



Republic of Serbia
Ministry of Interior
Sector for Emergency Management

Family Guide for Emergency Preparedness and Response

Do you know how to protect yourself and your family from the consequences of emergencies?



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Foreword

Over the last 30 years, the number of disasters in the world has multiplied, as well as their devastating effects on society and the environment. The experience of the Republic of Serbia, which over the past years has encountered numerous disasters that have resulted in casualties, suffering, and property damage, confirms the fact that emergency situations, such as natural disasters and technological accidents, undermine security and threaten survival of entire villages, and even regions.

The consequences of disasters can be significantly reduced if people are well informed and acquainted with disaster prevention methods.

If you are aware of potential hazards and risks in your environment, if you know how and where to get information, how to organise yourself in the critical moments, you and your family will be safer. You are the main actor in this system - you have to be aware of the risks, know how to react and how to cooperate with rescue services. When an emergency situation occurs - often suddenly and without warning - you and your family will be confronted with a variety of difficulties and left on your own until the rescue units arrive at the emergency scene. It is very important that you are familiar with the emergency procedures and steps you should take in those moments.

The purpose of this guide is to help you and your family and instruct you on how to best respond to an accident.

Please read this guide carefully: it warns about risks but also provides answers and suggestions that may prove valuable at the time of disasters.

The mission of the Sector for Emergency Management of the Ministry of Interior is to protect human lives, the environment, property, cultural and historical heritage, and to build, maintain and improve of the capacities of all citizens for risk prevention. The Sector for Emergency Management is seeking to respond to the challenges and mitigate the consequences of the various disasters that may inflict our region.

Various forms of accidents - fires, floods, earthquakes, landslides, chemical accidents - can happen anywhere, at any time and without warning. Therefore, the Sector's priority is a timely and professional response in such situations. The fire-fighters/rescuers are ready to give their maximum effort, at any moment, to protect and rescue our citizens.

Predrag Maric
Head of Sector for Emergency Management
Ministry of Interior
Republic of Serbia

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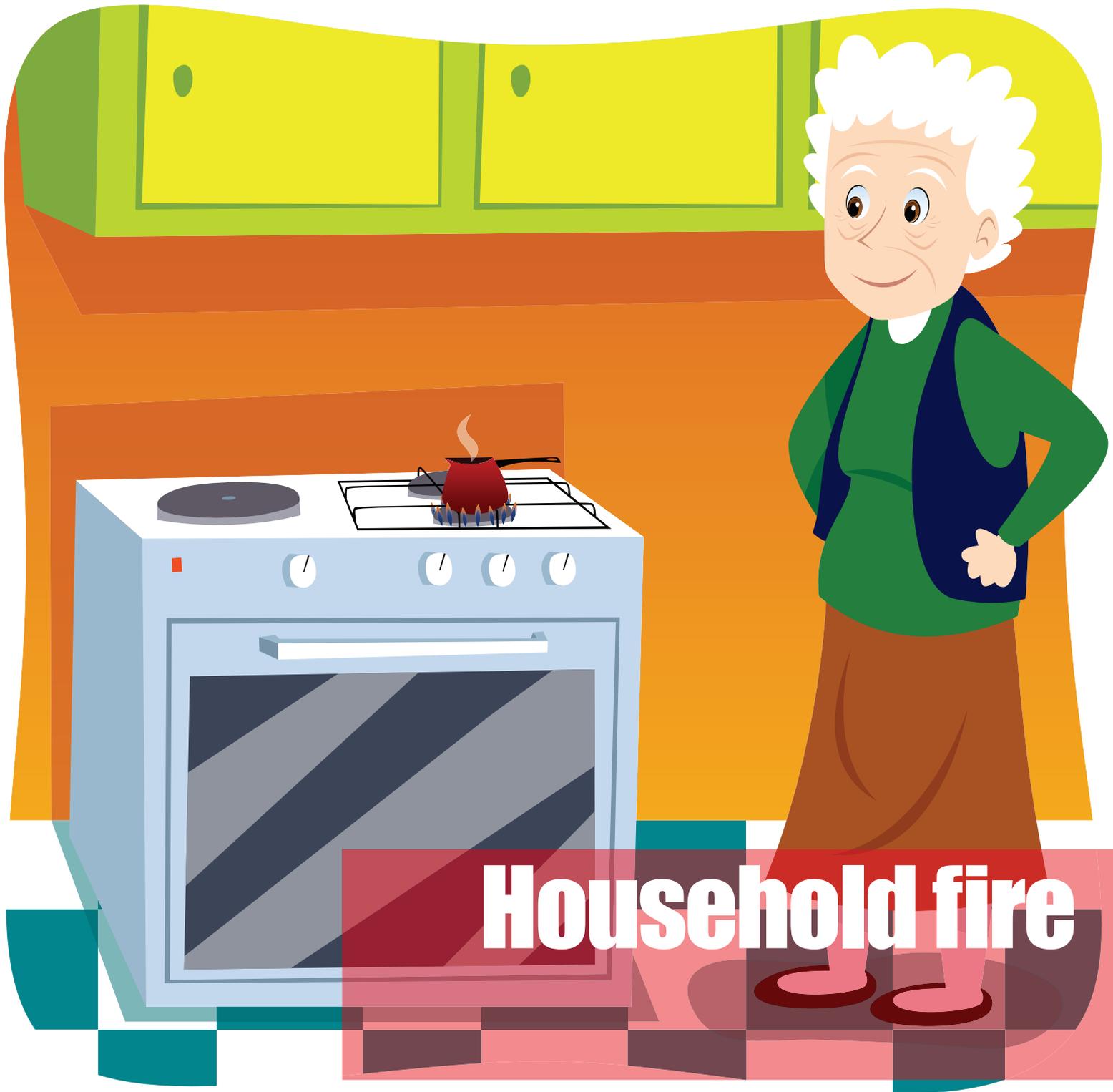
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Household fire

Fire is a real danger that can destroy your property but can also kill you. Do not allow this to happen to you, take necessary steps on time!



If you see fire, call

193

HOW TO PREVENT IT?

It is essential to respect 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.**

- **Preventive measures**
- **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 fire fighting 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 193, the number of fire and rescue units, in case of fire.**
- **If you see fire or smell smoke in your home or building, call the fire department, 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.**



Instructions on how to act in case of fire



- If you see fire at night and you do not have an emergency alarm, go to the window or get out into the corridor and shout „fire“ in order to wake up family members and neighbours.
- Call the number 193 and give specific information about the location of fire: address, floor and apartment number.
- If the fire has caught just one room of your apartment, close the door of that room and turn off the electricity. Call the fire department and evacuate household members, and if the fire is small, try to extinguish it.
- If the fire is large, leave the apartment closing all doors behind you. Otherwise, due to the inflow of fresh air, the fire will spread quickly to the whole apartment.
- During the 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.

- 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.
- Never use the elevator because the fire releases thick smoke containing many toxic fumes that quickly fill the elevator shaft and cab, which leads to definite suffocation of all those inside.
- If you are not directly threatened by fire, the best response is to stay behind the closed doors of your apartment. If smoke begins to penetrate through the door, soak towels in water, place them around the door frame and in front of the door to prevent the penetration of smoke into the apartment. If the outside air is clear, go out to the terrace, close the door behind you and wait for the fire-fighters to extinguish fire, because you are safest in your apartment.

Remember! Do not use water:



- to extinguish fire on electrical installations and appliances because you may be exposed to an electrical shock;
- to extinguish fire caused by petrol or oil because these substances float on water surface and can cause the spreading of fire.

