

EMERGENCIES  
WHAT TO DO?



MANUAL OF INSTRUCTIONS

## INTRODUCTION

This document has the function to settle the procedure and people behaviours in case of dangerous events and calamities in Residenze dell'ESU di Verona.

On discovering a fire or other calamities, guests have to know and act as indicated in this manual.

## Emergence

### DEFINITION

The emergence is an unusual, uncontrollable and dangerous situation. It can happen at any time and it depends on:

- Indoor events: fire, explosion, water, flammable liquid and gas leaks (gas leaks give off an odour), flooding, power failure;
- Outdoor events: atmospherical extreme event, lighting bolt, earthquake, aggression, terroristic menace.

### **FIRE**

The most frequent dangerous event is the fire. It can be caused from other events and it can cause also other events.

People who discover the fire inside the Residenza have to know that from that moment they must cooperate in order to:

- Evacuate all people from the potential dangerous Area;
- Turn off the fire start, if it is possible and if it doesn't put at risk your or other people safety;
- DO NOT USE WATER TO EXTINGUISH THE FIRE NEAR WORKING ELECTRIC DEVICES;
- Prevent/Contain smog spreading in rooms or inner areas;
- Prevent/Contain the spread of fire.

Please keep in mind that toxic smokes are the most deathly danger coming from a fire. They very rapidly develop, spread in rooms, corridor, lobbies and stairs and prevent the visibility of emergency exits.

In case of fire, first of all, keep calm and raise the alarm.

These are the correct steps:

1. **Raise the alarm to guard:**



From the room telephone call the number

**881**

**(from mobile call  
045/8052881)**

(in order to alert Reception Guard of  
Residenza 24/24 hour)

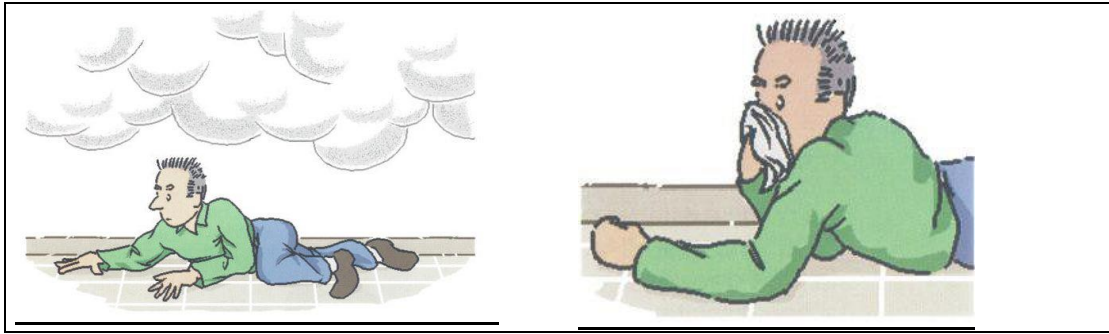
Please call this number also for:

- aggressions
- health emergency
- crimes (theft, drug, harassment, ecc..)

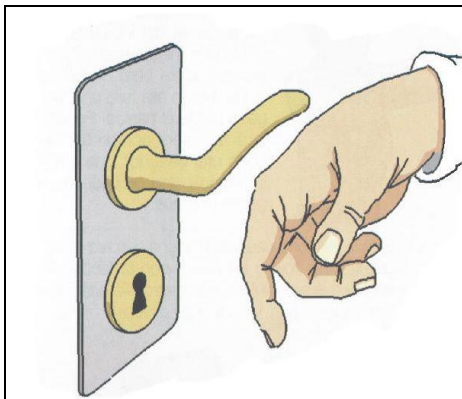
2. Keep calm, do not act instinctively and follow the procedure.
3. Raise the alarm in order to alert other guests and evacuate people from the potential dangerous area.
4. Only if the fire is not dangerous and if safe to do so, use an appropriate fire extinguisher to tackle the fire;
5. If possible close the doors (do not lock them) in order to avoid the smoke expansion in the building;
6. Be sure your exit is clear from the fire/smoke/flames. Smoke from a fire can make it hard to see where things are;
7. Do not put a risk your safety.
8. Leave the building quickly by the nearest exit and report to the appropriate Assembly Point ( indicated in plans located inside the Residenza) or in the street. Once arrived in the assembly point/street wait the Rescue Team/First Aid/Fire Fighters.

