



PRACTICAL GUIDELINES FOR ALL EMERGENCIES

ALWAYS KEEP AT HAND



A Flashlight
and spare batteries



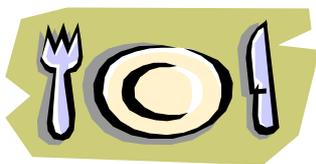
A portable radio
and spare batteries



A fire extinguisher



A first aid kit



A stock of food
(sufficient for at least three days)



A supply of drinking water :
at least a litre per adult per day



FLOOD

WHAT IS A FLOOD ?

A flood is the more or less quick immersion of an area under varying water levels. It is caused by heavy rains

BEFORE

- Find out about the warning signals and evacuation procedures
- In case of imminent flood risk switch off heating appliances, gas and electricity
- Move your furniture, electric equipment and other personal effects to upper floors
- Put toxic substances, such as pesticides and insecticides, in a safe place so as to avoid pollution

DURING

If you are inside :

- Keep calm
- Warn your neighbours and help particularly the handicapped, children and the elderly
- Keep informed of the danger and its evolution. Listen to the radio
- Do not use the telephone, don't overload the network
- Leave your house as soon as those in-charge of the emergency operations request you to
- Use the route indicated by those responsible. Do not take short cuts, you run the risk of finding yourself trapped or in a dangerous place
- Make the necessary arrangements for domestic animals
- Take with you only what is absolutely necessary (first aid kit, identity and personal papers and medicines)

If you are in a car :

- Avoid driving on a flooded road, you risk being swept away by the current
- If you are trapped in a flooded area and your car breaks down, leave it and get help for you and your passengers

AFTER

- Help the injured. Bring your first aid kit
- Listen to the radio and follow the instructions of those in charge of the rescue operations
- Be careful before entering your home. Check that it is structurally sound (strength of walls, floors, broken window panes and other dangerous debris)
- Immediately pour about 2 litres of bleach into stagnant waters
- Do not drain all the water in one go (this may damage the foundations). Clear only about a third of the volume of water per day
- Do not live in a house in which there is stagnant water
- Watch out for electric shocks. Wear rubber boots when the water level is higher than 5 cm above the floor
- Make sure electric cables do not come into contact with water. In flooded areas immediately switch off the current at the mains, if you have not already done so
- If the floor near the main fuse box is wet, step on a plank so as to be on a dry surface and use a dry stick to switch off the current
- If you suspect that the water meant for consumption has been contaminated, use bottled water or boil the contaminated water for 5 minutes. You can also add two drops of unscented bleach per litre of contaminated water. Let it rest for 30 minutes before consuming it
- Wash or sterilise contaminated crockery or utensils. Use boiling water or a sterilising solution (approximately a coffee spoon of bleach in a sink full of water)
- Do not heat your house at above 4° Celsius before all the floodwater has drained away
- Empty the house of all dirty and soaked material and debris
- Remove the remaining mud and earth and discard contaminated furniture, domestic appliances, clothes and bedding
- Clean and wipe all surfaces and structures with bleach. Ensure there is a good draught to clear away the fumes



STORM

WHAT IS A STORM ?

A storm is characterised by violent winds and torrential rains; it is provoked by violent atmospheric disturbances occurring over land and sea.

BEFORE

- Prepare an emergency kit: food, clothes, blankets, medicines, first aid kit, flashlight, battery-operated radio, identity papers and personal documents
- Choose your shelter: basement, cellar. Otherwise under a solid piece of furniture on the ground floor in the centre of the house and away from exterior walls and windows
- Prune dead tree branches regularly and cut down dead trees to reduce the risk of them falling on your house
- Secure to the ground flimsy structures and above all mobile homes or those that can be dismantled
- Designate a meeting point for all the family in case the storm occurs whilst the members are not together (at school, work, etc.) or if the house is destroyed

IN CASE OF IMMINENT DANGER

If you are inside :

