



GOVERNMENT OF ROMANIA

EURO-ATLANTIC RESILIENCE CENTRE  
DEPARTMENT FOR EMERGENCY SITUATIONS  
NATIONAL CYBER SECURITY DIRECTORATE  
MINISTRY OF NATIONAL DEFENCE

# GUIDE

## FOR CRISIS SITUATIONS



KEEP THIS BROCHURE

# HOW WELL PREPARED ARE YOU FOR A CRISIS SITUATION?

You have prepared an emergency plan	2 points
You know how to use the telephone in an emergency	1 point
You are involved in the community to which you belong	1 point
You know how to deal with the avalanche of false panic-inducing information	1 point
You have a reserve financial fund for crisis situations, including cash	1 point
You know the specific risks you may be exposed to and how to respond to them	1 point
You know the fundamentals in the event of a crisis	1 point
You have prepared a survival kit for at least 72 hours	2 points

**Very poorly prepared**

**Poorly prepared**

**1p**

**2p**

**3p**

**4p**

**5p**

E.g. family meeting places, the location of civil protection shelters, evacuation routes, etc.

E.g. what are the emergency numbers, when you should call the emergency numbers, if you have written down the emergency numbers independently of the electronic contact list on your phone, etc.

E.g. volunteering, being involved in solving common problems near the residence, in the neighbourhood, in the city, etc.

E.g. how to differentiate fake news from real news, how to act in the event of panic, what are the reliable sources of information

E.g. cash that you can use in a crisis, especially if you are unable to access your bank accounts. Having a savings account to access in difficult situations

E.g. what are the most likely risks that can occur, depending on where you live (fires, landslides, floods, industrial accidents, etc.)

E.g. how to use the fire extinguisher, how to provide first aid, how to evacuate a burning or structurally unstable building, how to turn off gas, electricity, water sources, how to interact with a person in a state of panic, etc.

The authorities will intervene to save citizens, but the most serious cases will be treated as a priority. Additionally, restoring water supplies or distributing food takes time, depending on the severity of the crisis.

**Prepared**

**Well prepared**

6p

7p

8p

9p

10p

# THIS BROCHURE HAS A PREVENTIVE ROLE

- It shows ways you can prepare for a crisis situation
- It presents what to do in a crisis situation or in a situation which has the potential to evolve into such an event

## WHAT IS THE CONTEXT OF THIS BROCHURE

**GIVEN ENOUGH TIME, THE OCCURRENCE OF A CRISIS SITUATION IS INEVITABLE. BE PREPARED!**

**According to most convergent analyses, a major crisis is not imminent in Romania.** Nevertheless, natural disasters, cyberattacks, wars or financial crises are events that constantly manifest themselves at a global level and which, directly or indirectly, through the consequences produced, can also affect our country.

**THE AUTHORITIES HAVE THE NECESSARY TOOLS TO MAINTAIN STABILITY DURING A CRISIS, BUT THE RESPONSIBILITY FOR OVERCOMING SUCH EVENTS BELONGS TO SOCIETY AS A WHOLE.**

Even if the environment we live in becomes very hostile or difficult, it is also your duty onto others to remain calm, support the authorities and comply with the laws and democratic values. Society can quickly return to normal if we maintain our cohesion and solidarity. Be an example to those around you and we can overcome any crisis!

# BE RESPONSIBLE!

In the event of a crisis, **follow the steps** described in this brochure.

The authorities will intervene to resolve all cases, but each citizen has the responsibility to stand in solidarity with his or her peers.

**Store the brochure** in an easily accessible place.

**You may share and discuss it** with your family, friends or loved ones.



# WE ALL FACE THE RISK OF ENCONTERING A CRISIS SITUATION

**How would you react if, suddenly, a natural or man-made disaster were to occur near your home and access to gas, water, electricity, banking services etc. were interrupted?**

**It is important to know that Romanian authorities have the capacity to ensure the continuity of essential services** (water, energy, food, medical services, etc.) even against the backdrop of serious disasters. Therefore, should any problem arise in the areas mentioned above, they would be **only temporary**.

