




**CODE OF CONDUCT
FOR CRISIS SITUATIONS**





Subscribers to the publication:
The Ministry of the Interior and the Government
Office of Estonia

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Dear residents of Estonia!

Each country does everything within its power to prevent crisis situations. However, not all crises can be completely prevented. Accidents happen even in the safest countries, and Estonia is no exception. In an open world we are influenced not only by local events, but also by what is happening in neighbouring countries and in the world at large.

In your hands you are holding the codes of conduct, which will help you to prepare for different crisis situations and protect yourself, your loved ones and your property during crises.

Despite the fact that the state must help all those in need, neither Estonia nor any other country in the world has enough resources to simultaneously and quickly assist all of its inhabitants across the whole of their national territory.

Major crisis situations may last for days or even weeks. The disruption of multiple vital services may occur, leading to problems with the accessibility of electricity, gas, water supply, and publicly available communication services, as well as food, drinking water, convenience goods, and medicines. Until the arrival of disaster relief/emergency management and the restoration of services, the life, health and wellbeing of yourself and your loved ones depends largely on your preparedness. If you have prepared well for the crisis, you might not even need outside assistance in a crisis situation.

“Hope for the best but prepare for the worst”, is a well-known grain of wisdom, which has helped Estonians through the ages. The greater our awareness is regarding different threats and their impact on our everyday life, the better we can prepare for them. It is of utmost importance that every person, family and community thinks about and makes preparations in order to protect their life, health, relatives and property.

This collection provides you with practical advice on how to prepare yourself and your home for crisis situations, what kind of resources should be mobilized at home and how to act in the event of a crisis.

The code of conduct has been prepared in cooperation with experts from many institutions and organisations, led by a task force for civil protection that was formed by a decision of the Government. A contribution into the preparation of the code of conduct was made by the Government Office, the Ministry of the Interior, the Ministry of Defence, the Ministry of Economic Affairs and Communications, the Ministry of Rural Affairs, the Ministry of the Environment, the Ministry of Foreign Affairs, the Estonian Rescue Board, the Police and the Border Guard Board, the Estonian Internal Security Service, the Emergency Centre, the Headquarters of the Estonian Defence Forces, the Defence League, the Environmental Board, the Environment Agency, the Women’s Voluntary Defence Organization, the Health Board, the Association of Estonian Cities, the Tartu Ambulance Foundation, non-profit organisation MTÜ Estlander and PR Partner OÜ.

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Stay safe!

Contents

PREPARING FOR CRISIS SITUATIONS



Preparing for crisis situations together with your family and community
PAGE 10



PAGE 12
Independent coping upon a disruption of vital services



Disruption of power supply
PAGE 12



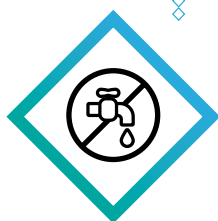
PAGE 14
Disruption of natural gas supply

PREPARING FOR CRISIS SITUATIONS



Disruption of
heat supply

PAGE 16



PAGE 18

Disruption of water
supply and sewerage
service



Disruption of
communication
services

PAGE 20



PAGE 22

Useful supplies
and equipment
at home

**PREPARING FOR
CRISIS SITUATIONS**

**GENERAL CODE OF CONDUCT
IN CASE OF CRISES**

PAGE 26
Warning message

PAGE 30
My memo for
evacuation



Reminder for useful
supplies at home
PAGE 25

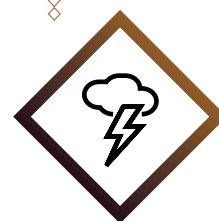
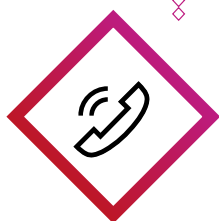
Evacuation
PAGE 28

**GENERAL CODE OF CONDUCT
IN CASE OF CRISES**

**ACTING IN DIFFERENT
CRISIS SITUATIONS**

PAGE 34
Calling for help

PAGE 40
Extreme weather
conditions



Sheltering indoors
PAGE 32



First aid
PAGE 36



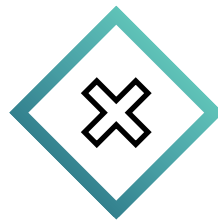
ACTING IN DIFFERENT CRISIS SITUATIONS



Flood
PAGE 46



PAGE 50
Fire in a building



Chemical accident
PAGE 52



PAGE 54
Radiation
accident

ACTING IN DIFFERENT CRISIS SITUATIONS

PAGE 58

Collapse



PAGE 64

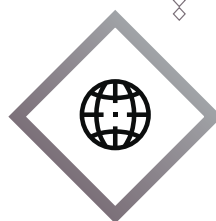
Falling into a crisis situation in a foreign country



Explosion
PAGE 56



Sudden attack in a
public place
PAGE 60



Behaving
as a civilian
during an
armed
conflict
PAGE 66



Preparing for crisis situations together with your family and community

- ✓ **THE ABILITY OF YOURSELF AND YOUR FAMILY TO COPE IN CRISIS SITUATIONS DEPENDS, ABOVE ALL, ON YOU!**
- ✓ **THE BEST WAY TO PROTECT YOURSELF AND YOUR FAMILY IS TO PREPARE IN ADVANCE FOR CRISIS SITUATIONS!**
- ✓ **ONLY YOU KNOW YOUR FAMILY'S NEEDS AND OPPORTUNITIES!**
- ✓ **COOPERATE WITH YOUR NEIGHBOURS AND COMMUNITY WHEN PREPARING FOR CRISES!**

How to prepare for crises with your family

- ◆ Be aware of which crisis situations may endanger you, what their impact is on your everyday life, and how to prepare for them together.
- ◆ Talk through how to behave in different situations. For example:
 - ◇ do all family members know when and how to call for help;
 - ◇ in which situations is it definitely necessary to leave the home and in which situations must one remain indoors;
 - ◇ where can you go temporarily in case of danger (neighbours, friends, relatives, to the countryside, summer cottage);



WORTH KNOWING

- ◆ Make sure that all of your family members know how to turn off the water or gas, and switch off the power.
- ◆ Make sure that all of your family members know where the more important tools are, which may be needed in case of an emergency, for example, what should be taken along when leaving home or what supplies you should have at home.
- ◆ Consider whether your relatives or acquaintances need help in certain crisis situations and agree on how to maintain contact.
- ◆ Think about how to take care of your pets in different crisis situations.

If you wish to help others as a volunteer and contribute to society, join a volunteer organisation. Read more:

www.vabatahtlikud.ee

Download the code of conduct app "Ole valmis!" (Be Ready!), developed by Women's Voluntary Defence Organization. The app can be downloaded for free by searching for "Ole valmis!":

- ◆ from Google Play store
- ◆ Apple e-store App Store

International Sign of Civil Protection:



How to prepare for a crisis together with your neighbours and community

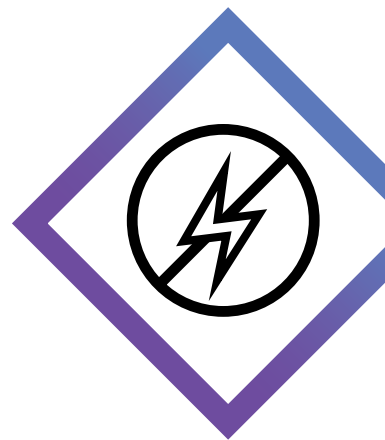
- ◆ Get acquainted with your neighbours and exchange phone numbers.
- ◆ Find out who the key persons are in your community (the head of a village, chairman of apartment association, head of the urban settlement, etc.).
- ◆ Together with the key individuals in your community determine the dangers in your region and the impact of disruptions to vital services, and consider how to be better prepared for them together (such as joint purchasing of a power generator, water pump, fire extinguishing equipment and other tools).
- ◆ Determine together which members of the community will require outside assistance in crisis situations.
- ◆ Agree on the procedure for notifying community members about the hazard and the mutual exchange of information in a crisis situation, and consider how you can help each other (incl. those who need outside assistance – elderly living alone, disabled persons, etc.).



Independent coping upon disruption of vital services

- ✓ **ELECTRICITY, COMMUNICATION, NATURAL GAS, WATER SUPPLY, SEWERAGE, ETC. — WHICH SERVICE DISRUPTION PUTS YOUR LIFE AND HEALTH AT RISK?**
- ✓ **THINK THROUGH ALTERNATIVE SOLUTIONS FOR SERVICE DISRUPTIONS!**
- ✓ **BE PREPARED TO COPE INDEPENDENTLY FOR A WEEK!**

DISRUPTION OF POWER SUPPLY



How to prepare for a power outage

- ◆ Determine the impacts of a power failure in your home and consider the solutions that could be used to mitigate these.
- ◆ If you depend on a centrally arranged service (central heating, natural gas, public water supply and sewerage, etc.), find out from the service providers, apartment association or local government where additional information can be obtained in case of disruptions (such as hotlines, etc.).
- ◆ Determine whether your household has any electrical equipment of critical importance that requires a separate backup power supply in the event of a power outage. Make it clear what capacity and solution is safe to use in your home (such as drinking water pump, heating device, power generator, solar panels, batteries, UPS, batteries, etc.).

NOTE! A power generator cannot be used indoors, unless it is placed in a special room which has been equipped with proper ventilation. A power generator is suitable for use in a private residence and in an entire apartment building.

- ◆ Stock up on light sources running on an accumulator or battery, a flashlight, storm lantern, kerosene lamp, candles and matches for your home. Store them in a place where you and your family members could find them even when it's dark.
- ◆ Stockpile enough supplies to allow you to cope independently for a week. Due to a long-term power outage, stores, pharmacies and gas stations could be closed. (See Chapter "Useful supplies and equipment at home", page 22.)
- ◆ Read the recommendations by the Ministry of Rural Affairs on how to preserve food in a crisis situation. Search for the following keywords on the Internet "Ministry of Rural Affairs" and "crisis management".

How to act in the event of a power outage

- ◆ Switch off electrical equipment.
- ◆ If the network operator has not informed you of the power outage, that it is aware of the outage, notify them of the power outage via the hotline 1343 or by telephoning the distribution network operator in your area.
- ◆ Use alternative solutions for heating your home, getting water, preparing food and obtaining information.
- ◆ To keep your food longer, abstain from opening the refrigerator and freezer without a reason.
- ◆ Use alternative power sources (power generator, accumulator, batteries, etc.) sparingly and only in case of urgent need. This way you will prolong their useful life.
- ◆ If you cannot cope independently at home in case of a power outage, go to your relatives or contact your local government for help.



