



**PÄÄSTEAMET**  
Estonian Rescue Board

**BE  
PREPARED!**

HERE ARE SOME GUIDELINES TO FOLLOW SO THAT YOU WILL BE ABLE TO COPE  
IN POTENTIAL CRISIS SITUATIONS. READ IT WITH YOUR FAMILY AND KEEP IT  
SOMEWHERE EVERYONE CAN FIND IT.

## Dear resident of Estonia,

You are holding in your hands the guidelines put together by the Rescue Board on what to do in the event of an emergency or crisis. They are designed to help you and your family cope when faced with unexpected and potentially dangerous situations. Take the winter blackouts that shrouded Saaremaa in darkness, for example; the destructive winds that caused so much damage in the south-eastern corner of the country; and most recently, of course, the coronavirus crisis that brought life as we knew it to a halt. All of them required those affected, and those responding to them, to have a critical amount of knowledge in order to cope with the situation. The more informed you and your community are in regard to crisis situations and fire and water safety, the more resilient Estonia will be as a whole.

In a crisis it is very important that you are well prepared – that you have enough of everything you will need at home and that you have discussed potential plans of action with your family and neighbours. One of the reasons this is so important is that it ensures that help will also reach those who are unable to help themselves in a crisis situation, and reach them in time. As such, we urge you to read all of the recommendations set out on the following pages with your family and to keep these guidelines somewhere everyone can find them. Safety and security start with you.

**Download the 'Ole Valmis!' app, which also operates offline. See [olevalmis.ee](https://olevalmis.ee)**



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# ROLES ARE DIVIDED UP IN A CRISIS



**Local government** is responsible for ensuring that its water supply, sewerage and district heating systems are functioning and that its roads are passable. It is also tasked with supporting people with a range social services.

**The state** is responsible for ensuring the availability of power, communications, fuel, cash, food and other basic necessities.

**Residents** are responsible for doing everything they can to cope in any situation. These guidelines will help in that regard.



## IN MAKING PREPARATIONS FOR A CRISIS, BEAR IN MIND THE FOLLOWING



**THE GREATER THE EXTENT OF THE CRISIS, THE LONGER IT WILL TAKE THE HELP OF THE STATE OR YOUR LOCAL GOVERNMENT TO REACH YOU.**



**BE PREPARED TO FEND FOR YOURSELVES FOR AT LEAST SEVEN DAYS.**

When a crisis occurs it takes time to reorganise things, so it is important that you and your family are able to subsist for at least a week in the situation that has emerged. **To this end, do the following:**



**Stock up on enough drinking water, food and medicines for you and your family.** Where food is concerned, buy things you normally eat that will not go off too quickly.



**Think about whether people you know may need help during a crisis and arrange to keep in touch with one another, including how to do so.** Take into account that regular communications (such as phone lines) may not function during the crisis.



**Draw up a list with the contact details of a neighbour, key figures from your local community and relevant state and local government departments, agencies and institutions** so that you can respond promptly and efficiently in the event of a crisis.

**How can you be prepared for and cope with a crisis?** Work through all the likely scenarios in your mind.

## WHAT YOU WOULD DO IF:

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the water went off in your home and your toilet wasn't flushing;



there was no heating in your home;



storing food was difficult or impossible;



you couldn't get a mobile signal and the Internet wasn't working;



you couldn't pay by card anywhere;



there was no food or other staple goods in the shops;



medicines weren't available from pharmacies; and/



there was no way of getting fuel for your car.





# ASSESS HOW WELL PREPARED YOUR HOME IS



## MAKE SURE YOU KNOW:

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- how roles and responsibilities are divided up between you (as a resident) and your apartment association or others in the area in which you live;
- what options you have to prepare for a crisis; and
- how well prepared your neighbours are for a crisis.

## MAKE SURE THAT EVERYONE IN YOUR FAMILY KNOWS:

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- when and how to call for help;
- where important things you may need in a crisis are stored;
- how to close water and gas mains and cut the power if you need to;
- the kinds of things you should have stockpiled at home;
- where you and those close to you can temporarily go in the event of danger (e.g. the countryside, your summer cottage, your neighbour's place or to stay with friends or relatives);
- under what circumstances you should definitely leave your home i.e. evacuate;
- under what circumstances it is safer to remain in your home;
- what you should take with you when you leave your home; and
- how best to look after your pets in different crisis situations.