## FOR EXAMPLE, DID YOU KNOW THAT ROMANIA:



**Ranks 2nd/27**  
in the EU for  
energy independence



**Ranked 1st/27**  
among EU sunflower seed  
producers in 2023



**Ranked 4th/27**  
among EU wheat  
producers in 2023



**Ranked 6th/27**  
among EU poultry  
meat producers in 2022

### **BELONGS TO THE MOST POWERFUL MILITARY AND GEOPOLITICAL ALLIANCES**

The invasion of Ukraine has triggered the deployment of a NATO multinational battle group to Romania. Elements of the US military are stationed in Romania, providing additional security guarantees. As an EU member, Romania may activate the solidarity or common defense clauses in the event of a crisis or war.



A complex crisis usually creates a feeling of fear and anxiety and has a significant impact on our daily routine.

It involves radical changes to one's lifestyle and can extend over long periods of time. Some of the usual comforts may disappear for a while, but authorities will always prioritise making sure that we have enough food, water, or energy to keep society functioning.

The Romanian Army and its allies are ready to repel any armed aggression, but also to support the population in the event of a natural disaster.

Central and local public institutions will guide you towards a return to normalcy, but this can only be achieved quickly if one understands one's true role in the crisis context, observes the instructions given, and demonstrates responsibility, solidarity and resilience.

On the next page you will find a series of tips that can help you be more resilient when facing a crisis.



# WHAT YOU OUGHT TO DO IN A CRISIS SITUATION



## KEEP CALM!

States of anxiety and fear are normal reactions, generated by the state of uncertainty.

These can be kept under control if you follow the instructions given by the authorities and get your information from reliable sources.

A calm mind greatly increases your chances of survival.

Don't forget to check your family's mental state.



## TAKE IMMEDIATE STEPS TO SAVE YOUR OWN LIFE AND THE LIVES OF THOSE AROUND YOU!

Depending on the specificities of the crisis (landslide, fire, earthquake, flood, etc.), different measures must be taken in order to be safe. These may also be found on the website **[www.fiipregatit.ro](http://www.fiipregatit.ro)**.





## **HOW TO CALM DOWN A PANICKING PERSON**

**Ask calmly how you may help. Listen actively and show empathy.**

It is important to gain his/her trust, especially if he/she is a stranger. Introduce yourself and let them know you are willing to help.

**Pay attention to what is happening around that person and listen to what they need.**

It is likely they will talk incoherently or they may have difficulty speaking at all. Offer to contact somebody on their behalf. A calming presence is helpful even if the person overreacts. Do not lose your cool and maintain a calm and respectful tone.

## **HOW TO KEEP CALM IN A CRISIS SITUATION**

**Take a deep breath, hold it for three seconds, then exhale slowly. Repeat the process until the panic subsides.**

In an unexpected situation, the body's automatic reaction is to accelerate the pulse. Reduce this reflex by controlling your breathing.

**Repeat mentally reassuring phrases such as "All will be well", "I must stay calm".**

Be prepared! Attend first aid classes, read this brochure. If you know what to do in an emergency, your body will not trigger such a strong panic response.



# WHAT YOU OUGHT TO DO IN A CRISIS SITUATION



## BE READY TO FEND FOR YOURSELF FOR 72 HOURS

The authorities will intervene to provide priority assistance to those in critical situations and later, in stages, to other categories of affected people.



## BE RESPONSIBLE AND LIMIT EMERGENCY CALLS FOR REALLY SERIOUS SITUATIONS. THUS, THE AUTHORITIES WILL PRIORITISE CALLS ACCORDINGLY (details on [www.fiipregatit.ro](http://www.fiipregatit.ro))

Limit the use of mobile devices, to leave frequencies open for rescue workers (for any discussions that are not urgent, use short text messages). For the same reason, avoid using or blocking traffic lanes.



