







How to Deal with Emergency Situations In Italy



Provided by : NSA Housing for Naples, Gaeta and Rome, Italy.
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LOCAL ITALIAN EMERGENCY NUMBERS

	SERVICE	TELEPHONE NUMBER
	Fire	115
	Ambulance	118
	City Police	113
	Carabinieri Flying Squad	112

More Information about Italian Ambulatory Services:

Public ambulatory service is a relatively new service provided for Naples and surrounding areas. It may not service remote/small areas.

Medital is a private ambulance service, well equipped with physicians on each ambulance 24 hours a day. The usual fee for their services is approximately €200. This service will take you to the local hospital of your choice. This service may not be able to take you to US military base hospital in a timely manner, due to base security reason.

The public Italian Red Cross ambulance rarely has trained medical personnel on board and frequently does not carry emergency drugs or oxygen. By Italian law, it will take the patient to the nearest public facility. You may ask for a fully equipped ambulance with a doctor on board when you call the dispatcher. The dispatcher does NOT speak English.

HOW TO REQUEST FOR "HELP" IN ITALIAN

USEFUL WORDS:

ENGLISH	ITALIAN	PHONETIC PRONUNCIATION
Need	Bisogno	bee- <u>zone</u> -yo
Help	Aiuto	eye- <u>u</u> -toe
Address	Indirizzo	in-dee- <u>reez</u> -zo
Send	Mandate	maun- <u>da</u> -tay
Police	Polizia	poe-lee- <u>zee</u> -ah
State Police	Carabinieri	car-ah-bean- <u>iyea</u> -ree
Ambulance	Ambulanza	am-boo- <u>lanz</u> -ah
Gas Leak	Fuga Di Gas	<u>foo</u> -ga dee gaas
Flood	Allagamento	a-laag-a- <u>men</u> -toe
First Aid	Pronto Soccorso	pron-toe so- <u>course</u> -so

Useful phrases

If your command of the Italian language is limited, use the following phrases when requesting help. Fill in the blanks with your own information and practice the words and phrases aloud BEFORE you need to use them.

Il mio nome e _____.
My name is (fill in your name).

Ho bisogno di aiuto a _____.
I need help at (fill in your address).

Via _____ . Quartiere _____.
 (your street) (your neighborhood)

Per favore, mandate la polizia per il pronto soccorso.
Please send a first aid police.

Per favore, mandate I carabinieri.
Please send the stat police.

Per favore, mandate una ambulanza con dottore a bordo.
Please send an ambulance with a doctor on board.

C'è una fuga di gas nel mio appartamento.
There's a gas leak in my apartment. (Be sure to give your address).

C'è un allagamento nel mio appartamento.
There's a flood in my apartment. (Be sure to give your address).

Dove il pronto soccorso?
Where is the emergency room (first aid)?

Detection of "total coliform" is a warning sign that the water system may also be vulnerable to fecal contamination. This could be caused by any number of instances such as line breaks, cross-connections, or compromised sources. Detection of "fecal coliform" can indicate that the water system is contaminated with fecal waste.

What are the health effects associated with water-borne illness?

Symptoms from water-borne illness may include diarrhea, cramps, nausea, headaches, jaundice, or fatigue. Please note that these symptoms may be caused by factors other than unsafe water. Symptoms may appear as early as a few hours to several days after infection and may last more than two weeks. These symptoms, however, are not just associated with disease-causing organisms in tap water; they may also be caused by a number of other factors. If you are ill with these symptoms, contact your health care provider. Infants, young children; and people with severely compromised immune systems are generally more susceptible to these illnesses.

What if I already drank some of this contaminated water?

There is nothing you can do about exposure you have already received. If you are concerned, contact your health care provider. Continue to use bottled water until you are told the water is safe again, or you are told to take other precautionary measures such as boiling the water.

Can I boil the water and use it safely?

At this time residents should NOT boil water for drinking or cooking. We are in process of analyzing additional data to determine if boiling water can be a safe option on a case by case basis.

If I am allowed to boil tap water what is the correct and safe way?

Tap water should be boiled for one minute. After boiling, let the water cool by leaving it on the counter or in the refrigerator in covered clean container. After water is boiled it can be stored in food grade containers at room temperature or in the refrigerator.

When will the notice be lifted and what do I do?