**HOW CAN YOU  
GET BY WITHOUT  
THE MODERN  
CONVENIENCES?**





## WHAT TO DO IF YOU HAVE NO POWER



The majority of the devices in a modern home run on electricity. Water supply and sewerage systems generally depend on it as well. Intercoms, gates and surveillance and security systems are all reliant on it, as are important household appliances. So what happens when the power goes off for an extended period? We find ourselves in a very difficult situation. That is why it is important to think in advance about what the consequences of a power outage might be in your home and what alternatives you would have under such circumstances.

If the power company itself has not informed you of the outage, call the national hotline (**1343**) or contact the distribution network operator for your area.

### TAKE THE FOLLOWING STEPS:

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- Make sure that doors and gates which are otherwise power-operated can be opened manually. Keep your keys somewhere you will remember them so that you can find them in a hurry if you need to.
- Link your surveillance and security systems to an independent and uninterrupted power supply, i.e. a UPS device.
- Make sure that there is at least one battery-operated smoke detector on every floor in your home.
- If you are trapped in a lift because of a power outage, follow the instructions displayed on the lift's wall or control panel.
- If possible, purchase and install a generator.
- Use solar- or wind-powered energy systems.



## WHAT TO DO IF YOU HAVE NO HEATING



How will you cope if your heating stops working? Does your heating system run on electricity, gas or fuel, or is it central heating? What alternative fuels do you need? These are questions you need to find answers to right away, thinking about and minimising risks in the process.



In the event of interruptions to supply, the state guarantees 30 days of natural gas to household consumers and to heat-producing companies for the heating of living spaces.

## TAKE THE FOLLOWING STEPS:

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It is a good idea to have one heating device in your home that runs on something other than electricity and that can safely be used indoors, such as an ordinary or gas-powered fireplace or a wood-burning stove. An electric radiator or heater or a heat pump powered by a generator is also suitable.



In the case of central heating, check whether the district heating system in your area will continue to operate in the event of a power outage.



If your heating uses gas, ask your service provider or apartment association whether your neighbourhood is guaranteed an uninterrupted supply.





Check the user manual for your gas equipment (e.g. stove or boiler) to determine whether you can also run it from an LPG gas bottle, and if so, then how you should go about it. At the same time, remember that a gas bottle should only be fitted by a qualified professional.



