



SELF-PROTECTION INSTRUCTIONS in **EMERGENCY SITUATIONS**



Calmness saves lives
Knowledge minimizes danger
Prevention saves lives & properties
Planning ahead preserves our future



GENERAL SECRETARIAT FOR CIVIL PROTECTION

www.civilprotection.gr



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MAYOR'S GREETING



Nowadays, the fact that the scale of natural disasters has changed is common ground and not some ominous prediction. Disasters pertaining to the climate crisis and the environmental effects it brings are becoming more and more frequent with increased intensity.

Within this context, the safety and protection of all citizens and visitors of the Municipality of Chania becomes a priority. This is achieved through coordinated actions of the Civil Protection of the Municipality of Chania and through collaborations with all involved bodies on a local, regional, national and international level.

The tools of the Municipality of Chania for the prevention, preparedness and the timely and organized mobilization of its resources, is the evolving scientific knowledge, technology and research data, which is collected, analyzed and interpreted after the occurring disasters which ultimately lay the foundations for the protection of our society.

One such useful tool is this guide, which contains useful information for the prevention and treatment of extreme natural phenomena, as well as the planned areas of refuge, so that citizens and visitors can protect themselves against the new challenges arising from natural hazards.

Panagiotis Simandirakis
Mayor of the Municipality of Chania

DEPUTY MAYOR'S GREETING

Technical Services and Independent Office of
Civil Protection and Municipal Fire Station



The citizens' safety and protection is at the top of our priorities. The Municipality of Chania disposes an integrated plan of Civil Protection actions against extreme weather phenomena, with an emphasis on prevention, preparedness and the timely and organized mobilization of its resources.

The current guide is part of the prevention actions. It includes necessary information on civil protection issues, with useful instructions for citizens regarding their self-protection from natural disasters.

The guide, made by the Independent Office of Civil Protection and Fire Station of our Municipality, is a useful plan with emergency planning and information, from the General Secretariat of Civil Protection. Information is provided directly and easily, while our goal is for citizens to know in advance how to prepare for any event, as well as having emergency plans so that they know how to react both during a phenomenon and after that. The specific version is also available in electronic form on the website of our Municipality www.chania.gr, as well as, the maps with open evacuation areas after an earthquake are available at: <http://gis.chania.gr>

Protection for us, means prevention and preparedness, so that every citizen, in case of need, can protect himself and the people around him.

Michalis Kalogridakis
Deputy Mayor of the Municipality of Chania

EARTHQUAKES

BEFORE THE EARTHQUAKE

If you are indoors

- Fasten the shelves and bookcases to the walls.
- Remove from the doors tall furniture that could be overturned and block the exit.
- Screw well the heaters, fuel and water tanks which are mounted to the walls.
- Place heavy objects on lower shelves.
- Remove heavy objects hanging above beds and sofas.
- Fix well all lights and ceiling fans.
- Locate safe spots in each room of the house:
 - under sturdy desks or tables,
 - away from glass surfaces and bookcases,
 - away from exterior walls.
- Check the proper functioning of the electricity and gas supply network.

- Inform family members how to turn off electricity, water, gas as well as, the emergency numbers (112, 199, 166, 100, etc).
- Be equipped with a portable radio with batteries, a torch and a first aid kit.
- Prepare a bag with the necessary items that you will take with you upon leaving the house, following the guide **"MAKE YOUR OWN PLAN"**

If you are outdoors

- Choose a safe meeting spot after the earthquake which must be:
 - away from buildings and trees
 - away from phone and electricity wires.

DURING AN EARTHQUAKE

If you are indoors

- Stay calm.
- Take cover under sturdy furniture (table, desk), kneel and hold its leg with your hands.
- If there is no sturdy furniture around, kneel in the middle of the room, lower your height as much as possible and protect your head and nape with your hands. Move away from large glass surfaces (windows, glass panels), furniture or objects that could injure you.
- Do not attempt to go out of the house.
- Do not step out on the balcony.

If you are in a tall building

- Move away from glass and exterior walls.

If you are in a recreation place, store or mall

- Stay calm.
- Stay indoors until the earthquake stops.
- Stay away from the panicked crowd moving disorderly toward the exits because of risk of being trampled.

If you are outdoors

- Move away from electric or telephone cables.
- If you have a bag or briefcase, use them to cover your head.

If you are in a moving vehicle

- Drive to an open space and stop the car carefully so as not to obstruct traffic.
- Avoid tunnels, bridges or pedestrian crossings.

WHAT TO DO AFTER THE EARTHQUAKE

❖ *Using the car must not be your first priority, as there is the possibility of a large-scale traffic jam, thus hindering help to reach those who might really need it*

If you are indoors

- Be prepared for aftershocks.
- Check if you or anyone around you has been injured.
- Do not move seriously injured persons.
- Evacuate the building using the staircase (do not use the elevator), after having switched off the electricity, gas and water supply.
- Seek shelter in an open and safe space.
- Follow the instructions of the authorities and do not pay attention to rumors.
- Do not use your car unnecessarily, so as not to block the work of the rescue crews.
- Use your land line or mobile telephone only in emergency to avoid network overload.
- Avoid entering your home if you notice damages, broken wires or gas leakage.

HOW TO REACT IN CASE OF AN UPCOMING GRAVITY WAVE (TSUNAMI)

If you are at a seaside location with low altitude

- Not all earthquakes cause a tsunami. However, when you feel the earthquake, stay alert.
- Observe if there is a significant rise or fall of the water level. This phenomenon is a physical warning for an upcoming tsunami.
- Leave the seashore and go towards mainland areas of higher altitude. A relatively small-sized tsunami at one part of the coastline could turn into an extremely dangerous one at a distance of several kilometers.
- Stay away from seaside areas until you are informed by the competent authorities that the danger has passed. A tsunami is not a single wave but a series of waves which arrive at different moments at the seashore.
- Do not approach the shore in order to watch a tsunami coming. By then, it might be too late to avoid it.

ACTIONS BY THE MUNICIPALITY

The Municipality of Chania has specified the population's open evacuation areas, per Municipal Unit, after an earthquake. These areas are posted on the website of the Municipality **www.chania.gr** where they are presented in detail. Regarding the area of the Municipal Unit of Chania (where is located the area of Sustainable Urban Development B.A.A.), they are mentioned on the following pages.

