

**GOVERNMENT OF CHILE  
NATIONAL EMERGENCY BUREAU  
MINISTRY OF THE INTERIOR  
(ONEMI)**

**BASIC INTEGRAL SECURITY  
GUIDE FOR VISITORS AND  
FOREIGN RESIDENTS IN CHILE**

**S.I.E GUIDE**



**ONEMI delivers this practical guide to english -speaking visitors and foreign residents in Chile, oriented to Risk Management and individual and collective self – protection actions, in the context of the Chilean National Civil Protection System whose integrated and integral approach to Emergencies and Disaster Management, no matter our risk profile, locates this nation as one of the safest in the world.**

- ❖ Read carefully each part of this guide and share it with whom ever might find it useful.
- ❖ The structure of the guide will allow you to separate and work each subject as an independent one.
- ❖ Efficient management on Civil Protection depend on preventive and preparedness capacities.
- ❖ The subjects within, mainly oriented to minimize impacts on accidents, emergencies and disasters, will only be successful if the work is done previously and according to each human reality.

## Summary:

- What is the National Civil Protection System in Chile?
- Onemi's Early Warning Center (EWAC).
- Organization of the National Civil Protection System.
- The instrument for a Continuous Management : The Civil Protection Plan.
- How does the Civil Protection System work in emergencies.
- First useful action of people involved in Emergencies.
- ABC of a first response in Chile (Ambulances – Bomberos (Fireman) – Carabineros (Police)).
- Self – Protection responsibilities of a foreigner in Chile.
- Measures taken by Embassies and Consulates.
- Individual and Collective measures.
- Existing Risk in Chile.
- General Knowledge of Hazards and its origin.
- How to deal with different hazards.
- Earthquakes.
- Tsunamis.
- Storms.
- Volcanic Eruptions.
- Social- Organizational Risk.  
Street and Transport accidents.  
Drug addiction.
- Emergency Directory (removable).

# **BASIC INTEGRAL SECURITY GUIDE FOR FOREIGN COMMUNITIES IN CHILE**

## **What is the National Civil Protection in Chile?**

The National Emergency Bureau depending of the Ministry of the Interior, ONEMI, is the Technical Official Governmental Agency for Civil Protection Management – oriented to the protection of people, belongings and environment in different risk scenarios – has developed with an integral approach, a permanent and systemic action, with an integral view of different hazards and risks present in Chile and mainly oriented to the development and the improvement of quality of life of the citizens.

The coordinating capacities of ONEMI, are based on the National Civil Protection Plan (Presidential Decree # 156 of Interior , March 12, 2002), and defines the chilean methodology and organizational structure for prevention and emergencies, disasters and catastrophes management.

The National Civil Protection System, coordinated by ONEMI, is integrated by organisms, institutions and services from the public and private sector, including voluntary entities and the organized community, which, starting from a planned process, take actions on the different components of the “Risk Management Cycle”. Prevention, Mitigation, Preparedness, Alert, Response and Rehabilitation – from their own defined roles and functions.

Risk Management in Chile, is applied by ONEMI with an integral view, with prevention as a main objective. This includes response preparedness through a structure that facilitates coordination and participation from institutions and sectors through assessment and analysis of different hazards, vulnerabilities and resources, helping the correlation between resources and means in each different scenario of risk, allowing a perfect match with the contingency planning.