WORTH KNOWING

SOLUTIONS FOR A POWER OUTAGE

| | |
|--|---|
| HEATING THE HOME | <ul style="list-style-type: none"> • Oven, fireplace, gas fire • Power generator for feeding an electric heater • Other temporary housing |
| GETTING WATER | <ul style="list-style-type: none"> • Power generator for the pumps of a bore well or dug well • Getting water from the well without electric water pumps, such as with a hand pump or a rope and bucket • Alternative source of water, such as a natural water body • Water reserve at home (monitor the expiry date) |
| INFORMATION AND COMMUNICATION EQUIPMENT | <ul style="list-style-type: none"> • A radio independent of the power supply (batteries, dynamo or solar battery) • Car radio • Mobile phone and/or tablet with mobile Internet and a portable power bank • Direct communication with neighbours |
| PREPARING FOOD | <ul style="list-style-type: none"> • LPG stove and gas cylinder • Wood-burning stove • Grill device, camping stove or gas burner used outside • Fondue pot or another candle-operated device • Fireplace • Food that does not require heating |
| HEATING WATER | <ul style="list-style-type: none"> • LPG stove and gas cylinder • Wood-burning stove • Grill device, camping stove or gas burner used outside • Fondue pot or another candle-operated device • Fireplace |
| OPENING DOORS, GATES AND ELEVATORS | <ul style="list-style-type: none"> • Mechanically opened doors and gates and keys for opening them • Instruction for exiting a stuck elevator have been placed inside the elevator |
| FORCED VENTILATION AND AIR CONDITIONING | <ul style="list-style-type: none"> • Mechanically opened windows • Mechanically opened ventilation shaft • Ventilating the room by opening the doors |
| HOME SURVEILLANCE AND ALARM SYSTEMS | <ul style="list-style-type: none"> • Uninterruptible power source (UPS-devices) • Autonomous smoke detector with a battery on at least on each floor |



DISRUPTION OF NATURAL GAS SUPPLY

How to get ready for a natural gas supply disruption

- ✓ **DETERMINE THE IMPACTS OF THE DISRUPTION OF NATURAL GAS SUPPLY ON YOUR HOME AND WHAT KIND OF ALTERNATIVE SOLUTIONS YOU NEED.**
- ✓ **ASK THE SERVICE PROVIDER OR, FOR EXAMPLE, THE APARTMENT ASSOCIATION, HOW THE CONTINUOUS SUPPLY OF GAS IS GUARANTEED IN YOUR NEIGHBOURHOOD.**
 - ✓ **NOTE! RESIDENTIAL CUSTOMERS AND ENTERPRISES PRODUCING HEAT FOR RESIDENTIAL HEATING ARE ALSO GUARANTEED NATURAL GAS FOR 30 DAYS EVEN IN THE CASE OF SUPPLY DIFFICULTIES.**
- ✓ **CHECK THE USER MANUAL OF YOUR GAS DEVICES (SUCH AS STOVE OR WATER BOILER), TO SEE WHETHER THEY CAN BE USED WITH LPG. ALSO ADD A SMALL LPG CYLINDER TO YOUR STOCKPILE.**

How to act in the event of a disruption to the natural gas supply

- ◆ In the event of a gas flow disruption, close all incoming gas taps and gas taps inside the dwelling.
- ◆ Also warn your neighbours about the disruption. It is important to make sure that all gas taps are closed, as when the gas supply is restored, a gas tap that has been left open may give rise to the risk of explosion.
- ◆ When heating, preparing food or heating water, use alternative solutions. When selecting alternative solutions, favour safer and simpler options and follow the safety requirements and user manuals of devices.
- ◆ If you cannot cope independently and safely at home in the event of a gas supply disruption, go to your relatives or contact your local government for help.



WORTH KNOWING

SOLUTIONS FOR THE DISRUPTION OF NATURAL GAS SUPPLY

HEATING THE HOME

- Liquefied gas, if the gas device can be adjusted to operate on liquefied gas
- Electric heater, oven, fireplace

PREPARING FOOD

- Adjusting the stove to use liquefied gas and an LPG cylinder
- Electric stove
- Wood-burning stove
- Grill device, camping stove or gas burner used outside
- Fondue pot or another candle-operated device
- Fireplace

HEATING WATER

- Adjusting the stove to use liquefied gas and an LPG cylinder
- Electric stove
- Wood-burning stove
- Grill device, camping stove or gas burner used outside
- Fondue pot or another candle-operated device
- Fireplace
- Electric kettle
- Microwave



DISRUPTION OF HEAT SUPPLY

How to be prepared for the disruption of heat supply

- ◆ Determine the services on which the heating of your home depends: central heating, electricity, natural gas or liquid fuel supply.
- ◆ If possible, get an additional heater, which can be safely used indoors, such as a gas fire, wood-burning oven or fireplace, electric heater or a blower. You should have at least one heating device at home that is not dependent on electricity.
- ◆ In an apartment building, assess together with the other members of the apartment association the availability of alternative heating installations and the conditions governing their use. For central heating, find out whether the district heating network will continue operating in the event of a power outage and whether the circulation pump inside the building has to be kept running using a power generator.
- ◆ When using an alternative heater (such as an oven, a fireplace), a suitable room should be chosen which can be most easily converted into a room that retains heat and where you can stay for a twenty-four hour period with your family if the heat supply is disrupted.
- ◆ If there is an appropriate and sufficiently large storage area, build up a fuel reserve for your main and alternative heating systems for at least one week.
- ◆ To avoid the freezing of water and heating pipes, insulate the pipes (thermal insulation, electric cable, etc.).
- ◆ Emptying the water pipes and heating pipes and circulation reduce the risk of pipes freezing. If you live in an apartment building, find out who in the apartment association can do it.

How to act in case of disruption to heat supply

- ◆ Switch off the building's mechanical ventilation system, close the doors, windows and ventilation shafts and thicken the places where heat conduction from the building may be taking place.
- ◆ If the heat supply is disrupted in winter, dress warmly at home. Stay in one room together with your family members, as each person provides heat.
- ◆ Use only one room, isolated from the other rooms, for keeping the heat. It is advisable to use the room with windows facing south. Cover the floor with a carpet, insulate the window and draw the curtains for the night.
- ◆ If you heat the room with a fireplace or oven, do it only when you are awake and put the fire out before falling asleep. Do not use an open fire indoors if the proper conditions do not exist.
- ◆ If you feel that the oxygen is running low in the room, ventilate the room briefly but properly. Air the room more frequently if you use a candle or fireplace for heat or light.
- ◆ If the temperature in the other rooms of the home falls too low, causing the risk of freezing of water and heat pipes, provide additional insulation to the pipes with a cloth. The risk of freezing will decrease if, from time to time, you let the water run from the tap under supervision.
- ◆ If you cannot cope independently and safely at home in case of a heat supply disruption, go to your relatives or contact your local government for help.



WORTH KNOWING

SOLUTIONS FOR THE DISRUPTION OF HEAT SUPPLY

- Oven, fireplace or gas fire.
- Electric heater (if not enabled by the power network, you should consider either increasing the capacity or upgrading the power network).
- Heat pump.
- One-week reserve of fuel for main as well as alternative heating device.
- When using any heating system, you must always take into consideration fire safety requirements and the permitted load (how often is it allowed to heat the oven or fireplace, how much load can the building's power network tolerate, etc.). Using a heating system that does not correspond to the requirements may cause a power outage or fire hazard.
- How fast the building cools down depends to a significant extent on weather conditions (cold and wind) and the heat retention of the building, as well as to what extent you can avoid the loss of existing heat.



DISRUPTION OF WATER SUPPLY AND SEWERAGE SERVICE

How to get prepared for the disruption of water supply and sewerage service

- ◆ If you are dependent on the public water supply, find out through the service provider, apartment association or local government how the supply of water is guaranteed to inhabitants upon service disruption.
- ◆ Determine what kinds of problems will arise in your home, if there is no water.
- ◆ Determine the nearest possibilities for obtaining clean water (well, spring, etc.) and internal water bodies for getting other domestic water.
- ◆ Determine where and how much water you can get at home in the event of a disruption (water boiler, toilet water tank).
- ◆ Maintain a water reserve for one week at home, if you do not have any other option for getting clean water. You should count on 2 litres per person per day, and an additional reserve for cooking in the amount of 1 litre per person per day.
- ◆ Get some wet wipes and hand sanitizer. If there are children, elderly or people with special needs in the family, also consider their needs when it comes to sanitary preparations.
- ◆ Stockpile some water purification tablets or water filters.

How to act in the event of an unexpected disruption to the water supply or sewerage service.

- ◆ Use any available water sparingly. Think about which daily water consumption you can temporarily discontinue or reduce.
- ◆ Let the water left in the pipes run from taps into containers.
- ◆ Monitor official statements on supplying inhabitants with drinking water.
- ◆ The water used for drinking, cooking and washing must be clean. Water taken from a natural water body or water that has been sitting for a longer period of time must be boiled before consumption for 3–5 minutes.
- ◆ Water can also be cleaned with special water purification tablets.
- ◆ Also take care of your personal hygiene on a daily basis during a water supply disruption by using a wash cloth or wet wipes. Brush your teeth, even if you cannot rinse your mouth with water.
- ◆ In the event of disruptions to the operation of the sewerage system, the use of the sewerage system may be prohibited in order to avoid clogging. Use a slop bucket for waste and multilayered garbage bags in toilet. If possible, use an outhouse. The apartment association may order one jointly.



WORTH KNOWING

SOLUTIONS FOR THE DISRUPTION OF WATER SUPPLY AND SEWERAGE SERVICE

| | |
|---------------------------------|---|
| ACCESS TO DRINKING WATER | <ul style="list-style-type: none"> • Bore well, dug well (with bucket and rope) • Natural source • Boiler and toilet water tank • Supply of drinking water at home • Power generator for public water supply pumps or the pumps of a bore well or dug well • Pets can also be provided with rainwater or melt water |
| USING THE TOILET | <ul style="list-style-type: none"> • Garbage bags using the toilet as an outhouse. (It is advisable to add newspapers, sawdust, peat or other absorbent material into the garbage bag.) • Outhouse located elsewhere |
| PREPARING FOOD | <ul style="list-style-type: none"> • Reserve of ready-to-eat food at home for one week • Drinking water reserve for one week • Clean water from elsewhere (well, spring, boiler) • Purification of water (water obtained from a water body, rainwater or melt water) with water purification tablets |
| WASHING YOURSELF | <ul style="list-style-type: none"> • Wet wipes • Hand sanitizer |
| WASHING THE DISHES | <ul style="list-style-type: none"> • Disposable dishes |



DISRUPTION OF COMMUNICATIONS SERVICES

WORTH KNOWING



- Generally, different home communications services (Internet, TV) depend on the same communications links and cables and service providers. This means that you must be ready for simultaneous disruption of fixed-line phone connection, Internet and television.
 - In case of power outage, the fixed-line phone will also stop operating. In the event of an extensive power outage, mobile service may be lost within a matter of hours. For the more long-term preservation of communication, the mobile Internet could be switched off.
 - In the event of the disruption of data communication, bankcard payment and services that require you to identify yourself electronically with an ID-card may also be disrupted.
 - If the disruption of communications does not include all mobile operators, the phone will automatically use the network of other mobile operators when dialling the emergency line 112.
- ◆ Get yourself some energy sources that can be used to keep different devices running, such as batteries, accumulators, power banks, power banks running on a solar battery, cranked dynamo or get a radio with batteries or an accumulator.
 - ◆ In addition to home Internet that is dependent on electricity, get mobile Internet for your smart device.
 - ◆ Keep an emergency supply of cash at home.

How to be prepared for the disruption of communications services

- ◆ Find out which home appliances depend on electricity and data communication (TV, radio, WiFi router, fixed-line phone, etc.).
- ◆ In a specific place, write down the phone numbers of the most important people with whom you may need to communicate in a crisis situation (family members, relatives, neighbours, rescue and information lines). Contacts in your mobile phone will not be accessible once the battery has drained.

- ◆ Determine the nearest places that you can go to call for help in the event of a disruption to communications: rescue brigade, police department, ambulance, hospital, etc.

How to act in the event of a disruption to communications services

- ◆ In the event of an extensive power outage or disruption to the mobile Internet service, do not make any unnecessary calls or overload the devices. Communicate only if it's an emergency.
- ◆ Switch off smart device functions that drain the battery (Wi-Fi network, mobile Internet, applications, screen brightness, volume, etc.).
- ◆ Listen to the news on the radio at the top of every hour.
- ◆ Consider whether your relatives or acquaintances need help in a crisis situation and reach an agreement on how to maintain contact.
- ◆ To call for help during a disruption of communications, either go yourself or send someone to your nearest rescue brigade, police department, ambulance or hospital.



