

# How to include the **citizen dimension** in the CoU?

**Reaching** citizens before & during an emergency situation  
**Empowering** citizens to act by themselves during crisis situations ?

Christophe Cloquet, Sjirk Meijer + discussions with several people  
& inspiration from Philippe Quevauviller & Aleksandra Oczko-Dolny  
& literature  
CoU Meeting – 10/10/2016



# How to prepare & reach citizens ?

- Raise **risk awareness**
- Transmit **effectively** information & instructions during an emergency situation
- At **all stages** of the risk cycle

# How to empower citizens to act ?

- Spontaneously/autonomously
- But in view of the common good
  
- At the **onset**
- And **during** an emergency situation

<https://www.flickr.com/photos/willedevicto/16142355469/>  
E19PRH-FB6WzW-Fehtes/



What if tomorrow 1 meter of snow falls onto Brussels and all the 364,000 commuters are trapped?



# Citizens will not wait for the authorities

- Use the positive energy!
- How to prepare it?
- How to enhance it?
- and make it more efficient?

## Why else include citizens from the beginning?

- Increase resilience
- Less burden on authorities
- A lot of ideas & resources among the citizens
- Use all the energies and help them coordinate



# Some current initiatives

## Raise risk awareness

Trainings of the Red-Cross to act in cases of attacks

Risicokaarten.nl

Programs of the member States

## Engage with the citizens

“Neighbor Helping Neighbor” (FEMA, US) [1]

support **state, tribal** and **local agencies, civic organizations, faith-based groups**

& other **community organizations** that serve the whole community“

**Pedagogical material** to teach to small groups of citizens.

## Reach the citizens during

SAIP, Be-Alert, Amber Alert, Cell Broadcast...

[1] <https://www.ready.gov/neighbors-helping-neighbors-through-preparedness>

# Some current initiatives

## Citizens' participation



#porteouverte



<http://www.xpats.com/first-refugee-family-moves-foster-home>

Médias  
Sociaux  
en Gestion  
d'Urgence  
#MSGU



Volontaires  
Internationaux  
en Soutien  
Opérationnel  
Virtuel

free taxis in Brussels on March 22

... and many, many more

# Literature

P. Lagadec, La question des plans – entre points d'appui et pièges stratégiques, 2009.  
<https://halshs.archives-ouvertes.fr/hal-00422147/document>

