

SAFETY & RESILIENCE GUIDE

RESILIENCE

*Emergency
Information for
Residents*

COMMUNITY

RISK MINIMISATION

PREVENTION

SAFETY

EMERGENCY
AID

MÄERTERT-WAASSERBËLLEG



Commune
de MERTERT

OBJECTIVE OF THE SAFETY GUIDE

The purpose of this guide, edited by the municipality of Mertert, is to give the citizens a clear overview of important safety and preventive measures, emergency numbers, warning systems as well as useful applications and services. The objective is to better prepare

the citizens for emergencies, severe weather, floods, fires or medical emergencies, and at the same time, to raise awareness for individual responsibility, solidarity and rapid action in case of emergency.

Questions about safety and information on other topics: Write to sicherheit@mertert.lu

ENGLISH VERSION

MÄERTERT-WAASSERBËLLEG



Commune
de MERTERT



Commission de sécurité
et de prévention

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FOREWORD

Dear Residents,

The safety, well-being and resilience of our municipality are among the key priorities of the Board of Aldermen. In light of increasing challenges such as natural disasters, technical failures, fires and other emergencies, proactive emergency preparedness is becoming more important than ever.

For this reason, the Municipality of Mervelt has made targeted investments in strengthening its resilience over the past years and has allocated the necessary strategic and financial resources. Our objective is to ensure that the municipality remains operational even under exceptional circumstances, while providing the best possible protection and support for our residents.

The measures already implemented include the acquisition of a high-capacity emergency power generator to ensure the self-sufficient operation of the municipal administration building during prolonged power outages, as well as modern radio communication equipment that guarantees reliable communication between the emergency services and municipal departments, even if conventional communication systems fail.

Another important component is the provision of emergency accommodation to offer temporary housing to families or individuals affected by a fire or a natural disaster.

Comprehensive emergency response plans have also been developed to enable rapid,

coordinated and targeted action in the event of an emergency. These plans help save valuable time, ensure that the public can be informed quickly, and guarantee a reliable supply of essential resources such as drinking water, electricity and medical assistance.

A key factor in the success of these efforts is the close cooperation with our public safety partners, in particular the Local Police of the Merveldall Police Station and the Service de Proximité et de l'Ordre (SPO).

However, safety is a shared responsibility. Every resident can help reduce risks and respond appropriately in an emergency by remaining vigilant, being well prepared and acting responsibly. This brochure is intended to serve as a practical guide.

We would like to express our sincere thanks to all those involved, especially the members of the Safety and Prevention Commission, whose expertise and commitment contributed to the preparation of this brochure.

We hope you will find this brochure informative and encourage you to keep it in a place that is easily accessible to all members of your household so that it is always within reach whenever needed in an emergency.

College of Aldermen

Laurent Jérôme, Schummer Jos, Bechtold Lucien



EMERGENCY NUMBERS

Your point of contact in emergency situations

THE HELPLINE OF THE MUNICIPALITY OF MERTERT

The municipality of Mertert provides a helpline for its citizens for cases of special urgency or crisis situations. This hotline is exclusively active when the mayor or his representative officially calls an emergency.

What is the helpline for?

The helpline is not a substitute for the emergency service 112, but an additional point of contact at the municipal level for information and support in crisis situations.

It is supposed to:

- **Provide central information**
Citizens receive guaranteed information on safety measures, codes of conduct or points of contact.
- **Answer questions**
for instance on care, accommodation or special arrangements in the municipality.
- **Facilitate coordination**
so that people who need help receive it quickly and specifically.
- **Ensure safety**
through clear and reliable communication by the municipality.

When is the helpline activated?

The helpline is only set up in exceptional cases of emergency, e.g. in case of:

- Natural disasters (storm, floods, extreme weather conditions)
- large-scale power outages or supply failures
- special hazardous situations for public safety

In all other situations, the usual emergency numbers and administrative channels shall remain valid.



MUNICIPAL ON-CALL SERVICE

Emergency Message

The municipality offers an on-call service.

This service is intended for emergency cases, which involve risks or require urgent action.

When should you call the service

Please call the service only in case of emergencies or in urgent cases, which cannot wait until the next working day.

For example:

- Water pipe breakage on public property
- Water leakage from hydrants or manholes
- Oil spill, fallen tree or acute traffic hazard
- Power failure in public buildings
- Dangerously loose roof tiles, branches or site fences
- Technical malfunction in municipality facilities

When should you not call the service

The on-call service is not a general public hotline.

Please do not call for:

- Questions about forms, fees, business hours or meetings
- Smaller defects that can wait until the next working day
- Private electricity, water or heating problems
- Noise pollution or disturbances (please call the police - Tel: 113)
- In case of fires or medical emergencies (please call rescue service/fire brigade - Tel: 112)

NOTE

If you are unsure whether your issues are related to the on-call service, please think beforehand: Does it involve an immediate danger for people, animals or property?

If yes - please call.

If not - please report your issue on the next working day at the usual business hours.



HELPLINE - ACTIVATION IN EMERGENCY SITUATIONS



TEL. **74 00 16 -666**

MUNICIPAL ON-CALL SERVICE 24/7



TEL. **74 00 16 -636**

IN AN EMERGENCY



TEL. **112**



TEL. **113**

Questions about safety and information on other topics: Write to sicherheit@mertert.lu

Other emergency numbers



PAGE 34

STAYING ALIVE APP

SAVING LIVES TOGETHER

What is the Staying Alive App?

