



Save the Children

**FEEL SAFE**



**A QUICK  
EMERGENCY GUIDE:**

tips,

facts & quizzes

to test your

preparedness!



When we think about emergencies — like earthquakes, floods, or fires — we often imagine them as sudden events beyond our control.

And that's partly true.

However, understanding how risk arises helps us make safer and more informed choices at home, at school and in everyday life.

During an emergency, what changes is not just what's happening around us, but also what's happening inside us. **Fear, confusion or restlessness can emerge:** this is natural, because our body and mind activate to protect us.

Recognizing these emotions allows us to stay clear-headed, take care of ourselves and focus on simple actions — asking for help when needed.

This pamphlet clearly explains the key concepts of emergency preparedness — hazard, exposure, vulnerability and risk — along with essential behaviours to increase our safety and the safety of others.

That's because, even if we can't prevent an earthquake or a storm, we can prepare to reduce their impact, both outside and within ourselves.



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## The Risk Equation

$$R = H \times V \times E$$



**How does risk arise?** ▶ When we talk about **risk**, we are not just talking about a dangerous event — we are talking about the **combination of multiple factors**. Think of it as an equation with three main elements: **Hazard, Vulnerability and Exposure**.

**H = Hazard** ▶ A hazard indicates the possibility that a natural or human-made event — like an earthquake, flood, or fire — might occur in a certain place and at a certain intensity. Basically, it tells us how likely it is to happen and how strong it could be.

**V = Vulnerability** ▶ Vulnerability measures how much people, buildings and services could be harmed if the event occurs. An unsafe house or a person unfamiliar with emergency rules is more vulnerable. Reducing vulnerability means strengthening buildings and knowing the correct behaviours to adopt in an emergency.



**E = Exposure** ▶ Exposure concerns who and what is in a risk zone: people, schools, homes, roads, hospitals. The more people and assets there are, the higher the exposure.

## Quiz time

**MATCH EACH SCENARIO (A–D) WITH THE CORRECT DEFINITION (1–4)**

**Scenario A** Every year, this region experiences earthquakes of varying intensity, even though some are too mild to feel.

- ▶ 1. Risk
- ▶ 2. Exposure
- ▶ 3. Hazard
- ▶ 4. Vulnerability

**Scenario B** Mawi's house, near the river, has no reinforcements or evacuation plans: if the water rises too much, it could suffer serious damage.

- ▶ 1. Risk
- ▶ 2. Exposure
- ▶ 3. Hazard
- ▶ 4. Vulnerability

**Scenario C** In a valley, there are houses, roads, and schools, and whenever it rains heavily, some areas can flood.

- ▶ 1. Risk
- ▶ 2. Exposure
- ▶ 3. Hazard
- ▶ 4. Vulnerability

**Scenario D** In a city where earthquakes can happen, many people live in weak buildings and don't know the safety rules. During a strong earthquake, people can get hurt and buildings can be damaged.

- ▶ 1. Risk
- ▶ 2. Exposure
- ▶ 3. Hazard
- ▶ 4. Vulnerability

# 112 European Emergency Number



## WHY CALL 112?

**112 is the European Single Emergency Number, used to request immediate help in any dangerous situation.**

When you call, you can request assistance from police, fire services, coast guard or healthcare services.

You don't have to decide who to call – the 112 operator collects the essential information and forwards the call to the appropriate service.

It's always free and can be dialed from landlines or mobile phones, even without a SIM card, with a locked phone or without credit.

That's why it's the number to remember in every emergency, across Italy and Europe.



### GOLDEN RULE:

Speak clearly and calmly, follow the operator's instructions and don't hang up until told to do so.



### DID YOU KNOW...?

The first emergency number in the world was introduced in London on June 30, 1937: **999**, after a major fire highlighted the need for quick contact with help.

The most famous number, **911**, was introduced in the US (Alabama) on February 16<sup>th</sup> 1968 and became the national standard.



In Europe, 112 was adopted in 1991 to simplify travel safety across countries.

In Italy, 112 gradually became fully operational from 2010, allowing contact with police, carabinieri, fire services and medical assistance with a single number.

## WHAT THE 112 OPERATOR WILL ASK:

**When you call, the operator must quickly understand what help is needed.**

**Typical questions include:**

- ✓ **WHERE ARE YOU?** Provide a precise address or nearby landmarks.
- ✓ **WHAT HAPPENED?** A short description of the emergency (accident, fire, illness, etc.).

