TOGETHER
A NATION OF LIFESAVERS

Civil Defence Emergency Handbook



8th edition



SCDF
The Life Saving Force

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Contents

2 FOREWORD

3

CHAPTER 1

FIRST AID

First Aid Kit 4
Bleeding 5
Fractures 6
Burns and Scalds 8
Fits 9
Stroke 10
Sprains 11
Choking 12
Cardio-Pulmonary Resuscitation (CPR) 15
Automated External Defibrillator (AED) 20

23

CHAPTER 2

FIRE SAFETY

General tips on fire safety 24
Household fire safety checklist 25
Liquefied petroleum gas (LPG) 26
Gas leak 27
Smoke detectors 28
Fire Hazards at common areas 29
When a fire breaks out 30
Fire Extinguishers 32
Manual call points and hose reels 33
Escaping through smoke 34
Casualty evacuation 35
If you are trapped in a fire 37
If your clothes catch fire 38
Tips on preventing vehicle fire 39
If your vehicle catches fires 40

41

CHAPTER 3

PEACETIME EMERGENCIES

42 Ready Bag
44 Stockpiling
45 Lightning
46 Floods
47 Tremors
49 Landslides
51 Power outage
52 Typhoons and tropical storms
54 Tsunamis
56 Earthquakes
58 If you are trapped under debris or rubble
59 If you encounter an unruly crowd

60

CHAPTER 4

WARTIME EMERGENCIES

61 Rationing and blood donation
63 Public Warning System (PWS)
64 Shelter protection
69 Defensive precautions

70

CHAPTER 5

TERRORISM

71 Chemical threats
74 Biological threats
77 Anthrax
78 Bomb threats
81 In the event of an explosion
83 Dirty bomb threats
85 In-place protection procedures
88 Decontamination procedures
89 Public transport security

90 BE A COMMUNITY FIRST RESPONDER & MAKE A DIFFERENCE IN TIMES OF CRISIS.

Foreword

Dear Reader,

All of us have a part to play in emergency preparedness. Being prepared may not stop all incidents from happening but it allows us to respond effectively to emergencies and better manage the consequences. Indeed, this forms the basis for the Civil Defence (CD) Emergency Handbook which provides the community with a handy reference to basic but essential life-saving skills.

First introduced in 1990, the handbook is into its 25th year of print and remains a mainstay in the SCDF's public education programmes. To ensure the handbook's continued relevance, it is periodically reviewed and the contents are updated to reflect the latest developments.

In this latest 8th edition, you will find new topics such as what to do during a fire in super high-rise residential buildings, tips to prevent a vehicle fire and what to do when you see a crowd turning unruly. These and other useful emergency procedures are vividly illustrated in the unfolding pages of this handbook. The electronic version of the handbook is available for download on the SCDF website as well as on mobile app stores under the ***mySCDF*** mobile app. Essentially, life-saving skills are now readily available at our finger tips while on the move.

I would like to encourage everyone to read the handbook and familiarize yourself with the emergency preparedness skills and knowledge. Another excellent platform in which you can acquire civil defence skills is at the Emergency Preparedness Centre (EPC). Located next to the SCDF Heritage Gallery within the Central Fire Station, the EPC houses a slew of interactive and visually stimulating exhibits. This includes its signature 3-D state-of-the-art virtual reality simulator which offers visitors an immersive experience of calamities such as earthquake and tsunami and the safety measures to take in such situations. At the EPC, you will learn how to use a fire extinguisher via a simulator which discharges water onto a video wall depicting a few fire scenes and also acquire skills on the CPR procedure.

In fact, I urge you to go one step further and acquire hands-on training by participating in the Community Emergency Preparedness Programme conducted at the SCDF Division Headquarters. With the acquired life-saving skills, you can render prompt assistance to your loved ones, neighbours and community during an emergency, prior to the arrival of the SCDF. Your prompt intervention can prevent a situation from escalating into a dire consequence and make that vital difference between life and death.

I would also like to encourage trained members of the public to download the **myResponder** mobile app and register yourself as a Community First Responder to be alerted to nearby cardiac arrest cases and nearest available AEDs. Even if you are untrained, you can help to locate and retrieve the nearest AED or be guided by the SCDF's 995 call dispatchers to perform chest compressions on cardiac arrest victims.

Be a **Community First Responder** to assist those in distress. Together we can transform Singapore into "**A Nation of Lifesavers**" and a best home for all of us.

Eric Yap
Commissioner
Singapore Civil Defence Force

CHAPTER 1

FIRST AID

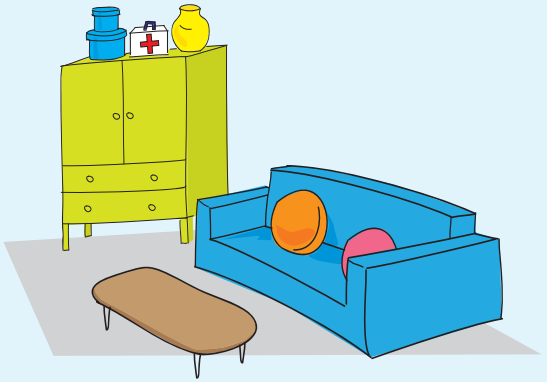
4 First Aid Kit
5 Bleeding
6 Fractures
8 Burns and Scalds
9 Fits
10 Stroke
11 Sprains
12 Choking
15 Cardio-Pulmonary Resuscitation (CPR)
20 Automated External Defibrillator (AED)

3

Medical emergencies arising from illnesses and injuries can result in death or serious complications if not treated immediately. You can help save a casualty's life if you are able to render proper first aid on-site before medical help arrives. Remember, you should dial 995 only if it is an emergency. Otherwise, dial 1777 for non-emergency ambulance services.

First Aid Kit

It is strongly recommended that each household be equipped with a first aid kit. You can purchase one at a pharmacy. Remember to monitor the expiry dates of the supplies in your first aid kit on a regular basis and replenish them when necessary. The first aid kit should be placed somewhere easily accessible to adults yet out of children's reach.



First aid kit on a cabinet in the living room

EXAMPLES OF ITEMS IN A FIRST AID KIT

ITEM	USAGE
Tweezers	Pull out stings and other small foreign objects embedded in the skin/wounds.
Scissors	Cut dressing and bandages.
Resuscitation face shield	Serve as a protective layer during CPR (Cardio-Pulmonary Resuscitation).
Thermometer	Measure human body temperature.
Disposable gloves	Protect the rescuer from infection transmitted via blood and bodily fluids.
Adhesive tape	Secure bandages.
Dressing	Protect the wound from exposure to dirt and other sources of infection; types include first aid dressing, sterile eye dressing, adhesive plasters and sterile gauze pads.
Bandages	Triangular bandages for slings and crepe bandages to wrap around wounds (e.g. a cut on the arm).



Bleeding

TO STOP THE BLEEDING:

1. Put on protective gloves or place a barrier between you and the casualty's blood.

2. Check if there are any foreign objects (e.g. glass fragments) in the wound.

3. If there are no foreign objects in the wound:

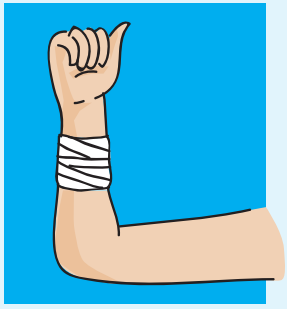
   a. Elevate the injured arm or leg above the heart level.

   b. Place a sterile gauze pad over it.

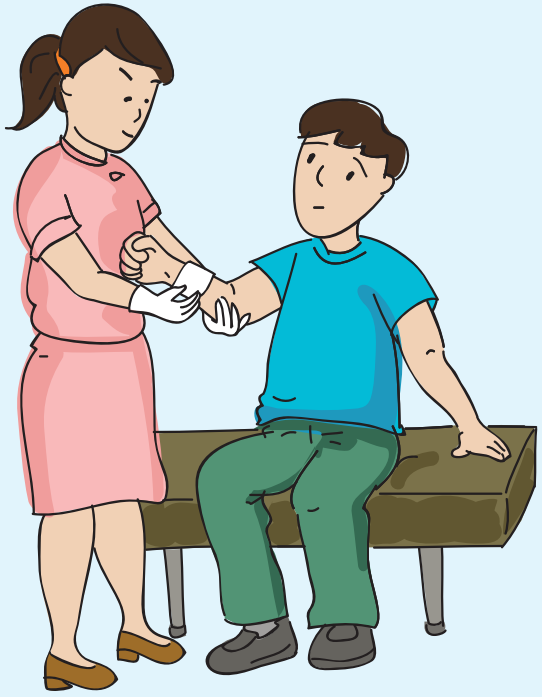
   c. Apply firm direct pressure on the wound using your palm or fingers.

   d. Secure it with a bandage.

If there are any foreign objects (e.g. glass fragments) in the wound, do not press on the object. Avoid applying direct pressure on the object by building up padding around it before bandaging.



Injured arm to be raised above heart level

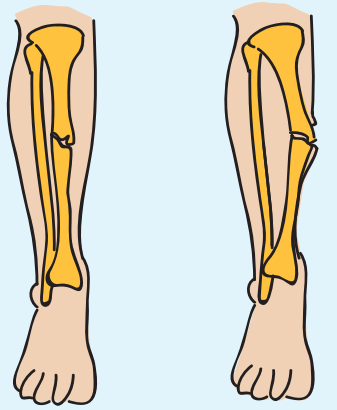


Fractures

A fracture is a crack in the bone and the skin over the fracture may be intact or torn.

SIGNS OF FRACTURES INCLUDE:

- Pain and tenderness.
- Unnatural shape or position of fractured part.
- Immobility of fractured limb.
- Swelling.
- Bruising.
- Open wound for open fractures, i.e. when the skin over the fracture is torn.

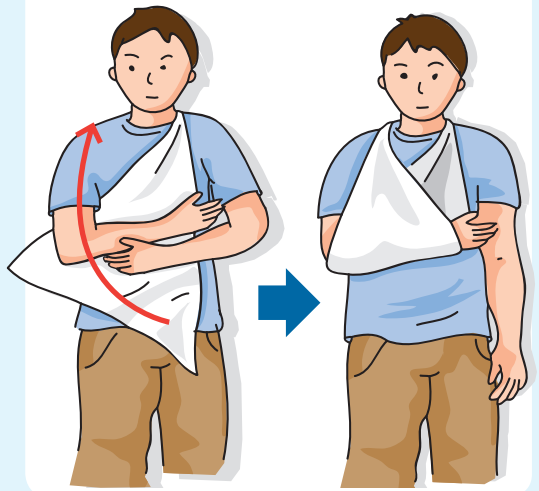


Closed fracture *Open fracture*

TO TREAT FRACTURES:

1. Calm the casualty down.
2. Treat bleeding wounds, if any. For open fractures, stop the bleeding (pg 5) and cover the exposed bone.
3. Rest, support and immobilise the injured part in a position most comfortable for the casualty.

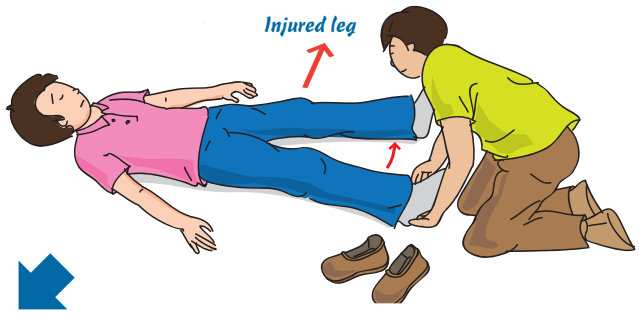
3a. If the casualty has a dislocated shoulder, fractured upper arm, forearm or wrist, apply the open arm sling as shown.



Two-step open arm sling

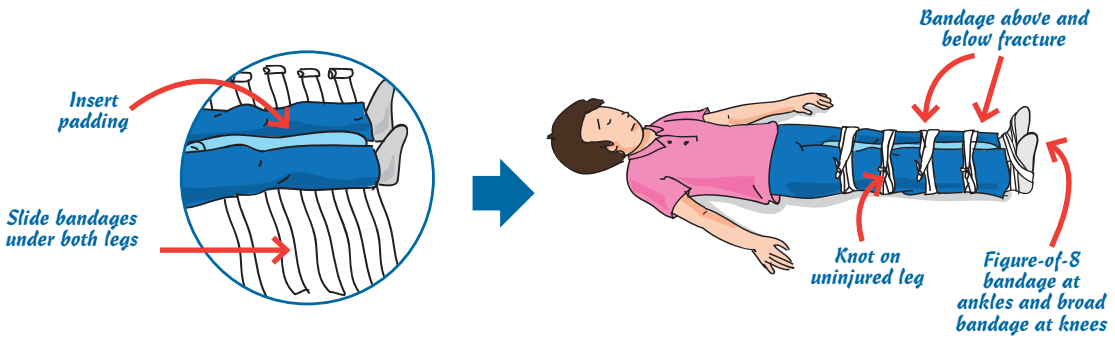
3b

If the casualty has a fracture in the leg, bring the uninjured leg (which acts as a splint) to the injured leg.



Slide the bandages under both legs as shown, and insert padding between the knees and ankles.

Bandage the legs together as shown and tie a knot on the side of the uninjured leg.



4

Seek medical attention or dial 995 for an ambulance.

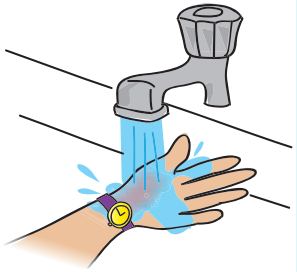
Burns And Scalds

A BURN IS SEVERE IF IT AFFECTS:

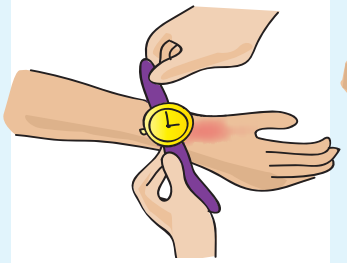
- More than 5% of the casualty's body surface, i.e. a surface area more than five times the size of his palm.
- The casualty's mouth, throat, eyes, ears and/or genitals.

TO TREAT A BURN OR SCALD, USE THE FOUR Cs

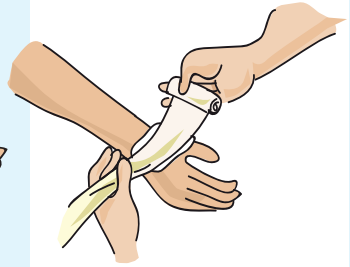
Cool the affected part under cold running water or immerse it in cold water for at least 10 minutes; for chemical burns, wash off the chemicals.



Constricting accessories such as bracelets, rings, watches or clothing are to be gently removed from the injured area before it starts to swell.



Cover the burned/scalded area with sterile dressing.



Consult a doctor if the burn/ scald is not severe; otherwise, dial 995 for an ambulance.



THINGS TO NOTE WHEN TREATING BURNS AND SCALDS

- Do not apply toothpaste, lotion, ointment or fatty substance to the affected area.
- Do not cover the affected area with cotton wool.
- Do not break any blisters or remove anything that is sticking to a burn.

Fits

Fits are episodes of uncontrolled movements of the body.

SIGNS OF FITS

- Uncontrolled movements or body spasms.
- Casualty falling to the ground.
- Clenching of teeth.
- Rolling of eyes.
- Incontinence or the inability to restrain the discharge of urine of faeces.
- Casualty falling asleep once the fits have subsided.

WHEN SOMEONE IS EXPERIENCING AN EPISODE OF FITS

- Keep dangerous objects out of the way (e.g. scissors and other sharp items).
- Do not restrict the movements of the casualty.
- Do not place anything in the casualty's mouth.
- Treat any injuries once the fits are over.
- Dial 995 for the casualty to receive medical attention.





Stroke

A stroke occurs when blood supply to the brain is disrupted and it may lead to long-term disability. It is therefore important to seek medical help as soon as possible when someone collapses from stroke.

SIGNS OF STROKE

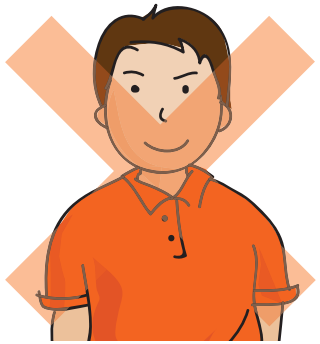
Speech – Casualty is unable to speak clearly or understand the spoken words.



Arms – Casualty is unable to raise both arms upright.



Face – Casualty is unable to smile and his eye or mouth may be droopy.



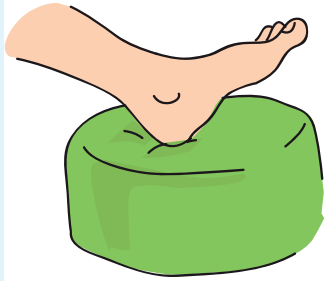
DIAL 995 FOR AN AMBULANCE IMMEDIATELY IF YOU SUSPECT THAT SOMEONE IS SUFFERING FROM STROKE.

Sprains

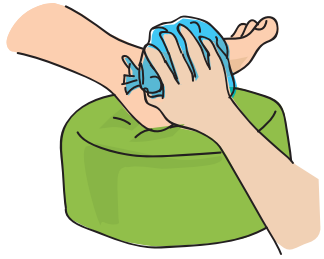
Sprains occur at joints and involve ligaments, the most common being sprained ankles. A strain, however, is an injury to the muscles and tendons especially when they are stretched.

TREAT SPRAINS (AND STRAINS) USING R.I.C.E.

Rest the sprained joint.



