

# Red Alert SOPs

Standard Operating Procedures for Rocket & Missile Alerts

Based on Israel Home Front Command (Pikud HaOref) Guidelines



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Each SOP is designed to be printed individually. This combined document collects all SOPs for reference.



SOP-1

# Daytime Readiness Posture

Red Alert SOP – For buildings WITHOUT a Mamad / Mamak

## On Your Person

<b>Phone</b> .....	<b>CHECKED</b>
→ volume ON   location services ON   Red Alert app installed	
<i>Configured for your area, notifications enabled</i>	
<b>Red Alert browser extension active</b> .....	<b>CHECKED</b>
<i>Set to correct alert area; computer not on mute; tested recently</i>	
<b>Keys on person</b> .....	<b>CHECKED</b>
<i>Front door key accessible – do not leave locked inside</i>	
<b>Wallet and ID (Teudat Zehut)</b> .....	<b>CHECKED</b>
<b>Closed-toe shoes</b> suitable for running .....	<b>CHECKED</b>
<i>Not sandals, slippers, or barefoot – you may need to sprint</i>	
<b>Glasses / contacts (if needed)</b> .....	<b>CHECKED</b>

## Go Bag & Exit Route

<b>Baby carrier</b> by front door .....	<b>CHECKED</b>
<i>Wrap or structured carrier – hands-free evacuation is far faster than a stroller</i>	
<b>Go bag</b> packed and positioned by door .....	<b>CHECKED</b>
<b>Daily bag check</b> completed .....	<b>CHECKED</b>
→ medications   charged torch   water bottle   phone charger   copy of ID	
Hallway and <b>exit route</b> clear .....	<b>VERIFIED</b>
<i>No furniture, shoes, or items blocking path to front door</i>	
<b>Front door</b> can be opened quickly .....	<b>VERIFIED</b>
<i>Not double-locked or chain-latched</i>	

## Situational Awareness

<b>Nearest 3 shelters</b> – locations and routes .....	<b>VERIFIED</b>
<i>Walked the route recently; know backup if primary is locked</i>	
<b>Time to shelter</b> for your area .....	<b>VERIFIED</b>
<i>Check HFC Alerts tab for your locality</i>	
<b>Protected space</b> priority order .....	<b>VERIFIED</b>
<i>Mamad &gt; Shelter &gt; Inner stairwell &gt; Inner room (see decision flowchart)</i>	
<b>Children / dependents</b> – current location .....	<b>CHECKED</b>
<i>Ready to move them or confirm they are in a protected space</i>	
<b>News / situation scan</b> .....	<b>CHECKED</b>
<i>Every ~3 hours; adjust posture if escalation detected</i>	

SOP-2

# Nighttime Readiness Posture

Red Alert SOP – For buildings WITHOUT a Mamad / Mamak

## Before Bed Setup

<b>News / situation scan</b> .....	<b>CHECKED</b>
<i>Check current threat level – assess if it is safe to sleep at home tonight</i>	
<b>Phone</b> .....	<b>CHECKED</b>
→ charging   volume ON   location ON	
<i>Red Alert app active; Do Not Disturb OFF or alerts whitelisted</i>	
<b>Clothes laid out by bed</b> .....	<b>CHECKED</b>
<i>Full outfit ready to throw on in seconds – shirt, pants, underwear</i>	
<b>Closed-toe shoes by bed</b> .....	<b>CHECKED</b>
<i>Ready to step into immediately; not across the room</i>	
<b>Torch within arm's reach</b> .....	<b>CHECKED</b>
<i>On nightstand – not buried in go bag</i>	
<b>Glasses by bed (if needed)</b> .....	<b>CHECKED</b>
<i>Same spot every night – grab without thinking</i>	
<b>Keys accessible and in known location</b> .....	<b>CHECKED</b>
<i>By bed or on hook by front door – not buried in a coat pocket</i>	