**They may also ask:**

- ✓ **HOW MANY PEOPLE ARE INVOLVED?** This helps understand the severity and how many responders are needed.
- ✓ **ARE THERE ACTIVE HAZARDS AROUND YOU?** Such as traffic, smoke, collapses, or other risks to rescuers.

## Safety Glasses



### THE INVISIBLE SUPERPOWER THAT CAN SAVE YOUR LIFE!

When we are relaxed, happy or focused on having fun, our brain lowers its attention – this is normal and happens to everyone.

**We might feel everything is under control and think “Nothing will happen.”**

Risk, however, does not depend on how we feel but on the actual conditions around us.

Training your observation skills, even for a few seconds, can make a big difference.



#### PREPARE BEFORE IT MATTERS:

- ✓ Observe where emergency exits are
- ✓ Remember the address of the place
- ✓ Note the assembly point  
Whether it's a cinema, club, or stadium, knowing the address reduces rescue time in case of emergency.



#### ENTERING A CROWDED PLACE?

Instead of looking first at the stage, bar, or your friends, try this: pause, look around, and ask.

- ✓ Where are the emergency exits?
- ✓ Is there a clear path to reach them?

### SAFETY GLASSES ARE IMAGINARY, BUT THEY REALLY WORK

#### They help you see:

- ✓ Where you can exit quickly
- ✓ Potential hazards
- ✓ How to protect yourself if needed

### AND IF AN EMERGENCY OCCURS, HOW DO YOU RAISE THE ALARM?

#### You can do it in different ways:

- ✓ Verbally
- ✓ Using emergency buttons
- ✓ Calling 112

## Safety Glasses



### BEING RESPONSIBLE IS AN ACT OF COURAGE

**If something feels wrong, trust that feeling.**

Leave immediately, and bring your friends if possible. This is responsible, not overreacting. Only help others if it's safe for you – check for extinguishers, **AEDs (Automated External Defibrillators)**, and secondary hazards like crowds or collapses.

Remember: only **help with what you truly know how to do**, and always without exposing yourself to new dangers.



#### GOLDEN RULE:

Once you're out,  
stay out.  
Never go back  
inside.



#### HOW CROWDED IS IT REALLY?

Crowding isn't measured "by feeling," but in people per square meter. When density becomes too high, it's hard to move: you can no longer see the floor, the walls blur together, and even raising your arms may cause you to bump into someone. In these conditions, even a small unexpected event can turn into a serious danger.

### Quiz time

#### DO YOU WEAR SAFETY GLASSES TOO?

##### 1. First thing to do entering a crowded place?

- ▶ a) Find your friends
- ▶ b) Check emergency exits
- ▶ c) Take a photo for social media

##### 2. How can you tell it's getting too crowded?

- ▶ a) The music is loud
- ▶ b) It feels very hot
- ▶ c) You can't move or raise arms without bumping into someone

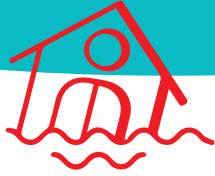
##### 3. If you feel unsafe, what is the safest choice?

- ▶ a) Step outside for a while, then go back in
- ▶ b) Step outside and stay out
- ▶ c) Wait for someone else

##### 4. In case of emergency, which is the correct way to call for help?

- ▶ a) Post on social media
- ▶ b) Call 112 or use alarm buttons
- ▶ c) Wait for the emergency to end

## Flood risk



### WHAT IS A FLOOD?

A flood happens when **water falls faster than the ground or rivers can absorb** or carry away. It can be caused by heavy, prolonged rain, rapid snowmelt, or overflowing rivers.

Cities are especially vulnerable: paved streets and impermeable surfaces prevent water from soaking into the soil, causing rapid accumulation.

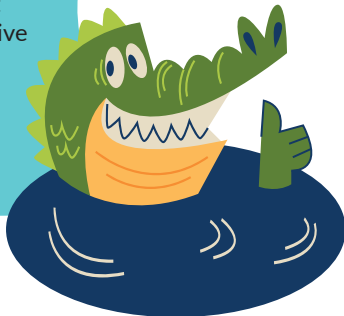
Understanding flood risk means **knowing if the area you live in or are visiting is exposed**, paying attention to weather alerts, and adopting the right behaviors.

