



**FAMILY GUIDE  
FOR RESPONSE TO NATURAL  
AND OTHER DISASTERS**

## **FAMILY GUIDE FOR RESPONSE TO NATURAL AND OTHER DISASTERS**

The number of disasters worldwide has multiplied over the last decades, thus becoming the greatest obstacle to sustainable development. The extent of the toll taken by disasters is growing with the rise in their number: the costs of damage repair are constantly rising, and there are, unfortunately, some consequences that can not be mitigated. Natural and other disaster events that threaten and take human lives causing considerable property damage along the way, can strike anywhere, at any time, often suddenly and without warning. In such situations people often start to panic because they don't know what to do.

Absolute protection against disasters is not possible, but the consequences can be significantly reduced if people are well informed, acquainted with disaster prevention methods, and prepared to respond adequately. If you are not well prepared for disaster response, your life and the lives of your family members might be threatened even in the cases of the small-scale natural or any other disaster. On the other hand, if you are aware of potential hazards and risks in your environment and know how to react and how to get help, you, your family as well as your property, will be safe.

**According to the Law on Protection and Rescue, every citizen has a duty to take care of his personal safety and protection, and to implement measures of personal and collective protection. The purpose of this guide is to provide the essential information and instructions on how to best respond to**

**disasters,  
since the knowledge of  
preventive actions and activities  
to be undertaken in cases of these events  
can greatly reduce their consequences.**

This guide has been produced within the project DIRECT – Disaster Resilient Communities and Towns whose aim is to prepare the local communities, institutions and services for a more effective response to natural and other disasters. The project is realized by FORS Montenegro and the Directorate for Emergency Management of the Ministry of the Interior in partnership with the Fire and Rescue Service of Kranj of the Republic of Slovenia, The Fire and Rescue Brigade of the Moravian-Silesian Region and The Czech Association of Fire Officers from the Czech Republic. The project is funded by the Directorate-General for European Civil Protection and Humanitarian Aid Operations (DG ECHO).



# FIRE

**Fire** represents an uncontrolled combustion process, whose occurrence (flame, heat and combustion by-products) can endanger human lives and cause considerable property damage.

**Forest fire** represents an uncontrolled spread of fire over the forested area, and it falls into the category of natural disasters. Forest fire may occur in several forms depending on the type of fire, causes and the amount of damages it produces. It is characterized by the rapid growth and sudden changes of direction under certain weather conditions.

## INSTRUCTIONS ON HOW TO ACT IN THE EVENT OF FOREST FIRE

### If you are outdoors

- Do not burn garbage, dry grass or branches in the outdoor areas during the summer months.
- Do not light a barbecue fire in the outdoor areas in the forests or near dry grass;
- Avoid outdoor works that could cause a fire (anything that may produce sparks);
- Do not discard burning cigarettes, garbage or grass in outdoor areas as it may lead to fire outbreaks.
- Respect the restricted access signs during the period of a high fire danger..

### If your home is located in or near the forest or forest area

- Remove trees, low vegetation, dry grass, leaves, pine needles and twigs within a radius of 10 meters around the house;
- Cut tree limbs within the radius of 5 meters around the house;
- Remove dead branches from trees and shrubs;
- Trim the tree limbs so that they are spaced apart by a distance of at least 3m;
- Do not install plastic guttering or the pipeline on the walls. Do not install window blinds made of combustible materials;

- Check if the chimney and ventilation caps are made of non-combustible, spark resistant materials;
- Do not keep flammable materials and fuel near the house;
- Store firewood in closed and protected places;
- Keep opened fuel containers away from the house;
- Provide adequate fire extinguishers and service them regularly;
- Provide the area that you want to protect with water hoses or something similar, with the hose and non-electric water pump.

### In the event of forest fire

- **Immediately call the Operational- Communication Center – OCC at the number 112, or the Municipal Protection and Rescue Service at the number 123.**
- Provide the most detailed information possible on:
  - What is on fire and where is the fire (provide detailed information about the location of fire),
  - current fire situation,
  - accessibility of the affected area (potential obstacles, impassable areas),
  - presence or proximity of the hazardous substances,
  - presence or proximity of power plants and facilities.



### If the fire is spreading to your home

- Stay calm and avoid panic;
- Move all flammable materials from the vicinity of your home to a closed off and protected place;
- Block all the vents (chimneys, windows, doors, etc.) to prevent hot ashes from entering the house;
- Turn off gas and/or liquid fuel supply both inside and outside of the house;
- Remove the awnings from windows and balconies.
- Allow the passage of fire fighting vehicles by opening the gates;
- Place the ladder on the outer wall of the house and away from the direction in which the fire is spreading to provide direct roof access.
- Connect water hoses in order to be able to cover the entire surface of the house.
- Turn on the internal or external lights to maximize visibility through smoke, if the visibility is reduced;



### If there is a fire near your home

- Do not leave the house unless you are absolutely sure that you are able to leave safely.
- Do not get inside a vehicle. The probability of surviving in the house of non-combustible materials is much higher than in the vehicle.
- If you stay in the house:
  - Close all doors and windows;
  - Block all openings with wet cloths to prevent smoke from entering the house;
  - Remove curtains from windows;
  - Move furniture to the central part of the room, away from windows;
  - Close all doors inside the house to prevent the fire from spreading quickly;
  - Fill the bathtub, washbasin and buckets with water;

- Gather all household members in one place;
- Make sure to have a flashlight or backup batteries in case of power outages;
- If the house is wood-constructed, find shelter in the existing permanent building.
- If evacuation is ordered, carefully observe the instructions of the competent institutions and follow evacuation routes.

