



WHAT TO DO IN A CRISIS SITUATION

**BE  
PREPARED!**

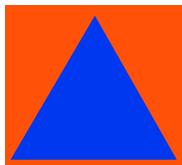
UPDATED VERSION

## **Dear resident of Estonia,**

You hold in your hands the updated guidelines of 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. Blackouts and communications outages, no water from your taps or to flush your toilet with, unpassable roads in snow storms... All of these situations require those affected to have the skills and knowledge to cope with them. Since the security situation in Europe has changed so drastically, we must be ready for anything. The more informed we are, the stronger Estonia will be as a whole.

In a crisis situation, the state will be able to reach everyone living in Estonia within seven days. In a crisis it is very important that you are well prepared for it – 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.

The guidelines are being sent to every household in the country. The full version of the guidelines can also be found online at [olevalmisse.ee](http://olevalmisse.ee) and on the free 'Be Prepared!' app.



International  
symbol of civil  
protection



International Red Cross



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# ROLES ARE DIVIDED UP IN A CRISIS



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

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

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

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



**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.**



**WORK WITH YOUR COMMUNITY – YOUR NEIGHBOURS, YOUR APARTMENT OR VILLAGE ASSOCIATION AND OTHERS.**

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 and that can be stored at room temperature. Some should be able to be eaten without requiring any heating or cooking.
- **Think about whether people you know may need help during a crisis** and how you could help them if needed, and arrange to keep in touch with one another, including how to do so.
- **Draw up a list with the contact details of your neighbours, 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 A CRISIS IF...**

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- there is no power;
- the water has gone off in your home and your toilet is not flushing;
- the heating is not working;
- food is difficult to store and keep fresh;
- you cannot get a mobile signal and the Internet is not working;
- you cannot pay by card;
- there is no food or other necessary items in the shops;
- there are no medicines in the pharmacies;
- there is no fuel for your car;
- the gas supply has been cut off.

# 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 community;
- 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 stockpile 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 key household appliances. When the power stays off for a long time, we can find ourselves in a very difficult situation. That is why you need 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.

