

prevention
DOSSIER



prevention
DOSSIER

in the **HOME**



OUTDOORS



heading **OFF**



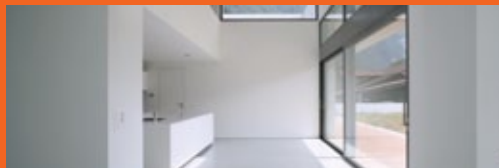
weather
CONDITIONS



how **TO ACT**



in the **HOME**



A large part of our lives is spent in the home and statistics show that many accidents occur here, especially among children and the elderly.

This dossier contains a number of leaflets providing advice on how to prevent the most common risks or accidents in our homes and how to act in these cases.



fire prevention
is an obligation





fire prevention
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smoke kills and not just
TOBACCO SMOKE



SMOKE

IF YOU'RE A SMOKER, FOLLOW THESE GUIDELINES – THEY MAY SAVE YOUR LIFE:

- Before going to bed, make sure there are no lighted cigarettes in the house, not even in an ashtray.
- Before emptying an ashtray, check that the contents are completely extinguished and the ashtray is cold.
- Use large, deep ashtrays, if possible, with water in the bottom.
- Never smoke in bed, or on a sofa if you are tired or drowsy.
- Keep cigarettes and matches out of the reach of children. They are a temptation.



**SMOKE CAUSES MORE THAN
A THIRD OF ALL THE DEATHS OCCURRING
IN A FIRE.**

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smoke **DETECTORS**



smoke

DETECTORS

- A smoke detector can give you a few precious minutes to be able to save yourself and your family.
- They are easy to install.
- Press the test button once a month to make sure your detector is working correctly, and check that it can be heard in every room of the house, especially in the bedrooms.
- If the detector starts beeping from time to time, the batteries need to be changed.
- Special smoke detectors are available with a flashing light alarm for the hard of hearing.
- At least once a year you should vacuum the detector grille to remove any accumulated dust that might block the sensor.
- Always follow the manufacturer's instructions about where to place them, how to change the batteries and their maintenance. If you have any doubts, contact the nearest Fire Station or call 112.



**REMEMBER: SMOKE DETECTORS
ARE NO GOOD IF THE BATTERY IS NOT
WORKING OR HAS RUN DOWN**

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CANDLES



CANDLES

- ✗ Never leave a lighted candle unattended.
- Before going to bed, make sure that they are all completely out.
- ✗ Do not light candles in bedrooms, you might fall asleep with the candles lit.
- ✗ Never place a lighted candle less than one metre away from flammable materials.
- ✗ Never place lighted candles in windows or doors where draughts may cause nearby fabrics to catch fire.
- ✗ Never leave children alone in a room with a lighted candle.
- Candles must be placed on holders with a firm base, made of incombustible material (i.e. hard to burn), and large enough to contain any wax that falls off. They must be placed out of the reach of children.
- Candles must not be placed anywhere where children or pets might knock them over.
- When lighting a candle, take special care if you are wearing loose clothing or have long hair.
- When putting a candle out, take care not to splash the hot wax, which might cause burns, and never leave the room until you are absolutely sure that it is totally extinguished.
- ✗ During a power failure, use a torch rather than candles as, when you need to move, you might trip and fall, causing a fire.

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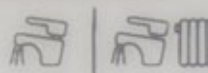
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gas
BOILERS



gas BOILERS

VENTILATION

- Rooms where gas appliances are being used must have ventilation with special grilles.
- If you close in a terrace or drying area providing ventilation for a kitchen, you will have to place these ventilation grilles in the windows or walls.
- Apart from ventilation grilles, boilers also need a chimney to take any exhaust gases to the outside of the building.

PILOT FLAME

- Check the pilot light. It must be stable, silent and blue (never yellow or reddish) as this is the sign of proper operation.

CONNECTIONS

- If appliances are connected with flexible rubber hosing, replace it before the date printed on the hosing.
- From time to time, use a soapy solution to check that there are no leaks around the connections of different mechanisms (joins, stop cocks, meter, etc.). Never use a naked flame for this.

CAUTION

- Don't place flammable or corrosive materials close to the boiler.
- If the boiler is not going to be used for a while, turn off the stop cock.
- Always follow the manufacturer's instructions and have it checked regularly.

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domestic **APPLIANCES**

- Leave a clear space around domestic appliances to prevent them from overheating.
- Follow the manufacturer's instructions in all cases.



domestic

APPLIANCES

HEATERS AND RADIATORS

- Keep them at least one metre from anything that might catch fire: furniture, curtains, ...
- Sit at least one metre away from heaters or radiators, as your clothes might catch fire, especially if you fall asleep.
- Do not dry clothes close to heaters or radiators.
- Keep children away from heaters or radiators.

MICROWAVE OVEN

- Never leave it working without supervision.
- Never place metal objects inside (spoons, aluminium foil, ...).
- Unplug it or at least leave the door open when you are not using it.

ELECTRIC BLANKETS

- Never use them when they show signs of burn marks.
- When buying a new one, make sure it includes protection against overheating.

