

AACI Emergency Handbook



Important Tips for Preparing Your Family for an Emergency

Association of Americans and Canadians in Israel
התאחדות עולי אמריקה וקנדה בישראל ע.ר.

www.aaci.org.il | info@aaci.org.il

Information in Time of Emergency

My Name _____ My Mobile # _____

TZ# _____ Email Address _____

Family Members

Name	Relationship	Mobile Phone	TZ#

Regional Council/City

Name of contact person or department _____

Emergency Number _____

Closest Hospital

Name _____ Emergency Number _____

Important Emergency Phone Numbers

Police **100**
Magen David Adom **101**
Firefighter **102**
Home Front Command **1207**
Israel Post Office ***2237**

In event of emergency, information is continually updated via television, radio and websites

Letter from AACI

In times of emergency, you need accurate information in a language you understand. This is why AACI is pleased to present you with its revised and up-to-date Emergency Preparedness Handbook.

In choosing to live in Israel, we have all opted to deal with many challenges. The greatest are threats to our physical safety. In Israel, we not only face dangers from war, but also from natural disasters and that is why we have produced this comprehensive booklet.

We urge you read and review this booklet carefully with your family and take appropriate preparations to ensure everyone's safety. We are not trying to frighten you, but instead, AACI wants to assist you in having at your fingertips, the information you need to know. Being prepared makes a difference.

Once again Israel faces serious threats. It is our hope that we never have to put these procedures into action.

As always, AACI is here to help.

~~Asa Cohen~~
President

David London
Executive Director

Special Notes

The information listed here is from Israel's Home Front Command (Pikud Ha Oref) and other sources. In an emergency, all commands and instructions should be taken only from official Israeli government sources which supercede anything written in this booklet.

The professional production and development of the AACI Emergency Preparedness Handbook was provided by Ilene Bloch-Levy and assisted by a team of volunteers and staff at AACI. A special thank you to Julian Landau, Joe Romanelli, Josie Arbel and Bryna Lee Jacobson.

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Bookmark these Websites

Important Websites

- **www.aaci.org.il -** Association of Americans and Canadians in Israel
- **www.oref.org.il -** Home Front Command
- **www.102.co.il -** Firefighting and Rescue
- **www.mdais.org -** Israel Magen David Adom
- **www.yadsarah.org -** Yad Sarah Organization
- **www.milbat.org.il -** Milbat - The Israel Center for Technology and Accessibility
- **www.molsa.gov.il -** Ministry of Welfare
- **www.blinds.org.il -** Center for the Blind in Israel
- **www.eran.org.il -** Emotional First Aid by Telephone
- **www.natal.org.il -** Israel Trauma Center for Victims of Terror and War
- **http://magen.israelpost.co.il/abach -** Israel Post Office (to order IPK's)
- **www.moin.gov.il/tama38 -** TAM''A (for reinforcement of buildings against earthquake damage)
- **www.eqred.gov.il -** Preparing for an earthquake



Getting Ready for an Emergency

Preparing a Secure Space

In a Single-Family Home

If you have a mamad (shelter), this should be designated as your secure space.

Mamad is an acronym for Merhav Mugan Diyur: a protected space within a private dwelling. Following the Gulf War, a law was passed to ensure the construction of shelters in all new private construction. A minimum of 9 square meters, the mamad is designed to protect its inhabitants from conventional as well as most non-conventional attacks.

If you don't have one, then any interior room that has a **MINIMUM** of external walls, windows or other openings can serve as your safe room.

If you have no such interior room, then you can use your stairwell.

In a Multi-Story Building

Your secure space can be your mamak (shelter in a multi-story building) or a miklat (shelter; usually in pre-Gulf War buildings.)

Mamak is the acronym for Merhav Mugan Kumati (secure space in a multi-story building.)

Locate the secure space or shelter in your building (or in some cases adjacent to your building). Make sure the secure space is accessible, which not only means easy to get to, but also clear of storage items from you and/or your neighbors.

If your building does not have a pre-existing secure space or shelter, then use the stairwell during an emergency. **(Please see section on building secure spaces.)**

If you live on the top floor of a three-story building, descend one flight of steps during an emergency (go to the second floor.)

If you live on the top floor of a building that is more than three stories, then descend two stories during an emergency.

Check the viability of your secure space by calling upon one of the many companies that perform these functions. (Same companies who build secure spaces. See section on Building a Secure Space.)

Securing Your Space

To make your space 'secure' for your family, you must close all openings (only when so instructed by Pikud HaOref - Home Front Command. Put a 100 micron thick plastic coating on the window/s (can be purchased at any building supplies store) or crisscross tape across the glass. This helps reduce shattering glass.

Securely tape any openings around the door.

Equip your secure space with your emergency kit. **(See information on emergency kit)**

Building a Secure Space

If you do not have a secure space then you can build one. There are a number of companies that handle the construction of such spaces.
Two such companies, for example, are: **http://www.migunim.com** and **http://www.mugan.co.il** (We are not recommending these companies, just listing them as a starting point to help you in your search.)

