

The cover features a decorative border of tropical plants. On the left, there are large green monstera leaves, a palm frond, and a white frangipani flower with a yellow center. At the top center, there are small green berries on a branch. On the right, there are more monstera leaves, a palm frond, and a vibrant bird of paradise flower with orange, red, and blue petals. The background is white.

EMERGENCY RESPONSE PROTOCOLS

**LA SELVA
RESEARCH
STATION**



www.tropicalstudies.org

EMERGENCY CONTACT NUMBERS - La Selva Research Station

All extensions may be dialed directly from landlines on station.

To call from an external phone, dial the station number
(+506) 8682-0830 followed by the extension.

Contact	Extension/ phone	Hours
Guard Station (Puesto #1)	2001 (+506) 8682-0830	24 hours, 7 days/week
Recepción	2000	7am – 5pm Mon-Sat 7am – 4pm Sun
Overnight on call staff member	(+506) 8682-0830	7pm-7am

The phones in the cabins **cannot** access outside lines, only extensions at the station.

To call 9-1-1:

- From an IP phone located in labs and dorms- **dial 9-1-1**
- Dial 9-1-1 directly from a cell phone
- Contact the Guard Station
- Contact the nearest OTS staff member
- Contact the on-call staff (7pm – 7am)



Medical Emergency Protocol

- A.** Report to nearest OTS staff member. Ask them to call 9-1-1.
- B.** If no OTS staff are available, call 9-1-1, follow instructions and have the following information ready:
 - a. Nature of the emergency (type of injury or illness).
 - b. Exact location of the patient.
 - c. Your name, ID number and a call-back number.
- C.** Do not move the patient unless their life is at risk or otherwise instructed by 9-1-1 operator.
- D.** If a person who has been trained on Basic First Aid is present, proceed with Primary and Secondary Assessments.
- E.** Update 9-1-1 operator on patient's condition.
- F.** Do not, under any circumstances, medicate, inject, operate, provide oxygen, suture or apply any other medical procedures. This is strict competence of first responders.
- G.** Guarantee accessibility for first responders; clear the way, open gates.
- H.** Gather patient's belongings. Try to identify them.
- I.** Stay with the patient until first responders arrive.
- J.** Collaborate with first responders upon request.
- K.** If the patient does not speak Spanish, he/she must be accompanied by a bilingual person at all times.



Snake Bite Protocol

- A.** Report to nearest OTS staff member. Ask them to call 9-1-1.
- B.** If no OTS staff are available, call 9-1-1, follow instructions and have the following information ready:
 - a. Nature of the emergency (type of injury or illness).
 - b. Exact location of the patient.
 - c. Your name and a call-back number.
- C.** Record the time of the incident.
- D.** Do not move the patient unless their life is at risk or otherwise instructed by 9-1-1 operator.
- E.** Wash the bite with soap and water as soon as possible. You want to remove as much of the snake's spit as you can.
- F.** Keep the bitten area below the heart, to slow the flow of the venom.
- G.** Take off any rings or watches, to avoid cutting off circulation.
- H.** If you cannot reach medical care within 30 minutes, wrap a bandage around the bitten appendage. This is to assist in reducing the flow of venom. Make it tight, but not too tight as to completely cut off the appendage's circulation.
- I.** Do not cut the wound, suck the venom nor apply ice to the wound.
- J.** Keep the patient calm and still. Motion and agitation will circulate the venom throughout the patient's body.
- K.** Update 9-1-1 operator on patient's condition.
- L.** Do not, under any circumstances, medicate, inject, operate, provide oxygen, suture or apply any other medical procedures. This is strict competence of first responders.
- M.** Guarantee accessibility for first responders; clear the way, open gates.

N. Gather patient's belongings. Try to identify them.

O. Stay with the patient until first responders arrive.

Collaborate with first responders upon request.



