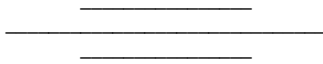


**Websites referred while preparing this booklet:**

- Business Continuity Management for India  
<http://www.bcm-india.org>
- US Department of Homeland Security Ready Campaign  
<http://www.ready.gov>
- US Federal Emergency Management Agency (FEMA)  
<http://www.fema.gov>
- American Red Cross  
<http://www.redcross.org>
- UK Resilience  
<http://www.ukresilience.gov.uk>



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**The Sheriff of Mumbai**  
Dr. (Mrs.) Indu Shahani

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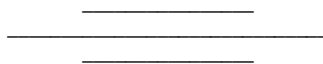


Prepared by:  
**Nitin Khanapurkar**  
Office Representative, The Business Continuity Institute, UK  
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**Introduction**


Communities, families, and individuals need to be aware of general tips for proactively responding to disasters. With this context, we have provided high level information tips in this booklet. The main objective is to create awareness for better preparation and response to emergency situations. While local government and disaster-relief authorities will try to help you in case of disasters, you will also need to be prepared.

You should plan to be resilient for at least three days. This may mean providing for your own first-aid, food, water, and sanitation.

**Your family's emergency supplies kit:**

- Water
- Food
- First-Aid Kit
- Basic Supplies
- Essential household toolkit
- Cash and loose change
- Important family documents
- Entertainment - games and books
- Specific needs of your family

Please see pages 4 and 5 for more details

Select Mumbai Emergency Contact Information		
Fire		Your Local Contacts
Your local fire station:		
Police		
Central Bureau Investigation Control Room	22021490	
Commissioner of Police, Mumbai	22620826	
Police Control Room (Mumbai City)	22621855	
Your local police station:		
Hospitals and Blood Banks		
J.J. Hospital	23735555	
K.E.M Hospital	24136051	
L.T. Hospital (Sion)	24076381	
Nair Hospital	23081490	
St. George Hospital	22620344	
Your nearest hospital:		
Ambulance Services		
Ambulance Garage. BMC	23079643	
L.T. Hospital (Sion) Ambulance	24076381-89	
<b>Note:</b> Please obtain the contact information for the emergency services nearest to your home, e.g. - local police and fire stations,		

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### Flood (continued..)

#### After:

- Stay away from downed power lines, and report them to emergency personnel.
- Return home only when authorities indicate it is safe.
- Stay out of any building if it is surrounded by floodwaters.
- Use extreme caution when entering buildings; there may be hidden damage, particularly in foundations.
- Step carefully when inside the home after flooding. Floors will be slippery from water and mud. Watch out for loose flooring, holes and dislodged nails.
- Clean and disinfect everything that got wet. Discard any food items which may have got wet.
- Service damaged drainage and sewage systems as soon as possible. These can be a major health hazard.

Emergency Hotlines		Your Local Contacts
Ambulance Services	102 / 1298	
Blood Banks	1910	
Fire	101	
MCGM Disaster Management Control Room	108	
National Anti-Terror Squad	1090	
Police	100	
Women and Children Police Helpline	103	

### What to do in an emergency?

Preparing an emergency supplies kit is not enough to adequately prepare for an emergency. The best preparation and equipment will be of little use without the appropriate response by each and every person affected. Reacting appropriately to an emergency can help contain panic and help keep you and your family safe and secure.

Plan in advance how you will react to various emergencies. Always be prepared to assess the situation rationally and then use common sense to take care of yourself and your loved ones. Always follow the instructions of local authorities.

### General DOs and DON'Ts in case of an Emergency


#### DOs

- Stay calm. Do not argue with others during stressful situations.
- Maintain personal hygiene as well as the cleanliness of the surrounding area.
- Turn off large appliances to prevent power surge damage when electricity is restored.
- Get adequate sleep and nutrition.
- Keep mentally and physically active - play games, listen to music, solve puzzles and exercise. It also helps to pass the time constructively.
- Watch for your personal safety and well-being before attempting to help others.

### Flood (continued..)

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**Dos (continued..)**

- Maintain a positive frame of mind. Also assist people around you to do so.
- Always follow the instructions of authorities and emergency response personnel.

**DON'Ts**

- DON'T travel unless absolutely necessary.
- DON'T make use of communication facilities unless absolutely necessary. A great strain is placed on communication infrastructure during an emergency and unnecessary use should be avoided.
- DON'T indulge in spreading rumors and unverified information. Similarly, don't act on rumors.
- DON'T be a "bystander". Move away from a disaster area and don't act against the instructions of local authorities. You will only be risking your life and hindering recovery efforts.
- DON'T use the elevator in case of a disaster.