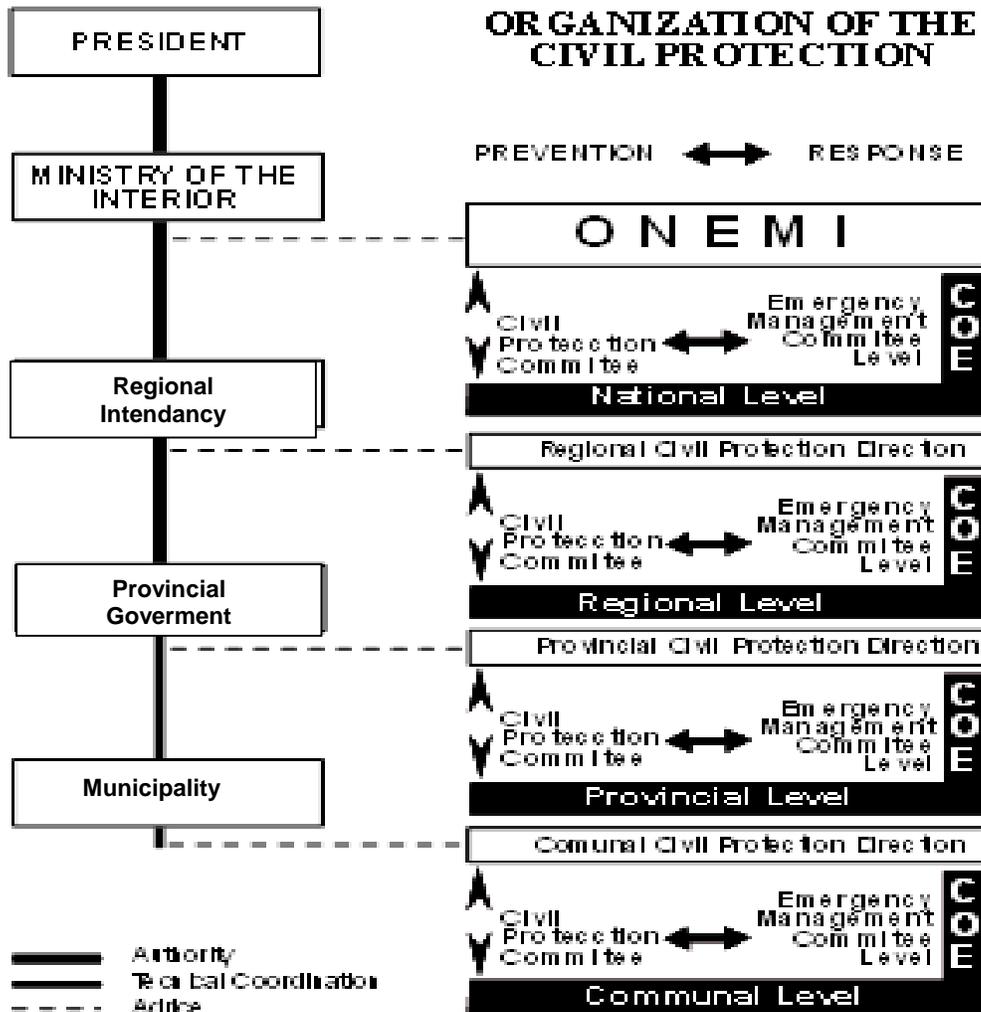
Mitigation, is developed based on projects coming either from the local, provincial, regional or national level. Prevention, operates on a sectorial basis adding to each social or structural initiative launched by Ministries and specialized services, an added component: Analysis and Risk Management.

(Early Warning Center – EWAC- ONEMI)  
(Centro de Alerta Temprana CAT – ONEMI)

ONEMI, in it’s coordinating role, has settled an Early Warning Center , whose mission is Vigilance, Monitoring and Alerting in the whole territory, and looking every possible risk scenarie, gathering information, evaluating and disseminating useful Early Warnings to the population, media and authorities.

The National Civil Protection Plan, validates the use of international alert conventions, linked with the colors of the traffic signals: Green, Yellow and Red. The national alert system is only activated when a report of a current or potential event is confirmed. This implies the need to maintain always additional resources available in case of a situation growing in size and severity. Confirmation of a warning is accompanied by instant use of resources at the affected local level.

## HOW IS THE NATIONAL CIVIL PROTECTION SYSTEM, ORGANIZED?



Preventive management and Response to Emergencies and Disasters in Chile, are ruled by the Civil Protection Plan, a Presidential Decree whose promulgation is dated March 12, 2002. This Act is integrated by several interlinked different instruments. It's systemic management is the basis of integral safety and security plans on any social context. Supported by a methodology of Integral Risk Management, on any of it's components, the cycle do not alter Development and adds a main component: sustainability. The Plan contributes with a methodology for a clear diagnosis of reality: (AIDEP), a methodology for contingency planning: (ACCEDER), a methodology for the design of Prevention an Mitigation plan and a methodology for a National Damage an Needs Assessment: (Dedo\$ Plan)

# Interlinked Instrument of the National Civil Protection Plan (D.S. N° 156 – 12/03/2002)

**Analysis :** A survey of the risk profile and history of the community.

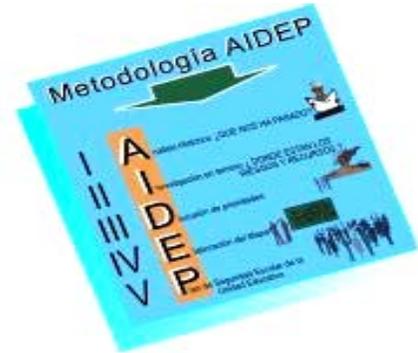
**Investigation:** A practical approach to an on – the field validation of common hazard .