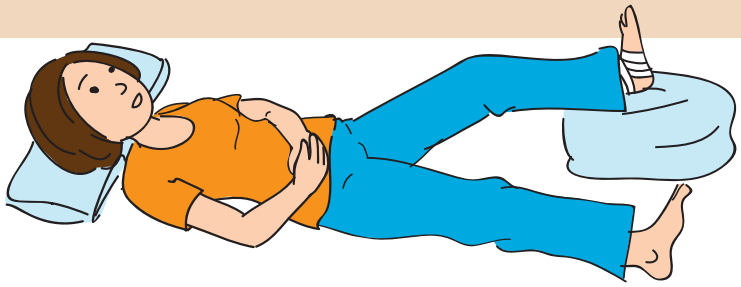
Ice or apply a cold compress to the sprain.



Compress the sprained joint using a bandage or soft padding.



Elevate the sprained joint.



Choking

A fully obstructed airway can result in death within minutes if prompt treatment is not given. Someone who is choking will display the universal sign of distress and he will be unable to speak, breathe and cough.



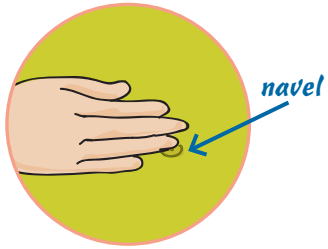
Universal sign of distress when choking

IF THE CASUALTY IS CHOKING WHILE CONSCIOUS, PERFORM THE HEIMLICH MANOEUVRE

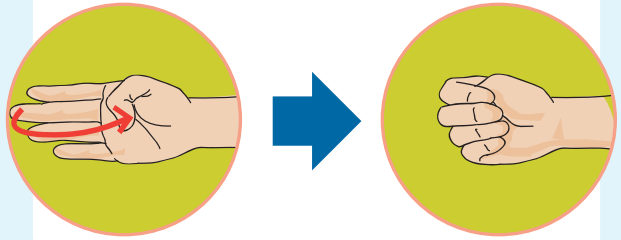
1 Stand behind the casualty and place one leg between the casualty's legs, making sure the casualty's legs are shoulder-width apart.



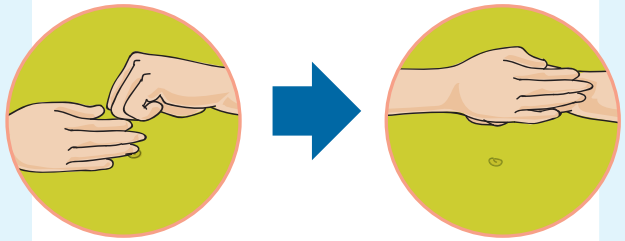
2 Using one hand, locate the casualty's navel using the ring finger and place two fingers above the navel as shown.



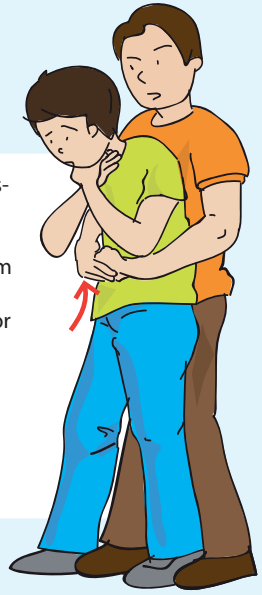
3 Using your other hand, tuck your thumb into your palm and curl your fingers into a fist.



4 Position your fist as shown and release the three fingers while keeping the fist in position. Bend the casualty forward and cover the fist with your other hand.



5 Give five abdominal thrusts in an inwards-upwards motion and look out for any foreign objects that fall out from the casualty's mouth. If nothing emerges from the casualty's mouth, continue to give abdominal thrusts in sets of five (check for any foreign objects that fall out from the casualty's mouth after each set) until the foreign object is expelled or the casualty falls unconscious, whichever is earlier.



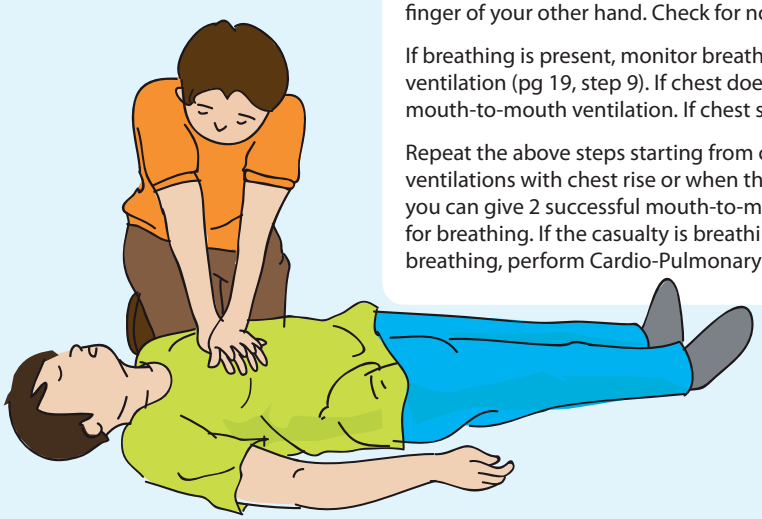
6 If the casualty falls unconscious, support and lay the casualty down. Position him on his back on a firm flat surface.

Shout for help, get someone to dial 995 for an ambulance and another person to get the Automated External Defibrillator (AED). Start 30 chest compressions (pg 18, step 6). Perform head-tilt-chin-lift to open airway.

Pull down the chin to check for any foreign objects in the mouth. Remove any visible objects with a hooked index finger of your other hand. Check for normal breathing.

If breathing is present, monitor breathing constantly until ambulance arrives. If not, attempt one mouth-to-mouth ventilation (pg 19, step 9). If chest does not rise, re-position with the head-tilt-chin-lift procedure. Attempt second mouth-to-mouth ventilation. If chest still does not rise, this means that the casualty's airway is still chocked.

Repeat the above steps starting from chest compressions until you are able to give 2 successful mouth-to-mouth ventilations with chest rise or when the casualty shows signs of life or when the ambulance crew arrives. Once you can give 2 successful mouth-to-mouth ventilations with chest rise or when casualty shows signs of life, check for breathing. If the casualty is breathing, monitor breathing constantly until the ambulance arrives. If there is no breathing, perform Cardio-Pulmonary Resuscitation (CPR) (pg 16) and use the AED (pg 20) when available.

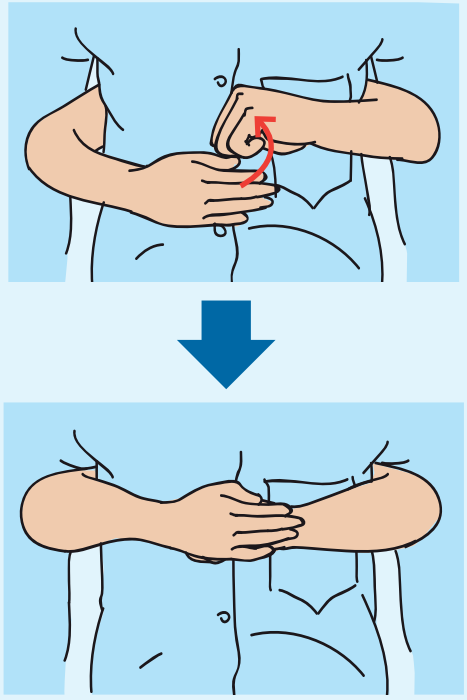


IF THE CHOKING CASUALTY IS OBESE OR PREGNANT, PERFORM CHEST THRUSTS

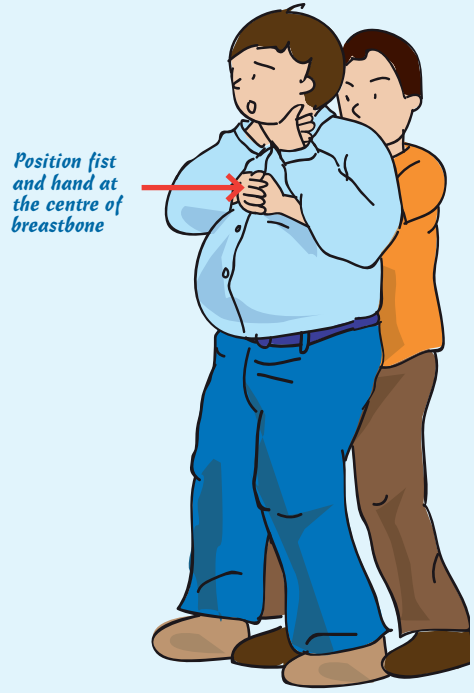
1. Stand behind the casualty and place one leg between the casualty's legs, making sure the casualty's legs are shoulder-width apart.



2. Slide both arms under the casualty's arms, make a fist with your thumb tucked in (pg 12, Step 3) and position it against the centre of his breastbone. Cover your fist with your other hand.

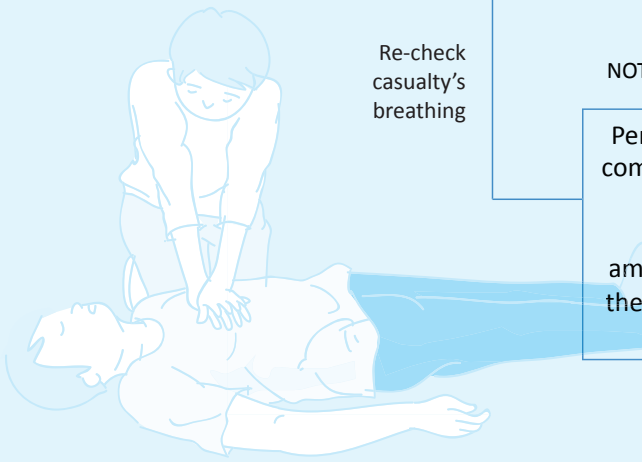


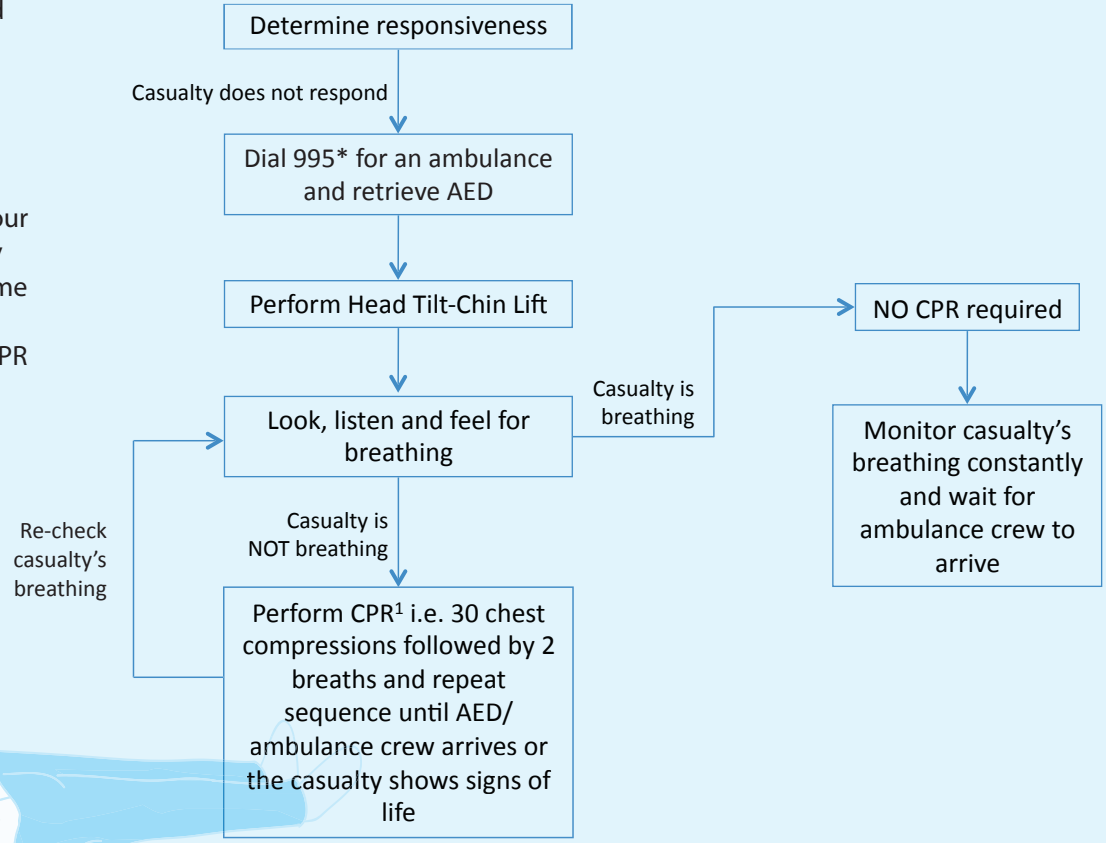
3. Give five thrusts in an inward motion and follow through steps 5 and 6 of the Heimlich Manoeuvre (pg 13).



CARDIO-PULMONARY RESUSCITATION (CPR) AT A GLANCE

CPR is a life-saving technique used to rescue casualties who have collapsed from cardiac arrest. When performed promptly and correctly, CPR may restore the heart function and increase the casualty's of survival. You are encouraged to attend our Community Emergency Preparedness Programme (pg 94) to gain a better understanding of the CPR procedure.





[1]To be complemented by the use of AED when it is available.

*All SCDF 995 Operation Centre specialists are trained to provide telephone CPR Instructions. Follow the medical advice and instructions given by the 995 specialists to administer the CPR procedure.

WHEN SOMEONE COLLAPSES FROM CARDIAC ARREST:

1 Tap the casualty on his shoulders and shout for his attention; if the casualty is not responsive, proceed to Step 2.



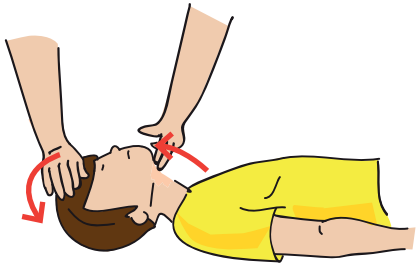
2 Ask someone nearby to dial 995 for an ambulance and another person to get the nearest available AED.



3 If the casualty is not lying flat on his back, reposition him while supporting and turning his head, neck and body at the same time.



4 Open the casualty's airway by performing the head-tilt-chin-lift manoeuvre as shown. This will lift the tongue off the back of the throat.

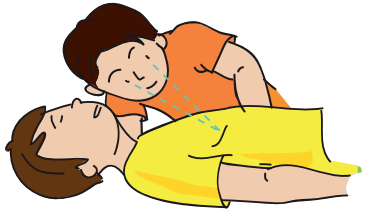


5 Maintain an open airway for the casualty and place your ear over his mouth and nose. To assess for breathing:

- **Look** for chest rise and fall
- **Listen** for air escaping when the casualty exhales
- **Feel** for the flow of air from the casualty's mouth and nose

If the casualty is **breathing**, monitor his breathing constantly and wait for the ambulance crew to arrive.

If the casualty is **not breathing**, proceed to Step 6 and commence chest compressions.



6 Using your hand closer to the casualty's feet, locate the notch as shown by tracing the lower edge of the rib cage with your middle finger. Place your index finger next to your middle finger and position the heel of the other hand on the breastbone to meet the index finger as shown.



Trace the lower rib margin with your middle finger.

7 Release the two fingers and place this hand on top of the other, interlacing the fingers from both hands to secure the position. The fingers should be kept off the chest.



8

Straighten both elbows and position your shoulders directly above the casualty's chest.



9

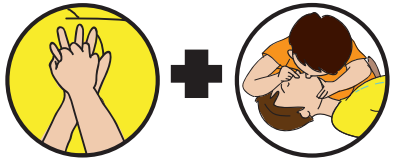
Perform **30 compressions**. The compressions should be done at a rate of at least 100 compressions per minute and each compression should be at a depth of about 5cm.
(Note : Sometimes you may hear a cracking sound. Do not be alarmed. The sound is caused by cartilage or ribs cracking. Even if this occurs the damage is not serious. The risk of delaying CPR or not doing CPR is far greater than the risk of a broken rib.)

Give **2 mouth-to-mouth ventilations**. Maintain a head-tilt-chin-lift position to open the airway. Pinch the casualty's nose with your thumb and index finger to prevent air from escaping. Seal your lips around the casualty's mouth. Give 2 short breaths quickly, one after the other. Observe the chest rise with each breath. Release the nostrils after each breath. The duration for each breath is 1 second.

Repeat this sequence of 30 compressions and 2 ventilations until the ambulance crew arrives or when an AED is available or when the casualty shows signs of life. After which, recheck the casualty's breathing, perform CPR and use AED, if necessary.

You may count the compressions in sets of 5:

1 and 2 and 3 and 4 and 5 and
1 and 2 and 3 and 4 and 10 and
1 and 2 and 3 and 4 and 15
1 and 2 and 3 and 4 and 20
1 and 2 and 3 and 4 and 25
1 and 2 and 3 and 4 and 30

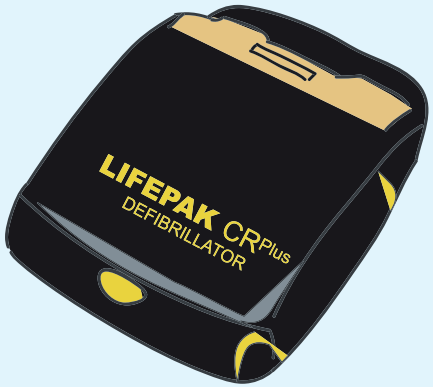


Visit SCDF's **'mySCDF'** mobile app for a video demonstration on the CPR procedure and the application of AED (more information on pg 91).

AED

Defibrillation increases a casualty's chances of survival in the event of a cardiac arrest and it is the only treatment that can restart and restore a normal rhythm to a heart that has stopped beating.

Automated External Defibrillators (AEDs) have thus been installed in various public premises such as community clubs, shopping centres and sports council facilities to enhance the survival rates of cardiac arrest victims. AEDs have also been installed at the lift lobbies of HDB blocks in six selected constituencies as part of a pilot initiative. There are plans to eventually extend the installation across Singapore if proven useful.