### When the fire is extinguished

- Get out of the house and extinguish the remaining fire spots.
- Check for the remaining fire spots in the vicinity at regular intervals during the next 48 hours.

## HOUSEHOLD FIRE

### How to prevent it?

- Remove all flammable objects, such as old magazines, boxes of paint, solvents, old furniture, clothes or other stuff stored in your basement, garage, attic, etc.
- Regularly clean and maintain passable fire stairs and passages since they are often the only safe way to protect your life and the lives of your family.
- Control your firefighting equipment: fire extinguishers, hoses, hydrants, and keep them in good condition.
- Learn how to properly use (activate) the fire extinguisher and teach your family members to use it, because in case of fire you will not have time to read the operating instructions on the label.
- Teach children to call 112, the number of Operational-Communication Center - OCC, or 123 the number of the Protection and Rescue Service, in case of fire.
- If you see fire or you smell smoke in your home or building, call 112, the number of Operational-Communi-



cation Center - OCC, or 123 the number of the Protection and Rescue Service, and never assume that someone has already done so.

- Never throw out of the window or from the terrace an unextinguished cigarette butt because most likely it will end up in a room or terrace of the flat below yours and cause fire.
- Majority of household fires start in kitchen.
- Majority of kitchen fires come from cooking accidents involving burning grease and oil.
- Do not use water to quench the fire! Use the lids on frying pans and saucepans in order to reduce the inflow of oxygen.
- Do not pour water over the hot or burning oil!
- In the households with small children, turn and keep pot handles out of reach, backwards and off to the side.
- Do not wear loose-fitting clothes while cooking (shirts and blouses with loose-fitting sleeves) because it can easily drift close to a burner and ignite.
- Provide adequate, fully charged fire extinguisher for your kitchen and learn how to use it.

### It is extremely important to observe the following rules:

- Do not leave the stove on unattended;
- Do not smoke cigarettes in bed;
- Regularly check wiring, heating devices and systems;
- Keep lighters and matches away from children.
- Do not use gas or open flame heaters (fireplaces) in the rooms with poor ventilation.
- In the event of a power outage, always make sure to turn off electric household appliances (hot plate, stove, heater, etc.).

## How to act in the event of fire?

- If you notice fire or heavy smoke entering your room, feel the doorknob before you open the door.
- **If the doorknob is hot**
  - Do not open the door! There is fire at the other side of it!
  - Soak towels in water and place them around the door frame and in front of the door to prevent the smoke from penetrating the room.
  - **Stay low to the floor while moving through the room. The heat rises and is higher in the upper part of the room, as is the concentration of heavy smoke that contains toxic fumes, the deadly carbon- monoxide (CO) among others.**
  - Open the window or go to the terrace and shout 'Fire' to alert household members and neighbors.
  - Call the number 123 or 112 and give specific information about the location of fire: address, floor and apartment number.
- **If the doorknob is cold**
  - Get out into the corridor and shout “**fire**“ in order to alert household members.
  - If the fire has caught just one room of your apartment, close the door of that room and turn off the electricity and evacuate household members. If the fire is small, try to extinguish it.
  - During evacuation, it is important that all household members gather in the same room, because the children might hide due to fear. Only when all of you get together, go to the exit. Make sure that you close the door behind you in order to limit the inflow of oxygen and prevent the fire from growing.
  - Alert other residents inside the building, taking special care of the elderly and the disabled.
  - Get ready to encounter dense smoke and heat, and if you have time, get on the shoes with thicker soles and a coat and place wet cloths and towels over your nose and mouth.
  - If you see smoke or fire at the staircase, go back to your apartment.
  - If you are not directly threatened by fire, the best response is to stay behind the closed doors of your apartment
  - When you leave your house or the apartment safely, call the number 123 or 112 and give specific information about the location of fire: address, floor and apartment number.



**In case of fire in the apartment buildings - NEVER USE THE ELEVATOR!**

**Fire releases thick smoke containing many toxic fumes that quickly accumulate in the elevator putting those inside at risk of suffocation.**

**DO NOT USE WATER TO EXTINGUISH FIRE ON ENERGIZED ELECTRICAL APPLIANCES AND INSTALLATIONS . DO NOT USE WATER ON BURNING LIQUIDS - GREASE, OIL, RESINS AND LUBRICANTS. USE FIRE EXTINGUISHERS AGAINST SUCH FIRES.**

**DO NOT UNDERESTIMATE DANGER FROM FIRE EVEN IF IT IS SMALL OR IT HAS JUST STARTED!**

- **Try to extinguish fire only when you made sure that it doesn't put your own or lives of the other people at risk!**
- **Approach the fire only when the fire extinguisher or other equipment you are using is ready to discharge.**
- **Make sure to protect the body parts that are still uncovered.**
- **Operate the fire extinguisher in a slightly bent down position at a three step distance from the fire.**
- **Avoid inhaling combustion by-products, as these are very toxic and majority of deaths result precisely from poisoning or suffocation.**
- **Attack outdoor fire in the direction of the wind!**
- **Take every precaution to prevent the fire from spreading.**

# FLOODS

Floods rank among the most common natural disasters that affect the countries of the region. Flooding poses a serious threat to human and animal health and safety, to the environment and cultural and historical heritage, and causes a considerable property damage.

