



European Centre of Technological safety, Kiev

European Interregional Scientific and Educational Centre
on Major Risk Management, Yerevan

European Centre on Geodynamical Risks of High Dams, Tbilisi



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KNOW HOW TO DEAL WITH EMERGENCIES:

what you need to know,
what needs to be done.





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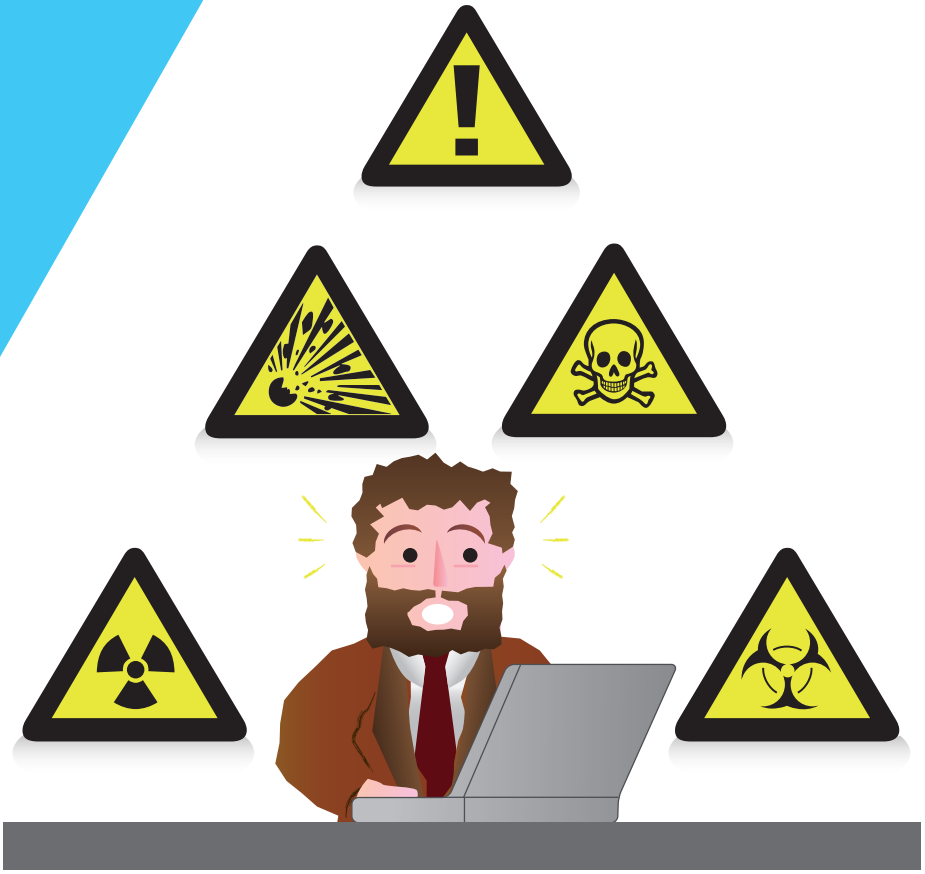
**INFORMATION AND USEFUL
CONTACTS IN CASE OF EMERGENCY**

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This handbook is intended to provide useful information to properly deal with different possible emergencies , in order to protect people and safeguard things and environment.





WHAT TO DO AND WHAT NOT TO DO IN CASE OF EMERGENCY

Keep in mind that your safety mainly depends on the ability to respond to the situation and on the resulting behaviour.

At first, fear and anxiety are normal feelings that contribute to self-protection.

It is important to know what to do in case of emergency, before it actually occurs.

- **DON'T EXPOSE YOURSELF TO RISKS**

Stay away from the scene of the event.

- **CALL FOR HELP**

And alert emergency services

- **PROVIDE ASSISTANCE**

if it's possible.

CAUTION :

- Do not interfere with rescue operations and comply with directives given by the police and rescuers.
- If possible, tune into a radio or television station for advice and instructions and the latest emergency information.