The AED is a computerised medical device that is capable of analysing the casualty's heart rhythm and directs the user to deliver an electric shock to the casualty. Upon switching on the AED, the device will read out instructions on how to operate the AED, when to perform CPR and when to deliver a shock to the casualty.

THE AED CANNOT BE USED IF THE CASUALTY IS:

- Responsive or has pulse and/or breathing.
- An infant below one year old.
- Obviously dead.

For children aged between one to eight years or weigh less than 25 kg, paediatric defibrillation pads (which have reduced energy output) should be used. However, if there are no such pads, adult defibrillation pads can still be used on children.

TO PREPARE THE CASUALTY

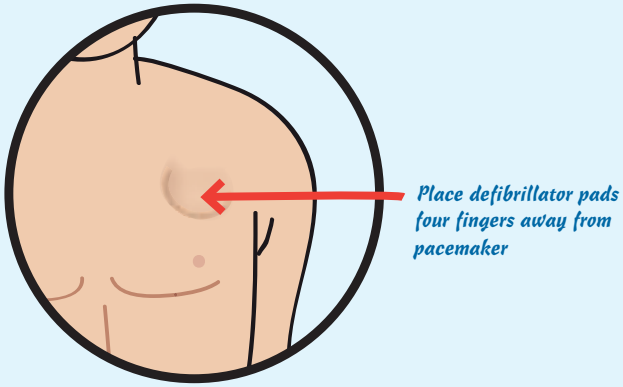
1. Paste the defibrillation pads onto the casualty's bare chest; tear or cut off any obstructing fabric if necessary.

2. Remove/push aside any jewellery or accessories on the casualty's chest. Remove any patches (e.g. medicated patch) if they interfere with the placement of the defibrillation pads.

3. Shave excess hair on the casualty's chest to ensure that the defibrillation pads stick well to the skin (Note: There is a shaver in the AED kit).

4. Dry the casualty's chest area of any perspiration and moisture as these can reduce contact between the defibrillation pads and the skin.

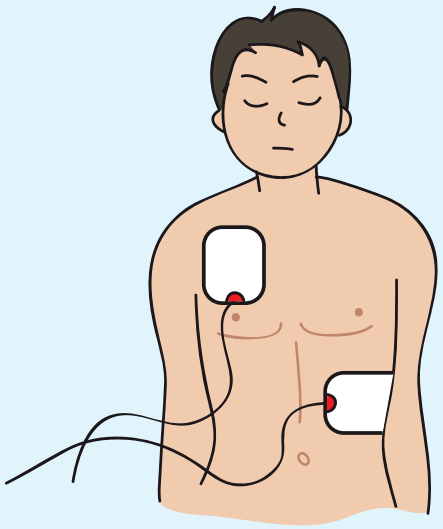
5. If there is any pacemaker, place defibrillation pads four fingers away from the pacemaker. In the meantime, ensure that continuous CPR is performed on the casualty.



APPLY THE DEFIBRILLATION PADS (WITH CPR IN PROGRESS):

- Follow the instructions on the packet and remove the pads.
- Peel off the backing and paste the pads as shown; ensure they are pasted down well with no air pockets.

You may now turn on the AED. Follow the AED's voice prompted instructions and perform CPR (pg 16) as required until the ambulance crew arrives or the casualty shows signs of life. Once the casualty shows signs of life, check for breathing. If the casualty is not breathing, continue with CPR and use the AED. If the casualty is breathing, monitor his breathing constantly until the ambulance crew arrives.



Paste the defibrillation pads onto the casualty as shown.

CHAPTER 2

FIRE SAFETY

24 General tips on fire safety
25 Household fire safety checklist
26 Liquefied petroleum gas (LPG)
27 Gas leak
28 Smoke detectors
29 Fire Hazards at common areas
30 When a fire breaks out
32 Fire Extinguishers
33 Manual call points and hose reels
34 Escaping through smoke
35 Casualty evacuation
37 If you are trapped in a fire
38 If your clothes catch fire
39 Tips on preventing vehicle fire
40 If your vehicle catches fire

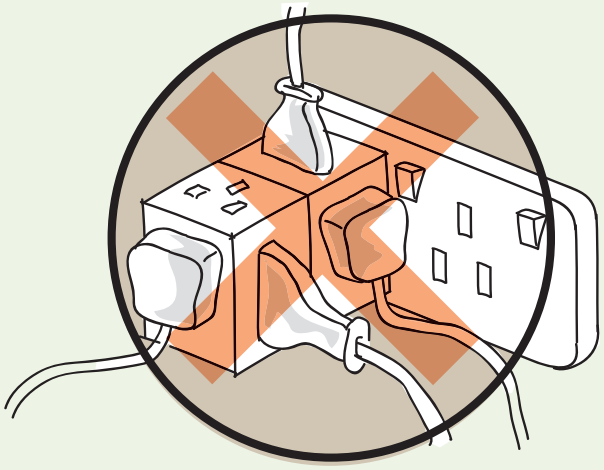
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Fires can cause major loss of lives and property if preventive measures are not adopted. Learning to identify fire hazards and removing them can minimise the risk of fires occurring.

General Tips On Fire Safety

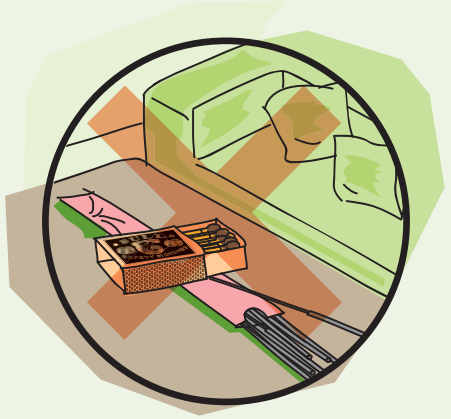
FIRE IS BEST PREVENTED BY ELIMINATING FIRE HAZARDS

- Do not leave cooking unattended; turn off all the cooking appliances and unplug them when not in use.
- Keep stove-tops, cooker hoods and ovens clean and free of grease.
- Avoid wearing clothes with long loose sleeves when working near heat sources.
- Keep flammable liquids (e.g. cooking oil and wine) and combustible materials (e.g. paper and batteries) away from heat sources such as the stove.
- Do not throw burning embers (e.g . hot charcoal) and cigarette butts into rubbish chutes without fully extinguishing them first.
- Do not place window curtains or any combustible materials near praying altars, stoves or lighted materials.
- Keep lighted candles away from paper or cardboard decorations, curtains and furnishings; they should be placed in stable holders on heat-resistant surface so that they will not fall over.
- Do not overload electrical outlets and always switch off electrical appliances when they are not in use.
- Check for broken wires and exposed wiring; if any are found, have the wires replaced immediately.
- Keep lighters, matches and candles away from children.
- Children playing with sparklers must be closely supervised by adults; sparklers should be lit at arm's length and unused ones are to be sealed in boxes and kept away from heat sources.





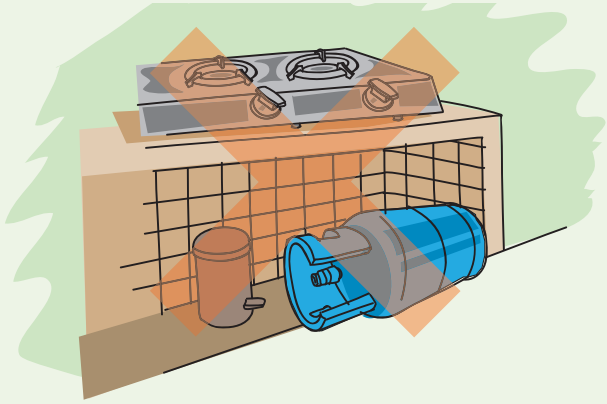
HOUSEHOLD FIRE SAFETY CHECKLIST		Yes	No
Electrical wiring and components	Do all electrical plugs have the SAFETY mark?	☐	☐
	Are all electrical outlets safely loaded with only about one to two plugs per socket?	☐	☐
	Are all switches off when equipment and appliances are not in use?	☐	☐
	Are all wires in the house in good condition? (i.e. without broken insulation and exposed wiring)	☐	☐
	Are all wires laid in the open with none running under rugs, over hoods and through door openings?	☐	☐
	Are the television sets placed more than 50cm away from combustible materials?	☐	☐
Flammable materials and sources of heat	Are candles and oil lamps placed on a stable surface with measures taken to prevent them from being knocked over easily?	☐	☐
	Are matches, lighters and sparklers kept away from heat sources and children?	☐	☐
	Are flammable liquids (e.g. cooking oil and wine) and combustible materials kept far away from heat sources such as the stove, heat appliances, lit joss sticks and candles?	☐	☐
	Are cooking appliances (e.g. cooker hood) and the stove clean, free from grease and in good working condition?	☐	☐
	Are flammable liquids kept in approved containers, clearly labelled and stored in ways such that they cannot be knocked over easily?	☐	☐
	Is the LPG (Liquefied Petroleum Gas) cylinder kept in a well-ventilated area?	☐	☐
	Is the supply hose connecting the LPG cylinder to the stove/gas appliances in good condition, tightly fitted and without leakages?	☐	☐
Preparing your home against fire	Is the common corridor outside the house unobstructed by discarded items (e.g. mattresses, furniture etc)?	☐	☐
	Does your house have a PSB-approved fire extinguisher?	☐	☐
	Do all of your family members and occupants of the house know what number to dial in case of fire or other emergencies?	☐	☐



If you answered 'no' to any of the questions in the checklist, it is recommended that you rectify those areas as soon as possible to prevent fires from occurring in your house.

FOR SAFE HANDLING OF LIQUEFIED PETROLEUM GAS (LPG)

- Purchase your LPG and PSB-approved accessories from authorised dealers.
- Ensure that your LPG dealer conduct s the 5-point safety check (includes the hose, regulator, hose clips, cylinder and joints/connections) on your LPG system at least once a year.
- Always keep gas cylinders upright; never store them horizontally.
- Keep the gas cylinder from open flames, heat sources and electrical outlets.
- Ensure that there are no naked flames nearby when changing the gas cylinder
- Store no more than one spare cylinder at any time, and the spare should be kept upright in a ventilated cabinet.
- Keep windows open and the kitchen well ventilated while cooking; never leave cooking unattended or place flammable items near the flame.
- Turn off the gas supply at the regulator before leaving for overseas trips.
- Replace the gas tubing/hoses upon the expiry dates marked on the tubing/hose and replace the regulators every 5 years.
- If you fail to ignite the stove after switching on the gas valve, it is advisable to turn off the gas valve and open all the doors and windows to ventilate the kitchen for a while before trying to ignite again. This will prevent ignition of the flammable LPG cloud that is already surrounding you.



IF YOU SMELL A GAS LEAK:

- Put out all flames and turn off the gas stove, gas valves and regulators.



- Open all windows and doors to ventilate the area.



- Keep a safe distance from the gas leak area.



- Do not use a naked flame.



- Do not turn on/off any switches or appliances.



- Do not use a cell phone in the vicinity.



- Call your authorised dealer from a safe distance to report the gas leak immediately.



- If you are using piped gas, call 1800-752-1800 from a safe distance.

IF YOUR WOK OR OTHER COOKWARE CATCHES FIRE

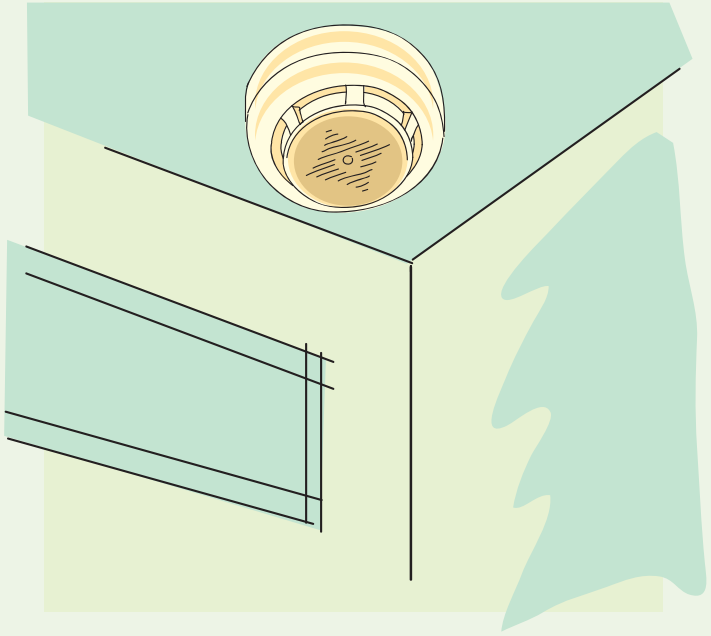
- Cover it with a wet cloth and the fire will be extinguished; do not pour water into it as the fire will spread.
- Turn off the gas supply immediately.

Smoke Detectors

In fatal fires, more people die from smoke inhalation than from burns. A smoke detector automatically emits an alarm sound upon detection of smoke and will thus help increase your chances of surviving a fire.

TIPS ON SMOKE DETECTORS

- Install smoke detectors on the ceiling near sleeping areas, the kitchen and other places where fire is likely to occur.
- Test your smoke detectors regularly based on the manufacturer's instructions.
- Follow the manufacturer's instructions on cleaning the smoke detectors regularly.
- Ensure that smoke detectors have their batteries changed yearly or when indicated by the device, whichever is earlier.



Fire Hazards At Common Areas

You can make your environment a safer place to live and work in by looking out for fire hazards at common areas, examples of which include:

- Stacked boxes and goods along corridors, escape passageways and staircases.
- Discarded newspapers, furniture, cartons and other refuse at lift lobby.

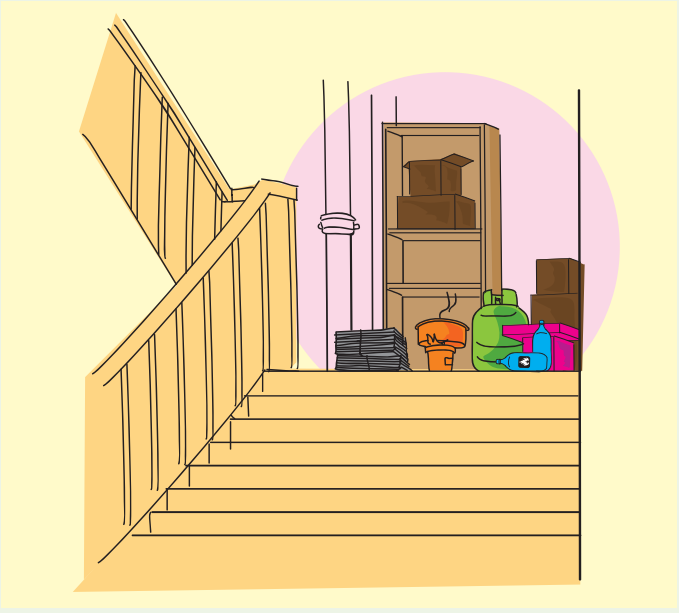
These fire hazards can also seriously hamper fire-fighting efforts, fire evacuation and conveyance of patients during a medical emergency.

If you are an owner, operator or part of the management of shopping centres, public entertainment premises and supermarkets, avoid exceeding the permissible occupant load of your building as too large a crowd will adversely affect evacuation procedures during emergencies.

IF YOU DISCOVER A FIRE HAZARD

You may report it to the SCDF via the:

- Fire Hazard Reporting line at 1800 280 0000.
- Fire Hazard Report Form available at www.scdf.gov.sg on the top right hand corner of the homepage under 'Feedback'.
- Fire Safety Feedback module within ***mySCDF*** mobile app (more information on page 91).



When A Fire Breaks Out

IF YOU DISCOVER A FIRE

- Do not panic.
- Alert others of the fire by shouting.
- Evacuate the room/area and try to get everyone out of the premises without endangering yourself.
- If possible, close the door of the affected room to contain the fire.
- Dial 995 for the SCDF.
- Turn off gas mains if you can reach them.
- Activate the fire alarm at the nearest manual call point (pg 33).
- Evacuate the building in an orderly manner via the stairs; do not use the lift.
- Do not return to the building until the authorities announce that it is safe to do so.



Fight the fire only if you are able to and without endangering yourself and others. Ways of extinguishing a fire include:

- Using water on burning papers, wood and fabrics but never on flammable liquids such as oil, as this will cause the fire to spread.
- Using a suitable fire extinguisher (pg 31).
- Using a hose reel (pg 33).



Note : As a rule of thumb, it is safe for occupants of residential buildings to stay in their respective residential units with the windows and doors closed unless they stay on the fire floor, or two floors immediately above the fire floor. SCDF will conduct evacuation for occupants from the fire floor and two floors above the fire floor.

What if a Fire Breaks Out in a Super High-Rise Residential Building?

A super high-rise residential building refers to a building with more than 40 storeys.

If the fire is small, extinguish it. Otherwise,

- alert others,
- dial 995 to inform the SCDF and
- activate the nearest fire alarm



Always stay safe:

Do not use lift but evacuate the area via the exit stairs immediately. If you're too far from the firstfloor, proceed to the nearest refuge floor.

What is a refuge floor?

A refuge floor is a special floor that serves as a safe holding area so that residents do not have to travel many floors down to leave the building in case of a fire.

The unique design of a refuge floor includes:

- natural ventilation
- made of fire-resistant materials
- generally one refuge floor is provided at an interval of not more than 20 storeys



You may identify a refuge floor by the sign "Fire Emergency Holding Area" displayed on the wall immediately outside the staircase at the refuge floor and inside the staircase.

What is a fire lift?

A fire lift is a special lift designed to support fire-fighting and firefighter-led evacuation operations during a fire. Equipped with emergency power supply, it could be manually operated by the SCDF firefighters during a fire emergency.

