



LISTOS

Student Manual

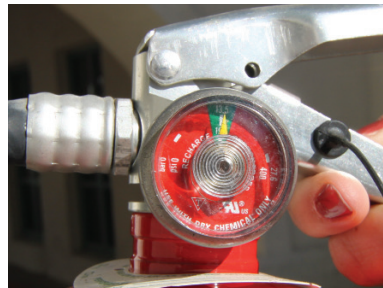


Photo Credit: American Red Cross Photo Archives
Photo Credit: Listos

On behalf of the Fire Services Training Institute I would like to welcome you to **Alertar y Preparar** and the LISTOS program. We are proud to help support LISTOS and those who have embraced its mission of “self-help” for communities helping themselves in a time of need. You will learn as you proceed through the program, that community needs are more than fires, floods, storms and earthquakes.

I encourage you to get involved in your program through participation. The more you engage with others the more you will begin to appreciate the concept of the LISTOS program.

Once you have completed this class you will be better prepared for emergencies and working with your community. I also encourage you to stay involved with LISTOS in becoming an instructor or program sponsor as you continue with your training by participating in a local Community Emergency Response Team (CERT) training. This additional valuable training will add to your basic knowledge and skills.

Again, welcome to **Alertar y Preparar** and the LISTOS program.

Sincerely,



Michael S. Williams
President – Executive Director

Introduction

Listos is a disaster and emergency preparation program created by the Latino community of Santa Barbara, California. Here you will find information that will help you and your family prepare yourselves for any type of disaster or emergency. The simple exercises in the family meeting plan and the communication plan will ensure your family remains together and will help to reduce panic during an unexpected event.

A disaster or emergency can happen at any time. An emergency is defined as an unexpected event that causes damage **WITHOUT EXCEEDING** the response capacity of the community affected, whereas a disaster is an unexpected event that causes damage **IN EXCESS OF** the affected community's ability to respond.

What you will learn in the next four meetings will help you to obtain practical information to prepare for a disaster or an emergency. The key to surviving an unexpected emergency is being prepared. Knowing everything you should do before, during and after an emergency will help you to better deal with any type of danger which arises and to protect your family and community.

Calendar of Meetings

	Identification of Dangers and Risks, Communication Plan and Family Reunification
	Utility Shut Off, Fire Extinguishers and Disaster Kit.
	First Aid
	Team Organization, Emotional Support

For more information about the Listos program, call:



LISTOS



Photo Credit: American Red Cross Photo Archives

FIRST SESSION

Identification of Dangers and Risks

Communication Plan

Family Reunification Plan

What kind of disasters can affect us?



Earthquakes

Earthquakes are caused by faults below the ground and can happen at any time without warning. The first earthquake can be the only one, or it can be the first of many, and the effects can be minimal or devastating.

Faults even exist under the sea, and those faults can cause tsunamis.

- If you are indoors, seek cover under tables, away from windows and objects that could fall on you.
- If you are in bed, protect your face with blankets and maintain that position until the shaking stops.
- If you are outside when the shaking begins, move away from anything that could fall on top of you. Be very careful around electrical wires and cables.



Photo Credit: American Red Cross Photo Archives



Tsunamis

There are two different types of tsunamis: The first is a nearby tsunami caused by an earthquake with an epicenter near the coast. If you are by the ocean when this happens there will be little warning. The shaking is the warning.

- If you are by the beach, or swimming in the ocean when you feel a strong tremor, you should seek higher ground as soon as possible. The first wave of a tsunami can happen in a matter of seconds.

The second type of tsunami is caused by an earthquake on the other side of the ocean. In that case you should also seek higher ground, however there will be a longer warning time.

- When a tsunami is caused by a distant earthquake you should pay attention to the news and follow the authorities' instructions.



Photo Credit: American Red Cross Photo Archives



Fires or Forest Fires

Fires that occur in the forests or in the hills are very different from the type of fire that occurs in a house, building or city. What occurs in the forest is a fire that spreads due to wind and topography. This type of fire is very difficult to control and extinguish because the wind propels it. Another difficulty is that these fires often occur where there are no roads allowing emergency vehicle access.

- If you find yourself in one of the affected areas, be prepared to evacuate at the command of the authorities.



A fire that occurs in a house or building is quite different. In a building or house the priority is to save lives. Once the fire department is sure that everybody is out of the building, they will then start to fight the fire.

You can be extremely helpful in fighting this type of fire by ensuring that all of your smoke detectors work correctly. It is also important that your family knows where to meet after the fire.



- Be prepared to let the firefighters know if everyone is safely outside or if there are still people inside the building.
- Learn to use fire extinguishers. In an emergency situation you need to be able to act quickly.



Photo Credit: American Red Cross Photo Archives



Floods

Floods can occur when there is a lot of heavy rainfall, or periods of rain that last for hours or days. Flooding can also occur in situations where communities are located close to the seashore or riverbanks.

- In case of flooding, you must be prepared to evacuate quickly and with very little warning.
- If the water level reaches your ankle (approximately 6 inches or 15 cm deep) and the water is moving rapidly, it is important to evacuate quickly as the current is capable of sweeping away an adult.
- Be very careful where you step, and do not go near any electric cables or poles.



Photo Credit: American Red Cross Photo Archives

Communication Plan

It is very important to have a family meeting plan in case telephone lines are down and you find yourselves unable to communicate with family members.

