

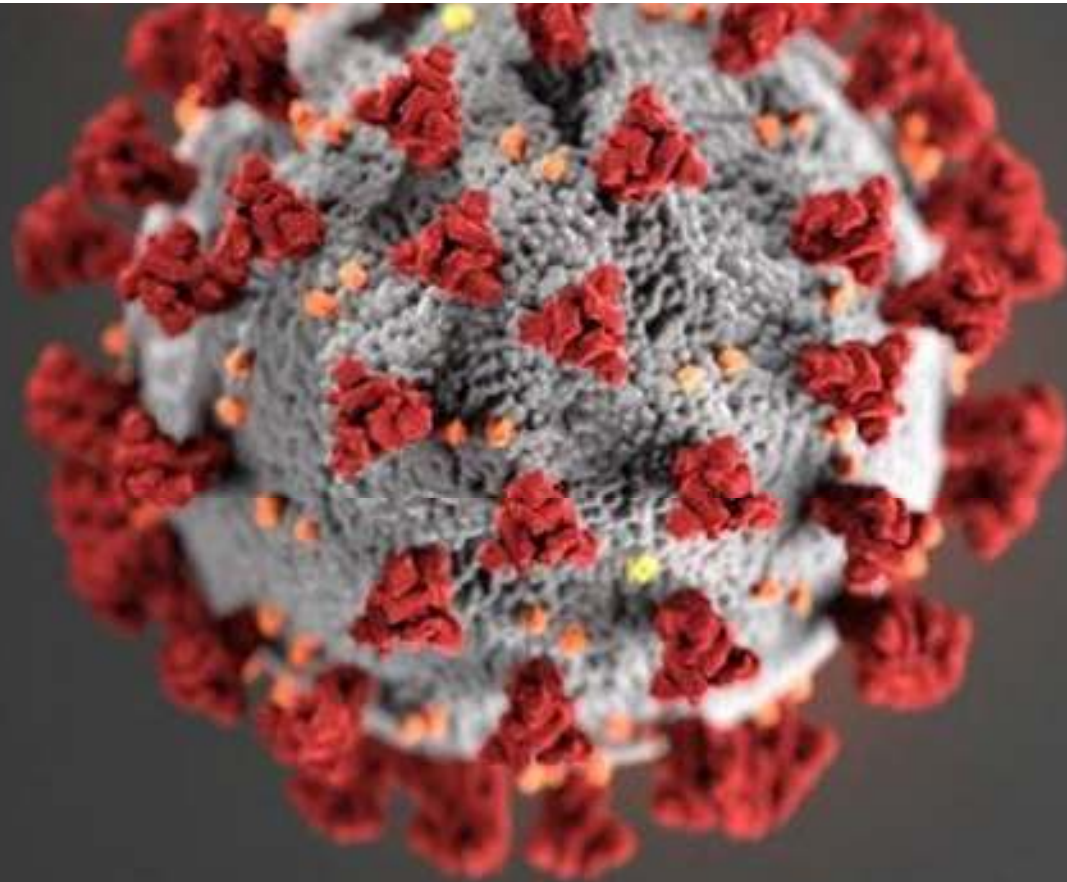


Emergency communications in Europe during COVID-19

Marta Azevedo Silva, Communications and Press Officer, EENA
Rose Michael, Knowledge Officer, EENA


Contents

1. Impact of COVID-19 on emergency call centres
2. Best practices for emergency communications
3. Misinformation & disinformation
4. Public Warning



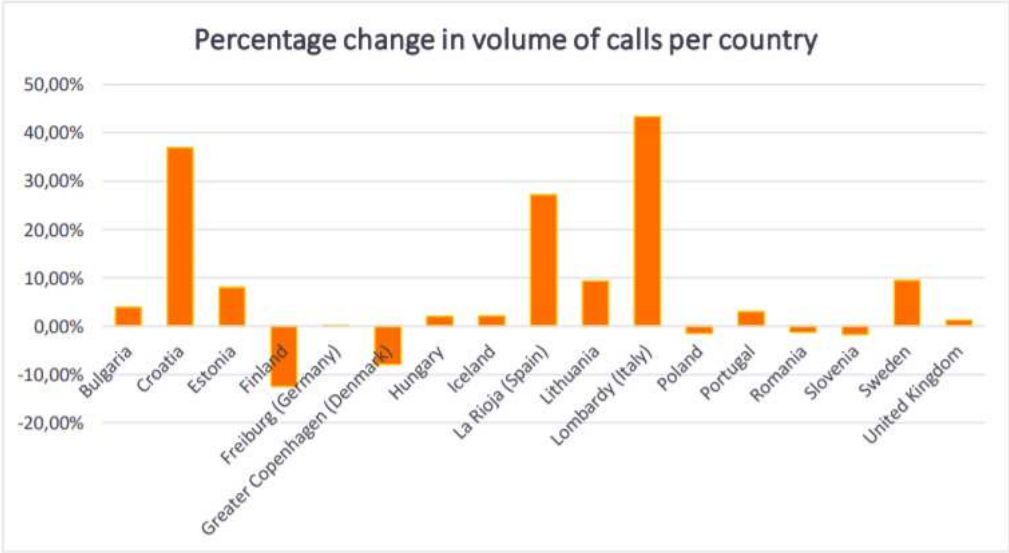
IMPACT OF COVID-19 ON EMERGENCY CALL CENTRES

Impact of COVID-19: volume of calls



Lombardy region (Italy) +43%

La Rioja (Spain) +27%



Level of calls was not in proportion to the level of risk!