## Go Bag & Exit Route

<b>Baby carrier by front door</b> .....	<b>CHECKED</b>
<i>Wrap or structured carrier – you may need both hands free</i>	
<b>Go bag packed and positioned by door</b> .....	<b>CHECKED</b>
<b>Infant supplies in go bag</b> .....	<b>CHECKED</b>
→ pacifier   bottle/formula   nappies   wipes   muslin/blanket	
<b>Medications in go bag</b> .....	<b>CHECKED</b>
<b>Power bank on charge</b> .....	<b>CHECKED</b>
<i>Near go bag or by front door</i>	
<b>Hallway and exit route clear</b> .....	<b>VERIFIED</b>
<i>Can navigate in the dark without tripping</i>	
<b>Front door can be opened quickly</b> .....	<b>VERIFIED</b>
<i>Not double-locked; key at hand if needed</i>	

## Sleep Conditions

<b>No earplugs – hearing must be clear</b> .....	<b>CHECKED</b>
<i>You must be able to hear the siren and phone alert</i>	
<b>Protected space priority order</b> .....	<b>VERIFIED</b>
<i>Mamad &gt; Shelter &gt; Inner stairwell &gt; Inner room (see decision flowchart)</i>	
<b>Route to nearest shelter – walkable in dark</b> .....	<b>VERIFIED</b>
<i>Have you walked it at night? Know alternate if primary is locked?</i>	

SOP-3

# Escalation Readiness

When the security situation deteriorates – 72-hour preparation

## Water & Food (72 Hours Minimum)

<b>Water</b> – 3L per person per day × 3 days	CHECKED
<i>Sealed bottles; stored in protected space or by go bag; replace every 3 months</i>	
<b>Water for infants</b> – extra for formula prep	CHECKED
<i>Bottled water suitable for babies; enough for 72 hours</i>	
<b>Non-perishable food</b> for 72 hours	CHECKED
<i>Canned goods, crackers, dried fruit, energy bars – no cooking required</i>	
<b>Baby food</b> / formula / snacks for 72 hours	CHECKED
<i>Pre-measured formula; pouches; age-appropriate snacks</i>	
<b>Pet food</b> for 72 hours (if applicable)	CHECKED
<b>Manual can opener</b> + disposable plates/cutlery	CHECKED

## Power & Communications

<b>Power banks</b> fully charged	CHECKED
<i>Enough to charge all phones for 72 hours</i>	
<b>Battery-powered</b> or hand-crank <b>radio</b>	CHECKED
<i>For updates if internet/cell goes down; test batteries</i>	
<b>Spare batteries</b> (AA, AAA, torch)	CHECKED
<i>For torch, radio, and any medical devices</i>	
<b>Car</b> – at least half a tank of fuel	CHECKED
<i>Fill up before stations get crowded</i>	
<b>Cash</b> on hand	CHECKED
<i>ATMs and card readers may go offline</i>	

## Medical & Documents

<b>Medications</b> – 72-hour supply in go bag	CHECKED
→ prescriptions   inhalers   insulin   EpiPens   printed prescriptions	
<b>First aid kit</b> stocked	CHECKED
→ bandages   antiseptic   painkillers   personal medical supplies	
<b>Copies of essential documents</b> in sealed bag	CHECKED
→ ID   passport   licence   insurance   medical records   baby vaccination booklet	

## Household & Comfort

<b>Torches</b> checked, batteries fresh	CHECKED
<i>One per room + one in go bag</i>	
<b>Blankets</b> or sleeping bags	CHECKED
<i>For sheltering; nights can be cold</i>	
<b>Change of clothes</b> for each family member	CHECKED
<i>In go bag or protected space; include warm layer</i>	

