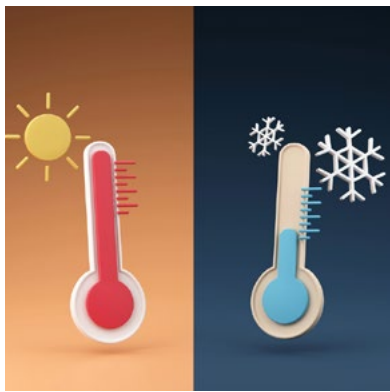


# We help now



## Information for helpers



## About us

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# We help now

## Information for Helpers

This document offers information on emergencies in Rhineland-Palatinate, for helpers that don't belong to an organization.

We (Entwicklungsagentur Rheinland-Pfalz) inform you about a lot that you have to know in case of helping – well explained in a comprehensive and coherent way, regardless of whether you want to help alone or with others.

## That's in there

- **Your deployment:** 15 tips for your own protection
- **Environment:** assisting on hot and cold days
- **Risk to others:** how to protect others while helping
- **Health:** dealing with stress and overload
- **Background:** disaster management in Rhineland-Palatinate
- **Behaviour:** self-organization in groups
- **Communication:** social media and other media
- **Legal matters:** legal obligation for first aid

**Additionally you'll receive various checklists and packing lists.**

## Internet and Social Media

On our website there are also explanatory videos available. The texts there are also available in English and Turkish. Subtitles are included in the videos. If you want to stay up to date during your deployment, bookmark our website on your phone and follow us on these social media channels.



[wirhelfenjetzt.rlp.de](https://wirhelfenjetzt.rlp.de)



[fb.com/wirhelfenjetzt](https://fb.com/wirhelfenjetzt)



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[ea-rlp.de/whatsapp-wir-helfen-jetzt](https://ea-rlp.de/whatsapp-wir-helfen-jetzt)

## Further Information



These information in English:

<https://wirhelfenjetzt.rlp.de/en/>



These information in Turkish:

<https://wirhelfenjetzt.rlp.de/tr/>

# 15 Tips for Your Own Protection

Please consider these tips before and during disaster response operations.



## Before Deployment

You want to help?  
Then think about these things before your deployment:

### 1. Check your vaccination status

When helping, you come into contact with many people. You'll be at dirty places. The risk of infectious diseases is therefore specifically increased.

Check your vaccination records: Do you have all the recommended vaccinations from the STIKO (Standing Committee on Vaccination)? If you're not sure, consult your general practitioner beforehand.

Remember: When helping, you may come into contact with high-risk groups. Vaccinations for high-risk groups and their relatives can be especially important.

A tetanus vaccination is particularly crucial, as 2 out of 10 people with tetanus die from it. Tetanus, also known as lockjaw, can arise from even a small amount of dirt in a minor wound.

### 2. Take the right clothing and equipment with you

Important items include:

- Sturdy shoes, preferably safety shoes
- work gloves
- Simple respiratory mask/dust mask
- Protective helmet
- Sturdy, comfortable work clothing

### 3. Inform your family and friends beforehand

Tell or write them:

- When and for how long you'll be away?
- Where you're going?
- Who is accompanying you?

### 4. Take photos of identification documents

Leave IDs and other personal documents at home as they could get lost. Instead, take photos of all important papers beforehand. You can then show them when needed.

### 5. Packing list

- A photo of your ID card, health insurance card, driver's license (if available) and vaccination certificate on your phone
- Your smartphone, a charging cable, a plug adapter, and a fully charged power bank
- A dust mask
- Plenty of water and enough food for the day (e.g., energy bars).
- Sun protection, including a hat, sunscreen, and sunglasses
- Protective clothing, such as work gloves, a high-visibility vest, safety goggles, and ear protection
- Rain gear
- Spare clothing, including underwear for at least two days
- important medications such as allergy medication
- Notebook and pens
- Cash and debit card
- Lightweight backpack

# During deployment

This way, you can protect yourself while helping:

## 6. Work in a team

Always work in teams of at least 3 people. Assistance efforts can be very exciting, often leading to not noticing one's own exhaustion. Therefore, pay attention to taking breaks. Also, watch out for signs of exhaustion in your partners. Drink regularly.

