



Emergency Preparedness Tips

Living overseas can be exciting, but part of the adventure is the possibility of things going wrong. Around the globe every year, British Nationals face a host of challenges: earthquakes, storms, illness and disease, political instability and many others. While Kenya is a great place to live and work, it's wise to be prepared for all eventualities.

For the next couple of pages, we'll look at services the High Commission provides during an emergency, and some easy steps you can take to prepare your own family for such an event.

Please consider having the following in place:

- A detailed **home inventory** is a good first step in your preparations. We recommend that you document your possessions, along with the description, date of purchase, model number, serial number, and value. Consider making a video record of your possessions and storing it online.
- Prepare a **72-Hour Kit** which will allow you to stay put in a safe place during any sort of localised emergency. A list of recommended items is found on page 6.
- Maintain a **Grab-Bag** stocked with everything you will need in the event of an emergency. A list of useful items is located on page 8.
- Designate a **family rendezvous point** in case you are separated and unable to return home.
- Identify an **in-country safe haven**, in case you need to leave your region of Kenya quickly. Consider reciprocating with a friend or contact that lives elsewhere in the country.
- **Plan for pets**. Make advanced sustainable arrangements with someone who would be able to look after your pets in an emergency. It can make more sense to provide them with food and supplies to care for the pet, rather than cash.
- **Keep visas current** for any non-citizen members of your family.

- **Consider your staff** in any preparations, as they may be in a vulnerable position.

What the High Commission can provide in a crisis

Summary on how we may help British Nationals in certain crisis situations.

Not all crises are widespread or affect everyone and not all of what is set out below will necessarily be applicable. If we are facing major civil or political unrest, our priority will be to provide clear information and advice to British nationals. We will do this through our travel advice and other media (news networks, Facebook, Twitter) please see page 3 for further details.

In very exceptional circumstances we may also organize an assisted departure, charter flights or an evacuation. However, the situation on the ground may mean that our ability to do so is very limited, particularly if we have been advising British nationals to leave for some time. Please note that the High Commission in Nairobi **does not** expect any sort of evacuation scenario connected with the upcoming Kenya elections.

How we may help you:

- Provide travel advice and situation updates, see page 3.
- If required, London will deploy expert teams to support staff on the ground.
- Set up an information hotline in the UK, if required.
- Set up information and help desks at the airport/port or closest point of safety, if required.
- If a British national is running out of money abroad, provide information on how to transfer money.
- Issue replacement travel documents.
- In some circumstances, organise an assisted departure
- In some circumstances, explore chartering flights to supplement existing transport options or support evacuation efforts.
- In the event of an evacuation provide transport to the nearest place of safety.
- Charge a clear and reasonable fee for seats on charter evacuation flights which we would ask DBN's to repay at a later date, with individuals able to pay on an Undertaking to Repay (UTR) basis if necessary.
- In exceptional circumstances, use military aircraft or vessels to evacuate British nationals, when all other transport options have been exhausted or do not exist.

- Work closely with other countries to make best use of charter flights and military transport where appropriate.

-

What we ask from you:

- Read and follow our Travel advice, you should be aware that your insurance may no longer be valid if you do not follow our travel advice.
- Leave the country at the earliest opportunity, in line with our travel advice. This may be complex if you are a permanent resident with family or business interests in country.
- Keep your passport up to date. If your immediate family members (spouse/partner and dependent children aged 18 years and under) are not British Nationals that they have valid and up to date travel documents for the country of their nationality.

Where to get information in a crisis and how to communicate with us

In addition to the travel advice Our website www.ukinkenya.fco.gov.uk also has information on what services we provide. This includes how to apply for an Emergency Travel Documents (ETD) as well as useful guidance on other passport and nationality related issues. We will use the following methods to communicate with you in a crisis.