**Discussion :** To settle priorities between hazards, vulnerabilities and resources.

**Elaboration:** simple charts that describe theirs hazards, vulnerabilities and resources.

**Planning :** Programs and project oriented to Prevention an Mitigation Contingency Planning (Emergency Plan).

## Diagnosis of Reality of Risk and Resources



## Prevention and Mitigation Programs Projects

## Programme or Operative Response Plan

- Alert/ Alarm
- Communication
- Coordination
- Evaluation (1st)
- Decisions
- Evaluation (2nd)
- Readequate Planning



**DEDOS\$ = Dammage and Need Assessment System**



## INTEGRAL SCHOOL SAFETY AND SECURITY PLAN

As a component of the National Reform on Education, launched by the Chilean Government, ONEMI. has designed the “Integral School Safety and Security Plan: DEYSE, is a clear contribution to a National Culture on Prevention and Self Protection.

Visitor and foreign resident can visit our web page: [www.onemi.cl](http://www.onemi.cl) . There they can find our methodologies and application to different cases and sites: Commerce, Industry, Embassy, Consulate, Home

## **How does the National Civil Protection system work on Emergencies?**

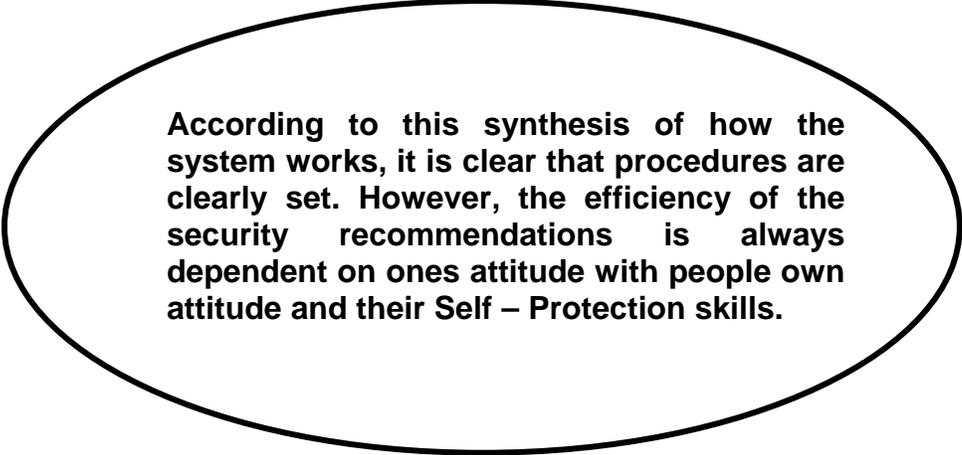
**If an announcement of a possible event has been confirmed (or if the event is occurring) with the potential of affecting the social network, resources at the local level are will be instantly used, and the alert system is will be activated. That means that additional resources may be needed if the event grows in extinction and severity.**

On Civil Protection, an Alert is a signal that an event could happen or has happened and that a common and coordinated action is required with complex operational and technical resources may be needed to act and control the event. All in the framework of two main principles: Mutual Help and Stepped use of Resources.

The alert system is activated one validated an announce of a possible destructive event. This warning can be born on the community an being receipt by Police, Fireman, Health or any participant of the Civil Protection System, who must validate the information and establish the coordination need according to the contingency plans.

The National Civil Protection System is on a permanent state of Green Alert. This implies a permanent nationwide vigilance, in all regions and geographical areas to warn (as fast as possible) any risk situation that could overcome on a destructive event, so to generate the needed Early Warning.

Once validated an emergency situation or disaster, a warning is launched in one of this grades: Yellow Alert and / or Red Alert, so the technical instances will settle the procedures needed to control the situation.



**According to this synthesis of how the system works, it is clear that procedures are clearly set. However, the efficiency of the security recommendations is always dependent on ones attitude with people own attitude and their Self – Protection skills.**

## HOW MUST PEOPLE AFFECTED BY AN EMERGENCY ACT AND WITH WHOM ?

If natural events or man-made scenarios occur, first responders like Police, Fireman or Health Services will act according to established procedures – roles and functions – and coordinated between them and with other institutions.

A.B.C. of first Responders:

In an emergency situation the in accordance with, community, the extent and type of event, can immediately a First Responders Organization, with tree simple phone numbers :

A = Ambulances (Emergency Public Health System- SAMU) : 131

B = Bomberos (Firemen) : 132

C = Carabineros (Police) : 133

A removable attachment is added at the end of the document. It should be kept a visible place at home or at work

Each First Responder Institution has an expert staff with knowledge and experience of different risk scenarios: i.e. Traffic accidents, structural collapse, city fires, chemical accidents, earthquakes, storms, etc. Through these teams, the system evaluates if additional resources are needed to control the situation, other organization and participants, superior coordination, etc.