## WHAT TO DO IN ADVANCE

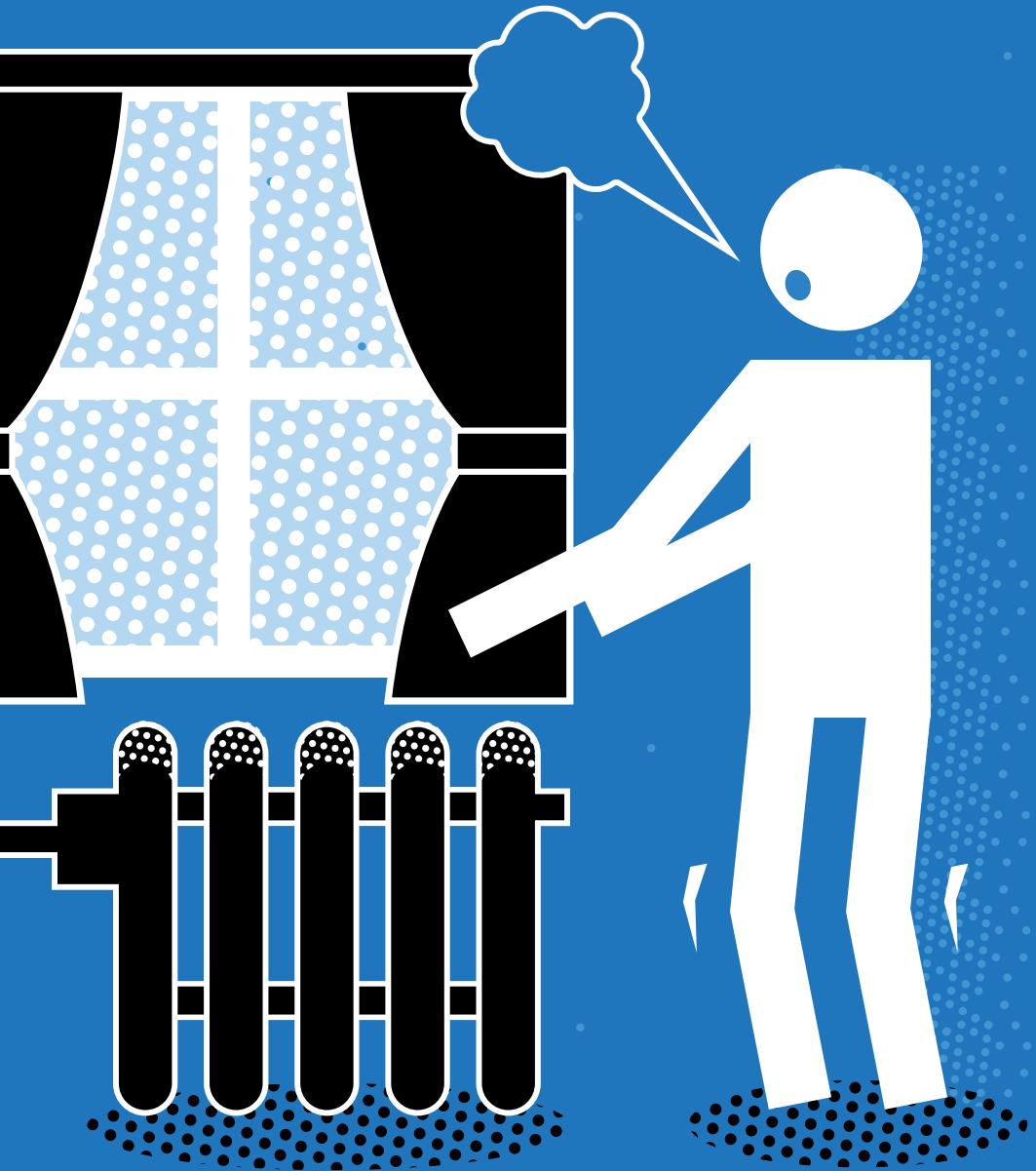
- Buy some battery-operated lights for your home, e.g. torches or headlamps.
- Make sure that doors and gates which are otherwise power-operated can be opened manually, and keep your keys somewhere you will remember them so that you can find them in a hurry if you need to.
- Link your surveillance and 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 possible, purchase and install a generator.
- Use solar- or wind-powered energy systems.



# WHAT TO DO IN THE EVENT OF A POWER CUT

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- Unplug electrical equipment.
- Elektrilevi informs clients of power cuts by SMS within 10-15 minutes of becoming aware of a fault in the network. If you have no power but have not received an SMS, call the Elektrilevi hotline on 1343. Also call the hotline if you receive an SMS informing you that the problem has been resolved but you still have no power at home.
- Decide which are the most pressing problems you need to deal with: heating, water, information and communications devices, lighting, making food, etc. Utilise the alternatives you have prepared.
- Use lighting sources you have stocked up on to avoid injuring yourself in the dark.
- Open your fridge and freezer as infrequently as possible – that way they will stay cooler (and the items in them will be preserved) for a longer period.
- If you use an open flame during a power cut, observe all fire safety requirements.
- Use alternative sources of electricity – generators, batteries, etc. – sparingly and only as a last resort, so as to extend their working life.
- If you are trapped in a lift because of a power outage, follow the instructions displayed on its wall or control panel.
- If remaining at home when the power is off is not safe or leaves you unable to cope, go and stay with friends or relatives or ask your local government for help.



# 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.

## WHAT TO DO IN ADVANCE

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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.

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.