## INSTRUCTIONS ON HOW TO ACT IN CASE OF FLOOD

### What to do before a flood?

- Keep yourself informed about the history of flooding for your region.
- Devise a family emergency plan to help you better protect yourself, your family and property before, during, and after floods that could turn out to be terrifying.
- Prepare emergency supplies of canned food, bottled water, medications, clothes and shoes, and make sure that your personal documents are protected
- Keep yourself informed about the evacuation routes and safe evacuation shelters.
- Inform the family members about the emergency telephone numbers: (112, 122, 123 i 124).
- Do not throw waste into rivers, streams and canals. If the waste is already in the river beds and canals, inform the competent public utility service and take part in the collective actions of watercourse cleaning.
- Move all electrical appliance to the safe higher elevations.
- Take care that you park vehicles and agricultural machinery in a way that you allow passage of the emergency vehicles both to the main road and to your house or apartment.
- If you breed farm animals, learn about evacuation shelters for them or prepare the shelters yourself.
- Do not throw waste or cover manholes for stormwater drainage.
- If possible, prepare sand bags that you can put on the entrance in case of flooding and close all house openings through which water can enter.
- Keep yourself informed through the media on the current status and warning of a possible flood.

### How to act during a flood? If you are at home

- Keep yourself properly informed via radio, television and the Internet.
- Do not touch electrical appliances if you are wet or standing in the water.
- Do not use telephone unless it is really necessary in order to avoid overloading of the phone lines that are necessary for the organization of rescue and evacuation.
- If time permits, move all important items to the upper floor.
- Wear clothes and shoes which protect against the potentially contaminated water.
- Maintain a high level of personal hygiene in order to preserve health and prevent epidemics.
- Do not drink tap water. Drink bottled water only.
- If you are unable to leave your home, go to the top floor of the house and wait for the rescue teams to arrive. Take the previously prepared necessities with you.
- Be cooperative and collaborate with rescue teams during evacuation and rescue.

### If you have to evacuate your home:

- Turn off all electrical appliances, turn off the gas and disconnect power at the main switch, even if there is no electricity in your home.
- Evacuate domestic animals. If that is not possible, release the confined animals from the closed-off or fenced-off places.
- Do not forget to bring your personal documents and essential medicines.
- Provide help to elderly and disabled people who live in your building.





Do not, under any circumstances, cross the bridge and go along the rivers, floodwater torrents, slopes, etc. Do not cross rapids or streams. The food wave can sweep you away.

- Carefully observe the directions and other information published by the competent institutions.
- Do not drive through the flooded area- streets, underpasses or underground passages. Water

may be deeper and faster than it looks, and high water could destroy your car. If floodwaters rise around your car, abandon the car and move to the higher ground if you can do so safely.

- Do not walk through the moving water. Walking through the 15 cm deep moving water can make you fall. If you have to walk in water, walk where the water is not moving. Use a tool (stick) to check the depth of water.
- If you drive, do not block the streets and roads so that rescue teams can work smoothly.
- Avoid areas which are prone to landslide and rockfall hazards.
- Pay attention to the instructions which have been adopted by the relevant institutions.

### How to act after floods?

- Be careful in the areas where floodwaters have receded; the roads may be damaged and may crumble due to the weight of the car.
- Stay away from downed power lines and report their location to the power utility.
- Avoid the floodwater - it may be contaminated with mud, oil, gasoline or untreated waste waters. The water may also be electrically charged from the underground power lines.
- Avoid tap water until the competent institution confirms it is safe for use. Do not eat food that may have met the floodwater.
- Return to your homes only after the competent authorities declare that it is safe.
- Do not use electrical appliances before a qualified electrician

has checked them.

- Clean and disinfect everything that met the floodwater.
- Stay away from the buildings that are surrounded by floodwaters. If you have to enter a building, do so with caution because there might be hidden damages, especially in the foundations.
- If you see dead animals, notify the competent service to the phone number 112.

### EVERY HOUSEHOLD SHOULD HAVE

**A disaster supply kit that includes:** handheld water-resistant flashlight, battery-powered radio, medications for all the family members –those that are taken to treat medical conditions as well as analgesics, antiseptics, a three to five days supply of food and water (2 l of water per person a day), water purification tablets, several lighters to start a fire, a whistle, a small knife, a full-face mask and swimming goggles that protect the eyes against fire and harmful fumes, thick rubber gloves and boots for walking through the potentially dangerous waters or over suspicious wires, spare set of clothes and shoes for each person, a blanket or a sleeping bag for each person, spare keys to your car, credit cards, cash, hygiene supplies, special supplies for children of family members with special needs, spare glasses, the important documents (put in waterproof envelopes) **and a first aid kit.**

**Fire extinguisher** – a portable, 6 or 9 kg dry powder stored pressure fire extinguishers.

### Family emergency plan

A family plan is necessary so that every member of the household would know what to do and where to go should an emergency strike. Every family emergency plan should include the following:

- Important telephone numbers and a plan for using alternate communication channels;
- How and where to meet if your home is destroyed – pick at least two locations: one near your home and the other outside of your





# EARTHQUAKE

neighbourhood or your town in case of mass evacuation.