❖ *please take a moment to see and learn where these areas are and in which area you belong*

Citizens will be informed by any means possible, depending on the prevailing conditions, with press releases and announcements that will be posted on the Municipality's website **www.chania.gr** and on the Municipality's social media.

In cases of extraordinary circumstances and depending on the extent of the incident, the Directorate of Social Protection and the D.O.KOI.P.P. of the Municipality, will work to support and cooperate with the other relevant bodies, Services and volunteers:

- To provide psychological support by the scientific staff
- To distribute basic necessities through the Social Grocery Store.

After the earthquake, the Technical Employees of the Municipality, depending on the extent of the event and the information on any effects on buildings and infrastructures, will set up crews in order to carry out autopsies on school buildings, on buildings housing Municipality services and on critical infrastructures. Depending on the results of the on-site inspection, the Ministry of Infrastructure will be informed, as well as the responsible Natural Disaster Response and Recovery Department (DAEFK), so that they may proceed with actions falling under their competence. If the situation requires further inspections of buildings (public and private), these will be carried out by Engineering teams of the Ministry of Infrastructure, which may be assisted by Engineers of the Municipality of Chania.

VOLUNTEER TEAMS

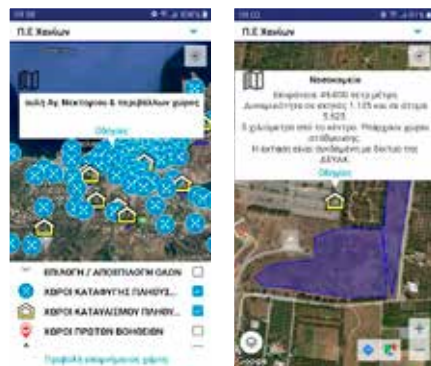
If it is deemed necessary, the Municipality of Chania will coordinate the volunteer teams in order to contribute to assist those are affected, in collaboration with the Regional Unit of Crete.

Compensations

When the conditions are normalized, the competent Committees of the Municipality, will visit the affected areas and according the legislation, will proceed to the provision of welfare benefits to the affected people.

Civil Crete Talos Application for mobiles from the Directorate of Civil Protection of the Region of Crete

In your mobile phone, through Google Play Store, you can download the **Civil Crete Talos** application is **FREE OF CHARGE**. It was developed by the Directorate of Civil Protection of the Region of Crete and it contains numerous useful information on Civil Protection (open evacuation areas after an earthquake, notification of extreme weather phenomena, information on seismic activity, emergency telephone numbers, GPS, etc.).



You can try it at the link below:

<https://play.google.com/store/apps/details?id=com.crete.civilcrete>

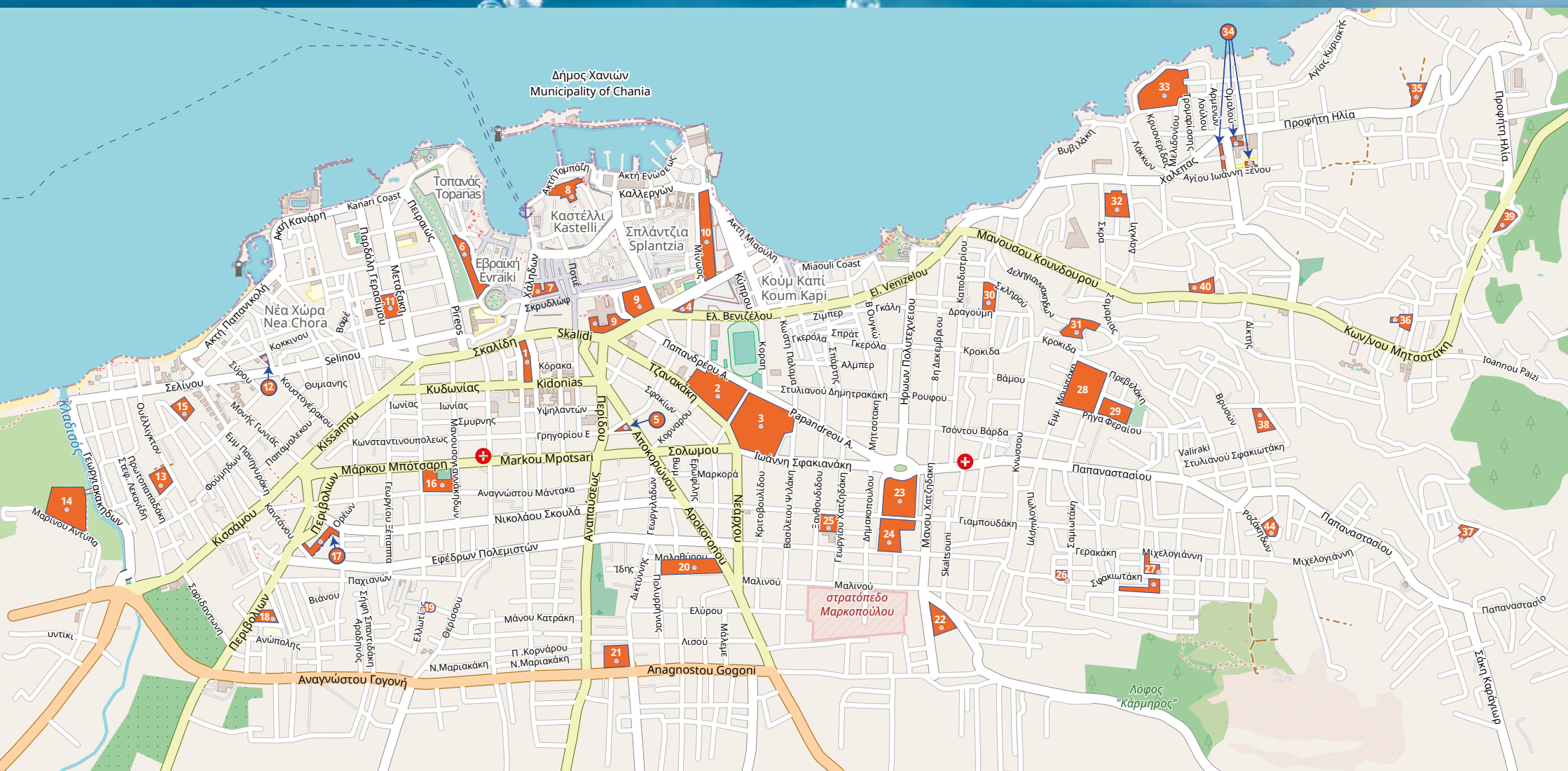
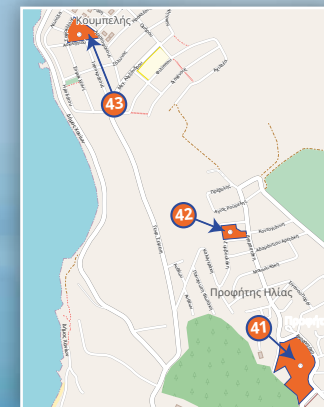