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pots and pans
ON THE STOVE



pots and pans

ON THE STOVE

- Never fill a frying-pan more than one-third full.
- Never leave a frying-pan unattended on the hob.
- Never place food in the frying-pan if the oil in it is too hot (giving off a lot of smoke). Cool the oil first by adding a little more oil.
- Wear tight-fitting cuffs and sleeves when cooking.
- If the oil in the frying-pan catches fire:

Turn off the heat.

Cover the frying-pan with a lid that is larger than the pan.

Do not move the frying-pan, you might spill the burning oil and spread the fire.

NEVER pour water on the flames.

- If you cannot put the fire out, close the door; take your house keys and leave, closing all the doors behind you. Call the Fire Brigade, wait for them at the entrance to the building and hand over the keys to your house.

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fire safety
FOR CHILDREN



FOR CHILDREN

TEACHING CHILDREN

- Education and information are two very powerful methods with which to teach children how to behave safely when faced with a fire, reduce their level of curiosity about fire and eliminate the tendency to experiment on their own account.
- Teach them to dial 112 and make sure they never make hoax calls. They could be placing the lives of others in danger.
- Every year, thousands of children suffer fire-related injuries in the home: burns, scars...

SAFETY TIPS

- Keep lighters and matches out of the reach of children.
- At birthday parties, be particularly careful when blowing out candles, do not leave the room until you are sure that they are completely out.
- Never leave children alone in a room with a lighted candle.
- When cooking, use the rings at the back and turn the pan handles inwards to prevent children from pulling them over.
- Do not allow children to play too close to radiators or heaters (keep them at least one metre away).
- Keep doorways of bedrooms and exits from the house clear of toys.
- Protect power sockets by using special plugs to prevent children from poking things into them.
- If someone gets burned, place the burned areas in cold water for at least 15 minutes and if the burns are serious, get medical attention immediately.

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Christmas,
SOMETHING SPECIAL



Christmas,

SOMETHING SPECIAL

CHRISTMAS DECORATIONS

- At Christmas time, the candles, trees, and Christmas decoration, etc., are very special and tend to be placed at the centre of the family home to form part of the celebrations so we must be very careful with all these elements.
- If children are helping with the dressing of the Christmas tree or other decorations, they must always be accompanied by an adult.
- Make sure that they don't play with the light bulbs or the electrical wiring.

ELECTRICAL CONNECTIONS

- Always disconnect the mains power before working with electricity cables.
- Never connect up wires without using suitable adaptors (use wire clamps).
- Connections and lights must be perfectly insulated and kept away from combustible and flammable products.
- **Don't overload the power sockets.**

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OUTDOORS



We also spend a large part of our time out of doors, perhaps at work, shopping, visiting buildings or places we are not familiar with, and there are also some tips that we can bear in mind to help us cope with a risk situation.



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at **SCHOOL**

AUTHORITIES

- Draw up an emergency plan and keep it up to date.
- Ensure proper maintenance of equipment and installations.
- Keep emergency escape routes free of all obstacles.
- Train staff by organizing fire drills.
- In an emergency call 112 and apply the emergency plan.



what to do

IN AN EMERGENCY

TEACHERS

- Interrupt the class and inform the students that it is necessary to evacuate the building.
- Indicate the evacuation routes, in line with the emergency plan.
- Explain also where the meeting point is so that a headcount can be taken.
- Check that there is no-one left in the classroom and that the doors and windows are closed.
- Ensure that all your instructions are followed.
- Stay calm. Prevent any panic or hysteria from spreading during evacuation.

STUDENTS

- Leave whatever you are doing.
- Follow the instructions given by your teacher.
- Keep calm, help others if needed and leave the school without rushing.
- **DON'T USE** lifts when evacuating the building.
- In corridors and on stairs, stay close to the wall and leave the centre free for the Fire Brigade.
- **NEVER** go back for any reason.
- **REMEMBER** that false alarms are a problem for everyone, but responsibility for them is individual.

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in **HOTELS**

IF YOU WORK IN A HOTEL

- Identify where fire extinguishers and other fire-fighting equipment are kept.
- Study your company's emergency plan.
- Your familiarity with the proper routine will allow you to detect situations of risk.
- Keep all workplaces clean and tidy.
- Remember that any breach of the safety regulations is **YOUR** responsibility.

IF THERE IS AN INCIDENT

- Direct the public towards the exits.
- Don't allow guests to return to their rooms.
- Prevent panic and hysteria.
- Avoid crowding and jostling.



IF YOU ARE STAYING AT A HOTEL

- Your room has a plan of the hotel in with safety instructions, read them.
- Memorize your location in the Hotel, the evacuation route, emergency exits and other indications of interest.
- Don't smoke in bed.
- If you suffer from any disability, inform the reception desk.

IF THERE IS AN INCIDENT

- If you discover an incident, raise the alarm and alert reception.
- Do not waste time collecting your belongings.
- Do not return to your room for any reason.
- Follow the evacuation signs. The entrance is **NOT** the only Exit.
- **DON'T USE** any lifts.
- Keep calm during the evacuation. Help others if needed and leave the hotel without rushing.
- In corridors and on stairs, stay close to the wall and leave the centre free for the Fire Brigade.
- Follow the instructions of the people responsible for the hotel that you meet and collaborate with them for a safe evacuation.

when **SHOPPING**

IF YOU WORK IN A SHOP

- Identify where fire extinguishers and other fire-fighting equipment are kept.
- Study your company's emergency plan.
- Your familiarity with the proper routine will allow you to detect situations of risk.
- Keep all workplaces clean and tidy.
- Remember that any breach of the safety regulations is **YOUR** responsibility.