The roles and functions of these First Responders Organisms, are:

## CARABINEROS (POLICE)

- a) Applies procedures for safety and protection of the population and the area affected.
- b) Air support through Helicopters and Airplanes: If needed, air evacuation and transport of wounded people and expert staff.
- c) GOPE: A specialized team for high risk situations, explosives, terrorism. Or similar situations. Also a Search and Rescue team.



## HEALTH SERVICES: S.A.M.U (Emergency Medical Service)

- a) Participate when a sanitary or health emergency is present, and after a validated call has been set for home or external accidents.
- b) Assists on – the - field, according to medical criteria, and evaluates other need of people affected.
- c) Evaluate the seriousness of the patient and seeks the proper derivation of affected patients to different services or the nearest center.
- d) Coordinate air transport and medical air evacuation, when needed.



## FIREMEN

- e) Fire control and attack city fires and help forest fire fighters when their extinction to the population is mandatory.
- f) Hazard Materials (HAZMAT). Has special teams and modern equipment to deal with Chemical Risk.
- g) Traffic Accidents and Structural Collapse: also a specialty of Chilean Firemen.



Depending of the scenario, some time a single First Responder is enough. By example: A medical emergency in which SAMU is enough. In more complex events, the three first responders may be needed. On the field, a Unified Incident Command is set, under a previously accorded plan.

On Scenarios of high complexity, a stepped action is performed by several actors: Efficient management of complex emergencies need support of several specialties. This backup comes from:

- Personnel from the Municipalities (there Direction of Civil Protection and personnel from Social Work).
- Emergency teams from basic lifelines (Energy, Gas, Water, Supply Telephone, etc).
- Specialized Teams coming from Ministries: Housing, Public Works, Agriculture, Mining, Education, etc.
- Other, according the type of event.

They work and act, according to established procedures and coordination on the Emergency Planning, the administrative level, seriousness of the situation and the definitions of the National Civil Protection Plan.



## **SELF- PROTECTION RESPONSABILITIES OF FOREIGNERS IN CHILE**

Individuals and foreign families, visiting or living in Chile are particularly vulnerable. This condition based on language gaps, solitude, poor knowledge of regulation, institutions and environment makes a combination of factors faced to Emergencies and Disasters.

A priority is acting on a Preventive fashion and anticipate several procedures.

Many of these procedures can be made by individuals or by groups or through their community. Other actions can be performed by their Embassies and Consulates.

### **MEASURES PERFORMED BY EMBASSIES AND CONSULATES:**

Diplomatic Service must:

- a) Maintain an updated register of individuals and their families living in Chile, with personal data, address, phone numbers in Chile and in their homeland.
- b) Give ample orientation to the visitors and residents of their own nationality.
- c) Promote this guide between visitors and residents.
- d) Promote a better contact between people of the same origin, living on the same neighborhood.
- e) Promote safety and security for residents in Chile.
- f) Select with anticipation, safe places in which locate shelters in neighborhoods of great concentration of foreigners of the same origin. (Sport Clubs, by example)
- g) Train and prepare people, to backup the first responders in case of big emergencies affecting their co-nationals.
- h) Train human resources, as links between the foreign residents and their parents in their own homeland. This is mandatory in big emergencies, when parent ask from foreign countries about their relatives in a scenarie of great uncertainty, collapsing Embassies and Consulates, in search of information.
- i) Nominate, specific personnel as a link with the Foreign Affairs Ministry of Chile.

This could be of great help to determinate external help and the design of it.

## **INDIVIDUAL AND COLLECTIVE MEASURES:**

### **General measures:**

- Foreigners, visiting Chile, must ask for advice and orientation to their own Embassy and Consulate.
- Foreign tourist wishing to visit distant places, mountain or ocean, must make contact with Carabineros (Police) and Maritime Authorities, giving full information about areas of interest, communication means available, duration of the trip, etc.
- Foreign residents, if possible, must maintain proper links as residents and develop common activities of mutual assistances and preventive actions in case of emergencies, accidents and disasters.

