

## PSYCHOSOCIAL SUPPORT AND SERVICES IN JOKELA IN THE ACUTE PHASE 7–11 November 2007

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## JOKELA SCHOOL SHOOTING

A student of Jokela School Centre shot the school headmistress, the school nurse and five fellow students and finally himself in Jokela in Tuusula on 7 November 2007.

The shooter also threatened several other students who witnessed the shooting, saw victims and had to flee and hide in the school premises, some students for hours.

The police surrounded the school and forced its way inside.

The students and staff were evacuated to the Jokela Church.

Some of the students who managed to escape through the windows were taken to hospital.

The shooter died later that evening in hospital.

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## EVACUATION FROM THE SCHOOL TO THE CHURCH



Photo by Finnish Red Cross, Jokela school shooting, 7 November 2007

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## Calling Vantaa Crisis Centre to help in the area of Tuusula

- The emergency response centre contacted the 24h social and crisis services in Vantaa on Wednesday 7 November 2007 at 12.10

- Director Päivi Muma attended a meeting at the Ministry of Social Affairs and Health where Vantaa was asked to provide psychosocial resources in Tuusula

- Social Director of Tuusula was contacted and assistance if needed was offered; development of the situation was followed up

- Several different actors were contacted in order to review the situation

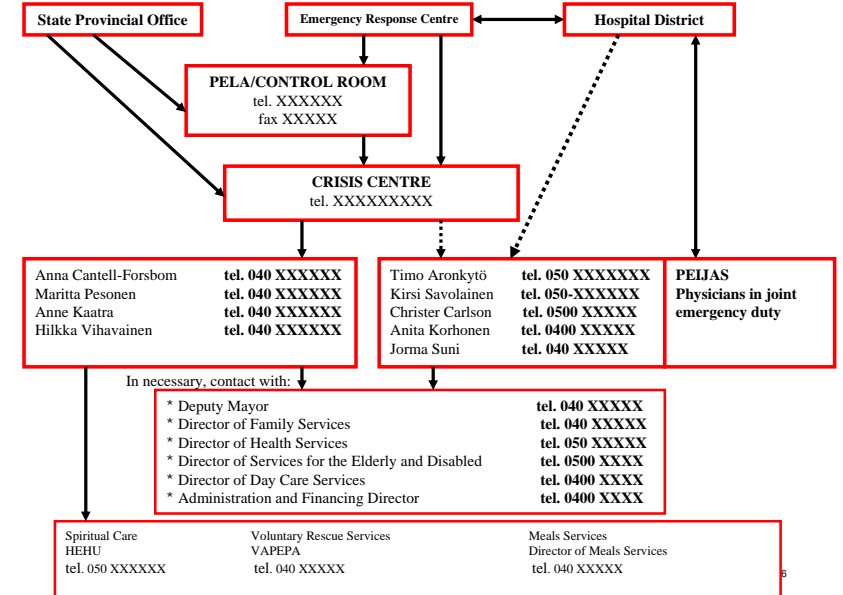
- Division of tasks between Päivi Muma and Anna Cantell-Forsbom at 13.30; departure for Tuusula.

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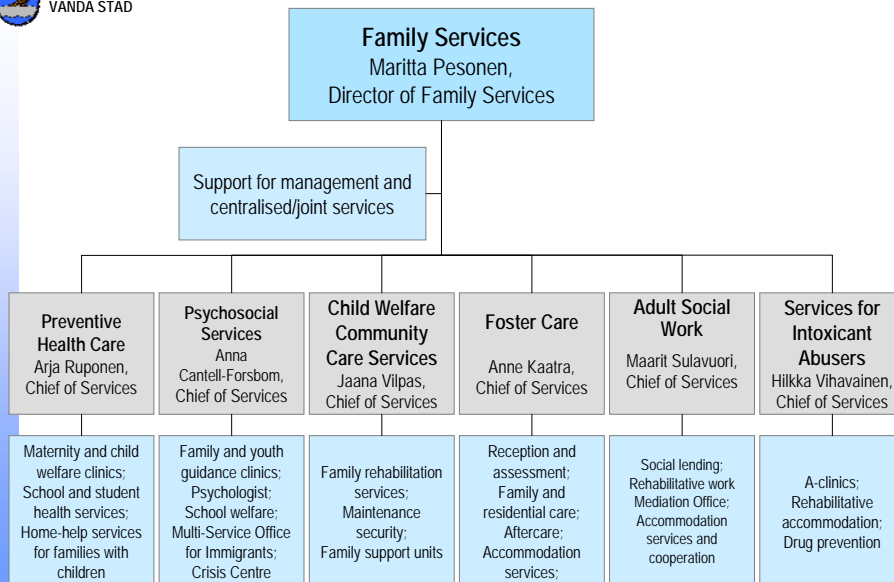
## WHY DID THE CITY OF VANTAA TAKE PART IN ORGANISING PSYCHOSOCIAL SUPPORT IN THE AREA OF THE MUNICIPALITY OF TUUSULA?