WORTH KNOWING

SOLUTIONS FOR DISRUPTION OF COMMUNICATIONS SERVICES

USING THE PHONE

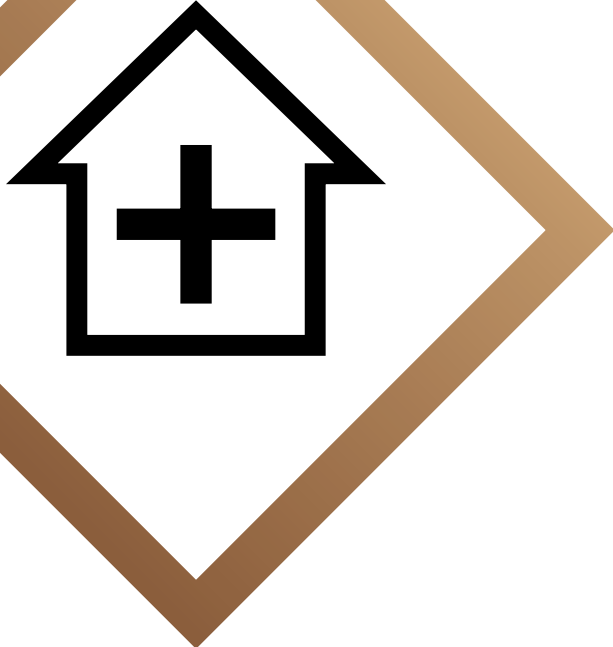
- Power bank for mobile phone
- Direct communication with neighbours

USING THE INTERNET

- Mobile internet (works as long as the backup supply for the communications network operates and your smart device's batteries run). NOTE! In the event of an extensive power outage, mobile Internet service may be switched off in order to preserve the service of mobile phone calls.
- Public WiFi networks or Internet cafes

USING MEANS OF COMMUNICATION

- A radio independent of the power supply (batteries, dynamo or solar battery)
- Radio with antenna
- Car radio
- Indoor or roof antenna for watching broadcast channels



Useful supplies and equipment at home

- ✓ **BE AWARE OF THE IMPACT OF POSSIBLE CRISIS SITUATIONS ON YOUR EVERYDAY LIFE!**
- ✓ **CONSIDER THE URGENT NEEDS OF YOUR FAMILY!**
- ✓ **BE PREPARED TO COPE INDEPENDENTLY FOR A WEEK!**

How to plan and keep your domestic reserves

- ◆ Determine which tools and reserves your family needs to cope independently for one week. Take into consideration the possibility that due to a crisis situation you cannot leave home, goods are not available at shops, and other vital services are not functioning (electricity, water supply, etc.). (See the Chapter “Reminder for useful supplies at home”, page 25.)
- ◆ Think about where and how to store your stockpile to ensure that it can be easily accessed by you and your family.
- ◆ It is advisable to pack supplies that are not used every day in a separate bag (See Chapter “Evacuation”, page 28). It is reasonable to keep some of the supplies necessary for evacuation in your car, such as a mobile charger, road map, snow shovel.
- ◆ Update your supplies regularly.
- ◆ When stocking-piling any combustible material (such as liquid fuel, gas, firewood), follow the fire safety regulations and conditions for their storage.

What should you stockpile at home

DRINKING WATER

- ◆ In you are not able to use the central domestic water in the event of a disruption to the water supply, store drinking water in the amount of at least 2 litres per person per day and water for cooking in the amount of 1 litre per person per day.
- ◆ Keep the drinking water in a sealed glass or plastic package in a cool and dark room.
- ◆ For drinking water bought in a sealed package, follow the storage times.
- ◆ If you get a notice of water disruption in advance, store tap water in a clean and sealable container. You may keep it in a cool and dark place for up to one week.

FOOD

- ◆ Keep at least a one-week food supply for your family at home.
- ◆ When storing food, take into consideration the special needs of all family members (allergy, food intolerance, food for small children, etc.).
- ◆ Store food that allows for a varied diet. Make sure that the food supply contains enough carbohydrates, fat, proteins and fibres.
- ◆ Make sure that half of the food supply does not need any preparation (canned food, crackers, biscuits, nuts, dried fruit, muesli bars, sweets, etc.).
- ◆ Stockpile food products that can be kept at room temperature. Favour food that can be stored for at least six months.
- ◆ Keep the reserves in a dry place. Make sure that the packages of reserves are strong and moisture proof.



WORTH KNOWING

- In a crisis situation every person must get 1900 kcal of energy per day and children up to 2 years of age 1000 kcal per day.
- The body's need for water is 28–35 ml per each kg of body weight.
- **It is recommended that the following food be stockpiled for an adult:**
 - ✓ different canned food (fish, meat, mixed and leguminous canned food);
 - ✓ instant soups, instant purees, and cereals, which are easy to prepare;
 - ✓ ready to eat pasta, vegetable, cereal or leguminous dishes with meat, which can be also consumed without being heated up;
 - ✓ cereal (crispbread, salty or neutral cracker);
 - ✓ food rich in carbohydrates (biscuits, caramel, canned fruits, dried fruits, halva, honey, condensed milk).
 - ✓ View the recommendations given on the website of the Ministry of Rural Affairs on how to stockpile food for a crisis situation, by searching on the Internet for the keywords "Maaeluministerium" (Ministry of Rural Affairs) and "kriisireguleerimine" (crisis management).

FIRST AID SUPPLIES AND MEDICINES

- ◆ Keep first aid supplies and such medicines at home, which you know how to use.
- ◆ Fill multiple prescriptions for drugs or other regularly used medicines, so that you have at a least one-week stockpile at home.
- ◆ Stockpile medicines at home that you might need in case of sudden illness (such as painkillers, antipyretics, drugs for digestive problems, drugs for cold and allergy, burn care products).
- ◆ Check the expiry dates of medicines on a regular basis and, if necessary, replace them with newer ones.

PERSONAL HYGIENE

- ◆ Soap, wet wipes, sanitizers
- ◆ Toilet and kitchen paper
- ◆ Large garbage bags with a capacity of 50 l
- ◆ Other personal hygiene preparations pursuant to the needs of family members

BATTERY-POWERED RADIO

- ◆ Battery-powered radio and spare batteries for multiple use. Also, a solar battery or dynamo powered radio fits.
 - ◇ Check on a regular basis the expiry dates of spare batteries and, if necessary, replace them with newer ones.
 - ◇ Do not keep batteries inside the radio, if not used regularly.

FLASHLIGHT AND SPARE BATTERIES

- ◆ Flashlight and spare batteries for multiple use. Also, a solar battery or dynamo powered flashlight fits.
- ◆ Battery-powered lamp or lantern, which can be used as flood lamp.

POWER BANK FOR CHARGING MOBILE DEVICES

- ◆ Power bank, keep it charged.
 - ◇ If possible, buy a solar-powered power bank or a charger with a crank.
 - ◇ In a crisis situation, use the power bank only if you cannot charge the devices with electricity.

MATCHES AND CANDLES

- ◆ Candles and matches for multiple use
- ◆ Candle lantern, gas burner, camping stove or outdoors grill device, which can be used for giving light as well as heat or cooking
 - ◇ Only purchase those items that are suitable for use at home.

TOOLS AND CUTLERY

- ◆ Can opener
- ◆ Disposable dishes
- ◆ Pocket knife
- ◆ Scissors
- ◆ Tape and film

OTHER RESERVES:

- ◆ Mask for the protection of respiratory (such as dust mask)
- ◆ Cash to cover the family needs for one week
- ◆ Fire extinguisher and blanket
- ◆ Pet food
- ◆ Car fuel (keep the fuel tank always at least half-full)
- ◆ Other reserves and supplies, which are necessary for the family

Reminder for useful supplies at home



✓ AVAILABLE

NECESSARY ITEMS AND AIDS

| | | |
|--|--|---|
| DRINKING WATER | | 2 litres per person per day, in addition 1 litre per person per day for preparing food |
| FOOD (HALF OF THE SUPPLIES DO NOT NEED PREPARATION) | | <ol style="list-style-type: none"> 1. canned food 2. instant soups 3. crackers 4. nuts, dried fruit 5. biscuits, sweets, muesli bars, honey 6. 7. |
| FIRST AID SUPPLIES | | <ol style="list-style-type: none"> 1. first aid kit 2. 3. |
| MEDICINES | | <ol style="list-style-type: none"> 1. prescription drugs 2. painkillers 3. antipyretics 4. anti-allergy drugs 5. medication for indigestion 6. burn care product 7. cold drugs 8. 9. 10. |
| TOILET PREPARATIONS | | <ol style="list-style-type: none"> 1. soap 2. sanitizer 3. toilet paper 4. tissues 3. wet wipes 4. large garbage bags (50 l) 5. 6. |
| LIGHT SOURCES | | <ol style="list-style-type: none"> 1. flashlight and spare batteries / solar battery or a flashlight running on a dynamo 2. battery-powered lamp or lantern and spare batteries / kerosene lamp with lamp oil 3. storm lantern 4. candles 5. matches |
| FUEL (LIQUID FUEL, GAS, FIREWOOD, ETC.) | | |
| BATTERY-POWERED RADIO AND BATTERIES FOR MULTIPLE USE / SOLAR BATTERY OR RADIO WITH DYNAMO | | |
| POWER BANK FOR CHARGING MOBILE DEVICES | | |
| CUTLERY | | <ol style="list-style-type: none"> 1. disposable dishes 2. can opener |
| TOOLS | | <ol style="list-style-type: none"> 1. knife 2. scissors 3. tape 4. film 5. 6. |
| OTHER NECESSARY TOOLS | | <ol style="list-style-type: none"> 1. cash to cover family needs for one week 2. mask for the protection of respiratory (such as dust mask) 3. fire extinguisher and blanket 4. car fuel 5. pet food 6. 7. 8. |



Warning message

- ✓ **TAKE THE WARNINGS SERIOUSLY AND FOLLOW THE INSTRUCTIONS!**
- ✓ **GET INFORMATION FROM LOCAL OFFICIAL CHANNELS!**
- ✓ **IN CASE OF EXTERNAL DANGER, SEEK SHELTER INDOORS!**
- ✓ **IN CASE OF DANGER FROM THE INSIDE GET OUTSIDE!**

A warning message is given to warn people of an approaching danger, if the danger is predictable (such as extreme weather conditions, spreading impact of a radiation accident in a neighbouring country). Also, for informing the people and giving instructions in an already emerged crisis situation with the purpose of protecting the life and health of people (fire, chemical accident, power outage, etc.).

WORTH KNOWING



- In Estonia, outside warning sirens are used mainly in enterprises with chemical hazards and around them and in some cities, such as Sillamäe.
- All media channels and mobile operators must forward to the public the warning messages and code of conduct upon receiving a respective order. Important official information in a crisis situation can be most likely obtained from public broadcasting channels (err.ee, Vikerraadio, Raadio 4, ETV and ETV+), information is transmitted also by other channels.

Methods of informing

In Estonia, there is no single dedicated channel for informing the people of hazards. Different channels and tools are used in different situations, which allow as many people as possible to be warned of the threat in time.

TO GIVE A WARNING MESSAGE, THE FOLLOWING IS USED:

- ◆ media, incl. network and social media
- ◆ websites and social media channels of authorities
- ◆ sirens
- ◆ SMS messages and phone calls
- ◆ notification with loudspeakers
- ◆ door-to-door notification

What can you do to ensure that a warning message reaches you

- ◆ Keep up with the daily news.
- ◆ Get a battery-powered radio to also get information in a situation where electronic channels do not work.
- ◆ Find out whether you live or work in the area where people are informed of a hazard with sirens (such as in the area of a dangerous enterprise; geoportaal.maaamet.ee/est/Kaardiserver-p2.html). Generally, dangerous enterprises or local governments notify inhabitants of this themselves.
- ◆ Examine the meaning of notices of the warning message and code of conduct in the places you visit more frequently (place of study, educational institution, shopping centre, sports club, recreational establishment, etc.) and while travelling (ship, plane, hotel, etc.).
- ◆ Follow the social media channels of authorities managing crisis situations to get immediate notifications from them in case of a hazard.
- ◆ Examine the meaning of sirens of dangerous enterprises:
 - ◇ General emergency signal is used for all hazards. The signal means that more information and a more specific code of conduct can be expected for the hazard. Samples of signals are available at www.kriis.ee.



- A one-minute rising-and-falling sound. This is repeated at least three times after a 30-second pause.

- ◇ End signal of the general emergency alarm means that the danger has passed.



- A one-minute steady sound. Is transmitted once.

- ◇ A testsiren means that the alarm signal is being tested and does not entail any mandatory activities for people.



- Steady continuous sound with duration of up to 7 seconds.