- Avoid leaving your house
- Listen to the radio or television
- Close doors and windows
- Reinforce glass windows with sticky tape (applied in stars or crosses)
- Move inside all furniture and objects likely to be swept away by the wind or water
- Assemble cattle in the most solid stable and leave them supplies of fodder and water
- If you are instructed to leave the premises do so. Take your emergency kit with you

If you are outside :

- If you do not see a shelter, lie down in a ditch or a ravine and protect your head
- Never venture on water in a boat. If you are already on water make for the shore immediately you see the bad weather approaching

If you are in a car :

- Get out and move away from it. The wind may overturn it or even project it in the air

DURING

- Keep calm
- Do not leave your house
- Assemble everyone in the shelter or, if none is available, in the room chosen beforehand
- Listen to the radio
- Do not use the telephone, don't overload the network
- Follow the instructions given by the authorities and rescue teams
- In a thunderstorm**, protect yourself from lighting, notably by keeping away from metal objects, turning off electricity, the telephone and television. Avoid standing up in a high spot or sheltering under a tree. Stay in your car

AFTER

- Keep calm and avoid panic
- Listen to the radio for information and follow instructions
- Give first aid to those injured or trapped in rubble. Seek assistance if need be
- Do not go near damaged electricity cables
- Do not use the telephone except in a real emergency. Keep the lines free for the authorities
- Do not consume water unless you have boiled it for 10 minutes or disinfected it with chlorine tablets or bleach (1 drop of bleach for 1 litre of water or, if the water is cloudy, add 3 drops and let it rest for 30 minutes)
- In case of long electricity cuts, check the content of refrigerating units and discard damaged food



COLD WAVE

WHAT IS A COLD WAVE ?

Cold waves can strike even temperate regions. They occur when a mass of arctic or antarctic air provokes a sharp fall in the usual temperature. This phenomenon represents a threat to human life and causes considerable damage to infrastructure and the environment, especially when electrical supplies are cut.

BEFORE

- If your home has an independent back-up heating system (fireplace, gas radiator) stock up on fuel reserves or purchase a system that does not rely on electricity
- Furnish an insulated room (preferably without windows) as an emergency living room for all the family and store emergency equipment there: flashlights, portable radio, candles, matches, stocks of food and drinking water, blankets or sleeping bags, etc.
- Drain the water and central heating pipes so as to avoid damage caused by freezing in case of cuts in the electricity supply
- At the beginning of the cold season equip your car with survival equipment: shovel, snow chains, emergency lights, sleeping bags, food supplies, etc.

DURING

If you are inside :

- Keep the house closed so as to maintain a comfortable temperature for as long as possible
- Avoid opening doors and windows
- Do not leave the house during the storm, except if it is essential
- Turn on back-up heating systems before the house cools down
- Make sure that livestock is sheltered and has sufficient reserves of food and water

If you are in a car :

- Drive carefully and only use main roads

If road or weather conditions deteriorate, stop and take refuge in a house

If your car is immobilised :

- ✓ Stay in the car ventilating it through a window facing down wind
- ✓ Turn the motor on as little as possible and make sure that snow does not block the exhaust pipe (carbon monoxide)
- ✓ Only turn on the inside light and the parking lights
- ✓ Keep moving your arms and legs, hands and feet
- ✓ Avoid falling asleep

AFTER

Keep calm

Check whether anyone in the vicinity is injured or in difficulty and help them.

Listen to the radio

Collaborate with the rescue teams if need be

Once the electrical supply is reconnected make sure that the pipes and installations are in working order and fill the radiators before restarting the central heating



AVALANCHE

WHAT IS AN AVALANCHE ?

An avalanche is a vast mass of snow which detaches itself and slides down a mountain taking with it all that lies in its path.