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## Emergency chart for social welfare and health care



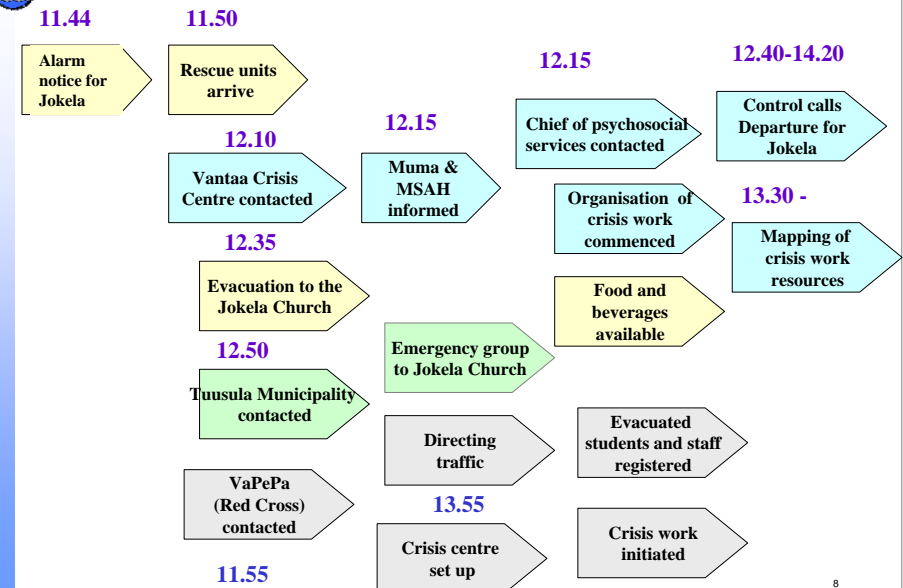
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Coordinator for services in Swedish: Chief of Services Anne Kaatra

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## ORGANISATION OF JOKELA CRISIS CENTRE



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## Crisis Centre in the Jokela Church 7–11 November 2007



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## VIHKO = Assembly point for the Greens

(Greens = walking patients)

(Assembly point for families)

Psychosocial and crisis support is provided

- A crisis centre was established in the Jokela Church; the students and staff not in need of healthcare were brought to the centre immediately after the shooting (Wednesday, 7 November 2007).
- The crisis centre was in place on 7-11 November and welcomed victims and their close ones as well as others in need of support or a quiet place.
- Media was not allowed inside the church.

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- Coffee and sandwiches available all the time
- Employees at place; people had the chance to talk and seek help; mapping of need for support; active referrals to different kinds of crisis support
- One or more prayer moments every day; also other Jokela residents took part
- On Thursday and Friday, joint information conferences and a group session for the personnel

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## ACTIVITIES AND ACTORS IN THE CRISIS CENTRE

- Head of activities: Anna Cantell-Forsbom, Chief of psychosocial services in Vantaa.
- **VaPePa** (Voluntary Rescue Services), support organisation for authorities, operating under Finnish Red Cross. Invited through the Emergency response centre; Director of Preparedness Jarmo Hollstein leading the activities.
- **Tuusula Parish and HEHU – Spiritual care (parishes in the Metropolitan area)**
  - Leading Deaconess Tarja Tonteri, Tuusula Parish
  - Diocese Secretary Helena Tuominen, Espoo Chapter
  - Tuusula Parish: 30 crisis workers
  - Employees from the parishes of Kerava, Järvenpää, Hyvinkää and Riihimäki

