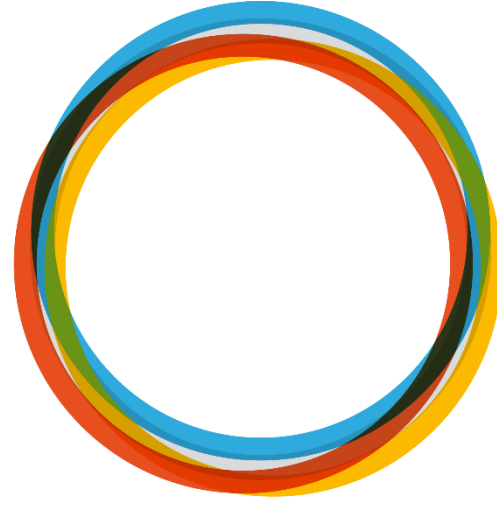


SPECIAL NEEDS

PRACTICAL TOOLS

INTERDISCIPLINARY COOPERATION



RONDPUNT

JE BONDGENOOT NA EEN
VERKEERSONGEVAL

OVERVIEW

Needs of road traffic victims and their relatives

- Road victims
- Bereaved Relatives
- Are they special or not?

Information & Support

- Aligned with the needs
- Practical Tools

Interdisciplinary cooperation

- What is ID cooperation?
- Why is it important?
- In practice

Needs of road traffic victims and their relatives

ROAD TRAFFIC VICTIMS

Insurance

Medical

Judicial

Psychosocial

Reintegration

Contact with the press

ROAD TRAFFIC VICTIMS

Insurance

- Specific regulation of compensation for vulnerable road users
- Civil liability
- Compensation after a crash during home-workplace travels
- Claim settlements
- Role of medical expert

ROAD TRAFFIC VICTIMS

Judicial information and assistance

- Civil action
- Criminal proceedings
- Judicial case file
- Limitation period of indemnification
- Financial costs

ROAD TRAFFIC VICTIMS

Psychosocial

- Coping process
- Emotions
- Person who caused the crash
- Support (professionals & self-help groups)

ROAD TRAFFIC VICTIMS

Medical

- Rehabilitation
- Administrative aspects of hospitalisation
- Suffered injuries (paraplegia, acquired brain injury, ...)
- Coping with a disability
- Time in hospital and rehabilitation centre

ROAD TRAFFIC VICTIMS

Reintegration

- Return home (care, adaptations, extra tools, ...)
- Leisure
- Back to work or school
- Raise awareness

ROAD TRAFFIC VICTIMS

Contact with press

- Give an interview
- File complaint

BEREAVED RELATIVES

Insurance

Psychosocial

Judicial

Contact with the press

BEREAVED RELATIVES

Psychosocial

- Saying goodbye
- Farewell ceremony
- Legacy and will
- Mourning the loss of a loved one
- Support (self-help groups & professionals)
- Handle life without a loved one

BEREAVED RELATIVES

Insurance

- Compensation
- Rules of conduct
- Procedure after a crash during home-workplace travel

BEREAVED RELATIVES

Judicial information & assistance

- Criminal vs civil proceedings
- Civil action
- Access to criminal file
- Financial costs
- Limitation period
- Personal belongings of loved one
- Restorative justice practices

BEREAVED RELATIVES

Contact with the press

- Give an interview
- File a complaint

ARE THEY SPECIAL OR NOT?

- Some needs are general for all victim-types (e.g. recognition, basic information on coping process, support, ...)
- Other needs are specific (rehabilitation, reintegration, insurance, ...)
 - *Due to specific physical injuries*
 - *Due to the consequences of Traumatic Brain Injury*
 - *Due to (possible) different legal framework*
 - *Due to cause vs. intent*
- Difference between needs of bereaved relatives & road victims

Information & Support

ALIGNED WITH THE NEEDS

- The needs are diverse and vary throughout the trajectory
- The most important need is the need to be informed

“All info can be useful at any certain moment!”