Emotional / Psychological Distress Protocol

- A.** Report to nearest OTS staff member.
- B.** If possible, move the person to a private and quiet place.
- C.** If a person who has been trained in Psychological First Aid is present, proceed with standard protocol.
- D.** Do not, under any circumstances, medicate or apply any other medical procedures. This is strict competence of first responders.
- E.** If necessary, call 9-1-1, follow instructions and have the following information ready.
 - a. Nature of the emergency (type of situation or illness).
 - b. Exact location of the patient.
 - c. Your name, ID number and a number where you may be called back.
- F.** Guarantee accessibility for first responders; clear the way, open gates.
- G.** Stay with the person until first responders arrive.
- H.** Collaborate with first responders upon request.
- I.** If the person does not speak Spanish, he/she must be accompanied by a bilingual person at all times.
- J.** If necessary, OTS staff will evaluate calling a specialist in mental health.



Africanized Bee Attack Protocol

- A.** Do not scream or swat at bees.
- A.** Leave the area quickly; seek shelter.
- A.** Do not enter a water body, as bees will wait atop.
- A.** Cover your nose, mouth and eyes with your hands or a wet cloth. Do not take your shirt off.
- A.** Once you are sheltered, scrape the stinger off of your skin using a ruler or your fingernails.
- A.** Report to nearest OTS staff member.
- A.** Call 9-1-1, follow instructions and have the following information ready:
 - a.** Nature of the emergency (type of injury or illness).
 - b.** Exact location of the patient.
 - c.** Your name and a call-back number.
- A.** Do not scream or swat at bees.
- A.** Leave the area quickly; seek shelter.
- A.** Do not enter a water body, as bees will wait atop.
- A.** Cover your nose, mouth and eyes with your hands or a wet cloth. Do not take your shirt off.
- A.** Once you are sheltered, scrape the stinger off of your skin using a ruler or your fingernails.
- A.** Wash the area with soap and water as soon as possible.
- A.** Put a cold compress on the stung area to reduce pain and swelling.
- A.** Wait indoors for the Fire Department to arrive and control the situation.
- A.** If you are not the victim, collaborate with first responders upon request.



Earthquake Protocol

- A.** Drop to your hands and knees. Cover your head and neck with your arms. Hold on to any sturdy furniture until the shaking stops. Crawl only if you can reach better cover without going through an area with more debris. Do not get in a doorway.



- B.** If in bed, stay there and cover your head and neck with a pillow.
- C.** If inside, stay there until the shaking stops. Do not run outside.
- D.** Once the shaking stops, check yourself for injury and provide assistance to others if you have training. If someone is injured, follow the Medical Emergency Response Protocol.
- E.** Expect aftershocks to follow the largest shock of an earthquake.
- F.** Head outside to Assembly Point #1. Walk in line and on the right side of the hallway/staircase. Do not push. Do not use the elevator.
- G.** Expect fire alarms to go off.
- H.** If the building is visibly damaged, do not re-enter.
- I.** If in a vehicle, stop in a clear area that is away from buildings, trees, overpasses, underpasses, or utility wires.
- J.** Report to the nearest OTS staff member for a head count.
- K.** If you are trapped, cover your mouth. Send a text, bang on a pipe or wall, or use a whistle instead of shouting so that rescuers can locate you.

- L.** Save phone calls for emergencies.
- M.** Once safe, monitor local news reports via battery operated radio, TV, social media, and cell phone text alerts for emergency information and instructions.
- N.** Use extreme caution during post-disaster clean-up of the building and around debris. Do not attempt to remove heavy debris by yourself. Wear protective clothing, including a long-sleeved shirt, long pants, work gloves, and sturdy, thick-soled shoes during clean-up.