- Alternative options in case you can't return home or you can't contact other family members.
- The role of every family member in case of emergency.
- family's designated emergency contact person who lives outside of your area and who will be available to assist you;
- designated safe places in your home, location of the disaster supplies kit, where and how to turn off gas/electricity/water, evacuation routes;
- information on the nearest police stations, health care facilities, and the protection and rescue service.

If you live alone, create your support network of people you may rely on and try to present your plan to the neighbors.

**Practice and constantly seek to improve your family emergency plan.**

Geological hazards that are caused by the tectonic movements in the Earth's crust are called **earthquakes** or **quakes**. Territory of Montenegro is an area with high seismic risk, with frequent small to moderate sized earthquakes, and occasionally very strong, devastating earthquakes such as the one that struck in 1979.

## HOW TO ACT IN THE EVENT OF AN EARTHQUAKE

### What to do before the earthquake?

- Check for the potential dangers:
  - Fasten the shelves, water heaters, chandeliers, mirrors, etc. to the wall;
  - Avoid placing cabinets, shelves, pictures, mirrors, etc. over the places where people live and sleep;
  - place hazardous and flammable substances in a safe place.
- Identify safe places inside and outside the building:
  - In the house, at school, designate one or more safe places to find shelter in case of an earthquake. Take care the shelter is away from windows, large glass surfaces and walls;
  - If you are outside, stay away from the buildings, trees, telephone and power lines, bridges, power lines, tunnels, etc.
- Items you should have at hand:
  - A flashlight, transistor with spare batteries, cell phone, first aid kit, identification documents, fire extinguisher, multifunctional knife, sleeping bag, etc.
  - Some supplies of canned food and bottled water.

### If you are an ageing person, chronically ill or you have other health problems or functional impairments

- Plan ahead and discuss the plans with people who can assist you in the event of an earthquake (family member, neighbour, a social worker)
- Prepare the special equipment and supplies according to your needs.
- If you are using medications, hearing aid, glasses or other aids and appliances, store them in cases and keep them at hand.



- Always provide the spare batteries (also spare set of hearing aids, if possible).

#### **If you have mobility impairments**

- Fasten all the furniture that helps you walk around the house as it could be moved during an earthquake.
- If you use an electric-powered wheelchair provide the spare energy source or electric generator.

#### **If you have speech or hearing impairments**

- If you are using a hearing aid to help you hear or speak, store it in a case and keep it at hand.
- Always provide the spare batteries (also spare set of hearing aids, if possible).
- Keep the cell phone handy at all times. You may contact 112 by sending an SMS text message.



#### **If you are visually impaired**

- Keep the cane or glasses handy at all times (when you are not using them, store them in cases).
- Have extra canes or glasses placed around your home or office.

#### **What to do during an earthquake?**

##### **If you are indoors during an earthquake**

- Stay calm and coolheaded and do not allow being overwhelmed with panic. Be aware that some earthquakes are actually foreshocks that may shortly be followed by a stronger quake.
- Find shelter in a safe place at home, such as door frames, bearing walls, place under a table, solid furniture, and stay there for the duration of an earthquake, or cover your face and head with your hands and crouch in an inside corner of the room- under no circumstances should you stay in the center of the room.
- Do not try to run away



- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or shelves.
- Get up from bed if you are there, lie next to it and protect your head.
- Stay inside until shaking stops and it is safe to go outside. (Research has shown that most injuries occur when people attempt to leave a buildings during an earthquake) You can go out to an open area from the ground building or from the first floor, but make sure to be at a safe distance from any buildings.
- Avoid stairs and elevators for the duration of an earthquake.
- If you are in a public building (school, company, shopping center, recreation center or a store) - remain calm and avoid panic. Stay away from the crowds of people who are moving towards the exit in a panic.
- Be aware of the possible power outage, and that the alarms (fire alarm, etc.) may turn on.

##### **If you are outdoors during an earthquake**

- Move away from buildings, tunnels, street lights, power poles and lines; the greatest danger lies in the vicinity of buildings, at exits and alongside exterior walls.
- If you are on the street, watch out for the objects that can fall on you, such as chimneys, roof tiles, broken window glass, and the like.
- Protect your head with your hands or a handbag.
- Stay put until you receive the official instructions.



### If you are in a moving vehicle during an earthquake.

- Stop if traffic safety permits and stay inside the vehicle.
- Avoid stopping near buildings, trees, overpasses, and power lines.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, viaducts, tunnels, or ramps that might have been damaged by the earthquake, as well as the locations that have been identified as prone to landslide or rockfall hazards.