OPEN EVACUATION AREAS IN MUNICIPALITY OF CHANIA

AREA CODE	AREA
1	1866 SQUARE
2	MUNICIPAL GARDEN
3	"EIRINIS & FILIAS" PARK & YARD OF CULTURAL CENTER
4	"ALKISTIS AGORASTAKI" PARK
5	"KOLOKOTRONIS" SQUARE
6	WESTERN VENETIAN WALL - OLD RUSSIAN BUILDING
7	METROPOLITAN CHURCH OF CHANIA
8	"KASTELLI" SQUARE
9	SURROUNDING AREA OF "AGORA" BUILDING & 1st JUNIOR HIGH SCHOOL
10	EASTERN VENETIAN WALL
11	"POLYCHRONIDI" PARK
12	"SELINOU & CHAOU" PARK
13	14 th ELEMENTARY SCHOOL AT NEA CHORA (25, WELLINGTON Str.)
14	INDOOR GYM OF KLADISSOS
15	SURROUNDING AREA OF St. AIKATERINI'S CHURCH
16	"FRAGKIKO" CEMETERY
17	SURROUNDING AREA OF St. NEKTARIO'S CHURCH, PACHIANA
18	PARK OF PACHIANON (PERIVOLION Str.)
19	TURKISH CEMETERY AND PLAYGROUND, PACHIANA
20	ORPHANAGE OF CHANIA - (K.A.P.N.K.)
21	"P. ILEKTRIKIS" SPORTS CENTER
22	St. IOANNIS'S CHURCH
23	SURR. AREA OF REGIONAL UNIT BUILDING OF CHANIA

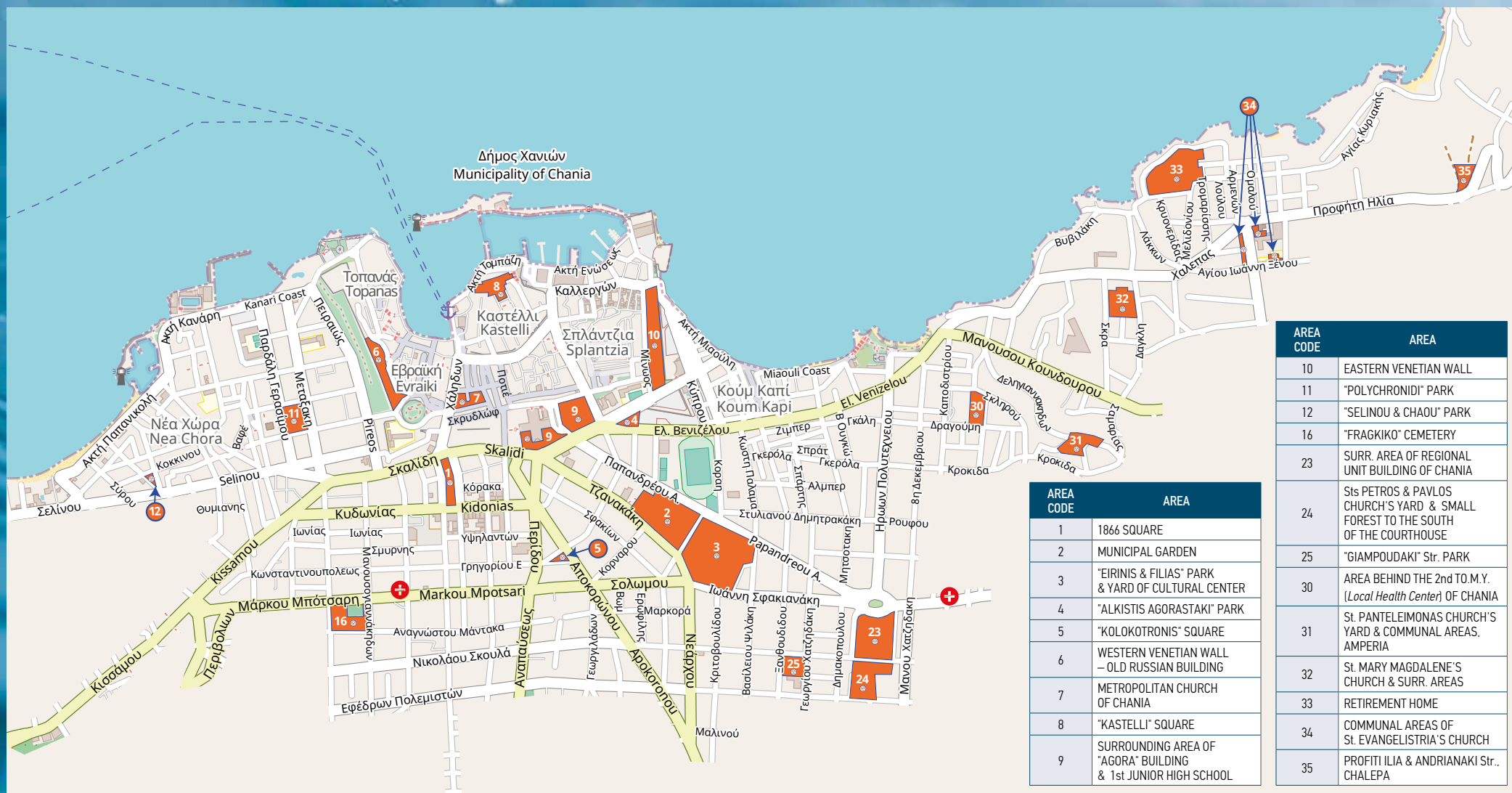
AREA CODE	AREA
24	Sts PETROS & PAVLOS CHURCH'S YARD & SMALL FOREST TO THE SOUTH OF THE COURTHOUSE
25	"GIAMPOUDAKI" Str. PARK
26	"ARISTOTELOUS" Sq., St. IOANNIS REGION
27	"MAKEDONOMACHON" Str. Square, SPORT FACILITIES & SURR. AREAS OF St. IOANNIS REGION
28	AMPERIA'S SCHOOL YARD
29	"AMPERIA" SPORTS PARK
30	AREA BEHIND THE 2nd TQ.M.Y. (Local Health Center) OF CHANIA
31	St. PANTELEIMONAS CHURCH'S YARD & COMMUNAL AREAS, AMPERIA
32	St. MARY MAGDALENE'S CHURCH & SURR. AREAS
33	RETIREMENT HOME
34	COMMUNAL AREAS OF St. EVANGELISTRIA'S CHURCH
35	PROFITI ILIA & ANDRIANAKI Str., CHALEPA
36	COMMUNAL AREAS OF PUBLIC HOUSES & PLAYGROUND, CHALEPA
37	OEK (SQUARE OF LENTARIANA REGION)
38	"DEROUKAKI" Str. PARK (MORFOU), LENTARIANA
39	EAST SIDE OF AKROTIRIOU Str.
40	MEIDANI SQUARE
41	VENIZELOS' TOMBS
42	PARK OF PROFITIS ILIAS REGION & PLAYGROUND
43	KOUBELI'S REGION COMMUNAL AREAS
44	PLAYGROUND AT ROZAKIDON SIDE STREET