The free “Staying Alive LU” app supports citizens in providing quick assistance in case of a cardiac arrest. The app is used in Luxembourg together with the CGDIS, and connects first responders with the emergency service. Every minute counts in an emergency: Without help, the chances of survival reduce significantly even after a couple of minutes. The Staying Alive App helps in responding quicker and locating defibrillators (AED) in the vicinity.

What can the App do?

With the Staying Alive App, you can:

- locate the nearest defibrillators (AED),
- be alerted by the emergency call centre in case of emergency,
- help as a voluntary first responder,
- report new AED locations or update existing information,
- View instructions on cardiopulmonary resuscitation (CPR).

Who can use the App?

Every citizen can download the app for free. Even people without any medical training can help:

- by informing the emergency service 112,
- by bringing an AED,
- by carrying out simple resuscitation procedures.

The app explains step by step, what is to be done.

Why is the App important?

Every year, several hundred cardiac arrests occur outside of hospitals in Luxembourg. Many times, family members, neighbours or passers-by are the first helper on site. Lives can be saved through quick action. The municipality of Mertert supports initiatives which:

- improve the safety of the population,
- increase awareness about defibrillators,
- promote voluntary involvement,
- strengthen the cooperation between citizens and emergency or rescue services.

How the help functions in case of emergency

1. Dial emergency service 112
2. Start with the resuscitation
3. Get the nearest AED
4. Follow the instructions on the AED
5. Wait for rescue service

Download App

The Staying Alive App is available for free:



WE CAN ALL SAVE A LIFE.

EVERY SECOND COUNTS.



DOWNLOAD THE **STAYING ALIVE LU** APP.



If a cardiac arrest happens nearby:

1. Get alerted
2. Intervene
3. Save a life



Download
the app

App Store

Google Play



LU-ALERT APP

OFFICIAL WARNINGS IN REAL TIME

LU-Alert is Luxembourg's official warning system. Citizens receive important information and safety warnings directly on their smartphone through the free app.

Why the App is important

The app provides quick information in case of:

- Bad weather and floods,
- Large fires,
- Power failures,
- Accidents involving hazardous substances,
- Traffic or security situations,
- Other emergencies.

Especially in border and flood zone regions like the municipality of Merttert, a quick warning can be decisive.

Advantages of the LU-Alert App

- Official information in real time
- Warning messages directly on the smartphone
- Pointers for correct behaviour in an emergency
- Free use
- Available in German, French and English

Download App

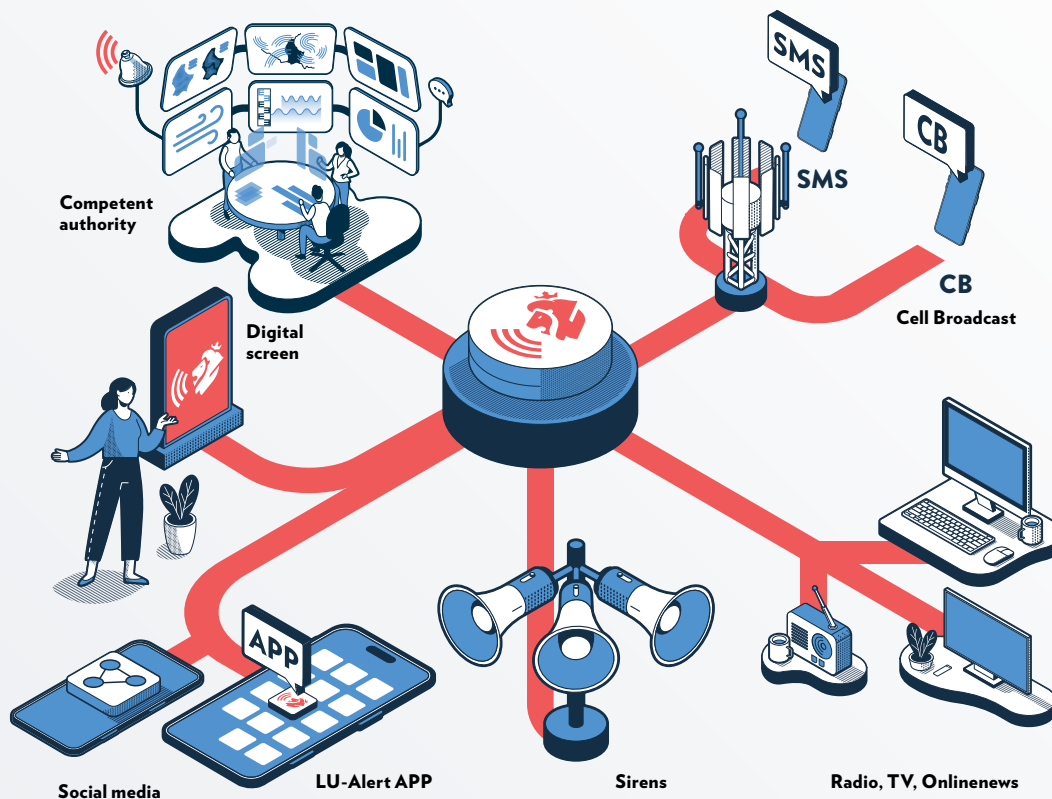
The LU-Alert App is available for free:



LU-ALERT IS LUXEMBOURG'S
OFFICIAL WARNING SYSTEM

Well warned to react correctly.

