

# **Crisis Plan for the Municipality of Norrköping**

The municipality has developed a plan (program) for the crisis management process in the event that the municipality needs to convert to a coordinated organization due to an extraordinary event or other severe test.

Appropriate aspects of the program may also be used if the municipality's combined resources need to be exploited, for example in the event of long-term power cuts, serious accidents, severe and extended snowstorms, shortage of drinking water, extensive injuries with hazardous goods or similar events.

Over and above the referenced program, the crisis management process will be conducted in accordance with the “Guidelines for leadership and information in the event of extraordinary events in peacetime as well as in the event of heightened preparedness”. If an accident or event is judged to be extraordinary, the municipality's crisis management commission may go into effect in accordance with the “Actions by Municipalities and County Councils Prior to and During Extraordinary Events in Peacetime and Heightened Preparedness Act” (2006:544). Norrköping's crisis management commission is the municipal council's crisis management committee.

The guidelines are applied when the chairman of the crisis management committee decides that an extraordinary event has occurred and that the crisis management committee should begin to function. The guidelines may also wholly or partially be applied in the event of other crises or social disturbances without the crisis management committee beginning to function. Serious accidents or social disturbances may have such consequences that the municipal administration must act to coordinate responses. The work must be managed effectively and organized in such a way that steadiness of purpose is maintained over time.

All activities that fall under the concept of “municipal rescue service” are led in the municipality by the rescue chief or by a rescue leader appointed by the rescue chief in accordance with the stipulations in the Swedish “Protection Against Accidents Act” (2003:778).

## **Practice in Crisis Management**

In the event of an extraordinary occurrence or other social disturbance that affects the municipality, the crisis management process must be started quickly and in a structured manner, which is why this must be well planned and rehearsed. The crisis management organization (politicians and civil servants) must practice at least once every other year and be able to begin the crisis management process from a regular administrative location or other suitable space no more than three hours after summoning.

## **This is how you will know that danger threatens when a serious accident has occurred:**

### **— Signal for “Important Message”**

When danger threatens, whether in peace or in war, for example a serious accident with hazardous substances, the general public can quickly be warned by means of the outside “Important Message” alarm. This signal is used when people must quickly be warned, for example with the release of poisonous gas.

### **What to do when you hear the “Important Message” signal:**

- Go indoors
- Close doors, windows and ventilation
- Listen to the radio

The outside “Important Message” signal consists of signals seven seconds in duration, with a 14-second pause between. The signal is repeated for at least two minutes.

The “Important Message” signal followed by the “Danger Over” signal is tested four times per year: the first non-holiday Monday in March, June, September and December at 15:00 hours.

### **— Information on TV, Radio and Websites**

Information in the event of a serious accident, crisis or social disturbance may also be made available on:

- TV and Text TV
- Radio P4
- [www.norrkoping.se](http://www.norrkoping.se) (municipal website)
- [www.krisinformation.se](http://www.krisinformation.se) (national portal for crisis information)

### **What to do if you are in a cloud of smoke or gas:**

- Get away from the accident (cloud of smoke or gas) as quickly as possible
- Be attentive to wind direction — walk crosswise from the wind direction, neither against or with the wind
- Make and use as needed a temporary “blanket filter” — for example, a rag can be moistened with water to breathe through

Hazardous smoke and gas often (but not always) has a strong, pungent odour that may cause stinging in the eyes and nose and irritate the throat, causing coughing.

## **EMERGENCY Telephone Numbers:**

- In the event of immediate need for help/rescue, call 112

## **Telephone Numbers for Customer Service, Problem Reporting or Other Information:**

- Ambulance, non-emergency 011-14 96 30
- Fire and Rescue, reception 011-15 17 09
- Fire and Rescue, administration 011-15 17 13
- Municipal switchboard 011-15 00 00
- Emergency Social Services 011-15 22 83
- Nursing and home care team 011-15 39 68
- Technical Services, customer service/ problem reporting 011-15 16 17
- Streetlights - after-hours problem report 020-67 00 67
- Water/waste - after-hours problem report 011-15 15 50
- Norrköping Water 011-18 22 37
- Electrical malfunction, E.ON 011-23 42 34 or 020-88 00 22
- Electrical malfunction, Vattenfall 020-82 58 58
- Poison information 08-33 12 31
- On-duty minister 112
- Pharmaceutical consultation 0771-450 450
- Medical care help-line 1177
- Police, non-emergency 114 14
- Street Department, problem report 0771-11 91 19

## **Drinking Water**

The drinking water in Norrköping is supplied by Norrköping Water and exceeds the requirements of the Swedish National Food Administration. Most of the unprocessed water is taken downstream of Glan Lake and purified in several stages at the Borg waterworks.