HAVE AVAILABLE AT HOME:

- A flashlight
- Candles and lighter
- A battery-powered radio
- Supply batteries
- First aid kit
- Fire extinguisher



CAUTION:

- Stay away from disaster areas, even if you think you have a relative or a friend involved.
- Contact the toll-free numbers available in case of emergency.
- Look for information about victims at the Hospital Public Relations offices.
- Limit contacting emergency numbers only to situations of real need.
- If possible, postpone visiting hospitalized relatives, outpatient investigations and non urgent medical check-ups.
- Temporary suspension of public transport is possible.

**EVERYBODY'S COOPERATION
IS VALUABLE EVEN BY PEOPLE
NOT DIRECTLY INVOLVED!!**

KNOW AND USE EMERGENCY SERVICES

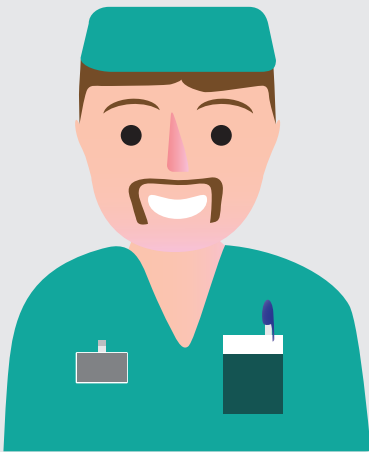
WHEN CALLING AN EMERGENCY NUMBER, BE ABLE TO PROVIDE THE FOLLOWING INFORMATION:

- The phone number from which you are calling from.
- Information about the site of the accident (address, floor, building, etc.).
- Type of accident (explosion, car accident, fire, building collapse, toxic cloud,...)
- Number of victims involved.
- What you see.



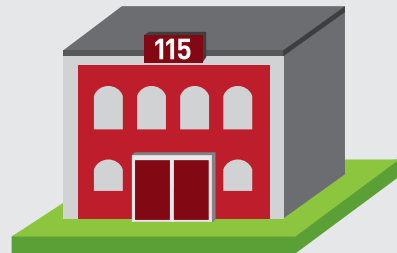
EMERGENCY MEDICAL SERVICE

Out-of-Hospital medical emergency service



FIRE DEPARTMENT

Urgent technical assistance and fire-fighting



MILITARY

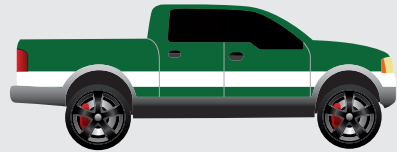
POLICE

Emergency public safety and order



ECOLOGICAL SECURITY SERVICE

Preservations of forests, land and environment.



CORRECTLY DEAL WITH DIFFERENT TYPES OF EMERGENCY

URBAN FIRES

AT HOME:

- Secure systems that can allow fire to spread:
 - Turn the gas meter off.
 - Turn the main power switch off.
- Make sure to always have an escape route.
- Take off acrylic clothes (socks, scarves, etc.), wear garments that can protect you from heat (for example a wool blanket). If the clothes you wear catch fire, do not run (air feeds fire !), Try to undress yourself and to extinguish fire by rolling on the round or covering yourself with a blanket.
- Do not smoke, especially in the bed.
- Do not leave saucepans unattended on the hot stove and keep far away from combustible material.
- Plan for periodic checks by qualified technicians of the heating system, the chimney and the stove.
- Keep matches and lighters away from children.
- Keep flammable liquids away from ignition sources.
- Do not use gas or open flame appliances (including fireplaces) in rooms without proper ventilation.
- If possible, operate at a safe distance.

In case of a small fire you can use a **fire extinguisher**, a **blanket** or a **bucket of water**.

ANYHOW:

- Call or ask someone to call **115** (Fire Department).
- Stay away and keep people away from fire.
- If someone is engulfed in flames try to roll him on the ground and to cover with a blanket.



