

What to Do When a Fire Breaks Out

(Evacuation Guide)



PREFACE

This handbook aligns with Article 21 of the United Nations Convention on the Rights of Persons with Disabilities by presenting fire prevention information in an Easy-to-Know and easy-to-understand format.

“Easy-to-Know” means transforming information so that more people can quickly understand it.

This handbook is designed to present the content in a clear and Easy-to-Know format for everyone to comprehend.

It helps people learn the steps and responses for escaping a fire, what to say when calling 119 during a fire?

how to use firefighting equipment?

what common misconceptions to correct during evacuation?

and how to apply for compensation after a fire?

When a disaster occurs, a disaster prevention handbook can help those who might be injured or need assistance – such as pregnant women, children, people with mobility challenges, and persons with disabilities – understand how to evacuate safely during a fire.

Easy-to-Read
Symbol



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What to do when a fire breaks out

What not to do when a fire breaks out

What actions should we take when a fire occurs?

What actions should we avoid when a fire occurs?



What to do before a fire occurs

Things we should know before entering public places

- Check for a notice of "Non-compliant Premises"

If a public place has a "Non-compliant Premises" notice, it means we should not enter, because it does not meet government safety regulations



Non-compliant Premises Notice

- When a public building fails a public safety inspection or fire safety inspection, a notice will be posted



The graphic features a stylized house icon with a sad face, overlaid with a large 'X'. To the right of the house is a flame icon. The background is orange.

☐ Public Safety Inspection of Building Number:

☐ Fire Safety Inspection Number:

Non-compliant Premises

This notice must not be removed or covered without permission.
Violators will be prosecuted according to the law.

Year Month Day

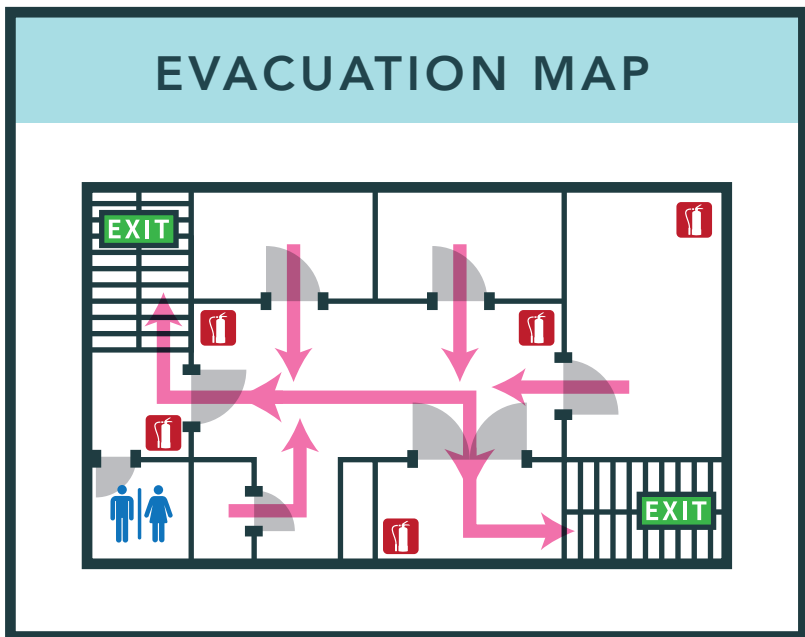
Taipei City Government reminds you
Contact Number :

- Look at the evacuation and escape map before entering public places

Remember the emergency exits and escape routes
Check that there are at least two emergency exits in different directions.

Identify the nearest emergency exit.

Make sure the exits and routes are unobstructed, so evacuation won't be hindered if a fire occurs.