BEFORE

- Find out about the danger of avalanches in the area in which you live or are staying
- Always keep an emergency kit containing: food, clothing, blankets, medicines, first aid kit, flashlight, battery operated radio, identity papers, personal documents
- In case of an immediate danger close doors and windows and, if possible, reinforce the shutters

In winter sports resorts :

- Find out about the risk of avalanches from the ski instructors and personnel in charge of the pistes
- Scrupulously respect all signs (signposts and markers)
- Do not leave the pistes that are open and marked out
- Never ski across country alone: make sure that your precise itinerary is known and equip yourself with a locator beacon and snow shovel

DURING

If you are inside :

- Keep calm and, as far as possible, help neighbours in difficulty
- Listen to the radio
- Do not use the telephone unless it is essential
- Follow the orders of the authorities and rescue teams, especially with regard to the evacuation of people and livestock. In this case shut off gas, electricity, and water supplies. Lock the door
- Do not use your personal vehicle

If you are outside :

- An avalanche occurs** : Run laterally to escape out of the avalanche's path
- You are caught in the avalanche** : Make wide swimming movements to stay on top of the avalanche
- The avalanche is over** : Move your arms and legs so as to clear an air pocket before the snow settles. Do not shout so as to save your strength

AFTER

If you are buried :

- Keep calm. The rescue services are on their way

Otherwise :

- Keep calm
- Check whether anyone in the vicinity is injured or in difficulty and help them
- Listen to the radio
- Collaborate with the rescue teams if need be



FOREST FIRE

WHAT IS A FOREST FIRE ?

A forest fire is a fire that starts and spreads in forests, scrublands, or bush.

BEFORE

- Respect instructions forbidding fires or smoking in forests, plantations, agricultural installations, wooden houses etc., during dry spells or violent winds
- Keep your garden and the surroundings (within a radius of at least 50 m) clean, free of shrubs or dead wood, paper, straw and inflammable material that could fuel ground fires
- Keep matches and lighters out of the reach of children and teach them caution with regard to fire
- Memorise the telephone numbers of the fire-fighting, civil protection or police services
- Check your roof: missing or displaced tiles can allow the roof to catch fire if a fire front passes close by. Clean dead leaves and pine needles from the roof and gutters
- Check the state of all openings: are the shutters full shutters ? Do the doors seal properly ?

DURING

If a fire starts :

- Attack the fire from the bottom
- Use water, or if none is available stamp on the fire, beat it with a branch or stifle it with clothing
- Alert the emergency services (firemen, civil protection, police) and people living in the neighbouring area
- Open the gates to your property so as to ease the emergency services' access
- Close all gas bottles located outside and move them away from the house

If you are inside :

- Bring in garden hoses, they will be useful for putting out residual fires once the main fire is extinguished
- Take refuge inside
- Close shutters and windows, draught proof windows and ventilation outlets with wet rags
- Try to avoid causing draughts
- Keep calm even if smoke enters the house despite the draught proofing of the windows and doors
- Do not leave your house until the authorities or rescue services give you the order to evacuate it. **A well protected house provides the best shelter**

If you are outside :

- Never approach a fire zone
- Move away in the opposite direction
- If you are trapped :
 - ✓ Keep your clothes on (avoid synthetic materials)
 - ✓ Look for a screen (rock, wall or earth buttress)
 - ✓ If you have water, wet your clothes and cover your mouth and nose with a wet rag to protect yourself from smoke and hot air

If you are in a car :

- Drive slowly
- If there is time, look for a clear area and stop
- If the fire front passes do not leave your vehicle
- Check that your vehicle is closed
- Always keep some water in the car to wet a rag which can be used to cover your mouth and nose

A FIRE FRONT PASSES QUICKLY (60 to 90 seconds)

AFTER

- Leave the house only if all parts of your body are protected

- Inspect your house and extinguish those parts which are burning (doors, shutters, roof etc.)
- Inspect the roof, the timber frame and attic and extinguish the cinders which may have infiltrated under the roof tiles and through small openings
- Water the surrounding vegetation and extinguish any small flames
- Help your neighbours and persons in distress (first aid)
- Follow the instructions of the authorities and rescue teams



EARTHQUAKE

WHAT IS AN EARTHQUAKE ?

An earthquake is violent fracturing of rocks deep in the earth creating fractures under or on the surface and resulting in vibrations in the earth that are transmitted to buildings.