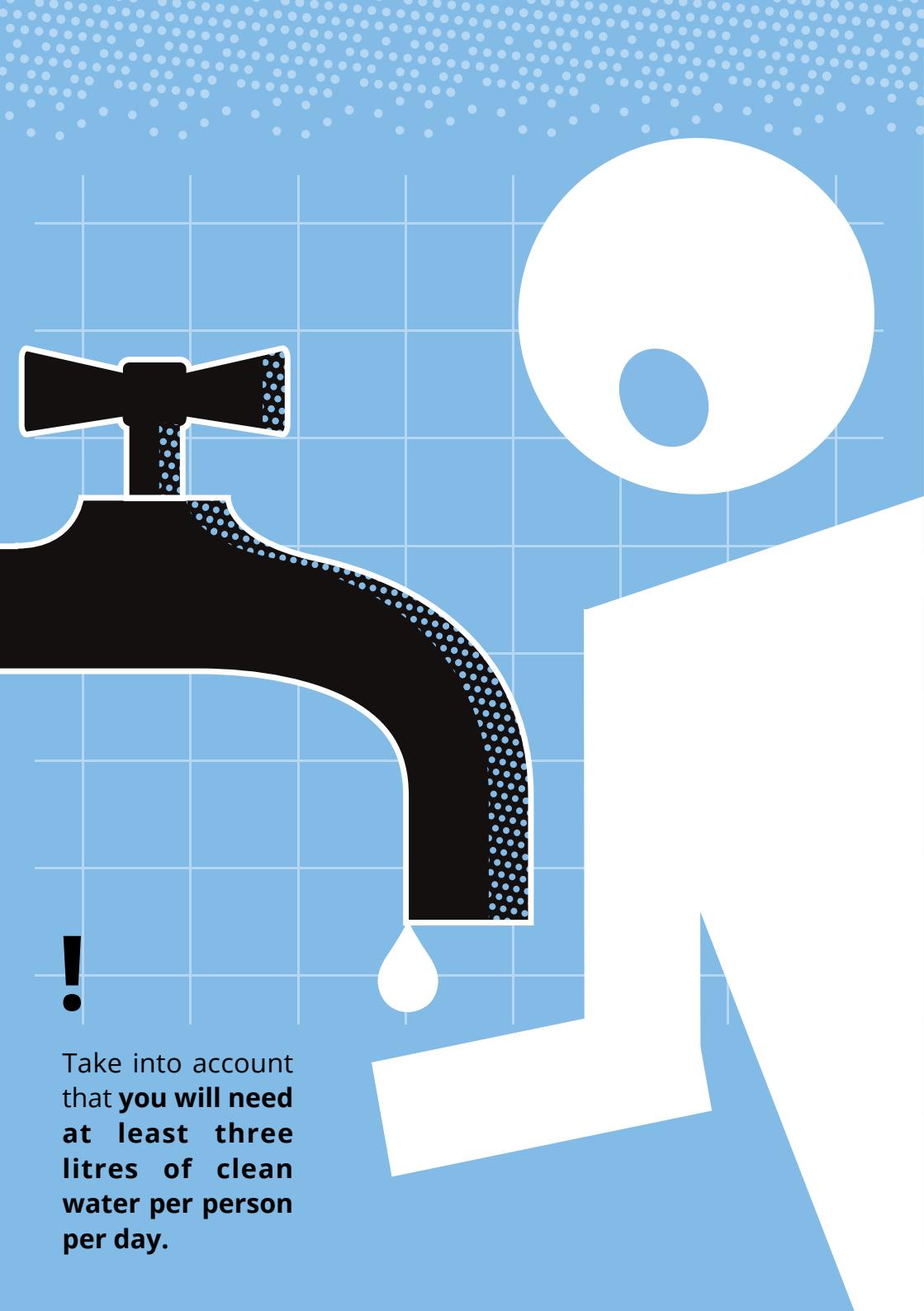
If you live in an apartment block, work with your apartment association to assess whether alternative heating devices can be used in the building.

Incorrect use of a heating system could cause a power outage or a fire. As such, always consider fire safety when using heating systems.

## WHAT TO DO IF YOUR HEATING SUPPLY IS CUT OFF

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- Switch off your building's forced ventilation, then close all doors, windows and ventilation openings and seal off any points from which heat might escape from the building.
- If the heating is cut off during the colder months, dress warmly indoors. Keep everyone in the family in the same room, because every person gives off warmth.
- Use only one room, separate from others, in which to keep warm.
- If the temperature in the other rooms falls so low that there is a risk of water and heating pipes freezing, insulate the pipes by wrapping them in some sort of cloth or fabric. The risk of water pipes freezing will be reduced if you allow the taps to be turned on occasionally (under supervision).
- If remaining at home when the heating is cut off is not safe, go and stay with friends or relatives or contact your local government for assistance.