Super high-rise residential buildings should have at least two fire lifts. This requirement was incorporated in the Fire Code in 2013. In the event of a fire, do not use any lift unless you are guided by the firefighters or trained first repsonders. You should evacuate via the exit staircases.

TYPES OF FIRE EXTINGUISHERS

TYPE	EFFECTIVE AGAINST FIRES INVOLVING:
Water	Combustible materials e.g. paper, cloth, wood, plastics etc; not to be used against oil fires as this will cause the fire to spread.
Carbon dioxide	Flammable liquids and gases and live electricity; also used to fight fires involving combustible materials.
Dry chemical powder	Similar to carbon dioxide extinguishers, but also effective against fires involving combustible metals e.g. sodium, potassium and magnesium.

TO USE A FIRE EXTINGUISHER, USE THE P.A.S.S. METHOD

Pull out the safety pin as instructed on the label.



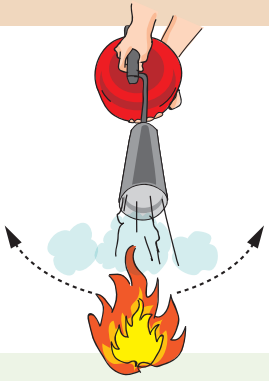
Aim the nozzle at the base of the fire.



Squeeze the lever.



Sweep the fire using the extinguisher's discharge.



It is recommended that each household has at least one PSB-approved Dry Chemical Power fire extinguisher weighing 1.5kg or more. Such a fire extinguisher can be used to extinguish many types of household incipient fires. The list of authorised fire extinguisher dealers and servicing workshops are listed on the SCDF website@www.scdf.gov.sg (under Building Professionals, Fire Safety Permit and Certification, Servicing Portable Fire Extinguishers).

Note: The SCDF is not linked to any fire extinguisher distributor and does not support the door-to-door sale of fire extinguishers.

Manual Call Points And Hose Reels

In the event of a fire, break the glass of the nearest manual call point to activate the fire alarm system that will be sounded throughout the building. This will alert all occupants to the fire and prompt them to evacuate the premises.

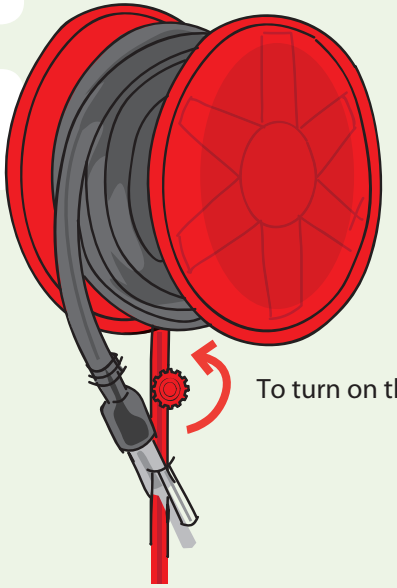
To put out the fire, you may use a fire extinguisher (pg 32) or a hose reel.



When activated, the manual call point will sound the fire alarm.

TO OPERATE A HOSE REEL

1. Turn on the hose reel valve in an anti-clockwise direction.
2. Pull the hose and run it to the fire.
3. Turn on the water at the nozzle and direct it at the base of the fire.



To turn on the hose reel

Note: Timely evacuation is a fire situation is important. When the fire alarm is sounded, one should take it seriously and immediately evacuate the premises.

Escaping Through Smoke

In a fire incident, there are typically more casualties who suffer from smoke inhalation than burns.

IF YOU ARE IN A SMOKE-LOGGED ROOM

- Cover your nose and mouth with a wet cloth and avoid inhaling through the mouth.
- Get down, keep close to the ground and crawl towards the point of escape under the smoke.

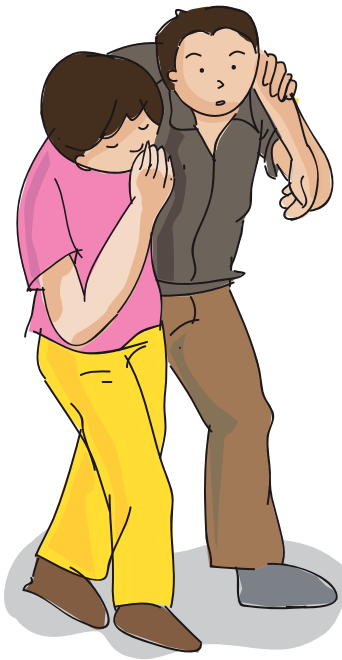


Casualty Evacuation

When stretchers are not available or cannot be improvised, you may need to transport casualties by methods such as those listed below. You are recommended to undergo our Community Emergency Preparedness Programme (pg 88) for a better understanding on these casualty evacuation methods. You may risk injuring yourself and your practice partner if you attempt the following on your own.

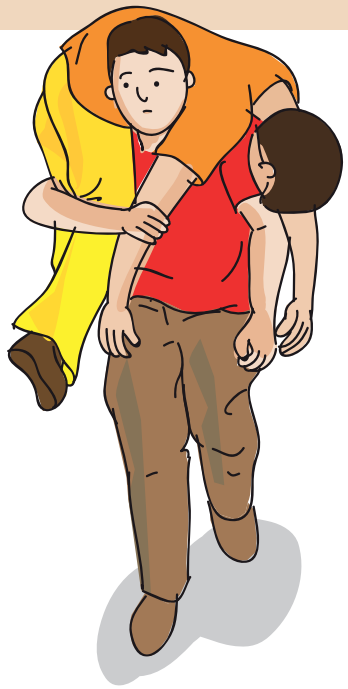
HUMAN CRUTCH

Used when the casualty is conscious and able to walk with some assistance. Hold him firmly around the waist and use your shoulders to support his arm while allowing his body weight to rest on you.



FIREMAN'S LIFT

Used for lightweight casualties. Stoop low, bend the casualty over your shoulders and lift him up. Secure the casualty's leg with your arm as shown for more stability.



PIGGYBACK

Used when the casualty is lightweight, conscious and able to hold on to you.



CRADLE

Used when the casualty is a child or a lightweight adult. Slip your arms beneath her shoulder blades and knees to ensure that casualty will be in the most comfortable position.



If You Are Trapped In A Fire

1. Enter a safe room, preferably one which has open windows, good ventilation and overlooks a road.
2. Shut the door behind you and seal the gap beneath the door with a blanket, rug or other fabrics to prevent smoke from entering the room.
3. Go to the window, shout for help to alert others of the fire and dial 995 for the SCDF if you are able to.
4. Stay calm and do not attempt to jump out of the building.





If Your Clothes Catch Fire

STOP, DROP AND ROLL

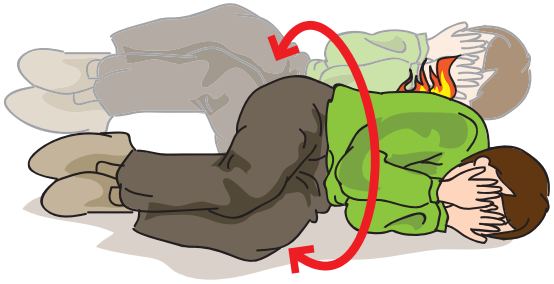
1. **S**top running and remain calm.



2. **D**rop to the floor immediately.



3. **R**oll over from side to side while covering your face with your hands to smother the flames.



PRIMARY CAUSE OF VEHICLE FIRE

Primary cause of vehicle fires in Singapore is due to ignition sources such as:

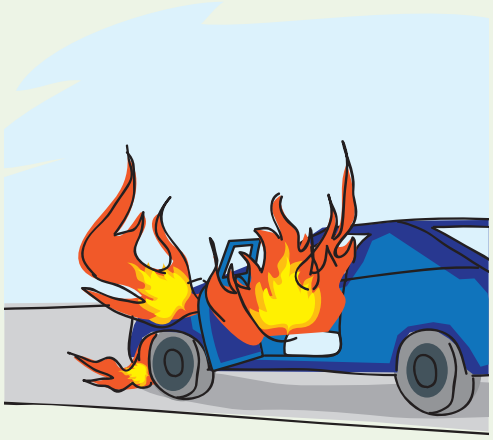
- Overheating.
- Electrical faults within the engine compartment.

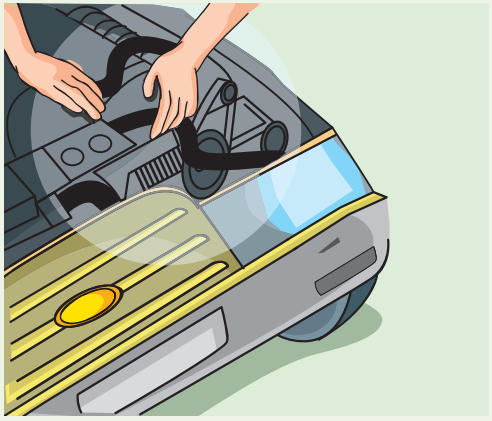
EQUIP YOUR VEHICLE WITH A FIRE EXTINGUISHER

- Most vehicle fires start small but develop rapidly due to the presence of flammables such as petrol, diesel and lubricants.
- Equip your vehicle with a fire extinguisher so that you can extinguish an incipient fire before it spreads.
- For a step-by-step guide on how to operate a fire extinguisher, please see page 32 of this handbook, visit the SCDF website @ www.scdf.gov.sg or download the '**mySCDF'** mobile application.

PREVENTIVE TIPS

- Prevent your vehicle from catching fire by servicing it regularly at authorised vehicle workshops.
- During each servicing session, do ensure that the vehicle's electrical, engine and fuel systems are checked for any defect.
- Outside of the scheduled servicing period, you are encouraged to conduct visual checks for any sign of oil leakage.

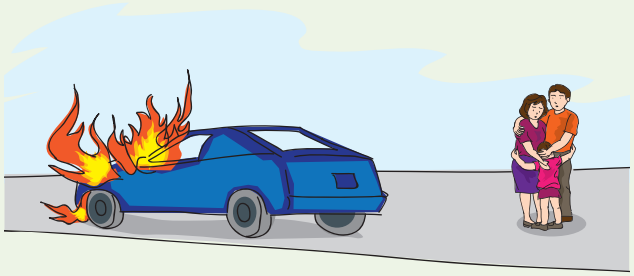


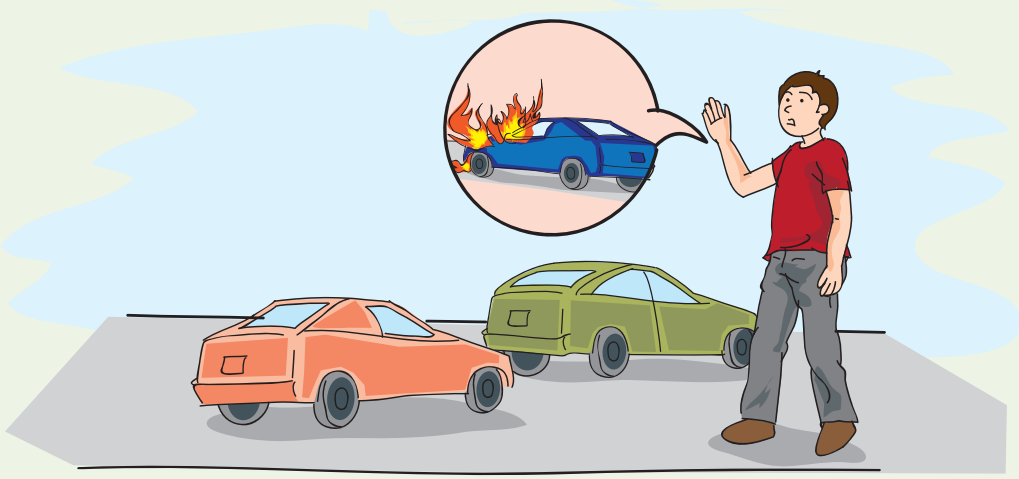


If Your Car Catches Fire

WHEN YOU OBSERVE SMOKE OR FLAMES COMING FROM YOUR VEHICLE

1. Slow down, signal and drive to the side of the road.
2. Turn off the engine and evacuate from the vehicle immediately.
3. Dial 995 for help.
4. If there is a fire extinguisher in the car, use it to put out the car fire while it is still small without putting yourself and others in danger.
5. If the fire grows big, move away from the vehicle to a safe area and wait for the arrival of the SCDF.
6. Warn oncoming traffic of the burning vehicle and keep onlookers and others away from the fire.





CHAPTER 3

PEACETIME EMERGENCIES

42 Ready Bag
44 Stockpiling
45 Lightning
46 Floods
47 Tremors
49 Landslides
51 Power outage
52 Typhoons and tropical storms
54 Tsunamis
56 Earthquakes
58 If you are trapped under debris or rubble
59 If you see a crowd gathering and turning unruly

41

Though most natural occurrences and disasters (e.g. floods, lightning storms and tsunamis) are beyond our control, we are still able to increase our chances of survival by acquiring the necessary knowledge and skills to ensure our safety in such emergencies.

Ready Bag

The Ready Bag contains important items that will help you in an emergency and you should bring it along with you when you are required to evacuate your home. Every member of your family should know where the Ready Bag is kept and it is recommended that its storage location is easily accessible even in the dark (e.g. during power outages).



THE READY BAG SHOULD CONTAIN THE FOLLOWING ITEMS:

ESSENTIAL ITEMS	USAGE
Torchlight without batteries	In case of power outage and when evacuating in the dark.
Batteries	For powering the torchlight and radio; pack extra batteries and do not fit batteries into the devices until needed, as leaving them there may result in leakage or rust.
Essential personal medication	For any existing medical condition of yours and your family, e.g. asthma, heart problems etc.
Waterproof folder containing photocopies of important documents e.g. NRIC, insurance policies	For administrative purposes should the original documents be destroyed in the fire.
Whistle	To call for help or alert others; shouting may be tiring, ineffective and may even cause you to inhale dangerous amounts of smoke and dust in some cases.
First aid kit	To treat any minor injuries.
Childcare supplies and other special care items	To meet the needs of any special individuals in the family, e.g. infants.
N95 Mask	To protect you and your family from excessive exposure to from pollutants and air-borne infections. Please see link https://www.moh.gov.sg/content/moh_web/home/pressRoom/Current Issues/2014/haze/faq--use-of-masks-and-availability-of-masks.html for more information on the use of N95 mask.

OPTIONAL ITEMS FOR THE READY BAG INCLUDE:

- A list of personal contact numbers, including telephone numbers of family members.
- Cash.
- Bottled water and dry foodstuff.
- A set of spare clothing, e.g. T-shirt and track pants.
- A list of emergency numbers, e.g. 995, 999, telephone numbers of the utility companies, insurance companies etc.

POINTS TO NOTE ON THE READY BAG:

- You may have more than one Ready Bag, e.g. one for each family member.
- Do not pack bulky items into the Ready Bag as it may hamper movement during an emergency.
- Check expiry dates of perishable items in the bag and replace them when needed.
- Periodically replace batteries with new ones and do not place them inside devices e.g. torchlight.



The Ready Bag should be portable and not too heavy or bulky.

Stockpiling

Stocking up on essential food items can help you and your loved ones survive an emergency. Routinely stock up on items according to your needs and preferences and replace those which have expired. The quantities should last for two weeks' consumption and they will vary depending on the size of your family.

ESTIMATED CONSUMPTION OF FOODSTUFF PER PERSON FOR 2 WEEKS

Rice and oil	• 3kg of rice • 1 bottle of cooking oil
Canned food	• 14 assorted cans of vegetables, meat, fish and beans (about 400g per can)
Dry rations	• 2 packets of assorted biscuits (about 210g each) • 15 packets of instant noodles
Beverages	• 1-2 tins of milk powder (dependent on age of infant) • 1 packet of sugar (500g)

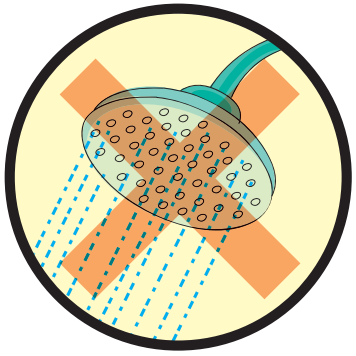


Lightning

When there is a thunderstorm, stay indoor by seeking shelter in your home, in a building or vehicle and stay away from metal objects and fixtures.

IF YOU ARE AT HOME

- Avoid taking a shower or bath; plumbing and bathroom fixtures can conduct electricity.
- Avoid using a corded telephone unless it is an emergency; cordless and mobile phones are safe to use.
- Unplug electrical appliances and other electronic items e.g. computers; power surges caused by lightning can damage these items.



IF YOU ARE IN THE OPEN

- Do not stay on high ground.
- Seek shelter in a building or vehicle; if that is not possible, seek shelter in a low-lying area such as a thick growth of small trees and crouch into a ball on the ground.
- Do not ride on a bicycle, motorcycle or golf cart; if you are travelling on them, get off them as soon as possible and seek shelter.
- Spread out if you are in a group.
- Avoid holding metal objects and standing under tall trees or near metal fences, pipes and rails.
- Avoid using handphone, electrical appliances and electronic equipment.
- Head for shore if you are in open water.





Floods

When there is a flood, move to higher ground.

IF YOU ARE AT HOME

- Stay put but grab your Ready Bag (pg 40) and be prepared to evacuate immediately when advised to do so by the authorities.
- If you think that it is dangerous to remain at home, dial 995 or 999 (giving your name and address) and evacuate immediately, moving to higher ground away from open areas, streams and storm drains.
- Tune in to the local radio stations for updates from the authorities.