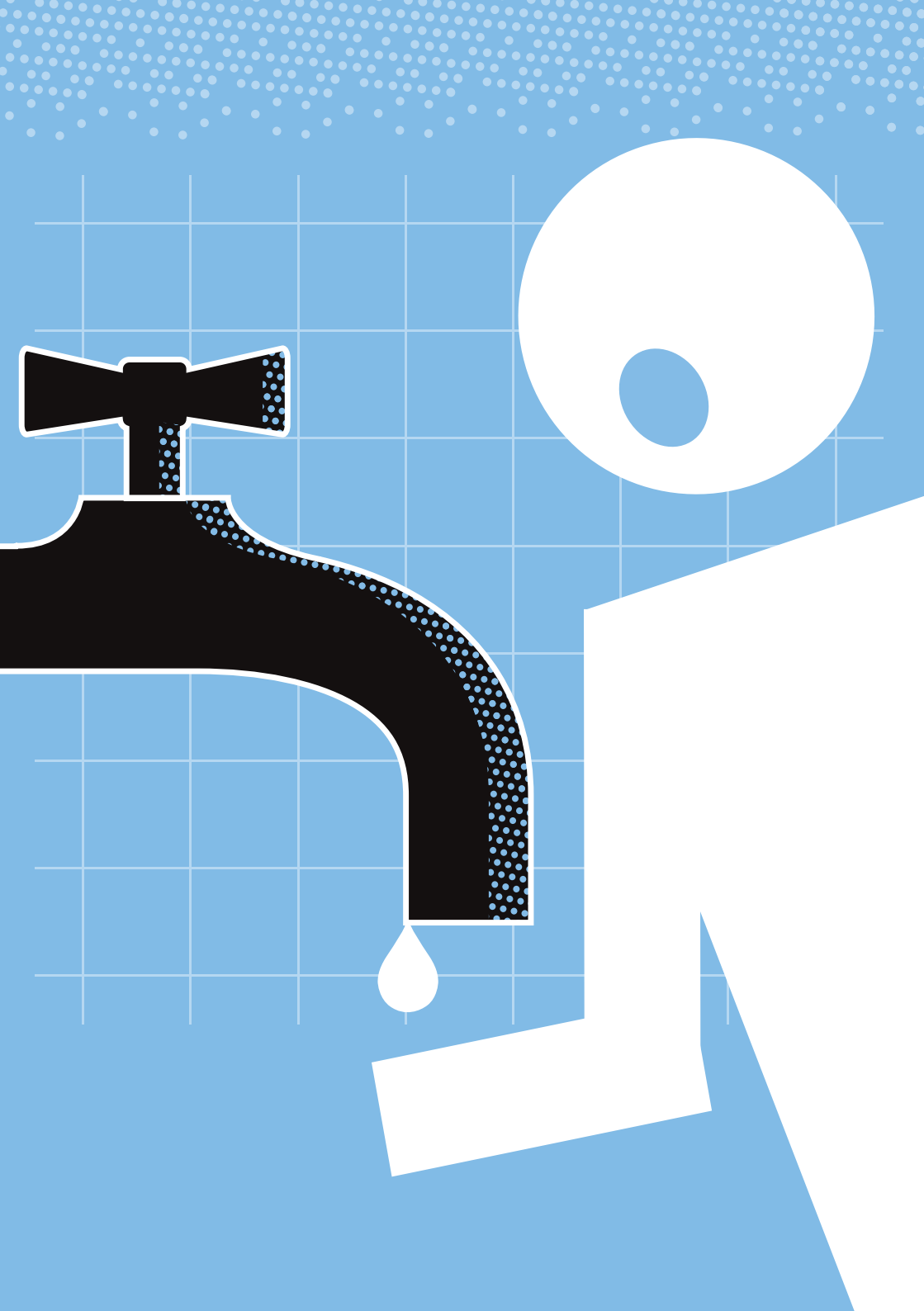
If you have gas heating, get a specialist to install safe connections and buy a small LPG gas bottle to keep in reserve.



Make sure you have enough heating material for at least a week.

If you live in an apartment block, work with your apartment association to assess whether alternative heating devices can be used in the building.

The incorrect or inappropriate use of a heating system could cause a power outage or even start a fire. As such, always consider fire safety when using heating systems.



# WHAT TO DO IF YOU HAVE NO WATER OR SEWERAGE



If there is no water coming out of your taps or at the bottom of your well, this will have a significant impact on your day-to-day life. If you have no water stored, you will find it difficult to prepare food, wash your dishes, wash yourself and for that matter even quench your thirst. Luckily, drinking water is easy to stock up on and can be stored for quite a long time. Also take into account that you will not be able to use your toilet as you normally would if it is not flushing.



## TAKE THE FOLLOWING STEPS:

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If you have no other sources of fresh water in the event of the public water supply being cut off, make sure you have a week's worth of drinking water stored in your home and keep track of when it should be consumed by.



If you are on the public water supply, check with your service provider, apartment association or local government exactly how the supply of water is guaranteed for residents during a crisis.



Consider the problems that a lack of water in your home will cause.



Also make sure that if you need to, you are able to access water from an alternative source, such as a spring, a well or a natural body of water. You should also stock up on receptacles and containers with which to fetch and store water should you have to.



Make sure you can draw water from your well without the use of an electric pump if need be (e.g. using a hand pump or a simple rope and bucket instead). Bear in mind that water drawn from a well that is rarely used may have to be purified before you can drink it.



Think about alternative ways of providing your pets with water. For example, they could drink rainwater or melted snow.



If your sewerage is not working, use garbage bags as a makeshift toilet, preferably lining them with newspaper, sawdust, turf or some other absorbent material.



If the sewerage service is down, you can also use a dry toilet if you have access to one.

Take into account that you will need **at least three litres of clean water** per person per day.