DO NOT USE WATER
ON ELECTRICAL SYSTEMS
AND ELECTRICAL EQUIPMENT
(INTO VOLTAGE DELETE)



IF THE FIRE IS WIDESPREAD:

- Quickly move away after checking that no one is still inside.
- Close the door of the involved room and call or ask someone to call 115 (Fire Department).
- Do not use elevators.
- Crawl and use a wet handkerchief or piece of fabric over nose and mouth to protect airways.
- If possible, protect your head with a wet cloth.
- If the exit is not approachable because of smoke and heat, find refuge in a room and open the window, signalling your presence; then close the room door and seal cracks with wet clothes or pieces of fabric.

IN PUBLIC PLACES OR WORKPLACES:

- Look for emergency exits that are usually indicated by green signs, proceed orderly to one of these exits, do not push people ahead of you in a hurry to exit.
- Do not use elevators.
- Put children in your arms, attend to elderly and disabled people.
- Go outside and wait at the collection point.





DO NOT GO BACK
INTO THE EVACUATED
BUILDING UNLESS ATTENDED
BY RESCUERS.

DO NOT USE ELEVATOR
AND DO NOT SEEK SHELTER
IN OTHER BUILDINGS.

BUSHFIRE

HOW TO BEHAVE IN ORDER TO AVOID A BUSHFIRE:

- Do not throw cigarette butts or lighted matches on the ground.
- Do not light fires.
- Do not throw litter.
- When parking your car, make sure the muffler is not in contact with dry grass.
- Without proper security measures, do not burn stubble, straw and other agricultural residues.



IF YOU SEE A FIRE:

- Call as soon as possible 115 (Fire Department) and Ecological Security Service (0549 885114)
- In case of a small fire with an escape route, you could extinguish it by beating flames with a green branch; do so **keeping your back to the wind**.
- Do not stay in places above the fire or in areas in which direction the wind blows. Move away up-wind of the fire from the prevailing wind direction.

IF THE FIRE IS ALL AROUND YOU:

- Look for a safe escape route as a road or river.
- Try to signal your presence.
- If you decide to pass through the fire, do it where flames are less intense and go to burned areas.
- If it is impossible to move around, lie on the ground where there is non-inflammable vegetation.
- Scatter yourself with water or dirt; soak a handkerchief and tie it round your mouth and nose to keep the smoke out of your lungs.
- Do not leave your house unless you are sure that the escape route is free.
- Seal doors and windows with wet cloths; fire will go beyond the house before smoke and flames get to it.
- Do not leave the car, close the windows and turn the aeration system off; signal your presence with horn and headlights.

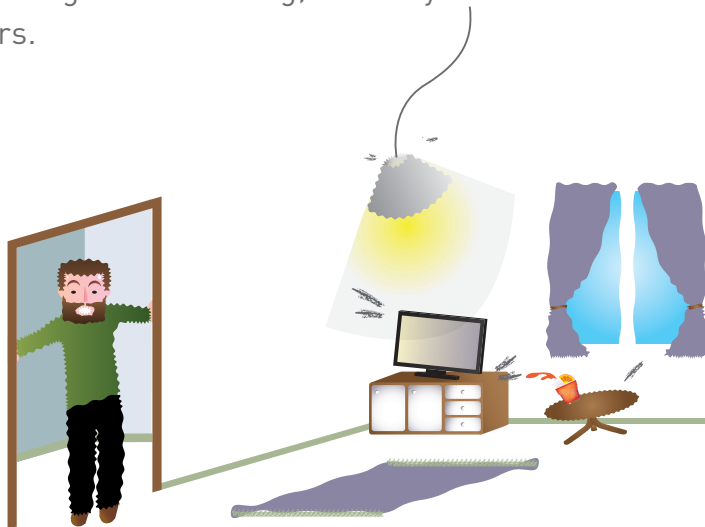


EARTHQUAKE

IF YOU'RE INSIDE

WHEN THE QUAKE STRIKES:

- Stay inside and take the best available cover (Most quake injuries occur as people enter or leave buildings):
 - if possible, shield your head with a coat, cushion or blanket;
 - stand or snuggle in a strong doorway in a load-bearing wall;
 - get under a strong table or desk;
 - stay away from windows, mirrors or other glass, chandeliers and other heavy hanging objects that might fall and crumble;
 - keep clear of cabinets, bookcases, and other pieces of heavy furniture that might throw or spill their contents;
 - stay away from stoves and heating units;
 - keep clear of fireplaces and any area where bricks might fall from the chimney.
- Keep clear of balconies: the greatest danger is from falling objects just outside exterior doorways and walls.
- If you're in a high-rise building, don't try to use the elevators or the stairs.