How to act upon receiving a warning message

- ◆ Always take the warnings seriously and follow official instructions. These are always based on a real threat.
- ◆ If you hear a warning siren outside, you must go inside and stay there.
- ◆ Follow the media and other reliable information channels (such as the websites and social media channels of institutions and enterprises managing crisis situations).
- ◆ In case of an alarm triggered in a building, leave the building or follow the instructions given at the site.
- ◆ In case of international events, follow the information issued by Estonian authorities. The code of conduct is materially influenced by the distance from the event and local conditions.
- ◆ Check any warnings received from unofficial sources using official channels (such as the website or social media channel of an authority managing the crisis situation).
- ◆ If you receive a warning, forward it to other people in the danger area.
- ◆ If, in case of a danger, you have not received any information on how to act, assess the situation independently and act pursuant to this code of conduct for population protection.



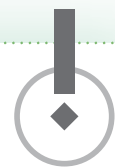
Evacuation

- ✓ **PREPARE A LIST OF ALL THE ESSENTIALS!**
- ✓ **PACK AN EVACUATION BAG!**
- ✓ **FOLLOW THE INSTRUCTIONS OF AUTHORITIES!**
- ✓ **IF POSSIBLE, LEAVE THE DANGEROUS PLACE AND STAY AT YOUR RELATIVES!**

Evacuation means movement or relocation of people from a dangerous place to a safer place for the protection of their life and health.

- ◆ In case of evacuation, you do not have sufficient time to pack everything you need for your stay away from home. Think through what you and your family members need the most to cope away from home.
- ◆ Prepare a memo, on the basis of which you can quickly pack necessary items. Essentials must be thought through and supplied in advance. [See Chapter "My memo for evacuation", page 30.](#)
- ◆ Buy things that are still missing from your home supply.
- ◆ Think through together with your relatives or acquaintances how you can offer shelter to each other in case of a long-lasting crisis. Make preparations for it together.
- ◆ Always keep your car tank at least half-full. Have a road map in your car.

RECOMMENDED MEANS FOR EVACUATION



- Food and drinking water – non-perishable and prepared food (canned food, crackers, nuts, sweets, etc.) and water for at least one day
- Oral and body hygiene products
- First aid supplies and medicines
- Flashlight and spare batteries
- Portable radio, spare batteries, power bank or another charger
- Sleeping bag or blanket
- Other important items (pocket knife, can opener, matches, dishes, cutlery, etc.)



WORTH KNOWING

- The fastest way to organise an evacuation and guarantee the wellbeing of people is for the people to find a temporary accommodation with relatives and move there by themselves. Then the authorities can pay more attention to people who need more outside assistance.
- If you have a pet at home, think through the possibilities for independent evacuation and accommodation – it is not allowed to take pets to official evacuation sites, since there are no suitable conditions for them.

How to act in case of evacuation

- ◆ Follow the instructions of authorities conducting the evacuation for leaving a dangerous place and getting to the evacuation sites. Their instructions are based on the assessment of actual danger.
- ◆ Take along the necessary items:
 - ◇ previously packed evacuation supplies (see information box “Recommended items for evacuation”, page 28);
 - ◇ ID-card, bankcard, cash, mobile phone and charger;
 - ◇ documents of your children, food, toilet preparations, clothes and favourite toys;
 - ◇ in case of a long-term evacuation, i.e. lasting more than 12 hours, bedding, extra clothes and food for up to 3 days.
- ◆ Dress according to weather conditions.
- ◆ When leaving your home:
 - ◇ turn off the power;
 - ◇ close the windows and lock the doors;
 - ◇ check whether the neighbours are aware of the evacuation, offer them help;
 - ◇ guarantee safety and wellness of pets while you are away.
- ◆ In case of independent evacuation, use the roads that the police have authorised for use according to media.
- ◆ If you need assistance with evacuation, let the people conducting the evacuation know. Transport and temporary accommodation shall be arranged for people staying in a dangerous area and requiring further assistance. The people conducting the evacuation will try to find everyone who needs help.
- ◆ Do not return home unless you have official confirmation that it is safe.

My memo for evacuation

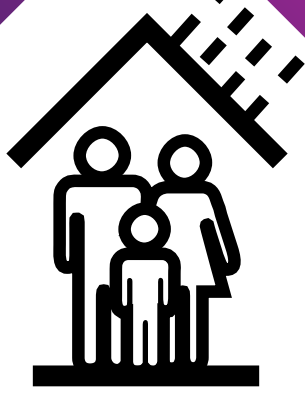
✓ AVAILABLE

NECESSARY ITEMS AND AIDS

| | ✓ AVAILABLE | NECESSARY ITEMS AND AIDS |
|---------------------------|-------------|--|
| DOCUMENTS | | |
| BANKCARD AND CASH | | |
| FIRST AID SUPPLIES | | 1. 2. 3. 4. 5. 6. 7. |
| MEDICINES | | 1. 2. 3. 4. 5. 6. 7. |
| FOOD AND DRINK | | 1. 2. 3. 4. 5. 6. 7. 8. 9. 10. |



| | |
|-------------------------------|--|
| TOILET PREPARATIONS | 1. 2. 3. 4. 5. 6. |
| MEANS OF COMMUNICATION | 1. Phone, charger, power bank 2. Portable radio, spare batteries, power bank or another charger 3. 4. 5. 6. |
| CLOTHES | 1. 2. 3. 4. 5. 6. 7. |
| OTHER NECESSARY TOOLS | 1. Flashlight and spare batteries 2. Pocket knife 3. Can opener 4. Matches 5. Dishes, cutlery 6. Sleeping bag/blanket 7. 8. 9. 10. |



Sheltering indoors

- ✓ **IN CASE OF DANGER, STAY INDOORS!**
- ✓ **PREVENT THE INFLOW OF AMBIENT AIR!**
- ✓ **STAY INDOORS UNTIL THE DANGER HAS PASSED!**
- ✓ **FOLLOW THE INSTRUCTIONS OF AUTHORITIES!**

Sheltering indoors is the best way to protect yourself against the dangerous external environment, above all against the impact of chemical radiation and explosion caused by smoke from fire.

You need to shelter indoors

- ◆ if the event is unexpected and you need to escape the dangerous external environment immediately;
- ◆ if the risk is minor or event short-term;
- ◆ if it is possible to get protection indoors against the risks of the external environment;
- ◆ if evacuation is more dangerous than staying inside;
- ◆ if the danger zone is extensive and there is no suitable place for evacuation.

How to be prepared for sheltering indoors

- ◆ A suitable room at home for sheltering is, for example:
 - ◇ a room without windows in the middle of the building;
 - ◇ a room that accommodates all family members;
 - ◇ a room on an upper floor;
 - ◇ a room with as few openings requiring sealing as possible.
- ◆ Check all the openings through which air is circulating into and out of the building – doors, windows (incl. micro-vents of windows), vents, chimneys. Assess whether these can be hermetically sealed. If possible, they don't need additional sealing in case of air pollution.

- ◆ Get some means for hermetically sealing the openings:
 - ◇ sufficiently wide tape, to cover air gaps and attach the film;
 - ◇ film (such as garbage bags), which can be used to close the vents with the help of tape;
 - ◇ door and window seals;
 - ◇ cloth that can be used to plug bigger holes and the gap between the bottom of a door and the floor (towels, sheets, etc.);
 - ◇ scissors or knife.
- ◆ Find out how can you switch off ventilation equipment or other systems that use ambient air.
- ◆ In case of radioactive contamination, you may get official instructions for sheltering in the basement. Find out whether your basement or the underground floor has a suitable room without windows for sheltering.

How to act when sheltering indoors

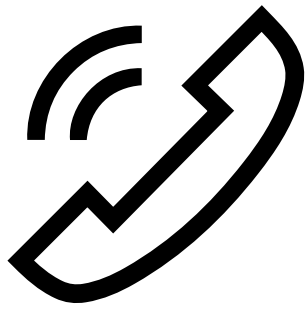
- ◆ Follow the information and codes of conduct issued by authorities.
- ◆ If you hear a warning signal or perceive a risk, go inside and stay there.
- ◆ Favour a room without windows on an upper floor (many chemicals are heavier than air and fall down).
- ◆ Block air inflow into the room where you have found shelter:
 - ◇ close the doors, windows and ventilation;
 - ◇ extinguish the fire in the fireplace and oven and close the chimney dampers;
 - ◇ seal windows, ventilation systems and other openings with a tape and film;
 - ◇ place a wet cloth under the door;
 - ◇ switch off all systems that use ambient air, such as ventilation devices, stoves, heaters and conditioners.
- ◆ Keep close a battery-powered radio and mobile phone with charger.
- ◆ Stay inside until you are sure that the danger has passed.

In case of risk of explosion

- ◆ Shelter in a room with the strongest walls possible and without any windows.
- ◆ If it is not possible to use a room without windows, take shelter in a room, the windows of which are on the side of the building where the risk of explosion is the smallest.
- ◆ Stay away from windows; however, stay along the same wall with windows to make sure that the breaking glass does no harm.

In the car

- ◆ If you have received an order to shelter indoors while driving and you cannot go fast and safely inside, stop by the road and stop the engine.
- ◆ Close the windows and shut off the ventilation.
- ◆ Listen to the radio to decide, based on the instructions, whether to drive outside the danger area, stay inside the car or take shelter in your nearest building.



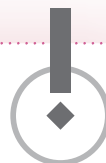
Calling for help

- ✓ **BEFORE CALLING FOR HELP, GUARANTEE YOUR SAFETY!**
- ✓ **CALL THE EMERGENCY NUMBER 112!**
- ✓ **TELL THEM WHAT HAPPENED AND ANSWER THEIR QUESTIONS!**
- ✓ **FOLLOW THE INSTRUCTIONS OF THE RESCUE MANAGER!**

How to make an emergency call

- ◆ Make sure that all your family members know the emergency number 112 and can use it properly.
- ◆ Make sure that all your family members know your exact home address. Place your home address in a place visible to your children and the elderly.
- ◆ Also learn how to use other phones, such as those of your family members, for making an emergency call. To make an emergency call, you do not have to enter the PIN; the phone suggests this possibility before entering it.
- ◆ You can make an emergency call without a mobile phone signal if you switch off the phone for a moment. When switching the phone on, you can make an emergency call into the networks of other mobile operators before activating the SIM card (before entering the code). Another possibility for making the emergency call from the network of other operators is to remove the SIM card.
- ◆ Find out if and how it is possible to identify your location with your mobile phone.

WORTH KNOWING



People with hearing and speech impairment can call for help with an emergency message. To use the service, you must register yourself at sms.112.ee.

- ◆ Before making an emergency call, guarantee your safety. Move away from the danger or hide from the danger.
- ◆ Do not assume that someone has already made the emergency call. Don't make the call only if you are convinced that the information has already been forwarded to the alarm centre and you have nothing new to add about the event.
- ◆ If anyone needs immediate medical care at the scene, they must be helped and the emergency call made at the same time. Call people to help or switch on the loudspeaker of the phone. You will receive instructions by phone for acting and providing first aid.
- ◆ When calling the emergency line, start by describing what has happened.
- ◆ Listen to the questions of the rescue manager and give short and precise answers. Among other things, you could be asked:
 - ◇ whether someone is hurt;
 - ◇ how many people are injured;
 - ◇ what is the address or location of the scene where help is to be sent.
- ◆ Do not hang up before the circumstances necessary for providing the help have been ascertained. If there is danger to life and property, help will already have been sent during the call.
- ◆ Report the need for assistance on the emergency line even if the helpers are already at the scene, but you are unable to contact them (you are stuck in the building, etc.).

After making the emergency call

- ◆ If necessary, continue to provide first aid until additional help arrives.
- ◆ Keep your phone line open so that the rescue manager can return your call, if necessary.
- ◆ Call the emergency line once again, if the situation worsens.
- ◆ Call again if you need to announce that the event has been resolved and there is no need for help anymore.

How to call for help if there is no mobile signal

- ◆ If the mobile phone is out of range, switch off the phone for a while. When switching it off, make the emergency call before activating the SIM-card (before entering the code). In order for the rescue manager to return your call, if the phone is within the range, the SIM-card must be reactivated.
- ◆ If there is no mobile signal at all, go for help to your nearest rescue, police or ambulance department or the emergency care unit of a hospital.