## **FOLLOW THE INSTRUCTIONS OF THE AUTHORITIES, INCLUDING THE EXCEPTIONAL MEASURES PUT IN PLACE!**

Any citizen can be called upon to support the authorities in various ways to eliminate the effects of major crises. Solidarity is the optimal solution in such moments.

## **SHOW SOLIDARITY WITH YOUR COMMUNITY!**

Help people around you under the direction of authorities, donate blood, volunteer, offer help or information when requested by authorities, and obey applicable laws on your own initiative! The greater the solidarity between citizens, the easier and faster we will overcome any crisis.

**Did you know that,** according to disaster survival studies, the greater the spirit of community solidarity, the more likely group members are to survive accidents from which they could easily be saved by their peers?

Identify in advance where you can volunteer or get directly involved to help members of your community!

You too might one day need help from your peers!

Help the people around you!



# **HOW TO PREPARE FOR A CRISIS SITUATION**

# DEVISE A CRISIS PLAN



**Establish a primary and a secondary meeting place for your family in case of disaster.**



**Plan for the scenario that you might have to leave your home and take refuge from danger (it could be with relatives, friends, acquaintances or in other accommodations)**



**Take note of the civil protection shelters that are closest to your home or to places where you spend much of the day (find the complete list on [www.igsu.ro](http://www.igsu.ro)).**



**Determine the routes you will take to evacuate the building, your neighbourhood or your city. It is also advisable to consider secondary routes.**



**Establish an emergency contact and make sure all those close to you know about it. It may also serve as a reserve communication channel with your family.**



**Write down important addresses and telephone numbers (doctors, kindergarden, school, workplace, home, residence) in case the phone malfunctions or runs out of battery.**

Tip: you may use the special space for notes at the end of this brochure to write down your plan or you may download a template from [www.fiipregatit.ro](http://www.fiipregatit.ro). Keep multiple copies in easily accessible places, including in electronic format.

# PREPARE AN

## **WATER**

- At least 4 litres of water per person / day
- If you have pets, remember to include water for them as well (approx. 30 ml / kg every day)
- Water purification pills

## **PERSONAL HYGIENE**

- Toilet paper, wet tissues, dry tissue paper
- Disinfectant
- Personal items: soap, shampoo, deodorant, toothpaste, toothbrush, comb, feminine hygiene items, etc.
- Trash bags

## **FOOD**

Compact and lightweight, which do not require cooling, boiling or cooking. Examples of foods you can prepare:

- canned food with built-in opening systems
- dehydrated foods
- energy bars

- wholegrain crackers
- jam
- coffee, tea
- if necessary, special-purpose foods: baby food, powdered milk, etc.
- if you have pets, don't forget their food. If you need to heat certain foods, don't forget the portable camping stove and its fuel

## **DOCUMENTS/CASH**

- identity cards, health insurance cards
- cash
- important phone numbers
- copies or originals of important documents such as birth certificates or real estate & insurance contracts

## **USEFUL DEVICES**

- AM/FM radio with spare batteries (don't forget to replace the batteries yearly!)
- one flashlight per person and spare batteries
- a whistle (the conventional signal in an emergency is given by short whistles)

# EMERGENCY KIT

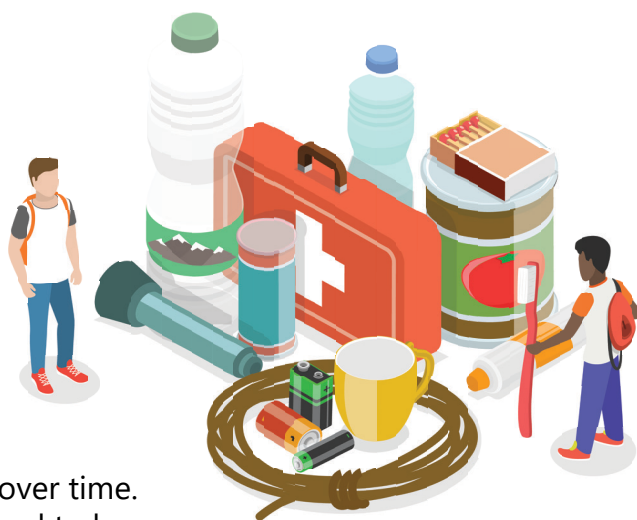
- a mobile phone, a SIM card, a charging cable and an additional external battery (powerbank)