OPEN EVACUATION AREAS IN MUNICIPALITY OF CHANIA



MAP

Open Evacuation Areas in Municipality of Chania (B.A.A. section)



AREA CODE	AREA
10	EASTERN VENETIAN WALL
11	"POLYCHRONIDI" PARK
12	"SELINOU & CHAOU" PARK
16	"FRAGKIKO" CEMETERY
23	SURR. AREA OF REGIONAL UNIT BUILDING OF CHANIA
24	Sts PETROS & PAVLOS CHURCH'S YARD & SMALL FOREST TO THE SOUTH OF THE COURTHOUSE
25	"GIAMPOUDAKI" Str. PARK
30	AREA BEHIND THE 2nd TO M.Y. (Local Health Center) OF CHANIA
31	St. PANTELEIMONAS CHURCH'S YARD & COMMUNAL AREAS, AMPERIA
32	St. MARY MAGDALENE'S CHURCH & SURR. AREAS
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35	PROFITI ILIA & ANDRIANAKI Str., CHALEPA

AREA CODE	AREA
1	1866 SQUARE
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5	"KOLOKOTRONIS" SQUARE
6	WESTERN VENETIAN WALL – OLD RUSSIAN BUILDING
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8	"KASTELLI" SQUARE
9	SURROUNDING AREA OF "AGORA" BUILDING & 1st JUNIOR HIGH SCHOOL

FOREST FIRES

GETTING PREPARED

If you are in the countryside

- Don't burn litter or dry vegetation and twigs during the fire prevention period (1st May – 31st October)
- Don't make open-air barbecues in forests or places close to dry vegetation.
- Avoid activities that may cause fire (i.e. welding, using wheels or other instruments that create sparks).
- Never throw lit cigarettes in open-air places.
- Don't leave rubbish in the forest. There is danger of ignition.

PREPARE

If your home lies inside or near a forest

- Create a fire break around your home by clearing dry leaves and vegetation, pine-needles, branches etc at least within a 10 meter radius of your house.
- Prune the trees up to the height of 3 meters, according to their age and condition.
- Remove all dry branches from the trees and the bushes.
- Don't let tree branches touch the walls, roof and balconies of your house. Prune the trees within a 5 meter radius from it.

- Space out the woody vegetation around the building so that the branches of one tree are at least 3 meters apart from those of the other. For even greater protection, remove the woody and bushy vegetation around the building at a distance of at least 10 meters, provided that the clearing of natural vegetation for the necessary protection of buildings is not contrary to the forest legislation provisions.
- Don't install plastic drain spouts or pipes on the walls of the building.
- Don't install shutters made of flammable materials at the windows and balcony doors.
- Cover the chimneys and the ventilation pipes with non-flammable material so that sparks cannot penetrate the interior of the building.
- Don't store flammable objects close to the house.
- Keep the fire-wood in closed and protected areas.
- Don't build uncovered fuel tanks close to the house.
- Be equipped with the appropriate fire-extinguishers and tend to their maintenance.
- Be equipped with a water hose whose length will be proportionate to the area you want to protect.
- Be equipped with a water tank, a simple non-electric powered pump and a water hose.

As soon as you notice fire

- Call IMMEDIATELY the Fire Service call center (199) and give clear information about:
 - the location and the exact point where you are,
 - the location, the exact point and the direction of fire,
 - the kind of vegetation that is burning.

If fire is approaching your home

- Remain calm.
- Remove all flammable materials from around the building to closed and protected areas.
- Close all the passage ways (chimneys, windows, doors etc.) to prevent sparks from entering the building.
- Turn off all the gas and liquid-fuel supplies inside and outside the building.
- Put up the shadow tents on the balconies and the windows.
- Open the gate of the garden in order to facilitate the fire fighting vehicle access.
- Put a ladder outside the building so that someone is able to climb immediately on the roof. The ladder should be placed at the opposite side of the fire direction.
- Connect the water hoses and spread them so that the building's perimeter is covered.
- In case of reduced visibility, switch on the building's exterior lights so that it becomes visible through the smoke.

If fire has reached your home

- Do not abandon the building unless your escape is completely secured.
 - Close firmly all doors and windows.
 - Block all the cracks with wet cloths, so that smoke does not penetrate.
 - Remove the curtains from the windows.
 - Move any furniture into the center of the room, away from windows and exterior doors.
 - Close all interior doors to slow down the fire spreading in the building.
 - Fill up the bathtub, wash-basins and buckets so that you have spare water.
 - Gather all persons together in one room.
 - Make sure you have a torch and spare batteries at hand in case of electric power failure.
- If your home is made of wood, seek shelter in a built house.
- Do not enter your car. The chance of surviving in a house made of non-flammable materials is much greater than in a car surrounded by smoke and flames.

- If the authorities order an evacuation, follow precisely their instructions and the routes given.

If you remain inside the house

- If possible, cover your mouth and nose with a wet cloth that will help you breathe.
- Lay low in order to avoid smoke and toxic gas. The best air quality is close to the floor.

After the fire is over

- Get out of the house and at once put out any remaining fire spots.
- Inspect for at least 48 hours, at regular intervals, the perimeter and the exterior of the building for possible re-ignitions.