● Observe the location and condition of fire safety equipment

1. Observe the location of fire extinguishers and check if the pressure gauge needle is within the green normal range
2. Observe the location of fire hydrants and check if the fire alarm indicator light is functioning properly
3. Observe if there are emergency lights or evacuation direction indicator lights in corridors, passageways, corners, and staircases



● Observe if doors, windows, and staircases are blocked

If a fire breaks out, blocked doors, windows, or staircases will make it difficult for us to escape

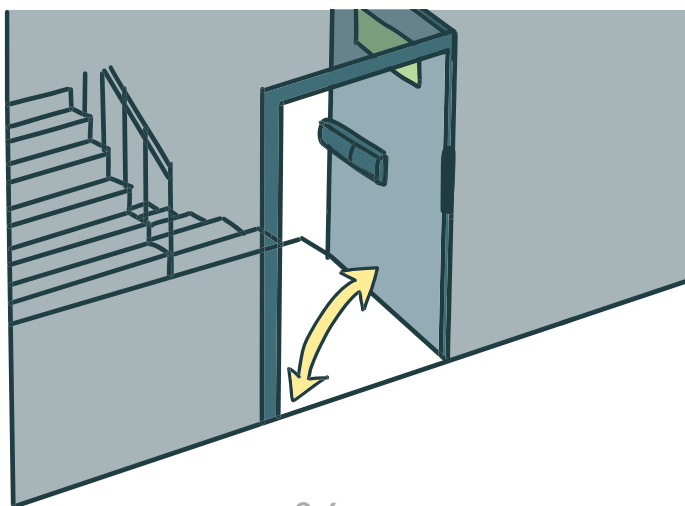


- **Check if the emergency door can be opened properly**

Emergency doors should usually remain closed, so that in the event of a fire, they can block fire and thick smoke



Also check if the emergency door can be opened correctly, so we can escape through it when a fire occurs



What to do when a fire breaks out

Steps for escaping a fire

- 1 Shout "Fire!" loudly to alert the people nearby



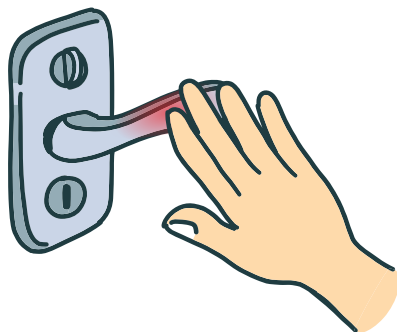
- 2 If the fire is nearby, run out immediately, quickly close the door to prevent fire and thick smoke from escaping



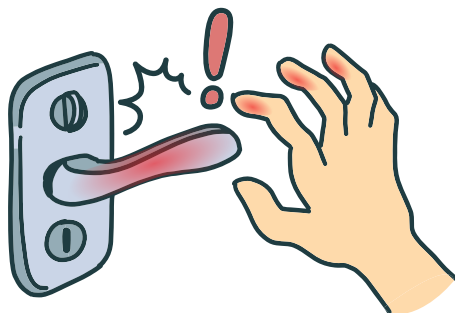
3 If the fire is outside the room or its location is unclear

- If the doorknob feels hot, do not open the door

Gently touch the doorknob to check the temperature



If the doorknob is hot



Do not open the door



- If there are clothes nearby, stuff them into the door gap to prevent thick smoke from seeping in



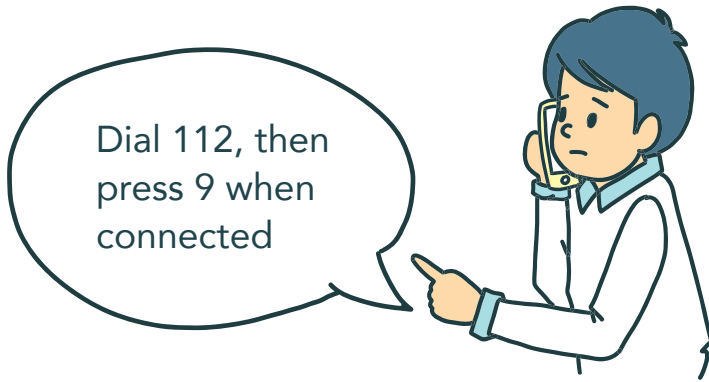
- Use a mobile phone or home phone to call 119 to report the fire quickly