The national warning system LU-Alert and its alerting channels



LU Alert

THE NATIONAL WARNING SYSTEM



Download the LU-Alert App.

www.lu-alert.lu



LE GOUVERNEMENT
DU GRAND-DUCHÉ DE LUXEMBOURG

AUTOMATIC EXTERNAL DEFIBRILLATOR

DEFIBRILLATOR (AED)

In the year 2010, the municipality of Mervelt-Wasserbillig provided public AED defibrillators as the first municipality in Luxembourg. Today, 15 devices are available at strategic locations in the entire municipal district.

An AED (Automatic External Defibrillator) supports the resuscitation process of unconscious people suffering from cardiac arrest. The device automatically analyses the heart rhythm and delivers an electrical shock only if required. AEDs are designed in such a manner that they can also be safely used by laypersons.



Using the AED

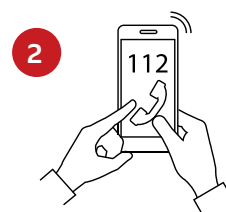
- Expose the affected person's chest
- Apply the electrodes as per the instructions
- Do not touch the patient during the analysis
- Deliver a shock only if required and wait
- Then continue with cardiac massage

THE LOCATIONS OF ALL REGISTERED DEFIBRILLATORS CAN BE FOUND IN THE STAYING ALIVE APP (PAGE 8)

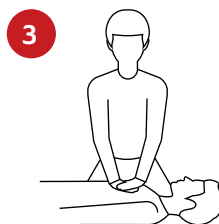
IN AN EMERGENCY



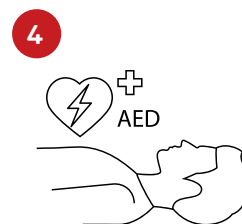
Check response and breathing



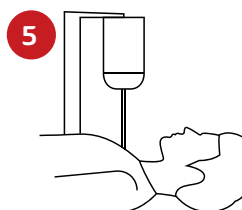
Dial emergency service 112



Start with cardiac massage immediately



Fetch the AED and follow the voice prompts



Continue resuscitation until the rescue team arrives



DRINKING WATER IN CASE OF POWER FAILURE

DRINKING WATER CYCLE

Functioning of the network

- Water reservoir 2.000 Härebierg
- Storage capacity = $2 \times 1,000 \text{ m}^3$
- Average daily consumption = 800 m^3
- Length of the drinking water network = 30km

Power failure - what now?

72-hour blackout

In case of a power failure, the municipality of Merttert could cover a water requirement for three days thanks to the $2,000 \text{ m}^3$ drinking water reservoir fed by gravity, especially as the consumption in such situations is known to reduce.

Which preventive measures can be taken?

It is useful to create drinking water reserves of 6 liters per person in bottles, for emergency cases. In addition, water can be stored in the bathtub or similar containers in emergency situations. Rainwater can be used for household use and toilet flushing, while drinking water should be exclusively reserved for human consumption and sanitary use.



Also visit www.infocrise.lu



OVERCOME EMERGENCY SITUATIONS

To be able to respond in an emergency situation in the best possible manner, it is important to be equipped beforehand, so as to ensure your own safety and that of your family. It is advisable to put together an “Emergency-Kit” at home, if, some day, one has to fend for oneself:



At home

in case of a curfew



Outside

in case of an evacuation order

Please also think of ensuring:

- where and how to turn off water, gas and electricity,
- how to remain in contact with your family,
- which of your neighbours (older or vulnerable people) could require your help.

CHECKLIST FOR THE EMERGENCY KIT
ON THE FOLLOWING PAGES





The “emergency-kit” should:

- be located at an easily accessible place,
- be known to all family members,
- be easy to transport, so that it can be put to use in the quickest possible time.

The list on the next page contains suggestions!

You can require something different depending on your situation (family structure, physical condition). Therefore, you should complete the list corresponding to your situation. Check your inventory regularly.

In identified emergency situations, the municipality of Mersin sets up a Helpline (refer «Emergency Numbers»), through which citizens can obtain information and request assistance around the clock. This emergency number serves in disseminating important information quickly and providing specific support – whether for supply problems, technical issues or organisational problems.

HELPLINE
In the event of a
declared emergency



74 00 16 -666

To be activated **only** in
emergency situations at the
national or local level.

CHECKLIST FOR CITIZENS

During an emergency, it is not always easy to think clearly. The last thing that you want is to forget something important. Use this checklist to gather important things and to prepare yourself today for what could happen tomorrow.

Please ensure that the following things are available in emergencies



Food

Food for 3 days per person!

- 2kg grains, bread, potatoes, noodles, rice
- 2 kg vegetables, pulses
- 1 kg fruit, nuts
- 1 kg milk, milk products
- 1 kg fish, meat, eggs
- 0.2 kg fats, oils

Other optional items e.g. sugar, marmalade, chocolates, ready-to-eat meals (ravioli, instant soups), flour, hard biscuits, pretzel sticks



Drinks

Drinks for 3 days per person!

- 8-10 litre water



Toiletries

- Soap & detergents, toothbrush, toothpaste
- Toilet paper
- Personal care products & cosmetics
- Additional pair of spectacles /contact lenses
- Toiletries for women, nail scissors /nail clippers



Clothing

Change of clothing for each person

- Rainwear, additional pairs of shoes and waterproof shoes/boots
- Undergarments, stockings



Everyday needs

- Games in waterproof containers
- Cleaning tools
- Dust masks
- Adhesive tapes, plastic films
- Whistles, blankets
- Sleeping bags, pocket knives
- 10 litre fuels (in suitable canisters)



Kitchen utensils

- Cutlery, plates, cups, bowls
- Can opener, household paper, bin liners



Pets

What does my pet need?