The Tap Water Warning Notice will be lifted once we have determined that the water is safe to drink. After the notice has been lifted you will need to do the following:

- Flush all water-using fixtures for 1 minute.
- Run cold-water faucets and drinking fountains for 1 minute before using the water
- Drain and flush all ice-making machines in your refrigerator.
- Run water softeners through a regeneration cycle.
- Drain and Refill hot water tanks set below 45 Celsius (133F). Normal setting is 60 Celsius (140F).
- Change any pre-treatment filters (under sink style and refrigerator water filters, carbon block, activated carbon, sediment filters, etc).

When is bottled water required?

- DRINKING WATER: Including all beverages concentrates such as coffee, tea, fruits juices, infant formula and sports drinks where water is added.
- FOOD PREPARATION: Cooking and washing fresh fruits and vegetables. Until otherwise instructed bottled water must also be used for cooking when water is boiled i.e., boiling pasta.
- BRUSHING YOUR TEETH:
- MAKING ICE: Discard any ice made from potentially contaminated water. Freezing does NOT destroy all bacteria. Many bacteria and viruses can survive in frozen products.
- WATER FOR PETS: Drinking water for pets including dogs, cats, birds and reptiles should be provided with bottled water.
- IMMUNE-COMPROMISED INDIVIDUALS: People who are immune-compromised must NOT consume tap water. These individuals are at a higher risk to develop illnesses.

Are there things that can be done using tap water along with additional safeguards?

- CLEANING FOOD CONTACT SURFACES: counter tops, cutting boards and other food contact items should be washed with clean water and then sanitized with unscented household bleach or quaternary ammonia product. To prepare household bleach add 2-4 ml of 5% bleach per liter of water or 1 tablespoon per gallon.
- HAND WASHING: Warm water and soap should be sufficient.
- DISHWASHING BY HAND: Sanitized for two minutes in a separate sink using a bleach solution (2-4 ml of 5% bleach per liter of water or 1 tablespoon per gallon) after the dishes have been washed and rinsed.

Let the dishes air dry prior to being used. Don't wash and sanitize dishes in the same sink at the same time because soap, grease and food particles interfere with the sanitizing process.

TAP WATER BACTERIA

Why Bottled Water Only?

Residents are notified to go on bottled water notices when authorities have determined through microbiological testing or during emergency conditions (ex. floods, storms, earthquakes) that the drinking water supply has been or has a high potential of being microbiologically contaminated. Recent drinking water sampling at some residences in Naples found coliform bacteria in the tap water (fecal coliform and or total coliform).

The presence of these bacteria indicates that the tap water may be contaminated with wastes containing microbes that can cause illness. As well as using bottled water, disconnect any filtering device and any device directly connected to you water supply. Once you have been notified that you tap water is safe to drinking, these devices should be cleaned and sanitized according to the manufacturer's instructions before reusing.



What is the source of the contamination?

Bacterial contamination can occur when increased run-off enters the drinking water source (for example, following heavy rains). It can also happen due to a break in the distribution system (pipes), back-siphoning of water from drains, tubs and sinks into faucets (also known as "backflow", or a failure in the water treatment process). It is important to attempt to determine the source of the total coliform contamination and address the problem as quickly as possible. Additional sampling may be required to determine the extent of any contamination.

What are “coliform” and what does it mean to find them in the tap water?

Total coliform are a group of closely related bacteria that are generally harmless. They are natural and common inhabitants of the soil and surface waters (such as lakes and rivers). Their presence in tap water suggests that there has been a breach, failure, or other change in the integrity of the water system. The coliform bacteria themselves are not what cause the people to get sick – they are simply an indicator that other disease causing organisms (pathogens) may be present in your water that can cause water-borne illness.

EMERGENCY PLANNING FOR YOUR HOME



It’s always a good idea to plan for emergencies in your home. Having a plan in place will help you and your family better react and deal with a high-stress and sometimes life-threatening situation. Following is a guideline for you and your family:

1. Discuss family safety precautions and emergency procedures with your family, and especially with your children. Make sure your children know what to do in case of an emergency (i.e., get out of the house and go to pre-arranged neighbor’s house, call police.)
2. Keep emergency numbers by the phone and show family members how to use them.
3. Go over “How to request for Help in Italian” with family members.
4. Know where the nearest emergency room or medical facility is, and how to get there.
5. Install smoke detectors and inspect them on regular basis. Make sure you have a fire exit route and review with your family.
6. When you go out, make sure you leave your children or babysitter the contact numbers where you will be.
7. Have a plan ready for children in case they lock themselves out of the house, and review with them. Arrange for them to stay at a neighbor’s house, while they are locked out.

8. Have a stocked first aid kit accessible to every family member. The kit can include the following items: bandages, anti-septic ointment/spray, gauze, small scissor, pain reliever medication (aspirin), anti-bacterial wipes, etc...

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