Safety Guidelines in Secure Space

- **Sit on the floor adjacent to an inner wall as far away from possible from doors and windows.**
- **Do not heat the room.**
- **Do not use air coolers based on water evaporation.**
- **Stay awake when wearing IPK's (Individual Protective Kits.)**
- **Do not light a fire or smoke in the space**

Preparing Your Emergency Bag & Other Supplies



You should prepare three emergency bags in advance to be placed in your: **secure room, car and office.**

The Home Front Command recommends

72 hours worth of the following items:

- non-perishable food • water (4 liters per person)
- prescription medications • personal toiletries
- utensils and other supplies
- first aid supplies (basic kit)
- battery operated radio (keep radio on to get updated information from Pikud HaOref (Home Front Command))
- flashlight • extra batteries • sturdy shoes • clothing • can opener

In addition, consider the following:

- cellphone[1] and charger • laptop[1] and charger
- reading material, colored pens and papers, games, etc.
- wipes and toilet paper • pail • fire extinguisher • cash
- pillows and blankets
- extra tape for windows and doors
- list of important phone numbers and contact information[2]
- copies of all important documents and medical information emergency numbers[3]

If you have pets, then also add:

- water • pet food • cage (or bucket for fish and turtles)
- sealed bags to dispose of waste • muzzle

[1] these may not operate as towers and satellites may be incapacitated during an emergency.
[2] refer to inside front cover for sample form for each member of your family. Fill this out and keep one copy with you and one copy in your secure space.
[3] contained in this booklet on page (36-37)

Preparations for People with Special Needs

When preparing and selecting your secure space take into account all members of your family who will be occupying it and their special needs. In all of the following cases, make sure you keep a sufficient amount of medications and vital equipment on hand.

Physically Impaired:

Make sure the room itself and access to the room is wheelchair accessible. Similarly, choose a room or space that can be reached (in most areas of the country) within 30 seconds from the time you hear the siren. Store an emergency bag on the wheelchair. Make sure you have whatever additional supplies and equipment you may need to maintain wheelchair mobility. Take advantage of technical resources:
Yad Sarah **(http://www.yadsarah.org)** and Milbat **(http://www.milbat.org.il)**

Hearing Impaired:

People who are hearing disabled are entitled to a special beeper. Contact: The Association for the Hearing-Impaired in Israel: 02-670-8383 or Fax: 02-670-3646 or the Office of Rehabilitation at the Ministry of Welfare **(http://www.molsa.gov.il/Populations/Disabilities/DeafRehabilition/Pages/DeafHomePage.aspx)**. Fill out the form online to receive the beeper.

Visually Impaired:

Make sure those who are visually -impaired have practiced getting to the secure space and can reach it in under 30 seconds from any part of the house. If that is not possible, then consider changing the space you have designated as your secure space. Make sure there is nothing in the way to hinder them from getting to the secure space. The Center for the Blind in Israel offers equipment (such as computerized telephone system) and varied services.
(http://www.blinds.org.il)

People Suffering from Medical Ailments:

Keep 72 hours worth of medications in emergency bags (for secure space, car and office.) Prepare a detailed list of all medications, dosages and frequencies with name and contact information of attending physician (and/or hospital where you receive your treatments.) Also keep a list of forbidden medications. If you are a shut-in, make sure your name appears on list at your Health Clinic (Kupat Holim) and local welfare agency.

There is a lot of information on the Home Front Command (Pikud HaOref) for individuals with special needs **(http://www.oref.org.il/10660-he/Pakar.aspx?ljhfjg)**

Prepare Now

Regardless of the nature of the emergency, the best way to cope with any situation, and save lives is to PREPARE BEFORE the emergency arises and have an emergency plan in place.

What does this entail?

1. Review emergency plans with all members of your family. Make sure everyone knows exactly what to do **before, during and after** the emergency. This booklet handles each one of these situations and we urge that your family members review the booklet to the best of their ability.

2. Keep information as detailed and precise as possible. Answer any and all questions in advance.

3. Prepare your secure space in advance.

Learn & Know

- Learn where the main electrical breakers, water and gas valves are and how to close them. Teach this to all family members.
- Choose a meeting place (in home or outdoors) where you can all meet after the immediate emergency has passed.
- Store hard or electronic copies of medical documents, identification papers, personal and financial documents, outside the house, as backup on a flash drive or cd.
- Take an approved first aid course

What to Do to in an Emergency

In a moving vehicle

If you are in a car or other moving vehicle during an emergency, then leave the vehicle as quickly as possible and head for the nearest shelter. If there is no shelter nearby, then lie on the ground and cover your head. Keep as far away as possible from buildings or glass structures.

Make sure you equip your car with an emergency bag.

In a public place or outdoors

If you are in a public place or outdoors, locate the nearest shelter and get there as quickly as possible. If you are indoors, then find cover in the stairwell. If you cannot find a public shelter or stairwell, then lie on the ground and cover your head.
Keep as far away as possible from buildings or glass structures.





My To Do List

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

My To Do List

11. _____
12. _____
13. _____
14. _____
15. _____
16. _____
17. _____
18. _____
19. _____
20. _____

What to Do to Protect You and Your Family During Attack?
(Missile, Mortar, Terrorist, War)

The Home Front Command (IDF Pikud HaOref)

When the State of Israel came into being, David Ben-Gurion coined the phrase "The entire people is the army, the entire land is the front."
And, while that has technically been true, the Home Front Command (Pikud Ha'Oref) did not come into being until 1992, the year following the Gulf War, when Israel's civilian centers felt a significant threat.

