

Emergency Guide for Citizens

Dear Citizens,

We encounter crises and disasters in the media every single day. These always seem far removed, and simply something that does not affect us. However, should a “worst case scenario” occur, it is important to be prepared, e.g. in the event of a prolonged power outage.

In this leaflet, you will discover how to call for help in the event of a medical emergency or a fire hazard if the telephone numbers 110 and 112 are not available. This is because the city of Rüsselsheim am Main is prepared for such situations, and has chosen to set up emergency call centres in the event of a prolonged and widespread failure of telephone and mobile phone networks. These are distributed throughout the entire city. They will also be manned around the clock so that competent and professional points of contact can radio for help from these locations.

You will also find other useful information on how to prepare for a crisis or disaster and what to do in an emergency. Please also think of people in need in your neighbourhood, or in your circle of friends or family. Please keep the spirit of solidarity alive, and be sure to help each other!

We all sincerely hope that such a situation will not occur. But the Ukraine war has shown that events in world affairs can also affect our supply networks. Extreme weather conditions are also becoming ever more frequent.

Therefore, please read this leaflet carefully and keep it handy in case of an emergency in your apartment or house.

Yours

Lord Mayor, Udo Bausch

Warning in the event of sirens

There are sirens throughout the city that will warn of imminent disaster. Watch out for the siren that signals “Warnung der Bevölkerung” (“Warning the population”). Unlike the fire alarm, you will hear a continuous, rising and falling siren for a period of one minute.



In this case, please note the following:

- > Keep calm and stay indoors.
- > Close windows and doors.

- > Switch on the radio (HR 3, Radio FFH or night programme of the ARD broadcasting stations).
- > Pay close attention to loudspeaker announcements.
- > Only make calls in emergencies, such as accidents, fire or others, and only use the emergency numbers.

Emergency hotlines

If the emergency lines do not work or the telephone and mobile radio network cannot be used in the event of a power failure, the city will set up emergency call points. If you have an urgent emergency in such situations, where you would otherwise dial 110 or 112, it is possible to make emergency calls/send emergency messages at several locations in the city area. Initially, the fire brigade locations will be available for this purpose, followed successively by the other reporting points. Do not establish contact to say that the power has gone out! This burdens the communication lines and the reporting centres unnecessarily.

Support centre

In the event of a severe disaster, we will set up a care centre at the Alexander-von-Humboldt-School, located at Hessenring 75, for people who cannot stay in their house or apartment. Facilities will be set up there for sleeping, resting, warming up and providing initial medical care for those in need. Ambulance and rescue services are also on site.

Stay up-to-date and be sure to make the right provisions

Reliable and up-to-date information is a valuable asset in times of crisis. Use warning apps such as hessenWARN, KATWARN or NINA to keep yourself informed. In the event of a power outage, the mobile network may be affected. Therefore, always have a battery-powered radio and spare batteries or a crank radio in the house. Solar or car radios can also be used.

The supply of drinking water is secured even in the event of a prolonged power blackout, but you should still take precautions for various situations.

Essential supplies for your home include:

Drinks / food that stores well

(for several days)

Camping cooker / charged powerbank

Personal medication / first aid kit / hygiene articles

Torch / Battery or Crank Radio / Batteries / Candles / Matches / Lighters / Cash

Blankets / Warm Clothes

Water Canister / Water Container / Pet Food (if required)

Disasters include:

- > Prolonged power outages
- > Large fires
- > Severe storms or natural disasters
- > High water

What to do in the event of a power failure?

Switch off light switches and other consumers.

- > Keep refrigerators and freezers closed as long as possible.

Help each other!

Does someone need urgent support, or can you offer help yourself?

In the event of a disaster, social cohesion and neighbourly help are always essential.

Loudspeaker announcements

If necessary, we provide continuous information with loudspeaker announcements on important events and developments.

Emergency Guide issued by the Federal Government

We would also like to draw your attention to the free guide on emergency preparedness and correct action in emergency situations, published by the Federal Office of Civil Protection and Disaster Assistance (Bundesamt für Bevölkerungsschutz und Katastrophenhilfe). Among other things, it contains a personal checklist. You can find the guide at www.bbk.bund.de

You can obtain the printed version of the guide at your local town hall (Rathaus) and your municipal office (Stadtbüro) while stocks last

Legal notice

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www.ruesselsheim.de

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Photographer: Volker Dziemballa