**Being informed in advance reduces risk and helps you make safer decisions when water rises.**



#### DID YOU KNOW?

Many floods are not sudden — they often give **early warning signs**, like rising rivers or persistent rain for hours or days.



### RIGHT AND WRONG BEHAVIOURS



- Move to **higher floors**, avoid basements and ground floors
- Always follow **authorities' instructions**
- Keep your **phone charged** and with you
- Seek a safe, **elevated place** if outdoors
- **Stay calm** and move carefully



- Go to **basements or garages** to retrieve objects
- Ignore **weather alerts** and official warnings
- Approach **levees, bridges, or rivers** in flood
- Walk or drive through **flooded streets**

## Case study: Valencia flood (Spain 2024)



### ▶ WHAT HAPPENED?

At the end of October 2024, the city of Valencia and surrounding areas were hit by one of the most severe floods in recent decades.

A severe meteorological phenomenon called DANA brought exceptional rainfall, with over 300 liters per square meter in a few hours (equivalent to the annual average rainfall of the area), concentrating a year's worth of rain in one day.

### ▶ DAMAGE AND HUMAN IMPACT:

Streets, neighborhoods, and farmlands turned into sudden waterways.

Water and mud invaded homes, vehicles, and infrastructure, making rescue efforts difficult.

Approximately 230 people died, thousands were displaced, and there was major damage to houses, schools, roads, and essential services such as electricity, drinking water, and transport.

### ▶ WHY IT'S IMPORTANT:

This event shows that floods can affect densely populated cities and develop rapidly, often with little warning. Moving water is dangerous, even in urban areas where it may not be immediately perceived as a threat.

### ▶ KEY LESSONS:

Emergencies cannot be predicted with precision, and their effects become more severe when factors such as heavy rainfall, urbanization, and low risk awareness combine.

It's not about judging what happened, but about learning from it.

These are the most important things to keep in mind:

- ✓ Never underestimate moving water. Even a few centimeters can be dangerous.
- ✓ Avoid flooded streets, underpasses, and areas, whether on foot or in a vehicle.
- ✓ Stay informed and always follow the instructions of the authorities.

## Fire risk



### A FIRE IS NOT JUST VISIBLE FLAMES

**In most cases, victims and major damage are caused by smoke.**

Fires can grow in minutes, change direction with the wind, and become dangerous faster than you might think. They often start from small mistakes: a distraction, an object too close to heat, or a rule ignored.

Fires can occur at home, school, crowded places, or in nature. **Fire risk increases when you're not attentive**, when it's very hot, or when flammable materials are present.

**Knowing how to prevent fires and act correctly can make the difference between a controlled situation and a real emergency.**

Prevention is about attention **before it happens**.



#### DID YOU KNOW?

Most home fires don't start from big accidents, but from small everyday mistakes, like overloaded electrical outlets or leaving flammable objects near heat sources.



**Many fires can be prevented with simple but conscious behaviours.**

At home, at school, or outdoors, some rules always apply: fire should never be underestimated, and distractions can be costly.

### RIGHT AND WRONG BEHAVIOURS



- Use **electrical outlets and extension cords** carefully
- Keep **flames and heat** away from flammable objects
- Respect **fire bans**, especially outdoors
- Report **smoke or burning odors** immediately



- Play with **lighters or matches**
- Ignore **alarms and warnings**
- Go back to retrieve **personal items**
- Use **elevators** to escape

## Case study: Crans-Montana fire (Switzerland 2026)



### ▶ WHAT HAPPENED?

During New Year's celebrations in Crans-Montana, a fire broke out in the club *Le Constellation*.

The flames spread suddenly while people were dancing and celebrating. Authorities reported that **sparkling candles** on champagne bottles reached the **flammable ceiling**, igniting the fire in seconds.

### ▶ DAMAGE AND HUMAN IMPACT:

The venue became a **smoke and flame trap** within minutes.

**Over 40 people died, and more than 100 were injured, many with severe burns and respiratory damage.**

### ▶ WHY IT'S IMPORTANT:

This event shows how **quickly fire can start and spread**, especially indoors in crowded places.

Smoke often poses the greatest danger: it **reduces visibility, makes breathing difficult**, and can have severe consequences before flames spread.

### ▶ IMPORTANT LESSONS TO REMEMBER

An emergency cannot be predicted and often results from a combination of factors: crowding, flammable materials, distraction, and lack of time to react.