- (i) **Travel Advice.** This is our main source of information and advice during the election period. This advice is scrutinized carefully and updated regularly. Our travel advice can be found on www.ukinkenya.fco.gov.uk.
- (ii) **SMS registration.** This system has proved to be popular and has allowed us to send messages to registered users. This two way communication is quick and easy to use and is based on research on what people want to use in a crisis situation. Simply send the word 'register' to +44 7537 409010. Our data base is growing daily and we hope to have as many people as possible registered.
- (iii) **Social media: Facebook and Twitter.** Social media is increasingly being used as a communication tool by the Foreign Office in a crisis. We will use both www.facebook.com/ukinkenya and www.twitter.com/ukinkenya. We are encouraging all British nationals to follow us on these sites. If there is a crisis in Kenya these sites will be used as a route to communicate with British nationals. We would like to encourage all the British Nationals to follow and like our pages. The British High Commissioner is an active twitter user and can be followed on [#hccturner](https://twitter.com/hccturner)
- (iv) **FCO run emergency hotlines.** These operate in a crisis and are run by the FCO in London for people wanting to get in contact with the Foreign Office during a crisis. These lines will be well advertised during a crisis and will be available for those living in Kenya as well as those elsewhere.
- (v) **Posters, newspaper adverts, BBC World Service.** If our electronic communications fail we have plans for more traditional methods such as putting up posters in prominent places and placing adverts in newspapers. We hope the warden network would be able to help distribute the information manually and encourage known British nationals to listen to the various international news outlets as directed. The BBC World Service and Sky News have been effectively used in

previous crisis situations, such as in Libya, to communicate with British nationals.

Word of mouth by our wardens. We operate a volunteer network of Wardens around the country. These dedicated volunteers could be an effective communication tool supplementing the other forms of communication. Please contact us to provide the name of your warden in your area.

FREQUENTLY ASKED QUESTIONS

- **Question: How do I register with the British High Commission in Kenya?**

You can register with us using our new SMS system by simply sending the word **register** to **+44 7537409010** and following the prompts. We will use this system to send important SMS messages directly to your phone. More details on this, including some frequently asked questions, can be found on www.ukinKenya.fco.gov.uk

- **Question: Your travel advice only appears to apply to tourists. As a resident, how can I obtain information about what is going on in Kenya?**

Answer: Our travel advice is designed for all British nationals in Kenya - whether you are visiting or living here. During a crisis it will contain the latest information on the troubled areas, what to do if you are travelling, as well as any specific safety and security advice relating to the situation. This will be updated regularly. Our travel advice pages are found on www.ukinKenya.fco.gov.uk or www.fco.gov.uk

- **Question: How can I find out what the British High Commission can do to help me in times of crisis?**

Answer: There are a number of ways in which you can get up-to-date information. We provide travel advice and crisis updates on www.fco.gov.uk, Facebook (www.facebook.com/fcotravel) and Twitter (www.twitter.com/fcotravel).

Our website here in Kenya www.ukinKenya.fco.gov.uk mirrors the main website and has all our local contact numbers. You should also consider following us on our local Kenya **Twitter** accounts www.twitter.com/ukinKenya or www.twitter.com/hccturner or **Facebook** as www.facebook.com/ukinKenya. You should also consider getting to know your **warden** in your area. They will also be able to pass messages on in a crisis. You should also listen out for announcements in the media, including on the BBC World Service, and you should also look out for posters in clubs, schools etc. If you are concerned and do not feel that you are getting the advice you need, then you should contact the High Commission in Nairobi. If you do not register with the High Commission, we will not know that you are in Kenya and so will not be able to contact you.

- **Question: How bad will the situation have to be before you evacuate us?**

Answer: Our travel advice gives an objective assessment of the level of risks British nationals face and consideration of this is given at the highest level within the Foreign Office. You should follow any advice to leave at the earliest opportunity. Whilst we will always do everything we can to help British nationals in the event of an emergency we cannot offer any guarantees regarding the level of assistance we can offer in areas where we advise against all, or all but essential travel.

- **Question. Will we have to pay for the evacuation?**

Answer. All persons accepting evacuation do so of their own free will and at their own expense. You will therefore be asked to sign an undertaking to repay the British government for the cost of your evacuation.

- **Question: How much will it cost?**

Answer. Costs will depend on the number of evacuees, the destination for evacuation, and the type of transport used.

- **Question: In the event of an evacuation will you evacuate my family members who are not British?**

Answer: The Foreign and Commonwealth Office will not split up families in the event of an evacuation. A foreign spouse and children would be included in any evacuation.

- **Question: I am a Kenyan passport holder but I hold a certificate of entitlement to the right of abode in the UK. Will I be included in your evacuation plans?**

Answer: Yes, as you have right of abode in the UK, you are eligible for evacuation. You should consider registering with the British High Commission using the new SMS registration system by sending the word **Register** via SMS to **+44 7537409010**

- **Question:** One of my family members is stateless and/or has no personal identification document, what happens to them in an evacuation?