**Do not use
water to
extinguish
fire on
electrical
installations
and
appliances
or fire
caused by
petrol or oil.**



Forest fire

If you notice fire



- Immediately call your local fire department to the number 193 and provide clear information about your location and the exact location of the fire;
- Describe what kind of vegetation is covered with fire;
- If possible, indicate the direction of fire spread and
- Do not hang up until you give all necessary information.

Call
193

To reduce the risk of fire, the following is advisable:



- Do not discard burning cigarettes in outdoor areas;
- Do not burn grass, low vegetation or garbage outdoors, in urban areas, on arable land or near the forest;
- Do not light a barbecue fire in the outdoor areas near the forest or near dry grass or branches;
- Avoid outdoor works that could cause a fire;
- Do not leave waste in the forest because of the possibility of self-ignition;
- Be aware of the use of open flames and prohibition of smoking during harvesting;
- Respect the signs that prohibit access to high-risk fire areas.



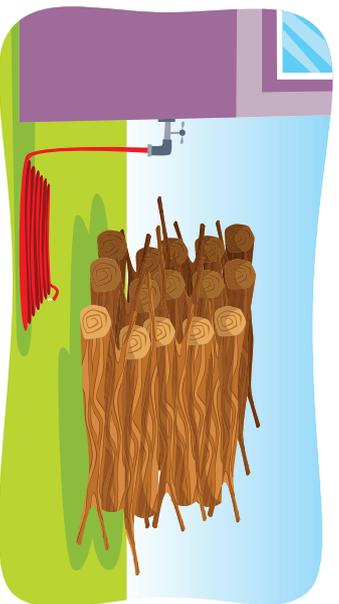
Forest fires are outdoor fires, which spread quickly and cover forest areas and other vegetation - shrubs, low-growing vegetation, grass near agricultural surfaces, uninhabited and inaccessible areas.

Specific weather conditions (high temperatures, strong winds and dry weather) influence the outburst and spread of fires.

Fires can be caused by natural phenomena such as lightning (it is the rarest type) or by humans in the following ways:

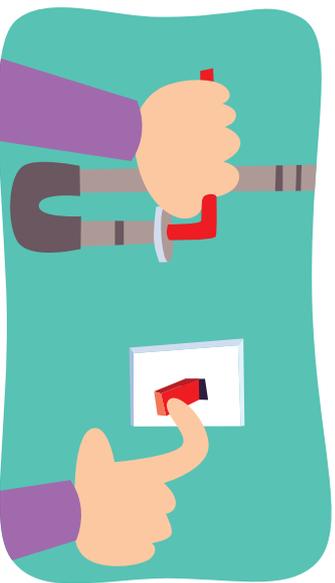
- unintentionally (short circuit, overheated machinery, sparks during works)
- by unintentional ignition (irresponsible behaviour in picnic areas and discarding flammable material)
- by arson - when the fire is deliberately caused by humans, and
- by carrying out agricultural activities (burning weeds and other plant waste, which is expressly prohibited by the Law on Fire Protection). Unfortunately, these are the most common types.

If your home is located in or near the forest or forest areas, try to do the following:



- Cut low vegetation, clean and remove dry grass, leaves and twigs within a radius of 20 meters around the house;
- Maintain your yard - remove dry leaves and branches, see to it that the branches do not touch the house walls or roofs and balconies;
- Do not keep flammable materials and fuel near the house;
- Provide adequate fire extinguishers and service them regularly;
- Provide taps with water and a sufficiently long hose to cover the area you want to protect, as well as water tanks and a non-electric water pump.

If the fire is spreading to your home:



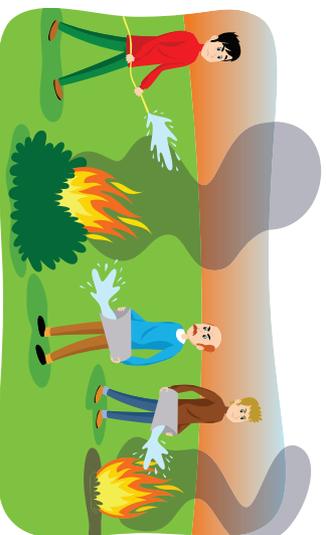
- Stay calm;
- Move all flammable materials from the vicinity of your home to closed and protected places, in order not to provoke further spread of fire;
- Close all gas or fuel supplies near the buildings;
- Allow the passage of fire fighting vehicles;
- Turn on the internal or external lights to maximize visibility through smoke, if the visibility is reduced;

If there is a fire is near your home:



- Do not leave the house unless you are absolutely sure that you are able to leave safely. The chances of survival in the buildings constructed of non-combustible materials are high;
- Bring the whole family into the house, and pets too;
- Close all doors and windows and block all openings with wet cloth;
- Remove the curtain from the window;
- Move the furniture to the central part of the room, away from the windows;
- Close all doors inside the house;
- Provide water reserves;
- Gather all household members in one place;
- Make sure to have a flashlight in case of power blackout.

When the fire is extinguished:



- Get out of the house and immediately extinguish the remaining fire spots in the vicinity and
- Ensure to organise duty watch until all the spots are completely extinguished because of the possibility of smaller fires near the building and repeated ignition.

The evacuation should be carried out only if absolutely necessary and in the directions that are not affected by fire and smoke, in accordance with the instructions issued by the competent authorities.

An unextinguished cigarette is the most common cause of forest fires and therefore never discard lighted cigarettes from a moving vehicle. When you are outdoors, always put out cigarette butts.



Floods

Instructions on how to act in case of flood



- **Keep yourself informed via radio, television and the Internet.**
- **Be aware that flash flooding is possible. If there is a risk, move immediately to the upper floors of the house. Do not wait for instructions to do this.**
- **Stay away from electrical cables.**
- **Avoid the areas that are known to have landslides and rockfalls.**
- **Do not obstruct the work of rescue teams.**

Instructions for flood prevention in high-risk areas



- **During flood-free periods, act responsibly; 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.**
- **In the cities where heavy rains increase surface runoff, do not throw waste and do not cover drainage manholes.**
- **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.**
- **Do not block waterways to accumulate water in the summer.**

Floods are common natural disasters and may be local scale floods that affect villages or small communities, or large scale floods that affect entire river basins and a number of municipalities.

The duration of flooding process varies from case to case. Flooding in lowland areas develops slowly, for several days, in contrast to flash floods that develop quickly, sometimes without visible signs. Such floods form a dangerous and destructive flood wave that carries mud, stones, branches and waste.

Flooding occurs also when the water level in the river rises so much that it leads to the appearance of underground waters or embankment overflow, or when the water pressure is so strong that it breaks through the embankment. Flooding can occur also due to dam cracking and overflow caused by a heavy flow of water - which leads to a flood similar to flash flooding, but in a much wider and more catastrophic scale.



Floods can happen everywhere. Even very small streams, rivers, drainage or rain canals, which seem safe, they can cause large-scale flooding.

Instructions on how to act if evacuation is necessary



- Take the necessary things that you have prepared and if possible leave the household in an organised manner in order to reach a safe shelter.
- Be cooperative and collaborate with rescue teams.
- If you live downstream from the dam, get informed about the emergency signal, how much time you need to get out and which area is safe if it collapses.
- Follow the situation and warnings of possible flooding through the media.

If you find the time to secure your home in this way, do not touch electrical appliances while standing in water.