IF YOU ARE IN A VEHICLE

- Be alert to signs of flooding.
- Do not drive around barricades as they are put up for your safety.
- If the vehicle stalls in rapidly rising waters, abandon it immediately and try to get to higher ground.
- Do not walk through moving water as a mere 15cm high of moving water can make you fall; if you must, use a stick to check the firmness of the ground in front of you and try to walk in stagnant water.
- Dial 995 for the SCDF or 999 for the Police if help is needed.



Tremors

To date, tremors felt in Singapore have all been due to earthquakes in the region and there are no records of a tidal surge affecting the island. The Meteorological Services Division, the SCDF and the Police will take immediate action should there be indications of such ground movements posing a threat to Singapore.

IF YOU ARE INDOORS

1. Keep calm and stay away from windows, display shelves, lighting fixtures or anything that may fall on you and cause injury.

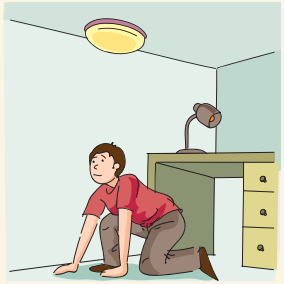
2. Take cover under a sturdy table, preferably made of wood or other strong materials.

3. When the tremors stop, get out from under the table and switch off all gas and electrical appliances; do not touch any damaged electrical wiring.

4. Do not use matches on other naked flames as there might be a gas leakage caused by the tremors. Dial 1800 752 1800 to report a gas pipe leakage if you smell one.

5. Check your surroundings for any new cracks and other structural defects on building elements such as walls, columns and beams. Evacuation is only necessary when there are visible signs of structural defects on building elements (e.g. new cracks).









6. If there are new cracks:

   a. Call the Building & Construction Authority (BCA) at 6325 7191 or 6325 7393 if you are in a non-HDB building;

   b. Call the Essential Maintenance Service Unit (EMSU) serving your area if you are in a HDB estate; the number can be found at the lift lobby.

7. Tune in to the local radio or television stations for updates on the tremor situation.

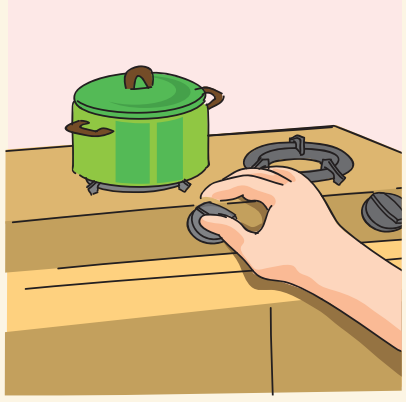
8. Avoid dialling 995 or 999 to prevent the jamming of emergency lines; call the SCDF or Police only if there is an emergency.

IF YOU ARE OUTDOORS

1. Stay away from buildings and overhead electrical cables.
2. Remain in the open until the tremors stop.
3. If you are driving, stop as soon as safety permits and remain in your vehicle. Avoid stopping near trees, buildings, bridges, overpasses or overhead electrical cables.

IF THERE IS A NEED TO EVACUATE

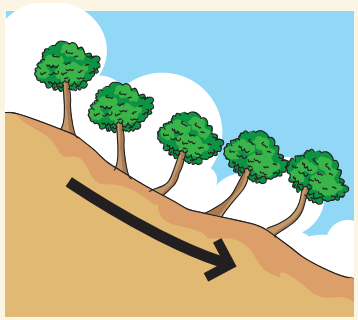
1. Switch off all lights and electrical appliances.
2. Turn off all gas appliances and taps.
3. Gather family members together.
4. Grab your Ready Bag(s).
5. Lock up your house.
6. Leave the building in an orderly manner via the staircases; do not use the lifts.



Landslides

Landslides are typically preceded by irregularities in slope profile. Should you notice any signs of slope failure listed below, it is recommended that you engage a professional engineer to inspect, assess and recommend solutions to rectify the problem.

SIGNS OF SLOPE FAILURE



- New cracks in and bulging or misalignment of the earth.
- Tilted trees, fences and utility poles along slopes.
- Accumulation of water behind retaining walls or new locations of water breaking through the ground surface.
- Erosion or washing away of vegetation and top soil on the slope.
- Upheaval of ground at or near the bottom of the slope.

WHEN A LANDSLIDE OCCURS AND DEBRIS FLOWS



- If it is safe to do so, turn off gas, electricity and water supplies as they may cause additional damage.
- Inform your neighbours.
- Grab your Ready Bag(s) and evacuate immediately if safety permits; move out of the path of the landslide.
- If you are driving, be especially alert and look out for collapsed pavement, mud, fallen rocks and other signs of a possible debris flow.
- If you or others are trapped, dial 995 or 999 and if possible tune in to the radio or television for updates on the landslide situation.
- Wait for rescue and stay calm and alert.

AFTER A LANDSLIDE

- Stay away from the affected area, building structures and electrical cables as there may be more landslides.
- Direct rescuers to the locations of injured and trapped persons near the affected area; do not enter the hazard area.
- Dial 995 or 999 to report any emergencies.
- Seek clearance and follow instructions from relevant authorities before returning to affected houses.
- Report structural defects to the:
  - Building & Construction Authority (BCA) at 6325 7191 or 6325 7393 for non-HDB buildings.
  - Essential Maintenance Service Unit for HDB blocks; the telephone number can be found at the HDB block's lift lobby.
- Tune in to the radio or television for updates on the situation.
- Replant damaged ground as soon as possible to reduce the risk of flash floods and recurring landslides.

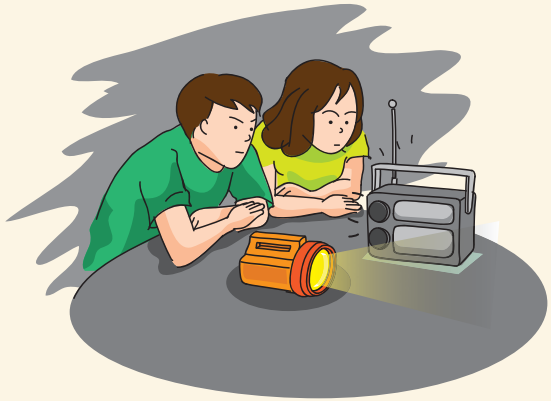


Power Outage

It is recommended that you pack a torchlight, radio and spare batteries in your Ready Bag (pg 42) in case of power outages. Matches and candles are not advisable as they may be difficult to handle without adequate lighting. The Ready Bag will therefore need to be stored somewhere easy to reach even in the dark.

WHEN A POWER OUTAGE OCCURS

- Retrieve your Ready Bag, turn on the torchlight and tune in to the battery operated radio for updates on the situation.
- If people are trapped in the lift during a power outage:
  - Do not dial 995 or 999 unless there is a life-threatening situation or a need for the emergency medical services.
  - For HDB estates, call the Essential Maintenance Service Unit for help (the telephone number can be found at the lift lobby).
  - For condominiums and non-HDB buildings, call the management office.
- If you are trapped in the lift, stay calm, press the alarm button and wait for help to arrive; do not attempt to force open the lift doors.
- If you are driving and the street lights go off, keep your headlights turned on at all times and drive slowly.

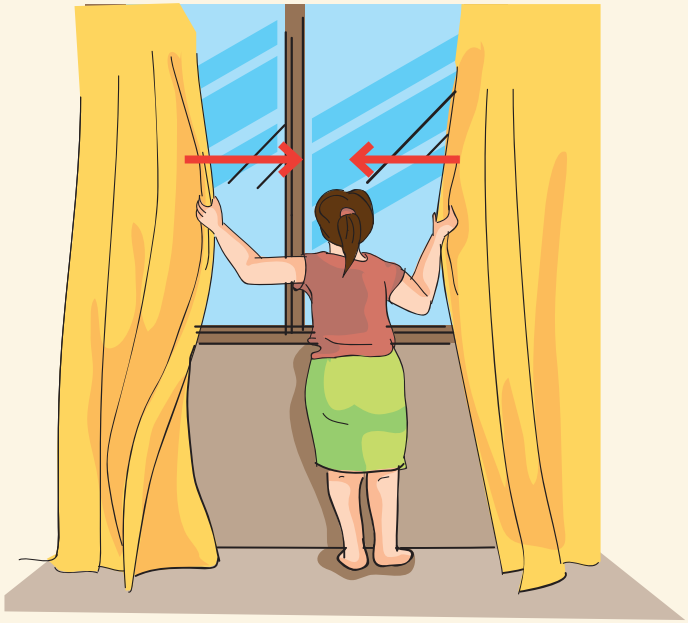




Typhoons And Tropical Storms

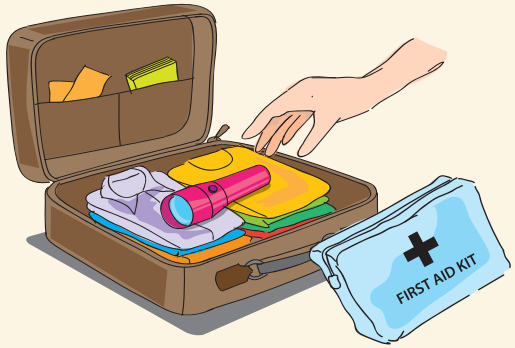
Avoid travelling overseas during the typhoon season of your destination country. It is recommended that you keep yourself updated on the country's weather watch to avoid being caught in a typhoon or tropical storm while outdoors. You may also wish to stock up on food and water in the event that you are trapped indoors due to a storm.

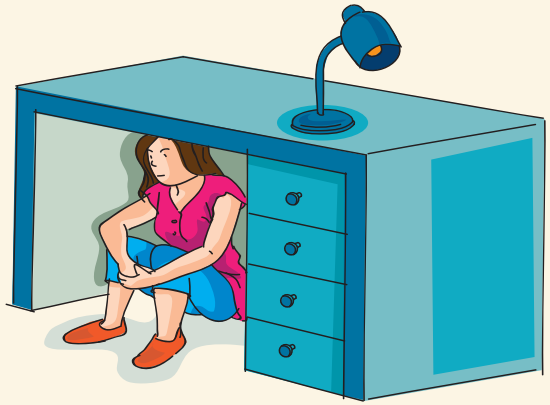
WHEN A TYPHOON OR TROPICAL STORM STRIKES IN YOUR AREA



- Evacuate if directed by local authorities; otherwise, seek shelter indoors immediately.
- Secure or move outdoor items such as toys, bicycles, potted plants and heavy objects into the apartment and away from the windows.
- Close all doors and windows; draw the curtains across windows to minimise glass fragments from flying in should the windows shatter.
- If a window breaks, place a mattress against the broken pane and push a piece of heavy furniture against it.

- Get hold of a torchlight and a first aid kit to prepare for any possible power outage and injuries cause by the storm.
- Set your freezer to its lowest temperature to minimise food spoilage in the event that the power supply is cut off.
- Tune in to a portable radio for updates on the situation.
- If possible, check for fire, electrical and gas hazards (pg 25) within the apartment during the storm.
- If the storm becomes severe, move to an area in the apartment which is least exposed to external glass windows and lie down or hide under a sturdy table.
- Do not step outdoors when the storm appears to have stopped; the winds may pick up again after a short period of calm.
- When the storm is declared to be over, check for broken glass, fallen trees, broken power cables and other hazards in your area.
- Dial for the area's emergency ambulance if there are cases of severe injury.



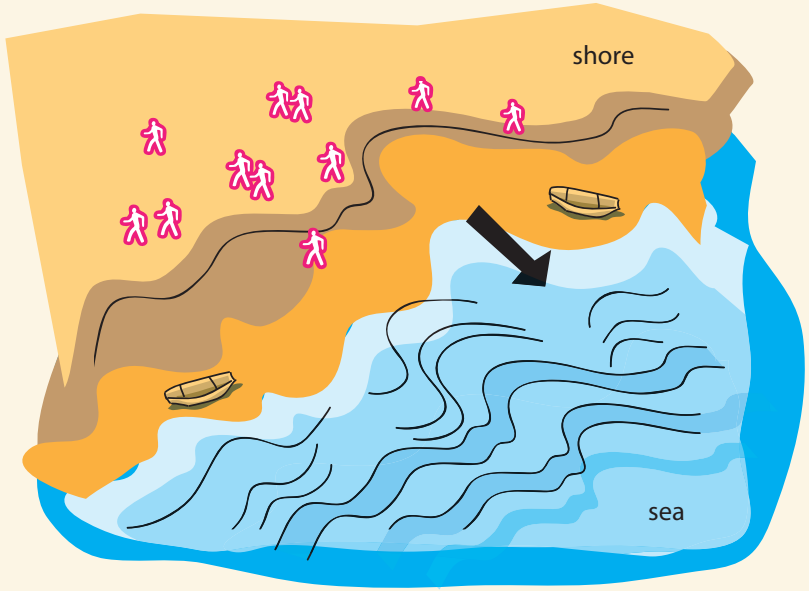


Tsunamis

Most tsunamis are caused by earthquakes in the sea that induce movements in the sea floor. The risk of Singapore being affected directly by a tsunami is very low due to the protection provided by surrounding landmasses such as Peninsular Malaysia in the north and Borneo in the east. Nonetheless, Singapore has established a seismic monitoring system since the mid 1990s which is managed by the Meteorological Services Division, to alert its population to such an emergency situation.

WARNING SIGNS OF AN INCOMING TSUNAMI

- Tremors and ground movements at the beach or near the ocean.
- Sudden receding of the shoreline and sea level, sometimes by a kilometre or more.



IF YOU ENCOUNTER A TSUNAMI

- Once you experience either or both warning signs of an incoming tsunami, run to higher ground immediately; do not approach the beach to investigate or wait for the tsunami warning to be given.
- If you are advised to evacuate, do so immediately.
- Do not stay in low-rise buildings in the coastal area if a tsunami warning is activated.
- Move inland quickly to higher ground; if there is no time for that, seek refuge in the upper floors of high-rise, reinforced concrete buildings.
- If you are on a boat or similar vessel that is far from the shore, move it out to deeper waters; if you are near the pier, it may be safer to leave the vessel there and move to higher ground.
- Do not assume that it will be safe to go out into the open after the first wave as there may be subsequent waves.



Earthquakes

During earthquakes, most injuries occur when people attempt to leave or move around buildings while the earth is still shaking. In fact, collapsing walls, flying glass and falling objects are the greatest causes of injury and death during earthquakes. While Singapore does not experience earthquakes, it is important that you follow the guidelines below to increase your chances of survival should you encounter an earthquake overseas.

IF YOU ARE INDOORS

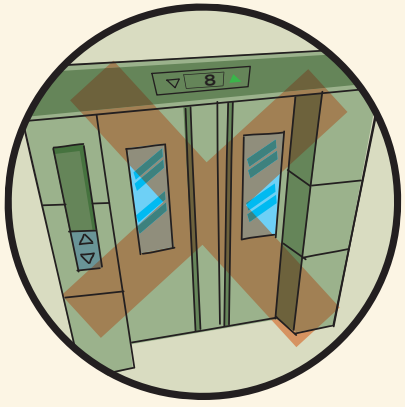
- When the shaking starts, drop to the ground and take cover under a sturdy table or furniture immediately; hold on until the shaking is over.
- If no furniture is available to serve as shelter, move to a safe place nearby (e.g. an inside corner of a building or an interior wall away from windows, mounted shelves or anything that can fall and hurt you) and crouch down while covering your face and head with your arms.
- Stay indoors until the shaking stops and you are sure that it is safe to exit; if you must leave the building after the shaking stops, do not use the lifts in case of aftershocks, power outage or other damages.

IF YOU ARE OUTDOORS

- Minimise your movement and stay away from buildings, street lights and utility wires.
- Stay put in the open until the shaking stops.
- If you are driving:
  - Stop as soon as safety permits and away from buildings, trees, overhead bridges and electrical cables.
  - Stay in the vehicle and tune in to the radio for situation updates.



Crouch down in a safe place while covering your face and head.



Do not use the lifts as they may malfunction due to aftershocks.

WHEN THE EARTHQUAKE HAS STOPPED

- Expect aftershocks any time from the next few hours to even months after the initial shockwave; each time you feel one, crouch down beside a safe interior wall or at an inside corner and cover your face and head with your arms.
- Do a quick check in your area for damage and get everyone to evacuate if there are visible structural defects.
- Help injured and trapped people, if any, and dial the local emergency services number to render assistance and direct rescuers to them.
- If possible, turn off the gas and electrical mains and be alert to smells of gas leakage, spilled chemicals and flammable liquids.
- Look out for signs of fire; put out small fires if possible.
- Beware of fallen power lines or broken gas pipes and stay out of damaged areas and buildings.
- Tune in to the radio for updates.



Do not move around while the earth is still shaking.

If You Are Trapped Under Debris Or Rubble

TO ENHANCE YOUR RATE OF SURVIVAL:

- Crawl under a sturdy piece of furniture (e.g. a desk or bed) which will provide you with breathing space and protection against falling object. If that is not possible, brace yourself against an interior wall devoid of glass windows or mounted shelves and try to use blankets, boxes and other similar materials for protection against glass fragments and light debris.
- If possible, move away from unstable areas and objects, and put on a pair of sturdy shoes to protect your feet from broken glass.
- Stay put if you are in a safe area; do not attempt to use the stairs or elevators as you will be exposing yourself to dangers such as falling debris, damaged stairways and power outages in elevators.
- Do not turn on light switches or light up matches, fires and gas stoves unless you are sure that there are no gas leaks.
- Be calm, alert and responsive to calls from the rescuers.
- Do not shout unnecessarily as you may inhale dangerous amounts of dust while weakening yourself.
- If possible, use a whistle, torchlight or tap on a pipe or wall to attract the rescuers' attention.
- If you are pinned down by debris, periodically move your fingers and toes to promote blood circulation and prevent blood clots.
- Keep your spirits high by thinking of your loved ones.
- Consume food and water from the refrigerator if it is near you; look out for shattered glass and other debris if you need to eat and drink from an open source within the debris.