IF THERE IS AN INCIDENT

- Guide the public towards the exits.
- Prevent panic and hysteria.
- Avoid crowding and jostling.



when **SHOPPING**

IF YOU ARE A CUSTOMER

- In an **EMERGENCY**, leave whatever you are doing and get out of the building.
- Remain calm and follow instructions during the **EVACUATION**.
- **NEVER** stop to collect your belongings.
- Don't leave shopping trolleys or baskets where they cause an obstruction.
- The entrance is **NOT** the only Exit. Follow the signs indicating the emergency evacuation route.
- Help others if needed.
- Follow the instructions of the establishment's employees.
- If you see a fire, smoke or anything out of the ordinary, raise the **ALARM**.

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THEATRES, STADIUMS, ETC.

REMEMBER:

- When entering or leaving the premises, do not stop in doorways, halls or corridors giving access to seating areas.
- **Carry** young children or hold them by the hand.
- **Do not bring in** any objects that could affect the safety of other spectators.
- Before taking your seat, find out where the nearest exits are, especially the emergency exits.
- **DON'T** climb on banisters, fencing or other unsuitable places.
- Remain in your seats until the event is over.
- Leave the premises in an orderly fashion, giving way to others if necessary.



THEATRES, STADIUMS, ETC.

IF THERE IS AN INCIDENT

- **Follow** the instructions given over the loudspeakers.
- **Follow** the signs to the nearest exit; it may not be where you came in.
- **DON'T** use the lifts.
- Keep calm at all times. Do not run, help others if needed, and leave the premises without rushing.
- Don't waste time collecting any belongings from lockers, etc.
- In corridors and on stairs, stay close to the wall and leave the centre free for the Fire Brigade.

WHEN ATTENDING SPORTING EVENTS OR OTHER CROWDED ACTIVITIES

- Before entering the stadium, etc. agree with those persons in your group on a **common meeting point**, so that you can meet up again if you are separated for any reason.
- If there is an outbreak of violence or other disturbance, try to get away from the location and **report** it to the authorities.

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heading **OFF**



When we travel, whether going on holiday or away for the weekend, we may also encounter risk situations that we must be aware of in order to be able to prevent them. From the moment we are on the road, until we reach our destination, a few simple precautions will prevent a holiday from turning into a bad memory.

This dossier contains a number of leaflets on how to prevent the most common risks or accidents and how to act in these cases.



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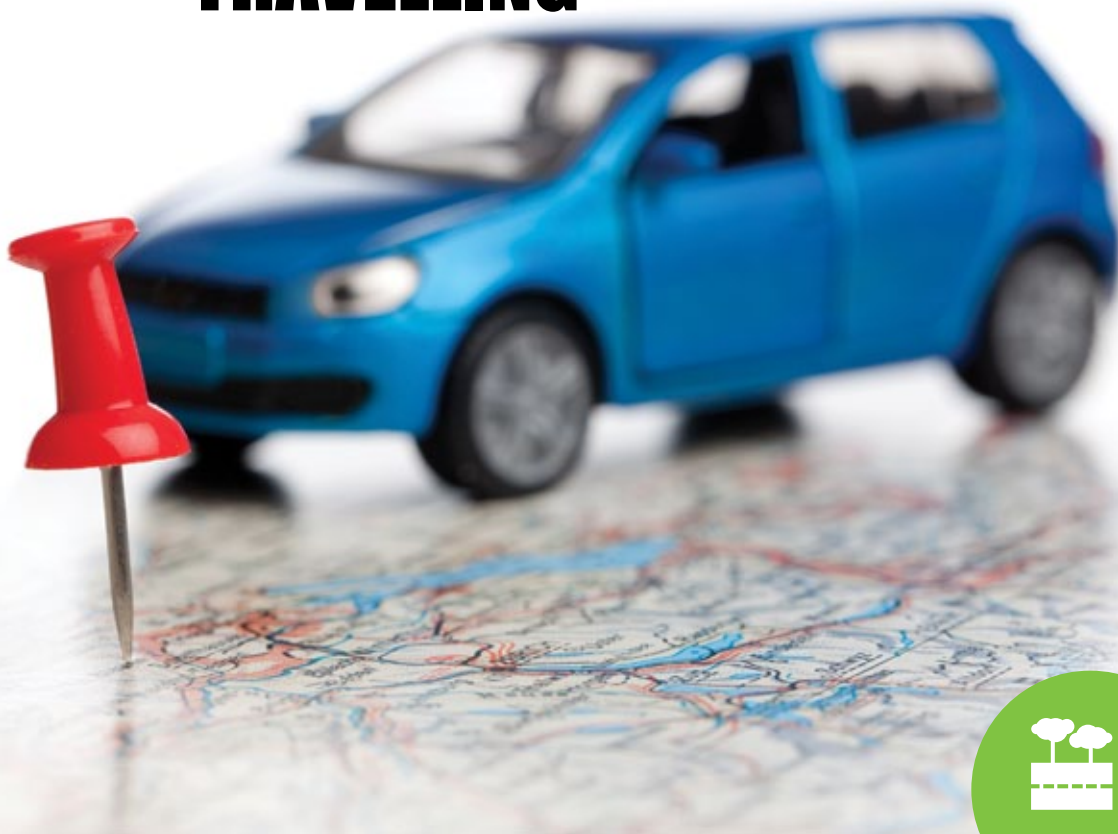