ACTIONS BY THE MUNICIPALITY

The Office of Civil Protection & Fire Station of the Municipality issues press releases during the fire prevention period when the Fire Danger Index, according to the Forecast Map issued by the General Secretariat of Civil Protection, is on the 3, 4 or 5 mark for the Prefecture of Chania, in order to inform the citizens and to avoid actions that may cause a fire. The Municipal Fire Station of Agios Matthaïos is on alert in this case. Contact the phone number **2821 341 799** for the Municipal Fire Station of Agios Matthaïos.

Within the context of preventive actions, the Municipality proceeds in cleaning - deforestation of public areas under its jurisdiction (parks, groves, municipal road network) in order to reduce the risk of any fire occurring due to faulty cleaning.

FLOODS



GETTING PREPARED

If you live in an area that used to have trouble with floods before

In case you are informed of heavy rain in your region:

- Make sure the drains outside your home are not blocked and the gutters are working properly.
- Limit your movements and avoid working and staying in underground spaces.

DURING THE FLOOD

If you are inside a building

- Leave underground areas and move to safe high ground.

If you are in an open area

- Do not cross a stream or Irish crossing on foot or by car.
- Stay away from power lines.
- Abandon your car if it is immobilized, as it may be swept away or flooded.
- Do not approach areas where landslides have been noted.
- Steer clear of areas where landslides have occurred.

AFTER THE FLOOD

If you are outdoors

- Stay away from flooded areas or areas which have a danger of flooding in the next hours
 - the flood is likely to have changed the known area characteristics and water might have swept away parts of the streets, the pavements etc.
 - danger is imminent from broken pavements, areas with dangerous slopes, mudslides etc.
 - water could be polluted from rubbish, objects and dead animals
 - be careful not to obstruct rescue crews.
- Don't approach areas where landslides and rock falls have occurred.
- Check if your house or workspace runs the risk of a possible fall of rocks.



If it's absolutely necessary to walk or drive in flooded areas

- Try to find solid ground.
- Avoid moving waters.
- If you see a flooded street ahead of you, stop and change direction.
- Avoid stagnant waters. They could become electric-current conductors, as they can hide underground power cables or leaks.
- Follow closely the authorities' instructions.

WHAT TO DO DURING THE RESTORATION OF DAMAGE

Before you begin restoration works

- Remember: Even when flood waters recede danger still exists.
- Contact the Authorities to ensure that it is safe to return to the area of your home or your place of work, especially if an evacuation had taken place.
- Switch off the electric supply even if the power company has switched off the whole area.
- Turn off the water supply in case of potential damage to the water supply network.

To inspect a flooded building

- Wear protective shoes so as not to get injured from objects or irregularities of the ground hidden by water.
- Examine the walls, doors, stairs and windows.
- Check the electric power, water and drainage systems networks.

ACTIONS BY THE MUNICIPALITY

The Office of Civil Protection & Fire Station of the Municipality issues press releases regarding the deterioration of the weather, in order to inform the citizens about extraordinary weather phenomena (official forecast of the National Meteorological Service-EMY) and about the methods of prevention. contact number 2821 341799 Municipal Fire Station of Agios Matthaïos, 2821 341681 Independent Office of Civil Protection.

During the phenomenon but also immediately after its passing, the Municipality utilizes all means that it disposes and takes all necessary action in order to repair the damage and ensure the accessibility of the municipal road network.

In the event of a flood, the employees of the Municipal Fire Station of Agios Matthaïos may assist the work of the Fire Service (freeing people, pumping water from flooded buildings).

Compensations

In the event of a flood and after the situation stabilizes, competent Committees of the Municipality will carry out autopsies for the demarcation of the affected area and the granting of welfare allowances, in accordance with the provisions of the legislation, in order to help restore the citizens' homeware.

Note: For damage to businesses, the Region of Crete is the responsible body, while for damage on buildings (damage to the load-bearing structure of the building), the competent body is the Directorate for the Restoration of Effects of Natural Disasters (DAEFK) of the Ministry of Infrastructure.

SEVERE WEATHER PHENOMENA

GENERAL INSTRUCTIONS

- Be constantly on the lookout for information by radio and television on the progress of the phenomena. The General Secretariat for Civil Protection and the National Meteorological Service are the formal sources of information.
- Alternatively, in case of emergency, you can call: the Police (100), the Fire Department (199) the National Center for Emergency Care/ EKAB (166) or the European Emergency Call Number (112).
- Place the aforementioned phone numbers in a visible position inside the house and make sure that your children are aware of them, if they are able to use them.
- Help your children learn important family information, such as their last name, the address and phone number of your home.
- Explain to all family members when and how to switch off electric power, natural gas and water supply, how to use the fire-extinguisher and how to call for help.
- Be equipped with emergency equipment, such as a first aid kit, fire extinguisher, torch and batteries, a portable radio etc.
- Take special care of children and the elderly.

After the bad weather

- Be constantly informed by radio and television for formal warnings or advice.
- Check the house and the rest of your property to draw up a list of possible damage that has occurred.

If you are going to move

- Be informed of the weather and the condition of the road network.
- Be prepared, according to your destination, for any weather phenomena you may encounter (snow, ice, hail, rainfall, etc.)
- Plan your movement schedule so as not to coincide with the peak of the weather phenomena.
- Travel during the day, taking mostly main road highways and avoiding deserted roads which are hard to access.

- Inform your relatives of the itinerary you intend to follow.
- Don't ignore the instructions of the General Secretariat for Civil Protection, the weather forecasts and the instructions of the local Authorities, such as the Traffic Police, the Port Authority, the Fire Department, etc.
- Check the condition of your vehicle before attempting any moving.
- Equip your car with all necessary means in order to face any heavy weather phenomena (tyre chains, anti-freeze liquid, umbrellas, raincoats, rubber boots, a torch, first aid kit etc).
- If you have to move on foot, put on suitable clothes and shoes.
- Be careful when walking in order to avoid being injured due to the slipperiness of the roads and pavements or due to objects falling due to extreme wind or hail.
- Choose public transport.
- Remain calm and be patient. Panic only worsens the situation.
- Facilitate the work of the Authorities.

STORMS

How to estimate the distance from a storm

- Count the time between lightning and thunder in seconds. Divide the time you counted by 3 to calculate the storm's distance in kilometers.
- Take the necessary measures quickly, before the storm approaches you. The distance is indicative, as the storm can appear very quickly over the area you are in.
- Lower the radio antenna.