**There is no need to judge what happened, but to learn from these events.**

**These are the most important things to always keep in mind:**

- ✓ As soon as you enter a crowded indoor place, take a few seconds to identify the emergency exits.
- ✓ At the first signs of danger, move away immediately without waiting or wasting time.
- ✓ Once outside, never re-enter the building.

## Earthquake risk



### EARTHQUAKES STRIKE SUDDENLY, WITHOUT WARNING

They often last only seconds, but can cause enormous damage.

Technically, an earthquake is a sudden movement of the Earth's crust caused by the release of accumulated underground energy. This energy spreads as seismic waves, shaking the ground, buildings, and everything on it.

We cannot stop earthquakes, but we can reduce damage and protect ourselves if we know how to act before, during, and after a quake.



#### DID YOU KNOW?

- ✓ Most earthquakes last less than a minute.
- ✓ It's not the earthquake itself that's most dangerous. It's falling objects and collapsing structures.
- ✓ Italy is among the European countries with the highest seismic activity, especially along the Apennines.



### WHAT TO DO DURING AN EARTHQUAKE



#### INDOORS:

- Take cover under a sturdy table or near a load-bearing wall
- Stay away from windows, mirrors, chandeliers
- Move calmly to the stairs only after the shaking stops

#### OUTDOORS:

- Stay away from buildings, trees, poles and power lines
- Find an open space and remain there until the shaking ends

#### IN A CROWD:

- Stay calm and follow emergency instructions
- Avoid pushing or sudden movements



- Don't run or push; move calmly to a safe place
- Never use elevators
- Use phones only for real emergencies
- Don't go back into buildings right away; wait for instructions from authorities

## Case study: Tōhoku Earthquake (Japan 2011)



### DID YOU KNOW?

The earthquake was felt as far as Alaska and California, thousands of kilometers away.

### ▶ WHAT HAPPENED?

On March 11, 2011, at 14:46 local time, a magnitude 9.0 earthquake struck the Tohoku region on Japan's east coast.

It triggered a massive tsunami, with waves up to 40 meters high, flooding cities, ports and coastal villages within minutes.

### ▶ DAMAGE AND HUMAN IMPACT:

Thousands were killed or injured, and many were left homeless.

Essential services like electricity, water and transportation were disrupted, complicating daily life and rescue efforts.

### ▶ WHY IT'S IMPORTANT:

This event shows that earthquakes aren't just quakes: they can trigger secondary hazards such as tsunamis, landslides, or industrial accidents, often more dangerous than the quake itself.

Even in highly prepared Japan, quick reactions and adherence to warnings saved many lives.

### ▶ IMPORTANT LESSONS TO REMEMBER

Emergencies cannot be stopped, but their impact also depends on how prepared people are and how they respond.

#### These are the key lessons to always keep in mind:

- ✓ Preparing in advance is essential: knowing escape routes and safe areas saves valuable time.
- ✓ Alarms must be heeded immediately: sirens and alert notifications should never be ignored.
- ✓ Dangers do not end with the shaking: tsunamis, landslides, and accidents may follow.
- ✓ Staying calm and acting with clarity increases the chances of getting to safety and helping others without putting your own life at risk.

## Quiz time

### HOW MUCH DO YOU KNOW?

#### 1. Why should you never cross flooded streets?

- ▶ a) Because the water smells
- ▶ b) Even a few centimeters of moving water can sweep away a person or car
- ▶ c) Because it's cold

#### 2. During an earthquake, what's the safest choice if you're inside a building?

- ▶ a) Run outside immediately
- ▶ b) Take cover under a table or near a wall
- ▶ c) Use the elevator

#### 3. What situation increases fire risk the most?

- ▶ a) A well-ventilated room
- ▶ b) An overloaded electrical outlet
- ▶ c) LED lights on

#### 4. What to do during a home flood?

- ▶ a) Stay near windows to watch the water
- ▶ b) Move to higher floors or the roof if necessary
- ▶ c) Go outside immediately

#### 5. Is it safe to re-enter home immediately after a quake?

- ▶ a) Yes, if it seems fine
- ▶ b) Only if it's raining
- ▶ c) No, you always have to wait for official instructions

#### 6. How should you help others during a fire?

- ▶ a) Help others, but only if it's safe for you
- ▶ b) Push people to get out faster
- ▶ c) Focus only on helping and ignore secondary dangers like collapses or traffic