### **SPECIFIC MEASURES:**

- a) Ask for information on Embassies and Consulates, also in Municipalities, about safety and security recommendations on the area. That means, home, labor, school, etc.
- b) Keep safe and updated all personal documents: Passport, Visa, Identification Card, etc.
- c) Maintain contact, if need with Foreign Service in each regional Government.
- d) Have proper information about identity of personnel of Embassies and Consulates and their address and phone numbers.
- e) Obtain information about the procedures in Embassies and Consulates, to obtain information concerning their homeland and documents of interest.
- f) Maintain full contact with his home mates or co-nationals living in Chile, whom must have all their data and identification and contacts.
- g) Consider their representatives of their community as valid link to have access to information and helping actions to others.
- h) Promote with members of their community a liaison (link) plan that must be known by everyone, individuals, Embassy and Consulate.
- i) If you and your family are in perfect conditions after an emergency or disaster, is your responsibility to let it know to your relatives in Chile and in you homeland, to the authorities and representatives of the Embassy and Consulate. "We are well" can be enough to concentrate help and proper actions in those that could be in worse situation.

## EXISTING RISK IN CHILE

Chile is located on the southwest of the American continent. Long, and narrow, has a total surface of 2.066.626 km<sup>2</sup>, including Pacific Island and the Chilean Antarctic. The country, is divided in 13 Regions with an Intendant as top authority. Regions are divided in Provinces whose head authority is a Governor. Provinces are divided in counties whose head authority is a Major (Alcalde). The counties (comunas) are 345 in Chile, being the administrative step, nearest to the community.



Chile is part of the Pacific Fire Rim, in front of great part of our territory, we have the "Nazca Plate", a subduction plate going under the continent on an average of 9-10 cm, yearly. This plate is responsible of a territory with one of the highest volcanic and seismic profile in the world.

On the segment between Santiago and Puerto Montt, we have 50 very active volcanoes with recent historical eruption. It's high Andes Mountain is responsible of volcanoes with recent historical eruptions. It's high Andes Mountain is responsible of several phenomena.

Huge rivers responsible of flooding and mass movements. Along the Chilean coast, we have due to our seismic risk profile, a permanent warning of

"Tsunamis".

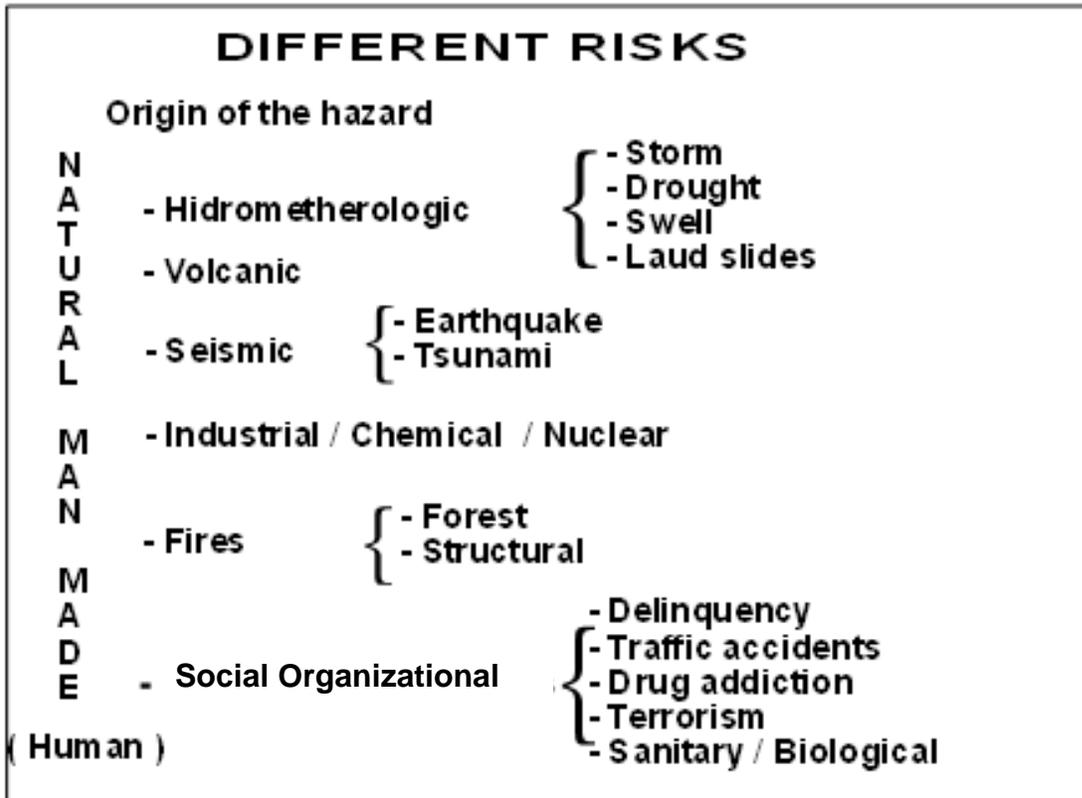
Today, the incoming success of our economy is linked to new bets. Mainly linked to development and technological hazards and giving space to new problems more related to social interaction.