## MEDICAL ITEMS

- personal medication and prescriptions (Attention! Don't forget to write down the family doctor's name)
- analgesics, antiseptics
- depending on the situation, spare parts or accessories for the hearing aid, wheelchair, etc.
- first aid kit

## OTHER ITEMS

- utility knife
- printed maps (local, regional, national)
- clothing suitable for the season and a sleeping bag or 2 warm blankets for each person
- backpacks or travel bags large enough to carry the emergency kit
- spare keys



## REMEMBER!

You can build your kit over time. There is no pressing need to buy everything at once.

# BE MORE SECURE IN CYBERSPACE

**An IBM study indicates that over 90% of cyberattacks can be blamed on user errors.**

In a crisis situation, criminal groups and hostile states will attempt to take advantage of the inherent confusion and panic to steal private information or disable critical computer systems.

**Remember cyber hygiene measures in times of crisis, so as not to lose or allow criminals access to information that is of critical importance to you or even to state security.**







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**Do not forget to create backup copies of important data**

It may be stored separately from the computer you use to connect to the internet (e.g. on an external hard drive)



**Check the real source of the messages you receive before taking any action**

It is a red flag if you are asked to click on links, fill in personal details, or download attachments.



**Install antivirus software and run the security updates. It may be salutary in case of a lapse in concentration**

Keep all your programmes up to date. You may enable auto-updates.



**Use different and complex passwords for each on-line account**

Enable multi-factor authentication when available. Change your passwords if you suspect you have been the target of a cyberattack.



**Use separate devices for work and private life. Be equally responsible in ensuring the security of your family**

If you are at work, report any incidents immediately to the system administrator

# BE RESPONSIBLE IN THE ON-LINE SPACE

- Make sure your devices are protected with passwords, PIN or biometric authentication
- Grant apps or programmes only those permissions absolutely necessary for their operation
- Change default passwords on new devices before using them



- Do not access links or attachments from unknown sources
- Be mindful of the personal data you share online, particularly on social media



- Beware of cloned sites, which look very similar to the original ones!
- Check the domain name (e.g. facebook.com). If it looks suspicious, it may be a trap!



Did you notice anything suspicious? Are your data or devices compromised? Have you experienced a cybersecurity incident?

**Call 1911 or send an email to [alerte@dnsc.ro](mailto:alerte@dnsc.ro)!**

**1911**



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**CYBERSECURITY IS A SHARED RESPONSIBILITY**

**IT IS IMPORTANT TO ACT TOGETHER**

**HELP THOSE AROUND YOU BE SAFER ON-LINE**

**PRACTICE**  
**SPOTTING FAKE NEWS**  
**OR GRATUITOUSLY ALARMING NEWS**



In a crisis situation, rumors and false information spread very quickly, sometimes amplified by state or non-state actors hostile to Romania with the aim of sowing panic, disrupting the intervention of the authorities and destabilizing society.

**An MIT study shows that fake news is shared 70% faster than real news, usually because it is shocking or surprising.**

**Do not make the mistake of believing sensationalist news without verification and of being seized by fear.**

### **PAY ATTENTION TO INFORMATION CHANNELS**

**Authorities will communicate only through official websites, official mobile apps, official social media pages and official public statements, such as those by the President, Prime Minister, or ministers.**

### **DON'T BELIEVE ALARMIST RUMOURS**

**Authorities will immediately inform, through official channels or the public alarm system and RO-ALERT, when there is an imminent risk of crisis.**

### **REDUCE AS MUCH AS POSSIBLE THE RETRANSMISSION OF INFORMATION OR IMAGES RELATING TO THE DISASTER/CRISIS**

**They can create unjustified panic and endanger first responders or soldiers, particularly in situations of war or terrorist attacks.**

### **CHECK THE INFORMATION YOU RECEIVE**

**Wherever they may come from - loved ones, social networks or different websites -, if the information elicits fear, revolt or anger in you, it is very likely that it was created specifically for this purpose.**

# **MAKE SURE YOU AND YOUR FAMILY KNOW THE FUNDAMENTALS IN CASE OF EMERGENCY**



**HOW TO USE THE FIRE  
EXTINGUISHER, HOW TO TURN  
OFF THE SUPPLY OF WATER,  
GAS AND ELECTRICITY**

Read the instructions for the fire extinguisher in advance and memorize how to use it, so as not to waste time in an emergency.