## 7. Work only in safe areas

Avoid working in places where you could fall. Do not enter buildings that could collapse. Watch out for objects such as branches or roof tiles that could fall. Avoid working near floodwater or mold. Keep a distance from emergency vehicles.

## 8. Never enter flooded areas and basements

Even if the water level is not high, you can quickly drown. Objects can be swept away by the water and injure you. Or you could receive a fatal electric shock, especially in flooded basements. Additionally, the water may press doors or windows shut, preventing you from getting out.

## 9. Be cautious around dangerous plants and dead animals

Do not touch hazardous plants like the giant hogweed (also known as giant cow parsnip). Exercise caution around plants with thorns as well. If you have an allergic reaction, seek medical help immediately. Do not touch dead animals. Dead animals should only be handled by professionals.

## 10. Check yourself for ticks

When working outdoors, inspect your body for ticks. On the Robert Koch Institute (RKI) website, you can find information on what to do if you are bitten by a tick.

## 11. Use safe tools

Use only tools that you are familiar with and can handle safely. Check each tool before using it. Do not work with damaged tools. Loose shafts and similar issues can quickly become a danger for you and others.

## 12. Take care of your back

Lift with your knees. Carry heavy objects with others. Rather make more trips than carrying too much at once.

## 13. Pay attention to your hygiene

Wash your hands before drinking, eating or smoking, or during longer breaks. Wash your hands for at least 20 seconds with soap, or thoroughly disinfect your hands. Avoid contact with blood, urine or feces. Get wounds treated promptly.

## 14. Report damages and injuries

If you're injured during your deployment, seek medical attention. Document any damages suffered and note individuals who can attest to it. Please also report this directly to your group or the organization you signed up with.

## 15. Vaccination

### Recommended vaccinations

- Booster for Diphtheria and Tetanus (recommended every ten years)
- Measles
- For individuals aged 60 and above: Influenza
- For individuals aged 60 and above: Pneumococcal infection
- For individuals aged 60 and above: Herpes Zoster (Shingles)

### Vaccinations for high-risk groups

- FSME (Tick-borne encephalitis)
- Infection with Haemophilus influenzae Type b (Hib)
- Hepatitis A and B
- Influenza
- Meningococcal infection
- Pertussis (whooping cough)
- Pneumococcal infection
- Poliomyelitis (Polio)
- Rubella
- Varicella (Chickenpox)



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Videos on the topic as well as this information in English and Turkish



# Helping on Hot Days

Work is particularly strenuous in hot weather. Consider the following ten tips.



## 1. Wear the right clothing

Wear loose and airy clothing that is long, loose, and light-colored. Breathable functional clothing, such as those found in sports stores, is good as it protects you from the sun. Wear a cap or hat and sturdy, ankle-high shoes to prevent injuries.

## 2. Stay hydrated

Drink at least half a liter per hour, such as mineral water, tea, or fruit juice spritzers. Avoid very cold drinks.

## 3. Use sunscreen

Protect your skin with sunscreen and reapply regularly, even on cloudy days.

## 4. Take enough breaks

On hot days, we cannot work as much as usual. Take regular breaks in the shade and preferably work in the morning when it's not as hot.

## 5. Work in a team

Deployments are exciting, and we often don't realize how exhausted we actually are. Work in a team with two other people. Remind each other to take breaks and drink water. If you notice someone in the team isn't feeling well, bring them to the shade, give them water, and call for help from people with medical knowledge. Injuries need to be treated promptly.

## 6. Watch out for vehicles

If a vehicle is approaching, make sure the person driving sees you. Do not stand behind the vehicle. Wear a high-visibility vest near vehicles, whether they are driving or parked.

## 7. Pay attention to hygiene

Wash your hands with soap for at least 20 seconds before drinking, eating, or smoking, and during longer breaks. Alternatively, use hand sanitizer.

## 8. Recover after deployment

Get plenty of rest and drink enough fluids after the deployment.

## 9. Protect yourself against tetanus

A tetanus vaccination is particularly important because 2 out of 10 people with tetanus die from it. Tetanus, also known as lockjaw, can arise from even a small amount of dirt in a minor wound.