WORTH KNOWING

OTHER EMERGENCY AND INFORMATION LINES

| | |
|-----------------|--|
| 1220 | General practitioner's information line (health problems that need consultation or deciding on additional assistance) |
| 1313 | Environmental Inspectorate's emergency hotline (reports on environmental pollution and environmental violations) |
| 1343 | Elektrilevi's breakdown notification line (information about power outage) |
| 1345 | Local government helpline in Tallinn and Harju County (utility network breakdowns, disruptions of vital services, information on social welfare) |
| 1510 | Road information line (traffic restrictions, road works, road conditions) |
| 1524 | Rescue Service information line (recommendations about home safety and notices on dangerous structures or uncovered wells) |
| 16 662 | Poisoning information hotline (information and advice related to poisoning) |
| 612 3000 | Police information line (dangerous traffic situations, removed vehicles, police services) |



First aid

- ✓ **ENSURE YOUR SAFETY!**
- ✓ **ASSESS THE CONDITION OF THE VICTIM!**
- ✓ **CALL OR ASK A BYSTANDER TO IMMEDIATELY CALL THE EMERGENCY NUMBER **112!****
- ✓ **START QUICKLY WITH LIFE-SAVING FIRST AID!**
- ✓ **PROVIDE FIRST AID UNTIL THE ARRIVAL OF THE AMBULANCE!**

Warning signs

- ◆ **In case of trauma or health disorder, the condition of the person requiring assistance is life-threatening, when:**
 - ◇ he is unconscious and unresponsive to voices or touching;
 - ◇ he breaths abnormally or less than 10 times a minute or more frequently than 30 times a minute;
 - ◇ he has pain in chest or rapid heartbeat and weakness, which persists more than a few minutes;
 - ◇ he has a visible life-threatening injury, such as bleeding, a burn, or an open fracture;
 - ◇ he has survived a serious accident (explosion, traffic accident, high fall, etc.), however, no external signs of injury are evident yet;
 - ◇ he has other signs that indicate a dangerous health condition, such as
 - paralysis,
 - worsening confusion condition,
 - seizure lasting more than five minutes,
 - hypothermia,
 - very sharp and sudden pain.

How to ensure your safety

- ◆ When spotting an injured person and starting to provide first aid, make sure that you are not putting yourself in the same kind of danger, due to which the injured person needs help, such as a poisonous environment, electricity, surrounding traffic, attack.
- ◆ Call or ask a bystander to call the emergency line 112.
- ◆ Be visible.
- ◆ Avoid contact with blood.

How to check the condition of the victim

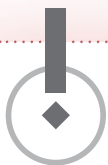
- ◆ **Is the victim conscious?**
 - ◇ Address the victim in a loud voice.
 - ◇ If the victim does not respond, shake their shoulders with moderate strength.
 - ◇ If the victim does not respond to shaking, pinch them.
 - ◇ If the victim does not respond at all, he is unconscious.
- ◆ **Is the victim breathing normally?**
 - ◇ Free the victim's respiratory tract by bending his head carefully backwards.
 - ◇ Listen for 10 seconds to see whether the victim is breathing normally and if his chest is moving.
 - ◇ If the victim is breathing normally, place the victim in a stable position on his side.
 - ◇ If the victim has stopped breathing or their breathing is not normal (gaspings, gurgling, shallow or less than 10 times in a minute), start CPR immediately.
- ◆ If you notice gushing or extensive bleeding, stop it immediately.
- ◆ Immediately call the emergency number 112 or let someone else do it. If necessary, the alarm centre will give instructions and guidance on providing first aid to the victim.



WORTH KNOWING

10 BASIC SKILLS WHICH YOU SHOULD LEARN TO PROVIDE FIRST AID:

1. helping in case of loss of consciousness (fainting, seizures);
2. heart massage and CPR of child as well as adult;
3. helping in case of choking;
4. acting in case of a stroke and heart attack;
5. freeing the respiratory tract of an unconscious trauma victim;
6. stopping massive bleeding;
7. turning an unconscious person over to the side;
8. helping in case of low or high body temperature;
9. first aid in case of chemical damage and burns;
10. handling a person experiencing a psychotic episode.



WORTH KNOWING

- If you know that you are far away from the nearest ambulance crew, consider the option of driving to meet the ambulance to receive faster medical attention, or transporting the victim to the hospital, especially in the case of an allergic reaction with difficulty breathing, or in the case of gunshot and stab wounds.
- Notify the alarm centre of transporting the victim. Agree on the route, destination hospital and sign for the ambulance coming to meet you.

How to stop severe bleeding

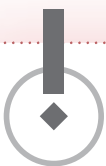
- ◆ Call or ask a bystander to call immediately the emergency number 112.
- ◆ When doing CPR on a stranger, use rubber gloves or a plastic bag wrapped around the hand when providing the aid.
- ◆ Place the victim in the supine position.
- ◆ Press on a large wound using your fingers or the palm of your hand.
- ◆ Apply a compression bandage or a rolled piece of cloth to the wound. Tie it strongly or apply pressure to it.
- ◆ If severe bleeding of a limb does not stop, apply pressure with the fingers on the artery supplying the limb with blood or apply a tourniquet.
- ◆ If possible lift the injured limb higher than the heart.
- ◆ Stop bleeding until the ambulance arrives.

How to turn the victim over into a stable position on his side

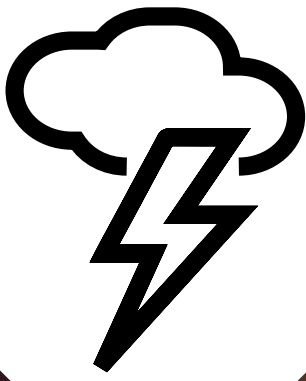
- ◆ An unconscious victim, who is breathing, must be turned over into a steady position on his side with face inclined forwards. This way the airway stays open and any sputum, vomit and blood can be drained out, if necessary.
- ◆ You may leave the victim unattended for a short period, placed in a stable position on his side, while you go and get help.
- ◆ If you are unable to place the victim in a stable position on his side, keep him on his side yourself.
- ◆ Constantly monitor the condition of the victim. If it is hot, offer him shelter and keep him cool and if it is cold, cover him with an item of clothing or thermal film.

How to do CPR

- ◆ External cardiac massage
 - ◇ Make sure that the victim is on a solid surface. Kneel down next to him.
 - ◇ Open the victim's respiratory by tilting his head backwards and lifting the chin.
 - ◇ Place your hands in the middle of the victim's chest.
 - ◇ Press hard (5-6 cm deep) and fast (100 times a minute) on the chest.
 - ◇ Press without pausing on the chest until the arrival of the ambulance or until the victim starts breathing normally or regains consciousness.
 - ◇ If there is a publicly used automated external defibrillator (AED) near the victim, use it! Switch it on and follow the instructions.
- ◆ External cardiac massage together with rescue breathing
 - ◇ If it takes a long time for the ambulance to arrive, also provide rescue breathing in addition to the chest compressions. When providing rescue breathing to a stranger, use a resuscitation shield, if possible.
 - ◇ Make sure that the victim's mouth is empty.
 - ◇ Tilt the victim's head back and pinch his nose closed with fingers.
 - ◇ Take a deep breath, put your mouth tightly on the victim's mouth and blow air into his lungs for 1 second. If the air is delivered correctly, the victim's chest will rise visibly. Provide 2 ventilations in a row.
 - ◇ Provide 2 ventilations following every 30 compressions, until the ambulance arrives.
 - ◇ If there is an automated external defibrillator (AED) near the victim, do not hesitate to use it! Switch it on and follow the instructions.
- ◆ If you do not have sufficient strength to continue the external cardiac massage, invite other people to help.



By calling the emergency number **112**, you will be given guidance, upon need, to resuscitate and provide first aid.



Extreme weather conditions

- ✓ **BE PREPARED FOR THE DISRUPTION OF SERVICE!**
- ✓ **STAY INDOORS!**
- ✓ **FOLLOW THE INSTRUCTIONS OF AUTHORITIES!**

Warning signs

- ◆ You hear or see warning signs of extraordinary climatic phenomena.
- ◆ You see the damages caused by climatic phenomena.

How to prepare for extreme weather conditions

- ◆ Read about the criteria for warnings that are issued and the meaning of danger levels on the website of Estonian Weather Service at ilmateenistus.ee/ilmatarkus/kasulik-teada/hoiatuste-kriteeriumid/.
- ◆ Assess the resistance of your home to extreme weather conditions and determine possible risks:
 - ◇ risk of pipes freezing;
 - ◇ risk of trees falling on the building;
 - ◇ loose garden furniture and easily airborne items;
 - ◇ resistance of roofs to storm and snow load;
 - ◇ risk of water making its way indoors in the event of flooding;
 - ◇ missing lightning protection system;
 - ◇ risk of overloading the power system.
- ◆ Be prepared for the disruption of vital services (electricity, communications, central heating, water supply, permeability of roads, getting help, etc.) and for their time-consuming recovery. Be prepared to cope independently for one week. (See Chapter "Independent coping upon disruption of vital services", page 12.)

STORM

How to act upon receiving a warning

- ◆ Follow the information and codes of conduct issued by authorities.
- ◆ Gather together all light items and loose garden furniture from your yard.
- ◆ Park your vehicle on an open area or in a garage.
- ◆ Be prepared for power outages and road closures.
- ◆ Charge your mobile phone and power bank, store drinking water, food and motor fuel.
- ◆ Make sure that you have a flashlight and battery-powered radio and sufficient batteries.
- ◆ Do not leave pets outside without protection to be hit by the storm.
- ◆ Close all doors and windows.

How to act during a storm

- ◆ Stay indoors.
- ◆ Do not drive your car. If driving is unavoidable, make sure that you have plenty of fuel and take along a charged mobile phone.
- ◆ When driving, pick a suitable speed. Be aware that there may be obstacles on the road.
- ◆ Keep away from fallen power lines. Elektrilevi's breakdown notification number is 1343. Find out who your service provider is and on which number disruptions of services are to be provided.
- ◆ In the event of human injuries and damage that has caused imminent danger, call the emergency number 112.

SEVERE COLD

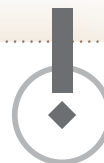
How to act upon receiving a warning

- ◆ Follow the information and codes of conduct issued by authorities.
- ◆ Prepare your home for the coming severe cold – wrap additional insulation around water pipes, close vents, cover windows to reduce heat loss.
- ◆ Store plenty of food, water, fuel and other necessities at home, to ensure that you will not have to leave home during the period of severe cold.
- ◆ Charge your mobile phone and power bank, and store motor fuel.
- ◆ Make sure that you have a flashlight and battery-powered radio and sufficient batteries.
- ◆ if possible, get an additional heater, which can be used indoors, such as electric heater or blower, gas fire, etc.

How to act in severe cold

- ◆ Stay indoors.
- ◆ When going out upon urgent need, dress warmly and in layers. Pay attention to covering your extremities and your head.
- ◆ If you have to go for a drive, make sure you have plenty of fuel. Take along a charged mobile phone, warm clothes and a warm drink.
- ◆ Make sure not to cause a fire overload the electrical system when heating the building.
- ◆ Pets also require greater care than usual. Let a cat or dog that lives outside into the house or provide them with shelter from the wind and a warm place to lay down. Offer them warm food several times a day.
- ◆ Let some water run regularly from the tap and empty the toilet tank from time to time to make sure that the water and sewerage pipes do not freeze.

WORTH KNOWING



- It is considered dangerous, if the minimum temperature over a twenty-four hour period is -30°C or below for at least two days.
- When using heating and power systems, the conditions established by the manufacturer or the installer must be followed and the permitted load must not be exceeded.
- Heat the wood fuelled heating chamber one batch at a time, two or three times a day. Do not close the damper too soon.
- When defrosting the frozen pipes use frost protection cables or a blower. Do not warm up frozen pipes with a direct flame.