Part of the IDF, the key mission of the Home Front Command key is to protect the civilian population during various emergency situations. As such, they are responsible for preparing the civilian population for coping with emergency situations. Preparation includes: distribution and instructions on use of masks, information (readily available in Hebrew, Arabic, English and Russian) and lectures and demonstrations in schools throughout the country.

The Home Front Command is divided into 5 districts:
North, Dan, Center, Jerusalem and Southern Districts, each one under the command of an IDF colonel.

The Home Front Command's National Headquarters can be reached by **dialing 1207**.
During times of emergency, information will be available in several languages.



Alerting Citizens to Incoming Attacks

Under the auspices of the Home Front Command is Israel's national siren system. The system consists of a continuous, ascending and descending tone. Command districts are responsible for sounding sirens in their specific regions.

Tests are conducted throughout the year. Contact your local municipality or regional council to find out about tests being conducted in your region.

Israel has 30 'siren centers.' Find the center nearest you here
(http://www.oref.org.il/670-en/PAKAR.aspx)

The IDF's Home Front Command also plans on utilizing an alert text message system (no date yet confirmed) to deliver location-specific warnings based on the trajectory of a rocket or missile. True these warning systems are effective, but there is much that the average citizen can do to safeguard his family and home.



Individual Protective Kits (IPK's)

The Government of Israel began a pilot distribution campaign of Individual Protective Kits (IPK's) (gas masks) in February 2010, with the intention to continue over the next three years. IPK's are free of charge for Israeli citizens. If you have not yet turned in your old gas mask and received your new IPK, then you can do one of the following:

- Check with the Home Front Command **(http://www.oref.org.il/981-en/PAKAR.aspx)** or **call 1207** to see if there is a distribution center in your community. There are stationary and mobile distribution centers throughout the country, located within 30 kilometers of communities and accessible by public transportation.

- Distribution centers are usually located in malls or major shopping centers. You don't need to make an appointment in advance; just show up during the posted hours, bring your Teudat Zehut (identity card) and take a number.

- IPK's can also be ordered through the Israel Post Office. **Call *2237** (at this printing, press 3 to order) or go over to their website at: **http://magen.israelpost.co.il/abach**.
  You need to bring your Teudat Zehut (Identity Card.)

- Individuals who are restricted to their homes (handicapped, senior citizens, shut-ins) can receive their IPK's delivered to their home at no charge. Contact Israel Post for information at ***2237** or **171** to check your eligibility.

- There are 7 different IPK's which break down into three types:
  - protective systems that operate on the super-pressure principle
  - gas masks
  - new head protection systems

Kits are valid from 15 years (super-pressure kits and new head protection systems) to 23 years (the gas masks.) Kits are sized for infants, children and adults.
(Visit: http://www.oref.org.il/974-en/PAKAR.aspx to see detailed specs.)

Kits do not come with the syringes at this time. If syringes are deemed necessary, then they will be distributed by the Home Front Command.

Discussion & Dialogue with Your Family

No one really knows exactly if and when the next war or attack will take place, but keep in mind that children are NOT immune to news reports or the changing environment in the country. In addition to the information offered throughout this booklet, we suggest discussing the following:

- Preparations that you are making in your home. Everyone will feel more secure if they know that you are not only planning but also doing something to keep them safe and providing practical solutions to a situation that may seem out of hand to them.
- Let everyone participate in preparing the safe room. Encourage them to pack their own "emergency bags" that contain personal items that they would like to keep with them in the safe room.
- Make sure everyone is clear about the exact procedures that need to be followed before, during and after any attack.
- Dialogue with your children about their concerns and fears. As they are able to articulate how they are feeling, you will be able to provide many practical answers.

Learn & Know

Be Alert to Suspicious Objects

Report any suspicious objects (chefetz chashud) that you see. **Call the police at 100**.
Do not touch the item or come in close contact with it.

Education

Check with local schools and municipality about programs they have or are preparing so that schoolchildren can continue to learn at home during times of war or missile attacks.

Municipal Preparations

It's important to learn what kinds of preparations your municipalities have made to provide services and help to its local citizens, e.g. psychological services, educational services, war rooms, information, etc.

Volunteering

One of the best ways to overcome your own fears is to reach out to help others in any number of ways: help family, friends and neighbors prepare their safe rooms, gather information from your municipality and pass it around your neighborhood, check your neighborhood's safe room or shelter, prepare an emergency contact list for residents in your building/office/community, etc.

During an Attack

When you hear:

- **An alert siren**
- **An explosion**
- **A "tzeva adom" (code red) warning.**

This is an early warning system that is in place in a number of towns and villages surrounding the Gaza Strip in the south.

Depending on your proximity to the event, you have between seconds to upwards of three minutes to get to reasonable safety within your immediate vicinity. That means that all of the aforementioned measures recommended must be in place.

If you are **indoors** get to your secure space as quickly as possible. Immediately shut the door, window and other openings. **(See Section on Preparing a Secure Space on pg 6)** Sit on the floor and lean against an interior wall. **Do not sit in front of or near windows.**

If you are **outdoors or in a vehicle in a built-up area**
Stop by the side of the road immediately. Enter the nearest building and act according to the instructions above ("If you are indoors").