If you have time, it is recommended to:

- Secure your home;
- Turn off electricity at the main switch;
- Turn off all electrical appliances.

Instructions on how to act after floods

- Listen to the news on water supply and whether it is safe to drink the water.
- Avoid the floodwater - it may be contaminated with mud, oil, gasoline and sewage. The water may also be electrically charged from underground power lines.
- Avoid moving water.
- Be cautious in the areas where floodwaters have receded; the roads may be damaged and dangerous.
- Return to your homes only when competent authorities indicate it is safe.
- Do not use electrical appliances before checking.
- Clean and disinfect all surfaces.
- Stay away from the buildings that are surrounded by floodwaters.
- Be careful when entering any building because

Instructions on how to act if you have to leave your home



- Do not walk through moving water. Fifteen centimetres of moving water can make you fall. If you have to walk in water, walk where the water is not moving. Use a stick to check the depth of water and the firmness of ground.
- Do not drive into flooded areas. If floodwaters rise around your car, abandon the car and move to higher ground if you can do so safely.
- Do not cross streams and brooks either on foot or by car.
- Evacuate domestic animals, and if it is not possible, release them from the buildings in which they are located.
- Be prepared in case you need to leave the house - prepare a backpack or bag with personal documents and essential things (flashlight, whistle, raincoat, warm clothes, boots - preferably rubber boots, a bottle of drinking water, transistor radio and extra batteries, stick, rope, etc.).



- there might be hidden damages.
- Service damaged septic tanks and other sewage systems as soon as possible. Damaged sewage systems are serious health hazards.
- Clean and disinfect everything that got wet. Mud left from floodwater can contain sewage and chemicals.
- If you see dead animals, notify the competent service to the phone number 193 or 1985.

Remember!

Even when floodwaters have receded, it is still dangerous.



Watch out:
Thin ice!

**Water safety and
rescue** (rivers and lakes)

Rescue in case of sinking or other accidents

Rescuers will come in a boat, ship or rescue board to rescue people who need help.

If you need help, please follow the instructions of the rescuers and do not panic, so that the rescuers can take you to the nearest safe place.

If you cannot help a person who is in the water and in need of help, try to throw any item to him/her that could keep him/her on the surface and remember the location in order to be able to show it to the rescuers when they arrive.

Moving on the ice that covers rivers or lakes

In case you are moving on the ice, be aware that there is a possibility that it breaks and that you fall through. You should always have the necessary safety equipment in these situations, as well as a mobile phone and a whistle around your neck.

When you are sailing and when you are on water, the following is necessary:



- adequate sailing equipment
- properly established route
- using lights for night navigation
- using life-jackets and
- using whistle or calling for help if the vessel sinks.

Instructions for providing first aid to persons who were in cold water



- If the person is able to move, try to keep him/her warm. Change his/her wet clothes and put on some dry clothes.
- If the person is unconscious or unable to move, avoid unnecessary movements. Do not attempt to change his/her clothes, wait for the rescuers. Cover him/her to prevent the loss of body heat.
- You can give him/her some warm water with sugar; alcohol must not be given. Massage, alcohol and fast warm-up can lead to a dangerous loss of body heat.

Instructions on how to act if the ice breaks



- Do not move.
- Immediately call for help or blow the whistle.
- Try to go back slowly to where you came from.
- Try to keep above the ice, roll, walk on all fours or crawl until you reach the thick ice.
- After the rescue, keep yourself warm.
- If you are unable to return to the safe ice, remember that it is necessary to reduce the loss of body heat.

Instructions on how to act if someone else needs help



- Call the rescue service.
- Try using a rope, branch, stick, tree or other object to pull a person who has fallen through the ice.
- While pulling a person who has fallen through the ice towards the solid ice, walk on all four or crawl the last few meters.

Landslide and rockfall

Serbia is one of the areas at risk of landslides and rockfalls, 30% of our territory is prone to landslides. In order to minimise damage, it is important to be familiar with this natural disaster of seismic and lithospheric nature.

Landslides are the movements of earth, rocks and other debris. They are quickly activated and developed, when water accumulates in the soil as a result of the strong and heavy rain, underground waters, snow melting and inadequate land exploitation. They may occur as a result of poor treatment

If you live in the areas at risk of landslides and rockfalls:

- Pay attention to strange noises that may be the signs of activated landslide or rockfall – such as tree breaking or other;
- 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 place at risk provided that you can do it safely;
- Stay awake and alert - listen to the warnings from the radio and television about possible heavy rains.

of the land, especially in mountainous areas, canyons, or near the coast.

In the case of landslides, the mass of stones and earth is falling down. Landslides may be small or large, slow or fast, and their activation is the result of:

- heavy rains
- earthquake
- fire
- severe winter cold and freezing
- erosion in the case of human modification of the terrain and
- underground waters.

If you notice warning signs of a landslide:



- inform the competent service on the phone number 193 or 1985
- inform the neighbours that may be affected by this risk and
- move away from the landslide area, since it is the best protection.

Instructions on how to act after landslides



- Stay away from the area that is affected by landslides.
- Listen to radio and television news to keep up with the latest information.
- Beware of floods that may occur after landslides and rockfalls.
- Check whether there are injured or trapped people near the landslide.
- Help the neighbours 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.
- Re-plant the trees in the shortest possible time, since erosion may lead to the loss of soil cover and new landslides in the future.

Driving
during heavy
rains is
dangerous.
Be very
careful if you
are driving
– be aware
of damaged
roads, mud,
fallen rocks
and other
signs of
danger.



Earthquake

What to do during earthquake?



→ Stay calm and cool-headed 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.

→ Do not panic!

→ Do not try to run away.

→ Drop on the floor, curl up and protect your head.



Earthquake or quake is the result of tectonic plate movements, movements of the Earth's crust or seismic shocks. This creates a tremor due to the release of huge energy. Its intensity depends on several factors.

Contrary to the widespread belief that earthquakes occur rarely, they are very frequent. Fortunately, most of them are low intensity earthquakes that do not cause damage. An earthquake cannot be predicted, but we can learn how to protect ourselves.

The intensity of an earthquake indicates the destructive severity of an earthquake in terms of its effects on the earth's surface. Several scales exist, but the most common one is 12-degree Mercalli scale. On the other hand, the magnitude of an earthquake is the amount of energy released at the hypocentre, the focus of an earthquake. It is expressed by the Richter scale which does not have an upper limit, but since an earthquake of 10 degrees has not been recorded, the scale usually has 9 units.

Instructions on how to act if you are indoors during an earthquake

- 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 building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or shelves.
- Stay in bed if you are there and protect your head.
- Stay inside until shaking stops and it is safe to go outside. (Research has shown that most injuries occur while people are attempting to leave a buildings.) 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.
- Do not use the elevator.
- Do not go out on the terrace or balcony.



- Do not hold shelves above the bed.
- If you are near or inside a tall building, stay away from glass and external walls.
- If you are in a public building (school, company, shopping centre, recreation centre or store) - remain calm and avoid panic. Stay away from the crowds of people who are moving towards the exit in a panic.
- Be aware that there may be a power outage, and that the alarms (fire alarm, etc.) may turn on.
- Always keep a flashlight prepared, and a transistor radio with spare batteries.
- Immediately turn off all sources of electricity, gas and water. If you have used any source of heating, turn it off when the earthquake stops.
- If there is a fire, try to extinguish it and notify the local fire and rescue units.
- If necessary and if you are able, join the earthquake rescue teams and help them search and assist the people trapped under the rubble of collapsed buildings.