**Hygiene kit** ..... CHECKED

→ toilet paper | wipes | nappies | sanitiser

**Activities for children** ..... CHECKED

*Colouring books, games, stationery – shelter waits are long for kids*

**Fire extinguisher + smoke detector** ..... CHECKED

**Gas supply** ..... CHECKED

*Private: spare tank full. Shared building: tank > half full*

### Readiness Actions

**All household members briefed on plan** ..... CHECKED

*Shelters, roles, what to grab*

**Shelter check completed** ..... CHECKED

*Nearest shelters verified, routes walked, access confirmed*

**Go bag fully packed and by the door** ..... CHECKED

*Ready for sheltering-in-place and evacuation*

**Emergency contacts list printed** ..... CHECKED

*Family, neighbours, doctor, insurance*

**Daytime + nighttime postures activated** ..... CHECKED

*Switch to full readiness – see posture checklists*

SOP-4

# Shelter Check

Find and verify your nearest shelters BEFORE you need them

## Identify Shelters

Nearest <b>public shelter</b> – location identified	CHECKED
<i>Check municipality website, building committee, or neighbours</i>	
<b>Second</b> nearest shelter – location identified	CHECKED
<i>Backup in case primary is locked or full</i>	
<b>Third</b> nearest shelter – location identified	CHECKED
<i>May be a public building with a Mamam</i>	
Building <b>stairwell</b> assessed as fallback	CHECKED
<i>Windowless? Which floor is safest? Clear of obstacles?</i>	

## Verify Access

<b>Primary shelter</b> physically visited	VERIFIED
<i>Some shelters are locked; verify you can get in or know who has the key</i>	
<b>Secondary shelter</b> physically visited	VERIFIED
<b>Opening hours</b> / access restrictions known	CHECKED
<i>Some shelters are locked at night or require a code</i>	
<b>Key holder</b> or access code obtained	CHECKED
<i>Building committee, municipality, or designated keyholder</i>	
Shelter is <b>maintained</b> and usable	VERIFIED
<i>Not used as storage, flooded, or blocked – report issues to municipality</i>	

## Know the Route

Route to <b>primary shelter</b> – walked and timed	VERIFIED
<i>Can you make it within your area's time-to-shelter?</i>	
Route to <b>secondary shelter</b> – walked and timed	VERIFIED
Route walked <b>at night</b>	VERIFIED
<i>Is it lit? Can you navigate it in the dark with a torch?</i>	
Route is <b>step-free</b> or accessible (if needed)	CHECKED
<i>Kerbs, stairs, uneven ground – can everyone in your household make it?</i>	
<b>Obstacles</b> identified and noted	CHECKED
<i>Locked gates, construction, narrow passages</i>	

## Time to Shelter

<b>Time to shelter</b> for your area – looked up	VERIFIED
<i>Check HFC Alerts tab at <a href="http://oref.org.il">oref.org.il</a> – enter your locality name</i>	
Realistic <b>time test</b> completed	VERIFIED
<i>Timed yourself and family at a fast walk, not a sprint</i>	
If shelter NOT reachable – <b>fallback plan</b> set	CHECKED
<i>Inner stairwell or inner room identified and prepared</i>	

SOP-5

# Readiness – Elderly / Mobility Limited

Red Alert SOP – For buildings WITHOUT a Mamad / Mamak

## Protected Space Setup

<b>Protected space</b> pre-selected and practised	VERIFIED
<i>Identified from every room; practised reaching it</i>	
<b>Bed or sofa</b> repositioned against inner wall	CHECKED
<i>Below window line, not facing door – for those who cannot move quickly</i>	
<b>No shelves or heavy objects</b> above bed/sofa	CHECKED
Routes to protected space <b>cleared</b>	VERIFIED
<i>Rugs, plant pots, chairs, cables – anything that could trip or block a wheelchair</i>	
<b>Grab rails</b> or support along the route	CHECKED
<i>Wall-mounted rails, furniture positioned for support, walker accessible</i>	

## Equipment & Supplies

<b>Wheelchair / walker / mobility aid</b> within reach	CHECKED
<i>Charged if electric; not folded away in a closet</i>	
<b>Phone</b> within arm's reach at all times	CHECKED
<i>→ charged   volume ON   Red Alert app active</i>	
<b>Medications</b> in protected space or go bag	CHECKED
<i>Especially time-critical: insulin, inhalers, heart medication</i>	
<b>Chair</b> positioned in stairwell (if applicable)	CHECKED
<i>For sitting during the 10-minute wait</i>	
<b>Torch</b> within reach	CHECKED
<i>Especially important if mobility is limited in the dark</i>	