- Open the window and shout for help loudly



- If 119 cannot be reached, you can dial 112, and press 9 after the call connects to get the fire department directly



Do not falsely report a fire when there is none

Falsely calling 119 will result in a fine of NT\$10,000 to NT\$50,000



● Decide on an escape direction

When you open the door and find no thick smoke, escape downstairs immediately



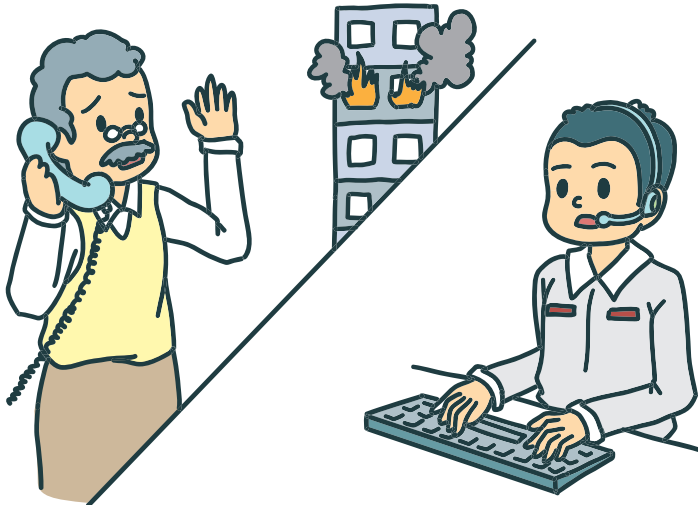
While escaping downstairs, if smoke begins to emerge from the staircase, return to the room and close the door, stuff clothes into the door gap, open the window to call for help, and **call 119 to wait for rescue**



How to report to 911

What should you say when calling 119 during a fire?

- The address where I am now, on which floor the fire started
- The purpose of the building (home, office building)
- Fire conditions (height of flames, color of smoke)
- Which floor I am on now
- Which room and location I am in now
- The route into the room
- How many people are trapped inside with me (whether there are children or the elderly)



How people with hearing or speech disabilities can call 119

● Method 1: Text message

Taipei City Fire Department's text report number is 0911-511-902

Sample text message report and QR code for the emergency message template by the Taipei City Government can be saved on your phone in advance



● Method 2: Phone tone detection

After dialing 119 from a landline,
press 1 or 9 repeatedly

Pressing 1

means fire or rescue is needed

Pressing 9

means an ambulance is needed



● Method 3: Fax report

Write down the location, situation, and needs on
paper, and fax it to the Fire Department to report
Fax number for Taipei City Fire Department:
02-27587865



What to do if your body catches fire?

Self-extinguish using the "Stop, Drop, and Roll" method
When your clothes catch fire, immediately follow these three steps

1 Stop:

Stop moving to prevent the fire from spreading, and cover your face to protect it



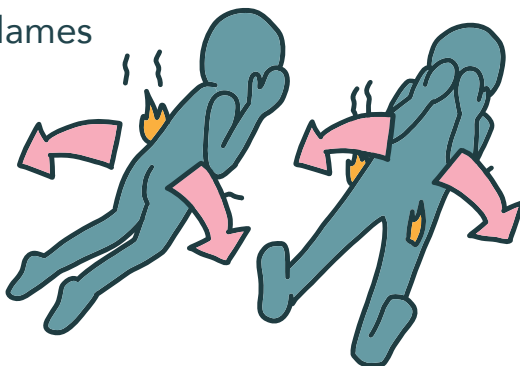
2 Drop:

Drop to the ground



3 Roll:

Roll side to side on the ground to smother the flames

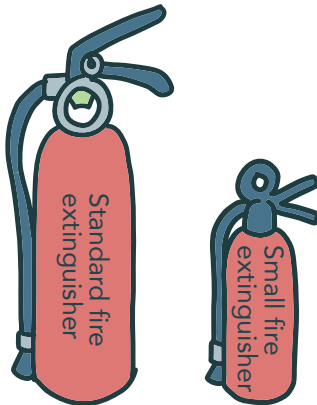


How to use firefighting equipment

- Only attempt to extinguish the fire if you are in a safe situation. You can use commonly seen fire extinguishers and indoor fire hydrants.