## 10. Packing list for hot days

### Have you packed everything essential?

- Take a photo of your ID card, health insurance card, driver's license (if available), and vaccination certificate on your smartphone
- Your smartphone, a charging cable, a plug adapter, and a fully charged power bank
- A dust mask
- Plenty of water and enough food for the day
- Sun protection, including a hat, sunscreen, and sunglasses
- Protective clothing, such as work gloves, a high-visibility vest, safety goggles, and ear protection
- Rain gear
- Spare clothing
- Important medications like allergy medication
- Notebook and pens
- Cash and debit card
- Lightweight backpack

# Helping on Cold Days

In cold weather, you should consider the following seven tips.

## 1. Wear the correct clothing

Wear warm clothing. It should be breathable and water-resistant. It's best to bring spare clothing so you can change out of sweaty clothes. Also, wear a hat and gloves to keep warm. Wear highly visible clothing, such as a high-visibility vest. Wear ankle-high, sturdy winter boots with a rugged tread or spikes.

Tip: Insulating insoles keep your feet warm.

## 2. Watch out for dangers from above

Icicles and snow can fall from roofs and trees, potentially injuring people. If there's danger, inform the owner of the property or notify emergency services. If that's not possible, then cordon off the hazardous area.

## 3. Work only in safe areas

Don't work in places where you could fall. Don't enter buildings that could collapse. Watch out for objects like branches or roof tiles that could fall. Another danger: After storms, loose objects may be lying around. Sometimes the ground may be covered with snow or leaves. Test it with a stick to see if it's safe to walk on. And don't walk on ice surfaces.

## 4. Watch out for slippery roads and pathways

Especially in front of building entrances, it can get slippery quickly. Wipe down slippery areas and clean your shoes carefully to avoid falls.

## 5. Watch out for vehicles

If a vehicle is approaching you, make sure the driver sees you. Don't stand behind the vehicle. When near vehicles, wear a high-visibility vest, whether they are moving or parked.



## 6. Pay attention to your limits

Warm up before starting any activity. Take regular breaks and stay hydrated. In cold weather, it's important to warm up regularly. Don't overexert yourself. Rest and get plenty of sleep after any activity.

## 7. Cold weather packing list

### Have you packed all the essentials?

- Take a photo of your ID card, health insurance card, driver's license if available, and vaccination record
- Your smartphone, a charging cable, adapter, and a fully charged power bank
- Drinks (such as warm tea in a thermos flask) and food for the day
- Protective clothing (e.g., work gloves, high-visibility vest, safety goggles, and ear protection)
- Warm change of clothes
- Emergency blanket
- Rain gear
- For snow: Sun protection (sunscreen and sunglasses)
- Important medications like allergy medication
- Equipment (e.g., snow shovel or flashlight)
- Notebook and pens
- Cash and debit card
- Lightweight backpack



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Videos on the topic as well as this information in English and Turkish



# How to Protect Others While Helping

If you want to assist during a disaster, follow these five tips to protect others.



## 1. Stay home when ill

**In these cases, it's best to stay home:**

- You are sick, exhibiting symptoms such as fever, cough, difficulty of breathing, nausea, or diarrhea.
- You have had close contact with someone with a contagious illness.
- You have visited a high-risk area where the risk of epidemics or contagious diseases was particularly high.

## 2. Check your vaccination status

When providing assistance, you come into contact with many other people and may find yourself in dirty environments. Therefore, protect yourself and others from infectious diseases.

Check your vaccination record: Have you received all the recommended vaccinations by the STIKO (Standing Committee on Vaccination)? If you're not sure, consult your family doctor.

Keep in mind: When assisting, you may come into contact with high-risk groups. Vaccinations for high-risk groups and their family members can be particularly important.

## 3. Inform family and friends

Before your deployment, inform your family and acquaintances about where and for how long you intend to provide assistance. Let other volunteers on-site know about the type of work you'll be doing and where.

## 4. Don't do what you are not good at

Only take on tasks that you truly excel at. Leave everything else to the professionals, as they are trained for it. If you feel overwhelmed, seek assistance.

## 5. Be aware of hazards in your surroundings

Use designated paths only. Pay attention to other road users, especially vehicles reversing. Place objects only where intended. Keep traffic routes and doors clear. If you notice a hazard, remove it from the area. For example, shaky shelves or objects that could fall. However, don't overestimate yourself. It's better to inform those in charge.