**TAKE PREPAREDNESS COURSES  
OR FIRST AID CLASSES FOR  
EMERGENCY SITUATIONS**



The Romanian Red Cross offers such courses. You can also find theoretical instruction on the website **[www.fiipregatit.ro](http://www.fiipregatit.ro)**

It is helpful to identify cases of electrocution, burns, cardiac arrest, severe allergic reactions, drowning, etc. and know how to react.



## WHAT IS THE MEANING OF THE SIGNALS TRANSMITTED BY THE NATIONAL ALERT SYSTEM

**DISASTER ALARM:** 5 long sounds (16 seconds) separated by 10-second pauses

**AIR RAID PRE-ALARM:** 3 very long sounds (32 seconds) separated by 12-second pauses

**AIR RAID ALARM:** 15 short sounds (4 seconds) with short pauses (4 seconds)

**END OF ALARM:** long, continuous sound (2 minutes)

Examples of sounds can be found on the website **[www.fiipregatit.ro](http://www.fiipregatit.ro)**

## TAKE PRECAUTIONS TO DIMINISH THE SPECIFIC RISKS YOU ARE LIKELY TO INCUR



Analyse the most likely risks to which you are exposed, depending on the geographical area in which you are located (floods, fires, industrial accidents, etc.) and learn how to prepare and react to these specific situations. Additional information can be found and downloaded on the website

**[www.fiipregatit.ro](http://www.fiipregatit.ro)**

**RO-ALERT** broadcasts alarm messages in emergency situations where people's lives or health are in danger. The system automatically sends messages to all phones in the affected geographic area and warns in advance of the specific risk that is about to occur.

# KEEP AN EYE OUT FOR PEOPLE WHO WANT TO PROFIT FROM THE EFFECTS OF THE CRISIS

Make sure you know who are the authorities and public officials called upon to intervene in emergency situations, what their uniforms look like and what their duties are. It is conceivable that some people may wear similar clothing and insignia in order to mislead you.

Do not provide information about financial assets, personal data, your home or your valuables if you are not absolutely certain that the person asking has the right to know it.

Officials will never ask you for money or valuables. Donations intended to support efforts to return to normal and to help certain people in special situations will only be collected via dedicated platforms, of which the authorities will inform you in advance.



# CREATE A FINANCIAL RESERVE FUND FOR CRISIS SITUATIONS



**Make sure you have a reasonable amount of cash to use in case of a major emergency.**



**A savings account is also useful, particularly in cases when the economic situation has been affected by an external crisis.**



An emergency plan template may also be downloaded from the website **[www.fiipregatit.ro](http://www.fiipregatit.ro)**



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## FOR ROMANIAN RESIDENTS

The Euro-Atlantic Resilience Centre (E-ARC), in collaboration with the Department of Emergency Situations, the National Cybersecurity Directorate and the Ministry of National Defense, have drafted this brochure to support each citizen in being better prepared for a crisis situation or for a scenario which may evolve into a major crisis.

If we are prepared, such negative incidents will not surprise us, we will know how to act so that society remains functional even in the most difficult circumstances.

The guide defines a crisis as being one or more events occurring at the same time (such as natural or technological disasters, cyberattacks, financial or energy instability, a breakdown of public order, etc.), which can temporarily block the functioning of the State and which may endanger the lives, health or physical integrity of a significant number of citizens.

It is important to remember: the E-ARC assessments do not reveal the imminence of a major crisis for Romania, but resilience is built long in advance.



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