Please see pages 6-13 for useful tips on responding to disasters related to **Terrorism, Fire, Earthquake and Flood**

**Flood (continued..)**

- Make sure pumps and motors are elevated and protected from flooding.
- Seal walls in basements with waterproofing compounds to avoid seepage.
- Obtain water purification and softening tablets and a supply of alum for removing suspended particles.
- Familiarize yourself with turning off your gas and electricity supplies. If you're not sure, seek professional advice and label the taps and switches for reference.
- Be aware of streams, drainage channels, and other low-lying areas known to flood suddenly.

**During:**

- Evacuate to previously identified elevated areas. Don't try to save valuables. Your life is most precious.
- Disconnect electrical appliances. Don't touch electrical equipment if you are wet or standing in water.
- Turn off utilities at the main switches or valves if instructed to do so.
- Don't walk through moving water. Six inches of moving water can make you fall.
- If you have to walk in water, walk where the water is not moving. Use a stick to check the firmness of the ground in front of you.
- Avoid floodwaters; water may be contaminated by oil, gasoline, or raw sewage. Water may also be electrically charged from underground or downed power lines.

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### Earthquake (continued..)

- If outdoors, move away from buildings, streetlights, and utility wires. Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits, and alongside exterior walls.
- If you are in a moving vehicle stop as quickly as safety permits and stay in the vehicle. Avoid stopping near or under buildings, trees, and utility wires.

#### After:

- Be prepared for aftershocks and return indoors only after being cleared to do so by local authorities.
- Once back indoors, open cabinets cautiously. Beware of objects that may fall off shelves.
- Stay away from damaged areas.
- Get your building inspected by structural engineers for possible damage.
- Be aware of possible tsunamis if you live in a coastal area.

### Flood

#### Before:

- Identify and visit elevated areas in and around your home as places of refuge during a flood. Consult and involve local authorities and neighbors.
- Install “check valves” in sewage lines to prevent flood water from backing up into the drains of your home.

### What Should your Emergency Supplies Kit Contain?

#### Water

Store water in portable containers. Avoid containers that are easily breakable. Make arrangements to obtain three days of water supply at short notice. Stock water purification and water softening tablets.

#### Food

Store food which will last for several days and does not have to be heated or cooked.

- |   |   |
|---|---|
| <input type="checkbox"/> High Energy protein / fruit bars | <input type="checkbox"/> Comfort foods - chocolates, biscuits |
| <input type="checkbox"/> Dried fruit, nuts                |   |

#### First-Aid Kit

Assemble a first-aid kit for the home and one for your vehicle.

- |                                      |  |
|--------------------------------------|--|
| <input type="checkbox"/> Band-aids   | <input type="checkbox"/> Painkillers and pain balm             |
| <input type="checkbox"/> Gauze       | <input type="checkbox"/> Antiseptic                            |
| <input type="checkbox"/> Scissors    | <input type="checkbox"/> Needles and safety pins               |
| <input type="checkbox"/> Tweezers    | <input type="checkbox"/> Specific medical needs of your family |
| <input type="checkbox"/> Thermometer |  |

#### Basic Supplies

Assemble a kit containing basic utility supplies for use during emergencies.

- |   |   |
|---|---|
| <input type="checkbox"/> Flashlight and batteries     | <input type="checkbox"/> Duct tape                          |
| <input type="checkbox"/> Spare mobile phone batteries | <input type="checkbox"/> Sanitation supplies                |
| <input type="checkbox"/> Utility knife                | <input type="checkbox"/> Matchboxes in waterproof container |
| <input type="checkbox"/> Garbage bags                 | <input type="checkbox"/> Paper and pencil                   |

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### Essential Household Toolkit

Assemble a toolkit with hardware tools for dealing with household repair tasks.

- |  |   |
|--|---|
| <input type="checkbox"/> Pliers          | <input type="checkbox"/> A small hammer |
| <input type="checkbox"/> Screwdriver set | <input type="checkbox"/> Spanner        |

### Important Family Documents

Make sure important documents are stored in an airtight / water-proof container in a place well known to all family members.

- |   |  |
|---|--|
| <input type="checkbox"/> At least one portable identification per person.   | <input type="checkbox"/> Contact information of friends and family                       |
| <input type="checkbox"/> Emergency contact information  | <input type="checkbox"/> Passports and birth certificates                                |
| <input type="checkbox"/> Insurance Policies   | <input type="checkbox"/> Bank, credit card and other financial information               |
| <input type="checkbox"/> Store attested copies of important documents like passports at alternate locations like a relative's place | <input type="checkbox"/> Contact information of your family doctor and nearest hospitals |

### Specific Needs

Include specific needs of your family such as spare eye-glasses, baby food, diabetic drugs / dietary requirements, etc. Further, special attention is required to provide for the needs of the elderly, disabled and pets both within your family and community.