Instructions on how to act if you are outdoors during an earthquake



- Move away from street lights, utility wires and buildings, 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.

Instructions on how to act if you are in a moving vehicle during an earthquake



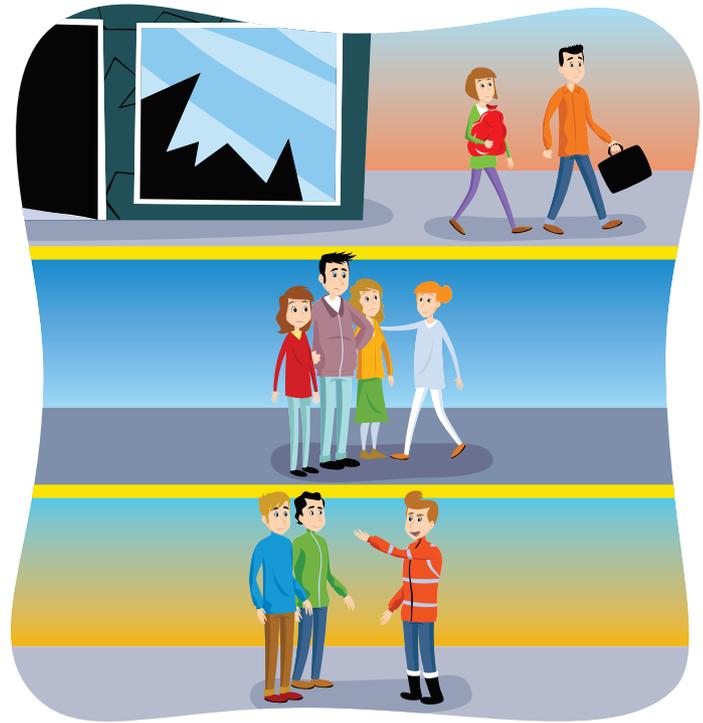
- Stop if traffic safety permits.
- Avoid stopping near buildings, trees, overpasses, and utility wires.
- Proceed cautiously once the earthquake has stopped. Avoid roads, bridges, or ramps that might have been damaged by the earthquake.

Instructions on how to act 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. Shouting can cause you to inhale 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.

Instructions on how to act after the first shock



- Be ready for 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.
- If you are in a damaged building and smell gas or see broken wires, do not burn candles or matches because of the risk of fire and explosion.
- Check whether someone is injured.
- Do not move seriously injured persons.
- Follow the instructions of competent authorities.
- Use the phone only if necessary to avoid the overloading of phone lines.
- Do not use cars in order not to obstruct rescue teams in carrying out their duties.
- Avoid entering into the house, especially if it is damaged, if you smell gas or see damaged wires.

Note: The Republic Seismological Institute is a national institution that has accurate and verified information about earthquakes <http://www.seismo.gov.rs>.



Technological hazards

Technological hazards are sudden and uncontrollable events resulting from handling certain materials and performing activities that involve hazardous substances, accompanied by fire, explosion, leakage, evaporation or terrorist activity.

Their characteristics are:

- rapid appearance of symptoms in humans (nausea, vomiting, anxiety, difficulty breathing, cramps, eye inflammation, skin redness and rashes, blisters) and in animals (an unusual number of dead animals: wild and domestic animals, birds, fish and insects);
- noticeable signs (smoke, fire, sounds, coloured residues, withered leaves, pungent odour);
- short duration or long duration in case of nuclear or radiation accidents and
- complex implementation of protection measures and elimination of consequences, especially in case of nuclear and radiation accidents.

In case of danger, it is necessary to do the following:

- If you are outdoors, leave the place of accident immediately or as soon as possible;
- If you are not injured, help those who are;
- If possible, move indoors;
- Close all windows and doors and turn off air conditioning and other fans;
- Use necessary items to protect respiratory tract (handkerchief, piece of clothes or other wet cloth);
- If you are in an apartment or house, air-seal the room in which you are staying (fill in the holes and cracks with self-adhesive tapes, blankets, bed covers and other fabrics that you can use);
- Use adequate items or those that you have at home (respirators, masks made of good absorbent materials, handkerchiefs, gauze, pieces of clothing or other), which you will soak in water or baking soda solution before using;
- Use the glasses similar to those for safety at work, handkerchiefs, pieces of clothing and the like to protect your eyes.
- If there is a need for evacuation, prepare raincoats, windbreakers, resistant clothes of waterproof synthetic materials, as well as gloves, boots or ankle shoes.



In case you are affected to a lower degree (poisoned, burned or injured):



- Wash your hands
- Remove the lenses
- Immediately get rid of the contaminated pieces of clothes and shoes, put the clothes in a plastic bag or bucket
- Take a shower, soap and wash yourself several times
- Make a 2% solution of baking soda (dissolve one 20g-bag of baking soda in 1 litre of water) and use it to wash your eyes, mouth and respiratory organs, flush each eye without much pressure, from the nose to the outside, for 15 minutes
- Seek medical help if you believe that you have been exposed to hazardous substances
- Inspect the wound / burn carefully
- Put a clean gauze on the wound and fix the burned area of skin as if it were broken to avoid further damage to the tissue
- Give the lost fluid and salt to the injured without delay
- Control your breathing and
- Wait for medical help, and if the ambulance is prevented from reaching you, organise transport of the injured to a medical institution.

If you are in a vehicle:



- Stay calm;
- Close the windows and keep them closed, turn off the air conditioner and ventilation;
- Look for the building where you can find refuge and stop your vehicle carefully, and if that is not possible, stay in the vehicle;
- Turn on the radio and follow the information and instructions of the competent authorities.

If you are in the vicinity of the place of accident:the place of accident:



- Stay calm and try to protect yourself, and only when you are adequately protected, offer to help others, but only if you know how;
- Move away from the place of accident as soon as possible;
- Do not move or touch the areas where there are hazardous chemicals;
- Do not light a cigarette;
- Try to cover your body as much as possible and protect the respiratory tract from hazardous gas or dust, cover your mouth and nose with a towel or a cloth, breathe slowly.

Stay calm, do not panic!

Follow the instructions of the competent authorities and information through the media.

When there is no more danger, it is necessary to do the following:

- Visit a medical institution for examination;
- If the space where you are staying is contaminated, remove dust from your clothes and items by using a wet cloth made of absorbent material according to the instructions given by the competent authorities.

Note: Make sure to handle properly the generated waste (clothes, shoes, cleaning supplies and any item that has been exposed to contamination). In order to prevent further contamination, make sure to put waste in plastic bags and dispose it in a place designated by the competent authorities.

An illustration showing two workers in orange protective suits and black gloves handling a yellow barrel with a black radiation symbol. The barrel is on a truck with a black wheel. A yellow warning sign with a flame symbol is visible on the truck. The background consists of blue and white horizontal stripes. The entire scene is framed by a rounded rectangle with a green top and a red bottom.

Nuclear and radiological accidents

Nuclear and radiological accidents are emergencies that directly threaten people, the environment and material assets, and require protection measures.

Radiological accidents can occur:

- when radioactive sources are out of control (thrown away, lost, found or stolen)
- when the population has been exposed to radiation and contamination for some reason
- due to the crash of satellite containing radioactive material and
- during the transportation of radioactive materials.