## Support Network

<b>Buddy system</b> arranged with a neighbour	CHECKED
<i>Someone who will check on you or help you move when the siren sounds</i>	
<b>Neighbour</b> has a key or knows how to reach you	CHECKED
<b>Emergency contacts</b> saved and accessible	CHECKED
<i>Family, neighbour buddy, building committee</i>	
<b>Family members</b> know the plan	CHECKED
<i>Who helps whom, who grabs what, designated roles during a siren</i>	

## SOP-6

## Siren Response – Quick Reference

What to do when the Red Alert sounds – by scenario

 **At Home – WITH Mamad**

1. Pick up baby/children, go to **Mamad**
2. **Close** blast door, turn handle 90°
3. Verify **steel + glass** windows sealed
4. Sit against **inner wall**, below window line
5. **Wait 10 minutes**

 **At Home – WITHOUT Mamad**

1. Can you reach **shelter** in time? If yes – grab keys, go bag, GO
2. If no – inner **stairwell** (centre, not top/ground floor)
3. If no stairwell – **innermost room**, max walls, min windows
4. Sit against **inner wall**, below window line, not facing door
5. **Wait 10 minutes**

*Never use kitchen/bathroom/toilet · Never shelter in entrance lobby* **Driving**

1. **Pull over**, hazard lights, engine off
2. **EXIT** the vehicle – it offers no protection
3. Enter nearest **building** if reachable
4. If not – **lie face down** away from car, protect head
5. **Wait 10 minutes**

*Do not stop on a bridge or in a tunnel* **On a Bus**

1. Driver should **stop** and open doors
2. **Exit** the bus – it offers no protection
3. Enter nearest **building** if reachable
4. If not – move away from bus, **lie on ground**, protect head
5. **Wait 10 minutes**

 **Outside / On Foot**

1. Enter the nearest **solid building** immediately
2. Go to **stairwell** centre or inner room
3. If no building – **lie face down**, protect head
4. Stay away from **vehicles, glass, trees**
5. **Wait 10 minutes**

 **In a Public Building (Mall, Office, School)**

1. Go to designated **shelter** – follow signs/staff
2. If none visible – inner **stairwell** (centre)
3. Do **NOT** use elevators
4. Do **NOT** go outside – building is safer
5. **Wait 10 minutes**

*Stay away from glass panels, atriums, skylights* **In an Elevator**

1. Press **nearest floor** button
2. **Exit** as soon as doors open
3. Go to nearest **protected space**
4. If stuck – sit on floor, **centre** of elevator, protect head
5. **Wait 10 minutes** / wait for rescue

*NEVER enter an elevator during an alert* **In a Prefab / Caravan / Wooden Structure**

1. **LEAVE** the structure immediately – no protection
2. Enter nearest **solid building**
3. If none reachable – **lie on ground**, protect head
4. **Wait 10 minutes**

 **With Young Children**

1. **Pick up** / gather children immediately
2. Move to **protected space** (standard priority order)
3. **Shield** children with your body against inner wall
4. Keep them **calm** – steady voice, simple words
5. **Wait 10 minutes**

*Practice the route as a drill · Keep a comfort item in the Mamad/go bag* **Mobility Limitations**

1. Move to **pre-designated** protected space
2. Wheelchair: **lock wheels** against inner wall, below window line
3. Use walls, railings, **mobility aids** – steady over fast
4. If stuck – get as **low** as possible, shield head
5. **Wait 10 minutes** / call for help

*Pre-clear all routes · Arrange a buddy system with a neighbour*

## SOP-7

## Siren Response – With Infant

Baby 0–18 months · What to do when the Red Alert sounds

**Rule #1 in every scenario: PICK UP THE BABY FIRST.** Hold against your chest. Everything else is secondary. Leave the stroller behind. **At Home – WITH Mamad**

1. **Scoop up** baby, go to Mamad
2. **Close** blast door (partner seals if present)
3. Sit against **inner wall**, hold baby close
4. Comfort: **pacifier**, feed, skin contact
5. **Wait 10 minutes**