## WHAT TO DO IF THE INTERNET AND COMMUNICATIONS ARE DOWN



Just about all of the information and communication devices we use in our everyday lives can stop working in the blink of an eye because of their reliance on electricity. You are unable to watch television or listen to the radio. Other things stop working: your WiFi router, landline, fire alarm and security systems, gate and door opening mechanisms and other everyday devices. A power outage can also bring down data communications. Bear in mind that if the battery in your mobile dies, you will not be able to access the contact details stored on your phone.



## TAKE THE FOLLOWING STEPS:

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Keep a handwritten list of important phone numbers you may need in a crisis situation – those of family, friends and neighbours, emergency numbers and hotlines.



Buy a radio that is powered by batteries, solar cells or a generator. You can also listen to the news and crisis updates on a car radio.



Use an indoor or rooftop antenna to tune in to free-to-air TV channels.



Use your mobile phones and smart devices (i.e. their batteries) sparingly. Mobile Internet will remain accessible as long as the communication network's reserve feed continues to function and your smart device's battery is charged. In the event of a widespread power outage, the mobile Internet service may be taken offline so as to ensure that mobile calls can still be made.



If you need to, use public WiFi networks and Internet points.





Keep your power bank at 100% so that you can charge your mobile should you have to.



Also exchange information with your neighbours.

## HOW TO CONTACT THE EMERGENCY SERVICES IF YOUR OPERATOR'S NETWORK IS DOWN



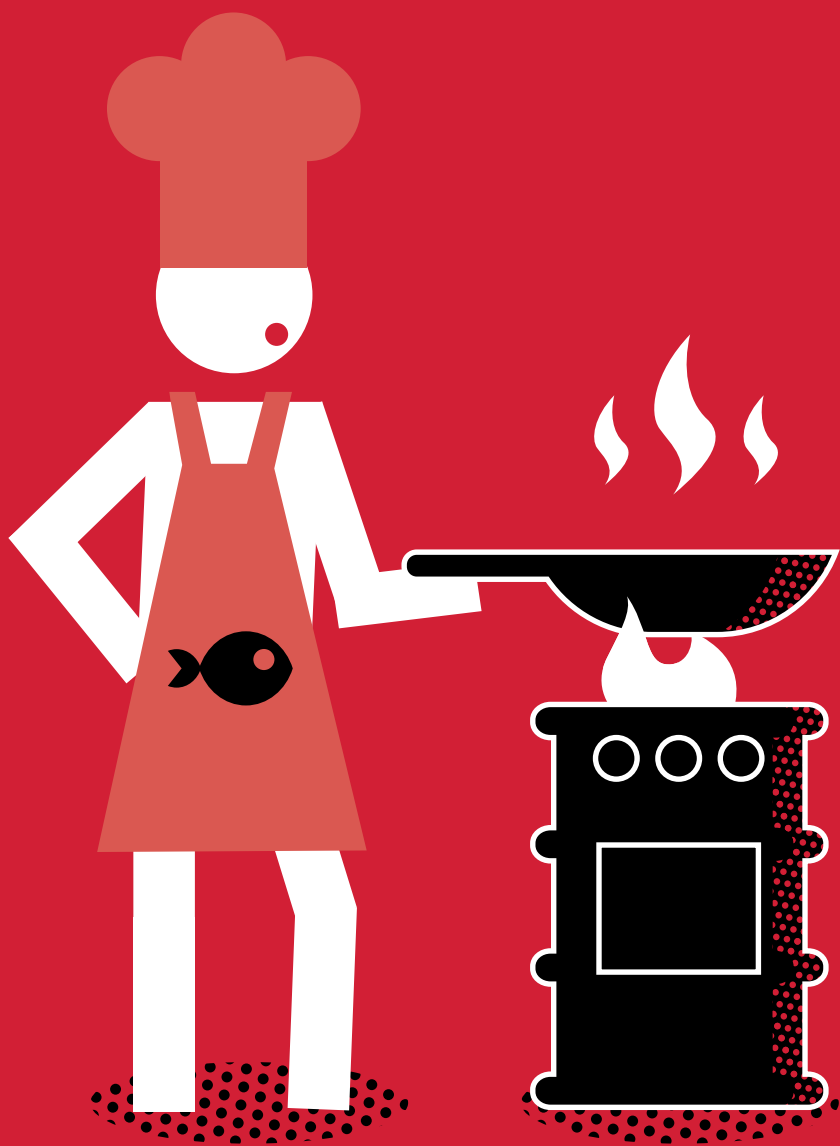
**Set the SIM card in your phone to inactive.** If your phone has physical buttons, simply take your SIM card out and dial 112. For a smartphone, switch the phone off, then switch it on again, but without entering the PIN for your SIM card. Then dial 112.