Nuclear accidents are incidents that require protective measures because of energy or product released in a nuclear chain reaction. Such accidents may happen in the following nuclear plants:

- nuclear power plants;
- research reactors and reactors on ships;
- storages and disposal sites of radioactive substances and
- industrial facilities (e.g. production of nuclear fuel).
- The authority responsible for announcing danger of nuclear and radiological accidents is the Agency for Ionizing Radiation Protection and Nuclear Safety of Serbia (<http://srbatom.gov.rs>).
- Residents of the affected areas are informed about the risks and the implementation of protective measures through central and local media or in any other appropriate manner.



When you receive the information about danger, you should take the following measures:

- If you happen to be outdoors, go indoors right away, quickly and without panic (to a house, apartment or shelter);
- If you have been a longer period of time outdoors, before entering the house, apartment or shelter, remove the outer parts of your clothes and leave them outside;
- Upon entering the closed space, immediately wash the exposed parts of the body (hands, face, neck, hair, etc.);
- If you happen to be indoors, close the windows and doors, turn off the ventilation and stay there until further notice;
- Turn on the radio or TV to be informed about the location and nature of the accident and the protection and rescue measures to be taken;
- Especially take care of children, pregnant women, old, weak and sick persons and persons with disabilities, both family members and neighbours and
- Take all protection and rescue measures according to the instructions given by competent authorities or the media.

Note: Staying indoors (a house, apartment or shelter) is a measure which is carried out 24 hours, so do not panic and do not leave the premises!

Until you get the instructions from the competent authorities or television, take the following steps:



- Prepare the items for air-sealing the room in which your family members are staying (fill in the holes and cracks with self-adhesive tapes, blankets, bed covers and other fabrics that you can use);
- Use the items that you have at home (respirators, masks made of good absorbent materials, handkerchiefs, gauze, pieces of clothing and the like) to protect the respiratory tract;
- Use the glasses similar to those for safety at work or handkerchiefs, pieces of clothing and the like to protect your eyes;
- If there is a need for evacuation, prepare raincoats, windbreakers, resistant clothes of waterproof synthetic materials, as well as gloves, boots or ankle shoes for all family members.

You also need to know the following:

- use only the food that you have in the house, apartment or shelter;
- do not drink tap water;
- if possible, before entering the house, close all openings on the buildings where there are animals and protect sources of drinking water (wells);
- feed the animals according to the instructions of the competent authorities; do not give them the food from the outside and
- do not let the animals out to pasture.



Stay calm, do not panic.

Follow the instructions of competent authorities and television, and act accordingly!

Terrorism

The examples of terrorist attacks in the United States, England, Japan, Spain, Indonesia and Russia indicate that not even the big systems, which have been preparing for a long time for the consequences of terrorist acts, are immune to failures that are often the result of surprise and shock. In a society like Serbia, which is still in the process of establishing the foundations of a unified system of emergency response, the possibility of failures is even higher.

Apart from human victims, the consequence of terrorist acts is a huge material damage that must be repaired very quickly, which in some cases is done in parallel with the actions of searching for survivors. The functioning of local medical and utility services is crucial. Speed and efficiency are also essential for the rehabilitation of the consequences of terrorist acts, particularly if the attack caused casualties, in order to reduce the potential spread of infectious diseases. Accordingly, the site rehabilitation plan is a mandatory and integral part of emergency response.

What can you do to be ready in case of a terrorist attack?

You need to identify potential hazards and possible scope of damage in your environment. Then you should talk to your household members, neighbours and local community to jointly develop a plan for evacuation and define the steps in case of a terrorist attack.

In order to be well prepared, you should:



- develop a communication plan for emergencies;
- establish a meeting point;
- prepare supplies and equipment in case you have to leave home suddenly (medication, documents, money, water, food, blankets, tents, first aid kit, flashlights, etc.);
- review and align the plans for the evacuation of your children's kindergarten or school and the company you work for.



Instructions on how to act after a terrorist attack:



- Stay calm and be patient;
- Listen to the radio and television to keep up with the latest information or instructions of the competent authorities;
- Follow the advice of the competent authorities;
- If the attack has occurred in the vicinity, provide first aid to the injured;
- If the attack has occurred in the vicinity, check out the damage and use a flashlight while doing so, do not light candles, matches or electrical devices;
- Check for fires and gas leaks;
- Turn off all the damaged appliances;
- Take care of pets and domestic animals;
- Check the immediate surroundings and provide first aid.

In case of evacuation:

- Dress warmly - trousers, warm jacket, adequate shoes, to protect yourself as much as possible;
- Take your pets with you - do not leave them behind;
- Lock the house;
- Use travel routes specified by the competent authorities.

Evacuation:

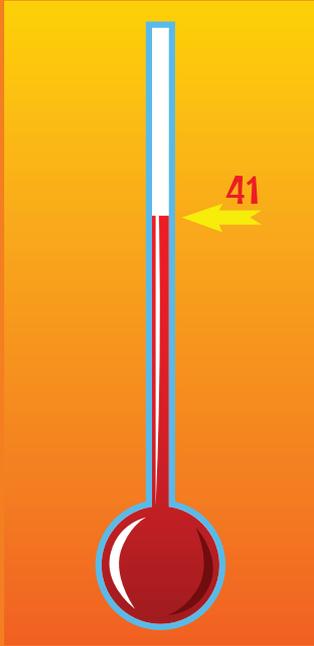
If the competent authorities ask you to leave the house, there is a good reason for it and you should immediately follow their advice.

Listen to the radio and television for the information and instructions of the competent authorities.



Extreme weather conditions

Extreme heat - heat stroke



Heat stroke is one of the most serious complications of thermal stress. This condition occurs in the conditions of high ambient temperatures and high humidity levels, as well as a consequence of too strenuous work. The intense exposure to heat leads to a sudden elevation of body temperature, over 41° Celsius, in a short period of time (10-15 minutes).



Symptoms of heat stroke include:

- high body temperature (above 40° C)
- dry and hot skin
- breathing difficulty
- tachycardia - rapid pulse (160-180 beats per minute)
- low blood pressure
- dizziness, headache, fatigue
- nausea and vomiting, cramps, unbalanced walk
- loss of consciousness and
- absence of sweating.

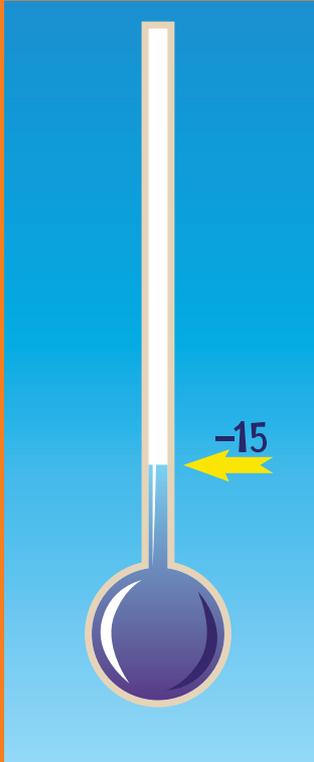
If a person has noticeable symptoms of heat stroke, it is necessary to lower his/her body temperature and provide the necessary first aid as soon as possible.

It is necessary to:

- move the affected person to a cool room or a shady area
- remove excess clothing
- cool the skin by applying cold water and fanning and
- if the affected person is conscious, have him/her drink fluids that do not contain caffeine or alcohol.

Heat stroke is very similar to sunstroke but it does not have to occur as a result of direct exposure to sunlight. The main recommended prevention consists of wearing adequate clothing - bright fabrics and natural materials, regular rehydration, cooling and so on.