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

# 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 – you will find it difficult to quench your thirst, make food, wash the dishes and indeed wash yourself. 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.

## WHAT TO DO IN ADVANCE

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- Stock up on water purification tablets or filters.
- Stock up on wet wipes, hand disinfectants and hygiene products.

## WHAT TO DO IF YOUR WATER SUPPLY IS CUT OFF

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- Boil water from a natural source (or any water that has been standing for a long period) for 3-5 minutes before consuming it.
- In the event of your water supply being cut off, make sparing use of what water remains to you.
- Follow official announcements about residents being supplied with drinking water.
- 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 cut off, you can also use a dry toilet if you have access to one.



# 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 because of their reliance on electricity. You will also be unable to watch television or listen to the radio. Other things will stop working as well: your Wi-Fi 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.

## **WHAT TO DO IN ADVANCE**

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- Keep a handwritten list of the phone numbers of people you may need to contact in a crisis situation – family and friends, 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.

## **WHAT TO DO IF COMMUNICATIONS GO DOWN**

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- Listen to the hourly news on the radio.
- If you need to contact the emergency services while communications are down, go (or send someone in your place) to the nearest rescue, police or ambulance station or hospital.
- Watch free-to-air television channels using an indoor or rooftop antenna.
- 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 Wi-Fi networks and Internet points.
- 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.

## WHAT TO DO IN ADVANCE

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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.
- 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.

## WHAT TO DO IN AN EMERGENCY SITUATION

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- If you use flame-resistant cooking equipment, such as a Primus stove, keep fire safety regulations in mind.
- Heat food up in a fireplace.

# YOUR PANTRY



# 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.

## TAKE THE FOLLOWING STEPS:

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- Think about the things you and your family will need in order to fend for yourselves for a week.
- Make sure you have enough drinking water, medicines and food at home for your family for at least seven days, replacing them as you use them so that you always have a week's supply as back-up.
- 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. Make sure you know which petrol stations you can get fuel from in the event of a power outage.
- 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.

# EMERGENCY SUPPLY CHECKLIST

STOCK  
UP FOR  
STRIFE



## DRINKING WATER

- Three litres per person per day



## LIGHTING

- 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



## FOOD

**Half of your stock of food should be ready-to-eat items.**

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



## FIRST-AID ITEMS

- First-aid kit



## HYGIENE PRODUCTS

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



## RADIO

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



## MEDICINES

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- Prescription medicines
- Painkillers
- Fever reducers
- Allergy treatment
- Digestive medication
- Anti-inflammatories
- Cold & flu medication



## 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 for recharging mobile devices



## TOOLS AND RELATED SUPPLIES

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- Knife
- Scissors
- Adhesive tape
- Plastic film



## 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)

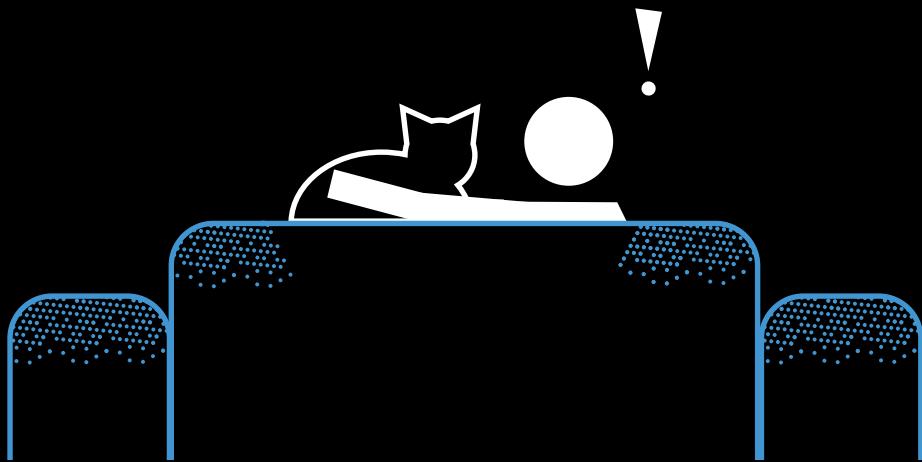
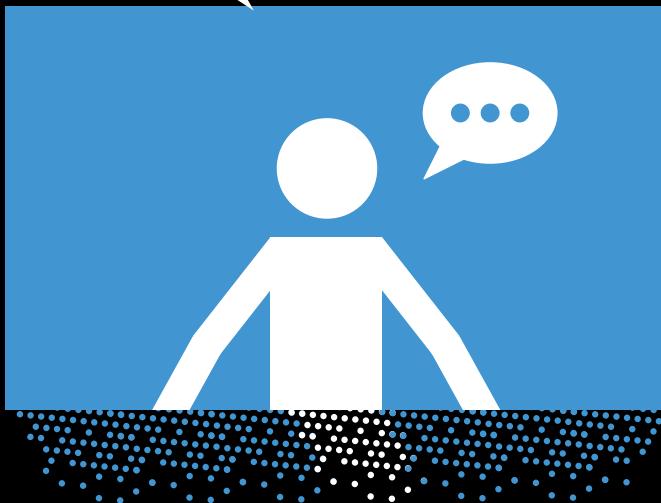


