



Estamos Unidos

The United States Embassy
Managua, Nicaragua

American Citizen Services Managua Newsletter

Inside This Issue:

- [Consul General's Message](#)
- [Emergencies Requiring Consular Assistance](#)
- [Earthquakes](#)
- [Tsunamis](#)
- [Hurricanes](#)
- [How Can the Embassy Assist in a Crisis?](#)
- [Prepare! Don't Panic](#)
- [Emergency Hotline](#)
- [Crisis Preparedness Checklist](#)



Message from the Consul General

We've dedicated this issue of our newsletter to crisis preparedness. Nicaragua is unfortunately prone to natural disasters. In the event of a crisis, there are certain things we can do to assist you—but the reality is that each and every person needs to have a plan and practice it regularly. Local resources could quickly become overwhelmed. We hope you'll take this very seriously and read the links and our basic (certainly not all-inclusive) checklist. Good advance preparation can literally save lives.

As always, we appreciate your feedback. Contact us at acs.managua@state.gov to let us know if this info is helpful.

Sincerely
David Beam, Consul General

Follow us on the web:



EMERGENCY SERVICES: Deaths, Abductions, Robberies, Arrests, etc. will be attended to promptly. Please call (505) 2252-7104 and ask for the American Citizens Services Unit during Embassy office hours. If the Embassy is closed, please call (505) 2252-7100 and ask to speak with the Embassy duty officer.

The United States Embassy in Managua is located at: Kilómetro 5 1/2 (5.5) Carretera Sur, Managua, Nicaragua. **Main embassy phone:** (505) 2252-7100 **Consular Section:** (505) 2252-7104 **Customer Service:** (505) 2252-7888, **Fax:** (505) 2252-7250 **Email:** ACS.Managua@state.gov Consular services are available Monday thru Friday except for official US and Nicaraguan holidays. Routine services such as passports and notarial services require an appointment; you can schedule an appointment online: <https://evisaforms.state.gov/acs/default.asp?postcode=MNG&appcode=1>.

Disaster Preparedness

Emergencies requiring Consular Assistance

For emergencies requiring consular assistance during our regular office hours of 7:30 AM to 4:15 PM, [excluding weekends and holidays](#), please call (505) 2252-7104. For emergencies after hours, please call (505) 2252-7171 or (505) 8768-7171 and request to speak with the Embassy Duty Officer.

Go to the following link for more information: http://nicaragua.usembassy.gov/emergency_services2.html

EARTHQUAKES

Nicaragua has a long history of destructive earthquakes. When traveling to or residing in Nicaragua, it is important to be prepared. Additional information on earthquakes can be found on the “Natural Disasters” page of the Bureau of Consular Affairs’ website at: http://travel.state.gov/travel/tips/emergencies/emergencies_1207.html. Additionally, we ask that you also visit our website for more information on earthquakes at: <http://nicaragua.usembassy.gov/earthquakes.html>

Tsunamis

Going hand-in-hand with earthquakes are tsunamis. Earthquakes generated by off-shore subduction (one tectonic plate moving under another) can cause tsunamis. If you are near the coast and feel an earthquake, heed local officials if they issue a tsunami alert. Another sign is if you see the water quickly receding from the shoreline. Proceed quickly and in an orderly fashion to higher ground as soon as possible.

HURRICANES

Nicaragua is prone to hurricanes. If traveling to or residing in Nicaragua during the rainy season – which runs mid-May through November – it is important to review hurricane emergency preparedness procedures and stock up on some essentials. Please visit the below link for more information about hurricanes:

<http://nicaragua.usembassy.gov/hurricanes.html>

How Can the Embassy Assist in a Crisis?