- You can purchase a lightweight fire extinguisher for your home. It is easy to carry and convenient to store in your room



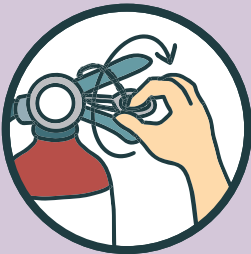
● Using a Fire Extinguisher

*How to Use a Fire Extinguisher

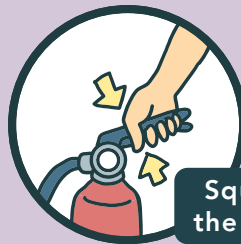
Pull the safety pin.
If a securing strap is present,
twist and remove it by hand.



Pull the pin



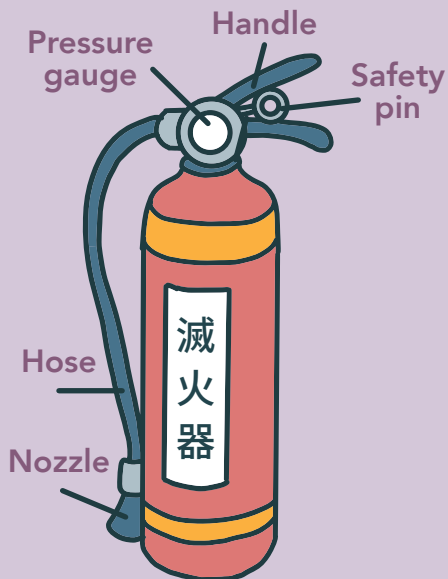
Aim at the base
of the fire



Squeeze
the handle



Sweep
side to side
at the fire



● Using Indoor Fire Hydrants

*How to use an indoor fire hydrant

Press the alarm bell
Open the hydrant cabinet
Take out the nozzle
Pull the hose to the fire
Turn the water valve to release water



Press the alarm



Open the cabinet door



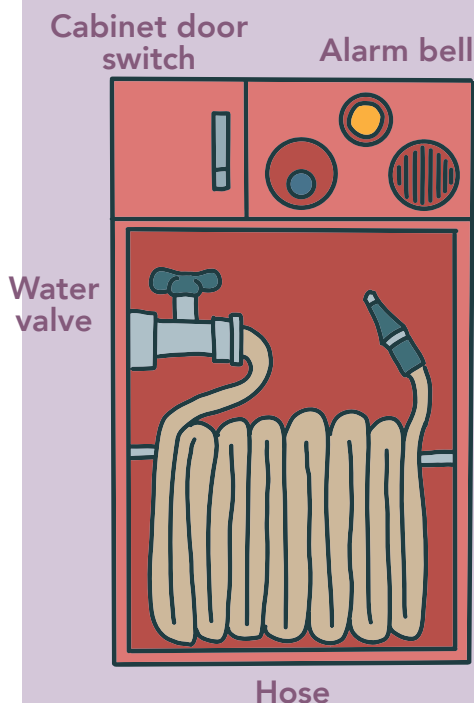
Take the nozzle



Pull the hose



Turn the water valve



What not to do during a fire

- **Do not** cover your head with a plastic bag

Plastic bags melt under high heat.