Flood Protocol

- A.** In case of heavy rainfall, stay alert and monitor news sources. Stand by for instructions from OTS staff members.
- B.** Head to higher ground. Go on a roof only if necessary. Once there, signal for help.
- C.** If you are on the road, do not walk, swim or drive through flood waters.
- D.** Stay off bridges over fast-moving water.
- E.** If your vehicle is trapped in rapidly moving water, then stay inside. If water is rising inside the vehicle, seek refuge on the roof.
- F.** If instructed to evacuate, head to Assembly Point #2. Walk in line and on the right side of the hallway. Do not push. Do not use the elevator.
- G.** Report to the nearest OTS staff member for a head count.
- H.** Save phone calls for emergencies.
- I.** Do not drive any vehicles unless it is an emergency.
- J.** Do not touch electrical equipment that is wet or if you are standing in water. If it is safe to do so, turn off the electricity to prevent electric shock.
- K.** Once safe, monitor local news reports via battery operated radio, TV, social media, and cell phone text alerts for emergency information and instructions.
- L.** Wear heavy gloves and boots during clean-up.



Fire Protocol

- A.** Crawl low under any smoke to your exit - heavy smoke and poisonous gases collect first along the ceiling.
- B.** Before opening a door, feel the doorknob and door. If either is hot, or if there is smoke coming around the door, leave the door closed and use your second way out.
- C.** If you open a door, open it slowly. Be ready to shut it quickly if heavy smoke or fire is present.
- D.** If a person who has been trained on the use of portable fire extinguishers is present, proceed according to type of fire.
- E.** If your clothes catch fire, stop, drop, and roll – stop immediately, drop to the ground, and cover your face with your hands. Roll over until the fire is out. If you or someone else cannot stop, drop, and roll, smother the flames with a blanket or towel. Get medical help right away.
- F.** If you are in the laboratory, use the fire suppression blanket, located in the emergency response kit.
- G.** If you cannot get to someone needing assistance, leave the building and immediately report to the nearest OTS staff member. Try to be precise about the location of the person.
- H.** Head to Assembly Point #1. Walk in line and on the right side of the hallway. Do not push. Do not use the elevator. Do not re-enter the building.
- I.** If you cannot get out, close the door and cover



Vehicular Accident Protocol

- A.** Report to your OTS station.
- B.** If someone is injured, follow the Medical Emergency Response Protocol.
- C.** Do not move any of the vehicles involved. If your vehicle is in the middle of the road or in a position prone to being hit by another vehicle, get out and wait in a secure location from where the vehicle is visible.
- D.** Call 9-1-1, follow instructions and have the following information ready:
 - a. Nature of the emergency.
 - b. Exact location.
 - c. Your name, ID number and a call-back number.
- E.** Wait for insurance carrier representative to arrive.
- F.** Move vehicles only once you are authorized by the police.
- G.** Request copies of documents emitted by insurance carrier representative and the police.



Electric Storm Protocol

- A.** Get indoors. A sturdy building is the safest place to be during an electric storm. The larger the building, the better.
- B.** If you happen to be in an open field, do not run away from the storm. Squat with your feet together and your head between your knees. Cover your ears with your hands. Do not put your hands down on the ground.
- C.** Do not take shelter under an isolated tree in a field.
- D.** Avoid hilltops. Seek shelter in low lands, but not near river banks.
- E.** Get out of and away from water bodies.
- F.** If necessary, take shelter in a car with a metal top and sides. Do not touch anything metal.
- G.** If you happen to be inside a motor vehicle, remain there.
- H.** If inside a building, close all windows and shut all doors. Do not walk on wet surfaces or with wet shoes on.
- I.** If you happen to be inside your sleeping quarters, get on top of your bed.
- J.** Avoid running water or using landline phones. Electricity can travel through plumbing and phone lines.
- K.** Do not handle metallic objects during an electric storm. Keep away from metallic gates and bars.
- L.** Put down all electronics, wired and wireless. Only use telephones in case of emergency.
- M.** Unplug appliances and other electric devices.
- N.** Watch for fallen power lines and trees. Report them immediately to 9-1-1.

- O.** Once safe, monitor local news reports via battery operated radio, TV, social media, and cell phone text alerts for emergency information and instructions.
- P.** Report to the nearest OTS staff member for a head count.
- Q.** Save phone calls for emergencies.
- R.** Do not drive any vehicles unless it is an emergency.



