved one have limited mobility, you can even request transport assistance to ensure a safe and swift evacuation.

Should you not have your district office's contact details at hand, don't panic! Simply dial the citizens' hotline at (030) 115, where you'll be quickly connected to the relevant authorities. This essential service is available every weekday from 7:00 AM to 6:00 PM, ensuring you get the support you need when it matters most.

In the face of major emergencies, Berlin has established lifesaving Disaster Relief Lighthouse („Katastrophenschutz-Leuchttürme“)—crucial contact points where the public can seek guidance, support, and vital resources in times of crisis. These emergency hubs are activated when needed, ensuring that help is available exactly when it's most critical.

Stay informed and prepared! Up-to-date details on these lifelines of disaster response—along with other essential emergency measures in Berlin—can be found online at www.berlin.de/katastrophenschutz.

In the event of a serious incident requiring immediate action, warning apps like NINA provide instant, life-saving alerts, ensuring you and your loved ones can respond swiftly in a crisis.

Operated by the BBK, this powerful tool is more than just an alert system. It connects you to a comprehensive emergency guide, offering critical survival tips and expert advice on staying prepared and acting decisively when disaster strikes. Don't wait until it's too late—access this essential resource now at www.kurzelinks.de/ratgeber-notfallvorsorge.

Organizing Neighborhood Assistance

Encourage your relatives to accept support from the neighbourhood if necessary. There are many ways in which neighbours can help each other in everyday life. Especially in extreme weather such as heat or ice, older people or people with health restrictions often need support, for example going shopping. Here are a few more examples:

- Taking care of pets
- Transportation (e.g., to doctor's appointments)
- Plant and garden care during absence
- Childcare
- Help with repairs or technical problems

Even without direct contact with your neighbors, there are opportunities to offer help or find support in the local area. You can discover such offers online at www.nebenan.de, for example. But there are also opportunities “offline”, for example in neighborhood centers in your area (www.quartiersmanagement-berlin.de).

My name:

My address:

My phone number:

Name(s) of my emergency contact(s):
.....

Phone number of my emergency contact(s):
.....

Emergency meeting point in my neighborhood:
.....

Emergency meeting point outside my neighborhood:
.....

Any relevant medical information:
.....

Review and update your crisis communication plan every year.
Please remember: In emergencies, call 110 or 112!