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## Crisis Centre Actors

### TUUSULA MUNICIPALITY:

- Social administration – social work, child welfare
- Youth administration – active approach in supporting the young
- Emergency group – social workers and family workers (10 persons)
- Health care, occupational health care
- Steering group

### CRISIS WORK:

- SOS-car, Finnish Association for Mental Health
- Hyvinkää Crisis Centre around 20 crisis workers, Hyvinkää Association for Mental Health
- Crisis groups (including Debriefing groups led by experts from all over Southern Finland)

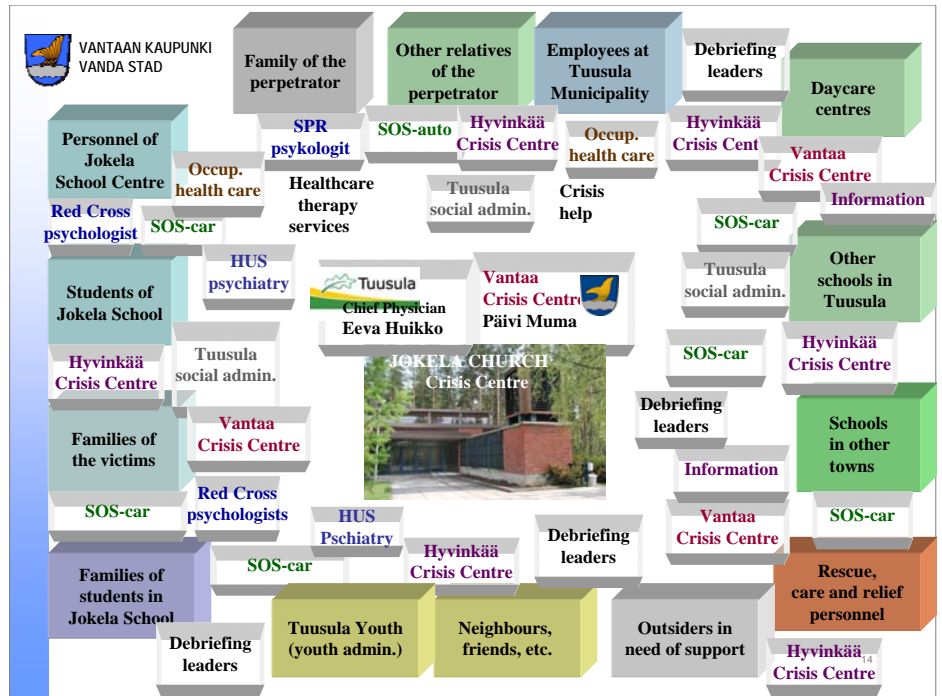
- Defusing seminars for employees

- Preparedness psychologists from Finnish Red Cross

### HOSPITAL DISTRICT OF HELSINKI AND UUSIMAA (HUS)

- Access to psychiatric care without referral
- 24h phone lines
- Experts in psychiatry in Jokela

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## MANAGEMENT

**HAL-HOKE** (Administrative command centre) – Tuusula municipality steering group

**PELJOKE** (Command centre for rescue services)

**TOJE** (Command centre for the operating area)

**TUJE** (Leading body for support activities)

- leads the activities
- attends to psychosocial support activities
- organises cooperation with other actors
- representatives of Finnish Red Cross, HeHU, Tuusula emergency group (social administration), youth administration, and healthcare (on 7 Nov also representatives from the police, rescue services and external crisis work)

**VIHKO** – Person in charge for each working shift in the crisis centre at Jokela Church

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## INFORMATION AND COMMUNICATION

Bulletins, webpages and press conferences by the municipality

TV and radio interviews, (international interest)

Media's role, protecting children and youth from the media

Crisis communication

Information flow

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## Suggestions for improvement

- Cooperation of authorities – agreements on division of responsibilities, knowledge of other authorities' substance areas, avoidance of overlapping work, adequate resources for all stages of crisis
- Support for the local management – development of working-pair model
- Introduction of crisis work and management to affected municipalities – an agreed model, regional organisation
- Communications – cooperation with the media, ethics
- A “bank of crisis workers”; securing availability of resources in catastrophes and national cost reimbursement