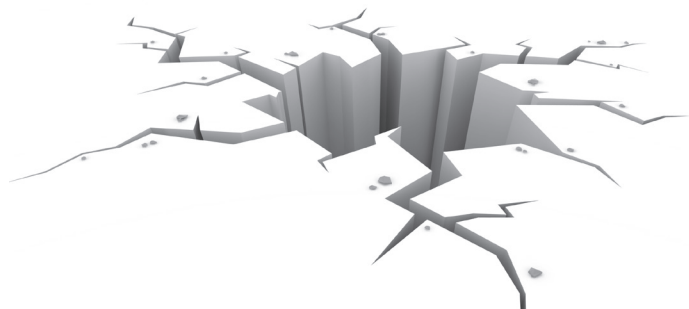


AFTER THE QUAKE:

- If possible, help injured people.
- Turn the gas off, turn the main power switch off.
- Open windows and doors for ventilation if you smell gas.
- Go out and call 115 (Police).
- Go out with calm without forgetting the house keys.
- Do not use elevator.
- Move to open spaces where rescuers can easily get to (sport fields, public gardens, wide squares).
- Try to stay as close as possible to your family.

IF YOU'RE OUTSIDE:

- Stay clear of power lines, trees or branches, external stairs, building facade ornaments, chimneys, or anything that might fall.
- Move as soon as possible to open spaces (squares and gardens).
- If you are in your car, stay inside and do not drive, as long as you are not under buildings, bridges, billboards, towers or other structures that may collapse.
- Stay away from beaches and coast because after an earthquake large amplitude waves may occur (tsunami).



LANDSLIDES AND SLIPS:

IF YOU ARE INSIDE:

- Do not stand or pass under parts of buildings that might fall (balconies, eaves, gutters,..).
- Move as soon as possible to open spaces (squares and gardens).
- If you are in your car, stay inside and do not drive, as long as you are not under buildings, bridges, billboards, towers or other structures that may collapse.
- Mantenersi lontano dalle spiagge e dalla costa poiché in seguito ad un terremoto possono prodursi onde di notevole altezza (tsunami).

IF YOU ARE OUTSIDE:

- If the landslide is coming towards you or it is below you, move sideways as fast as possible, trying to reach an higher or more stable position.
- Keep looking at the landslide, taking care to notice stones or other bouncing objects that may hit you.
- Stay away from posts or pylons: they could collapse.

IF YOU ARE IN THE CAR:

- Move away and try to warn other drivers.

AFTER THE LANDSLIDE:

- Move away from the area.
- Call the emergency services to warn rescuers about people trapped in the landslide or who need assistance (children, elderly, disabled, etc).
- Call 115 (Fire Department) if you smell gas
- Do not go back into the building.



FLOOD

IF YOU ARE INSIDE:

- If you're in a high-rise building with water preventing you to get out, refuge on the higher floors or on the roof, if possible.
- Turn the electricity power off in non-flooded rooms.
- After flood, do not turn on wet electrical devices.
- Periodically check the water outflow system (manhole covers and gratings).
- Do not drink water if not declared drinkable Do not eat food that has been exposed to flooding:it might be contaminated with pathogens.

IF YOU ARE OUTSIDE:

- Stay away from bridges, rivers, streams, slopes, etc...
- Pay attention to road signs and to information provided by the authorities.
- If you are driving, do not drive in busy streets
- Do not walk through flooded streets and subways.



CARBON MONOXIDE

Carbon monoxide is an odourless and colourless gas that is formed in an enclosed space after incomplete combustion in stoves, fireplaces, furnaces, etc; carbon monoxide is a component of car exhaust gases and of fire smokes. When inhaled in high concentration, it is toxic to humans and animals,.