## TABLEWARE AND KITCHEN UTENSILS

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- Single-use cutlery and crockery
- Tin opener

# EMERGENCY WARNING



# 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 that will 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.

## **EMERGENCY WARNINGS ARE ISSUED VIA:**

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- the media (incl. network and social media);
- the websites and social media channels of agencies and institutions;
- sirens;
- mobile phone calls and text messages;
- loudspeaker announcements;
- door-to-door notification; and
- the 'Be prepared!' app.

## **TAKE THE FOLLOWING STEPS:**

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- Always take warnings seriously and follow official instructions. They are prompted by real danger.
- If you are outdoors and hear a siren, go inside and stay there.
- Follow the media and other reliable sources of information.
- If an alarm sounds in the building you are in, exit the building or follow the instructions given on site.
- Any warnings from unofficial sources should be verified via official channels (e.g. the website or social media channel of the agency or institution dealing with the crisis).
- If you are given a warning, pass it on to others in the danger zone.
- If you receive no information on what to do in the event of danger or a warning, assess the situation yourself and act according to these guidelines.



DOWNLOAD THE  
'BE PREPARED!'  
APP, WHICH  
ALSO OPERATES  
OFFLINE



**OLEVALMIS.EE**

# 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 and the stress of the situation may cause you to unintentionally leave things behind.

## **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.)
- In the event of an evacuation, follow the instructions issued by the Rescue Board, which will provide information (among other things) about evacuation centres.
- When evacuating, do not forget those in your community with special needs.
- 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.

## **WHAT TO DO WHEN LEAVING YOUR HOME**

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- Switch off the power.
- Close the windows and lock the doors.
- Check whether your neighbours are aware of the need to evacuate and help them.
- Ensure your pets' welfare and security while you are absent.
- If evacuating independently, use the streets and roads you are instructed to do so by the police (via the media).
- If you need help in evacuating, inform those conducting the evacuation. Transport and temporary accommodation will be arranged for those in dangerous areas who need extra help. Those conducting the evacuation will attempt to find all those in need.
- Do not return to your home until it is officially confirmed that it is safe to do so.

## 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;
- Personal hygiene items;
- 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.).