First-aid box & medicines

DIN first aid box
 Skin & wound disinfectants
 Burn ointment & antibiotic ointment
 Eye wash, clinical thermometer, painkillers
 Medicines prescribed by the doctor
 Medicines for cold
 Medicines for diarrhoea, antacids, laxatives
 Insect bite & sunburn ointment
 Splinter tweezers & scissors
 Gloves

Energy needs

Candles, tealights, matches, lighter
 LED-torch; headlamp
 Spare batteries
 Camping stove, spirit stove with fuel
 Heating facility & fuels
 Gas grill with gas cylinder

Devices

Mobile phone, charging cables, portable charger or battery pack, radio suitable for battery operation
 Solar charger

Personal need

Important documents

Document folders with copies of:

Birth certificate, family record
 Driving license
 Insurance card
 List of medicines & medical records
 Proof of residence, passport, bank documents
 Emergency contact list

Cash / credit card

Small notes and coins

For children

Books, toys, puzzles, crayons and calming objects




Helpline number

TEL.: 74 00 16 -666

Use the emergency number only in emergency situation. Leave your house only in case of emergency. If your smartphone does not have reception any longer; set it to flight mode or switch it off. This way, you can save the battery and use it as a torch.





For babys

Diapers, baby wipes, baby powder,
ointment for diaper rash

Baby care products

Baby formula, baby food, bottles, bibs,
burp cloth

Dummy, teething tablets or gel

Blankets



For grown-ups & older people

Medicines

Hearing aids and batteries

Additional pairs of spectacles

Syringes, portable oxygen

Aid for mobility

Contact information for doctors and
caregivers.

CHECKLIST FOR FIRE PROTECTION



Clear out cellar and attic

Chaos and objects that are no longer required
pose a high fire load.



Smoke detector

Smoke detectors are mandatory.



Fire blanket

Do not use water in case of kitchen fires.



Fire extinguisher

A fire extinguisher should be available in every
household.



Garden hose

Even a normal water hose can be used as an
extinguishing medium.



Water bucket

A handy water bucket for emergency.

CHECKLIST FOR POWER FAILURE



Switch off electrical devices

It creates a risk of overloading the electricity
grid when the electricity is restored.



Dial emergency number only in case of emergency

A power failure is not an emergency.



In case of heating system failure

Make arrangements for warm clothing.





Caution when dealing with candles

There is an increased risk of fire. Handle with caution.



Emergency shelter in the municipality

The municipality has an emergency shelter ready in case of need. You can get more information in front of the municipal building in Wasserbillig as well as in every school complex in the lodge.

EMERGENCY SHELTERS IN THE MUNICIPALITY OF MERTERT



Emergency shelter for individual families in emergencies

The municipality of Mertert keeps an apartment at the disposal of a family in an emergency situation (e.g. fire, floods) so as to provide them temporary accommodation.



Emergency shelter in case of major communal emergency situations

The municipality of Mertert can set up temporary shelters for 400 persons in case of communal emergency situations. (Refer to «Emergency Plans in the Municipality»)

These checklists give a small overview of what all should be available in case of an emergency, so that you can manage for a couple of days without having to leave your house. Many people may not be prepared, which may lead to chaotic situations. But you can prepare yourself, and protect yourself and your family!

MUNICIPAL ON-CALL SERVICE 24/7



TEL. **74 00 16 -636**

IN AN EMERGENCY



TEL. **112**



TEL. **113**

Also visit www.infocrise.lu



EMERGENCY INFO POINTS

EMERGENCY INFO POINTS - EIP

An emergency info point is a centrally determined, physical point of contact for the population in case of large-scale emergencies or disruptions lasting a longer duration (e.g. contamination of drinking water, power failure, bad weather, evacuation).

Objective

- Provision of reliable information
- Coordination of assistance
- Registration of and support to affected people
- Interface between crisis unit and public

Typical mission situations

An EIP is activated in case of:

- Breakdown of digital means of communication
- Drinking water emergency
- Evacuation measures
- Natural events (floods, storm)
- Longer-lasting power failure
- Incidents related to hazardous substances

Principle: The EIP is an addition to digital communication, and can replace it entirely if necessary.

Choice of location of the various EIP in our municipality

Info points are set up at the following locations:

- Parking space behind the municipal building in Wasserbillig
- School campus Wasserbillig
- School campus Mertert



Refer to «Emergency Plans in the Municipality»

BECOME A VOLUNTARY HELPER

BECOME A VOLUNTARY HELPER IN EMERGENCY SCENARIOS

In an emergency, every helping hand counts!

You can use this form to apply online to help in emergency situations with your specific knowledge or your voluntary engagement so as to help people in need. Fill out the form online and you will be recorded in a database to be reachable in emergency situations.



Online Form:
[forms.office.com/e/
jnAUXj6MN8?origin](https://forms.office.com/e/jnAUXj6MN8?origin)

EMERGENCY PLANS

PREPARED FOR AN EMERGENCY

The municipality of Mertert has created emergency plans in accordance to the guidelines of the Ministry of Internal Affairs. If there is an emergency on the territory of the municipality of Mertert, then the mayor or his/her representative can activate the emergency plan and set automatic mechanisms in motion. The map on the Geoportal shows information for the citizens of the municipality, thus known beforehand.