**After making the emergency call, reactivate your SIM card.** Provided the network is functioning as normal, the emergency services will only be able to call you back (should they need to) if your SIM card is activated.



**If no telephone communications are working,** go to your nearest rescue, police or ambulance station or emergency department for help.



# HOW TO PREPARE FOOD IN AN EMERGENCY



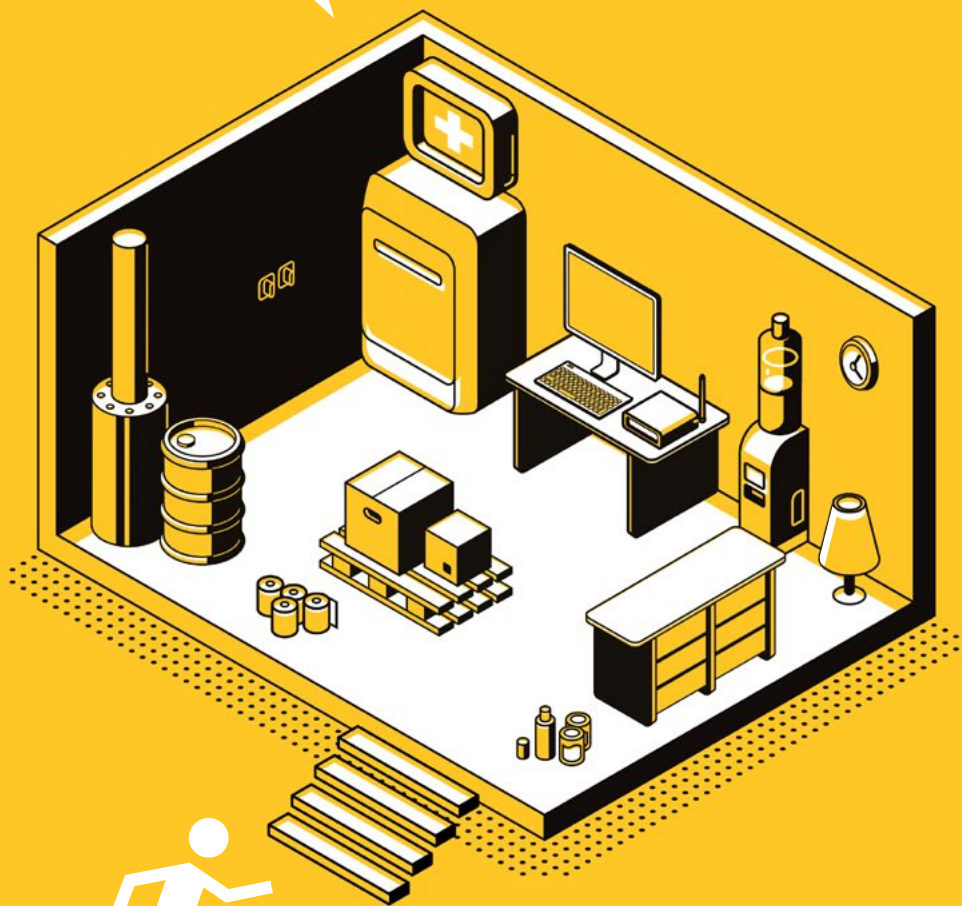
If you have no power or gas supply in a crisis situation, you may not be able to prepare food in the way you normally would.

## TAKE THE FOLLOWING STEPS:

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- Buy a stove that is powered by LPG gas and an LPG gas bottle to run it off.
- Keep your wood-burning stove in good working order.
- Make sure you have a working grill or camping stove that runs on solid or liquid fuel or a gas burner.
- Use flame-resistant cooking equipment, such as a primus stove, and keep fire safety regulations in mind.
- Use a fireplace to heat up food.
- When stocking up on food supplies for a crisis, also buy items that do not need to be heated up.
- Make sure you have water purification tablets and filters so that you can use rainwater or melted snow if you have to. You can also make water collected from a natural body of water safe to drink using a filter or tablets.