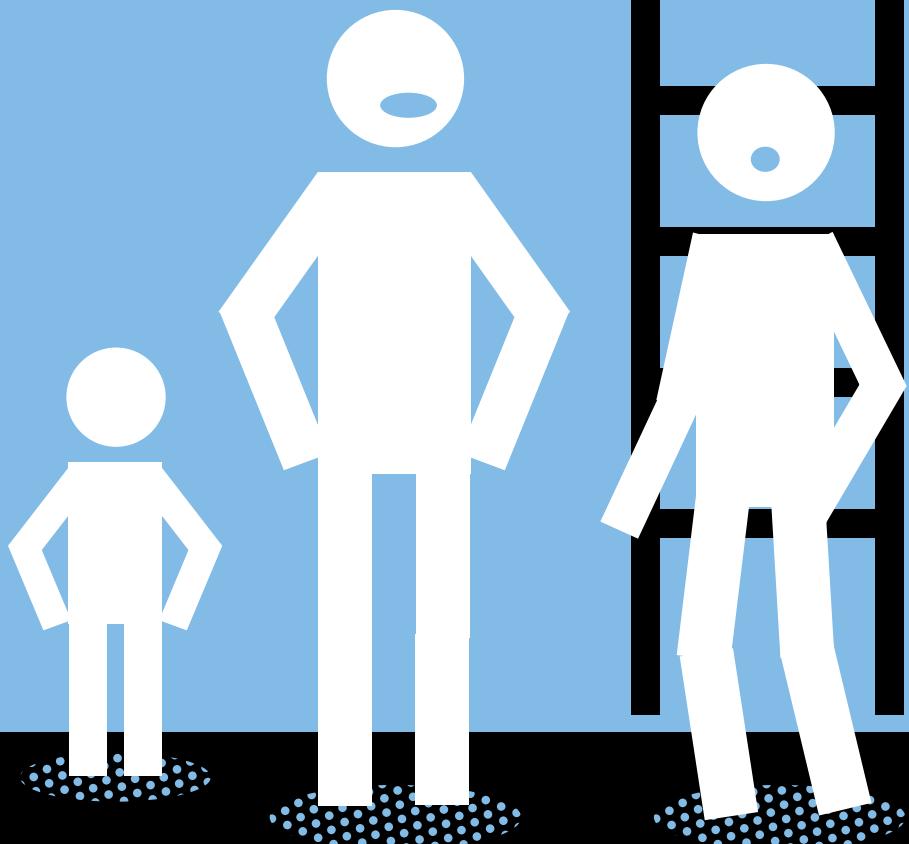
## EVACUATION CHECKLIST

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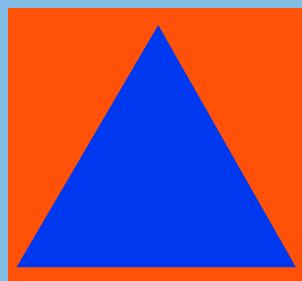
Based on your personal needs, draw up a list of the items you should pack to take with you in the event of an evacuation.

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# SHELTERING



Public shelters are marked with the civil protection symbol:



# SHELTERING



The recommendation to seek shelter is made in a situation where the external environment presents a threat to people's lives and health (due to explosions, exchange of fire, storms, etc.) and it is therefore necessary to:

- make your way to parts of buildings in the danger zone which can serve as shelters; and
- remain in said parts of buildings.

## **WHAT TO DO IN ADVANCE**

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- Clean and tidy up your cellar and ensure that it can be accessed.
- A list of public shelters is available from your local government and on the Rescue Board website at [rescue.ee](http://rescue.ee).

## **WHAT TO DO IN AN EMERGENCY SITUATION**

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- Sheltering indoors is the best way of protecting yourself when faced with a dangerous external environment.
- In the event of danger, stay inside until the danger has passed.
- When sheltering, opt for an underground space and sit on the floor by a load-bearing wall. If possible, take shelter behind a protective piece of furniture or under a robust table.
- If you have time and the skills and resources needed, use timber beams to bolster the ceiling and cover window openings from the inside with sandbags or larger covering material.
- If the building catches fire or is at risk of collapsing, exit it and find another building to serve as a shelter.
- A windowless, underground building such as a car park or tunnel will serve as a public shelter.
- In the event of danger, follow all official instructions.



# CYBER SECURITY



Every individual, agency, institution and company can contribute to keeping cyberspace safe. Here you will find some general recommendations on protecting yourself in cyberspace.

## TAKE THE FOLLOWING STEPS:

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- Never click on or share unknown links.
- Update the software on [smart] devices connected to the Internet to protect them against viruses and malware. Install antivirus software.
- Regularly make back-up copies of the files on your computer and phone.
- Use strong, separate passwords for different sites and regularly change them.
- Make sure any website you enter personal data on is protected with a secure encrypted connection i.e. that the address begins with the letters 'https'.
- If you are using public devices and Wi-Fi, make sure you always log out of services.
- CERT-EE offers the public the free analytical site Cuckoo, with which you can check files you suspect of containing malware. The site can also be used outside of Estonia and is available in English.

