



Europe
for Citizens



Project “Manage the Covid crisis with **C**are, reas**O**n, **V**alues, un**I**ty, soli**D**arity”; Acronym: **Care on**

LESSONS FROM THE COVID CRISIS

ADDRESS

To the members of the European Commission and all those on whom the better preparedness of the community for the next crisis depends

The coronavirus pandemic has highlighted the importance of consistent, decisive and centralized preparedness and response at EU level in times of crisis. The European Commission has already drawn up plans to increase preparedness and improve management at EU level of cross-border health threats and has proposed to strengthen cooperation between EU member states through the Civil Protection Mechanism.

The EU's response to crises must continue to evolve. In the future, we may face acute crises of a different nature, which may be multi-layered or hybrid, cause chain effects or occur simultaneously. We need to change our way of thinking, to be more flexible and oriented towards building resilience at all levels in order to better manage crisis situations.

The recommendations listed here are collected as a result of the activities of the project “Manage the COVID crisis with Care, reasOn, Values, unIty, soliDarity”. In thematic debates, interviews, World Cafe and at an international conference, we heard the opinions and ideas of hundreds of European citizens aged 15 to 70 living in 8 countries, seven of which are EU members and one is EU candidate, namely: Bulgaria, the Czech Republic, Germany, Greece, Lithuania, Poland, Spain and the Republic of Serbia.

Here are their recommendations for better crisis management:

1. Faster and bolder response from the EU institutions.
2. To broadcast categorical and uniform messages, as many as possible from experts and professionals in the relevant field.
3. In times of crisis, the capacity of aid services to be increased.
4. To provide adequate funding for non-profit organizations that protect women's rights, as the situation of women in the pandemic has worsened more than that of men, specifically in terms of unemployment and cases of domestic violence.
5. To reduce the administrative and organizational complexity that families encounter, including the need to repeatedly prove the right to assistance.
6. Support and rehabilitation services to be more accessible so that children do not suffer from a lack of services that help for their mental health.
7. To provide teachers with working equipment for conducting online education and to ensure equal access for all students to distance learning by providing them with technical means.
8. To introduce early health education to promote a healthy lifestyle and form a health culture.

9. To develop a vaccine in the form of a pill or spray that will be better accepted by the elderly and by all those who fear and have doubts about vaccines.
10. To regulate home office work at the European level.
11. Establish plans for direct financial support to the media sector, which is crucial for a stable democracy and the fight against disinformation.
12. To develop a common European plan to support tourism, without favoritism and inequality between countries.
13. Protection of small businesses through tax relief.
14. It is necessary to form media crisis management teams to train journalists to work in emergency situations.
15. To inform cultural institutions about the need for accessibility of cultural content for people with disabilities and to encourage their participation in its creation.
16. To stimulate the inclusion of people with disabilities, minority groups and those in a disadvantaged position. In particular, all news should be broadcast with sign translation, encourage the creation of programs for people with vision and hearing problems, and they to participate as authors.
17. To ensure adequate financial support for all artists if they are deprived of the opportunity to perform.

We must always be prepared for a problem like the COVID-19 pandemic. Pandemics are something familiar because they have happened before and since they will certainly happen again, we must have a ready-made plan to deal with them, adequate to modern realities, lifestyles and communication possibilities.

The organizations in the consortium that worked on the Care on project are optimistic because **the general conclusion of our work is that COVID can mean care, reason, values, unity, solidarity.**

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