

# Information and Support Centre (EPS)

You are now in an Information and Support Centre (EPS). An EPS is a centre where you receive necessary help, whether you are one of those affected (evacuees) or a relative.

If you were not registered on arrival and did not receive an accreditation card, please contact a personnel wearing a uniform or vest for assistance. To be able to help you effectively, an accreditation card is required.

## We will strive to help you with:

### Necessary health assistance

- A simple health check
- Treatment of minor injuries
- Transportation to a hospital, if you have major physical damages

### Psychosocial care and support

- To create calm, safety and structure
- Conversations with a professional caretaker
- Advice and guidance on coping



## Who are «we»?

Our team consists of:

- Police officers
- Personnel from one or several municipalities
- Interdisciplinary crisis teams
- Personnel from different NGOs
- Personnel affiliated with the venue

We wear uniforms or vests to be easily recognizable.

### Reunion with family and loved ones

- If possible, help you get in contact with loved ones
- Help with when and how the reunion will happen
- Assistance with the reunification

### Information from the police and the municipality

- About the event and what has happened
- About what will happen next

Information will be provided regularly

### Basic needs

- Food and beverages
- Opportunities for rest and accommodation if necessary

## Advice and guidelines:

- You are safe here, try to relax.
- If you are in need of assistance, please contact the personnel.
- Contact the police if you have information about the incident and/or people involved.
- Listen to the information and follow the instructions given by the EPS-team.
- Read written information.
- Try to avoid using social media, the information given there is not necessarily true.
- Keep your accreditation card visible.
- Register yourself when going in and out of the EPS, and when leaving.
- It is not allowed to photograph, film or record audio at the Information and Support Centre.