

# COPING WITH EMERGENCIES

what you should know • what you should do









Comune di Roma

ROMA

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In these pages  
you can find  
useful information  
to help you to cope  
with emergencies  
of various kinds  
and to protect  
persons and  
safeguard property.



# EMERGENCY NUMBERS



operating 24 hours a day

If you find yourself facing a dangerous situation don't hesitate to call the "Emergency Services":

**112** CARABINIERI (POLICE)

**113** STATE POLICE

**115** FIRE BRIGADE

**117** FINANCE GUARD

**118** MEDICAL EMERGENCY

**1515** STATE FORESTRY CORPS

**800 940918** LAZIO REGION  
FOREST FIRES

ROME CITY COUNCIL

**06 67109200** CIVIL PROTECTION

**06 67691** MUNICIPAL POLICE

In cases of suspected poisoning you can call:

**06 3054343**

ANTI-POISONING CENTRE  
"GEMELLI" GENERAL HOSPITAL  
ROME

**06 49978000**

ANTI-POISONING CENTRE  
"UMBERTO I" GENERAL HOSPITAL  
ROME





If you call an emergency number **you should make sure** that you know how to answer the following questions:

- 1. What telephone number are you calling from?**
- 2. Where did it happen?**  
(if a private home: indicate the town/city, street, street number, stair, floor)
- 3. What happened?**  
(explosion, accident, assault persons with weapons ...)
- 4. What can you see?**
- 5. How many people are involved?**

# INFORMATION ON EMERGENCY SERVICES



**CARABINIERI 112**

**STATE POLICE 113**

**fast-response squads  
public order and safety**



**MEDICAL  
EMERGENCY 118**

**emergency medical aid  
outside hospital contexts**



**FIRE BRIGADE 115**

**urgent technical aid  
and fire extinguishing**



**ROME CITY COUNCIL**

**Civil Protection**

**06 67109200**

**assistance and rescue  
services for the population**



## ROME CITY COUNCIL

Municipal Police **06 67691**

**traffic police**



## ANTI-POISONING CENTRE

"Gemelli" General Hospital - Rome

**06 3054343**

"Umberto I" General Hospital - Rome

**06 49978000**

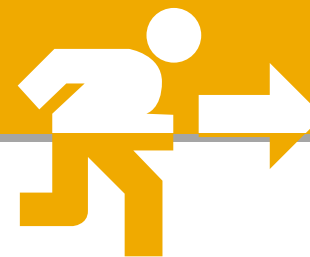
**medical service  
for diagnosis and treatment  
of poisoning and intoxication**



## STATE FORESTRY CORPS **1515**

**preservation of forests,  
protection of the land  
and the environment**

# WHAT TO DO IN EMERGENCIES IN GENERAL



**Remember that your safety depends above all on your ability to react appropriately to the situation and the kinds of behaviour consequent to it.**

**An initial reaction of fear and anxiety is perfectly normal, in fact it helps to keep you safe.**

It is essential that you learn the rules about coping with emergencies before an emergency occurs.

## **PROTECT YOURSELF**

by keeping in a safe place and not moving nearer to the scene of the event

## **CALL FOR HELP**

and alert the emergency services

## **PROVIDE FIRST AID**

(if you are able to do so)



## **Remember that:**

- ⦿ it is important that you avoid hindering emergency operations and follow the instructions given by the police and the emergency response teams
- ⦿ it is necessary that you obey the instructions given by the emergency service operators (your cooperation in such cases is vitally important)
- ⦿ it is important that you tune in, if possible, to your radio or TV; in the event of an emergency, programmes may be interrupted to broadcast notices to the population and provide news updates on the incident under way