Choose somebody who lives out of state to be your emergency contact. This way your family can call to arrange where and how you will meet in the event that you are separated when a disaster strikes. Everybody should memorize this number!

- Generally, in case of disasters, long-distance lines will be repaired first.
- Sometimes public telephones are repaired first.
- It is recommended that you have in your home a fixed telephone line that does not require electricity to work and connects directly to the telephone line.

Family Reunification Plan

Decide on at least two places where your family can meet after an emergency.

One should be immediately outside your house for emergencies that happen while you are at home.

- The neighborhood park.
- A neighbor's house.

Choose another place outside your local neighborhood in case you are unable to return home.

- A large parking lot.
- A family member's house.

FAMILIAR REUNIFICATION PLAN	
NAME OF OUT-OF-STATE CONTACT:	John Doe
TELEPHONE NUMBER:	(888) 222-4444
MEETING POINT IN LOCAL NEIGHBORHOOD:	Behind corner supermarket
MEETING POINT OUTSIDE OF NEIGHBORHOOD:	Parking lot of community college
CALL THE LOCAL TELEPHONE NUMBER FOR MORE INFORMATION ABOUT SHELTER	

Classroom Exercise

Create a Family Disaster Plan

Get together with your team and discuss why you need to prepare for a disaster. Explain the risk of fires, extreme weather and earthquakes. Plan to share responsibilities and all work together in a team as if you were a family (father, mother, son, grandmother, grandfather, etc.)

- Discuss the types of disasters that can most likely occur. Explain what to do in each case.
- Make sure that everybody knows where to find the Emergency Supply Kit or the necessary tools that will need to be used.
- Determine the best escape routes from your home. Try to identify two escape routes.
- Select two meeting points: right outside your house, in case of a sudden emergency, like a fire, and another further away from the neighborhood, in case you cannot return home. Everybody should know your home address and telephone number.
- Ask a friend or family member out-of-state to be your “communication link”.
- Everybody should know your contact’s telephone number.
- Discuss what to do during an evacuation.
- Include in your plan your routes of evacuation.
- Make emergency response cards for each member of your family.
- Discuss disaster plans at work, school or your children’s daycare and other places where your family spends part of the day.
- Include in your plan what to do if you are at work when the disaster happens.
- Plan for care of your pets.
- Don’t forget to include copies of important documents and take stock of your valuables.

Family Emergency Contact Plan

After a disaster, everybody should call the designated contact person to report his or her location and condition. This person should live out-of-state as it is often easier to call long distance after a disaster.

Designated Out-of-State Contact Person:

Telephone Number:

Day: _____ Night: _____

My Emergency Meeting Places:

Near Home:

Outside My Neighborhood:

Workplace:

School/Daycare:

Local Emergency Contacts:

Name	Work Telephone	Home Telephone/Cellphone

Briefly describe your emergency plan and share it with the rest of the group:



LISTOS

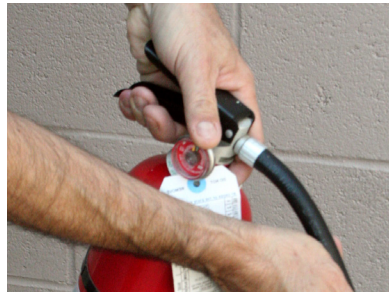


Photo Credit: Listos

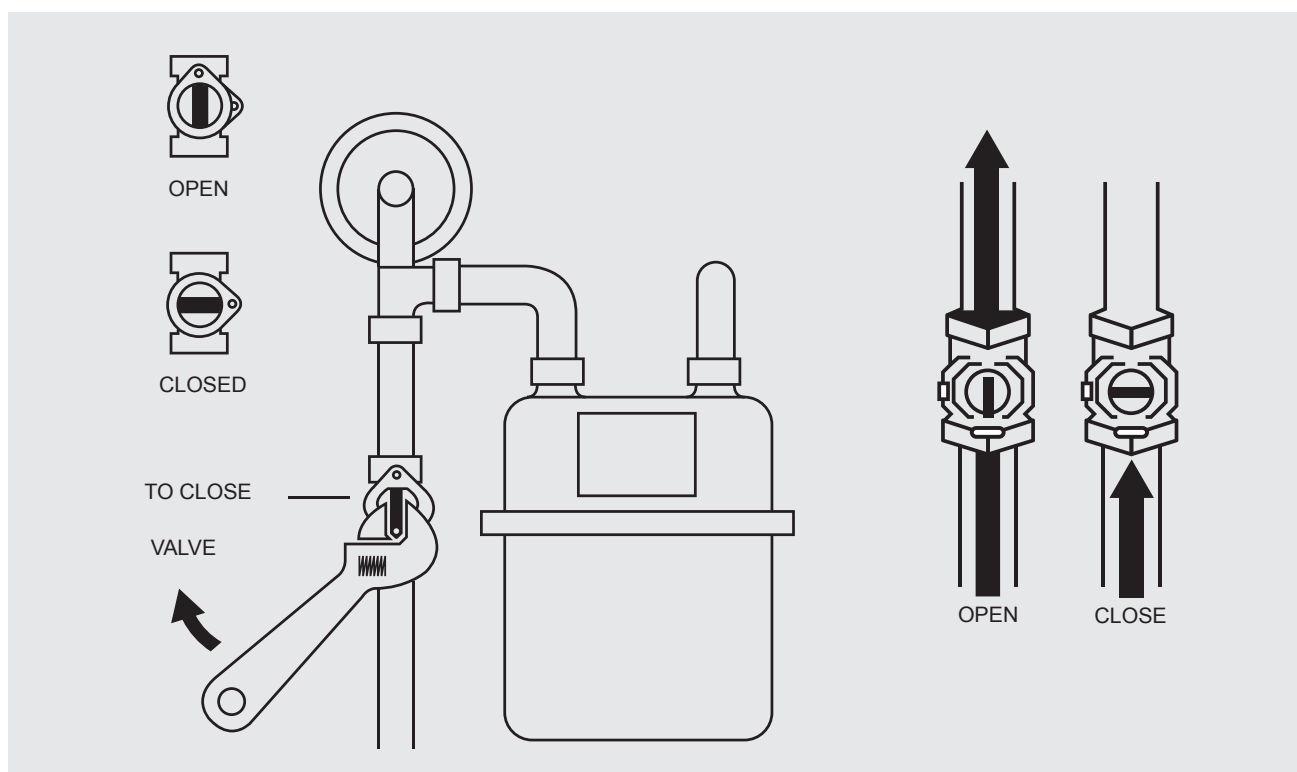
SECOND SESSION

Interruption in Service Supply
Fire Extinguishers
Disaster Equipment

Shutting off the Supply of Services

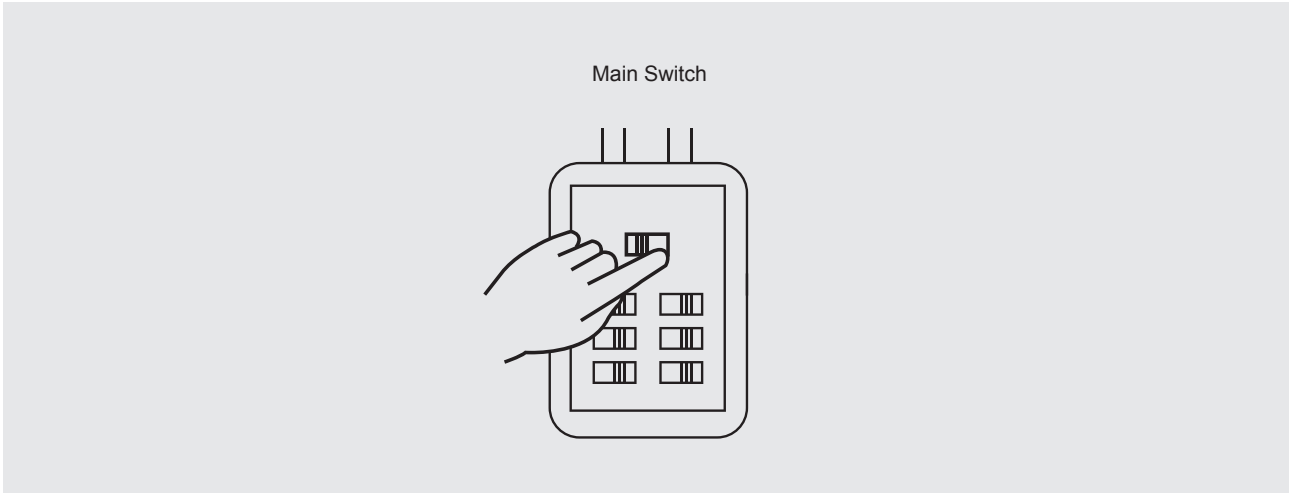
There are many types of disasters like earthquakes, fires and flooding that cause damage in the community. The simple fact of knowing how to use public services (gas, water and electricity) during a disaster can be the difference between life and death.

Make sure that the adults that form part of your family know the location of public services such as the gas, water and electricity, and also the fire extinguisher and the disaster kit.



If you smell gas, hear a whistling sound or suspect that there is a leak, shut off the main gas valve.

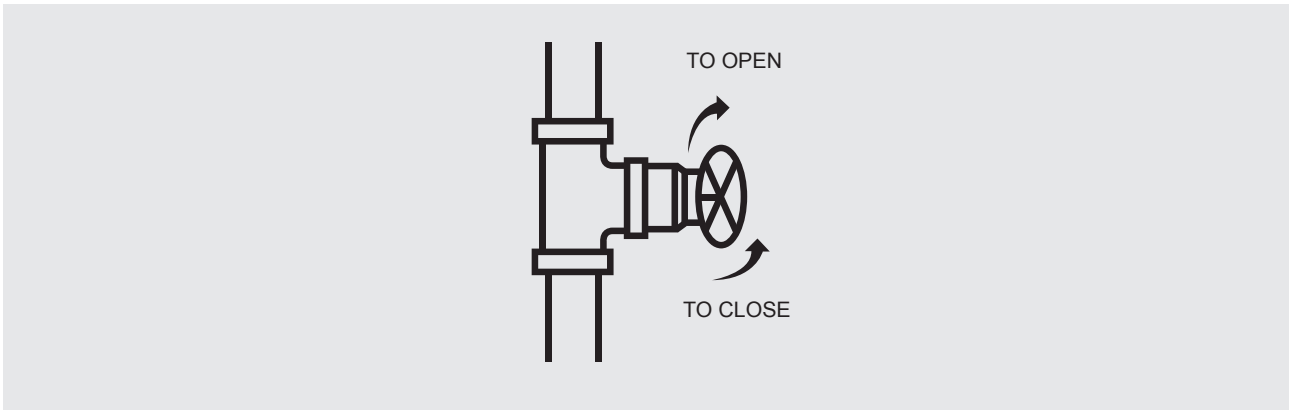
1. Do you know where the gas valve is? _____
 2. Is the area around the main gas valve clear? _____
 3. Do you have the necessary tools to close the gas valve? Are they easily accesible? _____
- _____



4. Do you know where the fuse box is? _____

5. Is the area around the fuse box clear? _____

6. Do you know which is the main switch? _____



If you hear information concerning plumbing, you should shut off the main valve to avoid contaminated water from entering your home.