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Videos on the topic as well as this information in English and Turkish





# Dealing with Stress and Overload

How do you handle stress and overload when assisting during disasters, for yourself and others? Here are nine tips for your health.

## 1. Watch out your limits

You're doing your best, but remember, not everything goes perfectly after a disaster. But every contribution counts. Think beforehand about how much you can handle. Take care of yourself and be mindful of your limits, both mentally and physically.

## 2. Learn relaxation techniques

Post-disaster deployment can be very stressful. Therefore, learn simple relaxation methods. They can help calm you down after stressful situations. Instructions can be found, for example, from the statutory accident insurance ([PDF, 20 pages, 1.1 MB](#)).

## 3. Don't do everything alone

Deployments are often stressful. Therefore, plan your tasks and work through them gradually. Seek help if you can't manage it alone. No one can do everything alone. Inform other helpers or organizations. Breaks are important.

## 4. Provide understanding and safety

Many people need your help. Some have experienced terrible things. They need time to process what happened. They are in an exceptional situation. Especially children and older people often need psychological help. You may not be an expert, but stay calm and show understanding: "I understand you. I'll keep you safe."

## 5. Don't take rejection personally

Sometimes people may not want your help, which is normal. They have experienced very distressing things. Don't take it personally. If it affects you, talk to other helpers.



## 6. Don't get provoked

Some people may even be aggressive, even though you only wanted to help. Then leave them alone. Keep your distance. Don't get provoked. If necessary, inform other helpers, the security service, or the police. And make sure to document such moments in a report.

## 7. Take time for yourself

Time for recovery is important, or you'll quickly become overwhelmed. Get enough sleep, eat healthily, and do things that relax you—like hobbies, sports, or meeting friends.

## 8. Talk to others

You're helping people in distress. That's stressful, and it's normal. Therefore, talk to others about it. It helps you process experiences. But don't share confidential information.

## 9. Seek professional help

Are you very tense or exhausted? Or do you have trouble sleeping? Then you might be overwhelmed. You don't have to do everything alone. Seek help from psychosocial emergency services or a counseling hotline.

- **Counseling hotline:** 0800 111 0 111 oder 0800 111 0 222, Web: TelephoneCounseling
- **HelloBetter-Hotline:** 0800 00095 54, Web: HelloBetter

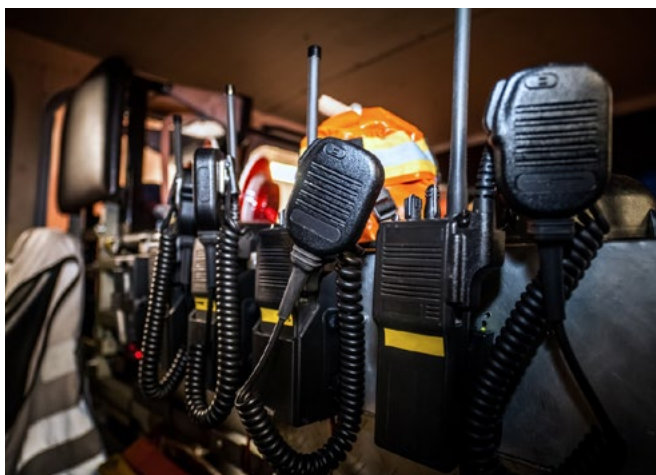


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Videos on the topic as well as this  
information in English and Turkish



# Disaster Management in Rhineland-Palatinate

In times of disaster, the federal government, states municipalities, together with relief organizations, share various responsibilities.



There are many tasks in disaster management. The federal government (the government of Germany), the states and the municipalities (cities and municipalities) are responsible for different aspects:

- The states and municipalities are responsible for measures to prevent or mitigate disasters and their consequences. This includes disaster management itself.
- The federal government is responsible for protecting the population in times of war.

In disaster management, the lowest level typically takes care of things locally. This means that what can be solved locally is also done locally. The larger the disaster, the higher the level of support or intervention. "Size" refers to both the affected area and the extent of damage.

## How is it in Rhineland-Palatinate?

In Rhineland-Palatinate, municipalities are initially responsible for disaster management. The municipalities have their own authorities and protection plans for this purpose. These authorities, for example, warn the population and seek accommodations for people who need to be evacuated from disaster areas.