*“All support can be useful, even if it is not immediately needed.
Knowledge of the existing support can be crucial later on the
trajectory.”*

ALIGNED WITH THE NEEDS

1. Clear information

- No technical vocabulary
- Easily understandable
- 'Translation'

2. On every aspect

- Different matters
- Interrelated

ALIGNED WITH THE NEEDS

3. To the point

- Balance between sufficient and necessary

4. Pro-actively

- No 'help-seekers'
- Not seen as victims
- Knowledge about available support
- Search for information/support demands energy

ALIGNED WITH THE NEEDS

5. Individualised

- Unique trajectory
- Adapt to person and trajectory

6. Repeated

- Many things on their mind
- Irrelevant at the time
- Not ready for it

7. Both verbally and written on paper

ALIGNED WITH THE NEEDS

8. Exchange of information between professionals

- Different professionals and services
- Repeat story and questions
- Additional frustration
- Secondary victimisation

9. One contact person

- Maze of information sources & services
- 'Gateway'
- 'We need one professional, one buddy who knows every organisation or the way to different services.'

PRACTICAL TOOLS

“... is an instrument that gives information which someone can use in their own situation”

PRACTICAL TOOLS

- A lot of tools already exist
- Remarks from our participants in the project:
 - Do not keep developing tools
 - Improve distribution
 - Centralise information
 - Different formats
 - Improve the knowledge of professionals
 - Improve referral and communication
 - Adaptability

PRACTICAL TOOLS

FAQ

- Most asked questions
- Short answer
- Reference to other information
- Written version
- Short videos
- Social media campaign

- FAQ 4 - Waar kan ik professionele slachtofferhulp vinden om met het verkeersongeval om te kunnen gaan?



PRACTICAL TOOLS

Booklet 'Crash abroad'

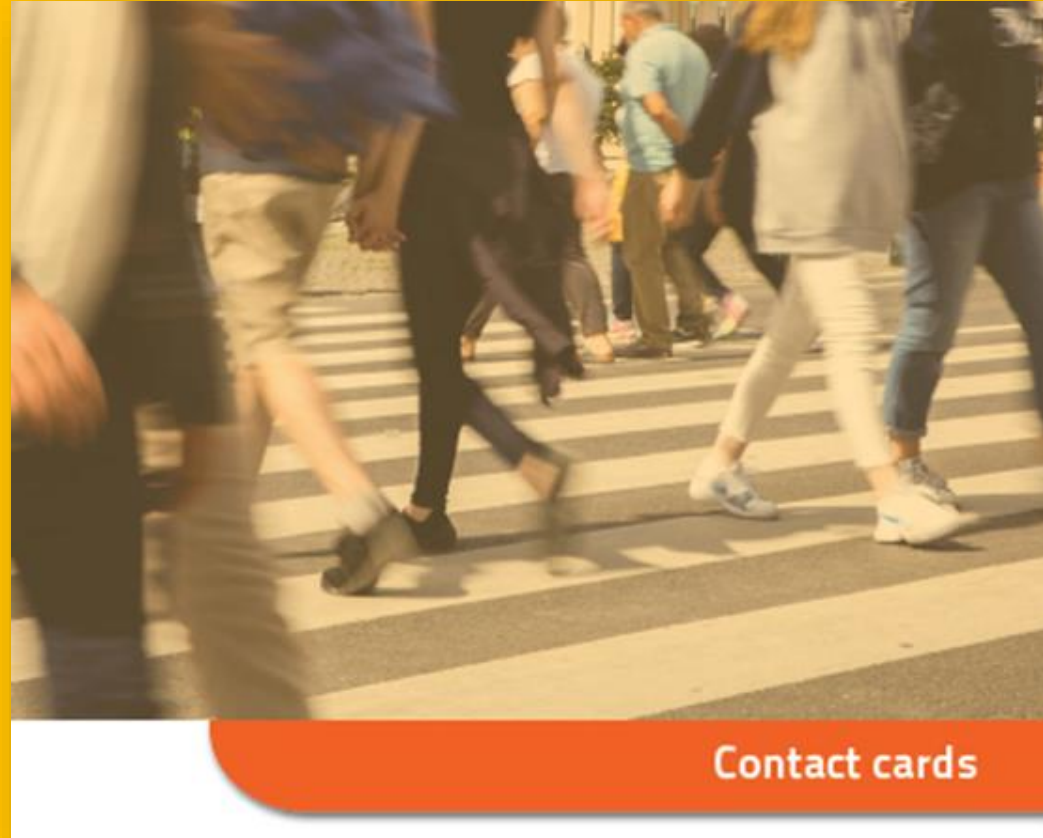
- Introduction booklet
- Different aspects (police, insurance, judicial, medical, psychosocial, peer support, RJ & media)
- Victims' rights
- Informs briefly
- Directs to existing tools
- Add own information