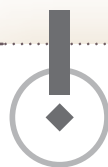
HOT WEATHER

How to act upon receiving a warning

- ◆ Follow the information and codes of conduct issued by authorities.
- ◆ Cover the windows from sun.
- ◆ If possible, get an air conditioner or fan.
- ◆ Get food, which needs no additional heating for preparation.
- ◆ When leaving the house always bring water along.

How to act in extreme hot weather

- ◆ If possible stay in cooler premises.
- ◆ Avoid staying out in the sun for an extended period of time, especially at noon, when the solar radiation is most intensive.
- ◆ Drink lot of water to avoid dehydration.
- ◆ Do not leave children and pets alone in a locked car.
- ◆ Use sun protection and wear light clothes, headwear and sun glasses to protect against the sun.
- ◆ Avoid physical activities in the heat.
- ◆ Stay in an air conditioned room for at least a couple of hours a day.
- ◆ Immediately call an ambulance for someone who suffered sunstroke and cool him down.
- ◆ Make sure that pets have plenty of drinking water and cooling possibilities.



WORTH KNOWING

- It is considered dangerous if the maximum temperature over a twenty-four hour period is 30 °C or above for at least two days. A 25-degree heat lasting for several days may adversely affect the health.
- People with chronic illnesses, such as high blood pressure and heart disease, must be careful in hot weather.
- Heat poses the greatest threat to children below 4 years of age and adults above 65 years of age.
- It is advisable to drink still mineral water. You should drink 2–4 glasses of liquid per hour, preventing thirst.
- A heat wave is more dangerous in the cities, as “heat islands” with higher temperatures emerge in areas covered with asphalt and concrete.

HAZARDOUS PRECIPITATION AND THUNDER

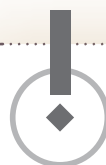
How to act upon receiving a warning

- ◆ Follow the information and codes of conduct issued by authorities.
- ◆ Be prepared for possible power outages and road closures.
- ◆ Charge your mobile phone and power bank, store drinking water, food and motor fuel.
- ◆ Make sure that you have a flashlight and battery-powered radio and sufficient batteries.
- ◆ Do not leave pets outside and unprotected.
- ◆ In the event of a thunderstorm warning, remove domestic and electronic appliances from the power network, remove any communication and antenna cables from it.

How to act in case of hazardous precipitation

- ◆ Stay indoors.
- ◆ Do not drive your car. If driving is unavoidable, make sure that you have plenty of fuel and take along a charged mobile phone. Keep a shovel and warm clothes in your car in winter time.
- ◆ When driving, pick a suitable speed. Take possible hazards into consideration.
- ◆ In the case of poor visibility due to heavy precipitation, stop the vehicle on the side of the road and switch on your hazard warning lights.
- ◆ Put on more clothes in windy weather, since the wind makes the weather even colder.
- ◆ Avoid the risk of lightning strike. In the case of thunder, water bodies, open taps, single trees, metal masts and fences and smoke rising from the chimney are dangerous.

- ◆ In the event of hail, provide shelter to pets.
- ◆ Ask for information about road conditions via the road information line 1510.
- ◆ In the event of human injuries and damage that has caused imminent danger, call the emergency number 112.
- ◆ Keep away from fallen power lines. Inform Elektrilevi via the breakdown notification number 1343 and the Emergency Centre at 112.



WORTH KNOWING

- Strong rainfall may cause flooding, especially in the city streets, and road erosion.
- Strong snowfall may cause a disruption in transportation, such as road closures and the disruption of air traffic and railway service. Vehicles may become snowbound.
- Hail may cause physical injury to people and damage vehicles and the roofs of buildings.
- Blizzards pose an imminent risk to people's lives, such as hypothermia, getting lost, traffic accidents, road closure. In addition, one must consider the risk posed by a power outage.
- Glaze could cause branches and power lines to break, resulting in a power outage. Due to the slipperiness of roads, the risk of traffic accidents will increase.
- Thunder may cause a risk of lightning strike, which is very dangerous to people, damages electronic equipment and causes fires.



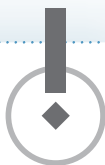
Flood

- ✓ **BE PREPARED FOR THE DISRUPTION OF SERVICE!**
- ✓ **EVACUATE BEFORE THE START OF THE FLOOD!**
- ✓ **IN THE EVENT OF UNEXPECTED FLOOD, MOVE TO A HIGHER FLOOR!**
- ✓ **FOLLOW THE INSTRUCTIONS OF AUTHORITIES!**

Warning signs

- ◆ You hear or see a warning about flooding.
- ◆ You notice a rise in the water level.

WORTH KNOWING



- Generally, floods caused by high water levels are forecast in advance. Flooding caused by heavy rainfall cannot be predicted well in advance, nor can inhabitants be warned.
- Flooding could lead to a number of serious hazards: drowning, hypothermia, electrocution, contamination of drinking water, failure of the sewerage system, building and property damage, etc. Also, vital services (electricity, water, sewerage, communications, etc.) may be disrupted and access to help could be restricted.

How to be prepared for flooding

- ◆ Find out whether your home is in an area at risk of flooding, see the web map of the Land Board Geoportal at geoportaal.maaamet.ee/est/Kaardiserver/Uleujutuste-rakendus-p466.html. Determine the water level that poses a risk to your household.
- ◆ Assess the flood resistance of your home and, if necessary, reinforce it or perform reconstruction works – seal lower openings, create the possibility to close the sewerage, move switchboards higher, etc.
- ◆ Get ready for the disruption of vital services.
- ◆ Read about the criteria of warnings to be given and the meaning of danger levels of sea and internal water bodies on the website of the Estonian Weather Service at ilmateenistus.ee/ilmatarkus/kasulik-teada/hoiatuste-kriteeriumid/.

How to act if you have received a flood warning

- ◆ Follow the information transmitted through official information channels and the code of conduct.
- ◆ Find out whether your home or the place you are staying is in danger. Real-time information on the water level can be obtained from the website of the Estonian Weather Service:
 - ◇ rivers and lakes: ilmateenistus.ee/siseveed/vaatlusandmed/kaart/;
 - ◇ sea: ilmateenistus.ee/meri/vaatlusandmed/kogu-rannik/kaart/;
 - ◇ forecast of river and sea level: ilmateenistus.ee/siseveed/hydroloogiline-prognoos/ and on-line.msi.ttu.ee/meretase/.
- ◆ Be prepared for power outages and road closures.
- ◆ Charge your mobile phone and power bank, store drinking water, food and motor fuel.
- ◆ Make sure that you have a flashlight and battery-powered radio and sufficient batteries.
- ◆ If necessary, build water barriers to protect your home (such as sand bags in front of doors and windows).
- ◆ If possible, close the openings connected to sewerage pipes and other communications.
- ◆ Switch off the electricity if there is a risk that the water may reach the electrical system; also, when leaving home.
- ◆ Take all domestic property and chemicals that may cause contamination (fuel, cleansers, etc.) to higher ground, to avoid contact with the water.
- ◆ Pick up any items around the building that could be washed away by the water.
- ◆ If the estimated increase of the water level jeopardises your home, prepare to leave before water floods the area. (See Chapter “Evacuation”, page 28.)
- ◆ Follow the orders given during evacuation.
- ◆ Be prepared for evacuation even if the estimated increase in water level is not jeopardising your home, as the weather conditions may change. Pack items necessary for the evacuation. (See information box “Recommended means for evacuation”, page 28.)
- ◆ Do not leave pets in a potential flood area.



WORTH KNOWING



- Avoid moving around the flooded area, as the danger on the ground and the depth of the water are not visible – manholes may have opened, masses of water could move in a dangerous way, you could be electrocuted, hit by floating items, there is a risk of hypothermia, the water may be contaminated, etc.
- You may stay on higher floors without calling for help if you know that you can cope there on your own. Even so, inform your relatives or acquaintances of your location.

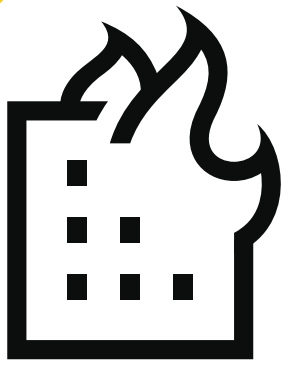
How to act **DURING** the flood

- ◆ Follow the official information channels and the given instructions.
- ◆ Evacuate before the flood extends to your home. To leave, use roads the water has not yet reached.
- ◆ If the water suddenly enters the building, move to a higher floor. Take along the items necessary in the event of an emergency: telephone, battery-powered radio, blankets, medicines, food and clean drinking water.
- ◆ Avoid moving around in the flooded area without reason.
- ◆ Call the emergency number 112 to get help and make your location visible or heard to the rescuers.
- ◆ Avoid contact with water that has entered the building.
- ◆ If you are forced to walk through the water, use a stick or branch for measuring the depth of water and finding a safe way.
- ◆ If you lose your footing while in water and find yourself at risk of drowning, do not struggle; instead, try to float on your back towards buildings, trees or a shallower place.



How to act **AFTER** the flood

- ◆ Return home only after receiving instructions from authorities to do so.
- ◆ Start pumping out water from the building only after the surrounding water level has fallen below the floor level.
- ◆ Let the specialists check the safety of your electricity and heating system, functioning of the sewerage and cleanliness of the drinking water before you start using them again.
- ◆ Do not use food damaged by flooding.
- ◆ Do not use electronic devices damaged by flooding.
- ◆ Dry and clean the rooms as soon as possible.
- ◆ If the damaged property is insured, contact the insurer before the start of cleaning works.



Fire in a building

- ✓ **LEAVE THE BUILDING!**
- ✓ **PROTECT YOURSELF AGAINST FIRE AND SMOKE!**
- ✓ **SIGNAL YOUR LOCATION!**

Warning signs

- ◆ You hear the signal of the fire detection and fire alarm system.
- ◆ You see a flame or glowing and burning.
- ◆ You see smoke and/or smell smoke.
- ◆ You feel a sudden increase in temperature.

How to be prepared for a fire

Following fire safety procedures and protecting your home against fire is the best way to help prevent fires.

AT HOME

- ◆ Equip all rooms with a smoke detector and, if necessary, with a fume detector.
- ◆ Get a fire extinguisher and a fire blanket, learn how to use them.
- ◆ Discuss with your family members what you will do in case of fire and how you will evacuate.

OUTSIDE THE HOME

- ◆ Make sure you know the locations of escape routes and fire exits.
- ◆ If there is an evacuation plan, examine it.

How to act in the event of fire

SAVE YOURSELF

- ◆ Quickly leave the building that is on fire and stay outside.
- ◆ Use the marked escape routes for exiting.
- ◆ Do not use lifts; in the event of fire, these will cease to operate.
- ◆ Life and health are always more important than extinguishing the fire. Do not place yourself at risk by attempting to extinguish the fire and save the property.
- ◆ Keep away from areas that could collapse.
- ◆ Move closer to the floor in a room full of smoke.
- ◆ Protect your respiratory tract against smoke and heat, for which a wet cloth is well suited.
- ◆ Open the door of a room full of smoke carefully. The inflow of fresh air could lead to an explosive increase in the flames.
- ◆ If you see an alarm button on the escape routes, trigger the alarm to inform other people.
- ◆ Once you have left the building, report yourself to the helpers; this way the rescuers will not start looking for you in vain.

IF THE ESCAPE ROUTES ARE DANGEROUS:

- ◆ Protect yourself against fire and smoke – stay in the room where fire and smoke have not spread.
- ◆ Close the door, but do not lock it. If possible, block the openings below and around the door with clothing.
- ◆ Do not hide, but signal your location. If possible go to the window or balcony and show yourself. Only in this way will the rescuers see or hear where you are.

Report the fire as soon as possible via the emergency number **112!**

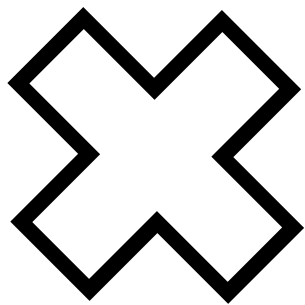
SAVING OTHERS

- ◆ When saving others, the priority is your own safety.
- ◆ When evacuating from the building, help people who need help – injured, disabled, elderly, children, etc.
- ◆ When entering a room where there may be people, call them. Be ready to search for children who have hidden due to fear.
- ◆ If you have found a victim who cannot move by himself, help him – hold him, drag or carry out.
- ◆ If necessary, begin providing first aid. (See Chapter “First Aid”, page 36.)