*Keep baby supplies stashed in Mamad: nappies, wipes, pacifier, bottle* **At Home – WITHOUT Mamad**

1. **Pick up** baby – do not put down until in shelter
2. Shelter reachable? **Go**. Hold baby against chest, one arm free for doors
3. No shelter? **Stairwell** centre (not top/ground floor), sit and shield baby
4. No stairwell? **Innermost room**, floor, inner wall, curl over baby
5. **Wait 10 minutes**

*Pre-position a baby carrier by the door for hands-free evacuation* **Night – Baby Sleeping, No Mamad**

1. Go straight to baby's room, **pick them up**
2. Do **NOT** get dressed first – baby then shoes/keys
3. If both parents: one takes **baby**, one takes go bag + torch
4. Shelter or stairwell or inner room – **hold baby**, sit down
5. **Wait 10 minutes** – baby may cry, that's OK

*Pre-pack a blanket to grab with baby · Room-share during escalations = faster response* **Outside / Walking**

1. Take baby **OUT of stroller** – hold against chest
2. **LEAVE** the stroller behind
3. Enter nearest **solid building** – stairwell or inner room
4. If no building: **lie face down**, baby under you, shield with body
5. **Wait 10 minutes**

*Baby carrier >> stroller for siren readiness outdoors · Know shelters on regular routes* **Driving – Baby in Car Seat**

1. **Pull over**, hazards on, engine off
2. **Unbuckle** harness and lift baby out (faster than detaching seat)
3. **Exit car** – hold baby against chest
4. Enter **building** if reachable, or lie on ground shielding baby
5. **Wait 10 minutes**

*Practise unbuckling the harness quickly · Two adults: one grabs baby, one grabs nappy bag* **On a Bus**

1. Hold baby securely – take **OUT of stroller**
2. **Exit bus** when doors open – leave stroller on bus
3. Enter nearest **building**
4. If none: move away from bus, **lie on ground** shielding baby
5. **Wait 10 minutes**

*Ask other passengers for help if needed* **In a Public Building (Mall, Clinic, Office)**

1. **Pick up** baby – OUT of stroller
2. Follow signs/staff to designated **shelter**
3. No shelter? **Stairwell** centre. No elevator.
4. Sit against **inner wall**, shield baby, away from glass
5. **Wait 10 minutes**

*At Tipat Halav/clinic: ask staff for shelter immediately · You can carry while breastfeeding***Go Bag – Infant Additions**

Nappies + wipes · Pacifier · Bottle or formula (pre-measured) · Muslim/blanket · Change of clothes · Snack (if weaning) · Baby carrier (wrap or structured) · Any medication

SOP-8

# Choosing a Protected Space

Decision Flowchart — Home Front Command Guidelines

When a Red Alert sounds, choose the **highest-priority** option you can reach **within the time available**. Enter and **wait 10 minutes**.

## 1 Mamad / Mamak / Mamam Residential, floor, or institutional protected room

- **Close** door tightly, turn handle 90°
  - Close external **steel window** AND internal **glass window**
  - If double-wing glass: remove wings in advance, store outside room
- Preferred choice. If your building has one, always use it.*

## 2 Shelter Communal building shelter or public shelter

- **Building shelter** — reachable within time to shelter, or via windowless inner stairwell
  - **Public shelter** — must be reachable within time to shelter
- Best option if no Mamad/Mamak/Mamam in your building.*

## 3 Inner Stairwell Stairwell without windows or exterior walls

- Stay in the **CENTER** — not top floor, not bottom/entrance floor
  - 3+ floor building: stay where at least **2 floors** are above you
  - 3-story building: **middle floor** staircase only
  - Stay **ON** the staircase, not in the hallway; keep clear of obstacles
- Poured concrete structural core — proven to save lives.*

## 4 Inner Room Innermost space, maximum walls, minimum windows

- Sit close to an **inner wall**, BELOW window line, NOT facing the door
- **Close** all doors and windows; an inner corridor also works
- No **ceramics, porcelain, or glass** that may shatter

## 5 Last Resort — Open Ground No building or structure reachable in time

- **Lie flat** on the ground and protect your head with your hands
- Also applies if in a caravan/prefab and cannot reach shelter in time.*

