

Over 500 Participants Take Part in Public Consultations on the “First 72 Hours” Guide



The National Crisis Management Centre (CNMC) conducted a series of public consultations from 15 to 23 October on the development of the Resilience Guide for Families, Communities and Citizens. More than 500 representatives of civil society, local and central public authorities, the business community and the media took part in the discussions, contributing their perspectives, experiences and recommendations to help develop a practical tool tailored to citizens' needs.

The consultations were organised as part of the National Programme “Prepared Moldova”, coordinated by the CNMC, which aims to strengthen the resilience of the Republic of Moldova through the involvement of society as a whole.

The discussions brought together representatives of civil society organisations, journalists, the private sector, central public authorities and local public authorities from the northern, central and southern regions of the country. The aim was to better understand the needs and concerns of communities and jointly identify the most effective ways to inform and prepare the population.

We want the “First 72 Hours” Guide to be developed based on people’s actual needs, rather than solely from the perspective of institutions.

The consultations addressed important aspects such as the clarity of information, the practical nature of the recommendations, the accessibility of materials, and ways to ensure they reach as many citizens as possible, including those in rural areas and people who may require additional support.

Participants called for the Guide to explain what people should do before and during a crisis, include the most important recommendations without overwhelming readers with too much information, use simple and accessible language, and provide recommendations and exercises for maintaining calm and emotional balance. They also emphasised the need to provide reliable information sources, adapt the content to different needs and take people with special needs into account, as well as consider how children should be informed and prepared. In addition, participants stressed the importance of disseminating information through local networks involving local public

authorities and civil society organisations, as well as through hospitals and pharmacies, libraries, schools and other community centres. Representatives of non-governmental organisations expressed their willingness to adapt the Guide's content to the needs of the communities in which they operate.

These priorities will help improve the content and structure of the Guide, ensuring that its recommendations are easy to understand, realistic and applicable in everyday life, while taking into account the different circumstances and capacities of families.

“We want Prepared Moldova to be a programme built together with people and for people. That is why it is important to listen to communities, understand their needs and draw on the experience of those who know the realities on the ground best. We have received valuable recommendations that we will take into account when finalising the Guide. For us, these consultations also mark the beginning of long-term partnerships with civil society, local authorities, the business community and the media. A country's resilience is built through the involvement of society as a whole, and every contribution helps us become better prepared,” said Serghei Diaconu, Director General of the National Crisis Management Centre.

Every opinion matters. For the CNMC, the consultations provide an opportunity to listen to people, understand communities' experiences and develop better solutions together.

The recommendations received will be carefully reviewed and incorporated into the process of finalising the Guide. We aim to include applicable suggestions in the version scheduled for launch in the second half of November 2026. The document will also be open to further additions and updates, including contributions from citizens.

At the same time, the CNMC appreciates the participants' engagement and openness and aims to develop lasting partnerships with civil society organisations, local authorities, the business community and the media. These partnerships are important not only for developing the Guide, but also for disseminating its recommendations, organising public information activities and supporting community preparedness.

Resilience is built through the involvement of society as a whole. State institutions, communities and citizens have complementary roles in preventing and managing unforeseen situations.

The Resilience Guide for Families, Communities and Citizens, scheduled for launch in the second half of November, will provide practical recommendations on preparing households, ensuring basic needs are met, communicating within families and supporting one another. The Guide will be regularly updated in line with society's

needs and will remain a living document. Preparing for the first 72 hours is an internationally recognised benchmark and complements the efforts of the authorities, which respond from the earliest moments of a crisis.

“Prepared Moldova” is about care, responsibility and trust. Through dialogue, cooperation and active participation, we are turning communities’ experiences and recommendations into a useful guide for every family.