During the Leaving it is important to keep in mind and inform other people:

- Not to use lifts/elevators and reach the nearest emergency stairs/exit;
- Along the way it is important to close all the doors, (do not lock them);
- If you see smoke in the house, stay low to the ground as you make your way to the exit. In a fire, smoke and poisonous air hurt more people than the actual flames do. You'll breathe less smoke if you stay close to the ground. Put a wet handkerchief/towel on your nose and mouth in order to breath in a better way.
- Move along the walls.



## DURING EVACUATION



### BEFORE OPENING THE DOORS

Check to see if there's heat or smoke coming in the cracks around the door. (You're checking to see if there's fire on the other side.) If you see smoke coming under the door — **don't open the door!**

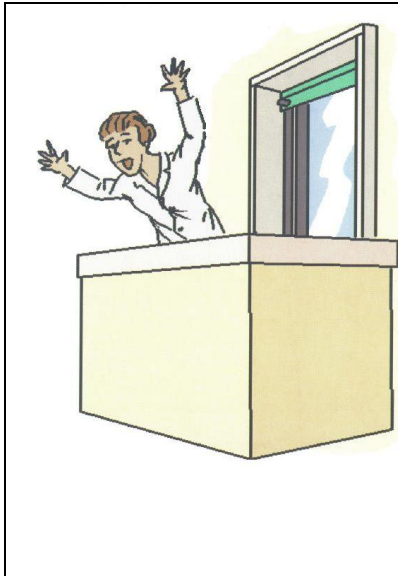
Check the temperature of the handle to verify the absence of fire in the area behind the door.

TOUCH the handle only with back of the hand to avoid scalding of the palm of your hand.

Keep the door closed if the handle is hot. In order to prevent the feeding of the flames and spreading of the smoke.

If the handle is cold, open the door very carefully and slowly and go toward your escape route exit.

**CLOSE EACH DOOR (NOT LOCK) YOU MEET ON THE WAY TO PREVENT/DELAY SPREADING OF SMOKE/FLAMES.**



## UNABILITY TO LEAVE

Stay as far as you can from the fire and try to find a shelter in rooms or areas equipped with water (bathrooms/kitchen) and windows/balcony.

Close ermetically the door with wet tissues to prevent the smoke transitino among the areas, keep the door and floor wet.

Find a balcony and call for help!

## 10 STEPS - RESUME

1. No panic! Keep calm and clear, raise the alarm and call phone n. 881 (Guard Reception 24/24);
2. Answer the guard questions and give information about the emergence, presence of people in danger and other people involved in the emergence, tell your name, surname and your phone number in order to be called back if necessary;
3. Before opening doors check the presence of fire:
  - i. Touch the handle to check the temperature with the back of your hand:
    1. if hot DO NOT OPEN IT (it means that flames/fire are very near the door);
    2. if cold open it very slowly and check the presence of smoke inside (in case of smoke close the door immediately);
4. If other persons are inside, leave the building and close the doors and windows of fire areas, do not lock doors (Fire Fighters get in quickly);
5. in case of inability to leave the building stay low to the ground;
6. Find a shelter in rooms with balcony or windows and keep heat and smoke from getting through the door by blocking the cracks around the door with wet sheets, blankets, and/or clothing
7. Grab a piece of wet clothing or towel, place it over your mouth to keep from breathing in the smoke;
8. If there is a balcony/window in the room that is not possible to escape from, open it wide and stand in front of it and yell for help;
9. **do not use lifts/elevators** (in case of loss of Energy lift could stop);
10. Never use water to extinguish the fire near electric devices;
11. Once you left the building, do not come back in absolutely: your safety first of all;
12. In case of burn: hold the burned area under cool water or apply a cool wet compress and go to Hospital as soon as possible.