If you are **outdoors or in a vehicle in an open area**
stop by the side of the road immediately. Lie on the ground face-down and cover your head.

If you are **in a vehicle and cannot do any of the above**
stop by the side of the road, pull over and remain inside the vehicle for the next 10 minutes.

Preparing for Population Evacuation

If a decision is made to evacuate the population, detailed announcements will be made via media with instructions. Here are some additional tips.

- Pack two sets of clothes for each family member.
- Pack medication (three days) and important documents
- Take your emergency bag
- Battery-powered radio
- Listen to Home Front Command instructions

After an Attack

Wait 10 minutes before leaving the protected area, unless otherwise instructed by Home Command Front.

Stay clear of unidentified objects. Should you see a rocket or fragments lying on the ground, report this to the police. **Dial 100**. Keep bystanders away.

Speak with your children at length. Allow them to express immediately thereafter, and days and weeks later, how they are feeling. Listen to their fears and concerns and see how you can best address them. Should you feel the need for professional help contact your local psychological services, health fund or other resource.

Compensation for Enemy-Inflicted Injuries

Israel has devised comprehensive legislative responses to issues relating to compensation for harm caused by a hostile act, which is called "enemy-inflicted injury.' While not all types of 'enemy-inflicted injuries' are covered by legislation, many are and victims are entitled to compensation for medical care, living stipends, disability compensation, additional monetary benefits for disabled, rehabilitation, starting a new business and other services/needs. All benefits are administered by the National Insurance Institute ("NII") - Bituach Leumi to whom you must submit forms.

Generally, the hospital (social worker and/or psychologist) where the injured individual is undergoing treated will provide all the appropriate forms and instructions on how to fill them out. You may be eligible for reimbursements on transportation, medications, doctors, etc. Keep all receipts and copies of them. When mailing in your forms to Bituach Leumi, do so by registered mail.

What to Do to Protect Your Family During a Natural Disaster?

Earthquakes in Israel

Israel lies in the African Rift, an earthquake zone which runs from the heart of Africa through the Red Sea, Dead Sea and Jordan River valley. It is the deepest known break in the earth's crust.

In modern times the last major earthquake (minor ones have taken place over the years) in Israel took place in 1927. The fact that Israel lies along the African Rift, along with the long time period since the last major earthquake leads scientists to believe one may occur soon. But when and at what magnitude are unpredictable. In the meantime, however, we can prepare ourselves to deal with the earthquake and its after-effects as if it were a major, destructive one.

What is an earthquake?

In scientific terms, an earthquake is what happens when two blocks of the earth suddenly slip past one another. Within seconds an enormous amount of stress from the earth is released, stress that may have accumulated over hundreds of years.

Earthquakes are caused by slow movements inside the earth that push against the Earth's thin outer layer, causing the rocks to break suddenly. Earthquakes can follow a three-staged pattern: foreshocks, mainshock and aftershocks.

Depending on the size of the mainshock, aftershocks can continue for weeks, months, and even years afterwards.

The Geophysical Institute of Israel

The Geophysical Institute of Israel (GII) is a division of the Earth Sciences Research Administration of Israel's Ministry for National Infrastructures ("tashtiot.") It's official job is to monitor, analyze and conduct research projects in varied fields of seismology (study of earthquakes).
They have data collection stations throughout the country, and maintain extensive records of seismic activity in Israel.
They are located in Lod **(http://www.gii.co.il/contact.html)** and provide a key source of information and research projects on earthquakes.

TAM"A 38 (Reinforcing Existing Buildings Against Earthquakes)

Buildings built prior to the 1980's did not have to meet construction guidelines to safeguard them against damage caused by earthquakes.

The TAM"A program (National Outline Plan), passed in 2005, **(http://bit.ly/TAMA38)** offers guidelines and financial incentives to enable homeowners living in older buildings to upgrade and reinforce their buildings to meet the TAM''A guidelines.
At the same time, homeowners can upgrade their homes at little cost to themselves. Contact your local municipality to learn about TAM"A guidelines.

Your building should be checked by a licensed structural engineer who can determine whether or not your building complies with the requirements according to established Israeli standards (tafyod 413. **http://www.moin.gov.il/TAMA 38).**

Additional Tips for Securing the House Before the Earthquake

- Prepare your secure space **(as outlined on page 6)**
- Fasten shelves and other heavy items, such as pictures and mirrors securely to walls, brace overhead fixtures. Place large or heavy objects on lower shelves. Store breakables in closed cabinets with latches. Store flammable and hazardous products securely in closed cabinets with latches and far away from heat.
- Repair defective electrical wiring and leaky gas connections.
- Know where the main electrical breakers, water and gas valves are and how to shut them. Teach this to all family members.
- Know where the emergency exits are.
- Choose a meeting place in case someone gets lost during an earthquake; agree on an open area everyone can walk to following the earthquake.
- Keep hard or electronic copies of medical documents, identification papers, personal and financial documents, outside the house, as backup.
- Assemble emergency kits for your workplace, vehicle and secure space.
- Take an approved first aid course.
- Get evaluation of structure from structural/building engineer



During an earthquake

What safety measures do you have to take during an earthquake?