Impact of COVID-19



Protocols & procedures



Infection prevention & control (IPC)



Staffing



Inter-agency cooperation

Examples of mis/disinformation

- Czechia: rumours helplines answered by epidemiologists
- UK: rumours outbreak caused by 5G

A hand holding a pen over a document with a grid pattern. The document is slightly out of focus, and the hand is in the foreground, holding the pen as if about to write. The background is a dark, textured surface.

Best Practices

Key lessons learnt

For communications strategies

- Adaptability
- Accessibility
- Cooperation between services



Key lessons learnt

For communications strategies

- **Simple, clear, timely and coherent messages to avoid panic**
- Learn from other countries
 - So plans can stay **as stable as possible**.
- Implementation of non-emergency numbers: enough info online (websites, apps etc.)

Actions against mis/disinformation

- EMS Lille (France) : countering false information
- Croatia : working with media
- EENA Twitter verification project



Disinformation

Avoiding misinformation & disinformation

- Factual and reliable information only
- Concise & regular information: reduces panic & insecurity
- Reach as much of population as possible



**Alert to the
population**

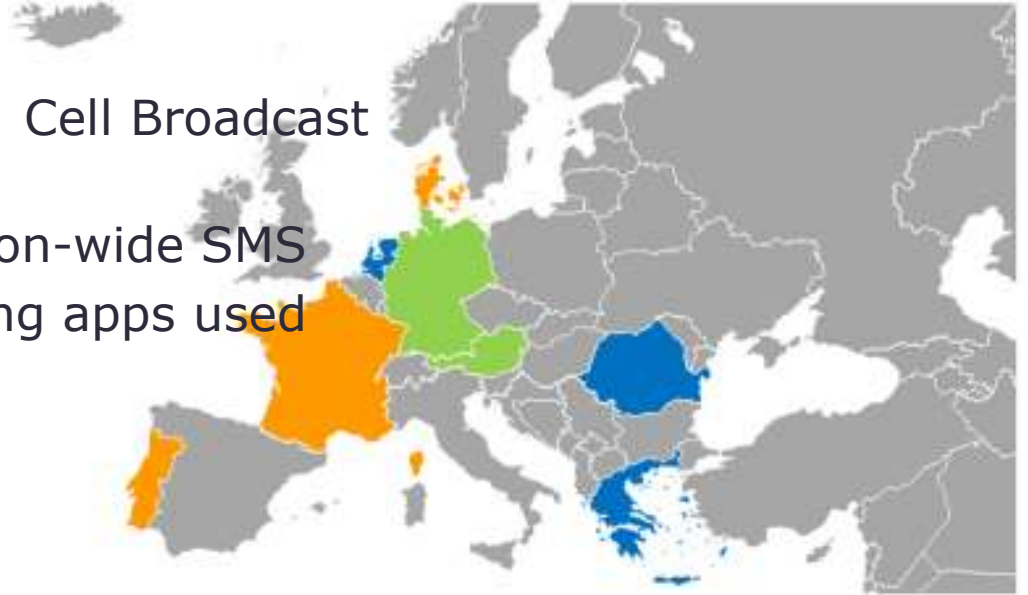
Public warning

- Multi-channel public warning
- Clear and coherent messages
- TVs, radios, websites, social media, dedicated apps
- Mobile phones

Public warning

Through mobile phones

- [Netherlands](#), [Greece](#), [Romania](#) : Cell Broadcast messages
- [France](#), [Portugal](#), [Denmark](#): nation-wide SMS
- [Germany](#), [Austria](#): Public Warning apps used locally

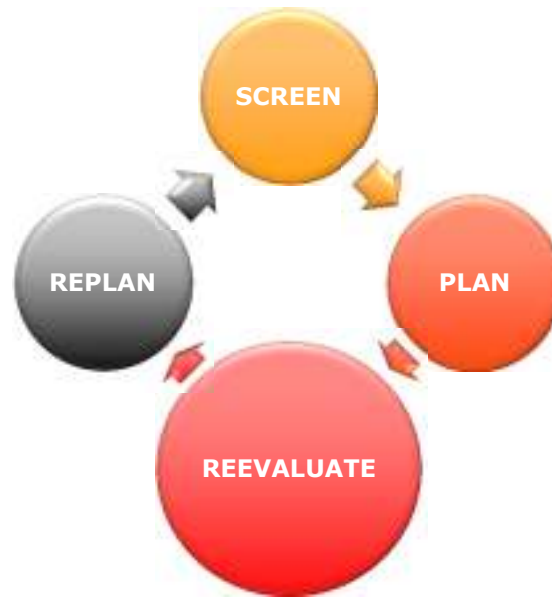




**How to ensure
continuity of
communication
services?**

Impact of COVID-19

GUIDANCE FOR PUBLIC SAFETY ANSWERING POINTS (PSAPs)



CONTACT

Marta Azevedo Silva & Rose Michael

Communications & Press Officer & Knowledge Officer



@MartaEENA
@rose_mmichael



mas@eena.org
rm@eena.org