7. Do you know where the main water valve is? _____

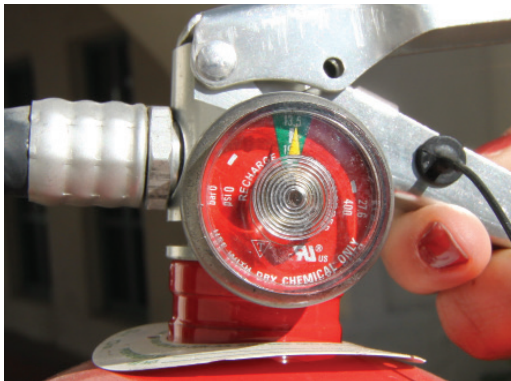
8. Do you know how to turn the main water valve on and off? _____

Fire Extinguishers

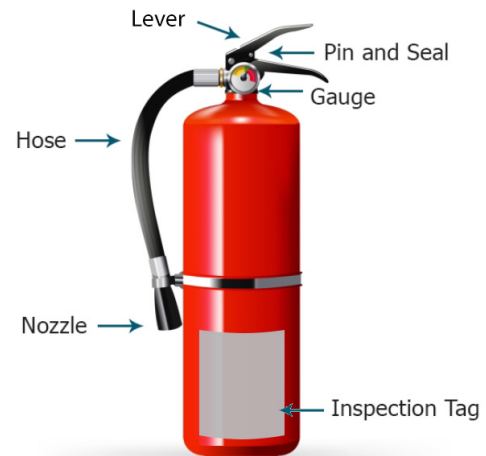


Use a fire extinguisher that is marked with the tag A-B-C for the following types of fire:

- Class A - Ordinary combustibles (wood, paper, plastic)
- Class B - Flammable liquids (gasoline, paint, paint solvents)
- Class C - Electrical fires (microwaves, toasters, switches)



Make sure the indicator is full and charged. If the needle is in the green section this indicates that it is full, charged and ready to use. Make sure the extinguisher has been tested before you use it.



Carbon monoxide detector alarm



Smoke detector alarm

Photo Credit: John Ahlman

A Simple and Effective Way to Use the Extinguisher Is the Word PASS



1.

PULL the bolt on the fire extinguisher so that it is ready to be used.



2.

AIM the nozzle at the base of the fire from a distance of approximately 8 feet or 3 meters.



3.

SQUEEZE the lever to activate the extinguisher.



4.

SWEEP the nozzle from one side to the other at the base of the fire.

Photo Credit: Listos

Disaster Kit

1) Main Items



water

At least a galloon per day per person



non-perishable foods and pet food.



spare glasses



first aid kit



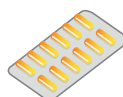
cash



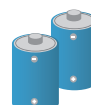
important documents



flashlight



prescription medicine



charged batteries



portable radio

* Renew food, water and medications as needed. Don't forget to take into account family members with extra needs: children, the elderly, disabled people, people with allergies. Avoid food with excessive salt content as this will cause greater thirst.

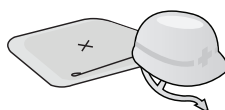
2) Basic Needs



note-taking supplies



plastic bags



helmet/ disposable hat



blankets/ sleeping bags



spoons, forks, cups, mugs



matches/lighters



gloves



tools



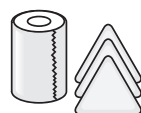
soap



backpack



multi-use knives, can openers



toilet paper/paper towels



umbrella/ raincoat



underwear/ socks

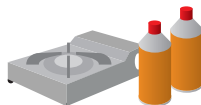


towels

3) Extra Items



duct tape



portable gas stove



tarp



portable toilet



clothes

for all seasons



rope

Disaster Kits



Photo Credit: Santa Barbara City Fire Department



LISTOS



Photo Credit: FSTI Media Group

THIRD SESSION

First Aid

Aiding the Injured

After a disaster there is a possibility that medical services will be very busy assisting injured people. In this case you can help the injured, knowing what to do.

As a helper, your role should be the following:

- Do the best you that you possibly can for the greatest number of victims possible.
- Use resources and materials in order of importance.
- Prioritize who needs immediate attention and who can wait.
- Organize for those with the worst injuries to be attended to immediately.