BEFORE

- Know where the cut off points for water electricity and gas are and how to operate them
- Fix shelving and bookcases firmly to the walls
- Place heavy objects as low as possible

DURING

If you are inside :

- Do not run outside. You are safer inside
- Shelter in a doorway, under a table, a bench, a desk or a bed and hold on to it so as to follow its movements
- If there is no solid furniture stand against an internal wall and protect your head and neck
- Move away from the fireplace, windows and balconies
- Do not use lifts

If you are outside :

- Run to an open space
- Move away from structures, buildings, high walls, overhead cables, electric cables, and all other structures that could collapse
- If you are caught near a tall building or in a narrow street take shelter under a porch or in a doorway so as to protect yourself from falling objects

If you are in a car :

- Stop the car and stay in it

- Avoid bridges, viaducts, and all other structures that could collapse

AFTER

If you are injured :

- Don't panic, stay calm
- Attract attention by all means (use a whistle, knock on walls, etc.)

If you are not injured :

- Put out any fires that may have started
- Switch off all sources of heat and radiators
- In case of damage, close off the electricity, water and gas supply
- Do not use matches or lighters because of the risk of gas leaks
- Listen to the radio and follow the instructions of those in charge of the rescue operations
- Provide first aid to the wounded (first aid kit)
- Use the telephone only if lives are in danger. This is so as to not overload the telephone network which is essential for the rescue and medical services
- Do not enter a damaged building, even if you believe it is safe
- In case of aftershocks stay where you are and protect yourself
- Ration your stocks of food and drinking water



LANDSLIDE

WHAT IS A LANDSLIDE ?

A landslide is a more or less violent displacement of the ground or underground ; it depends on the nature and arrangement of the geological layers. It is caused by slow processes of dissolution and/or erosion resulting from the action of water and man.

BEFORE

- Find out about the warning signals and evacuation procedures
- Always keep an emergency kit ready. This should notably contain: identity papers, personal documents, personal medicine, a first aid kit, a portable radio, a flashlight, a blanket (in case of evacuation), food and drinking water reserves (in case you are trapped)

DURING

If you are inside :

- Follow the instructions given by the authorities and rescue teams, especially those concerning the evacuation of people and livestock
- Listen to the radio
- Only use the telephone in case of an emergency
- If you have time, turn off the electrical and gas supplies
- Close doors, windows and shutters
- Do not use your car

If you are outside :

- Run out of the path of the landslide (**laterally**)
- Make your way as fast as possible to a high point
- Do not retrace your steps
- Do not enter damaged buildings

AFTER

- Stay calm.
- Check whether anyone in the vicinity is injured and help them
- Listen to the radio
- Collaborate with the rescue teams if need be



VOLCANIC ERUPTION

WHAT IS A VOLCANIC ERUPTION ?

A volcanic eruption is characterized by a flow of lava that varies in volume, consistence, spread and speed of flow.

BEFORE

- Find out about the warning signals and evacuation procedures
- Always keep an emergency kit ready. This should notably contain: identity papers, personal documents, personal medicine, a first aid kit, a portable radio, a flashlight, a blanket, food and drinking water reserves

DURING

- Go to your house or to a shelter. **Do not try to escape**
- Stay inside and listen to the radio
- Follow the instructions given by the authorities
- Do not go and collect your children from school, the teachers will take care of them
- Do not use the telephone, keep the lines free for the rescue services
- Do not shelter in the bottom of valleys
- In case of emissions of gas or hot cinders protect your nose and mouth by breathing through a, preferably wet, cloth
- Only evacuate the area when instructed to do so by the authorities

AFTER

- Stay calm
- Check whether anyone in the vicinity is injured and, if possible, help them
- Collaborate with the rescue teams if need be



FIRE

WHAT IS A FIRE ?

A fire spreads and causes more or less important damage depending on the type of material burnt.

