

*Fighting Fires, Saving Lives and Promoting Safety.*

**Phillip A. J. Charron**  
*Fire Chief*

## MEMORANDUM

**TO:** Thomas A. Golden Jr., City Manager 

**FROM:** Phillip A. J. Charron, Chief of the Fire Department

**DATE:** July 15, 2024

**SUBJECT:** **Motion Response: 2/20/24 – C. Nuon / C. Jenness** – Req. City Mgr. Work With LFD And Local Non-Profits To Produce A 5-Point Fire Safety Protocol Translated And Printed In Multiple Languages And Available To Residents; Should Be Required In All Rental Properties.

The Lowell Fire Department Community Education Program has been providing comprehensive and quality fire safety and education training for citizens since its establishment in the 1990s. The program has expanded significantly over the past several decades from just training school age children in fire safety-related scenarios to extensive outreach among various community groups on a multitude of safety education topics. In its current version, it addresses safety education in the following areas:

1. Fire Safety for Students
2. Fire Safety for Seniors
3. Workplace Safety
4. Community Opioid Prevention/Education
5. Teen Driver Safety and Education
6. Fire Safety House Training (Trailer), Topics include:
  - a. Kitchen/Appliance Safety.
  - b. CO Detectors.
  - c. Electricity Safety.
  - d. Fire Evacuation Plans.
  - e. “Stay Low and Go” Training.
  - f. “Stop, Drop and Roll” Training.
7. Fire Safety for Newcomers.

This program is overseen by a Community Education Officer located at the Lowell Fire Department Training Center. This full-time day staff member coordinates the fire department public fire safety training curriculum, all safety awareness programs, the scheduling of fire safety events, and conducts training across a broad spectrum of subjects as related to overall safety for the citizenry. This full-time position is supported at fire safety-related events by fire suppression personnel who assist in facilitating the training. The Lowell Fire Department Community Education plan is carefully coordinated with the Department of Fire Services (DFS) Safety Education program and utilizes its materials for educational purposes. DFS, which is a division under the Massachusetts State Fire Marshal's Office, is the source for fire safety materials that the Lowell program disseminates. This source provides fire safety protocols in numerous languages including but not limited to: English, Spanish, Haitian (Creole), Vietnamese, Portuguese, and Khmer. Citizens can utilize the following website for informational flyers:

<https://www.mass.gov/info-details/dfs-fire-safety-education-flyers>

A copy of the Fire Safety flyer in English and Khmer have been provided with the motion response for review.

While the total numbers of individuals reached by the program for FY24 are still being calculated, in FY23, the Lowell Fire Department Community Education program conducted safety-related training with over 32,000 citizens.

Currently, the Community Education Office is heavily involved in fire safety and evacuation training for the I.C.C. and its diverse population. This training involves a classroom presentation on basic fire safety-related topics with the presence of group specific interpreters, and the use of the SAFE Trailer to promote fire safety and evacuation concerns. It also includes coordination with the Lowell Fire Department Fire Prevention Bureau and the Massachusetts State Building Inspectors Office on issues related to building evacuation and safety for the I.C.C. This program is ongoing.

# Fire Safety for Newcomers

1. Learn to telephone for help.  
For any emergency, dial 911 and give your name and location of your emergency.



2. The fire department responds to all emergencies and are here to help.

3. If there is a fire in your home, the fire department may need your information about how the fire started to prevent others from happening elsewhere.

4. Smoke and carbon monoxide alarms alert you to danger.  
Make sure you have smoke and carbon monoxide alarms in your home to protect your family. Test them monthly and if they are battery operated change the batteries twice a year.



5. If an alarm sounds leave the building immediately.

6. Have an EXIT plan for your home and know where to meet your family outside if there is a fire. Practice 2 ways of getting out. In case of a fire you may only have 2 minutes to get out of your home.



7. If there is smoke or fire, get low to the floor and go, don't walk out of a burning building. The good air and visibility is close to the ground.



8. GET OUT AND STAY OUT.  
Never reenter a burning building to look for people, pets or possessions. Let the firefighters know if someone is still inside the building.