# PANTRY



BE PREPARED TO  
FEND FOR YOURSELF  
FOR A WEEK.



# EMERGENCY SUPPLIES



Bear in mind that in a crisis situation you may not be able or permitted to leave your home, goods may not be available in stores and other vital services (such as electricity and the water supply) may not be functioning. For this reason, it is important that you have enough to eat and drink at home, as well as other items you will need, including medicines.

Think about the things you and your family will need to fend for yourselves for a week.

## TAKE THE FOLLOWING STEPS:

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- Think carefully as to whether and how you can properly store things at home. Such supplies should be stored in a place that is easy for everyone in your family to access. Try to ensure that the supplies are as similar as possible to the food your family normally eats and the items they normally use. It is a good idea to pack items designed specifically for a crisis in a separate bag.
- Make sure you have enough drinking water, medicines and food at home for your family for at least seven days. When stocking up on food, buy things you normally eat that will not go off too quickly.
- Some of the things you will need if you have to evacuate should be kept in your car (e.g. a mobile phone charger, a road atlas, a snow shovel and a warm blanket). Keep the fuel tank at least half-full at all times.
- Remember to regularly replace your emergency supplies.

# EMERGENCY SUPPLY CHECKLIST FOR



## DRINKING WATER

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- Three litres per person per day.



## FOOD

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**Half of your emergency supplies should be able to be consumed without being cooked or heated.**

- Pickles and preserves
- Instant soups
- Dry bread-based snacks
- Nuts and dried fruit
- Cookies, candy, muesli bars and honey
- Baby food (if required)



## RADIO

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- Battery-operated radio and batteries enough for repeated use / radio that runs on solar cells or a generator



## LIGHTING

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- Torch and spare batteries
- Torch that runs on solar cells or a generator
- Battery-operated lamp or lantern and spare batteries / oil lamp with oil
- Hurricane lamp
- Candles
- Matches



## FIRST-AID ITEMS

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- First-aid kit



## HYGIENE PRODUCTS

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- Soap
- Disinfectant
- Toilet paper
- Tissues
- Wet wipes
- Garbage bags (50-litre)



### MEDICINES

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- Prescription medicines
- Painkillers
- Fever reducers
- Antihistamines
- Digestive medication
- Anti-inflammatories
- Cold treatments



### TOOLS AND RELATED SUPPLIES

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- Knife
- Scissors
- Adhesive tape
- Plastic film



### TABLEWARE AND KITCHEN UTENSILS

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- Disposable tableware
- Tin opener



### HEATING MATERIAL

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- Firewood
- Liquid fuel (e.g. for a generator)
- Gas



### POWER BANK

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- Fully charged power bank



### OTHER NECESSITIES

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- Cash to cover your family's needs for one week
- Masks to protect your airways (such as dust masks)
- Fire extinguisher and fire blanket
- Petrol (for your car)
- Pet food (if required)