Windstorm Protocol

- A.** If told to evacuate, do so immediately. Otherwise remain indoors and prepared.
- B.** Head to shelter-in-place inside the building, or a small, interior, windowless room or hallway on the lowest floor that is not subject to flooding.
- C.** If trapped in a building by flooding, go to the highest level. Do not climb into a closed attic; you may become trapped by rising flood water.
- D.** Stand by for current emergency information and instructions.
- E.** Be careful during clean-up tasks. Wear protective clothing and work with someone else.
- F.** Do not touch electrical equipment if it is wet or if you are standing in water. If it is safe to do so, turn off electricity at the main breaker or fuse box to prevent electric shock.
- G.** Avoid wading in flood water, as it may contain dangerous debris. Underground or downed power lines can also electrically charge the water.
- H.** Save phone calls for emergencies.
- I.** Document with photographs any damaged property.



Volcanic Eruption Protocol

- A.** Head to the shelter-in-place inside the building.
- B.** Follow orders from OTS staff members.
- C.** Avoid areas downwind, and river valleys downstream, of the volcano. Rubble and ash will be carried by wind and gravity.
- D.** Take temporary shelter from volcanic ash where you are if you have enough supplies. Cover ventilation openings and seal doors and windows.
- E.** If outside, protect yourself from falling ash that can irritate skin and injure breathing passages, eyes, and open wounds. Use a well-fitting, certified facemask such as an N95.
- F.** Avoid driving in heavy ash fall, unless it is an emergency.
- G.** Report to the nearest OTS staff member for a head count.
- H.** Save phone calls for emergencies.
- I.** If you have any breathing problems, avoid contact with ash. Stay indoors until OTS staff members say it is safe to go outside.
- J.** Do not get on the roof to remove ash unless you have guidance or training. If you have to remove ash, then be very careful as ash makes surfaces slippery. Be careful not to contribute additional weight to an overloaded roof.



Tsunami Protocol

- A.** Protect yourself from an Earthquake. Follow Earthquake Response Protocol.
- B.** When the shaking stops, if there are natural signs or official warnings of a tsunami, then move immediately to a safe place as high and as far inland as possible. Listen to the authorities, but do not wait for tsunami warnings and evacuation orders.
- C.** If you are a visitor in a coastal town, ask about community plans.
- D.** If you are outside of the tsunami hazard zone and receive a warning, then stay where you are unless officials indicate otherwise.
- E.** Leave immediately if you are told to do so. Evacuation routes are often marked by a wave with an arrow in the direction of higher ground.
- F.** If you are in the water, then grab onto something that floats, such as a raft, tree trunk, or door.
- G.** If you are in a boat, then face the direction of the waves and head out to sea. If you are in a harbor, then go inland.
- H.** Listen to local alerts and authorities for information on areas to avoid and shelter locations.
- I.** Avoid wading in floodwater, which can contain dangerous debris. Water may be deeper than it appears.
- J.** Be aware of the risk of electrocution. Underground or downed power lines can electrically charge water. Do not touch electrical equipment if it is wet or if you are standing in water.
- K.** Stay away from damaged buildings, roads, and bridges.

- L. Save phone calls for emergencies. Phone systems are often down or busy after a disaster. Use text messages or social media to communicate with family and friends.



Armed Robbery Protocol

- A.** Remain calm and avoid any action that might incite the robber to act violently.
- B.** Obey the robber's instructions, even if it appears that no one could be harmed.
- C.** Immediately after the robbery, make sure everyone is unharmed. If someone is injured, follow the Medical Emergency Response Protocol.
- D.** Call 9-1-1, follow instructions and have the following information ready:
 - a. Nature of the emergency.
 - b. Exact location.
 - c. Your name and a call-back number.
- E.** Close and secure the premises until the police arrive. Preserve the scene of the crime for fingerprints and other physical evidence.
- F.** Each person involved in the incident should write down their own description of the robber and events. Do not confer with other witnesses or compare notes.