Extreme cold - snow storms and freezing



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



General instructions:

- Get enough 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.

If you notice symptoms of hypothermia (freezing) in a person:

- take him/her 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 to drink hot beverages;
- give him/her first aid and
- arrange transportation to a medical institution as soon as possible.

Instructions on how to act during a snowstorm



- Turn on the radio or TV to be informed about the weather conditions or emergency information.
- Save fuel and firewood.

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



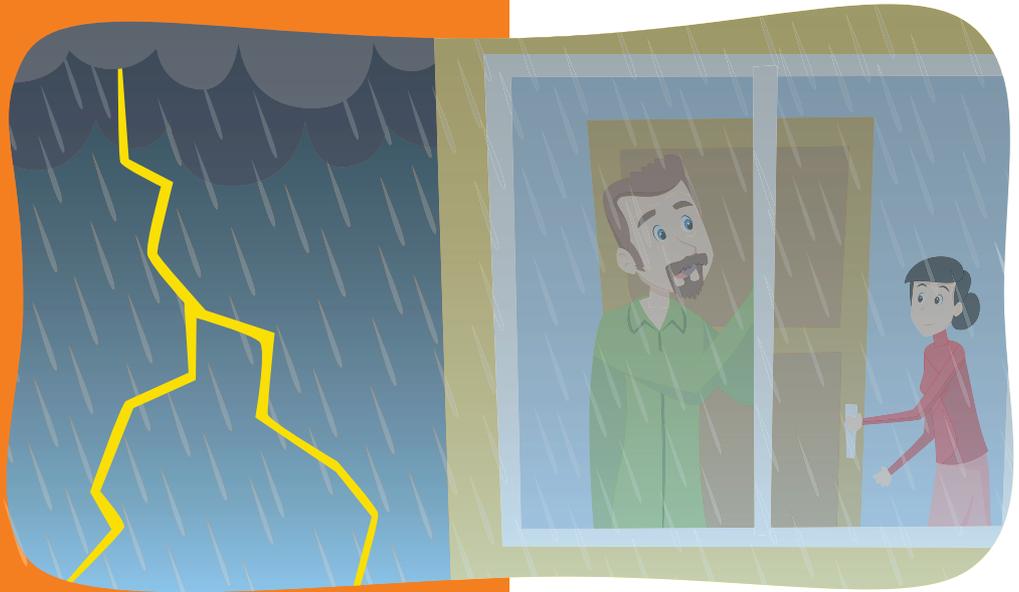
- Go to a safe place and do not expose yourself to the snowstorm.
- Protect sensitive parts of the body (face, extremities).
- Keep your clothes dry.
- Pay attention to frostbite.
- Pay attention to the signs of hypothermia: shivering, exhaustion, drowsiness, memory loss, disorientation and difficulty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

Frost



Special caution is required when driving in icy areas. Get yourself informed about the road conditions and make sure to have winter equipment - tire chains that prevent slipping. 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.

Storms and thunderbolts



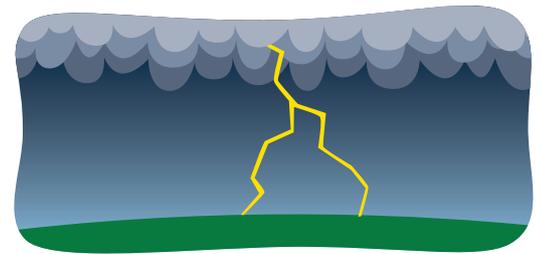
Storms are dangerous because of very strong winds, heavy and torrential rain, thunderbolts and possible hail.

If you are indoors during heavy storms you should take the following steps:

- secure all the items that could fly off due to the strong wind and cause material damage or injure citizens;
- secure 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.

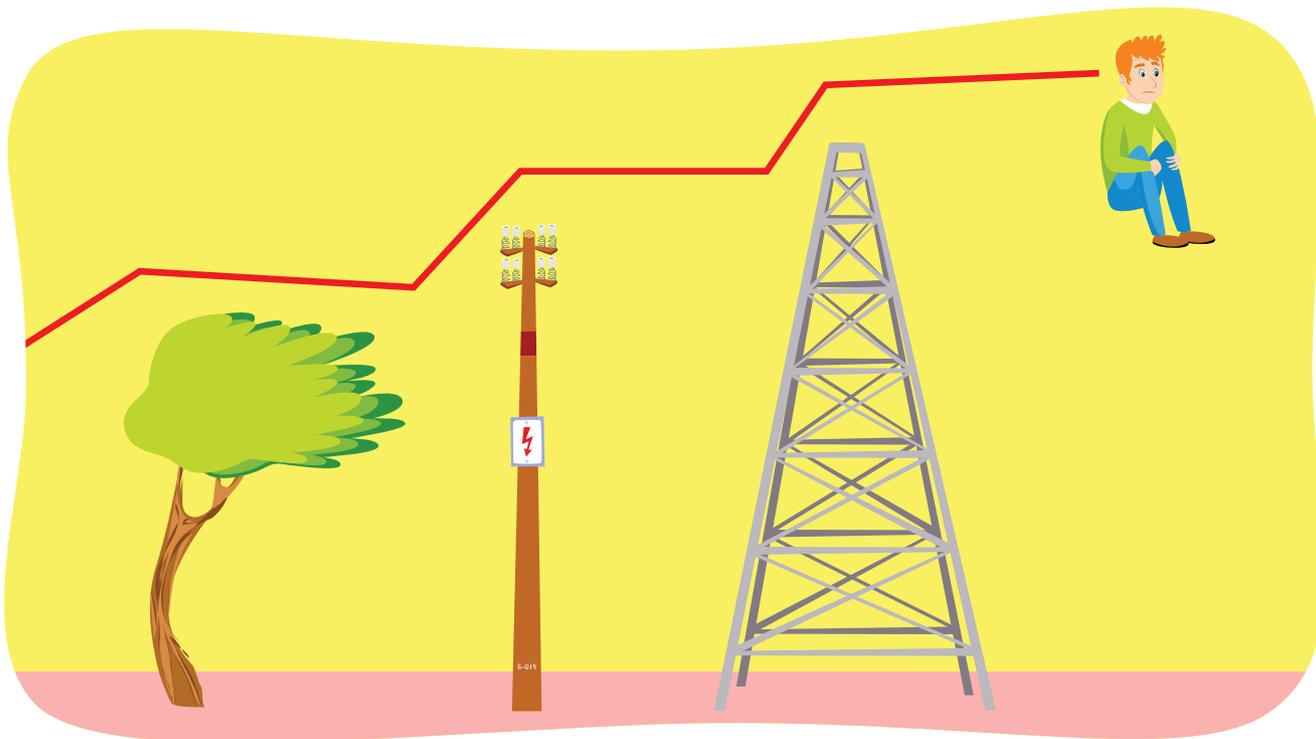
Distance from the storm can be estimated in the following way:

- Keep a count of the time between the lightning and the thunder in seconds.
- Divide that time by 3 to calculate the distance from the storm in kilometres.



This distance is indicative, as the storm may appear very quickly over the area in which you are situated. Take all the necessary steps before the storm affects your area. Remember that all the aforementioned safety rules can only reduce the risk of potential damages and losses. An atmospheric discharge is dangerous, unpredictable and absolute safety is never guaranteed.