Currently, ONEMI, and it's management is oriented mainly to the development of a clear conscience of anticipation of problems, in the need of a "Culture of Prevention" that blend a clear approach to correlate Hazards and Vulnerabilities as a responsibility of the whole society.

# GENERAL KNOWLEDGE OF THE ORIGIN OF HAZARDS:

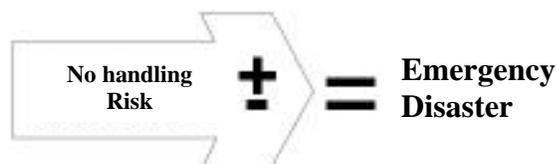
## DIFFERENT RISK

General knowledge of the origin of hazards :



$$\begin{array}{l}
 \text{X} / + \\
 \text{HAZARD} \quad : \text{External Factor} \\
 \text{VULNERABILITY} \quad : \text{Internal Factor} \\
 \hline
 = \text{RISK}
 \end{array}$$

Cause	Risk
Effect	Emergency/Disaster



# WHAT TO DO IN EVERY HAZARD

## QUAKES

Quakes are natural phenomena occurring in Chile, permanently. This is the reason of advanced regulations and policies concerning seismic building procedures and preventive actions. The result is a seismic country with low mortality and a great improvement of seismic safety policies, reducing on great fashion our vulnerability on this area.



We must state that there is not any technology or methodology available that can predict this occurrence, hour, place and severity of a quake.

**Chile is a seismic country. So, we must be prepared!**

Do not wait for a quake to initiate your preparedness.

Join your family, your work environment, your cultural activities, church, business and promote or coordinate personally:

1. An assessment of the safety and security conditions of your home structure.
2. Fixing systems, glasses, heavy furniture, high furniture, glasses and mirror, heavy adornments.
3. Define the security zone within or out of your home, your working place or school.
4. A clear knowledge of where, how to and closure of energy, gas and water is mandatory.
5. An updated directory of Emergency Phones.
6. A medical kit with first aids, a transistor radio, fresh batteries and a flash light with fresh batteries.

### **If you feel a quake**

Be calm. If you fulfilled the previous steps you can be sure that you have a lot advanced.

- ❖ Stay apart from windows. Open the doors
- ❖ The best shelters, are:
  - Solid buildings, good and solid furniture
  - Avoid lighting matches or any FIRE before checking gas escapes.
  - Do not evacuate if your house or building is a solid one.
  - An evacuation must be always performed towards safety zones previously defined as secure.
  - Do not use elevators!
  - If you drive on a highway, get far from bridges and high roads.
  - On an open street be always far of cornices, electric cables and hanging signs.

**After a big quake (Medium to High Intensity)**

- If you do not have natural light, only use a flashlight. Never light a match or a lighter!.
- Check your surroundings and try to find damages that can be augmented in case of aftershocks.
- Check damage to energy supply and cables or other lifelines.
- Clean any toxic or combustible elements.
- Switch on a portable radio with fresh batteries to be properly informed.



## **TSUNAMIS**

Earthquakes, volcanic eruptions, landslides or any mass movement on the coastal border or submarine platform, can generate a Tsunami. This tidal waves can travel the ocean at a speed of 900 km/hour, depending of the depth of the sea.



## **RECOMMENDATIONS**

Tsunamis are natural events, rare, but extremely dangerous. We must act calm and fast. Each family must be well informed, through our Community Center. Through a good organization we must be connected with the Municipality. They are responsible of a Communal Safety Plan that must highlight signals, evacuation, roles, and general procedures.

### **Not all the earthquakes generate a Tsunami**

It is important to remember that if we are on a coastal border and we feel a huge quake that make us lose the equilibrium, then a tsunami is possible.

If we live in the coast and a quake is enough destructive and we notice great destruction and is difficult to stay on our feet, a tsunami is possible on the next minutes. The only Early Warning for Tsunamis, are the earthquakes by themselves.

If we notice any change on the sea, we must evacuate rapidly to safety zones 20-30 mts. High, after a quake the sea gets back leaving the coast dry. Many casualties have happened because people, not informed about the event, try to collect seafood and fishes and are suddenly surprised by the tidal waves.

Don't do that!. This tidal changes go faster than people!. Based on a tsunami warning, we must evacuate to at least 20 mts. high.

Tsunamis can be proceed by augmented or diminished sea levels.

A small tsunami in a part of the coast can be a huge one on a different part. We must always respect this incredible phenomenon.