If you are indoors

- Secure all objects that may be carried away by the wind or the heavy rainfall and cause damage or injuries.
- Make sure you have properly fastened any commercial billboards.
- Secure doors and windows.
- Do not hold electric equipment or the telephone as thunder may pass through the wires. TV sets should be unplugged from the antenna and power supply.
- Avoid touching water pipes (kitchen, bathroom) as they are good electricity conductors.

If you are inside a vehicle

- Stop the car by the roadside away from trees that may fall on it.
- Stay in the car and turn on the emergency stop lights until the storm passes.
- Close the windows and do not touch metal objects in the car.
- Avoid flooded roads.

If you are outdoors

- Seek shelter in a building or a car, otherwise sit on the ground without lying down. If you are in the woods, protect yourself under the dense branches of low trees.
- Never stand under a tall tree in an open space.
- Avoid low land, as it could be flooded.
- Don't stand close to power transmission pillars, transport lines, telephone cables and electric fences.
- Avoid being close to metal objects (such as cars, bicycles, camping equipment, etc).

- Stay away from rivers, lakes or other bodies of water.
- If you are in the sea, get out immediately.
- If you are isolated on a plane area and feel your hair standing up (an indication of the imminent occurrence of lightning), assume duck position, bury your head between legs (to minimize the surface of your body and the contact with ground) and throw away any metal objects you carry.
- Move away from water and PPC networks, as they can carry a lightning discharge through a distance of 20-40 km.
- If you are in a boat and there is lightning, raise the anchor, do not paddle, sit in the middle of the boat and wait for the storm to pass.

During a hailstorm

- Protect yourself immediately. Do not leave the safe area until you are sure the storm has passed. Hail can be very dangerous for animals too.

GALE FORCE WINDS

Before and during gale force winds

- Secure all objects that may be swept along by the wind causing damages or injuries.
- Secure any billboards you may have installed.
- Secure doors and windows in your home or workplace.
- Avoid activities at shore and coastal areas.
- Avoid passing under big trees, under suspended signs and generally near areas where light objects (such as flower pots, broken glass, etc.) may fall on the ground (i.e., under balconies).

SNOWFALLS

GETTING PREPARED

If you live in a mountainous or difficultly accessible area facing problems by snowfalls

- Be equipped with heating materials and food provisions that can last for several days.
- Be equipped with the necessary equipment to remove snow (like shovels).

DURING THE SNOWFALL OR THE SNOWSTORM

If you are indoors

- Keep your house warm and stay indoors as much as possible.
- Do not let children go out unaccompanied.
- Put on suitable clothes and shoes.
- Inspect the water supply network, as well as the pipes and solar heater panels.

If you are in a vehicle

- Avoid driving in rough mountainous areas.
- Change your itinerary if there is a strong snowfall and you are in a rough road.
- Keep a safe distance from the vehicles in front of you.

- Stay in the car if it has stopped. Put a bright colored cloth on the radio antenna or on another visible spot so that the rescue teams can locate you. Start the engine for 10 minutes each hour and remove snow from the exhaust.

If you are outdoors

- Go to a safe place without being exposed to the snowstorm.
- Dress in layers of light and warm clothing instead of one heavy layer. Put on warm and waterproof boots. Prefer a waterproof overcoat.
- Be extremely careful when you are moving in areas where snowfall is expected to occur.
- If it is absolutely necessary to drive, use tyre chains. Prefer travelling during the day, through highways and inform your relatives of your itinerary.
- If you need to travel in the city, prefer using public transport.

FROST

GENERAL INSTRUCTIONS

- Avoid moving around.
- In areas where frost has formed caution is required when driving. Be aware of road conditions and have anti-skid chains.
- If traveling on foot, wear suitable shoes to avoid injury due to slippery conditions.

In residential water supply networks

- Find out where the water meter (clock) of your house is located as well as the location of the central and peripheral water supply switches.
- Check and make sure the water mains switches can be properly turned on and off and that they are in good functioning condition.
- Make sure the external pipes (e.g. solar heater, balcony taps) are insulated; otherwise, you must make sure to insulate them as soon as possible.
- If you are going to be absent for a long period during winter months, think to insulate or better yet, drain the network of the solar–water heating system. Moreover, you can regulate the heating system of your house, so that it can automatically function under low temperatures.
- Switch off the water supply towards the solar–water heating system and

drain the water from the system in case you are home when the frost sets in – do so especially at night.

- Don't waste water to remove snow or frost.
- Try to limit the daily activities that demand increased water consumption (such as washing machines etc).
- Learn whether the manufacturing company or a technician has put anti-freeze liquid in your solar water heater (in the case of closed circuit). If not, get the proper anti-freeze and make sure it is added. Make sure that there is no tap or toilet leakage.
- Make sure that the drains in the balconies and terraces are clean from leaves and rubbish and that they are working properly.

In case the central pipes freeze

- Switch off immediately the central valve of water-supply for your home and check your water-meter. If it continues to “run”, this means that there is leakage in your network. Switch off immediately the central water supply valve and call a plumber.
- If you decide to defrost the pipes, start from the part of pipe which is close to the switch, so that the temperature change is gradual. If there are no results call a plumber.
- Check if the electrical installations are wet or in danger and insulate them.

Note: The aforementioned instructions are of a general nature. You can contact your local water supply body for further instructions.

HEATWAVE

DURING THE HEATWAVE

- Avoid sunbathing and stay in shaded and cool places, avoiding crowded areas.
- Avoid heavy physical labor, particularly in places with high temperature, no wind and great humidity.
- Avoid walking for too long or running under the sun.
- Prefer light, comfortable and light colored clothing made of natural material in order to facilitate the airing of the body and the vaporization of sweat. Choose a hat that permits good head ventilation. Wear black or dark colored glasses with special layer protecting the eyes from the reflection of the sun.
- Prefer small and light meals, based on fruits and vegetables. Limit fatty foods.
- Drink large amounts of liquids (water and fruit juices). If you are very sweaty, add salt to your food. Avoid alcoholic drinks.

- Take many lukewarm showers during the day and, if you need to, place wet washcloths on your head and neck.
- Take care of family members suffering from chronic diseases (respiratory, cardiovascular etc). Consult their doctor for the application of special instructions. For those who take medicine, ask whether they should continue and at what dosage, as some medicine increases body temperature.
- Avoid long travel with public transport when the heat is very high.
- Don't forget that animals suffer just as humans. Place water for animals at a shaded area where they can have access to it.