**NOT valid protected spaces:** Kitchen · Bathroom · Toilet · Building entrance lobby · Caravans/prefab · Areas with ceramics, porcelain, or glass

SOP-9

# Emergency Supplies Kit

72-hour supply kit – based on HFC guidelines

## Water & Food

- Water** – 3L per person per day × 3 days ..... CHECKED  
 → sealed bottles | stored in protected space or by go bag  
*Replace every 3 months*
- Infant water** – extra for formula prep ..... CHECKED  
*Bottled water suitable for babies*
- Non-perishable food** for 72 hours ..... CHECKED  
 → canned goods | crackers | dried fruit | energy bars  
*No cooking required*
- Baby food** / formula for 72 hours ..... CHECKED  
 → pre-measured formula | pouches | age-appropriate snacks
- Pet food** for 72 hours (if applicable) ..... CHECKED
- Manual **can opener** + disposable plates/cutlery ..... CHECKED

## Power, Light & Communication

- Power banks** fully charged ..... CHECKED  
*Enough to charge all phones for 72 hours*
- Battery-powered or hand-crank **radio** ..... CHECKED  
*For updates if internet/cell goes down; test batteries*
- Torches** with fresh batteries ..... CHECKED  
 → one per room | one in go bag
- Spare **batteries** ..... CHECKED  
 → AA | AAA | torch | radio | medical devices
- Emergency lighting** ..... CHECKED  
*Battery or solar-powered lantern*

## Medical & Hygiene

- Medications** – 72-hour supply ..... CHECKED  
 → prescriptions | inhalers | insulin | EpiPens  
*Include printed prescriptions*
- First aid kit** ..... CHECKED  
 → bandages | antiseptic | painkillers | gauze | scissors | tape
- Hygiene kit** ..... CHECKED  
 → toilet paper | wet wipes | nappies | sanitiser | soap
- Medical status sheet** from family doctor ..... CHECKED  
*Conditions, medications, allergies, what help is needed*

## Documents & Valuables

Photocopies of essential **documents** in sealed bag ..... **CHECKED**  
 → ID / Teudat Zehut | passport | driver's licence | insurance | medical records

**Cash** ..... **CHECKED**  
*ATMs and card readers may go offline*

**Emergency contacts list** — printed ..... **CHECKED**  
*Do NOT rely on phone contacts alone*

## Comfort & Children

**Blankets** or sleeping bags ..... **CHECKED**  
*For sheltering; nights can be cold*

**Change of clothes** for each family member ..... **CHECKED**  
*Include warm layer*

**Activities for children** ..... **CHECKED**  
 → games | colouring books | stationery | comfort item  
*Shelter waits are long for kids*

**Fire extinguisher** + smoke detector ..... **CHECKED**

## Storage & Maintenance

All supplies in a **single bag** or container ..... **CHECKED**  
*Can be grabbed and carried; place near exit or in protected space*

Items needing to stay dry in **sealed plastic bags** ..... **CHECKED**

All household members know **location and contents** ..... **VERIFIED**  
*Everyone must know how to use each item*

**Maintenance schedule** set ..... **CHECKED**  
 → water + food every 3 months | batteries + electronics every 6 months  
*Appoint one person responsible for inspections*

SOP-10

# Family Emergency Plan

Family coordination and role assignment — based on HFC guidelines

## Family Conversation

**Family meeting** held to discuss emergency plan ..... **DONE**

*Include all household members; explain dangers in age-appropriate terms*

**Emergency types explained** ..... **DONE**

→ missile attack / siren | earthquake | fire | hazardous materials

*Explain how to identify each: siren = missiles, shaking = earthquake, smoke = fire*