- Qualified technicians must periodically check the heating system, the water heater and open flame stoves.
- Do not sleep in rooms with fireplaces and braziers, always ensure proper aeration and ventilation of closed rooms by means of air intakes and slightly open windows.
- In case of prolonged stop in a tunnel, turn the car engine off and close the windows.



GAS LEAK

IF YOU ARE INSIDE

- Do not turn lights on or off and avoid using other electrical switches and appliances as this could trigger an explosion.
- Do not smoke, light a match or any other naked flame.
- Open your windows and doors to let air in.
- **Make sure all gas appliances are turned off and turn the gas off at the mains.**
- Switch off the electricity power from outside the flat only.
- If gas smell is strong and persistent, move out of the house and call 115 (Fire Department).

IF YOU ARE OUTSIDE:

- call 115 (Fire Department) or 0549/887777.



CYLINDER LPG LEAK:

- If possible, close the tap on the top of the cylinder.
- If the leak continues, take the cylinder outside to a well ventilated area.
- Do not turn lights on or off and avoid using other electrical switches and appliances as this could trigger an explosion.
- Open your windows and doors to let air in.
- Switch off the electricity power from outside the flat only.
- Move out of the house and call 115.

BE SURE ABOUT CHECKING
THE CONDITION OF THE
GAS PIPE AND REPLACE IT
BEFORE EXPIRY DATE



CHEMICAL, BIOLOGICAL AND NUCLEAR ACCIDENTS (RADIOACTIVITY)

Chemical, biological, radiological and nuclear (CBRN) accidents could be very insidious and difficult to detect. If Authorities inform that a CBRN accident occurred, the risk of contamination of population exist; it's important to know that:

- Fire Department and 118 are equipped to quickly decontaminate a large number of people.
- Decontamination is carried out mainly by washing people with water and soap and providing them with not contaminated clothes.
- Decontamination is preferably carried out at the site of the accident in order to prevent contamination of other areas.
- If needed, Poison Center and 118 have antidotes available.

INDUSTRIAL ACCIDENT:

- If you are on the scene , remain available to rescuers to receive first aid.
- If you are inside (house, office, etc), close and seal doors and windows, if possible, with scotch tape.
- If possible, disconnect the air conditioning system.
- Before returning to your normal activities, wait for information broadcasted through the media by emergency services.

IF THE ACCIDENT OCCURS INSIDE:

- Move away from the scene and go outside.
- Once outside, wait on-site for the arrival of emergency services that quickly will be able to check and eventually to decontaminate; to prevent contamination of other people and places.
- Do not touch other people, do not smoke, do not eat food or chewing gum.
- In case of any symptom, take your clothes off and possibly wash yourself with water, if possible: your clothes could be contaminated.
- Do not go to the hospital on your own, unless in extreme need: you could contaminate health facilities.



ATTACKS AND EXPLOSIONS

- Take care to suspect behaviours, vehicles or packs.
- Do not hesitate to call the Police or Emergency Services (Fire Department and 118), collaborating with them without prejudices.
- Do not touch wounded people, except in case of extreme need: you could further damage them; keep in mind that emergency services will be quickly available.
- Reassure, as much as possible, people in panic.
- Do not interfere with rescue operations..
- If it can be useful to the investigation, provide emergency services with your personal details.

Emergency and rescue authorities and services are ready to implement appropriate plans which have been prepared and tested in advance.

- **DO NOT EXPOSE YOURSELF TO RISKS**

Keep away from the scene of the event.

- **CALL FOR HELP** and alert emergency services

- **PROVIDE ASSISTANCE** if possible

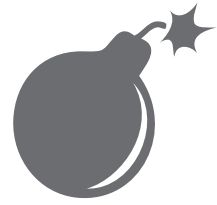


BIOLOGICAL AGENTS

- A Biological attack occurs insidiously and gradually, usually some time after contamination, depending on the agent used, the incubation period and the way of dissemination.
- Exposure can occur by inhalation, skin contact, ingestion of contaminated water or food.
- Biological agents (bacteria and virus) are difficult to detect, because they are odourless and invisible.
- Biological agents diffusion can be significant depending on the distance travelled by people infected and the number of contacts with other people.