*Read more about Norrköping Water*

## Water Stoppage

A water stoppage may be caused by electrical power cuts that affect the water supply. Waterworks and pumps along the water network must have electricity in order to function. High-lying areas may be without water as soon as within a few hours. It is the responsibility of the municipality to arrange for drinking water as needed at various pick-up locations.

In the event of water stoppage in a residential area, drinking water may be trucked to the area in special tankers and special pick-up locations arranged. Water can be most easily picked up in plastic drums or buckets.

Listen to the local radio — Radio P4 — which often relays information from the municipality. Information can also be found at the municipal website, [www.norrkoping.se](http://www.norrkoping.se) and in certain cases on text TV.

## Water Leakage

Defective bathrooms and plugs in the drain can cause water leakage. Older buildings may have poor main lines in the walls, but even copper pipes in newer buildings can create problems.

### *What do I do if I'm affected by a water leak in my home?*

- Stop the flow of water as soon as possible with the shut-off valve in the home and call a plumber or building superintendent.
- Gather up/dry the water from the floor as quickly as possible
- In order to prevent resulting damage — contact a sanitation company or inspection company

### *How do I prevent water leaks?*

- Keep the drains free from objects that may cause stoppage
- Use knowledgeable service people for installation of washing machines and dishwashers
- Clean the floor drain in the bathroom on a regular basis
- Take care of dripping faucets. If you have to turn hard to stop the water, change the gasket
- Check that the toilet is not running and that it flushes

## Flooding

**The property owner is responsible for taking steps to prevent the risk of flooding**

- Ensure that ground and surface water cannot penetrate into the building
- Drain water away from the building
- Make sure that drainage functions
- Arrange back ventilation and close floor drains when major rainfall is predicted
- Arrange covers for cellar stairwells and entrances to basement garages
- Have cellar floors of watertight materials
- Avoid storing valuable objects on the cellar floor
- Clean drains, screens and gutters on the building

### **In the event of a flooded cellar**

- Switch off electrical power within the flooded premises — water can conduct electricity. Make sure however that any drainage pumps do not stop
- Move exposed furnishings
- Empty the cellar of incoming water
- Be careful about hygiene after contact with intruding sewer water
- In the event of damage, contact the insurance company
- Document any damages by taking photographs

## **Heating Failure**

Did you know that in a poorly insulated building, the temperature falls from 21 to 10 degrees in a little more than 24 hours if the temperature outside is zero?

Most multi-family buildings are connected to the district heating network. When the heat goes off, this is due either to a power cut, which means that the circulation pumps cannot transport the heated water around the building, or else the district heating supplier has a problem with for example a major leak.

In single family houses and freestanding buildings, there are often alternative heat sources such as heaters and open fireplaces, but most often not in multi-family buildings. What do I do in the absence of these alternatives? There are several simple measures during an extended power cut.

- Use only one of the rooms and keep the heat up in this one. Best is a room with few windows, preferably facing south to take advantage of the heat of the sun.
- Four persons give the same effect as a small heating element! This heat will come in handy.
- Insulate windows and doors with tape or blankets to avoid unnecessary drafts.
- Air for short periods in order to let in oxygen, especially if you have candles lit.
- If you still have electricity — use a small electric heating element or a fan to heat a room.

Listen to the local radio — Radio P4 — which often relays information from the relevant supplier and the municipality. Information can also be found at the municipal website, [www.norrkoping.se](http://www.norrkoping.se) and in certain cases on text TV.

Think ahead — how would you manage for three days without heat?

## Power Cut

Access to electricity at home is something we take for granted. We seldom think about how dependent we are on electricity until it is suddenly lacking. Everything gets dark, the entry code doesn't work and the garage door won't open, etc.

Regardless of what source of heat you have, there is great risk that it too will cease functioning. In order to be less vulnerable in the event of a power cut, you should have the following things available in your home:

- Battery-operated transistor radio
- Flashlight
- Fresh batteries
- Blankets
- Small amount of cash
- Candles, tea lights
- Matches
- Some canned goods, e.g. soup
- A camping stove or kerosene stove

If you live in a rural or suburban area, you may need a little more preparation, e.g. an extra heat source. When a power cut occurs, check whether the neighbours have also lost power or whether the power cut only affects your own residence. In darkness, do the streetlights function?

Tips on how you can determine whether the power cut only affects your own system/residence:

- Is there a total lack of electricity in the house, or are any lights/devices functioning in any room?
- Is there an electrical circuit breaker?
- Is the circuit breaker on?
- Are all fuses working?

If there is still a power cut in your own residence, contact an electrical contractor. More information can be found at the websites below.

- Civil Defence Association ([www.civil.se](http://www.civil.se))
- National Electrical Safety Board ([www.elsakerhetsverket.se](http://www.elsakerhetsverket.se))