## Crisis and Administrative Teams

The municipalities establish Technical Operations Centers and administrative staffs accordingly. These entities are only activated during disasters. They oversee and plan which authorities are responsible for what tasks. They decide what steps are necessary and how much money is needed. If municipalities cannot make decisions on their own, the crisis teams involve higher levels (such as the states or the federal government).

Fire departments are particularly important during disasters—and thus also in crisis teams. They are most familiar with the local situation.

What crisis teams plan:

- Who takes on which tasks? What are cities and municipalities responsible for? What about districts? What about the state government? And what about the federal government (for example, with the Federal Agency for Technical Relief)?
- How can authorities and organizations help each other?

### Relief Organizations

During a disaster, various relief organizations are deployed.

The five relief organizations active in disaster management are united in the “Working Group of Relief Organizations in Disaster Management” (HiK-RLP). These include the Workers’ Samaritan Federation, the German Life Saving Society, the German Red Cross, the Johanniter-Unfall-Hilfe, and the Malteser Hilfsdienst. The Ministry of the Interior is also represented.

The leadership group of relief organizations in disaster management in Rhineland-Palatinate is active during its own exercises and operations, as well as during disasters and conflict situations. It advises the respective local command center.

Five other central facilities are the Task Force unit of the Workers’ Samaritan Federation, the water rescue units of the German Life Saving Society, the Central Supply Facility for Disaster Management (ZELK) operated by the German Red Cross, the Middle Rhine Regional Association of the Johanniter-Unfall-Hilfe, and the Malteser Disaster Relief Center.

### Centralized Assistance

If a municipality needs support, the state of Rhineland-Palatinate provides assistance. For example, the state may support the planning of all available aid options, possibly involving the armed forces.

There is also the Joint Reporting and Situation Center of the Federal Government and the States (GMLZ). This belongs to the Federal Office of Civil Protection and Disaster Assistance. The GMLZ supports the federal states in times of major disasters. If this is not sufficient, the GMLZ can also request support from the European Commission.

### Storage for Medicines and Medical Products

Normally, pharmacies and wholesalers store medicines themselves. However, for safety reasons, the state of Rhineland-Palatinate also has a total of eight warehouses for medicines and medical products. Additionally, there is a specialized depot for antidotes.

### Federal Agency for Technical Relief (THW)

The THW is responsible for tasks related to technical humanitarian assistance. The THW rescues people and essential goods. This includes, for example, bridges and roads, drinking water, or rescue operations on water and in water.

### Police

During disasters, the police ensure public safety. They also regulate traffic and provide assistance wherever needed.



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Videos on the topic as well as this information in English and Turkish



# Self-Organization in Groups

You want to help together as a group during a disaster? Then consider these six tips on how to organize yourselves.



**During disasters, every hand is needed. Especially in the first few days, many helpers are often required to supplement relief organizations and governmental agencies.**

For most helpers, their deployment ends after a few days. There are many reasons for this. However, some want to do more or stay longer on-site. For this, they need to follow some basic rules.

Here are the six most important ones:

## 1. Coordinate with the Responsibles

Don't just head out as a group on your own. First, inquire: What is needed where? It's also important to inform the local authorities precisely about yourselves. Find out who is in charge of operations and check in and out with them.

## 2. Donations

Often, people want to donate to help. Perhaps you also want to collect monetary or material donations. Please consider the following:

Material donations can often become problematic. It can be chaotic with missing parts, broken equipment, and dirty clothes. Sorting and distributing items require manpower and a storage facility. This requires careful planning. Even though it may be difficult, do not call for clothing donations unless they are truly needed.

Monetary donations usually provide more help. However, there can be challenges. Please note:

- Never use your personal or company account.
- Always set up a new account.
- Clarify legal matters beforehand, for example, with tax consultants or law firms.
- The easiest way is to refer to existing relief organizations.

## 3. Personal Expenses

There will be costs incurred while helping. Certain expenses can be reimbursed by the government or through donations. Keep a detailed record of what you spend and retain all receipts.

## 4. Medical Care

You can also offer basic medical care on-site. However, you will need a space and medically trained personnel. You must bring your own equipment, medications, and supplies.

You are not alone. There is always medical care provided by professionals from relief organizations and governmental agencies. If you cannot keep up or if injuries and illnesses are too severe, they will assist the affected individuals.