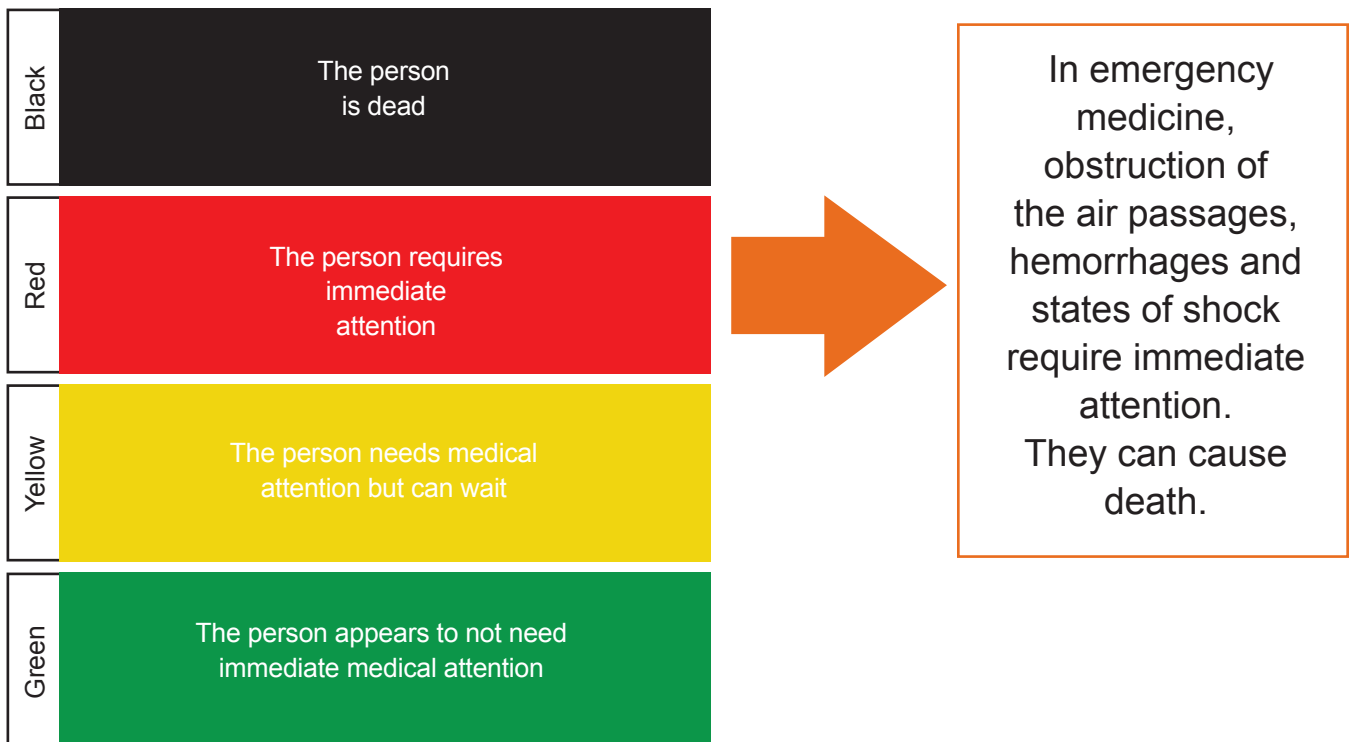
Using the triage method, you can assure that the most critically injured patients are seen to first.

“Triage” = Prioritize the Order of Attention According to Severity

As wounds can cause death within minutes, hours, days or weeks it is necessary to identify as quickly as possible those who have the most severe injuries and give immediate treatment to life-threatening wounds.

In order to prioritize patients according to their severity we use the following colors:

The Meaning of the Triage Colors



Six Steps on how to Tilt the Head and Lift the Chin to Open the Airway

Blockage of upper airway

When a person has an injury that causes breathing difficulty, immediate attention is required. The brain needs oxygen to function and cannot go without oxygen for more than 4-6 minutes. Generally, the tongue is what is blocking the airway. Therefore, this problem can be fixed by tilting the head and lifting the chin. Remember your safety comes first.



Photo Credit: FSTI Media Group

1. CAN YOU HEAR ME?

Touching the shoulder of the victim and asking in a loud voice: "Can you hear me?"



Photo Credit: FSTI Media Group

2. CHECK FOR BREATHING

Place your ear on top of the nose, your cheek on the mouth and your hand on the abdomen of the person, looking towards the feet of the victim to see if he or she is breathing. Listen for the exchange of air and determine if you can feel movement in the abdomen.



Photo Credit: FSTI Media Group

3. HAND ON THE FOREHEAD

If the victim is not breathing, place the palm of your hand on the forehead of the victim.

Six Steps on how to Tilt the Head and Lift the Chin to Open the Airway (continued)



Photo Credit: FSTI Media Group

4. POSITION THE HEAD

Place the fingers of your other hand under the chin and move the jaw upwards while tilting the head backwards.



Photo Credit: FSTI Media Group

5. ABDOMINAL MOVEMENT

Check again if the victim is breathing. If necessary, repeat the technique again. If the victim doesn't start breathing after the second attempt using the head-tilt/chin-lift method, move on to the next victim.



Photo Credit: FSTI Media Group

6. MAINTAIN BREATHING

If breathing returns, you should still continue maintaining breathing. One option is to use a volunteer to support the head in place. If there are no volunteers around, keep the airway open by placing soft objects under the victim's shoulders to lightly elevate the shoulders, allowing the head to fall backwards.

Recovery Position

Once breathing is restored, the affected person should be placed in the recovery position. This consists of placing the person on their side with one leg bent in order to maintain that position and ensure the body remains still.