If you cover your head with one,

it could melt onto your face,

causing breathing difficulty and vision loss



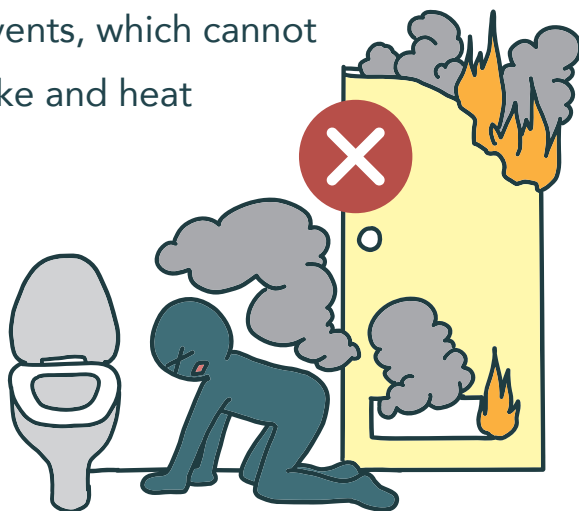
- **Do not waste time looking for a wet towel**

Fires spread quickly, so do not waste time looking for a towel or wetting it when you discover a fire



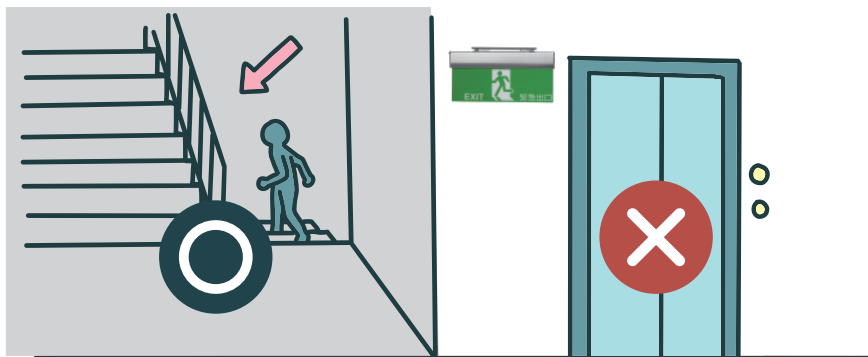
- **Do not hide in the bathroom**

Bathroom doors are usually made of plastic and have vents, which cannot block smoke and heat



- **Do not take the elevator**

Fires can cause elevator malfunctions and power outages, so never use the elevator, as you may get trapped



- **Do not go back inside**

Once you escape, do not return home to retrieve belongings unless safety has been confirmed



What should I do after a fire?

After the fire ends, do not return to the
building immediately

It may still be unsafe and
could cause injuries



Things we need to check first

- 1 To preserve the fire scene, do not clean it yourself after the fire is extinguished. This prevents disturbing the scene and allows firefighters to investigate the cause



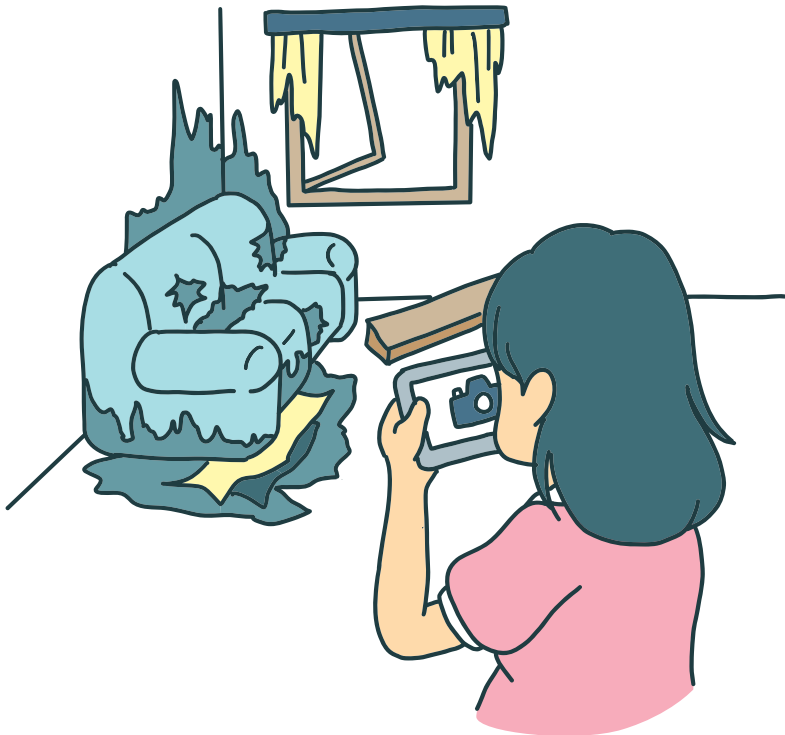
- 2 Only after receiving notification that the inspection is complete should we return to search for or count belongings