CHEMICAL AGENTS

- Chemical attack is carried out by spreading chemical agents that injure people by inhalation, by skin contact and by ingestion of contaminated food or water.
- Chemical agents can smell in a strange and unusual way considering the area and the season; they can produce a toxic cloud.
- Fire Department and 911 are equipped to quickly decontaminate a large number of people.
- Decontamination is mainly carried out by washing people with water and soap and providing them with non contaminated clothes.



NUCLEAR AND RADIOACTIVE AGENTS

- Attacks with radioactive agents occur insidiously with harmful effects lasting after a long period of time.
- Attacks with radioactive agents contaminate things, people and the environment.

EXPLOSIVES

- Explosions caused by terrorists target mainly transport or public places or areas where people gather; some advices:
 - be informed about the closest escape way.
 - inform staff about any suspicious behaviour or about the presence of an abandoned package or bag.



BASIC CONCEPTS OF FIRST AID

SOME SIMPLE ADVICES FOR SPECIFIC SITUATIONS (IT IS NOT A COMPLETE EMERGENCY GUIDE)

DO NOT BE AFRAID TO HELP PEOPLE:

- Your assistance can be significant for the victims.
- The risk of infectious diseases is extremely low but still avoid direct contact with blood or other body fluids (urine, etc.).
- If possible, wear gloves and wash your hands with water and soap as soon as possible.
- Avoid moving injured people except in situations of real and imminent danger (near a fire, danger of collapse or explosion, etc.)

LOSS OF CONSCIOUSNESS:

- If the person is not conscious and doesn't show signs of life, call for help and ask for an ambulance.
- If you are trained to, perform basic cardio-pulmonary resuscitation until rescuers arrive.

BLEEDING:

- Control severe bleeding by applying a strong pressure to the wound, using a clean dry cloth (don't use tourniquet).
- Make the injured person lying, calm him, keep him warm and loose tight clothing.

BURNS:

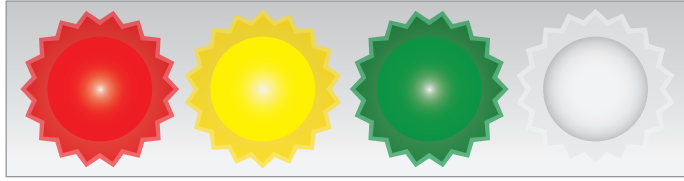
- Cool all burns with cold water without applying anything else.
- If possible, cover injured parts with clean and dry cloths.

TRAUMA AND FRACTURES:

- If possible apply ice on the affected part.

EXPOSURE TO TOXIC AGENTS:

- In case of ingestion of toxic agents, do not give anything orally, do not induce vomit and try to know what has been ingested.
- In case of skin contact with toxic agents, remove immediately contaminated clothes and possibly thoroughly wash with water and soap.
- In case of eye contact, wash for a long time with clean water without using any eye drops or ointment.



Healthcare professionals evaluate and categorize sick or wounded people when there are insufficient resources for medical care of everyone at once.

- **RED TAGS** danger of death, immediate treatment needed
- **YELLOW TAG** no immediate danger of death, treatment needed as soon as possible
- **GREEN TAGS** walking wounded people, medical care needed at some point
- **WHITE CODE** minor injuries for whom a doctor's care is not required

**INFORMATION AND USEFUL
CONTACTS IN CASE OF EMERGENCY**

FIRE DEPARTMENT

**EMERGENCY MEDICAL
SERVICES**

**EMERGENCY PUBLIC
SAFETY AND ORDER**

ECOLOGICAL SECURITY

MORE...



San Marino Republic



EurOpa Major Hazard Agreement



European Centre for Disaster Medicine



European Centre of Technological safety, Kiev

European Interregional Scientific and Educational
Centre on Major Risk Management, Yerevan

European Centre on Geodynamical Risks of High Dams, Tbilisi



European University Centre for Cultural Heritage, Ravello



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**112 will be very soon the unique
emergency number all over Europe!**





???

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