9. Have 2 ways out of your home. Do not nail doors and windows shut. They could be your emergency exits.

10. Put a lid on cooking fires, then turn off the heat. Never put water on a grease fire nor move it from the stove.



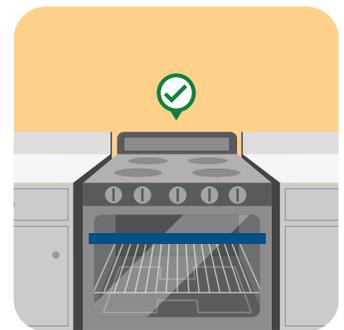
11. Always stay in the kitchen when cooking. Never leave cooking unattended.



12. Be careful what you wear when cooking. Wear tight fitting clothing when cooking. Loose clothing easily catches fire.

13. Turn pot handles inward; don't let them hang over the edge of the cook top.

14. Keep stove clear of clutter, paper, towels and grease.



# Fire Safety for Newcomers



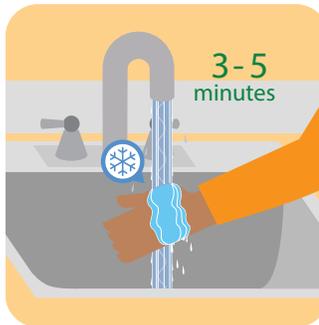
15. Use large ashtrays for cigarettes. Put out cigarettes all the way.

16. Never smoke in bed. It's safer to smoke outside.



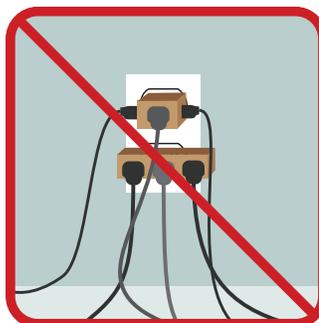
17. Keep hot liquids away from children's reach.

18. Hot water can burn like fire. Always test the water before bathing anyone.



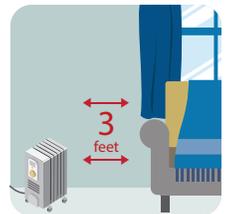
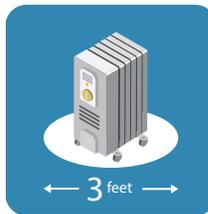
19. For minor burns, immediately run cool water on them for at least 10 minutes then call 911.

20. Never overload plugs or power strips. Never plug more than two cords into an electrical outlet.



21. Never place electrical cords in a doorway or under carpets.

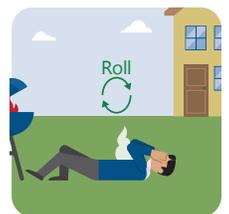
22. Do not use electrical items in or around water or bathtub.



23. Space heaters need space. Keep things that can burn, including children and pets, at least 1 meter (3-feet) away.

24. Never use gasoline indoors or for cooking. Gasoline vapors are extremely flammable and should be stored outdoors.

25. If fire gets on your clothes, STOP, DROP, COVER and ROLL.



26. Keep matches and lighters away from children. Teach children to tell an adult when they find matches or lighters.



Department of Fire Services  
www.mass.gov/dfs • (978) 567-3100

Images: U.S. Fire Administration 11/20



# សុវត្ថិភាពអគ្គិភ័យសម្រាប់អ្នកចំណូលថ្មី

## Fire Safety for Newcomers in Khmer

1. រៀនហៅទូរស័ព្ទសុំជំនួយសម្រាប់ករណីអាសន្នសូមទូរស័ព្ទទៅលេខ១១១និងប្រាប់ឈ្មោះរបស់អ្នកនិងទីតាំងសម្រាប់សង្កេតឃើញអ្នកជាបន្ទាន់។