**Protected space** location known by all ..... **VERIFIED**

**Time to shelter** for your area known by all ..... **VERIFIED**

*Check HFC Alerts tab at [oref.org.il](http://oref.org.il)*

## Roles & Responsibilities

**Roles assigned** by age and ability ..... **DONE**

*Everyone gets a role, regardless of ability*

Who grabs the **baby / children** ..... **ASSIGNED**

Who grabs the **go bag** ..... **ASSIGNED**

Who **closes doors and windows** ..... **ASSIGNED**

Who checks on **elderly / mobility-limited** members ..... **ASSIGNED**

Who handles **pets** ..... **ASSIGNED**

## Critical Knowledge – All Members

**Gas shutoff** – location and method known ..... **VERIFIED**

*All family members must know when and how to shut off*

**Electricity shutoff** – location and method known ..... **VERIFIED**

*Main breaker location*

**Weak points** in home identified ..... **CHECKED**

→ windows / glass | heavy objects | porcelain / ceramics | elevators

*These are NOT safe during emergencies*

**Emergency equipment** location known by all ..... **VERIFIED**

*Where the bag is, what's in it, how to use each item*

## Meeting Places & Communication

**Meeting place 1** – near home ..... **SET**

*All family members know the exact spot and can find it independently*

**Meeting place 2** – remote/backup ..... **SET**

*Public park, landmark, or building further away*

**Emergency contacts list** – printed, visible ..... **CHECKED**

*Physical copy in prominent location + copies for each family member*

**Key phone numbers** memorised or written ..... **CHECKED**

→ 100 Police | 101 MDA | 102 Fire | 104 HFC

*Do NOT rely on digital contacts*

Each member knows **who to call** and **what to say** ..... **VERIFIED**

*Callback number, what's happening, address, who's in the house*

### Order of Actions (Memorise)

**1. NOTIFY** – alert rescue services or an adult ..... **MEMORISED**

*As early as possible*

**2. SHUT OFF** – gas and electricity ..... **MEMORISED**

*Prevent fire spread and ignition*

**3. DISTANCE** – move to protected space ..... **MEMORISED**

*Based on the type of emergency*

**4. CLOSE** – add barriers between you and the threat ..... **MEMORISED**

*Close windows and doors*

**5. ACT** – move to safe location ..... **MEMORISED**

*E.g., under table during earthquake*

**6. LISTEN** – follow instructions from security forces / media ..... **MEMORISED**

### Drills & Review

**Practice drill** completed – entering protected space in time ..... **DONE**

*Timed; all family members participated*

**Role assignments** reviewed and updated ..... **DONE**

*Check if new members added or abilities changed*

**Supplies** checked and updated ..... **DONE**

*Water bottles, batteries, food expiry dates*

**Communication plan** reviewed ..... **DONE**

*Each member knows who to contact*

Next **review date** scheduled ..... **SET**

*Hold periodic meetings as threats or household composition change*

SOP-11

# Home Preparation

Securing your home and protected space – based on HFC guidelines

## Protected Space (Mamad) – Inspection

<b>Blast door</b> opens and closes easily	VERIFIED
<i>Handle turns 90° upward; double lock functions</i>	
No <b>light penetration</b> when door is sealed	VERIFIED
<i>Indicates proper seal</i>	
Door <b>rubber insulation</b> present and not dried out	VERIFIED
<i>Replace if cracked or brittle</i>	
<b>Steel outer window</b> opens and closes easily	VERIFIED
<b>Glass inner window</b> functions correctly	VERIFIED
<i>Single-wing: double lock works. Double-wing: remove only during emergency times</i>	
<b>Ventilation pipes</b> – rubber insulation intact	VERIFIED
<i>Steel cover screws tighten fully</i>	

## Protected Space – Contents

No <b>flammable, hazardous, or toxic</b> materials stored	VERIFIED
No <b>glass, ceramic, or porcelain</b> items that could shatter	VERIFIED
→ no mirrors   no vases   no ceramic decorations	
<b>Shelves and heavy items</b> fixed to walls	VERIFIED
<i>Nothing that can fall during impact</i>	
<b>Gas tanks</b> are 3+ metres from protected room walls	VERIFIED
<i>Report violations to gas company and local authority</i>	
<b>Emergency supplies</b> stored inside or nearby	CHECKED
<i>See Emergency Supplies Kit SOP-9</i>	
Room is <b>ventilated</b> (if used as bedroom)	CHECKED
<i>Mamad must not be used as kitchen, bathroom, or washroom</i>	