UNRULY CROWD

If you see a crowd gathering and turning unruly

- Stay calm and move away from the crowd.
- Do not approach or confront the crowd.
- Dial 999 immediately and report it to the Police, provide details such as:
  a. Crowd size (how many people are gathering?)
  b. Crowd activity (what is the crowd doing?)
  c. Location of incident (where is the crowd gathering?) and
  d. Further description of the crowd (E.g. What is the mood of the crowd? Are the people in the crowd carrying weapons?).
- If you are injured and require medical attention, dial 995 for the SCDF.



CHAPTER 4

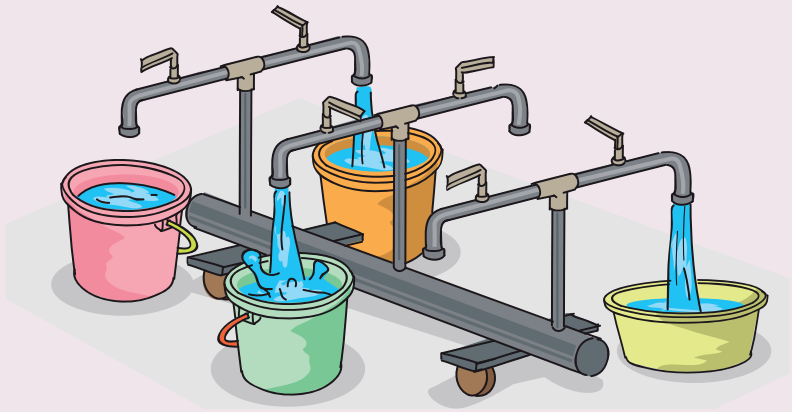
WARTIME EMERGENCIES

61 Rationing and blood donation
63 Public Warning System (PWS)
64 Shelter protection
69 Defensive precautions

When disasters strike, our daily lives will be disrupted and essential goods and services may not be easily available. When that happens, emergency procedures will be put in place to help you obtain basic supplies so that life can carry on as normally as possible. Your chances of survival, however, may be greatly affected if you are unfamiliar with the emergency procedures. Take the opportunity to learn these procedures when the SCDF and other government agencies conduct an Emergency Exercise in your constituency.

WATER RATIONING

When water supply is disrupted, distribution points will be set up near your home. You will need to bring your own containers (e.g. pails and bottles) to the nearest distribution point and collect the water in an orderly manner.



FOOD AND FUEL RATIONING

To obtain and use your food and fuel ration coupons:

1. You will first receive a Registration Notice (for food coupons) and, if applicable, a Notification Card (for fuel coupons).

2. Bring the Registration Notice or Notification Card and your family's identification documents (e.g. NRIC or birth certificates) to your designated centre(s) to collect your coupons.

3. Use the coupons to purchase rationed food items or fuel from licensed retailers. Before using the food coupons, you will need to fill in the names and NRIC numbers of every member in your household on each coupon.



BLOOD DONATION

Blood is vital in treating various illnesses and injuries, and its demand is expected to rise sharply during wartime. As such, we encourage you to go forth and donate blood if you are able to. When you hear the appeal to give blood during wartime, bring along your NRIC to the nearest blood donation centre for registration and a medical professional will attend to you.



Public Warning System

The Public Warning System (PWS) is a network of sirens placed by the SCDF at strategic points across Singapore to warn the public of imminent threats that may endanger lives and property. The PWS will be used to warn the public of military attacks and disasters, both natural and man-made. The table below shows the different signals and what you should do when you hear them.



SIGNAL	HOW IT SOUNDS	SITUATION	WHAT YOU NEED TO DO
Alarm	Wailing blasts	An air raid or danger is approaching	Move to a Civil Defence shelter immediately
All Clear	Continuous blasts	The threat is over	Leave the shelter in an orderly manner
Important Message	Pulsating blasts	An "Important Message" broadcast will be aired via the local free-to-air radio and TV stations	Tune in to any local free-to-air FM radio stations and TV stations immediately

NOTE:

- To listen to an audio recording of the various PWS signals, log on to www.scdf.gov.sg under Community & Volunteers, Learn Civil Defence, Wartime Emergencies, Public Warning System.

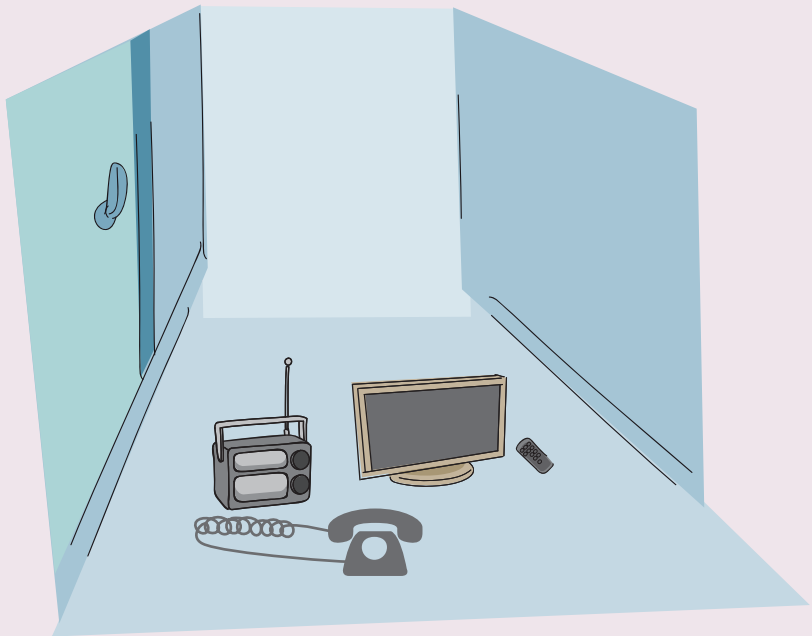
  The "Important Message" signal is typically sounded island-wide on 15th February (Total Defence Day) and on 15th September each year. When you hear the signal, please tune in to the local free-to-air FM radio station and TV stations for an "important message" broadcast from the SCDF.

HOUSEHOLD AND STOREY SHELTERS

Household and storey shelters are the primary form of sheltering the civilian population during a Wartime Emergency.

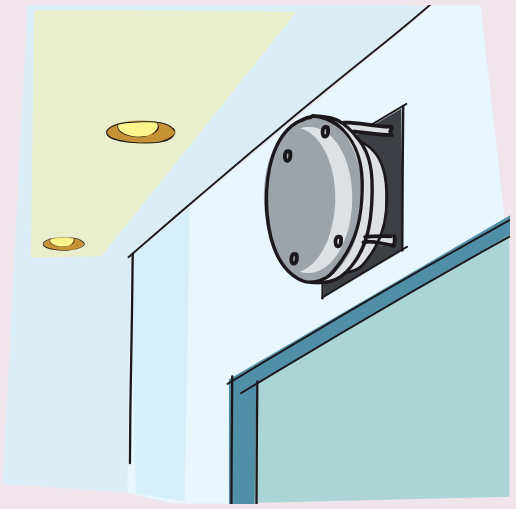
Household Shelters refer to those inside individual dwelling units, e.g. HDB flats, while Storey Shelters are larger versions of Household Shelters and they are located in a common area on every storey. In some residential developments, the enclosed exit staircase is designed to double up as the Storey Shelter. During a wartime emergency, the SCDF will inform residents to prepare their Household and Storey Shelters for occupation by:

1. Removing all temporary fixtures and shelves inside the shelter.
2. Closing and sealing the two ventilation openings (see next page).
3. Equipping the shelter with a telephone, television and radio.



VENTILATION OPENINGS

Aside from the lighting, power, telephone and television/radio points provided in the Household and Storey Shelters (except staircase storey shelter), there are two ventilation openings in shelter wall(s).



DURING PEACETIME

- Leave at least 25% of the ventilation opening uncovered in case anyone gets trapped inside the shelter.

DURING A WARTIME EMERGENCY

- Using ordinary household tools, close both ventilation openings tightly with the steel plates provided to ensure that the shelter is airtight; this will protect you and your family from inhaling contaminants from the outside.
- With both ventilation openings closed tightly, you can stay inside the shelter for several hours; the actual duration of stay will depend on factors such as the number of people in the shelter as well as their age, gender and physical condition.
- Should there be a need for you to lengthen your stay or accommodate more people in the shelter, the SCDF will inform you to affix specified equipment to the opening to improve ventilation.

ONCE THE SHELTER IS PREPARED

1. Turn off all gas and water supplies before heading to the Shelter.
2. Bring in your Ready Bag(s) and items such as water and food for your stay in the shelter.
3. Move quickly and calmly into the shelter and close the door.
4. Sit away from the door and walls of the shelter and do not lean on them.
5. Tune in to the local free-to-air radio/TV stations for important messages issued by the SCDF; you can leave the shelter once the "All Clear" PWS signal is sounded (pg 63).





PUBLIC SHELTERS

Public Shelters are built in places such as underground Mass Rapid Transit (MRT) stations, HDB void decks, schools, community centres and government buildings. To identify a public shelter, look out for the Civil Defence shelter sign. The locations of public shelters can be found at www.onemap.sg under "SCDF Facility".



A Civil Defence Shelter sign

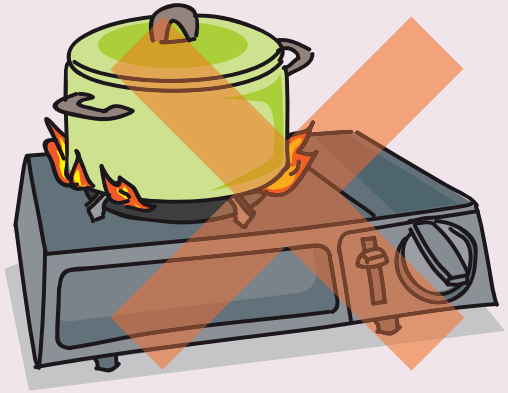
WHEN YOU ARE NOT AT HOME AND YOU HEAR THE "ALARM" SIGNAL

1. Move fast towards your nearest Public Shelter but do not push; if you are in a vehicle, park it at the side of the road, lock up and head for the nearest shelter.
2. Follow directions given by SCDF personnel.
3. If you are with your family, move as a unit to avoid anxiety and help the handicapped, children and the aged.
4. Do not bring bulky items and flammable substances into the shelter.
5. If you are unable to find a Public Shelter within a few minutes after the "Alarm" signal has sounded, you may seek shelter in a tunnel, underpass, underground basement, ditch, drain culvert or even an open drain.



ONCE INSIDE THE PUBLIC SHELTER

1. Move in towards the centre of the shelter and do not block the entrances and passageways.
2. Stay together as a group and do not wander around.
3. Do not start a fire to cook meals.
4. Keep quiet and listen to the radio and television announcements made by the SCDF.
5. Inform SCDF personnel if you encounter any problem.



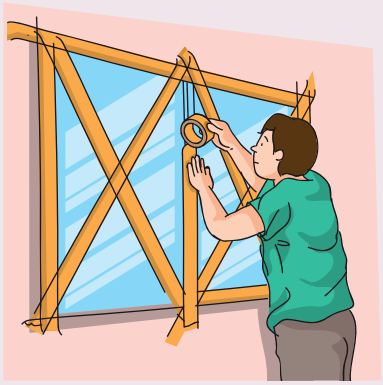
LEAVING THE PUBLIC SHELTER

1. Leave the shelter only when directed by the authorities.
2. Move as a family unit.
3. Be patient; do not push and rush.

PREVENTING DAMAGE

Although we cannot prevent the use of weapons (e.g. bombs and other projectiles) that cause damage during wartime, there are measures we can take to minimise damage to property, such as:

- Reinforcing all glass surfaces with tape to reduce shattering.
- Removing all objects hanging on the walls and sitting on balconies and windowsills.



BLACKOUT MEASURES

While a total blackout cannot prevent enemy air raids or shelling, it can reduce the enemy's ability to identify and pinpoint targets. Blackout measures include:

- Switching off all exterior lights.
- Covering all outlets of interior light such as windows and doors with curtains.
- Covering vehicle headlights with black tape while leaving only a small area exposed.



CHAPTER 5

TERRORISM

71 Chemical threats
74 Biological threats
77 Anthrax
78 Bomb threats
81 In the event of an explosion
82 Evacuating from an explosion site
83 Dirty bomb threats
85 In-place protection procedures
88 Decontamination procedures
89 Public transport security



The possibility of CBRE (Chemical, Biological, Radiological and Explosive) devices being used in terrorist attacks against innocent civilians is a growing concern. Understanding the threat and knowing what actions to take are therefore essential in our fight against terrorism.

Chemical Threats

A chemical agent attack is the deliberate release of hazardous chemical substances to kill, seriously injure or incapacitate people. Numerous chemical agents can be dispersed in an attack via improvised explosive devices, spray devices, military weapons and other means. Such agents include nerve, blister, blood and choking agents.

SIGNS OF A POSSIBLE CHEMICAL AGENT ATTACK

- Many people in the same area displaying symptoms such as:
  - Watery eyes or dim vision
  - Headaches or giddiness
  - Shortness of breath
  - Dryness of throat, coughing or extreme irritation to the respiratory tract
  - Nausea or vomiting
  - Salivation
  - Chest tightness
  - Redness of skin with severe pain and formation of blisters upon contact
  - Muscle twitching, seizures or convulsions
  - Incontinence (inability to control the discharge of faeces or urine)
  - Unconsciousness
- Three or more people collapsing for no apparent reason.
- Many sick or dead birds and small animals in the affected area.

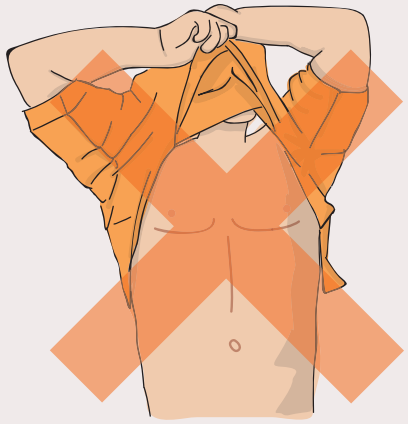


IN THE EVENT OF A CHEMICAL AGENT ATTACK

- If possible, quickly determine the areas affected or where the chemical release is coming from.
- If the attack occurs indoors, cover your mouth and nose with a damp cloth (e.g. wet towel) and quickly evacuate the building without passing through the contaminated area(s).
- If the attack occurs outdoors and you are in the open, cover your mouth and nose with a cloth and move away from the affected area(s).
- Seek shelter as soon as possible and perform In-Place Protection (pg 85); do not walk into the wind as it may carry along the hazardous chemicals.
- If you are in your vehicle when the attack occurs, head to your home, office or public building immediately if they are very nearby; otherwise, perform In-Place Protection in your vehicle (pg 87).
- Do not leave the safety of the shelter to help others until the authorities say that it is safe to do so.



IF YOU HAVE BEEN EXPOSED TO A CHEMICAL AGENT



If you experience any abnormal symptoms such as those listed on pg 71, you may have been exposed to a chemical agent. You should then head to the nearest decontamination facility (pg 88). If that is not possible:

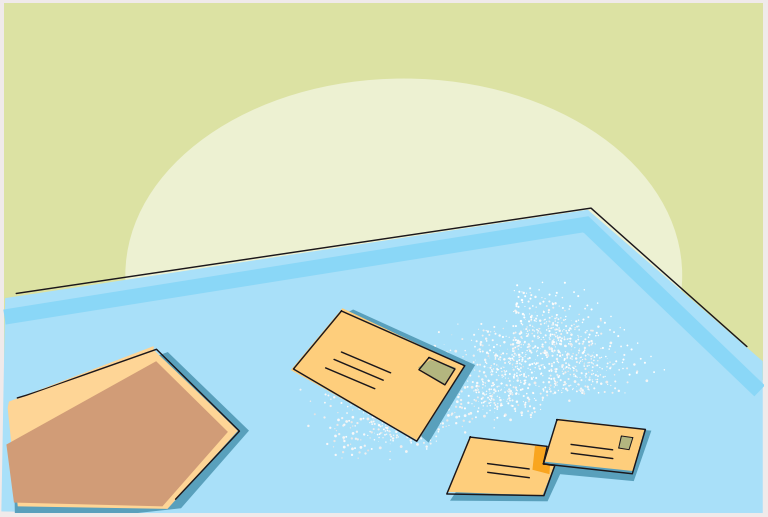
1. Look for the nearest water source.
2. Strip immediately and cut off the contaminated clothing. Do not remove the contaminated clothing over the head to avoid contact with your eyes, nose and mouth. Tie up the contaminated clothes in a bag, if available, for proper disposal later on as instructed by the authorities.
3. Rinse yourself thoroughly; use soap if it is available.
4. Seek immediate medical assistance, if possible.
5. Dial 995 for the SCDF, informing them that you may have been exposed to a chemical agent and your location.
6. Stay calm and await assistance from the SCDF.

IF YOU SUSPECT THAT SOMEONE HAS BEEN EXPOSED TO A CHEMICAL AGENT

- Do not attempt to administer first aid on the affected person; you may be affected by the chemical and become a casualty too.
- Stay away from the affected area and dial 995 for the SCDF.

Biological Threats

A biological agent attack is the deliberate release of biological agents in the form of living micro-organisms and biological toxins to kill or incapacitate people. Such agents can be released into the environment by aerosol sprays, food and water contamination and infected organisms like mosquitoes and rats. Some biological agents are contagious (e.g. smallpox).



SIGNS OF A POSSIBLE BIOLOGICAL AGENT ATTACK

A biological agent attack may not be immediately obvious as there is an incubation period during which the effects of the agent(s) are not observable. You will thus need to look out for:

- Unusual powdery or gel-like substances and suspicious articles.
- Reports on trends of unusual illnesses in the community.
- Waves of ill people seeking emergency medical attention.