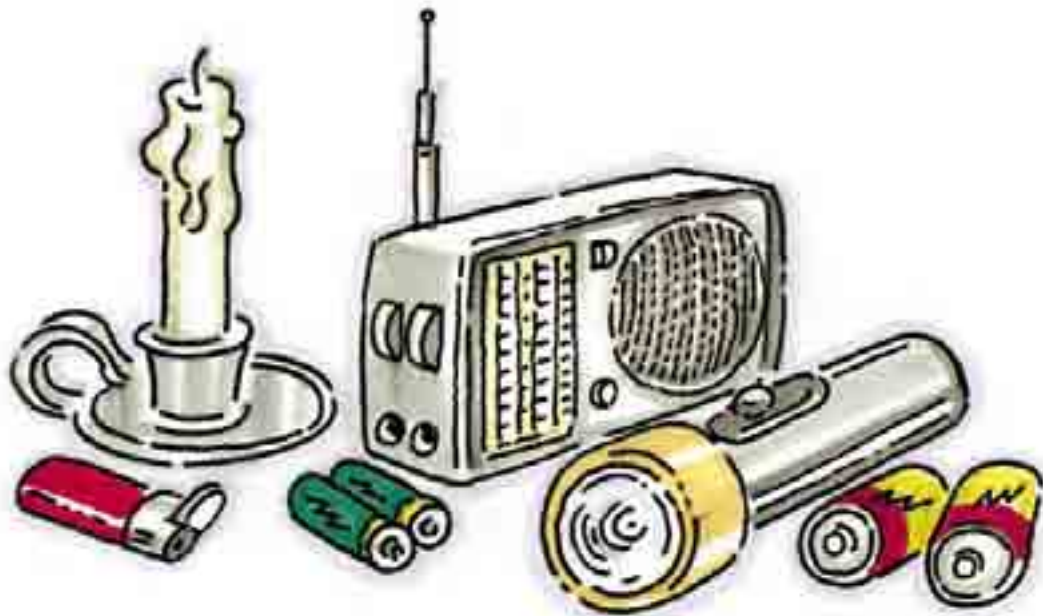


# WHAT TO DO IN EMERGENCIES IN GENERAL



## At home, it is useful to keep close at hand:

- ⦿ a battery-powered radio
- ⦿ an electric torch
- ⦿ candles and lighter
- ⦿ spare batteries



## In addition:

- ⦿ don't go to the place where the emergency has occurred even if you think a relative or friend of yours may be involved
- ⦿ phone the "Green Numbers" (toll-free numbers) activated for the emergency
- ⦿ for news about injured persons taken to hospital, phone the hospitals' Public Relations offices

## Even if you aren't personally involved, your cooperation can be vitally important:

- ⦿ avoid calling the emergency services except in the case of really dangerous situations
- ⦿ if possible, postpone going to the hospitals involved to visit relatives or for non-urgent check-ups because in a major emergency all the staff is usually busy assisting the injured
- ⦿ public transport services (buses, "metro" underground railway system etc.) may be temporarily suspended



## Black-out

(sudden and prolonged cut-off of electricity)



### ATTENTION:

If anyone in your home uses a lifesaving medical device that is powered by electricity, inform your local National Health Service (NHS) office in advance: if a blackout occurs, you will be given preferential assistance on a priority basis.



### If a black-out occurs, remember:



### AT HOME

- ⦿ keep still for a few moments, without moving from your present position
- ⦿ if there are children and old people in the house, call out to them to reassure them, and advise them not to move

- ⦿ turn off any electronic appliances, as they could be damaged by sudden voltage surges
- ⦿ moving cautiously, try to find an electric torch or a candle you can light
- ⦿ avoid opening the fridge, as far as possible, so that the food inside will keep fresh for a longer time before starting to deteriorate
- ⦿ to ask for information, contact the utilities company that supplies your electricity

### IN PUBLIC PLACES OR AT WORK

- ⦿ wait a few moments: the emergency lighting system will soon come on
- ⦿ if it is necessary to leave the premises quickly, move towards the safety exits



# COPING WITH SPECIFIC EMERGENCIES



- ⦿ identify the safety exits marked by green-coloured signs
- ⦿ proceed in an orderly manner, without pushing those in front of you
- ⦿ pick up and carry any small children and directly accompany the elderly and disabled
- ⦿ when outside, assemble at the collection points

## IN THE STREET

- ⦿ the absence of electric power may cut off street-lighting and prevent traffic lights from operating
- ⦿ pay close attention to motor vehicles: pedestrians are not easy to distinguish, especially if they wear dark clothing



## STUCK INSIDE A LIFT:

- ⦿ in a few seconds the cabin's emergency lighting system will go on
- ⦿ press the emergency button
- ⦿ phone or get someone to phone **115 (Fire Brigade)**



## INSIDE A TRAIN NOT AT A STATION

- ⦿ in a few seconds the train's emergency lighting will go on
- ⦿ leave the train only in case of actual danger, following the instructions given by the railway staff
- ⦿ do not operate the emergency devices on the train except when absolutely and urgently necessary





## Fires

### AT HOME

- ☉ Shut off the utilities systems that could help to spread the fire: turn off the gas supply at the meter and turn off the electricity supply with the main shut-off switch
- ☉ check you always have an escape route open behind you
- ☉ remove any clothing containing acrylic fibres (tights, scarves etc.), put on garments that can give you some protection from heat (for instance, a woollen blanket)
- ☉ try, if possible, to operate at a safe distance from the blaze

If the fire is small and localized, you may use a fire-extinguisher, a woollen blanket or a bucket filled with water to extinguish it.