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when
TRAVELLING



when

TRAVELLING

IN YOUR VEHICLE

- Have your car **checked** before leaving.
- **Always** use the seatbelts.
- **Make sure** the doors are properly closed when travelling with children.
- **Don't lean** heads or arms out of the window.
- **Don't throw** paper or other litter out of the windows.

ON THE BUS

- **Never try to get on or off** the vehicle while it is moving, wait until it comes to a complete stop.
- **Do not lean** on the doors during the journey.
- If you have to stand, **hold tightly** to the bars and straps.
- **Give up your seat** to others who need it (pregnant women, the elderly).

IN THE UNDERGROUND

- When waiting on the platform, **don't stand** too close to the edge.
- Once the train has come to a stop, **stand** on either side of the doors to allow other travellers to leave the train.
- During the journey, **never lean out** of the coach windows.

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in the **MOUNTAINS**

SPECIAL PRECAUTIONS WHEN MOUNTAINEERING

- Find out what the weather forecast is like.
- Choose an appropriate area depending on how fit you are and how familiar you are with the mountain.
- Identify the location of refuges or huts where you can take shelter if the temperature drops suddenly, storms build up or in other circumstances.



in the **MOUNTAINS**

- Take a mobile telephone with you.
- Observe and respect the indications on signposts or other indications about the risks of mountaineering.
- Remember that sudden weather changes are common in the mountains.
- Do not leave any litter behind and remember that the best hill walkers are those who leave no trace of their passage.
- Wear suitable clothing and take appropriate equipment with you.
- Plan the route you are going to take in advance.
- Don't fill your rucksack with unnecessary items.
- **It is absolutely forbidden to light any fires in the countryside.**
- **List of recommended equipment:**
 - Mobile telephone, torch, compass, map of the area, waterproof clothing, warm clothing.**
- Do not throw away lighted cigarettes or matches.
- **Do not throw away any glass. If you find any glass, cover it with soil to prevent it starting a forest fire.**

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on rivers **AND LAKES**

IN THE WATER

- If you don't know how to swim well, **stay in** protected areas and follow the instructions of the lifeguards.
- **Avoid** sudden changes of temperature as they may cause serious incidents such as cardio-respiratory failure. Wet yourself gradually, starting with your face and neck, before going into the water.
- **Avoid** diving into the water. If you choose to do so, make sure the water is deep enough and there are no obstacles.
- **NEVER GO SWIMMING ON YOUR OWN.**
- **Avoid** areas with undertow or currents.



on rivers

AND LAKES

DON'T GO SWIMMING

- If you have had a lot to eat or drink.
- If you are tired after physical exercise.
- If you don't feel well.
- If there is a storm.

CAREFUL WITH THE SUN

- **When sunbathing**, begin gradually and for short intervals to give your skin time to develop its protection system (tan) without burning.
- **Do not stay** in the sun for long periods without cooling off; you could suffer potentially severe heatstroke.
- **Never enter** the water suddenly; if you have been sunbathing, make sure you get your neck and wrists wet first and enter the water slowly.

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in the **STREET**

IF YOU ARE A PEDESTRIAN

- **Walk along the centre of the pavement**, not on the edge near traffic.
- **Always walk** in areas reserved for pedestrians and if there are none available, stay close to the buildings.



in the

STREET

- **Pay attention** when passing garage entrances/exits, you might be caught off guard by an emerging vehicle.
- **Cross** the road only at traffic lights or zebra crossings.
- **Never cross** the road by dodging between vehicles, you could be knocked down by a bicycle or motor-bike travelling between the lanes.
- **Don't walk out** onto the road from behind a vehicle parked beside the kerb.
- **Never cross** squares or roundabouts, walk around them.
- **Always use** pedestrian walkways and underpasses.
- If you must walk along a roadway, be sure to stay **on the left hand side**; you will have a better view of approaching vehicles.
- **If you have to cross** a road, take special care and cross at the place with the best visibility, looking left and right to make sure there are no vehicles approaching.
- **Respect** all traffic signals; they are there for everyone's benefit.
- Do not let **animals roam freely** when walking along roadways or streets.

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weather CONDITIONS



Sometimes, it is Mother Nature that brings about unforeseeable situations that might entail a serious risk for us all. Learning how to act if we are ever caught up in such severe weather is very important.

It is no less important for us all to be aware of the issues that, although not an immediate risk for us today, might pose a threat in the future if we do not do something about them now.