IN THE EVENT OF A BIOLOGICAL AGENT ATTACK

Due to the latent effects of biological agents, it takes time to identify and confirm a biological agent attack. As a result, public health officials may not be able to provide information on immediate actions to take against a biological agent attack. It is recommended that you take the following precautions:

- Practise good hygiene and cleanliness to avoid the spreading of germs.
- Monitor the news closely for further information on the symptoms of the biological agent(s) and where to seek emergency medical care if you are affected.
- Do not assume that any illness or symptom is due to the declared biological emergency as many common illnesses have similar symptoms; you are advised to seek medical advice if you are unsure.



Biological Threats

IF YOU HAVE BEEN EXPOSED TO A BIOLOGICAL AGENT

- You may not suffer from any obvious symptoms, but you should quickly identify where the suspected biological release is, if possible, and move away immediately.
- Cover your nose and mouth with a damp cloth while moving away from the source area.
- If you are indoors, inform the building management and dial 999 or 995 to report that you have been exposed to a biological agent; leave your contact information should there be an urgent need to reach you.
- At the earliest opportunity, shower thoroughly with water and soap and change into a clean set of clothing; tie up the contaminated clothes in a bag for proper disposal as instructed by the authorities.
- If you or a family member becomes ill, seek medical advice at the hospital(s) indicated by the authorities.



IF YOU THINK SOMEONE HAS BEEN EXPOSED TO A BIOLOGICAL AGENT

- You may help the casualty if you have adequate respiratory protection (e.g. an N-95 mask); otherwise, keep a distance from the person and avoid direct contact.
- Dial 995 for help from the SCDF or 999 for the Police.

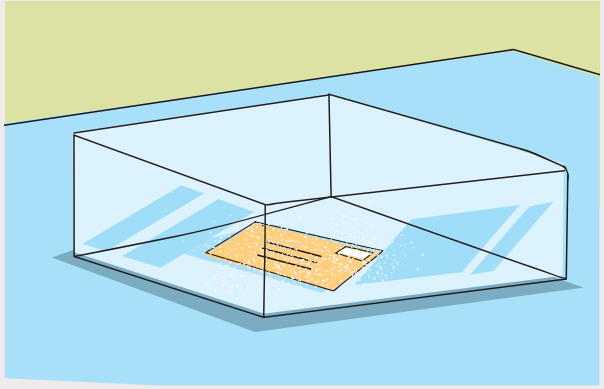
Anthrax

Anthrax is a disease caused by bacteria and its powdery form, though not contagious, is a threat to public safety. In Singapore, several agencies such as the SCDF, Police, Ministry of Health and Singapore Post have taken precautionary measures to deal with this threat.

IF YOU SUSPECT THAT AN ARTICLE CONTAINS ANTHRAX

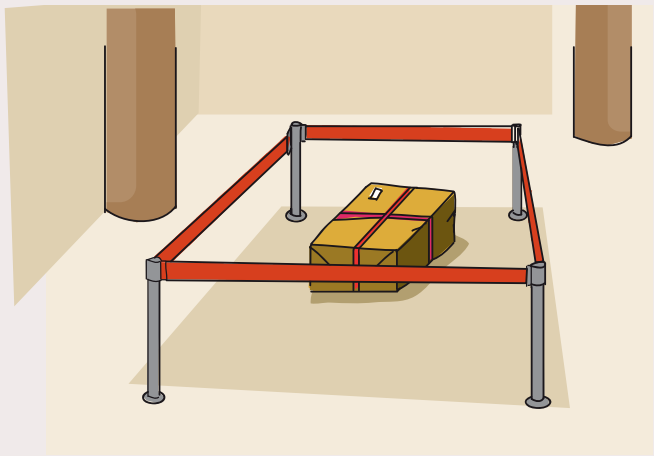
- Dial 995 or 999 for help from the SCDF or the Police respectively; inform the security personnel and/or management if you are in a building.
- Do not handle the article directly and do not sniff the article or its exposed contents, or attempt to clean up the spilled contents, if any.
- If the article is already opened, cover the exposed and spilled contents immediately with a plastic cover, cloth, paper or even a trash can; do not remove the cover until the authorities arrive.
- Turn off all local fans or ventilation units in the affected area.
- Leave the room and close the door or block off the area to prevent others from entering.
- Head to the nearest toilet or washing point and wash your hands and any exposed skin with soap and water.
- Prepare a list of names and contact numbers of persons whom you know were in the vicinity of the suspicious article and hand the list over to the Police for follow-up investigations.
- At the earliest opportunity, remove all clothing (see pg 73, Step 2), shower thoroughly with soap and water and change into a new set of clothing; do not use bleach or other strong disinfectants on your skin.
- Clothing that may have been exposed to anthrax should be sealed in a plastic bag and disposed of properly according to guidelines given by the authorities.





IF YOU SEE A SUSPICIOUS ARTICLE OR AN UNEXPLODED BOMB

1. Dial 999 immediately and report it to the Police; provide details such as the shape, size, colour and location of the suspected bomb.
2. Do not touch or move the suspected bomb.
3. Move away from it and warn people in the area to stay away from the suspected bomb.
4. For evacuation procedures, refer to pg 82.



IF YOU RECEIVE A BOMB THREAT OVER THE TELEPHONE

1. Stay calm and if possible, signal for someone nearby to dial 999 to make a Police report and another person to inform the building management staff immediately.

2. Keep the caller talking for as long as possible to buy time and try to jot down the exact words used by the caller in the threat.

3. Try finding out from the caller:
   - When the bomb will explode
   - Where the bomb is placed
   - What type of bomb it is and how it looks like
   - What will trigger the bomb to explode
   - If he/she planted the bomb himself/herself and why
   - What message the caller is trying to convey and to whom
   - His/her name and current location

4. Take note of how the caller sounds, e.g.:
   - Caller's vocal characteristics, e.g. voice of a man, woman or child, possible age etc.
   - Language used and accent
   - Articulation, e.g. caller speaks fluently or stutters
   - Tone of voice, e.g. emotional, angry or calm
   - Background noises, e.g. sounds of traffic, music, announcements

5. Do not antagonise or taunt the caller in any way.

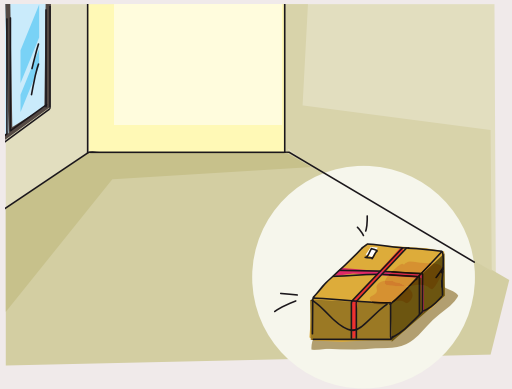
6. Do not spread rumours.



Bomb Threats

IF YOU RECEIVE A SUSPICIOUS LETTER OR PARCEL

1. It may be a bomb if it has:
   - Excessive postage despite its weight.
   - Been overly secured with string or adhesive tape.
   - An odd shape, size or rigid feel.
   - Oily stains or discolouration on the wrapping material.
   - An unusual odour that smells like almonds.
   - Metal contents whereby gently shaking the article produces metallic sounds.
   - Wires or aluminum foil sticking out from the article.
   - Unfamiliar handwriting.
   - Only the recipient's name on it or restrictive markings such as "Personal", "Confidential" and "To be opened by addressee only".



2. Do not try to open the letter or parcel if you suspect it to contain explosives; most bombs are designed to detonate when the outer wrapping is torn or cut open.

3. If you are unsure of its origin and you have reason to suspect it to be a bomb, report it to the Police immediately by dialling 999.

4. Place the suspected letter or parcel bomb in a corner of a room away from the windows.

5. Evacuate the room and the building if necessary, while leaving all doors and windows open to mitigate the effects of shattering glass should the bomb explode.

6. Inform the building management and security personnel, providing clear details on the location of the letter or parcel bomb.

7. Await further instructions from the authorities.

In The Event Of An Explosion

IF YOU ARE HURT:

1. Do not use your mobile phone to call for help as it may trigger secondary explosions.
2. If you are able to evacuate, move away from the affected area. If you are trapped, refer to pg 58.
3. Do not move unnecessarily as you may worsen your injuries.



Do not use your mobile phone near a bomb threat or explosion site.

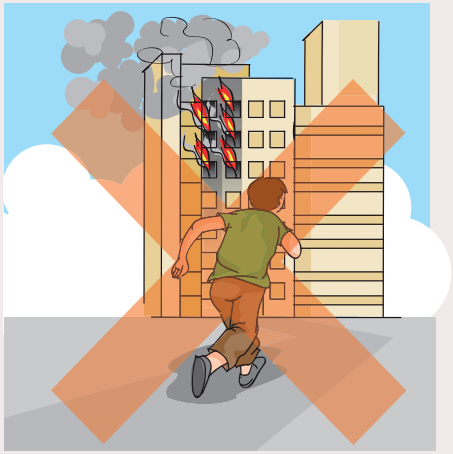
- If you are not in the affected area, stay away from the explosion site and do not dial 995 or 999 unless you encounter an emergency; tune in to the radio or television for updates.
- After an explosion, beware of post-blast hazards such as:
  - Damaged structures, walls, beams, columns and overhanging slabs.
  - Craters in the ground.
  - Sharp debris and broken glass.
  - Smoke, fires and toxic fumes.
  - Water and gas leakages due to damaged utility pipes and exposed live electrical cables.
  - Potential secondary bomb devices.
- Ensure your own safety before helping others.
- If safety permits and you are a trained first-aider, treat casualties until the arrival of emergency responders.
- If you are not trained in first aid, move away from the hazard area; note the locations of severely injured casualties and inform rescuers to attend to them.

EVACUATING FROM AN EXPLOSION SITE

- Stay calm and do not panic.
- Bring along only what is necessary and evacuate in an orderly manner.
- Do not use the elevators as they may malfunction; use the stairs but do not keep the doors propped open as that will allow more smoke to enter the stairway.
- Do not run; walk briskly and help the disabled, children and the elderly along the way.
- Keep roads and walkways clear for emergency vehicles and rescuers while looking out for them.
- Do not use mobile phones, radios or any electronic equipment at a bomb site as they may trigger secondary explosions.
- At the earliest opportunity, let your loved ones know that you are safe.
- Do not spread rumours about the situation.
- Do not enter a building whose structure has been damaged by the explosion.
- Leave the area and disperse as quickly as possible in case of secondary attacks; if the attack occured at your workplace, you may explore alternative means of accounting for your staff, colleagues, tenants and clients.



Do not obstruct roads and walkways while evacuating. Make way for emergency vehicles and rescuers.



Do not enter a building that has been damaged by an explosion.

Dirty Bomb Threats

Dirty bombs use conventional explosives spiked with radioactive materials. Once detonated, harmful radioactive materials are dispersed into the air, resulting in radiological contamination over a wide area.

EFFECTS OF RADIATION

Depending on the extent of exposure to radiation, effects can range from none to radiation sickness such as nausea, vomiting, inflammation of exposed areas and skin burns. In some cases, persons exposed to radiation may develop cancerous cell growth that may not be apparent until many years later.

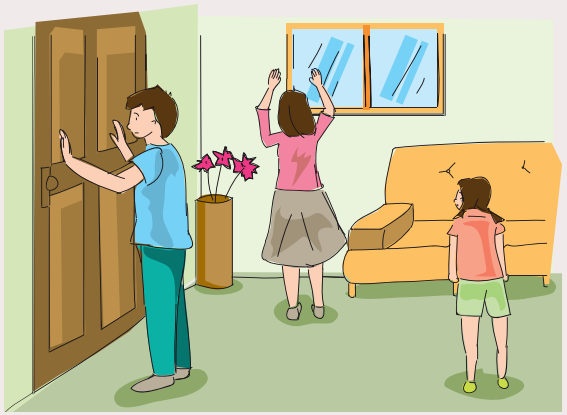
POSSIBLE SIGNS OF A DIRTY BOMB ATTACK

- A dirty bomb explosion sounds and looks like a conventional explosion, and casualties of such explosions are likely to suffer from blast injuries which include burns and shrapnel wounds.
- Specialised equipment are required to detect the presence of radioactive material in a dirty bomb attack; otherwise, it is almost impossible to differentiate it from conventional bomb blasts.



IN THE EVENT OF A DIRTY BOMB ATTACK

- If you are outside and the explosion/radiation occurs nearby:
  - Cover your nose and mouth with a damp cloth and move away from the hazard area.
  - Do not walk into the wind as it may carry radioactive particles.
- If you are indoors and the explosion/radiation occurs near the building:
  - Check if any walls and building elements have been damaged.
  - If your area is stable, stay put, close all windows and doors and turn off air-conditioners and other ventilation systems.
  - If it is not stable, evacuate from the damaged building in the same manner as you would outdoors (see above).
- If there is an explosion/radiation in your building:
  - Cover your nose and mouth with a damp cloth and leave the building immediately.
  - If you have been exposed, wait to be decontaminated by the SCDF personnel; otherwise, move away from the hazard area and avoid walking into the wind the SCDF personnel;.
- Tune in to the local free-to-air radio or television channels for advisories from the authorities on where to report for radiation monitoring and other tests to determine if you have been exposed to radiation; you will also be given advice on steps to protect your health.



After an explosion nearby, check for any damage to the walls and building elements.

In-Place Protection Procedures

You may be required to observe In-place Protection (IPP) when hazardous substances are released into the environment intentionally or otherwise. IPP serves to minimise the infiltration of hazardous materials into your home, school or workplace. If you are outdoors when a hazardous substance is released, seek shelter and perform IPP immediately.

IPP ROOM

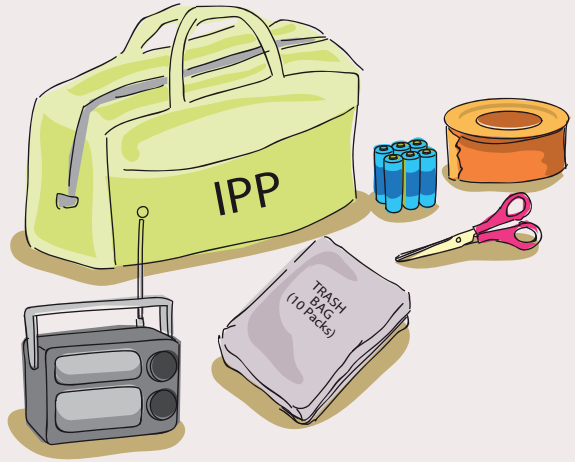
Prior to an emergency, it is important to designate a room in your home for IPP. The room should preferably be:

- An inner room that offers some protection against ordinary explosions.
- Large enough for the expected number of occupants so that the air in it will last for as long as required; IPP is expected to be observed for only a few hours.
- One with few openings and windows that will require sealing.
- One without wall-mounted air-conditioners as they are difficult to reach and seal properly.
- Equipped with an attached bathroom and water supply.

IPP KIT

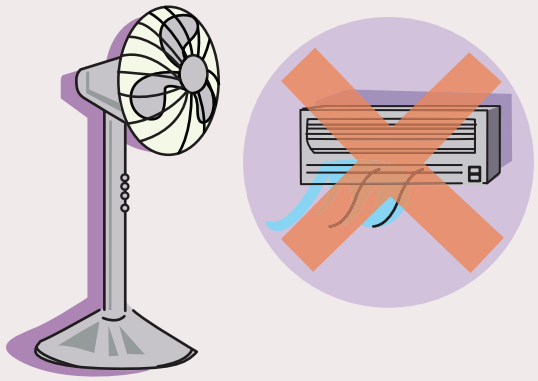
You should also prepare an IPP Kit which includes:

- Rolls of wide adhesive sealing tape (e.g. masking tape).
- Large trash bags or plastic sheets, trimmed to fit windows and vents in the pre-selected room for IPP.
- A portable battery-operated radio and extra batteries.
- Several pairs of scissors.
- Special care items to meet the needs of special groups (e.g. infants and family members under long-term medication).
- Optional items such as a torchlight, bottled water (if there is no water supply in the IPP room) and dry rations (sufficient for at least one meal).



IPP PROCEDURE AT HOME

When instructions are given by the authorities to carry out In-Place Protection adopt the following measures:

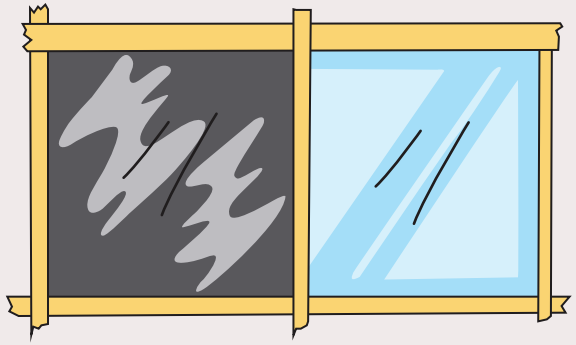


1 MOVE IN

- Stay calm, gather your family members and remain indoors.
- Close and lock all doors, windows and openings.
- Switch off all ventilation and air-conditioning units that draw in air from the outside; room fans can be left to run on low speed.

2 STAY CALM

- Grab your IPP Kit and go to the pre-determined room.
- Seal off gaps around the doors, window seams, or vents of the room using masking tape. For gaps which cannot be effectively sealed with masking tape, use trash bags to cover them and then secure the edges with masking tape.