PRACTICAL TOOLS

Contact cards

- Overview of possible services in trajectory
- Names of services
- What services can do
- Contact info
- Explanatory icons
- Better direct road victims to right services
- Ameliorate referral
- Belgian & European version



PRACTICAL TOOLS






Where to find help after a road traffic offence?

Rondpunt guides you with these contactcards, funded by the Justice Programme of the European Union.



RONDPOINT
JE BONDGENOOT NA EEN
VERKEERSONGEVAL

Explanatory symbols

-  psychosocial support
-  legal and insurance assistance
-  contact with fellow-sufferers
-  medical care
-  free services

PRACTICAL TOOLS

European Federation of Road Traffic Victims



Federation that consists of different road victim associations from different countries, which:

- Protects the interests of road traffic victims (e.g. advocating)
- Aims to reduce road danger
- Strengthens contacts between road victim associations

www.fevr.org | info@fevr.org

PRACTICAL TOOLS

Training 'Trajectory road traffic victims'

- For professionals
- Interactive discussion
- Whiteboard and blank notes
- Draw up possible trajectory
- Discussion missing services
- Discussion kind of support
- Importance of individual engagement and guidance



Interdisciplinary cooperation

WHAT IS ID COOPERATION?

Continuum of cooperation



Multidisciplinary

- Own discipline
- Sequential/parallel
- Limited communication

Interdisciplinary

- Integrated knowledge
- Common goal
- Jointly + complementary achieved

WHY IS IT IMPORTANT?

... to respond to diverse nature and interrelated consequences

... to approach needs in individualised manner

... to ensure continuing support

... to respond to passive help-seeking attitude

... to guide through labyrinth of services

IN PRACTICE



Generally

- Necessary to align mind-set/aim of support
- Takes time, effort, change of attitudes & knowledge
- Process of growth – but keep reaching!

IN PRACTICE



Cooperation in the field

Initiatives at policy level are important, ...

E.g.: local initiatives with local actors

- Meetings between local hospital, rehabilitation centre, local police force, local victim support and mediation service, ...
- Result: policy on coordinating the intervention (protocols/charters)
- Effective (if followed up closely)

...but still needs implementation in the field

IN PRACTICE

Cooperation in the field



Professionals in the field need to develop actual cooperation within policy framework

- Theoretical (information, referral, coordination, council)
- Practical (e.g. mutual recognition & trust, face-to-face contact, team building, ...)

IN PRACTICE

Case management



Case manager actively assist through trajectory

- clarifying needs
- searching information
- creating & coordinating 'step-by-step' plan
- carrying out plan
- adapt plan to changing needs

Continuing offer of support

IN PRACTICE



Case management

Seriously injured victims and their relatives

- Case manager like attitude
- Very complex
- Both child and adult victims

Bereaved relatives

- Appreciative..
- .. But not always added value
 - Coping and less divers
 - Unless juridical case

IN PRACTICE



Case management

Pilot studies

- Positive findings, added value...
- Often mentioned within EU-Project

... but not implemented

- Lack of political will
- No means provided

There is hope...

IN PRACTICE

Case management



Interdisciplinary: common goal, step-by-step plan

Focused on needs: personal approach, continuing offer of support, guide through labyrinth, ...

Still needs to be implemented 'for real'