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STORMS



STORMS

- **In the home**, make sure there are no draughts, as these can attract lightning. Keep doors and windows closed if a storm is brewing.
- **Protect** domestic appliances, computers, etc. by unplugging them to prevent damage from sudden increases in voltage.
- Outdoors, **avoid** high areas and the tops of hills.
- Do not shelter under trees, particularly if they are standing apart.
- **Keep away** from wire fences, metal gates and similar objects.
- **If you are driving** and are caught out in a storm, remember that a closed vehicle can provide good shelter. Reduce speed, drive very carefully and do not stop in areas where flood water could wash you away.
- If the downpour catches you in a vehicle, avoid driving through flooded stretches.
- **Identify** the highest locations of the area you are in.
- **Tune in** to local radio stations; they will report on the weather forecasts.

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FLOODING



FLOODING

- **Remove** any objects that could be washed away from outside your home.
- **Check**, every so often, the state of the roof, the down-pipes on buildings and the nearby drains.
- **If your home is flooded**, it is fundamental to leave basements and ground floors as soon as possible after disconnecting the mains power supply; use battery-powered torches for lighting.
- If you are **in the country**, move away from rivers, storm channels and low-lying parts of hills and slopes, avoiding routes through flooded areas. Head for the highest land in the area.
- **Use a radio** to stay informed of the situation.
- **Remember:** there is a risk of flooding whenever heavy rain starts falling persistently.
- If you are **travelling**, pay special attention to the storm channels that sometimes cross roads. Never use your car if there is a danger of flooding.
- **FOLLOW THE ADVICE OF THE CIVIL PROTECTION UNIT.** In any situation of danger, this will help rescue operations to conclude faster.

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DROUGHTS



DROUGHTS

A DROUGHT IS ALSO AN EMERGENCY SITUATION

- **Inspect** the water pipes of your house to prevent leaks or burst pipes.
- **Close slightly** the stop cocks in your home to **reduce the pressure** at the taps.
- **Reduce** the amount of water used for cleaning the home.
- **Don't leave taps running** unnecessarily when brushing teeth, shaving, etc.
- **Use the shower** instead of running a bath.
- In the cistern, **place** something that will reduce its capacity (a bottle, ...).
- **Use** any water-based domestic appliances (washing machines and dishwashers) with full loads.
- **Avoid watering** plants and gardens.
- **Avoid washing** your vehicle, as this consumes a lot of water.



**REMEMBER: WATER IS A VERY SCANT
RESOURCE IN SPAIN**

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winter **STORMS**



WINTER STORMS

IF PLANNING A TRIP

- **Find out** in advance about the state of the roads and the weather forecast.
- **Avoid** travelling by private vehicle; use public transport.
- If it is absolutely essential to use your own vehicle, **inspect the tyres, anti-freeze and brakes**.
- **Tell someone** where you are heading for and when you expect to arrive.
- Keep the **FUEL TANK** topped up and pack **SNOW CHAINS** and warm clothing/blankets.
- **Be prepared** in case you are stranded. Take a mobile phone and keep it charged. Wear gloves and warm clothing.
- When driving, watch out for **sheets of ice** on the road.

IF YOU HAVE TO STOP

- You must remain in your vehicle if the storm overtakes you.
- It is a good idea to keep the engine running and the heating on, taking care to renew the air in the vehicle every now and again. Try not to fall asleep.
- **Check regularly** that the exhaust pipe is clear and that no fumes are entering the vehicle.
- **Tune in** to local radio stations; these will keep you informed of the weather forecasts.

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GALES



GALES

- **Enquire** about the forecast weather conditions and pay attention to any instructions announced.
- **CLOSE AND SECURE** doors, windows, awnings and other elements on the outside of your home.
- **Remove** plant pots and any other objects that could be blown into the street and cause an accident.
- **Keep away** from walls, cornices or trees that might be blown down and take precautions when near buildings under construction or in poor repair.
- Avoid driving long distances when strong winds are forecast.

IF YOU NEED TO TRAVEL

- If your journey is absolutely essential, **take every possible precaution** in view of the potential presence of obstacles on the road and reduce speed.
- **Find out** about the weather conditions in the area you are heading for.

IF YOU ARE IN COASTAL AREAS

- **Stay away** from the beach and other locations that might be affected by the potential high tides and powerful waves.

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forest
FIRES



TO PREVENT FIRES IN THE COUNTRYSIDE

- **Put out** all cigarettes and matches carefully and never throw them out of a car window.
- **Do not leave** bottles or glass objects in the woods.
- **NEVER** light a fire in the countryside.
- **If you notice** a forest fire or a column of smoke in the woods, the most important thing you can do is warn the Fire Brigade as quickly as possible.
- If weather conditions are likely to make flames spread quickly, then never light any fire out of doors, not even in barbeques, gardens or private land.

IF YOU ARE CLOSE TO THE SITE OF A FIRE

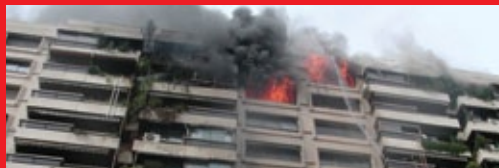
- **Watch out** for any changes in the wind direction: you could end up surrounded by the fire.
- **Always walk** with the wind behind you.
- **NEVER** go deeper into the woods.
- **Head for an area** that has already been burnt.
- **Advance** on either side of the fire.
- If you are surrounded by fire, don't escape through gulleys or low-lying areas; try to reach the main road or somewhere safe.
- **To breathe**, always cover your mouth and nose with a wet cloth.
- **Keep** calm at all times.
- **Obey** any instructions given by the fire brigade.