### What to do after an earthquake?

- If you are trapped under rubble
  - Do not light a match.
  - Do not move about.
  - Cover your mouth with a handkerchief or clothing.
  - Tap on a pipe or wall so that rescuers can locate you. Use a whistle if one is available. Shout only as a last resort, as it may lead to inhaling dangerous amounts of dust.
  - Stay calm and try to orientate yourself.
  - If you are pressed by rubble, start removing it slowly to save strength and beware of sharp objects and ensuing injury.
- In other situations
  - Be prepared for possible aftershocks. If the building is damaged and since there is a possibility of a stronger earthquake, leave the building calmly, without panic and in order: mothers with children, the elderly, the sick, the disabled, etc.
  - Take the most important belongings with you.
  - If you are in a damaged building and smell gas or see broken wires, do not burn candles or matches due to the risk of fire and explosion.
  - Take the most important belongings with you.
  - Turn off the electricity at the main power panel, shut off the main water and gas supply.
  - Check whether someone is injured.

- Do not move seriously injured persons.
- Use the phone only if necessary to avoid the overloading of the phone lines.
- Do not use cars in order to avoid obstructing rescue teams in carrying out their duties.
- Avoid entering a house, especially if it is damaged.
- Drink bottled water only.
- Do not obstruct rescue teams in carrying out their duties..
- Follow the instructions of the competent authorities and act accordingly.
- If there is a fire, try to extinguish it and notify the Municipal Protection and Rescue Service by calling a number 123, or Operational Communications Centre by dialing 112.
- If necessary and if you are able, join the earthquake rescue teams and help them search and assist the people trapped under the debris of collapsed buildings.



# LANDSLIDES AND ROCKFALLS

Landslides are geological hazards that frequently occur in the wake of floods and could be triggered by both natural and anthropogenic factors. Landslides are often accompanied by rockfalls.

Rockfalls are abrupt movements of rock masses that become detached from steep slopes. They often occur during powerful **earthquakes** or **volcanic eruptions**.

## INSTRUCTIONS ON HOW TO ACT IN CASE OF A LANDSLIDE AND ROCKFALL

### If you live in the area prone to landslide and rockfall hazards:

- Pay attention to strange noises such as tree cracking and the like, for they may be the signs of activated landslide or rockfall.
- If you are near a brook or canal, be alert for an increase or decrease in water flow or water blurring;
- Consider the possibility of leaving the affected area provided that you can do it safely;
- Stay awake and alert - listen to the warnings from the radio and television about possible heavy rains.

### If you notice warning signs of a landslide

- Inform the competent service on the phone number 123 or 112.
- Inform the neighbors that may be affected by this risk.
- move away from the landslide area, since it is the best protection.
- as you move away from the landslide, look towards it paying special attention to bouncing rocks and other material that can hurt you. Move at a side of a landslide - rockfall and try to get to the elevated terrain.
- Do not stand under poles or bars as collapse may occur.
- do not get near the landslide boundaries due to potential instability.
- If you came across a landslide, alert the other traffic participants nearby.

### If you are an ageing , chronically ill or a disabled person:

- Contact the people you have previously asked to help you in case of an emergency,
- Avoid walking alone,
- Avoid giving out personal information to strangers.

### If you have mobility impairments:

- Avoid walking alone due to large amounts of rubble on the roads.
- Do not use elevators.

### If you have hearing or speech impairments:

- send an SMS message to the number 112, explain the situation, inform them of your location and seek help.
- Use a flashlight to aid you in communication, do not use candles.

### If you are visually impaired:

- Avoid walking alone due to huge amount of rubble on the roads. The roads you are familiar with may no longer exist.

## A SHORT FIRST AID COURSE

- Do not forget about humanity and selflessness in helping others.
- If you are not injured yourself, help others.
- Remember, your safety comes first!
- Do not move seriously injured persons.
- Inform the people who are trapped but still alive that the rescue teams will reach them as soon as possible.



### Instructions on how to act after landslides and rockfalls

- Stay away from the area that is affected by landslides.
- Check whether there are injured or trapped people near the landslide.
- Help the neighbors who need special help - children, the elderly and people with special needs.
- Check and report to local authorities if there are broken power lines or damaged roads or railways.
- Report the damages of house foundations, roofs or chimneys
- Listen to radio and television news to keep up with the latest information.
- Beware of floods that may occur after landslides and rockfalls.
- Re-plant the trees in the shortest time possible, since erosion may lead to the loss of soil cover and new landslides in the future.



### INSTRUCTIONS ON HOW TO ACT IN CASE OF EXTREMELY HIGH TEMPERATURES

- If the heat wave is forecast, plan your activities so that your exposure to the heat is reduced to a minimum.
- Avoid exposure in the hottest part of the day, from 11 am to 4 pm.
- Avoid outdoor activities such as sports activities, agricultural or construction work and the like.
- If you have to go out, stay in the tree-shaded area, wear a cap or a hat, and light, loose-fitting clothes, preferably made of cotton.
- Bring drinking water with you.