It depends on the nature of the crisis. It could range from providing information, to replacing lost passports, to facilitating contact with family in the U.S., to assisting with evacuation out of the area affected by a natural disaster. Before that, our first priority would be to try to verify the welfare and whereabouts of U.S. citizens in Nicaragua. We'd depend on our Wardens and others to help out with that early in a crisis. For more information, please read the Q and As in the following link to get a better perspective of the Department of State's role in a Crisis.

http://travel.state.gov/travel/tips/emergencies/emergencies_1212.html

PREPARE! DON'T PANIC

Don't wait until it's too late. Disasters come in all types at the most unexpected time, day or night. Another great resource for information on how to prepare for disasters is found in FEMA's web page. FEMA stands for Federal Emergency Management Agency and their web page is <http://www.fema.gov/>

The Red Cross is another great resource for information on preparation for disasters and their information can be found at <http://www.redcross.org/prepare/disaster/earthquake> While this information is specific to earthquakes you can also find information about how to prepare for other types of disasters.

The Centers for Disease Control website has info on preparation for disasters:

<http://emergency.cdc.gov/disasters>

The Nicaraguan civil authority for disasters is SINAPRED. The link to their Spanish-language website is:

<http://www.sinapred.gob.ni>

[New Emergency Hotline in Nicaragua: 101](#)

A new emergency hotline is now available in Nicaragua for English speakers: 101. In a May 7, 2013 joint press conference with the Tourist Police and Claro, the Nicaragua Tourism Board announced the new 101 line will provide personalized and rapid 24-hour emergency assistance to foreigners anywhere in the country, free of charge. Similar to our 911 service in the U.S., the English-speaking dispatchers will coordinate the emergency response with the police, ambulance service, and fire department, as necessary.

CRISIS PREPAREDNESS CHECKLIST

Essential Supplies (Store enough for three to five days)

- Water (four liters/one gallon per person per day -- change water every three to five months)
- Food (canned or pre-cooked, requiring no heat or water -- (consider special dietary needs, infants, the elderly, pets)
- Flashlight (with spare batteries and bulbs)
- Radio (crank or battery operated with spare batteries)
- Large plastic trash bags (for trash, waste, water protection, ground cloth, temporary blanket)
- Hand soap and/or disinfecting hand cleansing gel that does not require water
- Toilet paper, feminine hygiene supplies, infant supplies
- Essential medications as required (glasses if you normally wear contacts)
- Disposable plates, cups, plastic utensils, cooking foil, plastic wrap and paper towels
- First-Aid kit with instructions
- Córdoba and/or U.S. dollars in small bills (ATMs may not work after a disaster), with coins and phone cards for public phones
- Place emergency supplies and your telephone in places where they are less likely to be knocked over or buried by falling objects (on the floor under a strong table is a good choice).

Essential Home Preparations before a Disaster

- Secure water heaters, refrigerators and tall and heavy furniture to the walls to prevent falling.
- Move heavy items to lower shelves, and install latches or other locking devices on cabinets.
- Install flexible connections on gas appliances.
- Remove or isolate flammable materials.
- Move beds and children's play areas away from heavy objects which may fall in an earthquake.
- Register at the Embassy <https://step.state.gov/step/>

Essential Planning Before a Disaster

- Draw a floor plan of your home showing the location of exit windows and doors, utility cut-off points, emergency supplies, food, tools, etc. Consider sharing it with domestic employees and guests.
- Establish family meeting points with alternate sites inside and outside of your home for all members to gather in the event of an evacuation.
- Establish reunion sites with alternate sites for when the family is not at home, e.g, neighbor's house, park, school.
- Designate a person outside of your immediate area for separated family members to call to report their location and condition if separated.
- Learn or establish disaster policy/planning at your children's school.
- Know your neighbors.
- Learn where the nearest designated shelter for your neighborhood is.
- Know where your essential documents (birth certificates, passports, insurance policies, etc) are and photocopy passports and other important documents. Store copies away from home (for example, at work).
- Learn how to contact the police, fire and rescue services in Spanish. Be able to provide your address in Spanish.

Essential Steps Immediately After a Disaster

- Check your immediate surroundings for fire, gas leaks, broken glass and other hazards.
- If you are near the coast when an earthquake hits, move quickly and safely to higher ground in case of tsunamis.
- Open doors and/or windows to avoid being locked in if there are after-shocks.