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# COPING WITH AN INFORMATION WAR



In an information war, false or distorted information is distributed to influence people. Its aim may be to cause overall confusion or harm, but it is usually designed to change people's opinions. In such a war it is important to know what sort of information you are dealing with and to avoid sharing false information – that way you can help to prevent its spread and reduce its impact.

## TAKE THE FOLLOWING STEPS:

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- Apply critical thinking to anything you read on social media or the Internet. Do not simply go along with what it tells you, i.e. do not share false information.
- Report any false information which is inflammatory or obviously ridiculous and block its source.
- Take breaks when consuming information.
- Do not share information which could endanger people actually involved in battles.
- Follow and trust experts, such as the national broadcaster (ERR).



Follow all instructions if you see or hear any battles, armed attacks, weapons fire, explosions or enemy fighters or if an official warning is issued regarding the outbreak of armed conflict.

# WHAT TO DO AS A CIVILIAN IN A CONFLICT ZONE



## TAKE THE FOLLOWING STEPS:

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- Make preparations for disruptions to key services (power, water, communications, etc.). Make sure you know where you can get help from close to you: hospitals, evacuation points, shelters, etc.
- Follow all official instructions.
- Always carry personal ID when moving around outdoors.
- If possible, only move around when it is light outside.
- Do not touch any abandoned weapons, ammunition or other items you do not recognise, as they may be disguised incendiary devices or dangerous in some other way.
- Avoid areas which may have been mined, such as abandoned buildings and bridges.
- In the event of weapons fire, take shelter and hide.
- If you find yourself at a checkpoint or encounter a patrol, stay calm, follow all instructions and be ready to identify yourself.
- If you are indoors when you hear weapons fire, do not go to the windows: instead, turn out the lights and take shelter in a windowless room (such as a bathroom or entryway).
- If you have already evacuated and your place of residence is in the conflict zone or has been taken by enemy forces, do not attempt to return to it.
- If family members are separated during a period of armed conflict, inform humanitarian organisations (such as the Red Cross) so they can help seek information and reunite your family.



# MENTAL HEALTH



It is perfectly natural to be sad, confused, scared and stressed during a time of crisis. Talking to people you trust can help in such a situation, as can seeking professional psychological support.

## TAKE THE FOLLOWING STEPS:

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- If you have to remain at home, make sure your mental and physical health are in balance – eat properly, get enough sleep, stay active and keep in touch with people over the phone and via e-mail.
- Avoid suppressing your feelings by drinking or using other substances.
- Give yourself time to adjust. Be patient with yourself and others. Your recovery may take time.
- Avoid being alone.
- If possible, do things that have helped you through difficult and stressful situations in the past.
- Try to establish a daily routine for yourself. This means planning your day and sticking to it.
- Never be afraid or ashamed to ask for help – coping with trauma alone can be very difficult or even impossible.
- Trauma responses can sometimes be so overwhelming that you need to turn to specialists for help.



# 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 easily.

## 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.

# 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, the environment is at risk or even if you only suspect that something dangerous is occurring or may occur.

## WHAT TO DO WHEN YOU CALL 112

- Explain what has happened – whether anyone is injured and needs help right away.
- Describe where it has happened – provide as accurate an address as possible (giving the exact coordinates if you know them) or describe the location.
- 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 to 112.

# IMPORTANT PHONE NUMBERS AND WEBSITES

**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 **STATE HOTLINE** offers advice and official information in the event of a crisis.

**Tip for memorising number:** 1 number  
24/7

**1 2 4 7**

**1 3 4 3**

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

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

**1 6 6 6 2**

**6 6 0 4 5 0 0**

**MENTAL HEALTH SUPPORT LINE**

**MINISTRY OF FOREIGN AFFAIRS HOTLINE**

**+372 53019999**

**KRIIS.EE**

**OLEVALMIS.EE**

**RESCUE.EE**



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