Applying for disaster loss compensation

Fire insurance claims

If you have fire insurance, take photos of the damage, prepare the fire certificate and investigation report, and contact the insurance company to process the claim



*Application for a fire certificate and investigation report

- Where can I get the application form?
Get it at the fire station



Fire certificate



Fire investigation
report

- How and where to apply

Bring the completed form, ID, and other documents in person to the nearest fire station to apply



- Online application

You can also apply online using a computer



Online fire
certificate application



Online fire
investigation report
application

Scrapping a motorcycle or a car

- **If the license plate is intact and not burned**

Prepare the complete license plate, fire certificate, vehicle registration documents, personal seal, and registration card, then go to the motor vehicles office to complete the scrapping process



- **If the license plate or engine number is burned**
File a report for a lost plate at the nearest police station, then bring the report, registration documents, personal seal, and registration card to the motor vehicles office for scrapping



***Motor Vehicles Office (Station) Contact Number**

Taipei City Motor Vehicles Office (02)2765-0155

Applying for Disaster Relief Funds

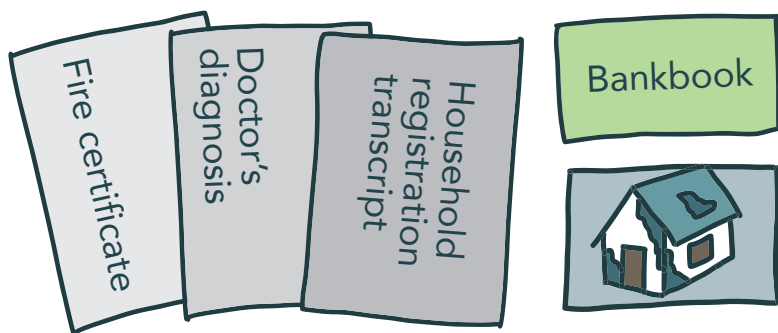
● How to apply

After the disaster, please apply at your local district office. The office will assist in verifying the damage caused by the disaster



- **Prepare relevant documents**

You will need a fire certificate, a doctor's diagnosis or death certificate, photos of the damage, a household registration transcript, and a copy of your bankbook cover



- **If you have questions or don't understand something, please contact your nearby district office or the Social Affairs Bureau**



Applying for Tax Reduction

Within 30 days of the fire, bring the list of losses, photos, and the fire certificate to the local taxation office

***Taipei City Revenue Service
contact number
0800-000-321**





Disaster Preparedness Classroom

There's a fire at home.

Here's what to say when calling 119.

Practice with your family

My home address is _____

I'm currently on the ____ floor

I'm currently in the ____ room at the

_____ location

The route to my room is _____

There are ____ people trapped with me

The purpose of this building is

The fire situation is



Disaster Preparedness Classroom

When entering public places,
check off each item after confirming

- 1 ☐ Check if there is a "Non-compliant Premises" notice
- 2 ☐ Look at the evacuation map
- 3 ☐ Location and condition of fire safety equipment
- 4 ☐ Check whether doors and windows are blocked
- 5 ☐ Make sure the emergency exit can be opened