### In any case:

- ☉ phone or get someone to phone **115 (Fire Brigade)**
- ☉ leave and make others leave the room where the fire has broken out
- ☉ if someone is enveloped in flames, make the person roll on the ground and cover him or her with a woollen blanket



 **ATTENTION:**  
Do not use water on electrical installations and equipment that are connected to a "live" power supply.

# COPING WITH SPECIFIC EMERGENCIES



## If the fire is very extensive:

- ⦿ get out fast, making sure no-one is left inside
- ⦿ shut the door of the room concerned and phone or get someone else to phone **115 (Fire Brigade)**



- ⦿ do not use lifts
- ⦿ crawl on your knees, breathing through a wet handkerchief to protect your lungs from fumes and, if possible, protect your head with a garment
- ⦿ if the exit cannot be reached because of the presence of smoke and heat, take refuge in a room and open the window, signalling to let others know where you are; shut the door of the room and seal the cracks with rags or clothing, preferably wet

## IN PUBLIC PLACES OR AT WORK

- ⦿ identify the safety exits marked by green-coloured signs
- ⦿ proceed in an orderly manner, without pushing those in front of you
- ⦿ don't use lifts
- ⦿ pick up and carry any small children and directly accompany the elderly and disabled
- ⦿ when outside, assemble at the collection points



## Forest fires



### IF YOU SEE A FIRE

- ☉ phone **1515 (Forestry Corps)** or **115 (Fire Brigade)** or **800 940918 (Civil Protection - Lazio Region Operations HQ)** straight away;
- ☉ you should only attempt to put out a small fire if you have an escape route open: keep your back to the wind and beat the flames with a green branch until they are extinguished
- ☉ do not stay in places that are above a fire or in areas towards which the wind is blowing
- ☉ do not stop and do not put yourself into danger
- ☉ always move away in the direction opposite to that of the wind

### IF YOU ARE SURROUNDED BY FIRE

- ☉ look for a safe escape route, such as a road or a watercourse
- ☉ signal your presence
- ☉ cross through the fire front where it is least intense, so that you can get to an area that has already been burnt
- ☉ lie down on the ground where there is no inflammable vegetation
- ☉ drench yourself with water or cover yourself with soil
- ☉ prepare for the arrival of smoke by breathing with a wet cloth over your mouth
- ☉ don't leave the house if you aren't certain that the escape route is open
- ☉ seal doors and windows with wet cloths; the fire will have moved past the house before the smoke and flames can get inside
- ☉ don't leave your car, close the windows and the ventilation system and signal your presence with the headlights and by sounding the horn





## Earthquakes

### IF AT HOME OR INSIDE A BUILDING

#### During tremors:

- ⦿ identify the “strongest” points of the building (load-bearing walls, pillars, beams, lintels, doorways and corners in general and, if possible, take shelter under them)
- ⦿ alternatively, take shelter under a table or bed and wait for the tremors to end
- ⦿ stay away from windows, doors with glass panes, furniture, shelves and ceiling lamps that could injure you during the tremors
- ⦿ do not go out onto balconies or into the street: you could be hit by falling plant-pots, tiles and other material
- ⦿ do not run out and down the stairs to get outside, until the tremor has stopped: the stairs could collapse
- ⦿ do not use the lift



#### When the tremors have ceased:

- ⦿ switch off the electricity supply at the general cut-off switch and turn off the gas supply at the gas-meter
- ⦿ if there is a gas leak: open the doors and windows, leave the house and phone **115 (Fire Brigade)**

- ⦿ leave calmly and don't forget the keys
- ⦿ don't use the lift
- ⦿ go to an open place that can easily be reached by emergency services (sports grounds, public gardens, large squares)
- ⦿ try to stay as close as possible to your family members

### IN THE STREET OR OPEN AIR

- ⦿ don't stay or pass under parts of a building that could fall off (balconies, cornices, gutters etc.)
- ⦿ head for open spaces straight away (squares and gardens)
- ⦿ if you are in a car stay inside it, provided it isn't parked below buildings, viaducts, advertising hoardings or pylons
- ⦿ keep away from beaches and coasts: following an earthquake, there can be extremely high waves



#### Warning:

Do not go back into damaged buildings unless you are accompanied by emergency service operators.