# EPIDEMICS AND OUTBREAKS OF INFECTIOUS DISEASES



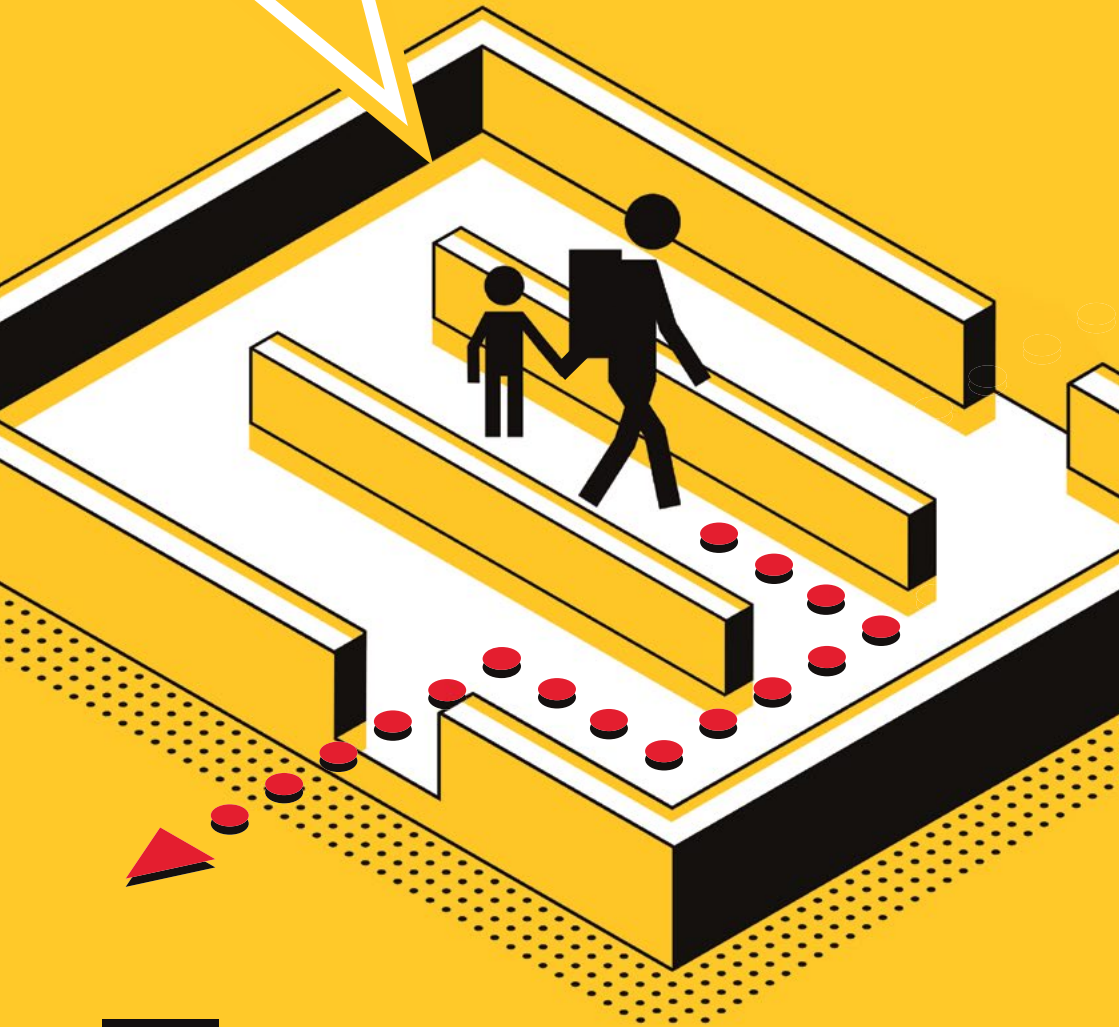
Infectious diseases can strike any country, including Estonia. The fast pace of life and high rate of mobility among the population create conditions in which infections can spread very rapidly.

## TAKE THE FOLLOWING STEPS:

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- Wash your hands frequently and thoroughly. Use an alcohol-based disinfectant in public places.
- Avoid close physical contact with other people.
- Avoid touching your eyes, nose and mouth.
- If you develop symptoms, stay at home and call your doctor. If your condition is more serious, call the emergency services on 112.
- Monitor the information provided by the Health Board on how the virus is spread and infection prevention measures.
- Heed the travel recommendations of the Health Board and Ministry of Foreign Affairs and avoid travelling to risk areas (i.e. areas where the virus is spreading).
- Do not go to the emergency department of any hospital without good reason, since close physical contact promotes the spread of infectious diseases.
- Make sure you have a sufficient stockpile of the medicines you and your family need at home – pharmacies may be unable to be supplied or even operate as normal during an epidemic.

# EVACUATION



# EVACUATION



In the event of a major incident, evacuation may be the only option if you are to ensure your family's safety. Such incidents include flooding and other natural disasters with significant and wide-ranging impact and events that leave your district or entire region uninhabitable, be it temporarily or for a longer period of time. What will you and your family need most in order to cope while away from home? Give this some serious thought, since there will be little or no time to pack in the event of an evacuation.