BEFORE

- Keep matches and lighters out of reach of children
- Do not keep inflammable products close to a source of heat (alcohol, gas containers, paper, cloth, etc.)
- Avoid building up heat. For example do not cover televisions or heating equipment
- Beware of candles. Put them out before leaving a room
- Beware also of cinders. They can contain coals for several days. If you want to keep them put them in a fireproof container
- Never smoke in bed
- Only use fireproof ashtrays and wait several hours before emptying them into a wastepaper bin or a rubbish bag
- Do not leave the kitchen when you are heating butter or oil on a hotplate. Before leaving your home check that all the hotplates are turned off
- Memorise the telephone number of the fire-fighting services (firemen, civil protection, etc.)

DURING

- Act in a calm and considered manner, avoid panic
- Call for assistance and give them your address clearly
- Cut off the gas and electricity supply
- Use the available means to fight the fire. **Never try to put out an oil fire with water.** When electrical equipment is on fire unplug it
- Leave the building

- Try to rescue persons and animals in danger (wrap people whose clothing is alight in blankets or coats and roll them on the ground)
- If stair wells and corridors are filled with smoke, stay in the flat, avoid draughts by closing the doors and windows. Douse the door frequently with water and draught-proof it with wet rags. Make your presence know by showing yourself at the windows (**without opening them**)
- If you are in a smoke filled place stay close to the ground where the air remains fresh
- Never take the risk of being trapped by the fire

AFTER

- Follow the rescue team's orders
- Inspect your house
- Help your neighbours and people in difficulty (first aid kit)



TRANSPORT ACCIDENT

WHAT IS A TRANSPORT ACCIDENT ?

Major air, rail, road and maritime accidents are similar in that they generally involve fast moving vehicles carrying many people or large quantities of goods and substances that can cause direct or indirect damage to people and the environment.

Aircraft accidents can be of natural, technical or human origin (fault/failure, negligence, etc.).

Rail accidents occur when trains travelling on the same tracks collide or when a train derails because of a technical fault in the rolling stock, landslides, avalanches or, if the case arises, because of human malevolence.

Road accidents are without doubt the most frequent major accidents, and overall, cause the most damage.

Maritime disasters have greatly diminished thanks to improved ships and navigation systems. However, maritime transport can be the source of large ecological disasters, especially when oil tankers are shipwrecked or containers of dangerous products are lost overboard.

BEFORE

- Find out about the potential dangers involved in using different forms of transport
- Study the behavioural rules (posters, written instructions, or safety demonstrations) that are usually published by transport companies or given by the crew
- In case of an imminent danger make sure that you know the whereabouts of protection and safety equipment
- Keep a flashlight, blanket, first aid kit and road maps of your region in your car

DURING

You are a victim of an accident :

- Keep calm and avoid panic. As far as possible help your family members and other victims in difficulty

- Follow the orders of the captain, crew or bus driver
- As soon as the crash or shipwreck occurs try to free yourself from the cabin and escape quickly from the wreckage, especially if there is a risk of fire or dangerous leaks. Take refuge at a safe distance
- If possible start the rescue process by alerting the security services

You witness an accident :

- If it is a road accident **signal and mark it:** hazard lights, accident triangle, people posted before and after the site of the accident
- Alert the rescue services** (firemen, civil protection, police, etc.) and give them the precise location and nature of the accident, the approximate number of victims and the type of material damage that has occurred. The location of a rail accident can be established from the inscriptions on the railway pylons
- Do not intervene if the rescue services are already on the scene. In this case move away from the site of the accident
- Do not touch the wounded unless there is a fire
- Do not smoke
- If dangerous substances are transported keep at a distance

AFTER

- Keep calm and avoid panic
- Follow the instructions of the rescue services
- If need be collaborate with the rescue teams and those leading the investigation



CHEMICAL DISASTER

WHAT IS A CHEMICAL DISASTER ?

A chemical disaster is an accidental event occurring on an industrial site and leading to immediate and serious consequences for the surrounding population, property and the environment. This accidental pollution by dangerous products can result in the formation of a toxic cloud that is not always visible and which may have no smell.