Therefore, inquire beforehand with local authorities about other available services. Discuss this within the team.

## 5. Communication

The team of helpers constantly needs the latest information on the situation and the required tasks. Therefore, hold regular team meetings. It's also helpful to have a dedicated wiki – a kind of website where everyone can exchange the latest information.

It's also good to have one person responsible for communication. This includes within the team, with other helpers outside the team, and with the general public. This person should have clear tasks.

## 6. Planning

Create lists before starting. These are important for your planning and as information for the local authorities. Include the following information:

- Names and contact details
- Materials
- Equipment
- Spare parts and accessories for the equipment
- Vehicles
- Spare parts such as tires or lubricants
- Permissions and qualifications (e.g., driver's license, certifications for operating specific machinery, medical qualifications)
- Deployment location
- Accommodation
- Tasks
- Duration of your deployment



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Videos on the topic as well as this information in English and Turkish



# Social Media and other Media

On this page, you will find tips for handling social media and communication during your relief efforts in a disaster.



Disasters are significant events. They stir emotions. There are images that one cannot forget. However, what moves us even more are the destinies of people. Because people are always affected.

We want to show others what we see. We want to tell others what we experience. And we also want to use images and reports to mobilize other people to help. All of this is right, natural, and human.

But please put yourself in the shoes of the affected people. They have experienced terrible things. Perhaps they have lost their homes or their health. Maybe they have even lost family members, or a close friend. Nothing in their lives is the same as before. These people may want to talk about it. Maybe even with you. That's also right. You should help them. However, please do not take photos or videos, or record conversations.

Someone might tell you personal things. Keep them to yourself. People have a right to privacy. Respect that.

Under no circumstances should you post names, experiences, photos, or videos of these people on social media. Otherwise, you may violate their rights to privacy – and this can even be illegal.

Above all, it is terrible for the affected individuals. They feel exploited. They think: You don't care about their feelings. You're only interested in attention, in sensation. You surely don't want that.

## Information and Misinformation on the Internet

We increasingly rely on the internet and social media for information. News spreads much faster through social media than through traditional newspapers. This is a significant advantage. During disasters, we quickly know where help is needed. Government agencies and relief organizations can quickly assess the situation.

However, social media also has disadvantages: No one verifies the news. Rumors spread quickly too. People are always drawn to the big, the extraordinary. Sometimes, though, calmness and careful consideration are important – but that's boring. This leads to the spread of posts that are greatly exaggerated or even false.

During a disaster, this can have dramatic consequences: The disaster management team may lose track and send relief teams to the wrong location. This wastes a lot of time and money.

## Follow Rules on Social Media

- Show respect to the people you are helping and those who are helping.
- Respect their privacy.
- Remember that they are under stress. They may later find things uncomfortable.
- Everyone has the right to their own image and words.
- Do not forward messages on the internet without verification. Be critical.
- Get information primarily from radio, television, and newspapers – or from the official social media channels of disaster management, relief organizations, government agencies, and police.



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Videos on the topic as well as this information in English and Turkish



# Legal Duty to Provide First Aid

If you want to help in a disaster situation but have questions about the legal situation, here is information on liability and insurance when providing assistance.

If someone is in danger or in an emergency situation, the situation is generally as follows in Germany:

Everyone has the duty to help the person as quickly as possible. Failure to provide assistance may result in a prison sentence of up to one year or a fine.

Exceptions include: You would be in significant danger yourself while providing assistance. Or you would violate other important duties in doing so. For example, if you had to leave your children alone to provide assistance, you would violate your parental duty of care.

## Accident Insurance

Are you assisting in an accident or emergency situation? Or are you rescuing someone from a significant immediate danger to their health? Then you are protected by statutory accident insurance ([PDF from the Federal Ministry of Labor and Social Affairs, 57 pages, 0.5 MB](#)). This applies especially to first aid responders.

If you assist later – for example, weeks or months after the end of the immediate danger situation – you are generally not covered by accident insurance.

An exception is: If you are on duty for a relief organization or the fire department. In that case, you may be protected by accident insurance.

## Health Insurance

If you injure yourself while helping or become ill, your health insurance will cover your medical care and medications.



## Liability

If you accidentally damage something while helping, you are not liable for it. Exception: You act with gross negligence or intent.