## Landslides

### AT HOME OR INSIDE A BUILDING

Houses or walls cannot stop a landslide

- ⦿ try to get outside and run away
- ⦿ if you can't get away, hunch down in a tightly curled position and protect your head

### Warning:

- ⦿ do not use lifts
- ⦿ do not take refuge inside another building



### OUTDOORS

- ⦿ if the landslide is heading towards you or if it is below you, move sideways away from it as fast as you can and try to reach higher or more stable ground
- ⦿ keep looking towards the landslide, paying attention to stones or other objects that could rebound and hit you
- ⦿ do not halt under poles or pylons: they could collapse

### IF YOU ARE IN A CAR

- ⦿ drive away from the danger area and try to warn approaching cars of the danger in any way you can

### After a landslide:

- ⦿ move away from the area
- ⦿ inform rescuers about any persons you know are trapped in the landslide area or are in need of help





(children, elderly people, disabled people etc.), by phoning the emergency services (**115, 118, Rome City Council - Civil Protection 06 67109200**)

- ⦿ if there is a gas leak, call **115 (Fire Brigade)**
- ⦿ **DO NOT** go back inside the building

## Floods

### AT HOME OR INSIDE A BUILDING

- ⦿ if there are several floors and the water prevents you from leaving the building, take refuge on the upper floors or, if necessary, on the roof
- ⦿ turn off the electricity supply to the premises threatened by flooding, but do **NOT** carry out this operation if the place where the general cut-off switch is located is already flooded
- ⦿ after the flood, do **NOT** immediately switch on any electrical appliances that had got wet



## Carbon monoxide hazards

Carbon monoxide is an odourless, colourless and tasteless gas that accumulates in closed rooms due to faulty combustion processes in stoves, chimneys, boilers etc., and is always present in the exhaust fumes of motor vehicles. Breathing in even a small amount of it can cause death.



### To avoid this danger:

- ⦿ have your gas heating and water-heating appliances and gas cooker checked at regular intervals by qualified technicians
- ⦿ do not sleep in a room where an open fire or brazier is burning
- ⦿ always make sure the rooms have adequate airing and ventilation assured by air intakes or windows left slightly open
- ⦿ when driving, turn off the engine and shut the car windows if at a standstill for some time inside a tunnel



## Gas leaks

### AT HOME

- do not turn lights or electrical appliances on or off, do not ring doorbells, do not cause flames and sparks (do not use ordinary telephones or cell-phones, torches or other electrical or battery-powered appliances)



- fling open all windows, leave the room and close the door

- turn off the gas supply from the gas-meter

- deactivate the electricity supply but only from outside the apartment

- if the smell of gas is strong and persistent, **GO OUTSIDE** and phone **115 (Fire Brigade)**



### IN THE STREET OR OUTDOORS:

- phone **115 (Fire Brigade)**

### IF THE GAS IS LEAKING FROM A CANISTER OF LPG:

- do not turn lights or electrical appliances on or off, do not ring doorbells, do not cause flames and sparks (do not use ordinary telephones or cell-phones, torches or other electrical or battery-powered appliances)

- fling open all windows, leave the room and close the door

- turn off the tap at the top of the canister

- deactivate the electricity supply but only from outside the apartment

- if the leak continues, take the canister out to a well-ventilated place

- if the smell of gas is strong and persistent, **GO OUTSIDE** and phone **115 (Fire Brigade)**



### Remember:

- installing and depositing canisters of LPG, even if empty, inside basement and semi-basement rooms is prohibited
- make sure that the gas tube is in good condition and remember to replace it before the expiry date printed on the rubber tube



# Chemical, biological, and nuclear incidents (radioactivity)

It is extremely difficult to identify incidents of this type; if the Authorities declare that a chemical, biological, or nuclear incident has occurred, in which there is a danger of becoming contaminated,

**it is important that you know that:**

the **Fire Brigade** and the **118** service are equipped to speedily decontaminate a large number of people. This decontamination consists chiefly of washing the persons concerned with soap and water and providing them with non-contaminated clothing.

It is important that decontamination be carried out at the place of the incident, so that other areas, including homes, are not contaminated.