Under this link, you can even find information about the operational plans of the municipality of Mertert:
<https://g-o.lu/3/bDBYt>

RESCUE POINTS IN THE FOREST



FINDING YOUR WAY IN AN EMERGENCY

You can find so-called rescue points in the forests of Luxembourg. These clearly marked locations help the rescue services to find people more quickly in emergency situations – especially in case of accidents, medical emergencies or if someone has lost their way in the forest.

Each rescue point has a unique identification number. On calling the emergency number 112, it is sufficient to specify this number so that the rescue services can immediately locate the exact location.

Why rescue points are important

Forest areas are often vast and difficult to access. Without precise location details, valuable time can be lost. The rescue points facilitate orientation and allow quicker intervention by fire brigade, rescue service or the police.

Conduct in case of emergency

- Stay calm
- Go to the nearest rescue point
- Dial emergency service number 112
- Specify the identification number of your rescue point
- Wait for further instructions

The municipality of Merttert advises the citizens to pay attention to the locations of the rescue points when going for a walk, hiking or cycling. These contribute significantly to safety in the forest areas of the region.



BURGLARY PROTECTION & SAFETY AT HOME

HOW TO PROTECT YOUR HOME

Secure doors and windows

- Always close the house doors
- Close windows if not present at home
- Use security fittings
- Lock cellar and garage doors
- Do not hide spare keys in the outside area

Feign presence at home

- Use timers for lights
- Have the letterbox emptied regularly
- Inform neighbours
- Do not publish holiday notifications on social networks

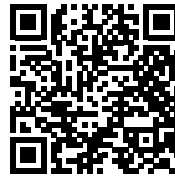
Report suspicious situations

Call the police immediately in case of suspicious observations. Be aware of:

- unknown persons on private property
- conspicuous vehicles
- unusual noises
- tampered doors or windows

Checklist before leaving the house

Doors closed
Windows closed
Alarm system activated
Valuables not visible
Light control activated



Also visit:

[police.public.lu/en/
prevention.html](https://police.public.lu/en/prevention.html)



POLICE
LÉTZEBUERG 

Contact

National Crime Prevention Service
(SNPC) of the Police of
Luxembourg
prevention@police.etat.lu
Tel.: (+352) 244 24 4033

DIGITAL SECURITY & CYBERCRIME

FREQUENT SCAM TACTICS

Digital fraud attempts are ever increasing.
Secure your personal data.

Phishing-Mails

Criminals try to access personal data through fake emails. Be aware of:

- Suspicious links
- Time pressure
- Unknown senders
- Requests for password entry

Telephone scams

Fraudsters often impersonate as:

- Police
- Bank employees
- Technical support services
- Family members

Never share:

- PIN codes
- Passwords
- Bank data
- Personal documents

Safe Passwords

A good password:

- is long
- contains numbers and special characters
- is never used multiple times
- is changed regularly

Internet security for children

- Monitor screen time
- Explain data protection
- Use secure platforms
- Talk about cyberbullying
- Never share personal data



ROAD SAFETY

THOUGHTFULNESS IN ROAD TRAFFIC

Safety begins with mutual respect. Below you can find some important information for various interest groups:

For drivers

- Adhere to speed limits
- Maintain distance
- No mobile phones while driving
- Pay special attention to children and elderly people
- Drive careful under bad weather conditions

For pedestrians

- Use pedestrian crossing
- Wear reflective clothing
- Stay alert
- No distraction due to smartphones

For bicycle riders

- Wear helmets
- Check lights
- Observe traffic rules
- Stay visible

School road safety

The “Séchere Schoulwee” (safe route to school) project by the Municipality of Mertert is supposed to allow children the safest and independent route to school. Through calming the traffic, better visibility, safe crossing and sensitizing all road users will help reduce accident risks in the areas surrounding schools. At the same time, the project promotes a sense of responsibility, awareness in road traffic and a safe coexistence within the municipality.

Parents should:

- Practice safe routes with children
- Explain danger points
- Increase visibility
- Sensitize children from an early age onwards



SAFETY FOR SENIORS



Seniors are often the targets of fraud attempts.

Exercise caution with

- Doorstep selling
- Fake police officers
- Shock calls
- Scam promises
- Alleged emergencies with family members

Useful tips on what to do

- Do not let in any strangers
- Consult family members
- Never hand over cash
- Contact the police in case of uncertainty

CHILD & YOUTH PROTECTION



Safe in everyday life

Children should learn to:

- Never share personal data
- Get help
- Know emergency numbers
- Use safe routes
- Avoid strangers and not accompany people they do not know

Identify cyberbullying

Some warning signs:

- Withdrawal
- Fear of using the mobile phone
- Sudden mood swings
- Avoidance of social contact

Parents should speak with their children openly and offer support.

COMMUNITY & CIVIL COURAGE

A secure community lives with mutual support.

This is how you can help

- Stay alert
- Support neighbours
- Report dangerous situations
- Deal with each other respectfully
- Show willingness to help

Together for more safety

Safety develops through:

- Trust
- Responsibility
- Cooperation
- Mutual respect



GET TO KNOW YOUR NEIGHBOURS

Hoplr is the neighbourhood network of the Municipality of Mervot

Easily send a message to your neighbours

Posting an idea or asking a question on Hoplr is simple and allows you to reach all your neighbours in your area quickly.