### Earthquake (continued..)

- Hold earthquake drills with your family members: DROP, COVER, and HOLD ON!
- Place large or heavy objects on lower shelves. Fasten shelves, mirrors, and large picture frames to walls. Brace high and top-heavy objects.
- Store fragile items on lower shelves or in cabinets that fasten shut.

#### During:

- DROP to the ground, take COVER by getting under a sturdy table; and HOLD ON until the shaking stops. If there isn't a table or desk near you, get down on the floor, tuck your legs close to your bottoms, bring head close to knees, cover sides of head with elbows and clasp hands behind neck.
- Be prepared for aftershocks.
- If you are inside, stay inside until shaking stops and it is safe to go outside.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Stay in bed if you are there when the earthquake strikes. Hold on and protect your head with a pillow. In case you are under a heavy light fixture that could fall, move to the nearest safe place.
- Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, load-bearing doorway.
- Be aware that the electricity may go out.
- Evacuate once the building stops shaking.

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### Fire (continued..)

- Check closed doors for heat before you open them. Use the back of your hand to feel the top of the door, the doorknob, before you open it.
- Close doors behind you as you escape to delay the spread of the fire where possible.
- Don't attempt to re-enter the building after you have been evacuated till you get clearance from local authorities.

#### After:

- If you are with burn victims, call emergency services immediately. Cool and cover burns to prevent infection.
- Don't re-enter the damaged site until cleared to do so by emergency personnel.
- When you do enter, reconnect utilities turned off by emergency personnel only after obtaining their clearance.
- Discard any food items which may have been affected by the fire.
- Contact your insurance agent / company.

### Earthquake

#### Before:

- Have the building inspected by structural engineers to identify weak and safe areas within the building.
- Identify safe spots in each room. These spots are generally below beams and pillars and away from loose furniture / false ceilings. Reinforce this information by moving to these places during each drill.

9 of 15

### Terrorism

#### Before:

- If you receive a bomb threat call:
  - Get as much information from the caller as possible.
  - Don't hang up the line at any time.
  - Have predetermined signs to intimate others about such a call.
  - Notify the police and the building management.
- Report any suspicious activity to the National Anti-Terror Squad using the hotline number 1090.
- Know your neighbors.
- Insist on background / reference check before renting out apartments.
- Intimate police about the tenants.
- Familiarize yourself with emergency exits of the building.

#### During:

- If there is an explosion, get under a sturdy table or desk if things are falling around you. When they stop falling, leave quickly, watching for obviously weakened floors and stairways. As you exit from the building, be especially watchful of falling debris.

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### Fire (continued..)

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### Terrorism (continued..)

- Don't stand in front of windows, glass doors, or other potentially hazardous areas.
- Try to immediately evacuate from the affected area. Always follow the instructions of emergency personnel in this regard.
- Move away from sidewalks or streets to be used by emergency officials or others still exiting the building.
- Refer to the guidelines provided for fire on the following pages.

#### After:

- Return to the affected areas only after approval from emergency response personnel.
- Seek counseling if you have been affected by the incident.

### Fire

#### Before:

- Identify and rehearse the use of emergency escape routes with your family.
- Identify assembly points for your family preferably in consultation with local authorities and neighbors.
- Inspect your surroundings at regular intervals involving local authorities and take appropriate action on any hazardous material.

7 of 15

### Fire (continued..)

- Clean up storage areas of especially inflammable / combustible material.
- Store inflammable materials at least three feet away from heat generating appliances as far as possible.
- Keep matches and lighters out of reach of children.
- Never smoke in bed or when drowsy or medicated.
- Get an electrician to periodically check the electrical wiring of your residence and residential complex.
- Install smoke detectors and fire extinguishers at home wherever possible.
- Conduct fire drills for your residential complex involving your neighbors and local authorities.

#### During:

- Don't attempt to save any valuables during evacuation. Your life is most precious.
- Use wet towels or any other dense cotton material to filter the air you breathe. Anything that fits snugly over your nose and mouth can help filter contaminants in an emergency. It is very important that most of the air you breathe comes through the mask or cloth, not around it.
- If your clothes catch fire, you should STOP, DROP, and ROLL – until the fire is extinguished. Running may only intensify the fire.
- Crawl low under any smoke when heading for the exit. Heavy smoke and poisonous gases collect first along the ceiling.

8 of 15

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- Conduct fire drills for your residential complex involving your neighbors and local authorities.

#### During:

- Don't attempt to save any valuables during evacuation. Your life is most precious.
- Use wet towels or any other dense cotton material to filter the air you breathe. Anything that fits snugly over your nose and mouth can help filter contaminants in an emergency. It is very important that most of the air you breathe comes through the mask or cloth, not around it.
- If your clothes catch fire, you should STOP, DROP, and ROLL – until the fire is extinguished. Running may only intensify the fire.
- Crawl low under any smoke when heading for the exit. Heavy smoke and poisonous gases collect first along the ceiling.

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