## TAKE THE FOLLOWING STEPS:

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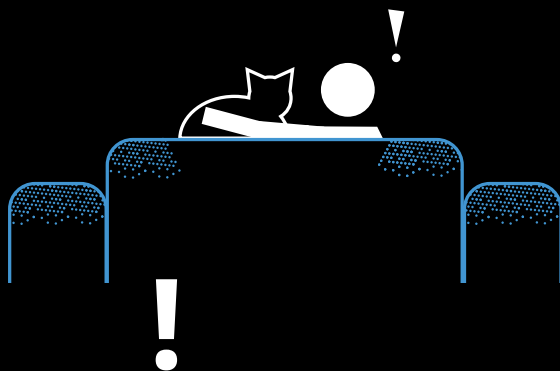
- Draw up a list of critical things and pack an evacuation bag. (For recommendations in this regard, see below.)
- Follow the instructions issued by public authorities and the emergency services.
- Leave the site of the danger, if possible, and stay with friends or family.
- If you have a pet, think about how you can evacuate and accommodate them separately. Official evacuation centres are unsuited to pets, which are not permitted to be kept at them.

## USEFUL ITEMS TO STOCKPILE FOR AN EVACUATION

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- Food and drinking water – Ensure you have enough water and long-life ready-to-eat food (such as pickles and conserves, dry bread-based snacks, nuts and candy) for at least 24 hours
- Hygiene products (toothpaste, soap, etc.)
- First-aid items and medicines
- Torch and spare batteries
- Portable radio and spare batteries, power bank or other charging device
- Sleeping bag or blanket
- Documents and cash
- Other useful items (pocket knife, tin opener, matches, cutlery and crockery, etc.)

# EMERGENCY WARNINGS



When instructed to do so, all media channels and mobile operators are obliged to transmit emergency warnings and guidelines to the public. The channels most likely to be broadcasting official information in a crisis in Estonia are those of the national broadcaster (err.ee, Vikerraadio, Raadio 4, ETV and ETV+), but other channels may also be doing so.

# CALLING FOR HELP



In Estonia and elsewhere in the European Union, you can call the emergency services (ambulance, police and rescue) by dialling 112. Calls to the number are free of charge and the number is always available. Dial 112 immediately if your own life, health or property or the life, health or property of another person is in danger, or if the environment is at risk. Call the number even if you only suspect that something dangerous is occurring or may occur.

## WHEN CALLING 112:

- Explain what has happened – whether anyone is injured and needs help right away.
- Describe what has happened – provide as accurate an address as possible or describe the location, giving the exact coordinates if you know them.
- Listen to the instructions you are given and answer any questions you are asked.
- Do not hang up until all of the relevant information has been provided and you have been given permission to end the call.
- Be sure to let the emergency services operator know if the situation changes.
- Keep the line free so that the emergency services operator can call you back if needed.

People with hearing or speech impairments can seek help by sending an emergency text message. This is a registered service you must sign up for online at **sms.112.ee**.

# IMPORTANT TELEPHONE NUMBERS

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**1 2 2 0**

This **FAMILY DOCTOR LINE** can be used if you or someone in your family has health problems for which you require advice or a decision on the need for further assistance.

This **NATIONAL HOTLINE** also provides official information in the event of a crisis. **It is easy to remember as '1 number 24/7'.**

**1 2 4 7**

**1 3 1 3**

This **ENVIRONMENTAL HOTLINE** can be used to report pollution and other breaches of environmental law.

This **ELECTRICITY HOTLINE** can be used to seek information on power outages. Imatra Elekter hotline: 715 0188  
VKG Elektrivörgud hotline: 716 6666

**1 3 4 3**

**1 5 1 0**

This **ROADS AND TRAFFIC HOTLINE** provides information about traffic restrictions, road-works, driving conditions and more.

This is a **RESCUE SERVICE HOTLINE** which gives out advice on home safety and security and which can be used to report dangerous structures and uncovered wells.

**1 5 2 4**

**1 6 6 6 2**

This **POISONS INFORMATION CENTRE HOTLINE** provides information and advice regarding poisonings.

This is the customer support number of the **POLICE AND BORDER GUARD BOARD**. It can be used to report dangerous traffic situations and provides information about vehicles that have been towed, police and border guard services and more.

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ALSO OPERATES  
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