The first thing to remember is to stay calm.
You have but a few seconds to find safe shelter for yourself and your family. Our best advice for remaining calm is to be prepared. Make sure everyone in your household knows what to do. If so, then you will not be wasting precious seconds on indecision and panic, but rather acting quickly and wisely.

Wherever you are...

The operating words are: **Drop. Cover. Hold On.**
Drop to the ground. **Take Cover** under a sturdy piece of furniture.
Hold On to something sturdy until the shaking stops.
And one more...
Stay calm.

If you are in your private home...

- Move quickly into your secure space.
- If you are in bed, stay there with a pillow over your head. Distance yourself from overhead light fixture.
- Do not use a doorway except if you know it is a strongly supported, load-bearing doorway and it is close to you.
- Stay inside until the shaking stops and it is safe to go outside. Do not exit a building during the shaking. Most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.

During an earthquake

If you are in a multi-story building...

- Move quickly towards your identified secure space.
- If you can leave the building within but a few seconds, then do so. Keep as far away from the building as possible. Most injuries occur as a result of falling debris.
- **DO NOT** use the elevators.
- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.

If you are outdoors...

- Stay there.
- Keep away from buildings, streetlights, and utility wires.
- Stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior walls. Ground movement during an earthquake is seldom the direct cause of death or injury. Most earthquake-related casualties result from collapsing walls, flying glass, and falling objects.
- If you are at the beach leave immediately and move as far as possible from the sea, to avoid being swept away by a tsunami wave which may flood the beach.

Tip: A sudden and sharp ebbing of the tide is a sign of a coming tsunami wave.

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, overpasses, and utility wires.
- Cover your head and face with your arms.
- Proceed cautiously once the earthquake has stopped. Count to sixty after the shaking has stopped before proceeding. Avoid roads, bridges, or ramps that might have been damaged by the earthquake
- Listen to the radio for updates on travel information. If you have information you can call in, do so. **Contact Police: 100**

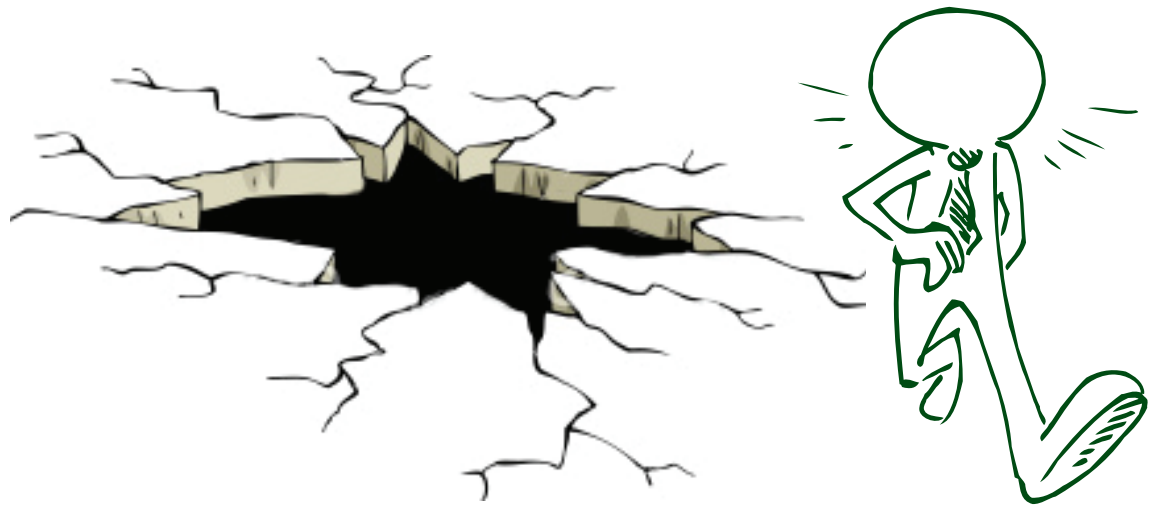
During an earthquake

Trapped under debris...

- Do not light a match.
- Do not move about or kick up dust.
- Cover your mouth with a handkerchief or article of clothing.
- Tap on a pipe or wall so rescuers can locate you. Use a whistle if one is available. Shout only as a last resort. Shouting can cause you to inhale dangerous amounts of dust.

Want to rescue someone trapped under debris...

- Use common sense in using home tools like a car jack or steel pole. Lend first-aid assistance if possible.
- For the handicapped:
  - Lock the brakes of the wheelchair and protect your head with your arms.
  - If you cannot get to a secure space within a few seconds (15 to be on the safe side) then drop to the ground, find cover under a sturdy piece of furniture and hold on. Bed-ridden patients should cover their heads with a pillow and stay away from light fixtures.



After an earthquake

What safety measures do you have to take after an earthquake?

- Do not light fires, turn on electrical appliances, gas stoves or even your cellular phones.
- Turn on gas and electric lines only after they have undergone a safety check by a licensed technician (electric company, gas company.)
- Do not enter any damaged buildings, until receiving authorization.
- Listen to the radio (battery operated) for instructions.
- Remember, there are often aftershocks. So, be prepared. They can appear within a few minutes, or even days or months after an earthquake. Structures weakened by the main earthquake may collapse in an aftershock.
- Do not emerge from your secure space unless you have been otherwise informed and/or 10 minutes have elapsed.