Receive important updates about safety, mobility, culture, and much more

The local authorities have no access to or influence over your Hoplr neighbourhood.

A safe and private neighbourhood network

Only you and your neighbours have access to your neighbourhood community.

Why use Hoplr?

- Get to know your new neighbours.
- Organise or join activities in your neighbourhood.
- Receive notifications about your local community.
- Ask your neighbours for help or offer your support.
- Find a babysitter or a trusted professional.
- Borrow or lend useful items.
- Find help with household tasks.

**Register at www.hoplr.com
or download the Hoplr App**



Ab dem **1. Juni 2025** läuft das Projekt einer Lokalpolizei innerhalb der Polizeidienststelle Museldall an, welches für die Gemeinden **Grevenmacher, Merttert, Manternach, Biver, Flaxweiler, Wormeldingen, Lenningen und Stadtbredimus** zuständig ist.



Mit dem Ziel, die **Polizeipräsenz und die Nähe zu den Bürgern zu stärken sowie die Sicherheit und das Sicherheitsgefühl zu verbessern**, bietet sich hier eine gute Gelegenheit, das Projekt – welches bereits in anderen Gemeinden wie Luxemburg-Stadt, Esch-Alzette und Differdingen besteht – auch in ländlicheren Gegenden zu testen und so zusätzliche Erfahrungen zu sammeln.

UMSETZUNG

Die praktische Umsetzung des Konzepts sieht Polizeistreifen der Lokalpolizei vor, die **tagüber von montags bis samstags, sowie je nach Bedarf an Sonntagen durchgeführt werden**.

Diese Streifen finden **zusätzlich** zu den Polizeipatrouillen statt, die seit jeher von der Dienststelle Museldall verrichtet werden und konzentrieren sich vorrangig auf die **Orte, an denen ein hohes Personenaufkommen besteht und an welchen es wichtig ist, die Polizeipräsenz zu erhöhen**.

Wie auch bei den Erfahrungen, die bereits in anderen Gemeinden gemacht wurden, werden die Missionen der Lokalpolizei im Austausch mit den Gemeindeverantwortlichen festgelegt.

KEIN ERSATZ FÜR DEN 113

Für jede Notsituation, welche ein **umgehendes Einschreiten** der Polizei erfordert, steht der **Polizeinotruf 113** der Bevölkerung jederzeit zur Verfügung.



**FÜR MEHR INFORMATIONEN,
SCANNEN SIE DEN QR CODE!**



FIRE PROTECTION: SMOKE DETECTORS

HOW TO PROTECT YOUR HOME

Today, smoke detectors are considered the most important safety devices in apartments and houses.

They warn early about smoke and fire, and can thereby save lives. At night the risk is particularly high as people often do not notice the smoke. Fumes can cause unconsciousness within minutes. A loud alarm gives the residents valuable time to leave the apartment and call the fire brigade.

Since 1st January 2023, there is a legal obligation in Luxembourg to install smoke detectors in all buildings with at least one apartment. The basis for this is the law dated 6th December 2019 about the mandatory installation of stand-alone smoke detectors. Smoke detectors must be installed at least in emergency exits and bedrooms. The law applies to both homeowners and tenants

The detectors should be mounted on the ceiling as far as possible as smoke rises upwards. Suitable locations are corridors, bedrooms and staircase areas.

Kitchens or bathrooms often lead to false alarms due to steam or smoke from cooking. Moreover, it is important to test the devices regularly and change the batteries timely. Modern smoke detectors are often equipped with a battery having a lifespan of up to ten years.

It is recommended to install at least one smoke detector on each floor. Even in single-family households, smoke can quickly spread above the staircases. Even cellar and boiler rooms should be additionally protected. A smoke detector often costs less than a visit to the restaurant but can save lives



in case of an emergency.

At the same time, smoke detectors are not a substitute for caution to be exercised in everyday life. Candles should never burn unattended, multiple sockets may not be overloaded and escape routes should always remain free. If you additionally have a fire extinguisher and an escape plan, it increases the safety of the entire family.

With this legal provision, Luxembourg clearly shows that fire protection is not only a recommendation but an integral aspect of public safety. A functioning smoke detector can be the decisive difference between a small incident and a catastrophe.

INSTALL SMOKE DETECTORS

-  **Bedroom**
-  **Living Room**
-  **Kitchen**
-  **Bathroom**
-  **Hallway**
-  **Children's Room**

FIRE PROTECTION: FIRE EXTINGUISHER



FIRE EXTINGUISHERS FOR THE HOME USE

A fire can cause huge damage within a few minutes. Fires are often caused due to electric devices, overloaded sockets, candles or negligence in the kitchen. Many people rely exclusively on smoke detectors. They do warn of a hazard in good time but cannot extinguish a fire. Therefore, at least one fire extinguisher

should be available in every household.

A fire extinguisher allows fighting small fires in the formation phase itself. This can help save lives and prevent a large amount of damage to the property. It is particularly important in apartments and single-family houses, as smoke and fire can spread very quickly. Within the first few minutes, rapid action often determines the further course of a fire.

Experts expressly recommend equipping residential buildings with suitable fire extinguishers. Powder extinguishers or foam extinguishers with a filling capacity of at least six kilograms are particularly suitable for private households. Foam extinguishers cause less pollution and are well suited for living rooms. It is important that fire extinguishers are easily accessible and are not tucked away somewhere.