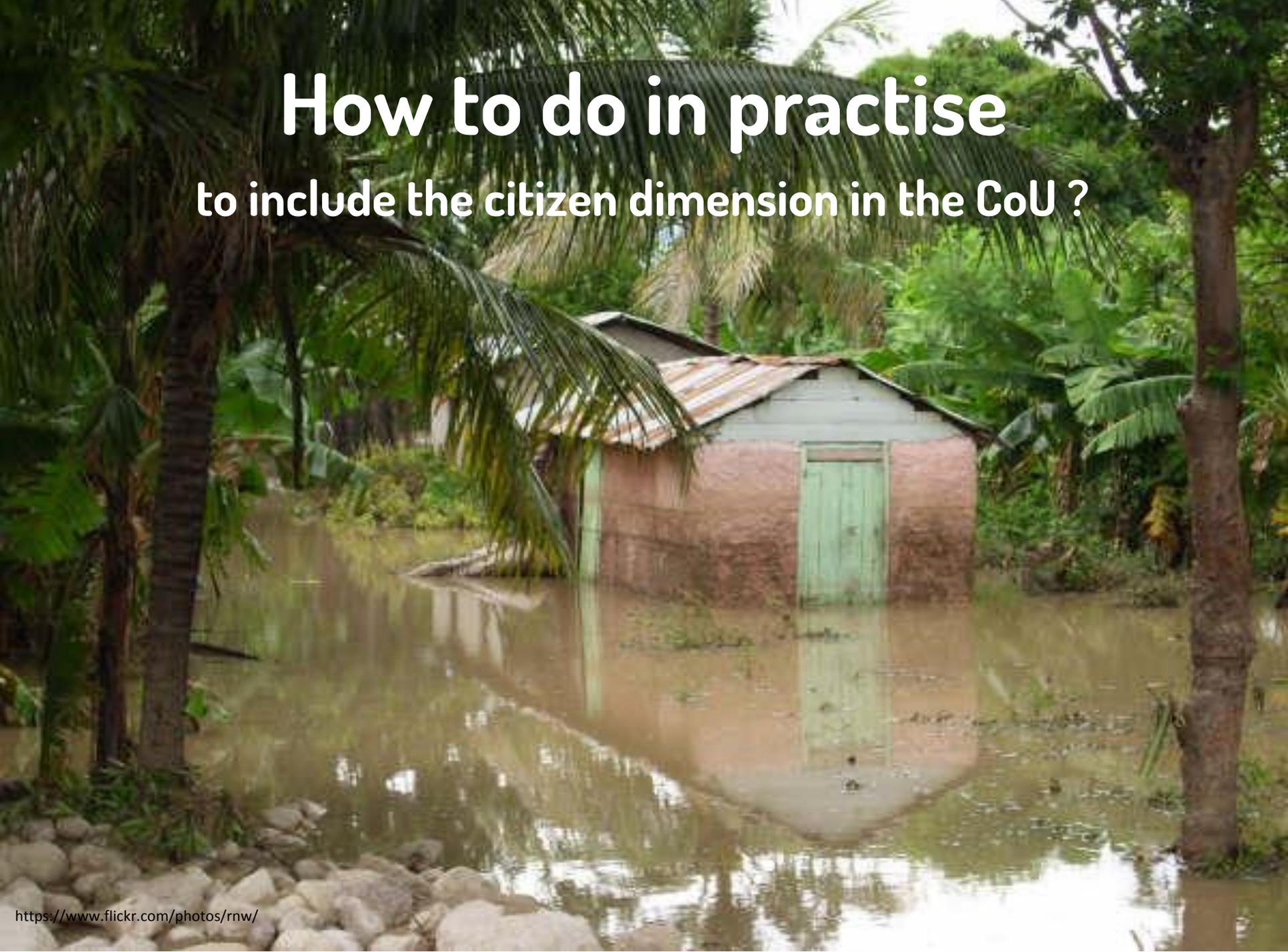
*p. 13*: The model of "Command and Control" –  
hierarchical, top-down [...] is [...] dominant. [...]

Enrico Quarantelli concludes : "The plans' managers should **think their plans in function of the people**, rather than relying on the fact that people will change their behaviours to fit the plans" [1]

*p. 27*: Other surprise, but we already knew that from a theoretical point of view : in such a disaster, **people want to step out of it by themselves**. So they do not wait the rescue organisation, and look for the solution by themselves. It is obvious, but you should have experienced that to really understand. And this has very important operational consequences [2]

E. Dufès, 2016 : <http://pnrs.ensosp.fr/Plateformes/RisquesetCrises/Actualites/L-auto-organisation-de-la-population-en-situation-de-crise-l-agir-ensemble>

# How to do in practise to include the citizen dimension in the CoU ?



# How to do in practise?

To reach citizens / raise risk awareness / give instructions ?

To empower them to act ?

Integrate the citizens in planning

Do not formalize too much

Rely on networks

Develop partnerships in advance

Ask people, do not answer for them

Be prepared to support the initiatives during a disaster

Avoid the pitfall of 'everyone has a good idea'

Top-down + bottom-up

Couple initiatives

Challenge initiatives to improve (raise the standard)

Make strong liaisons initiatives to prevent misuse of the situation

Proactive challenging the world (literally) with

needs (description of situation (problem), request for solutions)

**Local context !**

# OK, but how to do in practise?



Draft memo available upon request  
[christophe@my-poppy.eu](mailto:christophe@my-poppy.eu)  
[s.meijer@tegenwindmee.nl](mailto:s.meijer@tegenwindmee.nl)

# How to include the **citizen dimension** in the CoU

**Reaching** citizens before & during an emergency situation  
**Empowering** citizens to act by themselves during crisis situations ?

Christophe Cloquet, Sjirk Meijer + discussions with several people  
& inspiration from Philippe Quevauviller & Aleksandra Oczko-Dolny  
& litterature  
CoU Meeting – 10/10/2016