WORTH KNOWING

- You should not, in any case, run around with burning clothes, as this will add fuel to the fire. Lie down and cover your head. Flames can be put out with water, a blanket, a carpet or any other cloth. If these are not available, roll yourself or the injured person on the ground.
- If the fire has spread to the staircase of an apartment building or a high-rise, it is safer to stay in the apartment.
- Jumping from a high floor or escaping with the help of drainpipes and sheets may be life-threatening.
- The primary task of rescuers is to immediately help people in trouble. The sequence of rescuing depends on the imminent danger.
- Wandering about in the area on fire is prohibited; this is dangerous and interferes with rescue works.



Chemical accident

- ✓ **AVOID CONTACT WITH DANGEROUS CHEMICALS!**
- ✓ **PROTECT YOUR RESPIRATORY TRACT!**
- ✓ **SHELTER INDOORS!**
- ✓ **FOLLOW OFFICIAL INSTRUCTIONS GIVEN THROUGH THE MEDIA!**

Warning signs

- ◆ You can smell the chemicals or feel unwell, which may be related to chemicals.
- ◆ You see a dangerous vehicle involved in an accident.
- ◆ You hear the sirens at a dangerous enterprise activate.
- ◆ You see people lying on the ground.

How to prepare for a chemical accident

- ◆ Determine whether your home and the places where your family members stay on a daily basis (workplace, school, etc.) fall within the danger area of a dangerous enterprise.
- ◆ Examine the safety advice and recommendations published by the dangerous enterprise.
- ◆ Find out the meaning of sirens used by the dangerous enterprise.
- ◆ Make preparations at home to shelter indoors in the event of a chemical accident. (See Chapter "Sheltering Indoors", page 32.)
- ◆ Examine the danger labels of dangerous chemicals and cargo to be able to recognise the chemical accidents.



WORTH KNOWING

- Examine the map of dangerous enterprises: geoportaal.maaamet.ee/est/Kaardiserver-p2.html.
- Examine the meaning of sirens of dangerous enterprises: See Chapter "Warning Message", page 27.
- Examine the danger labels of dangerous chemicals: www.tarbijakaitseamet.ee/sites/default/files/ettevotjale/ohutus/echa_clp_leaflet_et.pdf.

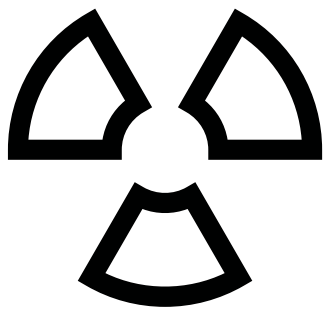
How to act in case of a chemical accident

OUTSIDE

- ◆ Avoid any contact with any loose chemicals.
- ◆ Protect your respiratory tract, covering your mouth and nose with a wet cloth.
- ◆ When driving a car, close the windows and switch off the ventilation. Switch the air conditioning to internal air recirculation mode.
- ◆ If the site of the accident is known or clearly visible, move away from it perpendicular to the direction of the wind.
- ◆ Shelter quickly in the nearest room inside, while avoiding the building from which the chemicals are leaking. (See Chapter "Sheltering Indoors", page 32.)

INDOORS

- ◆ Stay indoors, but do not remain in the building from which chemicals are leaking.
- ◆ It is advisable to shelter on the upper floors. Several dangerous chemicals may accumulate especially in lower areas, incl. in the basement.
- ◆ Close doors and windows, shut off the ventilation and dampers to the chimney to make sure that ambient air cannot get inside.
- ◆ Do not use an open flame and do not smoke. Chemicals can be flammable and explosive.
- ◆ Follow the official warning messages from reliable information channels and the code of conduct.
- ◆ Stay inside until you get a notice that the danger has passed.
- ◆ Be prepared to evacuate upon receiving an official order. (See Chapter "Evacuation", page 28.) Assemble the essential items you will need.
- ◆ In case of health problems caused by spreading of chemicals, call the emergency number 112.



Radiation accident

- ✓ **SHELTER INDOORS QUICKLY!**
- ✓ **FOLLOW OFFICIAL INSTRUCTIONS GIVEN THROUGH ESTONIAN MEDIA!**

Warning signs

- ◆ You hear or see an official warning message. A person himself does not perceive radiation.
- ◆ You hear or see a message about a serious accident at a nuclear power station in a neighbouring country or the use of a nuclear weapon in an armed conflict.
- ◆ You see the radiation warning symbol on a vehicle involved in an accident, a damaged container or a suspicious item.

How to prepare for a radiation accident

- ◆ Make preparations at home to shelter indoors in case of a radiation accident. (See Chapter “Sheltering Indoors”, page 32).
- ◆ (See Chapter “Reserves and Aids at Home”, page 27.)
- ◆ Familiarise yourself with radiation warning symbols, so that you are able to recognise the danger.

How to act upon receiving a radiation warning

- ◆ Follow the information and codes of conduct issued by authorities.
- ◆ Cover all open wells.
- ◆ Bring pets inside and cover their fodder.
- ◆ Be ready to shelter indoors.

How to act in case of a radiation accident



WORTH KNOWING

- The less you stay outside or in a contaminated area, the smaller the radiation dose and the damage incurred.
- The farther you are from the radiation source, the smaller the radiation dose.
- Any shelter reduces the radiation dose.
- Do not consume iodine tablets unless instructed to do so by Estonian authorities.
- If the radiation accident happened in a foreign state, the impact on Estonia is generally restricted due to distance. The codes of conduct distributed in Estonia may differ from those of other countries. In Estonia, one must follow the instructions given specifically via Estonian channels.

OUTSIDE

- ◆ Protect your respiratory tract and skin in radioactively contaminated areas (wet cloth over the nose and mouth, clothes that fully cover the body).
- ◆ Do not eat, drink or smoke in a contaminated area.
- ◆ Shelter quickly in the closest room indoors. (See Chapter "Sheltering Indoors", page 32.)
- ◆ If you have stayed in a contaminated area, remove all clothes that were exposed to the contamination before going indoors, seal them in a plastic bag and leave it outside. Wash yourself with soap.

INDOORS

- ◆ Remain indoors and close your doors and windows, shut off the ventilation and dampers to the chimney to make sure that ambient air cannot get inside.
- ◆ Choose a place for sheltering, one that is isolated from the external environment in the best and most definitive manner (basement, behind several walls, a room without windows in the middle of the building, etc.).
- ◆ Consume packed food and tap water or bottled water previously stored at home.
- ◆ Follow the warning message transmitted through Estonian media by the authorities and follow the code of conduct.
- ◆ Stay inside until you get a notice that the danger has passed.
- ◆ Be ready for an order to evacuate. Assemble the essential items you will need. (See Chapter "Evacuation", page 28.)
- ◆ In the event of a single large dose of radiation, health problems will emerge within a couple of days, the symptoms of which are, for example, redness of the skin, nausea and vomiting. If you have any of these symptoms, report it via the emergency number 112.
- ◆ When the danger has passed, follow the instructions and restrictions of authorities.



Explosion

- ✓ **DO NOT TOUCH EXPLOSIVE ITEMS AND IMMEDIATELY MOVE AWAY!**
- ✓ **IN THE EVENT OF AN EXPLOSION, DROP TO THE GROUND AND COVER YOUR HEAD!**
- ✓ **FIND A SAFER ESCAPE ROUTE!**

Warning signs

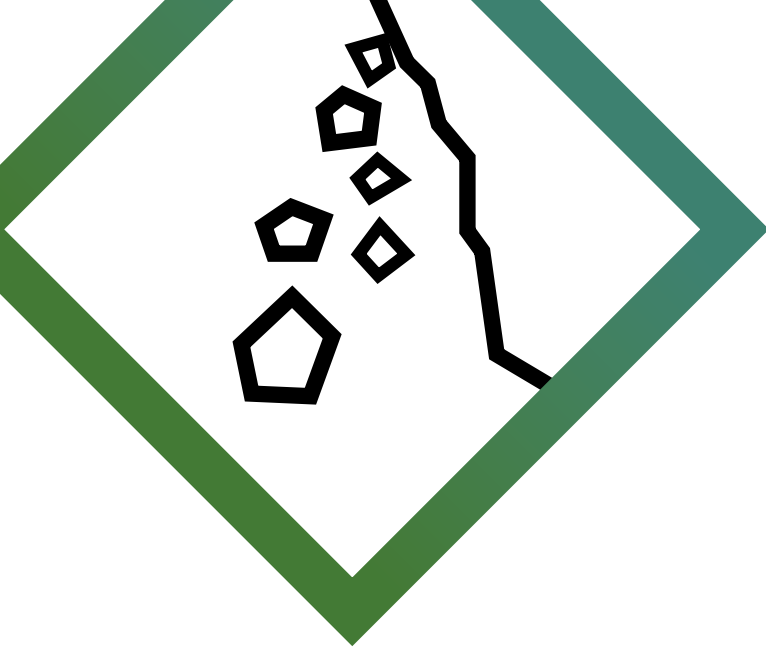
- ◆ You hear or see a warning message.
- ◆ You hear or see an explosion.
- ◆ You find an explosive device.
- ◆ You see an unattended suspicious item, which does not belong within the specific environment.
- ◆ You see an item with an explosion danger label involved in an accident (fire, traffic accident, etc.).

How to act in case of the risk of explosion

- ◆ Do not touch or move an item suspected of being a bomb or any other potentially explosive item. Moving may activate it.
- ◆ Move away from the dangerous item, to a distance of at least 50 metres. Stay in the shadow of a building, such that you have no visual contact with the suspicious item. Keep away from windows, to protect yourself against bombshells and broken glass.
- ◆ Report what you have found to the emergency number 112 and be available to the explosive clearance personnel by phone.
- ◆ Warn the people nearby.
- ◆ Fulfil the orders of authorities. In the event of the risk of explosion, people could be evacuated from the area.

How to act in case of an explosion

- ◆ In case of an explosion, drop on the ground and protect your head and neck with your hands, in order to avoid life-threatening injuries.
- ◆ Shelter behind the nearest wall or furniture. Keep away from windows.
- ◆ If the building catches fire or there is a danger of collapse, exit quickly. Do not use lifts.
- ◆ If, during an explosion, you are in a location that is in no imminent danger, stay there and calmly assess the situation.
- ◆ If you are inside, and the building has not caught on fire or started to collapse after the explosion, there is no need to rush in exiting the building. Find the safest exit, considering the risk of collapse or deliberate attack. Do not use lifts. Do not push or hustle.
- ◆ In the event of a suspected deliberate attack, if possible, keep away from the mass of people and favour using emergency exits.
- ◆ When outside the building, move further from the dangerous place, while keeping away from the mass of people. Stay away from buildings in danger of collapse and do not move under power lines.
- ◆ If you escape without injuries, help others during the evacuation without putting yourself in danger and, if necessary, provide first aid. (See Chapter "First Aid", page 36.)
- ◆ Report the event to the emergency number 112.



Collapse


- ✓ **PROTECT YOUR RESPIRATORY TRACT AGAINST DUST!**
- ✓ **MOVE CAREFULLY!**
- ✓ **SIGNAL YOUR LOCATION!**
- ✓ **SAVE YOUR ENERGY!**

Warning signs

- ◆ You hear or see a warning message.
- ◆ You hear or see an explosion.
- ◆ You see the building structures sink.
- ◆ You see fast cracking and falling of the walls, ceiling or floor of the building.

How to act if you are buried under rubble

- ◆ Remain calm and act in a well-considered way. Getting help may take time; do not lose hope.
- ◆ Move slowly, to avoid disturbing any collapsed material.
- ◆ Slowly free your hands and legs from the rubble.
- ◆ If possible, breath through a cloth, to protect your respiratory tract against dust.
- ◆ Check whether you are injured and stop the bleeding by pressing a cloth or hand on the wound.
- ◆ If you are able to move, find an exit, or shelter in a more reinforced area, such as near bearing walls or door openings.
- ◆ If possible, report yourself to the emergency number 112.