If you are outdoors, follow these instructions:



- 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 in which you cannot get in and find shelter;
- If you are in a forest, take cover under dense branches of low trees. Never stand under a tall tree in open;
- Avoid the boundary between the forest and the open space, rather go into the woods;

- Avoid open fields, hill and mountain peaks, banks, ditches or other wet places;
- Do not cross the water, do not swim;
- Do not hold an umbrella or other conductive metal objects in your hands (golf clubs, 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.



If you are in the car during a heavy storm:

- 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.

UXO

Unexploded ordnance

One of the consequences of the war in this region is unexploded ordnance. The reasons for not exploding are different: technical and technological reasons, improper use, fuze arming failure and other.

There is a danger that unexploded ordnance might burn or detonate after several decades.

Since these explosions are dangerous, it is recommended not to touch found UXO, not to dig, move, hide, remove arbitrarily (by throwing them into a well, canal, river, lake or other similar places) or to bury, dismantle, burn them and so on. By acting upon these instructions, you give your contribution to increasing safety and reducing the risk to life and health, both for yourself and your fellow citizens, and the environment in which you live and work.

Contact police immediately by calling 192 or the Information Center by calling 1985, introduce yourself and say where you are calling from, explain what you have found and how the object looks like, and whether there is a village nearby and endangered citizens.



Instructions on how to act if you find UXO

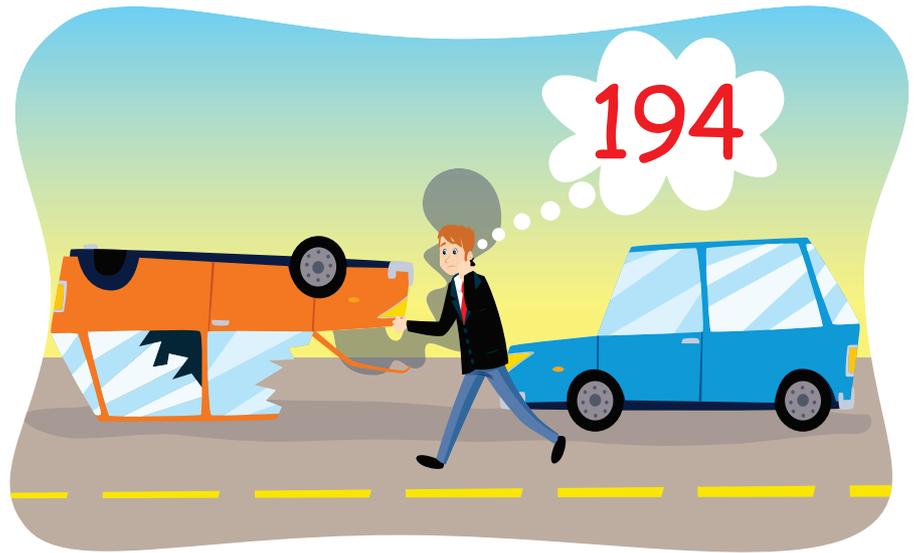
- Do not touch!
- Do not move!
- No not shake!
- Do not hit!
- Do not throw away!
- Do not disassemble!
- Do not put on fire!
- Mark the place!
- Report!
- Secure!

Traffic accidents

Preventive actions

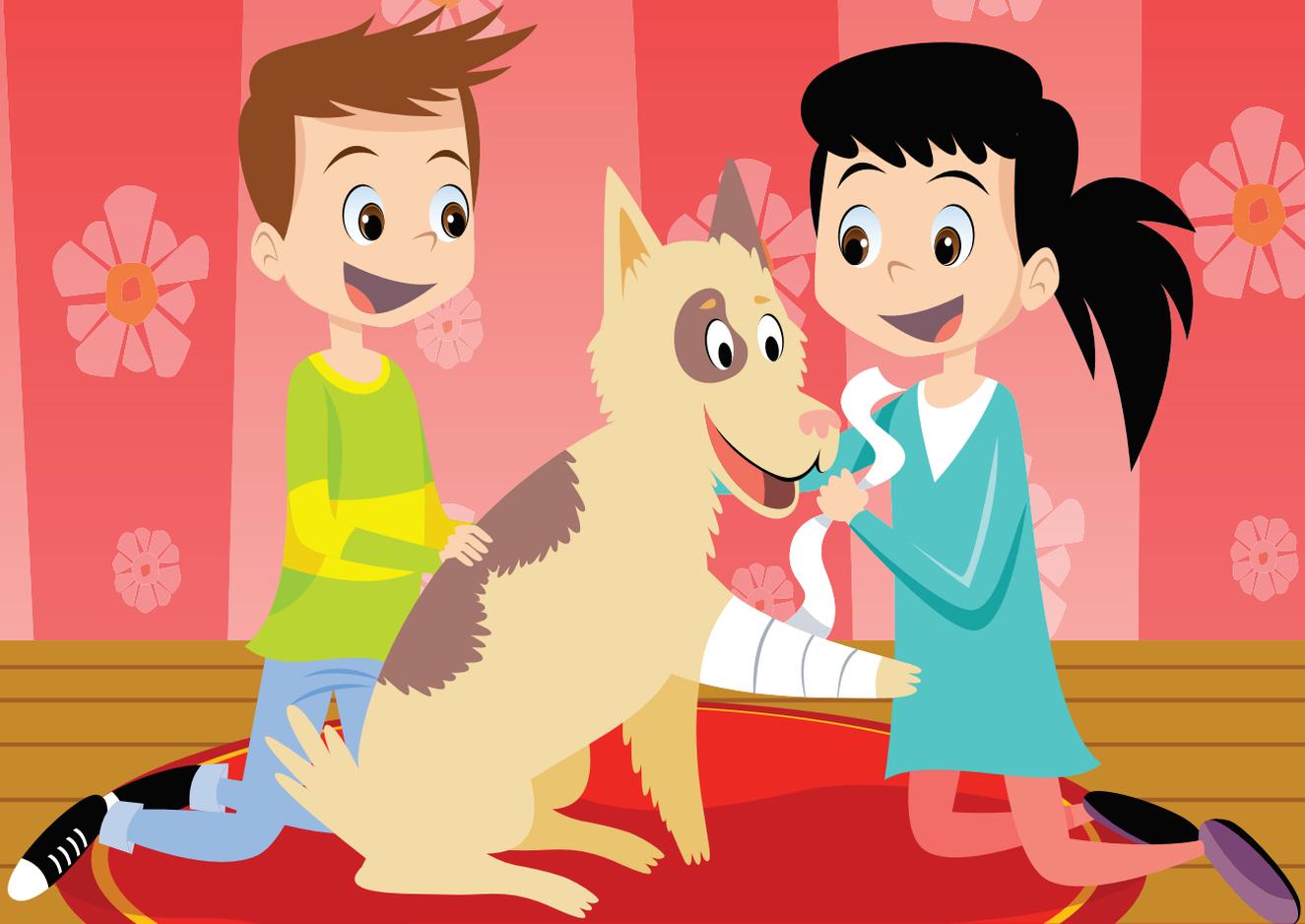
In order to minimise the risk of potential accidents, before travelling you should collect information on weather and road conditions, works on the roads on the planned route, and other problems that may arise while travelling.

- In the case of traffic accident, the rescue of vulnerable people is a priority.
- Inform the emergency services - police by calling 192, fire and rescue units by calling 193 and emergency medical assistance by calling 194.