It is also important: Register with local authorities, such as the municipal administration or local command center, before your deployment. Keep a record of your assistance after each mission, including where and when you helped and what tasks you performed. In case of accidents, be as detailed as possible and include the names of any witnesses.



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Videos on the topic as well as this information in English and Turkish



# Toolbox

Programs on the internet help in organizing activities together. The applications are typically free in their basic versions.

## NINA

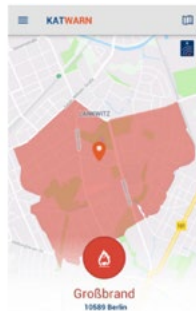
With the Federal Emergency Information and News App (NINA), you receive important warning messages from civil protection for various types of hazards. Weather warnings from the German Weather Service and flood information from the responsible authorities of the federal states are also integrated into the warning app.



[www.bbk.bund.de/DE/Warnung-Vorsorge/Warn-App-NINA/warn-app-nina\\_node.html](http://www.bbk.bund.de/DE/Warnung-Vorsorge/Warn-App-NINA/warn-app-nina_node.html)

## KATWARN

KATWARN forwards official warnings and recommendations for action to affected individuals. KATWARN disseminates location-based, theme-oriented, and event-related warnings. The service offers a nationwide warning overview and a personal test alarm.



[www.katwarn.de](http://www.katwarn.de)

## Malteser Erste-Hilfe-App

This digital first aid assistant from the Malteser relief organization provides information on emergency behavior and first aid tips. In addition, information such as donation opportunities is included. There are also push notifications on the topic area. The app also allows users to book first aid courses.



[www.malteser.de/erste-hilfe-app.html](http://www.malteser.de/erste-hilfe-app.html)

## Deutsches Rotes Kreuz Erste-Hilfe-App

With the "First Aid" app from the German Red Cross (DRK), interactive support in an emergency situation via smartphone is possible. Emergency behavior can be practiced in a playful way. In addition, background knowledge on various first aid topics is provided. One-time cost: 0.89 euros.



[www.drk.de/hilfe-in-deutschland/erste-hilfe/erste-hilfe-app-fuer-unterwegs](http://www.drk.de/hilfe-in-deutschland/erste-hilfe/erste-hilfe-app-fuer-unterwegs)

## Etherpad

Etherpad is a free, web-based text editor. Several people can edit a text document simultaneously. All changes are immediately visible to all participants. Etherpad is also available in a lighter and faster version.



[etherpad.org](http://etherpad.org)

## Google Docs

Google Docs allows users to create and edit text documents online while collaborating with other users in real-time. The use of Google Docs is free.



[www.google.de/intl/de/docs/about](http://www.google.de/intl/de/docs/about)



## Google Forms

Google Forms is a free, online survey management software. It can be used to collect and exchange experiences and knowledge among helpers.



[www.google.de/intl/de/forms/about](https://www.google.de/intl/de/forms/about)

## Google Drive

Google Drive allows users to store documents in the cloud, share files, and collaborate on documents. Google Drive includes an office software package that allows collaborative editing of documents, spreadsheets, presentations, graphics, forms, and more. Publicly shared files on Google Drive can be made discoverable by internet search engines. The cloud storage includes 15 GB.



[www.google.com/intl/de/drive](https://www.google.com/intl/de/drive)

## Google Meet

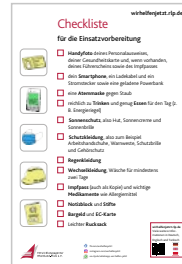
In the free version, the program allows video conferences with up to 16 participants with video and up to 100 participants without video. In addition to the features known from video conferences, there is also AI-generated real-time captioning.



[workspace.google.com/products/meet](https://workspace.google.com/products/meet)

# Downloads

Here are all the important information for helpers available for download.