- 
- ◆ Call out or looking around to try and determine whether there are more people around.
 - ◆ Try to signal to the rescuers, while also saving your energy as getting help might take time. To inform rescuers of your location, make some noise (e.g. hit the piles with an item) or shout, especially if you hear the rescuers near you.
 - ◆ During the rescue works, the work of all devices will be stopped periodically to listen for cries for help. This is a very good time to make yourself known.
 - ◆ If possible, drink and eat, if you have access to water or food.
 - ◆ Protect yourself against hypothermia with clothes and stay curled up.
 - ◆ If you are stuck beneath the collapsed material, regularly move your fingers and toes, to improve blood circulation.
 - ◆ If the rescuers find you, inform them of other people in need, whom you have noticed under the ruins or heard.



Sudden attack in a public place

- ✓ **QUICKLY MOVE AWAY FROM THE DANGER!**
- ✓ **SHELTER IN A SAFE PLACE!**
- ✓ **REPORT THE EVENT TO THE EMERGENCY NUMBER 112!**

Warning signs

- ◆ You see people being attacked with a gun, vehicle or any other dangerous means.
- ◆ You see an aggressively inclined and/or armed person.
- ◆ You hear shots or explosions.
- ◆ You receive information about the attack from other people.
- ◆ You hear the sounds indicating that people are panicking or you see panicking people moving away.
- ◆ You see people lying on the ground.

How prepare for a sudden attack

- ◆ Make sure you know the locations of escape routes and fire exits.
- ◆ If available, examine the code of conduct in case of sudden attack at your workplace or educational institution.
- ◆ If a terrorist warning has been issued in the country in which you are staying, avoid crowded places and follow the instructions of authorities.
- ◆ When travelling in a foreign country determine the local emergency number and contacts of the representation of Estonia (See Chapter "Ending up in a crisis situation in a foreign country", page 64).
- ◆ Make clear how to switch your phone quickly to silent mode without vibration.

How to act in case of a sudden attack

1. MOVE AWAY

OUTSIDE

- ◆ Move quickly and covertly to a place offering shelter and away from the view of the attacker.
- ◆ If you see a safe route, extricate yourself through it. Use side streets for escaping.
- ◆ Try to avoid escaping with a mass of people and, if possible, choose another direction.
- ◆ Move as far away from the danger as possible.
- ◆ Do not harm other people when escaping.
- ◆ If possible warn and help others without putting yourself in danger.
- ◆ When seeing policemen do not rush towards them, keep your hand up and palms where they can see them. Note that all people are considered a potential threat. Obey police orders.

IN THE BUILDING

- ◆ Follow the orders given by the employees of the building and the authorities.
- ◆ Use the stairs, emergency exit or the windows on the first floor for exiting the building.
- ◆ If escaping may place you in greater danger (e.g. the only exits are under the control of the attacker or you cannot find a safe way out), remain where you are and shelter in a room or behind furniture or a wall offering initial protection.

WORTH KNOWING



- If you notice a situation, which might indicate the possibility of an attack (e.g. a person with a gun or explosive at a mass event), notify the police immediately by calling the emergency number 112.
- If you are unsure of whether an attack is taking place, under no circumstances go to check; instead, move away and inform the police.
- Consider that when preparing and conducting the attack, the attacker proceeds from the usual behaviour of people and masses. Accordingly, in case of danger it is useful to act differently from what is expected (move separately from the masses, avoid the usual escape routes, etc.).
- Although the danger area must be exited quickly, it is important to remain calm and act in a deliberate manner.
- In all European Union Member States an emergency call can be made using the number 112.

2. SEEK SHELTER

- ◆ If you find shelter in a room, lock the door and move the furnishings inside the room in front of the door.
- ◆ Switch off all lights in the room and keep away from the doors and windows.
- ◆ Once you reach your hiding place, switch your mobile phone to silent mode and switch off the vibration function.
- ◆ Do not reveal your location and do not leave your location before the danger has passed and you have received the respective instructions from the police.

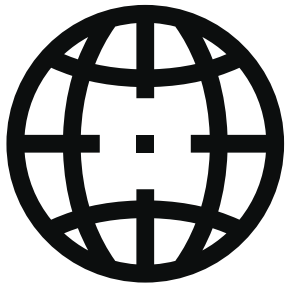
3. REPORT

- ◆ When you are far from the imminent danger, call the emergency number 112 and report the event and your location.
- ◆ Warn others about entering the dangerous area.



If the imminent danger of sudden attack is over

- ◆ Follow the orders and safety assessment of local authorities.
- ◆ Follow the media and other information sources which are covering the event.
- ◆ Avoid public transport (buses, trains, trams, the subway, and ships) and crowded places and mass events.
- ◆ If the attack took place in a foreign country, inform your loved ones that you are ok. If you need help, contact the Ministry of Foreign Affairs of Estonia at +372 5301 9999 or konsul@mfa.ee.



Ending up in a crisis situation in a foreign country

- ✓ EXAMINE THE DANGERS IN THE COUNTRY OF DESTINATION AND FIND OUT THE EMERGENCY NUMBER!
- ✓ REGISTER YOUR TRIP ON THE WEBSITE OF THE MINISTRY OF FOREIGN AFFAIRS!
- ✓ KEEP YOUR RELATIVES INFORMED OF YOUR TRIP!
- ✓ IF YOU NEED CONSULAR HELP, CONTACT THE MINISTRY OF FOREIGN AFFAIRS OF ESTONIA!
- ✓ FOLLOW THE RECOMMENDATIONS AND ORDERS OF THE COUNTRY OF LOCATION!

WORTH KNOWING



- These codes of conduct for the protection of the Estonian population can also be used if you find yourself in danger in a foreign state.
- Information on the communicable diseases found in the countries and a pre-travel health check can be obtained from the website of the Health Board at terviseamet.ee/nakkushaigused/reisimine-ja-tervis.html. Vaccination recommendations by countries of destination are provided by the Health Board on its website at terviseamet.ee/nakkushaigused/reisimine-ja-tervis/soovitused.html.

How to be prepared for a crisis situation when travelling to a foreign country

- ◆ Examine the information and recommendations related to travelling abroad on the website of the Ministry of Foreign Affairs at reisitargalt.vm.ee or through the mobile app *Reisi Targalt*. Information is provided by countries.
- ◆ Register your trip through the website of the Ministry of Foreign Affairs at rakendusd.vm.ee/eelregistreerimine

or through mobile app *Reisi Targalt*. This way the Ministry of Foreign Affairs can quickly contact the persons in need in a crisis situation.

- ◆ Inform your relatives of your travel plans, leave them your contact details, as well as a copy of your travel insurance policy and travel document.
- ◆ Find out the local emergency number and codes of conduct for accidents.
- ◆ Save the contact details of your nearest Estonian representation and the twenty-four hour hotline of the Ministry of Foreign Affairs +372 5301 9999 in your phone and write them down.
- ◆ Take out travel insurance and find out in which situations the insurance applies.
- ◆ When travelling in the countries of the European Economic Area and Switzerland, it is useful to apply for the European Health Insurance Card, although it might not cover all expenditures.
- ◆ Also take along cash when travelling abroad.

How to act if you end up in a crisis situation in a foreign country

- ◆ Follow the recommendations and orders of the country of location.
- ◆ If there is a major crisis situation in your country of location or area, inform your loved ones of your situation.
- ◆ If you need consular help, contact the Ministry of Foreign Affairs of Estonia via their twenty-four hour hotline +372 5301 9999 or through Facebook web consul (www.facebook.com/veebikonsul). If necessary, turn to the nearest representation of Estonia or a European Union Member State.



WORTH KNOWING

- When providing consular assistance, the persons in need are given information regarding further actions to take, are consulted in communicating with local authorities, assisted in searching for contacts, communication with relatives in Estonia is mediated, language assistance is provided, the receipt of documents is supported and, when necessary, help is provided with organising the repatriation of the victim to Estonia.
- A consul cannot pay any of the costs on behalf of the person that are necessary for receiving treatment, legal assistance, buying travel tickets, accommodation, etc., however, when necessary, they shall help make contact with loved ones and provide advice in making money transfers.



Behaving as a civilian during an armed conflict

- ✓ FOLLOW THE ORDERS AND INSTRUCTIONS OF AUTHORITIES.
- ✓ REGULARLY MONITOR THE NEWS FROM RELIABLE INFORMATION CHANNELS (ABOVE ALL PUBLIC BROADCASTING). VERIFY THE CORRECTNESS OF THE INFORMATION.
- ✓ BE PREPARED FOR THE DISRUPTION OF SERVICES AND INDEPENDENT COPING.
- ✓ BE READY TO FIND SHELTER AND EVACUATE.
- ✓ AVOID CONTACT WITH THE ENEMY'S SOLDIERS.
- ✓ EVERY ESTONIAN CITIZEN HAS THE RIGHT TO INITIATE RESISTANCE AGAINST A FORCIBLE CHANGE OF THE CONSTITUTIONAL ORDER.

The following instructions concern activity in a combat area, during an air raid, in the event of artillery fire and a long-term armed conflict. Follow the instructions if you hear or see combat, an armed attack, shooting, explosions, the enemy's fighters or an official warning is issued about the start of armed conflict.

How to act in an armed conflict or combat

area:

- ◆ Regularly monitor the news from reliable information channels (above all public broadcasting, which in Estonia is the ERR). Double-check information from unknown sources.
- ◆ Be prepared for the disruption of multiple services (such as electricity, water and data communication). Check whether you have the necessary resources and tools for independent coping and upon need, get them (See Chapter "Resources and Tools at Home", page 22).
- ◆ Comply with the orders of authorities (e.g. the police, servicemen and Estonia's allies). Depending

on the danger, an order may be given for evacuation, instructions for sheltering issued or movement restrictions established in order to protect the inhabitants. (See Chapter "Evacuation", page 28.)

- ◆ Determine which of the places that provide help (e.g. hospital, ambulance and rescue services) are still functioning.
- ◆ Refrain from disseminating information (photos, videos, texts, etc.) about the activity and location of Estonian soldiers or those of its allies. This information could be used by the intelligence units of the enemy, putting those protecting Estonians at risk. Share information with Estonian soldiers and the soldiers of its allies if they come and ask for it.

How to move in an armed conflict or combat

area:

- ◆ If possible, move around only during the daytime.
- ◆ Always carry along your identity documents and their copies.
- ◆ Do not wear camouflage or a disguise, or display weapons in a visible place, since you may be deemed a soldier.
- ◆ Avoid any contact with the enemy's soldiers and do not risk your life with provocative behaviour (filming or taking photos publicly, aiming with a weapon-like item, publicly showing reluctance, etc.).
- ◆ Do not touch abandoned weapons or ammunition or any strange items, since these could be disguised explosive devices.
- ◆ Keep out of places that could be mined, such as abandoned buildings and bridges. If possible, move on intact roads with a hard-paved surface, the undetected mining of which is more difficult.

How to shelter in an armed conflict or combat

area:

- ◆ In the event of shooting, an air raid and artillery fire, shelter and hide yourself.
- ◆ If you are outside and cannot take shelter, do not run, but drop immediately to the ground, covering your head and neck with your hands. When the shooting stops, shelter as soon as possible indoors or in any other safer place offering shelter, such as a ditch.
- ◆ When sheltering indoors, prefer underground premises or rooms without windows, which are small and possibly with a bearing wall. If you shelter in a room with windows, stay near the wall with windows; however, not under the window, to avoid injuries caused by broken glass. In the event of a bomb attack, if possible, ready a fire extinguisher, shovel and crowbar, in order to protect yourself better against collapse.



WORTH KNOWING

A personal weapon acquired for self-defence can be used during an armed conflict only for protecting yourself, your family and your home. Using it otherwise may make you a target or criminal.

Important phone numbers and addresses

A series of horizontal dotted lines for writing.