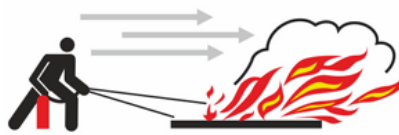
The best location is a central area of the apartment or house, e.g. in the corridor or near the kitchen. Fire extinguishers should never be placed directly close to any potential sources of fire, as they could no longer be accessible in case of emergency. Regularly checking the device is additionally recommended. Many manufacturers recommend a maintenance every two years.

Correct use is just as important. A fire extinguisher should only be used in case of small incipient fires. In case of intense smoke emission or if the fire gets out of control, the fire brigade must be immediately alerted via the emergency number 112. Personal safety always takes priority.



Fire extinguishers are not a luxury purchase, but an important aspect of modern fire protection. The costs are low compared to the potential consequences of an apartment fire. If you additionally have a smoke detector and keep the escape routes free, it considerably increases the safety of the entire family.

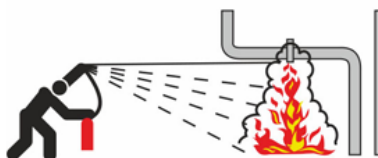
HOW TO EXTINGUISH A FIRE



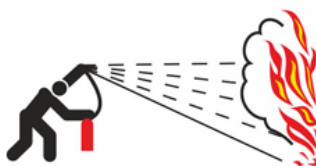
Fight fires in the direction of the wind.



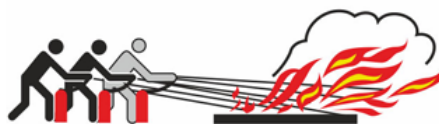
Extinguish surface fires from front to back.



Extinguish dripping and flowing fires from top to bottom; wall fires from bottom to top.



Wall fires, on the other hand, spread from the bottom up.



Use several extinguishers at once if possible.



Always monitor the fire area carefully.
Beware of re-ignition!

NUCLEAR EMERGENCY

STAY CALM AND FOLLOW OFFICIAL INFORMATION

A nuclear emergency is a rare event, wherein radioactive substances can be released, e.g. after a severe accident in a nuclear power plant. For the citizens of the Municipality of Merttert, it means: such an incident does not automatically mean immediate danger. The Luxembourgish authorities have clear protection and information plans to inform the citizens quickly and initiate suitable measures.

The possible protective measures include:

- Stay inside buildings
- Ingest potassium iodide tablets
- and – only if necessary – targeted evacuation

What are potassium iodide tablets meant for?

Potassium iodide tablets protect the thyroid glands from ingesting radioactive iodine. They work only against this special form of radiation and do not serve as generic protection against radioactivity. Protection for children, young people and pregnant women is particularly important.

The tablets may strictly be ingested upon the orders of the authorities. Precautionary and independent ingestion is not advisable and can lead to health side-effects.

The municipality of Merttert has already set up a national distribution system for potassium iodide tablets for many years. Schools, care facilities and many households already have adequate stocks.

Families that do not yet have potassium iodide tablets can contact the municipality. The municipality will provide tablets to the relevant households upon inspection. In a normal scenario, newly registered citizens will receive the potassium iodide tablets at the time of their registration itself, unless they already have one.



How will the citizens be informed?

In case of an incident, the authorities inform through:

- LU-Alert
- Radio and TV
- Sirens

The municipality advises all citizens to solely rely on official information, and to critically scrutinise rumours on social media.



Latest information, behavioural recommendations and official orders can be found on the national information platform:
www.infocrise.lu

Staying calm, relying on factual information and following official orders are the most important contributions towards the protection of citizens in case of an emergency.

“Safety is not an abstract term, but a daily shared responsibility, which we can actually live only through mindfulness, regard and respect for one another.

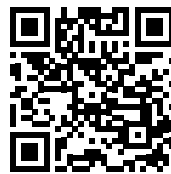
By keeping an eye out for each other, we not only protect our own life but also that of our children, our neighbours and of all those who make our municipality a bit more lively and more valuable every day...”

IN CONCLUSION

With this guide, we intend to give you a small tool to be able to act correctly and calmly in case of an emergency. Safety often begins with simple measures in everyday life – may it be through functioning smoke detectors, a fire extinguisher in the house or through the knowledge about important emergency numbers and rules of conduct.

Not every emergency can be prevented, but being well prepared can certainly help in saving lives and limiting the damage. Our goal is to share with you understandable information and practical tips for increased safety in your homes and in our municipality.

Stay alert, take precautions and also speak with your family about the right conduct in case of an emergency. Together we can contribute towards making our municipality safer.



More information on national resilience strategy is available at:
letzprepare.public.lu

Contact

The Department of Safety of the Municipality of Merttert
sicherheit@merttert.lu
Tel.: 74 00 16 -195

IMPORTANT TELEPHONE NUMBERS



MERTERT-WASSERBILLIG COMMUNITY SERVICES

Name	Email or Info	Phone number
Municipality reception - general	info@mertert.lu	74 00 16 -1
Safety issues	sicherheit@mertert.lu	74 00 16 -195
Helpline	more info on page 5	74 00 16 -666
Municipal On-Call Service	more info on page 6	74 00 16 -636



DOCTORS OF HUMAN MEDICINE IN THE MUNICIPALITY OF MERTERT

Name	Function	Phone number
Dr. DAUBENFELD Manuel	General medicine	74 06 98
Dr. JOHANN Ruthild	General medicine	72 67 91
Dr. VIVAS João-Paulo	General medicine	26 74 62 1
Dr. SCHILTZ Lynn	General medicine	26 74 62 1
Dr. MOECHER Marc	General medicine	26 74 62 1
Dr. ASHOFF Georg	Ophthalmologist	26 71 42 77
Dr. KREMER Kim	Dermatologist	26 71 49 30
Dr. BINZ Peter	Psychiatry	26 71 47 66
Dr. ALT Peter	Dentist	74 81 70
Dr. MARTINS Mario	Dentist	74 81 70
Dr. PAYET Frédéric	Dentist	74 07 33
KIDSSMILE Saràl	Pedodontist	26 47 44

SMS TO CITIZEN

sms2citizen is a free messaging service made available to the citizens, which allows them to receive important and latest information about their municipality.