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how TO ACT



It is important for every one of us to know how to cope with risk situations that we may encounter at any time in our day-to-day activities. On occasions, we may be directly involved or we may witness an accident or other incident.

The following set of leaflets will give you advice on how to prevent the most common incidents and what to do if necessary. They also show the best way to alert other people and communicate effectively with the emergency services.



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for any emergency
ALL AT 112

- Before you call, think for a moment about the service you need.
- If you are not sure, don't worry, the operator will help you.



for any emergency

ALL AT 112

WHAT'S THE PROBLEM

- Tell the operator as clearly and calmly as possible what the problem is and if there is anyone injured or in danger.
- Time is essential but please don't rush.
- Never assume that someone has called instead of you.

WHERE IS THE PROBLEM

- Tell the operator where the emergency is taking place (street and number, road or path).
- Occasionally, you may need to give extra information to help identify where the incident is.
- Wait until the emergency service you requested has arrived and indicate where the incident is and tell them anything you know about what is happening.

HOW TO CALL

- Telephone calls to 112 are free and can be made from any telephone, even mobile phones.
- Hoax calls are a problem for everyone, anyone making them is legally responsible.

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driving through
TUNNELS (I)



driving through

TUNNELS (1)

- **Turn on** your side lights and remove any sunglasses so as not to lose visibility.
- **Turn on** the radio and pay attention to any possible messages from the tunnel safety department.
- **Remain** at a safe distance from the vehicle in front of you.
- **Respect** the maximum speed limits and pay attention to any traffic signs.
- **Do not reverse** or turn around.
- **Do not stop**, except in the event of an emergency or traffic hold-up.
- **Do not use your horn**, except to avoid hazardous situations.

VEHICLES ALLOWED

- **Entry is allowed** for light vehicles, buses, coaches and heavy goods vehicles up to 7.5 tonnes.
- **Entry is NOT allowed** for pedestrians, cyclists, vehicles pulled by animals, vehicles with an engine capacity of less than 50 cc, vehicles with a maximum speed of less than 60 Km/h and heavy goods vehicles over 7.5 tonnes.
- **Entry is prohibited** for any vehicle carrying hazardous goods.

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driving through **TUNNELS** (II)

IN THE EVENT OF A HOLD-UP

- **Turn on** your emergency indicators.
- **Keep your vehicle** at a safe distance, at least 5 metres, from the vehicle in front of you.
- **In the event of a prolonged stoppage** (more than two minutes), turn off the engine.
- **Pay attention** to the radio messages broadcast by the tunnel safety department.
- **Pay special attention** to the indications given through the overhead panels.

IN THE EVENT OF A BREAKDOWN OR ACCIDENT

- **Turn on** your emergency indicators.
- **Whenever possible**, drive on until you emerge from the tunnel.
- **If this is not possible**, try to stop your vehicle next to the right-hand side of the road and turn off your engine, leaving the side lights turned on.

driving through

TUNNELS (II)

- **Put on** your reflective jacket and request aid through the emergency posts in the tunnel or using your mobile phone (112).
- **To identify your location**, use the signs with location codes on the walls of the tunnel.
- **Follow** the instructions given by the tunnel personnel through any signs or loudspeaker systems. If possible, and until the arrival of the emergency services, provide first aid to anyone who may be injured.

IN THE EVENT OF A FIRE

- **If you detect a fire** in your vehicle and consider it feasible, try to drive out of the tunnel.
- **If this is not possible**, pull the vehicle over to the side of the tunnel and turn off the engine.
- **Every 25 metres**, alternately on either wall, there are water hoses and fire extinguishers with which to try to put out the fire.
- **If a fire in another vehicle** prevents you from advancing, turn off the engine and abandon your vehicle, leaving the key in the ignition.
- **Put on** your reflective jacket and request aid through the emergency posts in the tunnel or using your mobile phone (112).
- **To identify your location**, use the signs with location codes on the walls of the tunnel.
- **Always follow** the instructions given by the tunnel personnel or, if not available, the indications shown on the overhead information panels.
- **Less than 100 metres** from where you are, you will always find an emergency exit to leave the tunnel. Follow the signs indicating the emergency evacuation route.

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in a

TRAFFIC ACCIDENT

IF YOU SEE AN ACCIDENT

- **Park** your vehicle somewhere safe, out of the way of traffic.
- **Alert** the Emergency Services.
- **Provide** assistance to the vehicle involved in the accident.
- **Make sure** other road-users are aware of the vehicle involved in the accident and your own.
- At night-time, **light up** the area using your own vehicle's headlamps, shining them across the road.
- If you are not needed at the scene, continue your journey so as to avoid further accidents.

in a

TRAFFIC ACCIDENT

IN THE VEHICLE AFFECTED

- **Turn off** the motor if it is still on by removing the ignition key.
- **Never light** a match or a cigarette, etc. There may be a fuel leak.
- **Block** the vehicle in place by pulling on the handbrake, leaving it in gear or putting something suitable in front of the wheels.
- If there is a fire, **use** a fire extinguisher, earth or sand, **NEVER** use water.