This position allows for the opening of the airway and prevents the victim from choking on his or her own vomit.



Photo Credit: FSTI Media Group

1. CROSS THE LEGS

Place the leg farthest away from you across the other.



Photo Credit: FSTI Media Group

2. CROSS THE ARMS

Place the arm farthest away from you on the victim's chest.



Photo Credit: FSTI Media Group

3. TURN THE VICTIM

Place one of your arms on the waist and the other on the shoulder of the victim and roll him or her towards you.

How to treat a hemorrhage victim?

If bleeding is not controlled, the person can die very quickly. In 95% of cases, combining the following four steps can control blood loss:

Pressure/Elevation/Time/Bandaging



Photo Credit: FSTI Media Group



1) Apply pressure to the wound.



2) Raise the wounded area above the heart.



3) Maintain pressure and elevation for ten minutes.



4) Bandage the wound and seek medical attention.

State of Shock

Identify the signs of shock:

- Rapid, shallow breathing
- Capillary refill that takes longer than two seconds
- Do not sit the victim up

Treatment

- Place the victim with the mouth open
- Elevate the feet
- Maintain open airways
- Maintain body temperature



LISTOS



Photo Credit: FSTI Media Group

FOURTH SESSION

Team Organization
Emotional Support

Organization of Teams

Responding in a fast and effective manner after and during a disaster depends on good organization. When working in a team everybody should clearly understand their function and role.

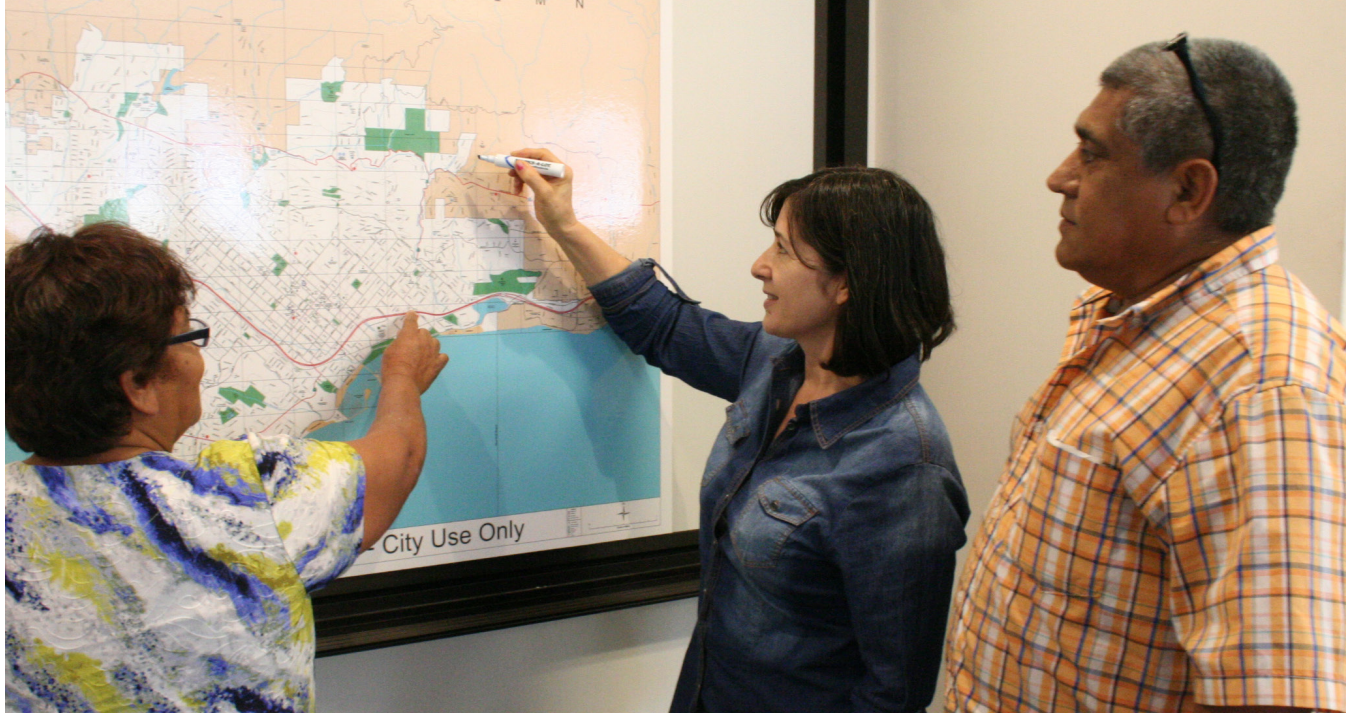
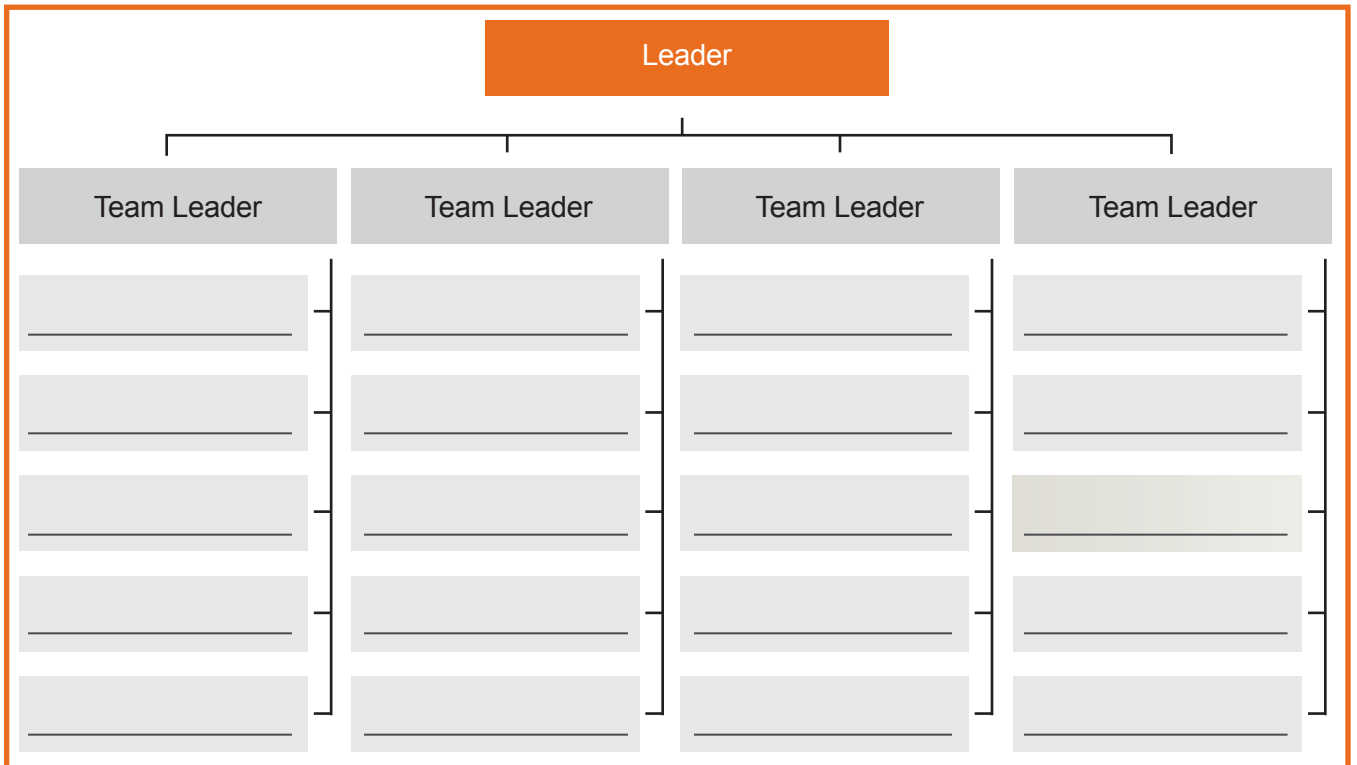