What to Do When There is a Fire?

Israel Fire and Rescue Services

The Israel Fire and Rescue Services (Shareutei Kaba'ut VeHatzala) is the official state organization for firefighting and rescuing.
In addition to firefighting, the organization provides services to victims from terror attacks, car accidents and dangerous spillages. **(www.102.co.il)** Israel has:

- **One fire station for every 75,000 residents.**
- **A fleet of 300+ firefighting vehicles.**
- **Twenty-four metro regions and fire and rescue services in towns and villages throughout the country.**
- **1,200 certified firefighters and some 200-400 volunteers. (Lehavot Volunteer Firefighters)**

On the average, Israel has three fires per 1,000 residents, which is comparable to Israel's Western counterparts. Israel's response time is half as fast - 17 minutes as opposed to 7-10 minutes in Western countries.

Following Israel's deadliest fire, the Mount Carmel Fire in 2010, which took the lives of 44 people, caused the evacuation of 17,000 residents, destroyed tens of thousands of acres of forest land and millions of trees, the Government has begun to pour more money into firefighting services.

Before a fire

What safety measures can you take before a fire?

Smoke alarms

Install smoke/carbon monoxide alarms in key rooms: near kitchen and/or cooking facilities (where most fires start), bedrooms, living room, office.

Fire extinguisher

Keep in home and office. Place in an easy-to-grab spot. Purchase one that is not too heavy for you to handle. In most cases, it can extinguish a small fire before the firefighters arrive.

Fire ladder

Private home owners can equip their homes with fire ladders, providing an alternative egress in time of fire. (Consider: collapsible fiberglass ladders, sulam chevelim (rungs and cord) or a collapsible ladder (sulam mitkavetz). These can be purchased online or in your local Home Depot, Ace, Hyper Rosenfeld or other house supplies stores.)

Escape plan

Make sure the entire family knows the escape plan: which exits to use (try to have an alternative exit in addition to the front door), where to meet following the fire. Smoke can be very confusing and disorienting so the more familiar everyone in the family is with the layout of the house, building, the better you can ensure their safety.

Stairwell exit in multi-story building

Count the number of doors from your apartment to the stairwell so that you know exactly where the exit is should a fire break out and the hallway becomes overcome with smoke.

Stairwell exit and instructions at hotels

Count the number of doors from your room to the stairwell exit. Carefully read the instructions posted on the back of the door in your hotel room.

Fire drills

Schools and offices should conduct annual fire drills.

During a fire

What safety measures do you have to take during a fire?

- If you become aware of a fire or hear a fire alarm, the first priority is to get out of the building or area safely. If you are in bed, quickly put on shoes. Wake up other family members and exit as quickly as possible.
- Once you are safely outside and clear of the building **call 102**.
- If you are inside the building take the following measures:
- Feel door handles. If they are warm, DO NOT open the door. Find another way out of the room (window, or other egress.) If you can't get out, signal for help. **Call 102** from mobile phone or landline. Open window and hang out sheet so that firefighters can identify where you are.
- If you see or smell smoke in the room, then place wet towels, sheets or other fabrics around cracks in doors where smoke is being emitted.
- If the door and door handles are cool to the touch, open the door slowly. If you feel a burst of heat or smoke pours into the room, quickly shut the door. If there is no burst of heat, cover nose with fabric (sheet, towel, shirt, etc.) to protect yourself from smoke inhalation. Close door behind you. Exit slowly. Keep as close to the ground as possible, where the air is cleaner and cooler.
- Use closest exit. **NEVER USE ELEVATORS.**

If your clothes catch on fire -

Stop. Drop and Roll.

Quickly cool any burns with water and seek medical attention immediately.

After a fire

What measures do you have to take after escaping a fire?

- Stay far away from burning structure.
- Meet family and/or office workers in pre-designated area and take an accounting. If you work in an office building, meet with the people on your floor. Let firefighters know if anyone is missing.
- Do not re-enter burning structure until you receive permission from firefighters.

Smoke Costs More Lives Than Fire

Smoke and poisonous air hurt more people than the actual flames do. Smoke naturally rises, so if there is smoke while you're using your escape route, then crawl on your hands and knees below the smoke. Whatever you do, try to prevent smoke from coming into the room. You can do this by covering up cracks around doors with wet towels, clothing, sheets, etc.

Anatomy of a Fire

Four elements must be present for a fire to occur:

• **Fuel** • **Heat** • **An oxidizing agent** • **A chemical chain reaction**

Fuel is any substance that can undergo combustion. The combustion process begins when a fuel source is heated beyond its ignition temperature in the presence of an oxidant. The most common oxidizing agent is oxygen. However, a fire can burn without the presence of oxygen if another oxidizing agent, such as nitrates, peroxides, iodine, chlorine, etc. is present.

Since four elements must be present for the combustion process to occur a fire can be extinguished by removing any one of these four elements by starvation, cooling, smothering, and/or interference

Coping with Stress

Helping Children Cope

Being confined in a secure space (Mamad or Miklat) for extended periods of time can be challenging for both parents and children. Here are a few tips for helping to distract the children and better cope.