IF SOMEONE IS INJURED

- **Don't move** anyone hurt in an accident unless there is a risk of an explosion or a fire.
- **Never** remove a motorcyclist's helmet.
- Unless you know how to give first aid, do nothing that may make the situation worse, just calm victims down and reassure them.
- **IF THEY NEED TO BE MOVED:**

Change the position of the seat, they will often be able to get out by themselves.

If they can't, stand behind the injured person and take hold of their wrists passing your arms under their armpits. Move backwards and pull them out slowly.

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how to evacuate **A BUILDING SAFELY**



- **Try** to remain calm.
- **Abandon the building** only if the evacuation routes allow it.
- **Listen** only to instructions given by members of the police force or fire brigade.
- **Take with you** only absolutely essential items.
- **Try to locate** the following items:
 - ID card, passport, driver's licence, health card, ...
 - Essential medicines, such as blood pressure tablets or insulin.
 - Glasses, contact lenses, hearing aids, prostheses, ...
 - Valuable documents such as credit cards, cheques, bank passbooks, ...
 - Insurance policy, cash and jewellery.

how to evacuate

A BUILDING SAFELY

- **Close** all doors and windows in your home, and turn off any gas, water and electricity.
- **Follow the routes** indicated by the authorities, without stopping.
- **Always go directly** to the assembly point indicated by the authorities.
- **Identify** any children by means of a visible card indicating their full names, address and destination for rehousing.

→ In buildings:

Follow the evacuation signs, the entrance is not the only exit.

Do not use lifts or cargo hoists.

Remain calm and act in an orderly fashion during the evacuation.

Help others who may need assistance, leave the building without rushing.

In corridors and on staircases, advance on either side, leaving the centre free to allow access for the Fire Brigade.

→ **Being prepared** for emergencies is important:

Organize emergency plans for your surroundings.

Signpost the evacuation routes and keep them free of obstacles.

Practice evacuation by means of drills.

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if you are affected **BY AN EXPLOSION**

- **If you hear an explosion**, try to remain calm.
- **Initially**, protect yourself by staying away from windows and any unstable elements that could fall. Later, leave as quickly as possible and head for an open space.
- **Never** leave the area before you have been examined by the health-care personnel present at the site.
- **Do not operate any electrical devices or turn on/off any switches.**
- **Do not ignite** matches or lighters for any reason whatsoever.
- **Follow** the instructions given by the Police at all times.



if there is a fire

AND YOU CANNOT LEAVE

- **Before opening a door** use the back of your hand to feel the top of the door as high as you can reach and check that it is not hot. If it is cold, stay behind the door as you open it.
- **If you open the door and see smoke**, never leave that way; close the door and use rags, towels, clothing, ... anything that can block the cracks around the door and prevent the smoke from getting in.
- **Head** for a window, closing the doors behind you as you go and blocking the cracks as before.
- Make sure someone sees you, call for help and contact the Fire Brigade.
- If your only hope is to **cross a room** filled with smoke, crouch down as close as possible to the floor since there is more oxygen in this area. Cover your nose and mouth with a wet handkerchief.
- **Do not try to escape through the windows**, wait to be rescued.

IF YOU ARE SURROUNDED BY RUBBLE:

- **Cover** your nose and mouth with a handkerchief or clothing to avoid breathing in dust.
- **Make sure someone sees you**, call for help and contact the Fire Brigade.

IF YOU THINK THERE MIGHT BE CHEMICALS AROUND:

- **Cover** your nose and mouth with a wet handkerchief.
- **Avoid** contact with liquids, clouds of dust and gas.
- **Move away** from where the explosion occurred, moving upwind (in the opposite direction to the wind).
- **Never** leave the area before you have been examined by the health-care personnel present at the site.

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if you are affected

BY A BUILDING COLLAPSE (I)



if you are affected

BY A BUILDING COLLAPSE (1)

- **Try** to remain calm.
- **If you are not trapped**, move away from unstable areas and elements that could fall.
- **If you are surrounded by rubble**, cover your mouth and nose with a handkerchief or clothing to avoid breathing dust.
- **Do not use any electrical devices or turn on/off any switches.**
- **Do not ignite** matches or lighters for any reason whatsoever.
- **Make sure someone sees you**, call for help and contact the Fire Brigade.
- **If you are trapped**, indicate your position by tapping regularly on metal elements such as pipes or structural elements (beams,...).
- **Remain** somewhere recognizable so that you can indicate your position.
- **Indicate the number of people** you know to have been in the building.

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if you are affected **BY A BUILDING COLLAPSE** (II)

IF YOU ARE EVACUATED

→ **Take with you** only absolutely essential items.

→ **Try to locate** the following items:

ID card, passport, driver's licence, health card, ...

Essential medicines, such as blood pressure tablets or insulin.

Glasses, contact lenses, hearing aids, prostheses, ...

Valuable documents such as credit cards,
cheques, bank passbooks, ...