Photo Credit: FSTI Media Group



Determining the Damage

Organization is key to managing a disaster. It is necessary to know how much and what type of damage has occurred in order to be able to use available resources in the most effective manner. It is also necessary to maintain a record of what happened and what was done in response, using a form similar to this one:

Date _____
Person reporting _____

Date and Time	Address	Hazards

Personal and Team Resources

A rapid response before a disaster depends on good organization. Knowing how many people are available will help with better organization, taking advantage of the maximum number of people and equipment within reach. Before a dangerous situation arises, you should take an inventory of all the resources at your disposition, using a form similar to this:

Date _____

Person reporting _____

Name	Tools	Location

Emotional Support

Emotional wounds require the same level of attention as physical wounds. The best first aid for emotional injuries is listening to the feelings of the victims.

It is very important to listen and support the victims without giving advice, scowling or criticizing. The best emotional support is listening, looking into their eyes and showing empathy.

What to do when applying psychological first aid?



YES

- Listen attentively
 - Understand their feelings
- In giving support you should listen to and support the person with the following phrases:
- “I’m here to listen to you and support you”
 - “I see that you are very...” (Use the word that the victim is using)
 - “Do you feel like talking?”

What not to do when applying psychological first aid?



NO

- Tell your "own story"
 - Ignore feelings or facts that the victim is talking about
 - Criticize or counsel
- In giving support, avoid the following phrases:
- “Don’t feel bad”
 - “You’re strong/ you’ll get over this”
 - “Don’t cry”
 - “I understand”
 - “It’s God’s will”

When emergencies or disasters occur, different types of symptoms can appear.

Emotional symptoms:	Physical symptoms:
<ul style="list-style-type: none"> • Isolation • Changes in mood • Relationship conflicts • Depression, sadness and shame • Anger • Lack of concentration • Marriage troubles • Feelings of guilt 	<ul style="list-style-type: none"> • Increased alcohol and drug use • Tiredness and fatigue • Diarrhea • Headaches or chest pain • Stomach aches or nausea • Hyperactivity • Loss of appetite • Trouble sleeping

Listos Plan Test

We thank you for your participation in the Listos program. This training is just the beginning and there is much more that you can do to prepare yourself. Be on the lookout for, and take part in more training, take first aid courses and share with your friends and family everything you have learned.

Practice the Listos plan with your whole family. A prepared family is a prepared community and a prepared community benefits everybody.

A.

The practice helps your family feel less confused and better organized in case of disasters.

B.

Make sure your family knows where to find the fire extinguishers, the gas and water valves and the main electricity switch.

C.