In case of need, the **Anti-Poisoning Centres** and **118** service have sufficient stocks of antidotes.



### INDUSTRIAL INCIDENT

- ⦿ if you were personally present at the event, stay available so the emergency team can provide first-aid treatment
- ⦿ if you are inside closed premises (house, office, etc.), close and seal the doors and windows as best you can, with ordinary parcel tape
- ⦿ deactivate any air conditioners
- ⦿ wait for the instructions given by the emergency services through the media before returning to your normal habits



## Attacks and explosions

Remember that the general rules already described:

**PROTECT YOURSELF**  
**CALL FOR HELP**  
**HELP OTHER PEOPLE (IF YOU CAN)**



also apply to preventing and combatting terrorist attacks.

**In all circumstances:**

- ⦿ pay attention to suspicious behaviour, vehicles or parcels
- ⦿ do not hesitate to call the police **112 (Carabinieri)** or **113 (State Police)** and the emergency service **115 (Fire Brigade) 118 (Medical Aid)**, and cooperate fully and unreservedly with them.
- ⦿ do not touch injured persons, unless absolutely necessary: you could cause them further harm; remember that emergency aid services will be on the scene very shortly
- ⦿ do your best to reassure people who are panicking

### IF THE INCIDENT OCCURS INDOORS

- ⦿ leave the place where it occurred and go outside
- ⦿ once you are outdoors, wait on the spot for the arrival of the emergency services which will be able within a few minutes to decide whether decontamination will be necessary; if this precaution is not taken, other persons and places could be contaminated
- ⦿ do not touch other persons, do not smoke, do not swallow food or chew gum
- ⦿ if you experience any symptoms, undress: your clothes could be contaminated; if possible, wash yourself with water
- ⦿ do not proceed to a hospital on your own unless absolutely necessary: you could contaminate the medical facilities



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- ⦿ do not get in the way of rescue operations
- ⦿ if you can be of use in the investigations, leave your particulars with the emergency numbers; you will be contacted as soon as possible

The emergency and aid services are ready to put into effect the specific plans that have already been prepared and tested.



## Attack using:

### **BIOLOGICAL AGENTS**

A biological attack produces its effects in a surreptitious and gradual manner, generally some time after contamination has occurred, depending on the agent used, the incubation period and the manner of diffusion. Contamination may occur by inhalation - by skin contact - or by swallowing contaminated water and foodstuffs. Biological agents are hard to detect because they are odourless, invisible and may be spread over large distances depending on the routes followed by infected persons and the number of contacts they have with other persons.



### **CHEMICAL SUBSTANCES**

A chemical attack produces its effects through the diffusion of toxic chemical substances that are harmful to human beings when absorbed by inhalation, by contact with the skin or by swallowing contaminated foods or water.



# COPING WITH SPECIFIC EMERGENCIES



## NUCLEAR AND RADIOACTIVE SUBSTANCES

An attack with radioactive substances produces its effects in a surreptitious way with harmful consequences that may become apparent quite some time later. It can contaminate objects, premises and human beings.

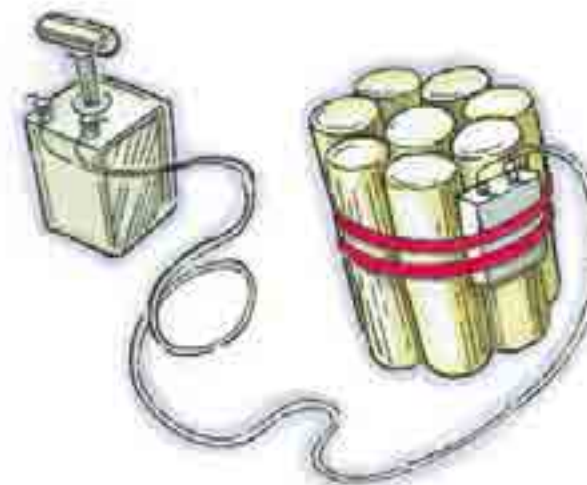


**The rules of behaviour to be followed in all these events are the same for incidents of a chemical, biological and nuclear nature (radioactivity) see page 19**



## EXPLOSIVES

Explosions caused by terrorists usually target means of transport or public places - areas where people congregate - and you should therefore keep in mind certain precautions:

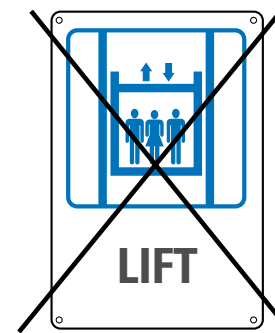
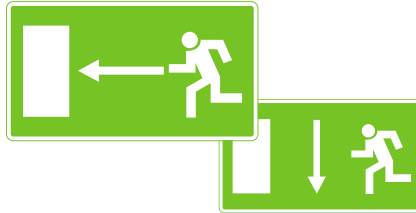


- ⦿ find out where the nearest exits are located
- ⦿ inform the staff about any suspicious behaviour or the presence of any parcel or bag left untended

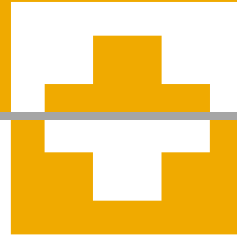
# COPING WITH SPECIFIC EMERGENCIES



- ⦿ move well away, without causing a panic if you smell smoke or another peculiar smell, inform the staff
- ⦿ go away from the place of the explosion, (if you are indoors, use the emergency exits) as it is possible there may be a second explosion: remain in any case at the disposal of the emergency services
- ⦿ avoid using lifts as they may have been damaged
- ⦿ call the police **112 (Carabinieri)** or **113 (State Police)** and the emergency services **115 (Fire Brigade)** and **118 (Emergency Medical Aid)**
- ⦿ if you have noticed or recall something that could be significant, inform the police at once



# BASIC FIRST AID TIPS



**Here are some simple instructions about some things you can do to help in certain situations. However, this is not a complete first-aid guide.**

## **DO NOT BE AFRAID TO HELP**

Your help can be of vital importance for the victims. The risk of catching a disease is extremely low, but try in any case to avoid direct contact with blood and other body fluids (saliva, urine etc.). If you can, wear a pair of gloves and wash your hands with soap and water as soon as you can.

**Avoid moving an injured person unless he or she is in a situation of grave and imminent danger (near a fire, danger of collapse or explosion, etc.).**

## **LOSS OF CONSCIOUSNESS**

If the person is unconscious and shows no signs of life, call for help and ask for an ambulance. If you know how to do so, perform basic cardio-respiratory resuscitation manovres until professional help arrives.

## **HEMORRHAGES**

Keep severe blood loss under control by applying firm pressure to the wound using a clean dry cloth (do not use tourniquets). Make the injured person lies down, reassure him/her, keep the person warm and loosen tight clothes.

## **BURNS**

Cool all burns with cold water without applying anything else. Cover the affected parts with clean, dry pieces of cloth or garments.

## **BRUISES AND BROKEN BONES**

If you can, apply ice to the affected part.

## **EXPOSURE TO TOXIC SUBSTANCES**

If a toxic substance has been swallowed, do not give the person anything by mouth, do not induce vomiting, and try to find out what has been swallowed.

In case of contact with toxic substances through the skin, remove all contaminated clothing at once, and if possible, wash abundantly with soap and water.

In case of contact with the eyes, wash at length with clean water without using any eyedrops or ointment.