If you have babies and children

- Dress them as lightly as possible. Make sure their hands and feet are free and not covered in diapers.
- Make sure they are not exposed to the sun after swimming and that they always wear a hat.
- In addition to milk, it is recommended that they also drink other liquids. Consult your pediatrician.
- For older children, make sure they drink a lot of fluids (water and fruit juices) and they eat more vegetables and fruits and fewer fats.

Care for the elderly

- Take them to cooler places or areas (seaside or to the mountain), as a very hot and damp environment becomes dangerous. Alternatively, make sure they remain at the lower apartments of multi-storied houses.
- Keep the house open during nighttime so that it cools off and keep it hermetically closed during the day.
- Don't leave elderly family members alone during summer vacations or in case you are absent from the house for many days. Alternatively, make sure that someone is available for their daily care.

TECHNOLOGICAL ACCIDENTS

WHAT ARE THEY

A technological accident is a disaster caused by human activity that can be prevented and has an impact on human life, health and property. It can be an accidental spill, unintentional or due to carelessness, the release of hazardous liquid or gas, the illegal or poorly designed handling or storage of hazardous material.

Such disasters are:

- Transport accidents
- Industrial accidents
- Other accidents

GENERAL INFORMATION

If you live or go often in an area presenting technological risks, you have two options: either stay/take shelter in a closed area or evacuate the area. The competent authorities will decide the best solution.

For this reason it is important:

- To follow the instructions given by the competent Authorities.
- To study, become familiar with, and apply the following general instructions until specific instructions are given during an accident.

GETTING PREPARE

- Gather in the same space or make it easy to quickly gather:
 - adhesive insulating tape,
 - scissors,
 - plastic sheets (cut to the appropriate size) and plastic garbage bags,
 - towels and cloths,
 - radio with batteries (batteries should not be inside the radio but placed nearby, otherwise check them often),
 - Battery torch (batteries should not be inside the torch but placed nearby, otherwise check them often),
 - extra new batteries,
 - bottled water in small quantities,
 - packaged food in small quantities,
 - soap,
 - first aid kit,
 - necessary medicine for family members.
- Choose the room in the house that offers the greatest possible protection. Note that the room must be in the center of the house, with a minimum number of windows and doors that seal tightly. It must also communicate with the main bathroom or WC room, have windows not facing the side presenting any danger, it must not have openings for air exchange with the environment (i.e. fireplace, air conditioners, etc.).
- Drive with increased vigilance when you are close to industrial facilities or vehicles transporting hazardous materials.
- After reading the instructions, discuss them with all members of your family.

DURING THE ACCIDENT

Stay or take shelter in an enclosed space

- The purpose is to protect your health from hazardous chemical substances that may enter your home, from possible explosions (primary and secondary fragments) and from thermal radiation.

If you are in your car

- Close and keep the windows closed, turn off the air conditioning system and the vents.
- Find out if there is a nearby building to take shelter in and stop the car carefully. Otherwise, stay in the car.
- Keep the radio on, listen the announcements and follow the Authorities' instructions.



If you are at home and there's available time

- Stay calm.
- Have the radio and/or television on watch the announcements and follow the instructions of the Authorities.
- Close all the windows, exterior and interior doors of the house without locking them.
- Do not use the elevator.
- Turn off all the ventilators, the fans and all the air conditioning devices, either they belong to a central system or not.
- Cover the cracks (on all four sides) in doors and windows with adhesive duct tape. You can also use wet towels or blankets.
- Cover the door lock with the tape as well as the doorknob.
- Close hermetically the fireplace entrance, all heating systems and exhaust and ventilation system entrances, doors and windows with adhesive duct tape and plastic sheets.
- Do not use bottles of liquid gas.
- Close the internal doors of the house.
- Go to the predetermined room.
- Stay away from the windows.
- Don't make, unnecessary use of the telephone (mobile or land line).
- If, despite your efforts, dangerous gases enter the building, roll up a towel or a cloth several times, cover your mouth and nose and take short breaths.

In case of evacuation order by the Authorities

- Stay calm.
- Follow the escape routes that will be indicated to you.
- Keep the radio on so you can listen the announcements and follow the Authorities' instructions.
- If you have enough time, close the doors, the windows and turn off the air conditioning devices of your house in order to limit its pollution.

If you are exposed to a chemical substance

- Call for medical help immediately
Poison Control Center: 210 77 93 777
National Center of Emergency Care (EKAB):166

General instructions for every case of exposure to a dangerous chemical substance (poisoning, chemical burn) cannot be given. However, if you take certain appropriate actions, you can reduce the possibility of contamination and its effects.

- If a dangerous substance comes into contact with your eyes, act IMMEDIATELY. Any delay increases the possibility of serious harm. Unless you are informed that water can't be used for the particular chemical substance, you should:
 - wash your hands quickly,
 - if wearing contact lenses, remove them,
 - wash each eye separately without much pressure with clean lukewarm water, going from the nose outwards for at least 15 minutes. Continue the process until you feel no discomfort,
 - seek medical help.
- If you have reason to believe that you have been exposed to a hazardous substance:
 - immediately take off any clothes you think are contaminated,
 - undress in such a way that the clothes do not come into contact with your face. Otherwise tear or cut them with scissors,
 - put them in plastic bags or in a container and close it well,
 - wash carefully with water,
 - wait for medical help.

If you are outside a building and near the place of the accident

- Keep calm and try to protect yourself first.
- Offer your help to those who need it, only if you know how to act.
- Move away from the place of the accident as soon as possible.
- Do not walk or touch unnecessarily places having leakage of chemicals.
- Do not smoke.
- Cover your body as much as possible.
- "Filter" the air you breathe from dangerous gases, dust or droplets by covering your mouth and nose with a folded towel or cloth and take short breaths.

CHEMICAL BIOLOGICAL RADIOLOGICAL NUCLEAR ACCIDENTS

GENERAL INFORMATION

The reaction to a CBRN accident depends on many factors (type, quantity and purity of CBRN factor, dispersion method, location, meteorological conditions, etc.). Therefore, each case is different.

