



Advice for disaster victims

- Feeling stressed, anxious, angry or confused is normal after experiencing this disaster.
- Try to resume your daily activities step by step.
- Talk about what happened to your children. Be honest and use words appropriate to their age. Children should feel safe and secure.
- Take care of yourself, of your loved ones and let them take care of you.
- Do not hesitate to participate in community support groups or counseling activities (for example food distributions, peer support groups, etc.) in your community.
- Eat healthy and try to get the rest you need.
- Talk to a doctor about the use of sleeping pills and tranquilizers. Avoid excessive use of drugs or alcohol.
- Avoid watching television and social media all the time, as images of the floods are shown frequently. This advice also applies to your children.
- It is normal that you are concerned about the weather forecast. Check the information on official websites, such as www.meteo.be/en/belgium, with moderation and reasonable frequency

You may need professional help if after 3 months :

- You don't feel well physically and emotionally :
- nightmares,
- continuous sadness,
- irritability,
- hypervigilance : you often jump with fright, you are constantly on alert.
- unusual tiredness,
- you are chasing feelings and thoughts with regard to the situation constantly,
- ...
- You notice that the relationship with your loved ones or the connection with your job have changed.
- You have no one to talk to about it.
- You get ill regularly.
- Your consumption of alcohol, caffeine, drugs, tobacco, medicines or other substances is increasing.

Each one reacts in his own way and at his own pace.





A disaster does not only imply material and physical damage.

What you experienced may have changed your life. Your situation and wellbeing can be deeply affected. As a result, you may feel stressed, anxious, angry, confused.

Relationships with the close circle change and become difficult in some cases. Victims are not only suffering the effects during the disaster but it can have far reaching and long term impacts days, weeks, months and sometimes years afterwards.

Please find in this brochure information about those effects and how you and your loved ones can react to it.

For more help :

- **Administrative file, insurance, material aid (food and non food items e.g.), psychological support :**
→ Contact the “flooding desk” based either in the Public Social Welfare Centre (CPAS-OCMW-ÖSHZ) or in the administrative building of your city.

- **Phone counselling :**
→ Contact the **Community Help Service** telephone Helpline – 02 648 40 14



- **Find support :**
→ For support in english: consult the website www.chsbelgium.org/en/
→ For support in french: consult the website covid.aviq.be/fr/trouver-du-soutien
→ For support in dutch: consult the website slachtofferzorg.be/overstromingen-juli-2021

Advice for family, neighbours, friends, close relatives

- Listen kindly. Show concern.
- Let the person talk without interrupting him/her.
- Some people want to tell their story many times, others do not want to talk about it.
- Pay attention to the children.
- Offer practical help. Also accept that your offer of help may be rejected.
- Also ask how things are going in the following weeks and months.
- Encourage the person concerned to get enough rest and relax sufficiently.
- Pay attention to yourself and to your own reactions. Being close to a disaster victim can also affect you.



Looking for help is a positive step.