

Strong Communities Help in Times of Crisis

Social cohesion plays a crucial role in overcoming crises, especially when self-help or government structures reach their limits.

Even in a big city like Berlin, which is often perceived as anonymous, neighborhood assistance can strengthen the community. In crisis situations, such as evacuations or other emergencies, this solidarity becomes especially important.

In a trusted neighborhood, you can provide support in such situations, particularly for vulnerable individuals — such as the elderly or sick — who rely on help and have no relatives available.



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.



The German Red Cross in Berlin

Neighborhood Assistance



Together, we master everyday life and overcome crises

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Gefördert durch die

GlücksSpirale

How to Strengthen Your Neighborhood

Helping your neighbors can range from small, everyday gestures to targeted support in emergencies. Whether it's helping with the shopping or taking out the rubbish - even small acts help to build trust and create a strong community in which people support each other when it matters.

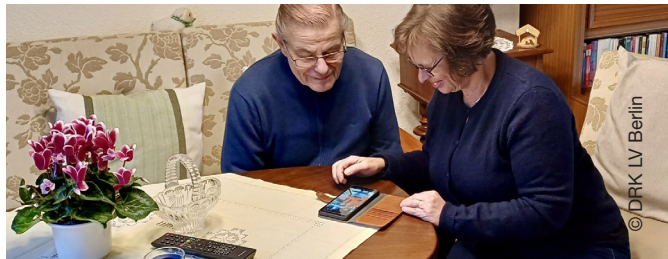
Everyday Neighborhood Support

There are many ways neighbors can help each other in everyday life. Especially in extreme weather conditions, such as heat or icy roads, older or health-impaired individuals may need assistance, for example, with grocery shopping. A simple offer to bring something from the supermarket can make a big difference. Many supermarkets also offer online services, allowing neighbors to potentially share delivery costs. This can be a great opportunity to chat over a cup of tea and get to know each other better.

Some more examples of how you can support each other:

- Taking care of pets
- Transport services (e.g., to doctor's appointments)
- Watering plants and garden care during absences
- Childcare
- Help with repairs and technical problems

Even simple social interactions, such as going for walks to-



Neighborhood help:

Even small gestures, such as offering to help with questions about using a smartphone, strengthen the sense of community in everyday life.

gether, having a game day or evening, conversations, or lending tools can strengthen the neighborhood community. These small interactions can mean a lot to people who may be at risk of loneliness.

Staying Connected

Ask your neighbors for important contact information of close family members or friends (these can be written in a **crisis communication plan**). In an emergency, you can inform these contacts about the situation of the person (in need of help).

In general, it can be helpful to exchange phone numbers with trusted neighbors to keep each other informed about special occurrences in the neighborhood, in the building, or during longer absences (e.g., extended travel).

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.

Networking in your neighborhood

Even if you've no contact to your neighbors, countless opportunities exist to extend a helping hand or receive support within your local community. The digital world opens doors to assistance at the click of a button—platforms like www.nebenan.de connect you instantly with those in need. But beyond the screen, real-life connections thrive! Neighborhood centers (www.quartiersmanagement-berlin.de) offer invaluable face-to-face support, creating a true sense of belonging and solidarity in times of need.

My name:

My address:

My phone number:

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

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

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