## Individual Topics in DIN-A4 Format

### Your Mission: How to Protect Yourself

[\(PDF, DIN A4, 2 pages\) in colour](#) or [black and white](#)

### Risk to others: How to Protect Others While Helping

[\(PDF, DIN A4, 1 page\) in colour](#) or [black and white](#)

### Environment: Helping on Hot Days

[\(PDF, DIN A4, 2 pages\) in colour](#) or [black and white](#)

### Environment: Helping on Cold Days

[\(PDF, DIN A4, 2 pages\) in colour](#) or [black and white](#)

### Health: Dealing with Stress and Overload

[\(PDF, DIN A4, 2 pages\) in colour](#) or [black and white](#)

### Background: Disaster Protection in Rhineland-Palatinate

[\(PDF, DIN A4, 1 page\) in colour](#) or [black and white](#)

### Legal: Legal Duty to Provide First Aid

[\(PDF, DIN A4, 1 page\) in colour](#) or [black and white](#)

### Behavior: Self-Organization in Groups

[\(PDF, DIN A4, 1 page\) in colour](#) or [black and white](#)

### Communication: Social Media and Other Media

[\(PDF, DIN A4, 1 page\) in colour](#) or [black and white](#)

## Checklists and Packing lists

### Recommended Vaccinations

[\(PDF, DIN A4, 1 page\) in colour](#) or [black and white](#)

### Pre-deployment Checklist

[\(PDF, DIN A4, 1 page\) in colour](#) or [black and white](#)

### Packing List for Hot Days

[\(PDF, DIN A4, 1 page\) in colour](#) or [black and white](#)

### Packing List for Cold Days

[\(PDF, DIN A4, 1 page\) in colour](#) or [black and white](#)

### Planning for Self-Organization in Groups

[\(PDF, DIN A4, 1 page\) in colour](#) or [black and white](#)

### Follow Rules in Social Media

[\(PDF, DIN A4, 1 page\) in colour](#) or [black and white](#)



## Individual Topics as Foldable DIN A4 Format

Folded along the dashed lines, these DIN A4 prints can be conveniently carried in pants or jacket pockets.

**Your Mission: How to Protect Yourself**  
[\(PDF, DIN A4, 2 pages\) in colour](#) or [black and white](#)

**Risk to Others: How to Protect Others While Helping**  
[\(PDF, DIN A4, 2 pages\) in colour](#) or [black and white](#)

**Environment: Helping on Hot and Cold Days**  
[\(PDF, DIN A4, 2 pages\) in colour](#) or [black and white](#)

**Health: Dealing with Stress and Overload**  
[\(PDF, DIN A4, 2 pages\) in colour](#) or [black and white](#)

**Background: Disaster Protection in Rhineland-Palatinate**  
[\(PDF, DIN A4, 2 pages\) in colour](#) or [black and white](#)

**Legal: Legal Duty to Provide First Aid**  
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**Behavior: Self-Organization in Groups**  
[\(PDF, DIN A4, 2 pages\) in colour](#) or [black and white](#)

**Communication: Social Media and Other Media**  
[\(PDF, DIN A4, 2 pages\) in colour](#) or [black and white](#)

## Information Brochure

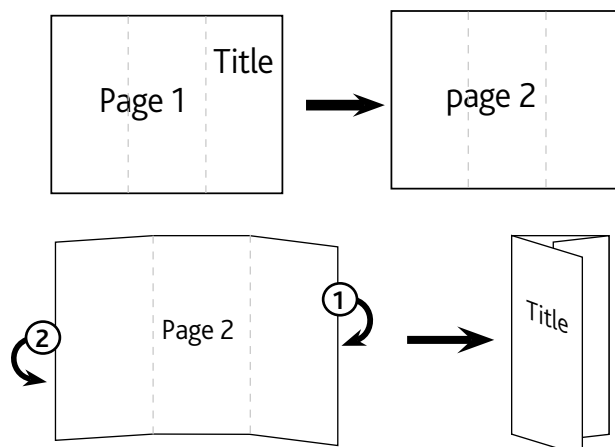
All important information for helpers as a **brochure (PDF)**, printable in [DIN A4 \(20 pages\) in color \(1.1 MB\)](#) or [black and white \(950 KB\)](#)

All important information bundled as a **PDF for smartphones**, for saving, taking along, and easier [reading on the phone in color \(1.4 MB\)](#)

## Technical Notes

Please note that depending on the printer, browser, and operating system, certain print settings may be necessary for the foldable format, such as printing front and back on one sheet of paper and possibly vertically mirroring the back.

It's best to try out the print settings with the first two pages of the document before printing the entire document.



# We help now



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[ea-rlp.de/whatsapp-wir-helfen-jetzt](https://ea-rlp.de/whatsapp-wir-helfen-jetzt)



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