#### During the day

- Stay in the coolest part of the apartment, close the blinds that face the sun.
- Do not open the windows since the air is hotter outside. Open them when the temperature is increasing and/or at night to let the cooler air in.
- Take cool showers; refresh yourself, with cold water several times a day, paying special attention to your face and the back of your head.
- Stay hydrated: drink plenty of fluids, especially water or fruit juice even if you are not thirsty.
- Avoid alcohol, tea and coffee as they may cause dehydration.
- Eat food with high water content, such as salads and fruit.
- Pay attention to the muscle cramps in your arms, legs or abdomen, to heat fainting, feeling of mild confusion, sleep problems.
- If you have any of these symptoms, rest for several hours. If your condition doesn't improve or worsens, call a physician.



**Visit the ageing people who live alone regularly!**

**Move the farm animals from the unsuitable stables to ventilated facilities or to the shade and provide fresh drinking water.**



**In case of drought:**

- Conserve the water from the water supply and do not use it to wash cars and sidewalks.
- Provide drinking water supplies in case of restrictions on water use.
- Do not pollute the environment with waste water and garbage in order to protect the low-level watercourses.
- Do not start fire outdoors; do not discard cigarette butts or burning matches as it may lead to an offset and spreading of fire.

**Follow the instructions of the local medical centers at all times during the heat wave!**



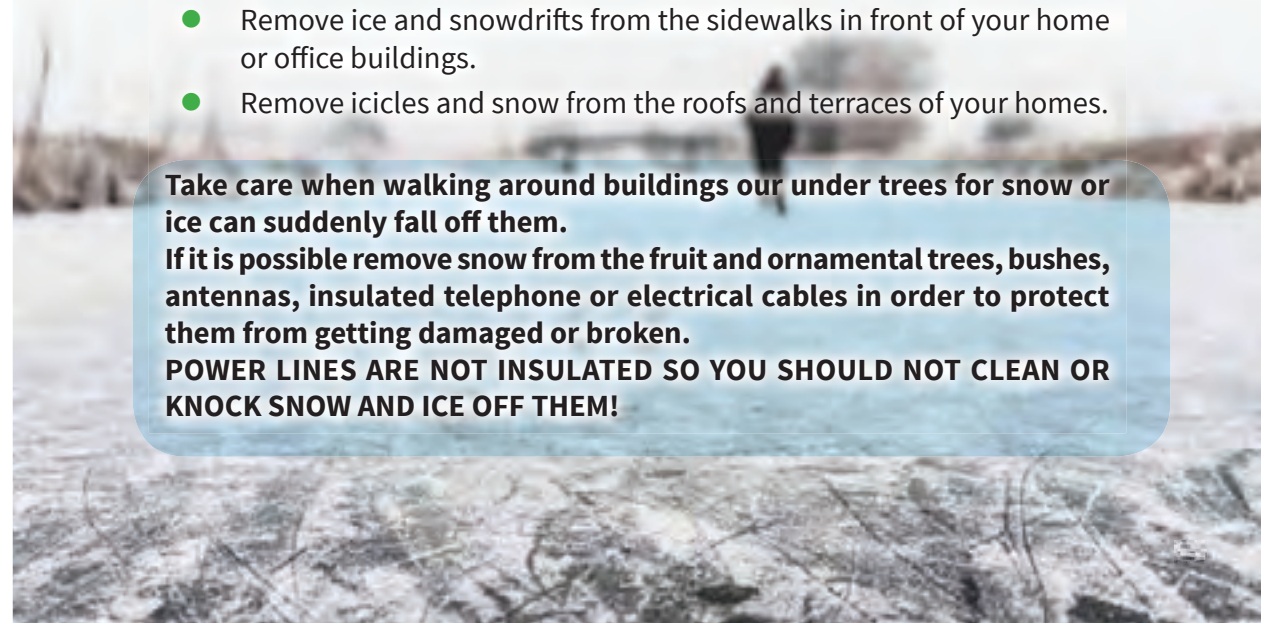
**INSTRUCTIONS ON HOW TO ACT IN CASE OF EXTREMELY LOW TEMPERATURES**

- Provide sufficient fuel and supplies.
- Prepare transistor radios with spare batteries in case of power supply interruption.
- Keep your home warm and stay indoors if possible.
- Do not let your children out unsupervised.
- Put on adequate clothing and footwear.
- Turn on the radio or TV to be informed about the weather conditions or emergency information.
- Save fuel and firewood.
- Do not walk over the frozen surfaces of water. Be aware of the danger of ice breaking through, getting immersed in the ice-cold water and drowning.
- In rooms that have not been heated prior to the severe cold spell, drain water from the plumbing system, tanks or water heaters, as well as from the heating system that is not in operation. Pour anti-freeze (for car radiators) into the toilet bowl and floor siphons.
- Exercise special caution is required when driving.
- Get yourself informed about the road conditions and make sure to have winter equipment
- If you are walking, make sure you have proper footwear and be careful in order to avoid injury on slippery roads, sidewalks, etc.
- Remove ice and snowdrifts from the sidewalks in front of your home or office buildings.
- Remove icicles and snow from the roofs and terraces of your homes.