Operational actions at the accident site

- In the case of car, bus, train or other traffic accidents, immediately contact the competent authorities by calling 195, 192, 194 and 193.
- Pay special attention to whether any of the participants in the accident transported hazardous, flammable or radioactive materials to be able to inform the competent authorities about the enhanced security risks due to leakage, spillage or otherwise.
- Secure and mark the place of accident to prevent new traffic accidents, turn on the lights, and, if necessary, try to extinguish fire with available means.
- The injured person should not be moved unless it is necessary to remove him/her from danger.
- Give first aid to the injured, place him/her on the ground (move his/her head back and put a jacket, blanket or similar item under the head), turn the person on his/her side, enable him/her to breathe properly and stop the bleeding.
- If you find yourself close to the accident site, join the rescuing activities. Do not allow to be overtaken by panic and thus prevented from performing the necessary rescue activities. Perform the actions of rescuing the endangered and injured persons and assets in a timely and conscientious manner.
- If you have a vehicle, and you have found yourself at the accident site, after giving first aid, transport the injured the nearest medical institution where they will be provided with complete health care.
- Wait for the emergency services on the site - do not move away, unless you are giving first aid or transporting injured persons, show them the injured, follow the instructions of the competent professional services and do not disturb them while they are performing their duties.



First aid

First aid procedures are following:

- Taking emergency measures to save lives
- Calling for help
- Giving first aid
- Intervention of emergency medical service and
- Hospitalisation



Call
194

The aim of giving first aid to injured or suddenly ill persons is to save lives, prevent lasting consequences, shorten the period of treatment and quick recovery of the injured. The achievement of this aim will be more successful if the actions of all first aid givers are coordinated.

Emergency life-saving measures include the securing and marking of accident site, protection of injured persons from new injuries and giving first aid to the injured as follows:

- placing an unconscious person in the stable lateral position;
- taking measures to resuscitate an unconscious person that shows no signs of life (no breathing, no heart beats) and
- stopping the bleeding.

Use the first aid kit and other available items to give first aid.

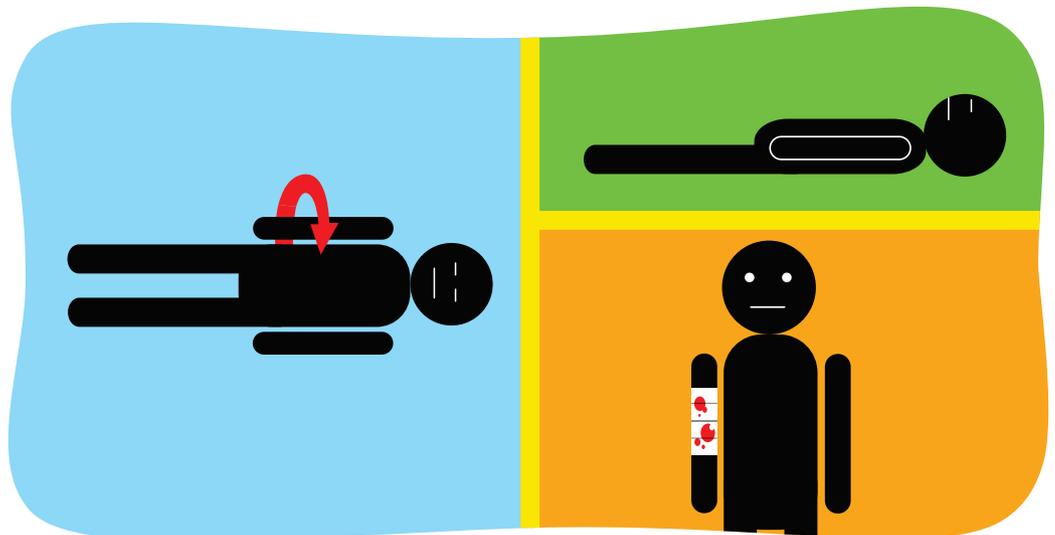
To be able to give first aid, you should have:

1. a first aid kit that includes:

- individual first aid dressing with a pad (12cm x 10cm), 1 piece;
- calico bandage - woven edge (8cm x 5m), 2 pieces;
- calico bandage - woven edge (2.5 cm x 5 m), 1 piece;
- sterile gauze (1m), 1 piece;
- sterile gauze (1/2m), 2 pieces;
- sterile gauze (1/4m), individual pack (80cm x 25cm), 4 pieces;
- Vaseline gauze (10cm x 10cm), 2 pieces;
- sticking plasters, two pieces;
- adhesive bandages – Hansaplast, Saniplast or other (10cm x 8cm), 2 pieces;
- triangle bandages (size 100cm x 100cm x 140cm and density 20 x 19), 5 pieces;
- sanitary swabs, 100 g;
- disposable gloves, 5 pairs;
- scissors with curved tips, 1 piece;
- safety pins, 5 pieces;
- disposable mask for artificial breathing , 2 pieces;
- insulating alufoil, 1 piece.

2. available means for decontamination

- baking soda.





Giving first aid

While waiting for an ambulance, continuously monitor the health condition of the injured, do not leave the site and in addition to the necessary first aid that you have given, follow these rules:

Calling for help

Notify immediately the Emergency Medical Service by calling 194. If someone else has already called an ambulance, ask that person to confirm that the call was answered.

When calling the ambulance, you should introduce yourself and mention that you are the person providing first aid at the accident site, give the phone number and the following information to the operator:

- where the accident took place
- what actually happened - describe the type and severity

of the accident, possible risk of fire, water, gas, toxic substances, special weather conditions;

- number, sex and approximate age of the injured and
- types of injuries – give your opinion on the type of injuries, nature of diseases and condition of the injured persons.

Wait for further instructions or questions. Confirm that you have understood the instructions. The Emergency Medical Service operator should be the one to end the conversation.

If the arrival of the Emergency Medical Service is not possible, arrange appropriate transportation to the nearest medical institution.

The purpose of first aid is not only to take care of injuries, but also to provide emotional support to the person who is rather distraught, mentally and emotionally, because of sustained injuries. Try to encourage the injured as much as possible!

- First of all, make no harm.
- Do not do more than you are expected to do.



Final word

This Family Guide for Emergency Preparedness and Response will help you to develop your family plan for emergency response. This is an invitation to become familiar with the basic elements of protection and rescue that can help make your everyday life better and safer for your family, in the places where you live and work, or the place that you frequently visit. Please note that all the information in this guide is based on the internationally accepted scientific knowledge and research findings in this area, but also on the experience from various natural disasters that have afflicted our country in the past.

Our intention was to provide you with an easy access to the basic information that is useful for responding to emergencies, and, more importantly, to acquaint you with the information before a disaster occurs. We have tried to include in this guide all potential dangers that may affect our country. Some presented disasters and emergencies are neither frequent nor very dangerous, but you still should learn about them.

We believe that you are aware that it is neither wise nor useful to ignore the risk, or pretend that natural disasters and other risks do not affect us. It is much more useful to be aware of all the situations that may happen and to be able to respond to any emergency in a timely and proper fashion.

We hope that you understand the basic concept: every citizen is an actor in our system of protection and rescue in emergency situations. More specifically, one who knows how to act in the situations that bring risk to his/her life, and whatever the risks are, contributes to his/her own safety and the safety of his/her family, thus facilitating the work of rescuers.

We are confident that this guide will help you to prepare and plan your response in the best possible way in order to minimise the possible consequences of various unexpected and extraordinary events.

Phone numbers of emergency services

Fire and Rescue Units

193

**Emergency Medical
Service**

194

Police

192

**Republic Information
Centre**

1985

**European Emergency
Number**

112