#### 7. How long does an earthquake typically last?

- ▶ a) Several minutes
- ▶ b) Hours
- ▶ c) A few seconds or less than a minute

#### 8. What is the most dangerous thing during an earthquake?

- ▶ a) The noise
- ▶ b) The shaking
- ▶ c) Falling objects and collapsing buildings

#### 9. What should you do if you're outside during an earthquake?

- ▶ a) Run close to buildings
- ▶ b) Move away from buildings, trees, and power lines
- ▶ c) Climb onto a car

#### 10. Why "wear safety glasses" in a crowded place?

- ▶ a) To see the stage better
- ▶ b) To locate escape routes and hazards
- ▶ c) To watch friends from afar

#### 11. What shows that a crowded area is at high risk?

- ▶ a) You can't see the floor and it's hard to move
- ▶ b) There are too many lights on
- ▶ c) The music is too loud

#### 12. What is the most important rule in any emergency?

- ▶ a) Ignore alarms and keep going with your life
- ▶ b) Run without thinking
- ▶ c) Stay calm, assess the situation, and find the safest way out

## Common household risks



### FALLS:

They are among the most common accidents.

**Stairs, slippery rugs, wet floors or chairs used as “makeshift ladders” may seem like normal things,** but it only takes a moment to **lose your balance** and get hurt.

### FIRES:

The kitchen is the **riskiest spot**.

**Unattended stoves, cloths, overloaded outlets, candles or faulty chargers** can start fires quickly, often while you are distracted.

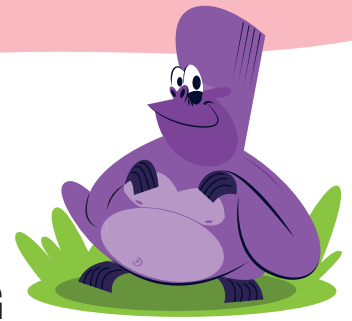
### ELECTRICAL HAZARDS:

Electricity is **invisible but dangerous**.

**Damaged cables, misused plugs, or wet hands touching outlets** can cause **shocks, short circuits, and fires**.

### HAZARDOUS SUBSTANCES:

**Cleaning products, medicines, alcohol, and sprays** may seem ordinary but can be toxic. Improper use or play can cause **poisoning, burns, or serious reactions**.



## RIGHT AND WRONG BEHAVIOURS



- Always turn off **stoves and electrical devices**
- Use **quality outlets** and extension cords
- Dry **wet floors** immediately
- Keep **chemicals and medicines** out of reach
- Inform an **adult** if something seems wrong



- Climb **unstable furniture**
- Use the **phone** while cooking
- Touch outlets or wires with **wet hands**
- Play with fire, **sprays, or lighters**
- Ignore **strange smells** or sparks
- Leave **flammable fabrics** near hot stoves



**Spot the hazards!**

**CIRCLE THE 5 DANGERS  
IN THE ROOM**



Spot the hazards!



# Family Emergency Plan



## WHAT IT IS AND WHY IT'S IMPORTANT:

A family emergency plan is a simple, shared agreement among household members.

It helps know in advance what to do, where to go, and who to contact during events like earthquakes, fires, floods, or blackouts.

It should align with the Municipal Emergency Plan:

you should know the local risks, whether your home is in a danger zone and where your municipality's assembly points are, so you can make safe, quick and organized decisions.



### DID YOU KNOW?

Many household members get lost during emergencies because they haven't chosen a meeting point in advance.

Deciding on a meeting spot beforehand can save precious minutes in situations like fires, earthquakes, or floods!



## WHAT CAN WE INCLUDE IN OUR EMERGENCY KIT?



### EMERGENCY KIT ESSENTIALS:

- ✓ Food and water for at least 72 hours
- ✓ AM/FM radio with spare batteries
- ✓ Flashlight with spare batteries
- ✓ First aid kit
- ✓ Required medications (check expiration)
- ✓ Multi-purpose knife
- ✓ Matches or lighter
- ✓ Season-appropriate spare clothing and rain gear

### OPTIONAL ITEMS:

- ✓ Sleeping bags or blankets
- ✓ Money
- ✓ Baby diapers and hygiene items
- ✓ Essential medical devices (glasses, hearing aids, etc.)
- ✓ Copies of family IDs
- ✓ Spare keys
- ✓ Power bank
- ✓ Sanitary pads
- ✓ Toothpaste and toothbrush