**Take care when walking around buildings or under trees for snow or ice can suddenly fall off them.**

**If it is possible remove snow from the fruit and ornamental trees, bushes, antennas, insulated telephone or electrical cables in order to protect them from getting damaged or broken.**

**POWER LINES ARE NOT INSULATED SO YOU SHOULD NOT CLEAN OR KNOCK SNOW AND ICE OFF THEM!**



### Instructions on how to act during a snowstorm if you are outdoors:

- Go to a safe place and do not expose yourself to the snowstorm.
- Protect sensitive parts of the body (face, limbs).
- Keep your clothes dry.
- Pay attention to frostbite.
- Pay attention to the signs of hypothermia: shivering, exhaustion, drowsiness, memory loss, disorientation and speech difficulties.
- If you must drive - use chains, travel during the day and inform your family and friends about the intended route.
- Avoid high structures, tall trees, fences, telephone cables and power lines.

**Heavy snowfall, extreme cold and prolonged exposure to low temperatures can cause hypothermia in humans and paralyze the life and functioning of the community (interruption of electricity and water supply, traffic closure, floods, etc.)**

### Steps to take if you notice symptoms of hypothermia (freezing) in a person:

- Take the person to a warm place.
- Change him/her into dry clothing and wrap his/her entire body in a blanket.
- Warm the central part of the body first.
- Give him/her hot beverages to drink.
- Provide first aid.
- Arrange transportation to a medical institution as soon as possible.

### Storms and thunderbolts

Storms are dangerous because of very strong winds, heavy and torrential rain, thunderbolts and hail.

### Steps that should be taken if you are indoors:

- secure all the items that could be blown off by the strong wind and cause property damage or injure citizens.
- secure the windows and exterior doors and close all interior doors.
- Avoid contact with kitchen and bathroom taps, radiators and other metal objects, since they are good conductors.
- Isključiti sve elektruoredaje. Turn of all electrical appliances.

### Steps that should be taken if you are outdoors

- Stay away from all high structures (masts, poles, towers) and beware that the safe distance is equal to the height of structure;
- Avoid high structures, tall trees, fences, telephone cables and power lines.
- Try to find shelter in a building or in a car, and if that is not possible, sit on the ground.
- Avoid standing near buildings or cars you cannot get in and find shelter.
- If you are in a forest, take cover under branches of low trees. Never stand under a tall tree in open.
- Avoid the boundary between the forest and the open space, go to the forest instead.
- Avoid open fields, hill and mountain peaks, banks, ditches or other wet places.
- Do not cross water, do not swim.
- Do not hold an umbrella or other conductive metal objects in your



hands (fishing rods, etc.).

- Avoid being near metal objects, such as bicycles, camping equipment, etc.
- Do not stand up straight, crouch or bend at least, without touching the ground with your hands, and if you are in a group, keep a 5-meter distance between each other.

#### Measures that should be taken if you are in the car:

- Stop the car at the side of the road and away from power lines and trees that might fall on the car.
- Stay in the car and turn on your warning/ emergency lights until the storm has passed.
- Close the windows and do not touch any metal items in the car.
- Avoid flooded roads

#### INSTRUCTIONS ON HOW TO ACT IN CASE OF HAZARDOUS MATERIALS INCIDENTS

Handling hazardous materials during production, transport, trade, storing, processing disposal and use can result in hazardous materials incidents. Incidents occur when flammable and toxic liquids and gases become released into the environment as a result of accidents in industrial technological processes or traffic accidents involving vehicles used for transport of hazardous materials, etc.



In such cases, it is important to:

- If you witness a hazardous materials incident, stay calm.
- If you are caught outside during an incident, quickly and calmly seek shelter in a closed-off room.
- It is very important to observe the movement of clouds, dust, smoke, as well as to move upwind and use the shortest path to leave the affected area.
- do not touch the released substance and don't step over it.
- Do not touch the contaminated items,
- If you are indoors take shelter in a well- sealed room, i.e. the room with few or no windows and doors (preferably provided with water supplies), close the door, windows and vents (cover them with duct tape, wet towels, car wraps, etc.),
- If you are indoors, turn off the electrical appliances, water and ventilation systems.
- If you are in a vehicle near the accident site, keep car windows and vents closed, shut off the air conditioner and drive away.
- Use non-perishable food and bottled water.
- Keep yourself informed about and follow the instructions of the competent institutions.
- If you get contaminated, take off the contaminated clothes, put them



in a plastic bag and take care of personal hygiene.

- After the self evacuation or the organized evacuation, report to the health centre for medical examination.



#### **INSTRUCTION ON HOW TO ACT IF YOU FIND UNEXPLODED ORDNANCE (UXO)**

Due to danger that unexploded ordnance might burn or detonate even after several decades, the recommendations, **if you should you find an UXO**, are:

**Stay calm and mark the location of the UXO!**

##### **THE FOUND UXO:**

**should NOT be touched;**

**should NOT be dug out;**

**should NOT be moved;**

**should NOT be hidden;**

**should NOT be removed arbitrarily** (by throwing them into a well, canal, river, lake, sea, pit or other similar places)

**should NOT be disassembled;**

**should NOT be put on fire.**

##### **Report!**

**Contact immediately the Operational Communication Center by calling 112 or the Police by calling 122, introduce yourself and say where you are calling from, explain what you have found and how the object looks like. Report on whether there is a settlement or endangered citizens nearby.**

**When in need of help, the most important thing to know is who to**

**112**

**Number 112** is the single European emergency call number.

Free calls to “112” are available for all landline and mobile phone operators. The number can be reached regardless of the caller’s location, and it is available 24 hours a day, 7 days a week, 365 days a year.

