

## **Initial Needs Identified**

*(dynamic overview, currently under review and ongoing development)*

### **Coordination and Support**

- A single, reliable point of contact
- Coordination with hospitals, authorities and other relevant bodies
- Liaison between Swiss clubs and clubs abroad
- Careful, fair and consistent follow-up of individual situations

### **Psychological and Human Support**

- Psychological care and emotional support
- Post-traumatic follow-up
- Discussion and support groups
- Interpreters and personal accompanying persons
- Support and relief for family members

### **Spiritual and Intercultural Dimension**

- Support from women and men of faith
- Respect for religious rites and individual beliefs
- Intercultural mediation and sensitivity

### **Medical Follow-up** *(subject to medical confidentiality)*

- Access to specialised physicians
- Involvement of other therapeutic professionals
- Long-term medical follow-up

### **Legal and Administrative Support** *(subject to the protection of personal rights)*

- Legal translations
- Administrative translations
- Legal advice
- Assistance with insurance matters and procedures
- Support with complex administrative processes

### **Material and Logistical Assistance**

- Temporary accommodation
- Food and meals
- Transport options

- Provision of vehicles or transport services
- Everyday assistance such as shopping, accompaniment or household help
- Clothing and personal necessities

### **Financial Support**

- Financial resources to bridge acute situations
- Emergency advances
- Coverage of medical costs not reimbursed
- Costs related to frequent hospital visits by family members
- Loss of income due to reduced or interrupted employment
- Prevention of progressive indebtedness

### **Children and Education**

- Childcare
- Educational support and guidance

### **Information and Communication**

- Clear and reliable information for families
- Protection of privacy
- Sensitive handling of media inquiries

### **Long-term Support**

- Individual follow-up over an extended period
- Particular attention to sensitive dates and anniversaries
- Repeated travel to specialised hospitals for patients
- Addressing social isolation resulting from reduced social contact
- Support in returning to professional life