Sign In:
www.sms2citizen.lu



MEDICAL CENTRES IN THE ON-CALL SERVICE

Medical centres in the on-call service offer the citizens the option to consult a doctor outside of the normal consultation hours.

Whenever you think that you need a treatment from a general medical practitioner on account of your health condition, and that you cannot wait for the availability of your treating physician, you can directly contact the nearest medical centre in the on-call service.

Switchboard during business hours
(+352) 20 333 111

From midnight on, call 112.

The call will be redirected to the on-call doctor of the medical centre, who will contact you immediately. If required, the doctor can make a home visit at the patient's request, depending on the availability, illness and the situation.



For more information:
santesecu.public.lu



VETERINARIANS

Name	Function	Phone number
Dr. NICKELS Patty	Veterinary	74 81 80
Dr. STÖCKL Thomas	TS equine practice	691 469 880
Physiotherapist	Hundephysio.lu	26 71 45 03
Emergency service veterinarians	www.collegeveterinaire.lu	26 74 62 1



CREOS - GAS /ELECTRICITY

Name	Emergency Phone Number
CREOS Electricity supply	8002 -9900
CREOS Gas supply	8007 -3001



ACL BREAKDOWN SERVICE

Name	Emergency Phone Number
Roadside assistance	26000



PHARMACY EMERGENCY SERVICE

At www.pharmacie.lu, you will find the nearest pharmacy that offers on-call service.

Please call the emergency service 112 only in case of a medical emergency!

Pharmacies in the municipality of Mertert

Name	Address	Phone number
Pharmacie de la Moselle	20-24 rte de Wasserbillig L-6693 Mertert	26 71 44 83
Pharmacie de Wasserbillig	14, rt d'Echternach L-6617 Wasserbillig	74 03 10



EMERGENCY CARE IN THE MUNICIPALITY OF MERTERT

Name	Address	Phone number
Hëllef Sàrl Group	36, Grand-Rue L-6630 Wasserbillig	26 91 54
HELP - Croix Rouge	12, rue St Martin L-6635 Wasserbillig	26 70 26
Muselheem Day Care Centre	12, rue St Martin L-6635 Wasserbillig	2755 -3650



OTHERS

Name	Info	Phone number
Poison Information Centre	www.centreantipoisons.be	8002-5500
SOS Détresse	www.454545.lu	45-45-45
Child Focus	www.116000.lu	116-000
Kanner-Jugendtelefon: Advice for children	www.kjt.lu	116-111
Elterentelefon: Advice for parents	www.kjt.lu/en/elterentelefon	26-640-555
Fraentelefon: Women in distress	www.fed.lu	12344
InfoMann: Men in distress	acttogether.lu/infomann	274-965
Senioren-Telefon: Listen to seniors	Mo. - Fr.: 9-17h Sa.: 23-7h	2748-6000
SOS Alzheimer	www.alzheimer.lu	26-432-432



USEFUL WEBSITES

Name	Info	Website
Crisis information	Nuclear emergency, Energy failure, Terrorist activities, Oil supply disruption, Cyber, Extreme weather events, Influenza and pandemic, Mass casualty incident, CBRN – Hazardous substances, Drinking water	infocrise.public.lu
Weather service		www.meteolux.lu



IN AN EMERGENCY




TEL. 112



TEL. 113

Before you contact the emergency number, please think of the medical-care centres



Bevir Dir an d'Urgence gitt, denkt un D' MAISON MÉDICALE!

Switchboard
during
business hours
(+352) 20 333 111

D'Maison Médicale sinn accessibel:

- Vu Méindes bis Freides: vun 20:00 bis Mëtternuecht.
- Samschdes, Sonndes an d'Feierdeeg: vun 08:00 bis Mëtternuecht.



Stad Lëtzebuerg

23, Val Fleuri,
L-1526 Luxembourg



Belval

3-5, avenue du Swing,
L-4367 Belvaux



Ettelbréck

110, avenue Lucien Salenty,ny,
L-9080 Ettelbruck



LE GOUVERNEMENT
DU GRAND-DUCHÉ DE LUXEMBOURG
Ministère de la Santé
et de la Sécurité sociale

Direction de la santé



MAISON MÉDICALE

Méi Infoen op:



SanteSecu.lu



PERSONAL NOTES

IMPORTANT INFORMATION FOR EMERGENCIES

[illegible][illegible]

Please do not throw away this emergency brochure. Keep it in a safe, easily accessible place so that it is always within reach in case of an emergency.

END - ENGLISH VERSION

MÄERTERT-WAASSERBËLLEG



Commune
de MERTERT

Administration Communale de Mertert

1-3, Grand-Rue
L-6630 Wasserbillig

Tel.: (+352) 74 00 16 -1
info@mertert.lu

www.mertert.lu