Answer: It is important that the individual has some form personal identification document. It is the responsibility of those who are entitled to a travel document (from whatever country) to ensure that they obtain such a document and ensure that it remains valid. In the case of children, it is their parents' responsibility to ensure that they have a valid travel document. We can issue replacement emergency travel documents for entitled British nationals. If you are British and

you believe that a member of your immediate family is “stateless” you should check with the Kenya immigration department on their entitlement to a Certificate of Identify (CIN). Such certificates are recognised for travel purposes by the British Government.

- **Question: I am elderly and unable to travel long distances. Will you come to my house to assist me to the evacuation point?**

Answer: We recommend that you follow our travel advice at the earliest opportunity to ensure that you are not caught out by an escalating situation. We will always do our best to provide assistance to British nationals in an emergency however our ability to do so will very much depend on the situation. However if we know where you are (it’s very important that you register with the British High Commission) we will do our best to assist you either by asking a neighbour, friend or family member to help you or, if necessary and if we are able, by sending an escort to your home.

- **Question: Will we be evacuated to the UK?**

Answer: You will be evacuated to the nearest place of safety. This could be within Kenya or Tanzania/Uganda

- **Question: Will my non-British family members require a visa in the event of an official evacuation?**

Answer: This will depend on where we will evacuate to and visa requirements. The place of safety might not be the UK. Decisions on the need for visas will be addressed by the Foreign and Commonwealth Office/British High Commission at the time.

- **Question: What will happen after we are evacuated? Will you accommodate us?**

Answer: Our responsibility is to get you to a place of safety. Once there, we will offer you advice but we will not be responsible for any accommodation/food/medical/schooling etc costs. This will be your responsibility.

- **Question: can I take my pets with me?**

Answer: In the event of an evacuation you will not be permitted to take your pets with you.

- **Question: What am I permitted to take with me if we are evacuated?**

Answer: You should take the following items with you:

- Passport or other evidence of nationality.
- Other valuable papers e.g. cheque book, bank cards, title deeds, inventory of items in your house etc.
- Vaccination certificates
- Only such luggage as you and your family can carry, but no more than 20kgs (44lbs) each, excluding food and water, clearly labeled.
- Food and drink for 48hrs
- Blankets and/ or sleeping bags

- **Question: If you do evacuate us will you protect my property I leave behind?**

Answer: securing your property will be your responsibility. We do not have the resources to offer such security.

- **Question: What should I have in a 72 hour kit?**

Answer: A 72 hours kit should have the following

Food and Water

- At least 9 easily-prepared meals
- Protein/granola bars
- Trail mix/dried fruit
- Crackers/cereals
- Canned juice
- Water (at least 5 ltrs per person, per day)
- Powdered/long life milk

Fuel and Light

- Battery lighting (flashlights, lamps, etc.) Don't forget batteries!
- Extra batteries
- Flares
- Candles
- Lighter
- Waterproof matches

- Gas-powered camp stove

Equipment

- Manual can opener
- Shovel
- Radio (with batteries!)
- Pen and Paper
- Pocket knife
- Rope
- Duct Tape
- Signaling whistle
- Fire extinguisher
- Sleeping bags / warm blankets
- Mobile phone/spare batteries/extra phone credit

Personal Supplies and Medication

- First aid kit and supplies
- Moist towelettes
- Cleaning supplies (hand sanitiser, soap, shampoo, dish soap)
- Updated immunisation records
- Medication (including any children's medication etc.)
- Prescription medication (for 3 days)
- Ice chest if medication requires refrigeration
- Pet supplies, if applicable

- **Question: what should I have in a “Grab Bag” Items**

Answer: The following items should be considered:

Documents

- Medical/dental records, immunization cards
- School records, report cards, test scores, and current samples of work
- Current power of attorney
- Birth certificates, naturalization certificates, marriage certificates
- Passports
- Driver’s license, auto insurance policies, auto registration, and title
- Personal checks, check registers, latest bank statement
- Bills/ address book
- Financial records
- List of doctors, dentists, lawyers
- Household effects inventory
- Household goods insurance policy
- Family photos
- Contracts

Supplies

- Medications (prescription and over-the-counter)
- Bottled water
- Snacks
- Moist towelettes
- Local map
- Pen and paper
- UK/US currency
- Local currency
- Personal items and change of clothes
- ATM card and credit cards
- Cards or portable games
- Rain gear
- First Aid kit
- Flashlight
- Signaling whistle
- Mobile phone/spare batteries/extra phone credit