



## Citizens' first response in a disaster would be to call family and friends

54% of all participants in the Malta Citizen Summit indicated that in case there was a high risk of a disaster happening soon and they would feel this disaster may cause serious harm, the first thing they would do is call their family and friends; 32% would first call the emergency services.

### Applicable to:

Stakeholders: [Norms/values](#), [Communication](#), [Social networks](#)

Disaster Phases: [Response](#)

Types of Actors Concerned: [Healthcare and emergency services](#)

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](#)
- [Inform citizens about the risk they may face and about possible actions and measures. they can take to reduce vulnerability and better prepare themselves](#)
- [Use cultural factors to improve the effectiveness of disaster communication](#)

### Source

[Deliverable D5.4 "Report on citizens' reactions and opinions: Citizen Summit 2 \(Malta\)" \(page 11\)](#)

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