Nevertheless, the main recommended actions are summarized as follows:

- Limit your presence in the hazardous environment and therefore the exposure to the CBRN factor.
- Remove the CBRN factor from your body.
- Move away from the place of the accident and stay in a safe one.
- Follow the instructions of the competent Authorities and cooperate with their staff.

Below are the general instructions that you must follow until you are given specific instructions by the competent authorities. In addition, consult the guidelines for technological accidents.

DURING THE ACCIDENT

If you are in a place where a CBRN factor is released

- Keep calm and don't panic.
- If the accident happens in an open area, move away from the area on foot without touching anything. Do not go too far and do not use public or private means of transport (buses, tram, metro, taxi, cars, motorbikes). This may cause the dangerous spread of CBRN factor, through public transportation to the rest of the population. Spreading the problem will also make it harder for others to help you.
- If the accident occurs in a closed space, turn off the individual ventilation systems and the central system, exit the building and wait for the Authorities.

- Seek shelter in the nearest undamaged building. In case of an outdoor explosion, staying or finding shelter indoors, reduces your CBRN exposure.
- Once you are in a "safe" location, remove your clothes as soon as possible. Be careful not to over-expose the sensitive points and entry areas of your body (eyes, nose and mouth) to the CBRN factors. Shower with plenty of water by yourself or, even better, in couples in order to clean the difficult parts of the body (behind the ears, eyes, armpits, etc.). Put the clothes in a plastic bag that closes tightly.
- If it is not possible to remove as much clothing as possible (and if the weather permits) wait for the authorities who will take care your decontamination.

Be prepared that:

1. You or someone else will take off your clothes (some of them by tearing or cutting them with scissors). You will need to stand without clothes in front of people who are unknown and known to you. It is necessary for the best possible protection of your health.
 2. If you are wearing jewelry or carry with you, of sentimental value, you should give them over to the decontamination staff.
- If you have children or infants you will be allowed to have them with you during your decontamination process.

- Cooperate with the staff of the services whose mission is to deal with the event for the best possible outcome (your own health). Follow the instructions they give you and don't disagree.
- Do not be surprised to see the decontamination staff wearing protective equipment that you don't have. Their protection is necessary to offer you the best possible assistance.
- Don't forget to report anything you have noticed to the Authorities.

If you are exposed to a CB factor without knowing it

- You may experience symptoms similar to a virus or cold, meaning fever, cough, abdominal or muscle pains etc. (i.g. biological factor) or symptoms of exposure to a toxic chemical (e.g. mustard gas, pesticide).
- Follow carefully, the competent Authorities' information (if there was any) and see if you meet the requirements mentioned in the bulletins..
- Contact your doctor or medical services by phone and do not go to a medical care facility (hospital, doctor's office) without informing them first.

INFORMATION ABOUT THE EUROPEAN EMERGENCY NUMBER 112

You can call 112 from a landline, mobile or even from a public phone, and it's free of charge. In fact, **you can call 112 even if your mobile phone is offline or does not contain a SIM card.**

When you dial up 112, try to stay calm, wait until the operator answers your call, state your name, your phone number, what happened, who is involved, indicate your location and then follow the operator's advice. If something changes inform 112 again. False calls, whether knowingly or not, divert emergency services from people who need urgent help. Remember that 112 is the only emergency number valid everywhere in the European Union. Of course you can call any other national emergency number if you know it. If there's an emergency anywhere in Greece and the rest of the European Union all you need to remember is one number: 112.

Call 112

To contact emergency services (police, fire brigade, first aid, port authorities) in all European Union's member countries. From your home, from your mobile phone or from a public phone. Free of charge.

When?

Call 112 if you need the Police, Fire Brigade or an ambulance, as well as in emergencies, such as

- if there is an accident in front of your school
- if someone is seriously injured
- if you see a house on fire

When calling 112 you must:

- try to explain, as much detail as possible, what happened and where.
- give your name, your address and your telephone number

You should not

- Call 112 for general information (traffic, weather, etc.)
- Call 112 if it is not a real emergency.
- Make phone jokes.
- Hang up without speaking if you dial 112 by mistake.

GET INFORMED IN TIME BE PROTECTED EFFECTIVELY

Emergency Telephone Numbers

1. European Emergency Call Number. . 112
2. Hellenic Police 100
3. Fire Brigade 199
4. National Center for Emergency Care (EKAB) (ambulance) 166

If you want to get informed more...

If you want to get informed more about natural disasters and how to protect yourself from their effects, you can visit the following websites:

- General Secretariat for Civil Protection ..
..... www.civilprotection.gr
- Fire Brigade www.fireservice.gr
- Ministry of citizen Protection
..... www.minocp.gov.gr
- National Center of Emergency Care
..... www.ekab.gr
- National Public Health Organization
..... www.eody.gov.gr
- Earthquake Planning and Protection
Organization www.oasp.gr
- National Observatory of Athens
..... www.noa.gr
- Geodynamic Institute of the National
Observatory of Athens
..... www.gein.noa.gr

- Hellenic Survey of Geology & Mineral
Exploration www.eagme.gr

Useful Telephone Numbers

Please fill in the useful telephone numbers, for immediate use in case of emergency.

- Person in case of emergency

- Family Doctor

- Health Center

- Municipal Services

- Pharmacy

- Other

- National Public Health Organization
(EODY) **210 5212 054**
- General Secretariat for Civil Protection
(GSCP) **213 1510 100**
- Poison Control Center **210 7793 777**
- General Hospital of Chania
"Agios Georgios" **28210 22000**



Municipality of Chania: 2821341600

Municipal Fire Station of Agios Matthaaios: 2821341799

Independent Civil Protection Office of the Municipality of Chania: 2821341681

Independent Directorate for Civil Protection, of the Region of Crete

Chania: 2821340130, Heraklion: 2813410201

General Secretariat for Civil Protection (GSCP) - (Athens): 213 1510100

Decentralized Administration of Crete, Directorate for Civil Protection: 2813404141

DEI (HELLENIC PUBLIC POWER CORPORATION S.A)-Department of Chania

Chania 2821048200, Tel. Report of Faults: 800 400 4000, 11500, 2111 900 500

DEYACH(Municipal Enterprise for Water Supply and Sewerage of Chania):

2821036280, Sewage Network Damage: 2821036225

Water Supply Service – Water Supply Network Damages: 2821036250,1

Poison Control Center: 210-779.3777

Forest Directorate of Chania: 2821084209, 2821084210

General Hospital of Chania “Agios Georgios”: 2821342000