- Keep reading and coloring books the children have not seen before in the secure space.
- Let the children decorate the room with colorful pictures.
- Make sure you have plenty of food and drinks that they enjoy.
- Keep comfortable clothes for the children in the secure space.
- Talk about pleasant subjects such as the next tiyul the family is taking, something funny that happened in school, etc. Keep the conversation light yet engaging.

How Can I Tell if My Child is Experiencing Distress?

In spite of all the precautions and measures you have taken children may, nevertheless, experience distress.

How can you tell?

- Dramatic changes in behavior, such as outbursts of anger or aggression.
- Changes in eating habits.
- Changes in sleep patterns.
- Difficulty in concentrating.
- Greater inter-personal problems (with parents, siblings, peers.)

In younger children, look for

- Clinginess • Bed-wetting, thumb-sucking, return to use of a pacifier, etc.

In teens, look for

- Drug and alcohol abuse • High risk-taking behavior • Sexual acting out

Most Important:

How you respond to the emergency situation heavily influences how your children will respond. Don't minimize their fears or concerns, address them directly and continuously reassure them.

How Are You Affected?

Experiencing and Surviving Trauma

Everyone is affected by a disaster or terror attack.
How you will be affected has to do with:

- The extent you were involved in the trauma.
- Your normal reaction to acute stress.
- Your general physical and mental health prior to the attack.
- Your ability to control its recurrence.
- Whether the disaster could be predicted, such as hurricanes or other natural disasters.
- The magnitude of the symbolic loss. When a home is invaded or destroyed, the ideal of one's home as a safe haven is destroyed.

Not all of us will experience the same depth and degree of distress

Normal reactions include:

- The incident runs through your mind over and over again. These memories may or may not be accompanied by sweating or a rapid heartbeat.
- You may want to sleep more (to get away from it all).
- You may be afraid to sleep because of bad dreams.
- Nervous eating habits.
- Fear of leaving your immediate environment.
- You may have closed yourself up so that you socialize less or are less open to people.
- Interruption of daily routines. You may feel totally apathetic about your usual routines.
- A sense of deep and inexplicable loss.
- You may feel temporarily disoriented, with difficulty concentrating.
- Physical ailments such as an upset stomach, headaches, dizziness or even flu symptoms.
- Hormonal changes.
- Lethargy.
- Feeling that you cannot plan more than one day at a time.
- A sense of lack of control over your life.
- Impatience.
- Mood swings. Mood
- Religious doubts. Deep-rooted questions concerning religious beliefs may crop up. In strongly religious people, this may be accompanied by feelings of guilt.
- Guilt for surviving.

And This is Normal???

Yes and yes.
That is the most important point to remember. Each of us is affected in our own way.
The length of time that people experience these symptoms depends on a number of factors:

How much the incident threatens one's long-term security. The greater the likelihood of another incident, the longer the symptoms will last.

Whether there were previous experiences that could trigger an additional reaction.

If you have something else stressful going on in your life at that time.

One's usual reaction to stress.

And how long will this take? Each of us has our own timeframe for healing.



Post Trauma for Children (and Adults)

Not everyone who has experienced a traumatic experience (such as an earthquake) will suffer from trauma. However, if symptoms persist then you should seek professional help. What symptoms are we referring to? Anxiety, depression, irregular sleep patterns, persistent nightmares, preoccupation with the event, tiredness and low energy.

What can I do to Help Myself?

- **Understand that what you are going through is normal.**
- **Learn from past experiences**. Ask yourself, "How did I deal with it in the past?" and take your cues from there.
- **Talk about how you feel with your significant others.**
- **Organize local support groups.**
- **Try to get back into your normal routine as soon as possible.**
- **Exercise.** Exercise is beneficial in a variety of ways since it relieves stress and gives a general feeling of well being, which is particularly important at this time.
- **Wait for time to pass**. The old adage that time heals is actually true.
- **Pray/Meditate.**
- **Keep emergency information handy**. Being prepared for an emergency helps allay feelings of fear and uncertainty. Also let your children know where you can be reached when you are not at home. Knowing that a parent is available gives children a feeling of security.
- **Talk to your children!** They will see the difference in your behavior. If you handle the situation well, you will be teaching your children a valuable lesson in coping.
- **Spend more time with your family.**
- **Go to funerals and memorial services.** Believe it or not, going to funerals and memorial services actually helps. We see hundreds or even thousands of yahrzeit candles that have been lit at the sites of tragedies. This is a gut reaction that enables people to express their pain and anger – and to be part of a community of grief.

Emotional Support:

Emotional support hotlines are operated by ERAN (Emotional First Aid by Telephone **www.eran.org.il)** and NATAL (Israel Trauma Center for Victims of Terror and War **www.natal.org.il)**. Emotional health clinics throughout the country operate 24 hrs. a day as trauma centers for urgent intervention, while maintaining close contacts with municipal hotlines. General hospital emergency rooms maintain a site for dealing with psychological stress 24 hrs. a day.

When Do I Seek Help?

