



# EMERGENCY GUIDE

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[www.112.gov.tr](http://www.112.gov.tr)



## **EMERGENCY GUIDE**

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This guide has been prepared by the Ministry of Interior of Türkiye, General Directorate of Provincial Administration. It includes information and guidance about how to act in emergency situations and when to call the 112 emergency number.

## Türkiye is a high disaster risk country.

**Our country is geographically in an area with high risk for man-made or natural disasters like earthquakes, floods, fires and accidents.**

**In emergency situations, you can request help free of charge by calling the 112 emergency number anytime, anywhere.**





## What to do in emergency situations?

### EARTHQUAKE



Until the quake ends, shelter under resistant objects like tables and school desks or next to resistant furniture like sofas and beds.



**Stay away from the windows and glass objects!**



If you have time, turn off gas and shut down electricity. Take your emergency bug-out bag and quickly evacuate the building.



To secure the exit, **open the door and go to the predetermined meeting area.**

## EARTHQUAKE



If you are outside, be careful about rocks and items that could fall on to you, protect your neck and head with your hands!



Follow instructions given by the authorities!



Avoid being alone, stay together, call 112 and wait for the units to arrive!







While evacuating **only take essential items with you, don't panic, stay calm.**



## FIRE



## FIRE






-  Follow the evacuation plan and the instructions taught during fire drills. Leave the area as soon as possible!
-  To avoid inhaling smoke, bend forward or away until help arrives. If possible, cover your mouth and nose with a clean cloth.
-  If your clothes catch fire, immediately **STOP, DROP** and **ROLL**. Cover your face with your hands and roll over. Warn your surroundings by yelling **"FIRE"**.
-  **Call 112** for firemen, ambulance and police, stay calm and speak out clearly. Gather at the shelter area.

## FLOOD





## FLOOD

-  **Leave the flood zone and go to safe and high territories!**
-  **Do not enter the flood water** to escape from the flood, do not play in the flood water!
-  **Avoid electrical sources!**
-  **Call the 112-emergency line** and wait for the rescue teams!
-  **Follow meteorological warnings** on television or radio.



IN  
EMERGENCY  
SITUATIONS



CALL  
112



Police



Gendarme



Coast Guard



Ambulance



Forest



Fire

**AFAD**  
Disaster and Emergency  
Management

**Call The Emergency Line 112!**

## HOW AND WHEN SHOULD YOU CALL 112?

### When?

Traffic accidents,  
Earthquake, flood,  
House-workplace-car-forest fires,  
Fainting, heart-attack, respiratory distress,  
Theft, violence, fights, injuries,  
and all emergency situations...



### How?

You can **call 112, free of charge** from your landline, your mobile and any pay phone.

## WHAT TO DO WHEN YOU CALL THE EMERGENCY LINE?



### Stay Calm!

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The call will be answered with the line '**Emergency Call Center**'

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**Explain your emergency** to the call receiver **briefly**. (I'm sick, someone is incurred, there is an accident)

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When you are asked for an address, **clearly state your address**. If you don't know your address, you can give directions.

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After you give the information, don't hang up the phone, you are going to be connected to the unit.

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Follow the instructions, **help is on the way and will arrive as soon as possible**.

## SERVICES PROVIDED BY THE 112 EMERGENCY LINE

### FOREIGN LANGUAGES



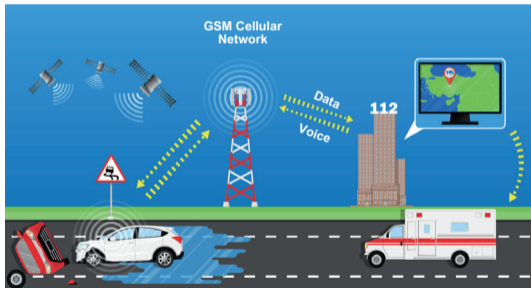
Foreigners in our country can report their emergency to the Emergency Call Center in **German, Arabic, English** and **Russian** languages.

### BARRIER-FREE 112



Hearing-impaired or speech-impaired people can communicate their emergency to Sign Language interpreters via the **Engelsiz 112 (BARRIER-FREE 112)** application.

## E-CALL SYSTEM



Vehicles equipped with an electronic security system can call the **112 Emergency Call Center** with the E-call line, which is activated automatically in the event of an accident or by pressing the emergency call button, allowing the units to reach the accident scene.

## AFAD EMERGENCY APPLICATION



### AFAD ACİL Mobile Application

Before, During and After a Disaster  
Always There for You!



Start  
Emergency Call



Training



Quick Response via  
Voice Call, SMS, or  
Notification



Informing Citizens  
in Disaster Areas



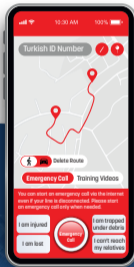
Assembly  
Areas



Texting 112 Emergency  
Service



AFAD



Emergency calls from disaster areas through the AFAD Emergency application are handled by the **112 Emergency Call Center.**

**ONLY 112 IN EMERGENCY  
SITUATIONS**



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