# Family Emergency Plan form



## FILL IT OUT WITH YOUR FAMILY!

### ▶ MY CONTACTS ◀

✓ NAME:

✓ SURNAME:

✓ PHONE:

✓ ADDRESS:

### ▶ EMERGENCY NUMBERS ◀

✓ European Emergency Number:

✓ Municipal Operations Center:

✓ Family Doctor:

✓ Medical Guard:

### 1 FAMILY MEMBERS CONTACTS

▶ Name:

▶ Personal Tel:

▶ Work/School Tel

▶ Name:

▶ Personal Tel:

▶ Work/School Tel

▶ Name:

▶ Personal Tel:

▶ Work/School Tel

▶ Name:

▶ Personal Tel:

▶ Work/School Tel

### 2 CONTACT ABROAD (family member, friend..)

▶ Name:

▶ Phone:

▶ Address:

### 3 SAFE MEETING POINT FOR EVACUATION

This can be a designated assembly area from the Municipal Civil Protection Plan

▶ Street/square no.

### 4 IN CASE OF:

### WE ARE SAFE

A) Earthquake

B) Fire

C) Flood

D) Landslide

### CHOOSE THE CORRECT ACTION:

1) Moving away from slope

2) Going to higher floors

3) Evacuating in order without elevator

4) Taking cover under table/wall



## Conclusion



### DURING AND AFTER AN EMERGENCY, IT'S NORMAL...

**During and after an emergency, it's normal to feel scared: fear is an emotion that warns us that something is putting us in danger.**

We may notice a racing heartbeat, shortness of breath, increased sweating, a tight feeling in the stomach, as well as emotions like sadness, irritability, or confusion: these are all part of our body's responses when it senses risk.

Listening to what we feel is the first step in taking care of ourselves.

#### **Helpful strategies:**

- ✓ **RECOGNIZE** what you feel without judgment
- ✓ **LOOK AROUND** and find a trusted adult
- ✓ **RESPECT** your own pace; everyone reacts differently
- ✓ **FOCUS** on small, simple actions, one at a time
- ✓ **ASK FOR HELP** when needed
- ✓ **MAINTAIN** routines that help you feel good

Preparedness also means **knowing yourself: understanding reactions** and making informed choices can make a difference for yourself and others.

### SAFETY IS A DAILY CHOICE

**Knowing risks is not to scare, but to understand your environment.**

Emergencies can happen anywhere: school, home, streets, parties or travel.

**Attention and choices make the difference.**

Key takeaways:

- ✓ **Spotting dangers early helps avoid them**
- ✓ **Staying calm is crucial**
- ✓ **Knowing what to do (and not do) protects yourself and others**
- ✓ **Asking for help at the right time via 112 can save lives**

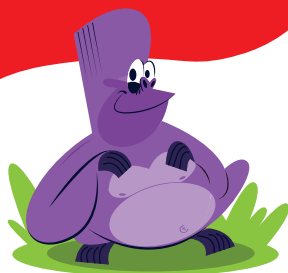
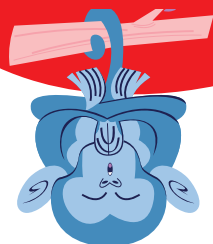
Every emergency is different but one rule always applies: **pause, look around and decide with clarity.**

This practice is what truly makes the difference and allows you to feel safe.



Save the Children

FEEL SAFE



CONGRATULATIONS!

You are officially a  
FEEL SAFE  
AMBASSADOR



# RISK RUNNER



We launched a super fun and adrenaline-pumping mobile and PC game!



TRY IT  
by scanning  
the QR code!

## READY TO TAKE THE RISK?



## CHOOSE THE RISK TO PLAY



## COMPLETE CHALLENGES





At Save the Children, we want every girl and boy to have a future.

Every day, we work with passion, determination, and professionalism in Italy and around the world to give children the opportunity to be born and grow up healthy, receive an education, and be protected.

When an emergency strikes, we are among the first to arrive and the last to leave.

We collaborate with local organizations and partners to build a network that helps us meet the needs of children, ensure their rights, and listen to their voices.

We make a tangible difference in the lives of millions of girls and boys, including those who are hardest to reach.

**For over 100 years, Save the Children has been the leading independent international organization fighting to save children at risk and secure their future.**



**Save the Children**

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