Most of the symptoms listed above are universal. Problems arise when time passes and the symptoms don't ease – or actually worsen. As noted above, recovery time is unique for each person. It depends on the individual's ability to deal with stress, whether or not he has undergone similar incidents previously, as well as external factors. However, if someone is living in a situation where he is repeatedly exposed to life threatening situations, professional assistance should be sought.

Seeking help is nothing to be ashamed of or embarrassed. It is usually the fastest way to recover. Some useful indicators of when you should seek help are:

- If you feel you can't cope on a daily basis. If you fear leaving home. (I am not referring to objective fear in situations where people are being shot on the road.)
- If you fear being in a crowd.
- If you experience deep, overwhelming sadness and depression that doesn't seem to leave.
- If your tension begins to interfere with your relationships with other people.
- If you begin to grow frightened by your own reactions to certain situations, such as displaying irrational anger that is disproportionate to what triggered it.
- If you begin to become dependent on alcohol or drugs to get through the day.
- If you feel you are "losing it".

Remember that seeking help doesn't mean that you will be on the couch for the next year. Sometimes only a few meetings are needed to learn how to cope and begin to heal yourself.

Excerpted from "Crisis or Challenge" by Eli Birnbaum. The entire online guide can be read at www.crisis.org.il.

Emergency Numbers

Regional Council / City	Emergency Number
Beit Shemesh	106/052-839-6554
Beitar Elite	106/02-588-8106
Beersheva	106/08-646-3777
Binyamin Region	02-997-7290
Efrat	02-930-9443
Eilat	08-636-7106
Golan Heights	*3254
Gush Etzion	1-700-705-000
Haifa	106
Hashmonaim	02-9977290
Jerusalem	106/02-531-4600
Jordan Valley	2108
Ma'aleh Adumim	107/02-542-1320
Modi'in Elite	107
Modi'in Region	*3106
Netanya	106/09-862-0555
Petah Tikvah	106
Ra'anana	107/09-762-2100
Shomron Regional Council	1-700-700-106
Tel Aviv	106/03-523-8888
Tiberias	04-6739585
Zichron Yaakov	04-6297100

Hospitals

Hospitals	Central Number	Emergency Number
Afula Emek Medical Center	 04-649-5555	 1255-165
Ashkelon - Barziai	08-674-5555	1255-171
Beersheva - Soroka	08-640-0111	1255-161
Eilat - Yoseftal	08-635-8011	1255-175
Hadera - Hillel Yaffe	04-630-4303	1255-133
Haifa Bnei Zion Carmel Rambam	 04-835-9359 04-825-0211 04-854-222	 1255-145 1255-142 1255-144
Holon - Wolfson	03-502-8211/0	1255-135
Jerusalem Bikur Holim Hadassah Ein Karem Hadassah, Mt. Scopus Sha'arei Zedek	 02-670-1117 02-677-7111 02-584-4111 02-655-5111	 1255-123 1255-122 1255-121
Kfar Saba - Meir	09-747-2555	1255-199
Nahariya Western Galilee	 04-910-7101	 1255-141
Netanya - Laniado	09-860-4666	1255-191
Petah Tikvah Beilinson Hasharon	 03-937-7377 03-937-2263	 1255-134 1255-132
Ramla - Assaf Harofe	08-977-9999	1255-199
Rehovot - Kaplan	08-944-1211	1255-181
Safed - Rivka Ziv	04-682-8811	1255-161
Tel Aviv-Ramat Gan Ichilov Tel Hashomer	 03-697-4444 03-530-3030	 1255-133 1255-131
Tiberias - Puriah	04-665-2444	1255-162

What AACI Does for You

- Aliyah arrival welcome at the airport, assistance & guidance at the airport
- Pre-Aliyah personalized counseling plus efficient & knowledgeable replies to specific questions
- Post-Aliyah one-to-one individual counseling
- Employment counseling & services
- Conversational Hebrew-language courses (Ulpan)
- Wide variety of English programming & activities:
  - Informational – Finances, Health, Insurance, Education, Army, etc.
  - Special needs – Library for the Visually Impaired
  - Feeling at Home – English Lending Library
  - J-Town Playhouse Theater
  - Olim & children's art exhibitions
  - Yard & Book Sales
  - Exercise (Tai Chi, Feldenkrais, etc.)
  - Opera subscriptions
  - Hobbies (art, photography, mah jongg, bridge & others)
  - July 4/Canada Day & Thanksgiving celebrations
- Kosher Travel in Israel & Abroad

  Cruises from 4-14 days
  Trips: Lapland, Sri Lanka, Iceland, Morocco, Europe & more
  Study Vacations & short trips in Israel
  Walking Tours: Sukkot and Pesach
- Senior Services & Outreach with programs for Retired Active Persons (RAPS)
- For veteran Olim & the English-Speaking community in Israel

  Annual Memorial Ceremony for North Americans, (who fell in defense of the State of Israel or in acts of terror)
  US voting information
  Expatriate tax legislation
  Up-to-date financial, taxes & reporting information
  Emergency Handbook in English

Join us at AACI.org.il | info@aaci.org.il

Notes



AACI

Association of Americans and Canadians in Israel

התאחדות עולי אמריקה וקנדה בישראל ע.ר.

www.aaci.org.il | info@aaci.org.il

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Designed by: סטודיו נאמן למקוד | 052-3838058