Insurance policy, cash and jewellery.

if you are affected

BY A BUILDING COLLAPSE (II)

IF YOU WITNESS A BUILDING COLLAPSE

→ **Report it** immediately by dialling 112, indicating:

Where you are.

Scope of the collapse and buildings affected.

If people are trapped and/or injured and how many.

Free-standing buildings nearby (schools, health centres, sports complexes, ...).

IF YOU ARE HELPING TO CLEAR RUBBLE

→ Always follow the instructions given by the authorities.

→ Work in silence while clearing.

→ Always use appropriate personal protection equipment (gloves, boots, ...).

→ Pay attention to emergency vehicles so as not to block their passage.

→ Avoid any looting or robbery; if you see anything suspicious, report it to the Police.

→ If you notice any smells or strange noises, inform the Fire Brigade.

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what to do when faced with **AN ELECTRICAL ACCIDENT**

PREVENTIVE MEASURES

- Remember: unless you are absolutely sure about what you are doing, never try to fix any electrical device.
- If in doubt, consult a specialist in electricity.
- Do not overload the power sockets. Use one socket for each appliance.
- Only use authorized multiple extensions at those points of the electrical wiring that have sufficient resistance to allow it.



what to do when faced with

AN ELECTRICAL ACCIDENT

- Do not plug in or switch on defective or wet appliances, take them to be repaired.
- Never touch electrical appliances with wet hands.
- Don't try to repair anything electrical without switching off the mains current first.
- Be very careful with defective wiring.
- Never connect bare cables without using a suitable adaptor (a wire clamp).
- Unplug electrical appliances when not in use (at night or when you go out) except for those that need to be switched on continuously (refrigerators, videos, ...).

RESPONSE MEASURES

- Never touch any person involved until after the current has been turned off. Unplug the appliance if possible. Switch off the mains power and try to separate the person from the appliance using something made of wood (for example, a wooden broomstick, a chair, ...)
- If the victim is unconscious, lie him or her down on one side.
- In the case of mild burns, place the burnt areas in cold water for at least 15 minutes.
- Never use butter, oil or any kind of grease on a burn.
- If the burns are serious, get medical attention immediately and do not try to remove any burnt clothes, it would only make things worse.

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what to do when

IN A FIRE

IF YOU CAN GET OUT

- Stay calm and don't run; there is little time, so don't waste it collecting things. Warn everyone in the house.
- Help anyone you can to get out. Get into the street and call 112. Wait until the Fire Brigade arrives.
- Never use lifts or elevators.
- Hand over your house keys to the Fire Brigade so that they can check every part of the building.
- Never go back into the building for any reason whatsoever. If you have lost sight of somebody, tell the Fire Brigade.



what to do

IN A FIRE

IF YOU CAN'T GET OUT

- Before opening any door, reach up with the back of your hand and touch the door to make sure it isn't hot. If it is cold, stand behind the door for protection when opening it and if you notice smoke or heat close the door immediately and keep it closed.
- If you find smoke on the stairs after you open the door, do not leave that way. Close the door and use towels, rags, clothes, ... anything that can jam up the cracks around the door and keep the smoke out.
- Go to a window, closing any doors behind you as you go and blocking the cracks. Make sure you can be seen, shout for help and call the Fire Brigade, indicating your exact position and circumstances.
- If your only way out is through a smoke-filled room, crawl along the floor where there may still be a little oxygen, protecting your nose and mouth with a wet handkerchief.
- Do not try to jump out of windows, wait to be rescued.

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if your clothes
CATCH FIRE



if your clothes

CATCH FIRE

IF YOU GET BURNED

- If your clothes catch fire, do not run; lie down flat, cover your face with your hands and roll along the floor until the flames are out.
- If another person's clothes catch fire, they will probably start running around in panic. Try to avoid this as it will only make the flames stronger. Try to lie the person down on the floor and tell them to roll over. If the flames don't go out, wrap a blanket around them, covering their head and shoulders first, until all the flames are extinguished.
- Once the flames have been put out, seek medical attention if the burns are serious and do not try to remove any burnt clothes as this would make things worse.
- In the case of minor burns, place the burned areas in cold water for at least 15 minutes. Never place butter, oil or any kind of grease on a burn.
- If the victims are conscious, speak to them and try to keep them calm until the ambulance arrives; a few words of encouragement are a great help.

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if there is
A POWER CUT



if there is

A POWER CUT

- **Check** whether the lights have gone out in other areas of the building (staircase, lift, ...), nearby buildings or your neighbours' houses. This will confirm whether or not the power failure is widespread.

IF IT IS WIDESPREAD

- Inform your electricity company by telephone. **The telephone line should not be affected.**
- While you are waiting for the power to come back, **turn off** all the electrical devices and switches you may have been using, **leaving only** one light on so that you can see when the power comes back on.
- Reducing the demand for electricity makes it easier for the Service to be restored.
- **Always have a radio ready** with fresh batteries so as to be able to follow news bulletins and information provided by the authorities.

IF IT IS NOT WIDESPREAD

- **Check** the general distribution board protecting your home, it may be necessary to reset the general power switch.
- If you need to reset it, **make sure** you have dry hands and are wearing shoes.

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FIRE BRIGADE