You can seek help by sending a free of charge SMS text message to the number „112“.

Call 112 when in need of :

- emergency medical assistance;
- firefighter-rescuer assistance;
- police assistance;
- assistance from the Mountain Rescue Service and other special units;
- assistance from other participants in the protection and rescue activities.

When answering a 112 call, the OCC operator should take the following information:

1. WHO placed the call (name, surname, address of a natural person, or name and head office of a legal entity),
2. WHAT happened (precise information about the type and the extent of the accident),
3. WHERE it happened (the precise location of the accident), the location should be confirmed on the Geographic Information System (GIS),
4. When it happened,
5. What are the immediate consequences
6. Access to the site (possible traffic barriers, inaccessibility, etc.),
7. The presence or proximity of hazardous substances,
8. The presence or proximity of power plants and power facilities,
9. The estimated number of affected and injured persons as well as the types of their injuries,
10. The assistance needed,
11. Current weather conditions in the affected area,
12. Measures undertaken,
13. Who else was notified by the caller.

### Important phone numbers:

Directorate for Emergency Management of the Ministry of the Interior, Operational Communication Centre –

**OCC 112**

European Emergency Number –

**112**

Police –

**122**

Municipal Protection and Rescue Service –

**123**

Emergency medical services –

**124**

Sea safety service –

**129**

## EVACUATION

**Evacuation includes** a set of steps and procedures that are to be followed during removal of persons or material goods from a place of danger to a place of safety with the aim of mitigating the impacts of disasters.

During a pre-evacuation preparation it is essential to inform every person in a timely manner about the following:

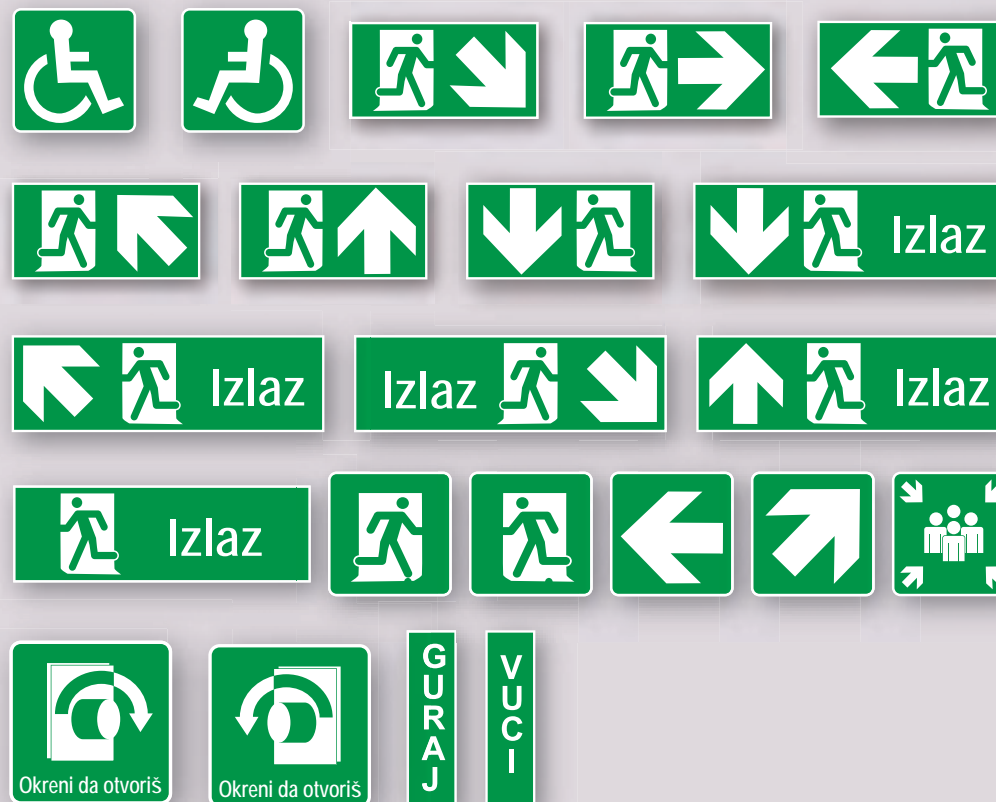
- evacuation plan,
- assigned evacuation routes,
- assigned place where the keys to the front door are kept at all times so that all members of the household would know where to find them.
- meeting place,
- safety measures during evacuation,
- evacuation coordinator,
- bare necessities one should take in case of evacuation, such as:
  - personal documents,
  - health insurance card,
  - medications,
  - cash and credit cards,
  - hygiene supplies,
  - appropriate clothes,
  - non-perishable food,
  - food and supplies for children,

- water in plastic bottles,
- radio,
- handheld flashlight.

Psychological factors are very important during evacuation, so you should seek to transfer evacuees to the place of safety i.e. evacuation assembly area in a calm and organized manner.

Evacuation routes away from the facility to the safe place, i.e. evacuation assembly area must be uninterrupted and clear from obstructions at all times.

## Evacuation signs





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