

WHAT TO DO IF YOU LIVE IN A CONFLICT ZONE

OFFICIAL UPDATES LU-Alert · RTL, 100.7 · 112

DO THIS NOW

- 1** Follow every instruction from the authorities and the emergency services. Keep LU-Alert switched on and the radio tuned to **RTL, 100.7**.
- 2** Carry your ID and your medicines at all times, and keep the grab bag by the door.
- 3** Go out only when you must, in daylight, on roads you know are open. Tell someone where you are going and when you will be back.
- 4** If shooting or explosions start, take cover at once. Outdoors, get down behind something solid; indoors, keep away from windows, switch off the lights and go to a windowless room such as a bathroom or hallway. See **Air raid or explosions for shelter** instructions.
- 5** At a checkpoint, stay calm, keep your hands visible, say who you are, show your ID when asked and do what you are told.
- 6** Never touch abandoned weapons, ammunition or unknown objects, and keep away from empty buildings and damaged bridges. Report them to the police on **113**.
- 7** Check on neighbours who are older, ill or alone, and do not post photos, videos or locations of fighting online.

BEFORE

KNOW YOUR AREA

- Find out where the nearest hospital, police station and fire and rescue centre are, and how you would get there on foot.
- Warnings come through sirens, LU-Alert messages, the radio and infocrise. See **Alerts and sirens**. Luxembourg's official guide has no chapter on war; the authorities will say what applies and how they will tell you.

- Expect power, water, phone and card payments to fail. See **Power is out, No water, or water unsafe** and **Phone and internet down**.

PREPARE THE HOUSEHOLD

- Stock water, food and medicines for at least **72 hours**, and more if you can. See the **emergency kit checklist**.
- Pack a grab bag for each person, with copies of your ID and key papers in a

waterproof pouch, cash in small notes, a torch, a battery radio and a power bank.

- Write phone numbers and addresses on paper, and add printed photos of your family. They help others find a missing relative.
- Agree **3** meeting points and **1** contact outside the area in your **household plan**, and what each person does if you are apart.
- Keep the car at least $\frac{1}{2}$ full.

AFTER

- Do not go back to a home in an area where fighting goes on, or that armed forces control, until the authorities say it is safe.
- If you have lost contact with family, ask the Red Cross to help trace them, and tell

your contact outside the area where you are.

- Stay away from damaged buildings and from anything that looks like ammunition. See **Unexploded ordnance**.
- Help the injured only when it is safe, and call **112**. A first-aid course with the Red

Cross or the CGDIS prepares you for this.

- Keep routines, eat and sleep when you can, stay in touch with others, avoid alcohol, and take breaks from the news. If distress does not ease after **1 month**, see a doctor or a psychologist. See **Coping with a crisis**.

IF YOU ARE...

LOOKING AFTER CHILDREN

- Keep them close and indoors as much as you can, and keep a printed photo of each child in your grab bag.
- Pack something familiar for them in the grab bag: a toy, a book, a colouring pad.
- Explain what is happening in simple, honest words, and keep them away from frightening images.

OLDER, ILL, OR LIVING WITH A DISABILITY

- Keep daily medicines for at least **1 month** where you can, and spare batteries for hearing aids.
- Plan how you would leave with and without your aids, and tell a neighbour or the staff at a reception point if you need help.

WITH PETS

- Keep them inside. Pack a carrier, a lead, food and their vaccination papers, and agree with someone in a safer place who could look after them.

IN A FLAT ABOVE THE THIRD FLOOR

- During shooting or an alert, shelter in a windowless bathroom or hallway, or go lower down in the building. Use the stairs, never the lift.

EASY-READ SUMMARY

 Follow what the authorities say on the radio and LU-Alert.

 Always carry your ID and your medicines.

 If there is shooting, get down and stay away from windows.

 At a checkpoint, stay calm and do what you are told.

 Never touch weapons or strange objects. Call the police.

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