

# Crisis communication: How to reach stakeholders?

Crisis Management Conference

1-3 October 2024

Liepāja

# VOLUNTARY ORGANIZATIONS DURING EMERGENCY SITUATIONS IN VILNIUS CITY



# ACCORDING TO THE CRISIS MANAGEMENT AND CIVIL PROTECTION LAW OF THE REPUBLIC OF LITHUANIA SUCH ORGANIZATIONS CAN:

- provide humanitarian aid and necessary services in response to humanitarian needs;
- Work in groups for searching missed people, rescue and emergency work;
- help the subjects of the crisis management and civil protection system to perform functions related to the prevention, management and elimination of their consequences of crises, extreme events and emergency situations



# GROUP OF NON-GOVERNMENTAL ORGANIZATIONS IS A MEMBER OF OPERATIONAL CENTER IN VILNIUS

- ↯ Lithuanian Redcross;
- ↯ Food Bank;
- ↯ Order of Malta Relief Organisation;
- ↯ Lithuanian Riflemen's Union;

# PREPAREDNESS WITH GROUP TO ACT IN EMERGENCY SITUATIONS

- Meetings with organizations regarding activity plans and measures;
- Identifying human and material resources;
- Participation in the practical exercises organized by the municipality;
- Preparation and conclusion agreements;
- Participation in seminars or webinars organized by different institutions;

# GOOD EXAMPLES OF VOLUNTEERING PRACTICE IN VILNIUS



A fire and the collapse of part of a building in Vilnius, 2024-01-02 where 30 flat owners were left homeless

- registration of evacuated residents;
- identification of essential needs of evacuated residents;
- regular support of communication and psychological support;



# ORGANIZATION OF ACTIVITIES OF THE REGISTRATION CENTER FOR WAR REFUGEES OF UKRAINE

- Assistance in establishing a refugee registration center;
- Registration of the people who have arrived;
- Determining people's basic needs;
- Organization of psychosocial assistance;
- Implementation of the functionality of the waiting area (waiting area, children's area, organization of meal and recreation areas).
- Implementation of security functions;



## PROBLEMS AND GOALS TO THINK:

- the limited working hours of volunteers require the organization of a continuous rotation of new people;
- changing staff of volunteers complicates the organization of long-term work;
- daily assignment of tasks and staff briefing are necessary;
- provision of personal protection and other means necessary to perform tasks;
- determine the procedure for organizing communication between all working organizations;
- assess potential volunteer absences and be prepared for that;



# CREATING MOTIVATION SYSTEM FOR VOLUNTARY ORGANIZATIONS

- Joint seminars and training;
- Assistance and support for organizations of the volunteers' in their daily activities;
- Assistance in implementing projects implemented by organizations;
- Incentives and awards;

# ACTIVITIES ORGANIZED BY THE VILNIUS MUNICIPALITY WITH VOLUNTARY ORGANIZATIONS AND THE PUBLIC

- ↯ Drone training field;
- ↯ Registration system for people to take part in practical exercise;
- ↯ First aid learning in schools;
- ↯ Registration system for volunteers;
- ↯ Call center for information about civil protection system in Vilnius

# DISCUSION 😊

