# ISO 22395:2018 (E)

## Security and resilience — Community resilience — Guidelines for supporting vulnerable persons in an emergency

## Contents


Foreword

Introduction

1 Scope

2 Normative references

3 Terms and definitions

4 Identifying vulnerable persons in an emergency

- 4.1 General
- 4.2 Identifying types of vulnerabilities
- 4.3 Identifying vulnerable persons
- 4.4 Identifying how vulnerable persons can assist others
- 4.5 Establishing information sharing arrangements

5 Communicating with vulnerable persons in an emergency

- 5.1 General
- 5.2 Communicating information for vulnerable persons before, during and after an emergency
- 5.3 Understanding the limitations of different media in communicating with vulnerable persons
- 5.4 Providing awareness, skills and knowledge on how to work with vulnerable persons
- 5.5 Making vulnerable persons aware of preparations made by the organization
- 5.6 Providing information on how vulnerable persons can prepare themselves
- 5.7 Providing information during an emergency on how vulnerable persons can respond

6 Providing support for vulnerable persons in an emergency

- 6.1 General
- 6.2 Providing practical support to vulnerable persons
- 6.3 Providing physiological support to vulnerable persons
- 6.4 Providing psychosocial support to vulnerable persons
- 6.5 Offering practical support to travel away from the affected area
- 6.6 Determining emergency sheltering needs for vulnerable persons

7 Implementing, reviewing and improving

- 7.1 General
- 7.2 Implementing a plan for supporting vulnerable persons
- 7.3 Reviewing and improving the plan


Page count: 10