BEFORE

- Find out about the warning signals and evacuation procedures
- Always keep an emergency kit ready. This should notably contain: identity papers, personal documents, personal medicine, a first aid kit, a portable radio, a flashlight, a blanket (in case of evacuation), a reserve of food and drinking water (in case you have to confine yourself)
- Plan and organize the confinement in your house, especially if living close to a company that uses or produces dangerous chemical substances

DURING

As soon as you hear the **WARNING SIGNAL** :

- Stay calm**
- Stay inside and listen to the radio**
- Follow the instructions of the authorities and rescue teams**

If you are inside :

- Stay inside and close all doors and windows. Seal all exterior openings and turn off the ventilation, air-conditioning and heating systems
- Move away from the windows: the best protection is a room without windows and with a water point
- Do not light any flames (danger of explosions)
- Do not use the telephone, keep the lines free
- Do not go and collect your children from school**, the teachers will take care of them

- Wait for the authorities instructions or the end of alert signal before leaving the shelter.
- If the authorities give instructions to evacuate the area take with you a radio, warm clothing, any necessary personal medicines, your personal documents and some money

If you are outside :

- Cover your mouth and nose with a, preferably damp cloth, make your way to the nearest building (enclosed premises) and shelter in it during the whole period of confinement
- A vehicle does not provide good protection

If you are in a car :

- Switch off the ventilation and close the windows. Listen to the radio and seek shelter in the nearest building

In all cases :

- If you think you were exposed to a toxic product, shower, change your clothes and go to see a doctor as soon as the alert is over

AFTER

- Follow the instructions given by the authorities and rescue services (firemen, civil protection, police, etc.)
- Help those in difficulty (the wounded, children, the aged and handicapped) and if need be collaborate with the intervention and rescue teams



NUCLEAR DISASTER

WHAT IS A NUCLEAR DISASTER ?

A nuclear disaster is an accident event occurring in a nuclear installation or during the transport of radioactive material that results in an emission of ionizing radiation that is more or less dangerous for man and the environment.

BEFORE

- Find out about the warning signals and evacuation procedures
- Always keep an emergency kit ready. This should notably contain: identity papers, personal documents, personal medicine, a first aid kit, a portable radio, a flashlight, a blanket (in case of evacuation), food and drinking water reserves (in case you have to confine yourself)
- Plan and organize the confinement in your house, especially if living close to a nuclear installation.

DURING

As soon as you hear the **WARNING SIGNAL** :

- Stay calm**
- Stay inside and listen to the radio**
- Follow the instructions of the authorities and rescue teams.**

If you are inside :

- Stay inside and close all doors and windows. Seal all exterior openings and turn off the ventilation, air-conditioning and heating systems
- Do not use the telephone, keep the lines free
- Do not go and collect your children from school**, the teachers will take care of them
- Do not leave your shelter without the authorisation of the public authorities
- If the authorities give instructions to evacuate the area take with you a radio, warm clothing, any necessary personal medicines, your personal documents and some money

If you are outside :

- Cover your mouth and nose with a, preferably damp cloth, make your way to the nearest building and shelter in it during the whole period of confinement
- A vehicle does not provide good protection.

If you are in a car :

- Switch off the ventilation and close the windows
- Listen to the radio and seek shelter in the nearest building

If you think you have been exposed to radioactive fallout get rid of your contaminated outer clothing before entering an enclosed area. Then shower and, if possible, change your clothes.

AFTER

- Follow the orders of the authorities and the rescue teams
- Help those in difficulty and if need be collaborate with the rescue teams
- If you are ordered outside do not touch objects, food or water which could have been contaminated.



CONTROL LIST IN CASE OF AN EVACUATION

- First aid kit
- Flashlight, radio and spare batteries
- Important documents and money
- Food
- Sleeping bags and blankets
- A change of clothes
- Toiletries and personal effects



USEFUL TELEPHONE NUMBERS

Civil Protection _____

Firemen _____

Police _____

Ambulance _____

Doctor _____

Hospital _____

Gas _____

Electricity _____

Radio Stations _____