If we are on a ship, vessel or boat and receive a tsunami warning, we must go to deep sea. Tsunamis are dangerous only on the coastal border. WE CAN FEEL SAFE, A COUPLE OF MILES OFFSHORE WITH DEEP ABOUT 150 MTS.

Tsunamis are rare events but highly dangerous!.

If the surroundings do not offer elevations of the ground, a forest or woods can help as an alternative.

Get far also from rivers, lagoons or lakes. Tsunamis can travel miles through this water reservoirs.

A tsunami alert must be followed constantly. Do not change the radio station you are hearing. You can loose valuable information.

\* A tsunami can have 10 or more tidal waves on a period of 12 hours. We must have always blankets and clothing, specially for Childs.

\* Do not return to affected zones until the authorities cancel the alert.

\* It is important to remember that every action taken previously to a tsunami and training and exercises performed before with good signals to evacuation roles and places of encounter, will be the best guarantee for everybody.



## STORMS

Hydrometeorological risk can be slow.  
Droughts or fast: Floodings, mudslides, avalanches.

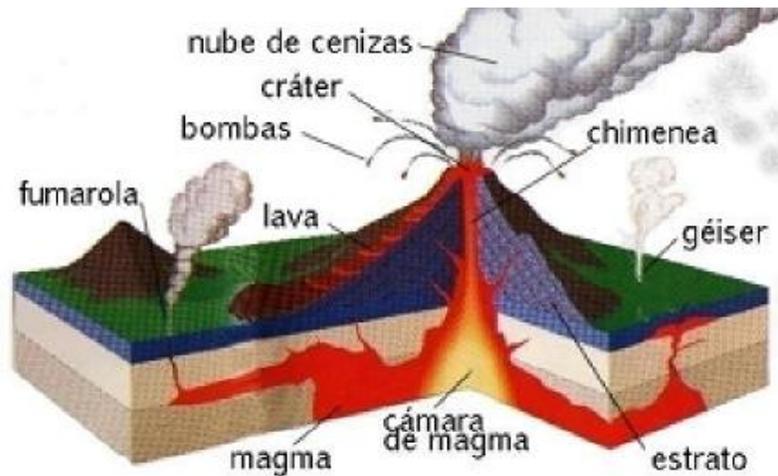


### Recommendations

- a) Before every rain, be sure to check your roofs, and maintain clean your rain drainages.
- b) Do not built on canyons or river borders.
- c) Have a good organization with your neighbors and maintain a fluid contact with your Municipality.
- d) Check unsafely spots on your surroundings: previous floodings, unsafe spots on river borders, or landslide prone areas.
- e) If you live in rural zones, be aware of the danger in the surroundings of rivers and canyons.
- f) Select high places where to shelter in case of sudden floodings.
- g) If the radio announces heavy rains, prepare dry clothing and try to stay at home and well connected to official warnings.
- h) Never cross a bridge where the water has over passed the carpet.
- i) Never walk with bare feet on flooded zones. Use proper shoes and equipment .



## VOLCANIC ERUPTIONS



A volcanic eruption is a natural event in which melted material coming from the interior of the earth, elevates to the surface and goes out as lava, gases, ashes, and piroclastic flows, (dark clouds at a high temperature)

### Recommendations

#### **Before a volcanic eruptions**

- a) Before an eruption, begins a progressive volcanic activity. You must be calm and accept the preventive dispositions of the authority.
- b) Stay connected with official information on the activity of the volcano through authorities and scientifics.
- c) Do not go near risky zones defined previously by the authority. Be far apart from deep valleys and canyons to avoid lahars and floodings.
- d) Have always a reserve of basic elements like: water, canned food (for a week), a medical kit with first aids, flashlight and radio with fresh batteries to follow the instructions to the population.

#### **On case of a volcanic eruption:**

- a) Clean the ashes accumulated in your roof and seal doors and windows.
- b) Settle your family on a safety place and pay attention to the need of children, senescent and sick people.
- c) Water deposits and food must be covered to avoid pollution.
- d) If you live on rural zones, pay attention to animal needs and take them to safety zones.

## **SOCIAL ORGANIZATIONAL RISK**

### **DELINQUENCY**

Avoid assaults on the street on late hours.

- a) Walk only in lighted streets.
- b) Never transit by shaded zones. Walk in that case by the center of the street.
- c) Wait for your bus in an open place and accompanied by other people.
- d) Train your family, not to go to dark and lonely places without proper lighting.
- e) Do not use cross cutting through dark places.
- f) Do not go through dark parks.