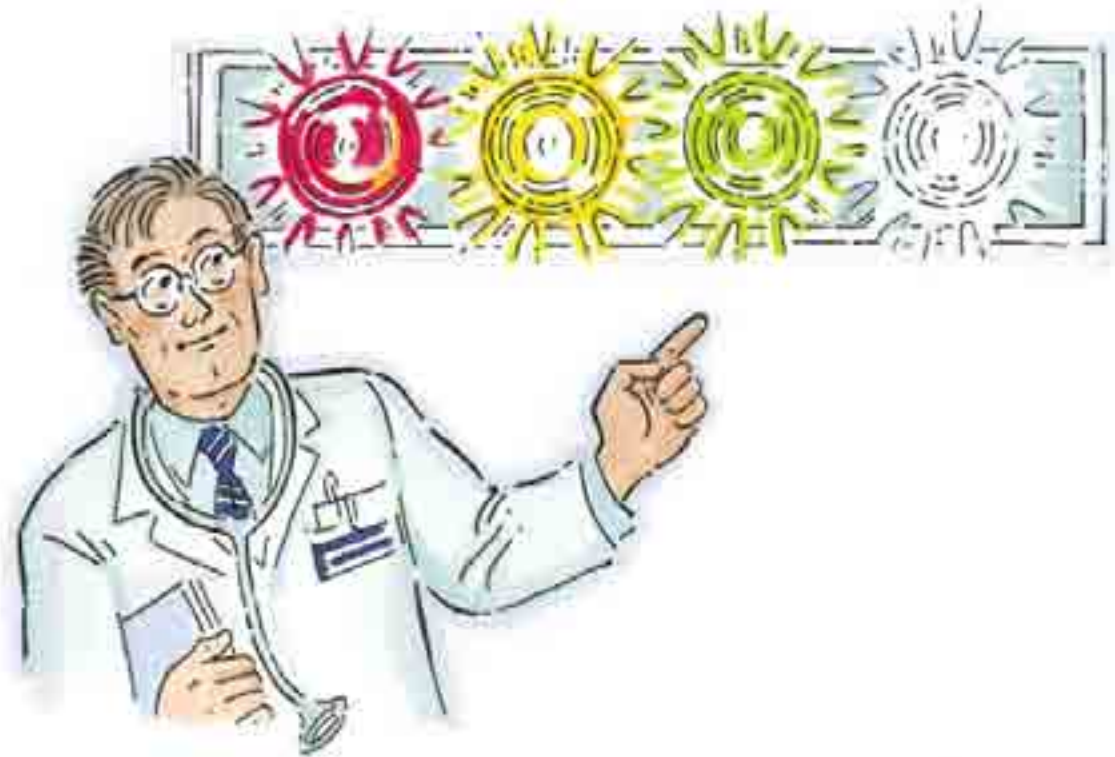
# BASIC FIRST AID TIPS



## Bear in mind that:

Medical personnel classify patients by the seriousness of their condition:

- ⦿ **RED CODES**, imminent danger to life
- ⦿ **YELLOW CODES**, serious
- ⦿ **GREEN CODES**, mild
- ⦿ **WHITE CODES**, can be treated later on





## Useful Numbers



<b>112</b>	CARABINIERI (POLICE)
<b>113</b>	STATE POLICE
<b>115</b>	FIRE BRIGADE
<b>117</b>	FINANCE GUARD
<b>118</b>	MEDICAL EMERGENCY AID
<b>1515</b>	STATE FORESTRY CORPS
<b>06 3054343</b>	ANTI-POISONING CENTRE "Gemelli" Hospital - Rome
<b>06 49978000</b>	ANTI-POISONING CENTRE "Umberto I" Hospital - Rome
<b>06 67291</b>	ROME PREFECTURE
<b>06 67109200</b>	ROME CITY COUNCIL Civil Protection
<b>06 67691</b>	Municipal Police
<b>06 67662211</b>	PROVINCIAL POLICE
<b>800 940918</b>	LAZIO REGION - forest fires
<b>800 900999</b>	ITALGAS or other local gas company
<b>800 130332</b>	ACEA - electricity emergencies
<b>800 130335</b>	ACEA - water emergencies
<b>800 900161</b>	ENEL - electricity emergencies



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Comune di Roma



Provincia di Roma



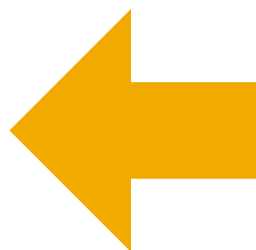
Vigili del Fuoco



Carabinieri



Polizia di Stato



**Written in collaboration with:**

- Rome Prefecture
- Rome City Council - Civil Protection
- Rome Province - Civil Protection
- Fire Brigade - Rome Province HQ
- Carabinieri - Rome Province HQ
- Rome Police Headquarters
- ARES 118 Lazio
- Anti-Poisoning Center - "Gemelli" General Hospital, Rome
- Lazio Professional Association of Psychologists

Further information and copies of this booklet, available also in Italian and French, can be downloaded directly from the following websites:

- [www.utgroma.it](http://www.utgroma.it) (Prefecture)
- [www.comune.roma.it](http://www.comune.roma.it)
- [www.provincia.roma.it](http://www.provincia.roma.it)
- [www.assessoratoambiente.it](http://www.assessoratoambiente.it)
- [www.vigilfuoco.it](http://www.vigilfuoco.it)
- [www.carabinieri.it](http://www.carabinieri.it)
- [www.poliziadistato.it](http://www.poliziadistato.it)
- [www.ares118.it](http://www.ares118.it)
- [www.tox.it](http://www.tox.it) (Anti-Poisoning Centre)
- [www.ordinepsicologilazio.it](http://www.ordinepsicologilazio.it)