



Voluntary citizen support activities in the response phase of a disaster

The response given by Maltese citizens most often was that they would offer voluntary help to the Civil Protection Department, NGO's and/or neighbours in need: "Help and ask". Here, the participants' general attitude was that in such a situation everyone could help by using their personal and/or professional skills, and not only those who are trained in medical aid: "I think everyone could use their skill set", "a person who is like a builder", "perhaps an electrician", "if someone is able to drive they can pick up a group of people and take them to hospital", or "even simply leadership – in all that chaos you could be the person who does not panic and use that skill to help your family and those around you. That skill helps".

Applicable to:

Stakeholders: [Worldviews](#), [Attitudes toward authorities](#)

Disaster Phases: [Recovery](#), [Response](#)

Types of Actors Concerned: [Government](#), [Red Cross](#), [NGOs](#), [Healthcare and emergency services](#), [Active citizens](#), [National civil protection body](#), [Local authorities](#)

Hazards: [Natural hazards](#), [Man-made non-intentional hazards or emergency situations](#), [Man-made intentional hazards](#)

Recommendations:

- [Develop guidelines for disaster practitioners that take into consideration the different needs of and approaches to different ethnical groups](#)
- [Foster the adoption of a culture of disaster prevention and resilience by informing and motivating citizens to take action](#)

Source

[Deliverable D5.4 "Report on citizens' reactions and opinions: Citizen Summit 2 \(Malta\)" \(page 17\)](#)

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