## Secure Furniture & Objects

<b>Bookcases and shelves</b> secured to walls	DONE
<i>Use wall anchors or anti-tip brackets</i>	
<b>Heavy appliances</b> locked in place	DONE
→ washing machine   refrigerator   oven	
<i>Lock wheels or secure with straps</i>	
Heavy objects placed in <b>low positions</b>	DONE
<i>Nothing heavy or fragile in high positions</i>	
No <b>heavy objects near windows</b>	VERIFIED
<b>Danger areas</b> in home identified and treated	DONE
<i>Glass panels, tall unsecured furniture, hanging heavy items</i>	

## Hazardous Materials

- Paint, solvents, cleaning supplies** in closed vessels ..... **CHECKED**  
*Stored away from heat sources*
- Flammable materials** stored safely ..... **CHECKED**  
*Not in or near protected space*
- Gas supply** checked ..... **VERIFIED**  
 → private home: spare tank full | shared building: tank > half full  
*Verify integrity and capacity regularly*

## Infrastructure & Escape Routes

- Electrical connections** integrity checked ..... **VERIFIED**
- Gas connections** integrity checked ..... **VERIFIED**
- All family members know **gas + electricity shutoff** locations ..... **VERIFIED**  
*And know when and how to shut off*
- Evacuation route** planned ..... **DONE**  
 → primary exit | secondary exit (back door / porch / emergency stairs)
- Evacuation routes **clear of obstacles** ..... **VERIFIED**  
*No furniture, portable objects, or flammable materials blocking paths*
- All family members know **all routes** ..... **VERIFIED**

## SOP-12

# Emergency Contacts & Communication

Essential numbers, alert channels, and information discipline

## Emergency Call Centres

- 100 Israel Police** Unexploded ordnance, security incidents, terror events SMS: 052-2020100
- 101 Magen David Adom** Injuries, first aid, medical emergencies SMS: 052-7000101
- 102 Fire & Rescue** Fires, trapped persons, structural collapse SMS: 050-5960735
- 103 Electric Corp.** Power outages, electrical hazards SMS: 055-7000103
- 104 Home Front Command** Guidelines, alerts, emergency information SMS: 052-9104104
- 106–109 Municipality** Local information, municipal assistance
- 110 Police Info** Road blocks, police information hotline

## Help & Support Centres

- 118 Welfare Ministry** Information and assistance centre
- 1201 ERAN** Emotional first aid hotline
- \*8840 Senior Citizens** Ministry of Social Equality call centre
- \*9696 National Insurance** Counselling for elderly and families

NATAL (trauma): 1-800-363-363  
Youth Listens: 03-6919765

Immigration (EN): 04-7702651  
Immigration (RU): 04-7702648

## How to Receive Alerts

### Personal (Mobile)

- **Home Front Command app** – location-based alerts + up to 10 custom areas
- App recognises your location and sends alert automatically
- **National Emergency Portal** on computer (must stay open)

### Public & Media

- **Sirens** – rising/falling alarm throughout the country
- **TV:** Kan 11, Keshet 12, Reshet 13, Ch. 14, Ch. 9, Ch. 140
- **Radio:** National and regional stations
- **Websites:** Ynet, Mako, Reshet, Israel Hayom, Walla

## Information Discipline – Do NOT Spread Unverified Information

### Before sharing anything online, ask:

1. Was it from a **reliable, official source**? (IDF, Police, Fire, HFC, municipality)
2. Could it **hurt someone**?
3. Could it actually be **useful**?

Even **positive** unverified rumours are harmful – they create false hope and undermine trust. Rumours increase panic, impair coping, and can cause people to ignore real warnings.

## Your Personal Emergency Phone List

**Do NOT rely on your phone's digital contacts.** Write a physical list and keep copies:

- In a **visible location** at home (on fridge, by front door)
  - With your **emergency supplies** bag
  - One copy per **family member**
- Include: family, neighbours (+ their skills: medic, plumber, electrician), doctor, insurance, building committee