## ***Hearthquake***

**Italy is on a seismic Area.**

Approximately 3000 earthquakes (seismic events) occurred in Italy in the last 1000 years. Most are of low intensity, last only a few seconds and do not cause any damage. However, a major earthquake can last several minutes. The main shocks are generally followed by aftershocks of varying intensity.

For this reason it is important to be prepared to these events.

Seismic shocks cause vibration of the earth that shake buildings.

The dangerousness of seismic events depends on the intensity of earthquake and the strength of buildings, anyway is important to keep informed and to be prepared in case of seismic shock.

### **During an earthquake**

#### **KEEP CALM AND CLEAR**

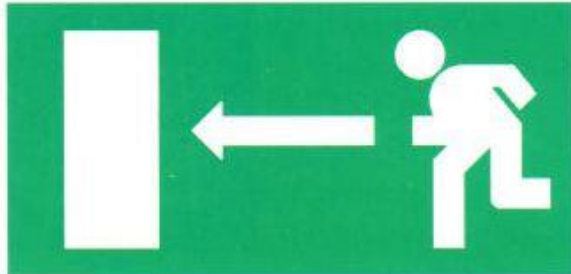
- If you are indoors and you cannot get out quickly, go under a bearing structure of the building, under the doorway, under a beam, or near a wall or support pillar (or Take shelter under a heavy piece of furniture, table, desk, bed);
- Because of the shocks it is very difficult to walk normally so it is possible to fall, to be hurt during the escape;
- Be careful! During an Earthquake things can fall and hit you (glasses, windows, furniture, objects ...);
- Leaving the building pay attention to the trees, poles, electric pillars and keep in mind that during the exit, to reach the assembly point, You can't be hit from objects above (glasses, shingles, rubble etc...).
- **KEEP AWAY FROM THE BUILDING WALLS WHILE YOU ARE OUTDOORS, WALKING TO ASSEMBLY POINT;**
- **DO NOT USE ELEVATORS/LIFTS;**
- Be alert also to potential consequences of earthquake such as water and gas leaks (gas leaks give off an odour), electrical short circuit, landslides, etc...;

### **After an Earthquake**

- Take care of health state of people and help those who need first aid/help;
- Go out cautiously and wear sturdy shoes and protective clothing to avoid injuries caused by debris, particularly broken glass;
- Get to the assembly point shown in plans;
- Try to use the telephone only for emergency;
- Follow the indication given by first aid and Rescue Team.

### **Safety Signs**

## Safety signs



Emergency exit



## Direction signs

Emergency stairs



Assembly Point/Safe Place



## Useful number

112



Carabinieri: numero di pronto intervento.

113



Polizia di stato: numero di pronto intervento.

117



Guardia di Finanza: numero di pronto intervento.

115



Vigili del Fuoco: numero di pronto intervento.

118



Emergenza Sanitaria.

1515



Emergenza Ambientale.

1518



CIS: Viaggiare Informati

803116



Soccorso Stradale.

1530



Guardia Costiera.

800900999



ITALGAS

0637518261-2



Telefono Rosa. contro la violenza sulle donne.

114



Emergenza Infanzia. Servizio gestito da Telefono Azzurro.

800020320



Comando Carabinieri Politiche Agricole e Alimentari.

800991199



Ministero Beni e attività culturali in collegamento con il Comando Carabinieri per la Tutela del Patrimonio Culturale.

800253608



Comando Carabinieri per la Tutela dell'Ambiente.

800271661



CNA (Centro Nazionale Amministrativo Carabinieri)

1522



Antiviolenza Donna