Verify everybody's personal information and telephone numbers included in the plan. Print up-to-date copies for all the members of the family. It is recommended that you have a telephone that doesn't require electricity so in case of emergency you can make calls.

D.

In case of emergency, you should know your school's disaster plan. Find out what is needed so your children remain safe in case you cannot get there. Make sure the school has your current contact information and the names of the people authorized to collect your child.

E.

Review the contents of your emergency kit. Replace bottled water; make sure the food is still edible and the medications have not expired. Change the batteries in the flashlights and portable radio at least once per year and replace the backup batteries.

F.

Have copies of your house and car keys next to the exit door. Save at least half your car's tank of gas because the gas station pumps need electricity and may be out of service.

Preparation for Emergencies and Disasters FIRST SESSION

	Yes	No
1) Do you feel that you are prepared for an emergency or disaster?		
2) Do you have a meeting plan with your family in case you get separated?		
3) Do you have a plan to communicate with your family in case of separation in emergencies or disasters?		
4) Have you stored within reach the following items?		
Important Documents		
Extra Water		
Extra Canned Food		
A Battery Powered Radio		
Battery Powered Flashlight		
5) Do you know how to use a fire extinguisher?		
6) Do you know where and how to turn off essential services?		
Gas		
Electricity		
Water		
7) Do you know how to help an injured person in the event of a disaster?		

Other comments:

Name _____

Address _____

City _____ State _____ Zip Code _____

Date _____ Telephone _____

Preparation for Emergencies and Disasters FOURTH SESSION

	Yes	No
1) Do you feel that you are prepared for an emergency or disaster?		
2) Do you have a meeting plan with your family in case you get separated?		
3) Do you have a plan to communicate with your family in case of separation in emergencies or disasters?		
4) Have you stored within reach the following items?		
Important Documents		
Extra Water		
Extra Canned Food		
A Battery Powered Radio		
Battery Powered Flashlight		
5) Do you know how to use a fire extinguisher?		
6) Do you know where and how to turn off essential services?		
Gas		
Electricity		
Water		
7) Do you know how to help an injured person in the event of a disaster?		

Other comments:

Name	_____				
Address	_____				
City	_____	State	_____	Zip Code	_____
Date	_____	Telephone	_____		



FAMILY MEETING PLAN

CONTACT OUT OF STATE NAME: _____

TELEPHONE: _____

NEIGHBORHOOD MEETING POINT: _____

MEETING POINT OUTSIDE NEIGHBORHOOD: _____

LOCAL TELEPHONE NUMBER FOR MORE INFORMATION _____



FAMILY MEETING PLAN

CONTACT OUT OF STATE NAME: _____

TELEPHONE: _____

NEIGHBORHOOD MEETING POINT: _____

MEETING POINT OUTSIDE NEIGHBORHOOD: _____

LOCAL TELEPHONE NUMBER FOR MORE INFORMATION _____



FAMILY MEETING PLAN

CONTACT OUT OF STATE NAME: _____

TELEPHONE: _____

NEIGHBORHOOD MEETING POINT: _____

MEETING POINT OUTSIDE NEIGHBORHOOD: _____

LOCAL TELEPHONE NUMBER FOR MORE INFORMATION _____



FAMILY MEETING PLAN

CONTACT OUT OF STATE NAME: _____

TELEPHONE: _____

NEIGHBORHOOD MEETING POINT: _____

MEETING POINT OUTSIDE NEIGHBORHOOD: _____

LOCAL TELEPHONE NUMBER FOR MORE INFORMATION _____



FAMILY MEETING PLAN

CONTACT OUT OF STATE NAME: _____

TELEPHONE: _____

NEIGHBORHOOD MEETING POINT: _____

MEETING POINT OUTSIDE NEIGHBORHOOD: _____

LOCAL TELEPHONE NUMBER FOR MORE INFORMATION _____



FAMILY MEETING PLAN

CONTACT OUT OF STATE NAME: _____

TELEPHONE: _____

NEIGHBORHOOD MEETING POINT: _____

MEETING POINT OUTSIDE NEIGHBORHOOD: _____

LOCAL TELEPHONE NUMBER FOR MORE INFORMATION _____



FAMILY MEETING PLAN

CONTACT OUT OF STATE NAME: _____

TELEPHONE: _____

NEIGHBORHOOD MEETING POINT: _____

MEETING POINT OUTSIDE NEIGHBORHOOD: _____

LOCAL TELEPHONE NUMBER FOR MORE INFORMATION _____



FAMILY MEETING PLAN

CONTACT OUT OF STATE NAME: _____

TELEPHONE: _____

NEIGHBORHOOD MEETING POINT: _____

MEETING POINT OUTSIDE NEIGHBORHOOD: _____

LOCAL TELEPHONE NUMBER FOR MORE INFORMATION _____



Copyright © LISTOS 2010
Revised edition 2016

NOTICE: LISTOS will not be held liable for the implementation of the information in this manual.
The reproduction and sharing of this document is authorized with acknowledgment of origin.

Listos - Manual del Participante (Rev.3) © 2010 - 2016 - Fire Services Training Institute, Inc.
Limited Rights Reserved



This work is licensed for public and private use under Creative Commons
Attribution-NonCommercial-NoDerivatives 4.0 International Public License
To view a copy of this license, visit <https://creativecommons.org/licenses/by-nc-nd/4.0/>

ISBN 978-0-9977330-1-3
9 0000 >



9 780997 733013