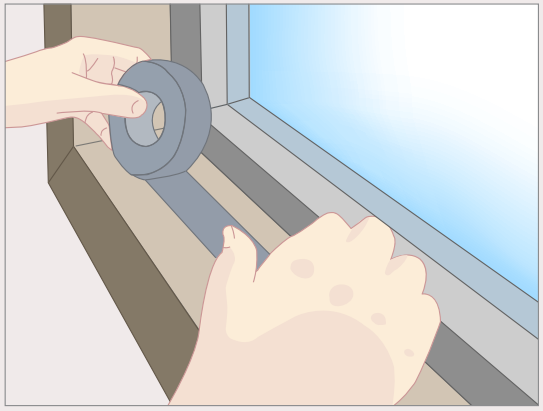
Apply a primary larger of tape to close up any obvious gaps. If there is time, seal a trash bag over the window, or opening to serve as a secondary barrier.

3 TUNE IN

- Tune in to the local free-to-air radio or TV stations for updates on the situation and instructions from the authorities.
- Leave the sealed room only when instructed by the authorities.

IPP PROCEDURE AT SCHOOL AND IN THE WORKPLACE

While the IPP procedure for work and school is similar to that for homes, pre-planning by the building management is essential in ensuring good coordination and quick response among the large number of occupants. A sample guideline to prepare non-residential buildings for IPP is available on www.scdf.gov.sg.



IPP PROCEDURE IN YOUR VEHICLE

If the hazardous substance is released when you are driving:

1. Drive away from the affected area.
2. Tune in to the local free-to-air radio for updates on the situation and further instructions.



Decontamination Procedures

In the event of a hazardous material incident involving a chemical, biological or radiological substance, the SCDF will set up personnel decontamination facilities on-site to decontaminate the affected persons. This critical process saves lives and prevents cross contamination. A full decontamination process entails the following steps:

1 REGISTRATION

- Collect a personal belongings bag and write your NRIC/FIN number on it with a non-soluble ink marker (both bag and marker are provided by the SCDF).
- Place your valuables in the bag, zip it up and hand the bag over to the SCDF personnel.
- Collect a trash bag and cable tie and proceed to the shower unit.

2 UNDRESSING



- Remove all clothing and shoes, and cut off contaminated clothing which is normally removed over the head to avoid contact with your eyes, nose and mouth; doing so will remove up to 80% of the contaminant(s).
- Dispose of them into a trash bag and seal the bag with the cable tie provided; discard the bag into the trash bin.

3 SHOWERING



- Collect a sponge, bend forward and wash your hair first.
- Wet your entire body and apply the non-ionic liquid detergent provided; scrub your body thoroughly, especially the armpit and groin areas.
- Dispose of the used sponge into the trash bin and shower thoroughly for 2 minutes to rinse off the detergent.

4 DRYING OFF

- Collect a towel and dry your entire body; discard the used towel into the trash bin.

5 MONITORING

- Raise your arms to the sides to form a T-shape with your body; this will allow SCDF personnel to scan your body for any remaining traces of the contaminant(s) with their detectors.
- If residual contaminants are detected, you will need to repeat steps 3 to 5.

6 GETTING DRESSED

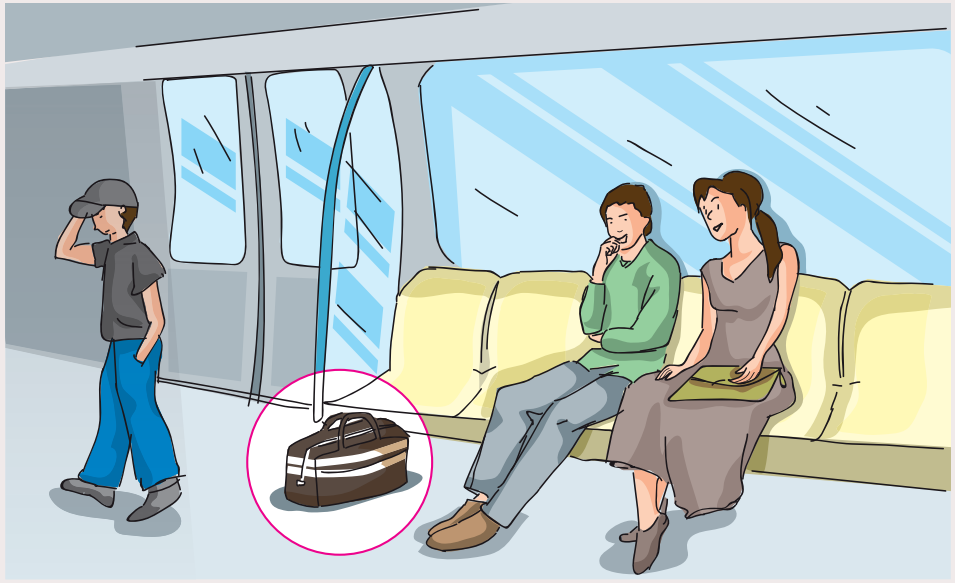
- Once you have been decontaminated, put on the bathrobe and footwear provided, rest at the temporary holding area and await for further instructions from the SCDF.

Public Transport Security

Public transport systems are easy targets for terrorists and vigilance is the key to safety in this area. If you see anything or anyone suspicious, inform the bus captain, train operator or transit security personnel immediately. Should there be a threat to life or cases of injury, dial 999 for the Police or 995 for the SCDF.

WHEN EVACUATING THE TRAIN OR BUS

- If a problem occurs while the train or bus is on the move, do not panic.
- Listen carefully to the announcements made by the transport staff and follow the instructions closely.
- Take care of the disabled, children and the elderly.
- For trains:
  - Do not force open the doors and attempt to jump off the train.
  - Head towards either end of the train and evacuate in an orderly manner via the emergency exits.
  - During evacuation, no electrical power will be running through the train tracks so you may safely walk on them; emergency lighting and ventilation will be provided in the trains and tunnels during evacuation.



Be A Community First Responder & Make A Difference In Times of Crisis

90

During emergencies, you can make a difference by being a Community First Responder to render assistance to those in distress prior to the arrival of the SCDF emergency responders. The following are some ways in which you can acquire emergency preparedness and life saving skills to help your loved ones, neighbours and community during emergencies. Together let us make Singapore a nation of lifesavers.

mySCDF MOBILE APPLICATION

mySCDF is a mobile app which provides members of the public with the ease of accessing emergency preparedness and life saving skills as well as other SCDF related information. These include:

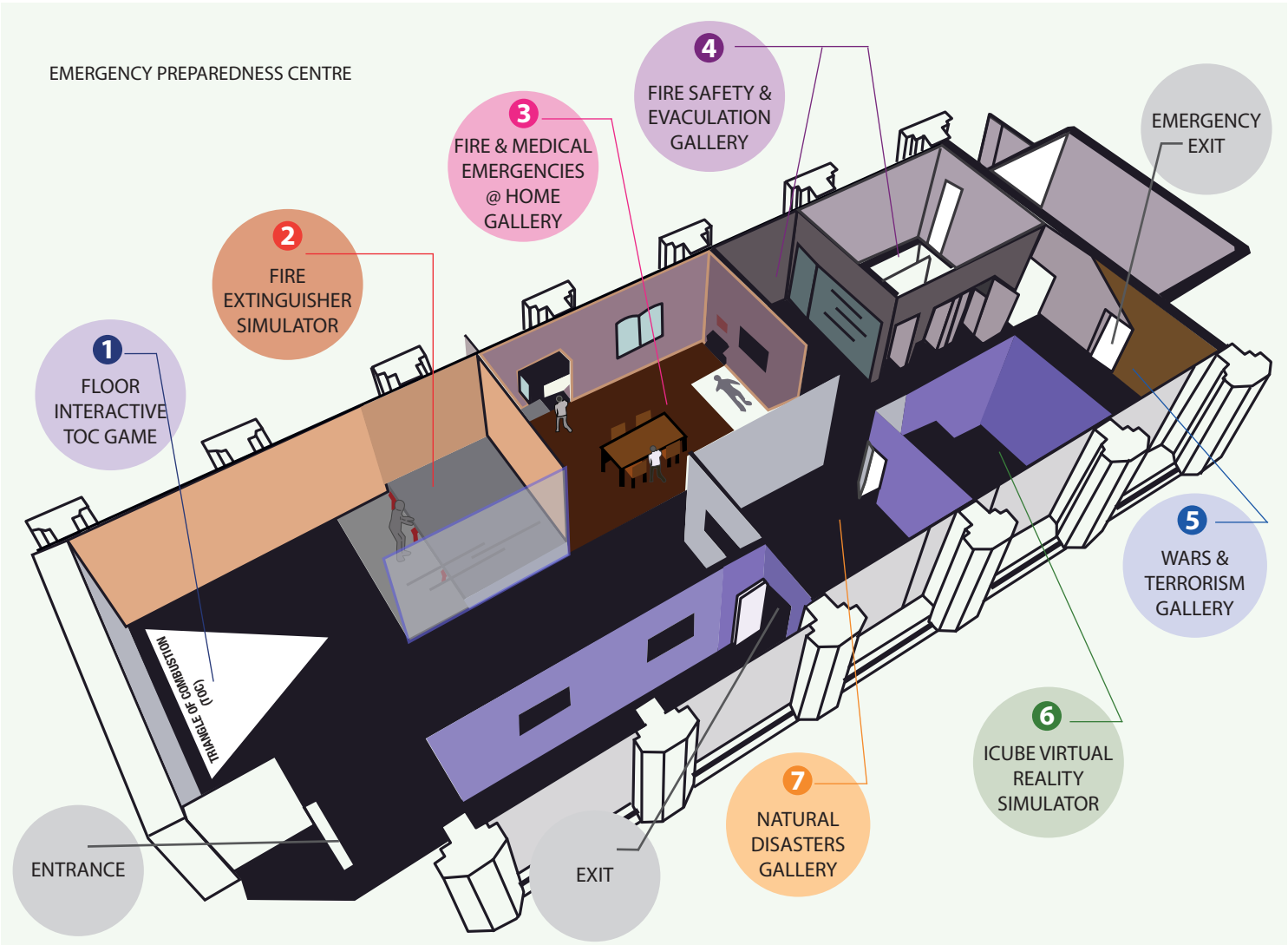
- **Fire Extinguisher Module**
  Learn how to operate a fire extinguisher to help put out a fire.
- **CPR, AED and Choking Modules (with video footage)**
  Learn important life-saving skills such as how to perform CPR, perform chest thrusts or the Heimlich Manoeuvre on someone who is choking and use the AED on the go.
- **Fire Safety Feedback Module**
  Submit feedback on any fire safety violations and/or fire hazards via the module.



mySCDF is available for download on both the IOS App Store and Google Play store.

EMERGENCY PREPAREDNESS CENTRE (EPC)

The EPC provides visitors with fire safety tips, emergency preparedness knowledge and life-saving skills through highly visual and interactive exhibits. Some of these exhibits include the fire extinguisher simulator which discharges water onto a video wall depicting a few incipient fire scenarios as well as mannequins for visitors to try out the Heimlich manoeuvre and CPR procedure. Its signature exhibit is the Icube which uses the latest state-of-the-art virtual reality 3-D immersive technology to give the visitors a near realistic experience in natural disasters such as typhoon and tsunami. The EPC has seven different learning zones:



EMERGENCY PREPAREDNESS CENTRE (EPC)

EPC Opening Hours

Tuesday to Sunday (including Public Holidays), from 10am to 5pm.

Address

2nd floor, SCDF Heritage Gallery at 62 Hill Street, Singapore 179367 (next to Central Fire Station).

Minimum Age Requirement

The EPC is recommended for persons aged 10 and above. Each child below 10 years old should be accompanied by an adult.

Pre-registration

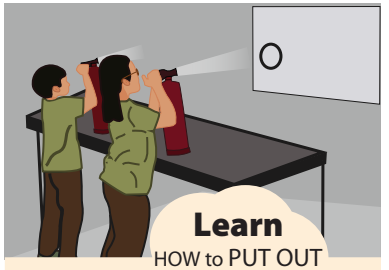
Prior booking is required for visits to the EPC. All visits are based on guided tours and each one hour tour can accommodate a maximum group size of 20 persons (adults and children included).

To visit the EPC, please make a **booking** online through the EPC Visit online form at our SCDF website (www.scdf.gov.sg).

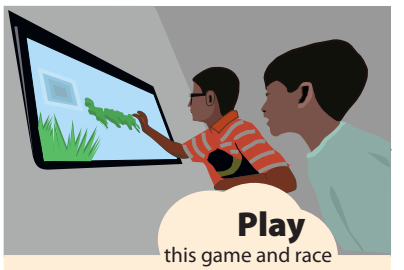
For enquiries

For enquiries, please call 6332 2995 from Tuesday to Sunday (including Public Holidays), 10am – 5pm.









EPC is where where adults and kids learn and have fun!

COMMUNITY EMERGENCY PREPAREDNESS PROGRAMME (CEPP)

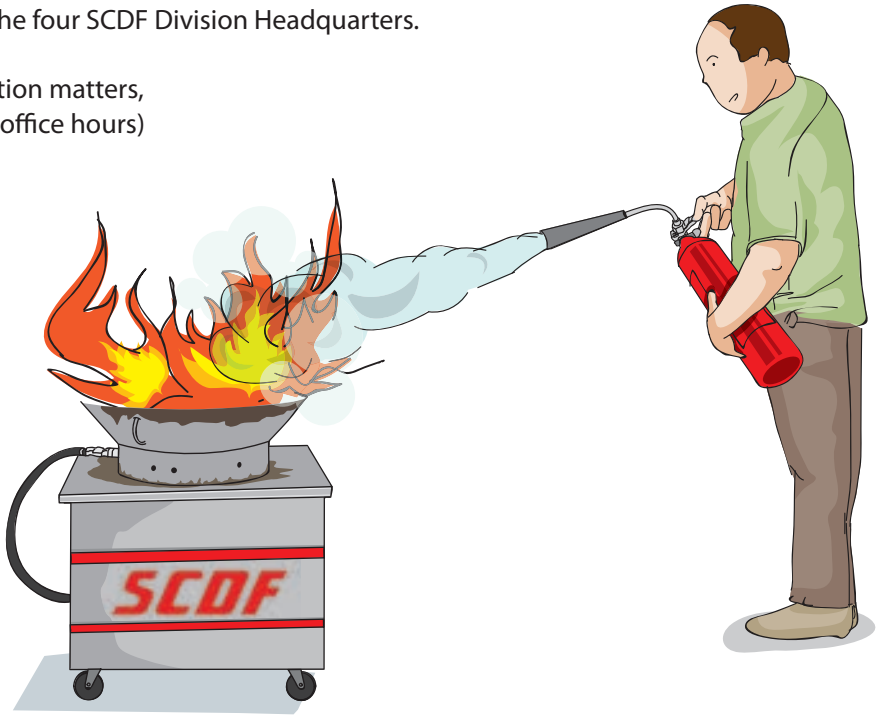
The CEPP is an instructional public education programme, with focus on practical hands-on sessions. It equips participants with the essential life-saving skills and knowledge to deal with emergency situations, prior to the arrival of the SCDF.

The programme covers the following topics:

- Basic First Aid
- CPR-AED
- Basic Fire-fighting using a fire extinguisher and hosereel
- Fire Safety and Evacuation Procedures
- Emergency Procedures

The CEPP is conducted at no charge to the public at the four SCDF Division Headquarters.

For more information on the programme and registration matters, please call the SCDF at 6848 1525 / 6848 3411(during office hours) or visit www.scdf.gov.sg.



myResponder MOBILE APPLICATION

The myResponder app alerts users to cardiac arrest cases in their immediate vicinity. Members of the public can also access the National AED registry, which is a database of AED locations in public places, via the my Responder app.

Individuals can also register via the myResponder app as Community First Responders to be alerted by SCDF to:

- Nearby cardiac arrest cases (within a radius of about 400m)
- Nearest available AEDs

Responders who are able to respond can choose to accept the notification and provide early intervention to the casualty, such as performing CPR and/or using the nearest available AED. SCDF's 995 Ops Centre may also ask responders to guide the ambulance crew by escorting them to the incident site.

myResponder is available for download on both the IOS App store and Google Play store.



Requirements to register as a myResponder volunteer*

- SingPass ID and Password
- Mobile number

*If you are 15 years old and above and wish to volunteer, be sure to get your SingPass ID and password ready. If you are under 18 years old, please seek parental consent for your participation.

Useful Numbers

FIRE AND EMERGENCY AMBULANCE SERVICES	**995**
NON-EMERGENCY AMBULANCE SERVICE	**1777**
SCDF EMERGENCY SMS [specially catered for people who are deaf, hard-of-hearing and/or have speech impairment (DHS)*]	**70995**
FIRE HAZARD REPORTING LINE	**1800 280 0000**
SCDF GENERAL ENQUIRIES	**1800 286 5555**
POLICE	**999**
POLICE HOTLINE [for general enquiries]	**1800 255 0000**
PUB, THE NATIONAL WATER AGENCY [for water supply matters]	**1800 284 6600**
SP POWERGRID [for report on electricity supply inyerruption]	**1800 778 8888**
CITY GAS [to report on gas supply interruption/suspected gas leak]	**1800 752 1800**
BUILDING & CONSTRUCTION AUTHORITY [to report structural defects in non-HDB buildings]	**6325 7191** **6325 7393**
HDB'S ESSENTIAL MAINTENANCE SERVICE UNIT (EMUS) [to report power failure and structural defects in HDB buildings; the service number for your building can be found outside the lift]	**1800 275 5555** **1800 325 8888** **1800 354 3333**

* This number is only for members of the DHS community to send an SMS to request for SCDF assistance during emergencies such as fire or medical condition.

BE A COMMUNITY FIRST RESPONDER AND MAKE A DIFFERENCE IN TIMES OF CRISIS

To learn life saving skills
and emergency procedures, visit ***www.scdf.gov.sg or log on to my SCDF App.***

For more information relating to crises
and emergencies, visit ***www.e101.gov.sg***

For information and matters related to security
and emergency preparedness, visit ***ds.ecitizen.gov.sg***

To be a Community First Responder register via the myResponder App.

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