During the day:

- a) Do not carry with you: jewels and objects of high value. Walking by a street be always aware of you surrounding. Look always to your surrounding on a hurry, never slow.
- b) Be careful!. Your hands in yours pockets is a risk if you are assaulted.

If you retire great quantities of money:

- a) Be discreet on money shown on public places.
- b) Always walk accompanied to the bank, if you are retiring money.

If you go in a bus:

- a) Do not sleep. When you step out of the bus, notice who comes with you.
- b) Sometimes is better to fibe your place on the exit and go out on the next stop.

At home:

- a) If you leave your house alone for a long term, leave always a light and ideally a switched on radio so that activities could be felt.
- b) Check always the closure of your doors and territory.

## TRANSIT ACCIDENTS

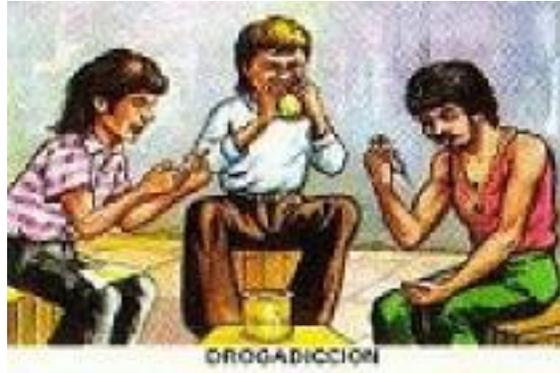
### Safety highways

If you are going out, don't forget the following safety procedures:

- a) You and your passengers must use the safety belts.
- b) Drive safety by your right hand.
- c) Respect the safety signs.
- d) Reduce speed on wet streets.
- e) Do not alter the vision of the driver putting objects on the rear.
- f) If you feel sleepy, tired, stop the car and try to rest a little.
- g) If your car has a damage, stop the car, light warning signals and be sure that the car is completely stopped.
- h) Never drive under the influence of alcohol, drugs o strong medications.
- i) Respect every signal on streets and highways.
- j) If you avoid the signs and rules, in case of accidents there is a strong evidence of guilty behavior .
- k) Light changes must be performed at a minimum distance of 200 mts.
- l) Your frontal security begins with you rear security. Maintain your mirrors clean.
- m) On your car in movement, you must not smoke, talk by telephone or tune a radio or look at your side.



## Drug addiction



Every effort must be done to avoid that this problem effect any member of the family.

### Recommendation

- a) Pay attention to the problems of your beloved ones. Try to participate and take notes of interests and problems of your child. Contact their friends and supervise their activities.
- b) Sports and healthy life apart people from drugs.
- c) You can identify somebody with drugs: An uncared look, hostility to family members, is always fighting and permanently ask for money or steal it.
- d) If you detect someone under the effect of drugs, do not fight with him, try to be sensitive to his needs.
- e) If you need further assistance to back up someone in need, call 135 (drug phone) or the Center for Investigation of Drugs (CIPAD), phone 6701328.

### Key attitudes to avoid risk of drugs on childs

- a) Encourage self respect and security in their capacities: They must be accepted as they are encourage their advances, express themselves love and affect, create possibilities based on their own personal view.
- b) Help them to mature: Give them the possibility of taking personal decisions, give them tasks and clear responsibilities at home, do not make the job for them, leave them and accept their errors and mistakes, try to develop self esteem.
- c) To teach self control: Teach them to direct their emotions through conversation and good examples, self care attitudes, healthy life styles, control their impulses, and give them ethics and clear limits.
- d) Establish social links with relatives: Search the backup of social networks and strengthen dialog and communication with friend, school and relatives.

***Share this guide with your friends and neighbors of the foreign community you belong to and with the future visitors.***



**Annalize the following annex, put on the missing data, desattach and put it on a visible place at home, labour or school.**

**A.B. C. of first Responders:**

In an emergency situation the community, in accordance with, the extent and type of event, can immediately ask a First Responders Organization, with three simple phone numbers :

**A = Ambulances**  
(Emergency Public Health System-SAMU) : **131**

**B = Firemen** : **132**

**C = Carabineros(Police)** : **133**

**Others phones numbers**



	TELEPHONE	ADRESS
<b>CONSULATE</b>		
<b>EMBASSY</b>		
<b>FOREIGH DEPT.</b>		
<b>COMMUNITY LEADER</b>		

	TELEPHONE
<b>CARABINEROS (Police Area)</b>	
<b>DRUG PHONE</b>	



<b>NEAREST RELATIVE III CHILE</b>	
<b>FRIENDS III CHILE</b>	
<b>NEAREST FAMILY III FOREIGN LANDS</b>	