2. នាយកដ្ឋានពន្ធលត់អគ្គិភ័យនូវការប្រើប្រាស់និងករណីអាសន្នទាំងអស់ហើយមកជួយ។

3. ប្រសិនបើមានអគ្គិភ័យនៅក្នុងផ្ទះរបស់អ្នកនាយកដ្ឋានពន្ធលត់អគ្គិភ័យអាចត្រូវបានដាក់អ្នកចាត់វិធានការណ៍សុវត្ថិភាពដើម្បីការពារប្រយោជន៍របស់អ្នកដើម្បីបង្កការកុំឱ្យកើតមានអគ្គិភ័យស្រដៀងគ្នាទៀតទៀតទៀត។

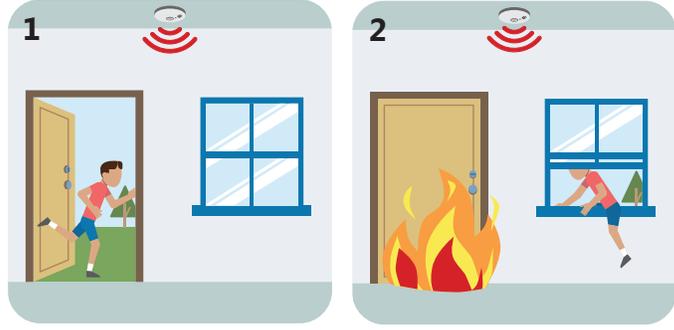
4. សំឡេងហៅទូរស័ព្ទអាសន្នសម្រាប់អ្នកអំពីគ្រោះថ្នាក់ក្នុងប្រាកដថាអ្នកមានបំពាក់ប្រព័ន្ធសំឡេងហៅទូរស័ព្ទអាសន្ននៅក្នុងផ្ទះរបស់អ្នកដើម្បីការពារគ្រួសាររបស់អ្នកឱ្យបានសុវត្ថិភាពទាំងអស់ខ្លួនហើយប្រសិនបើប្រព័ន្ធទាំងនេះដំណើរការ ហើយប្រសិនបើប្រព័ន្ធនេះមួយមួយក្នុងផ្ទះរបស់អ្នក។



5. បើមានសំឡេងហៅទូរស័ព្ទ ត្រូវចេញពីអគារភ្លាមៗ។  
6. មានបុរេដំបូងក្នុងផ្ទះរបស់អ្នកនិងដឹងថាការដំណើរការក្នុងផ្ទះរបស់អ្នកនោះខាងក្រៅប្រសិនបើមានអគ្គិភ័យអន្តរក្រុងធ្វើយ៉ាងដើម្បីចេញពីផ្ទះនៅក្នុងករណីមានអគ្គិភ័យអន្តរក្រុងមានពេលនាទីប៉ុណ្ណោះ ដើម្បីចេញពីផ្ទះរបស់អ្នក។



7. បើមានជួសជុលប្រកួលរឹងក្នុងផ្ទះទៅជាងគ្រោះថ្នាក់ហើយចេញមិនគួរដើរចេញពីអគារដល់កំពុងនេះទេឱ្យយល់អាកាសលុអគ្គិភ័យទៅដឹកដី។  
8. ចេញពីផ្ទះនិងទៅក្រៅមិនគួរចូលទៅក្នុងអគារដល់កំពុងនេះដើម្បីស្វែងរកមនុស្សសត្វចិញ្ចឹមឱ្យបានសុវត្ថិភាពហើយអ្នកពន្ធលត់អគ្គិភ័យឱ្យដឹងប្រសិនបើមាននរណាម្នាក់នៅខាងក្នុងអគារ។



9. មានវិធីយ៉ាងដើម្បីចេញពីផ្ទះរបស់អ្នកមិនគួរដើរត្រឡប់ទៅលើបិទទ្វារនិងបង្អួចឡើយអាចជាច្បាប់ចម្លងរបស់អ្នកក្នុងផ្ទះអាសន្ន។

10. ដាក់គ្រឿងបរិក្ខារក្នុងផ្ទះដើម្បីអនិច្ចអាហារបន្ទាប់មកបិទភ្លើងដើម្បីចង្អុលក្នុងមិនគួរហៅទូរស័ព្ទភ្លើងមានខ្យល់ហើយមិនគួរយកខ្លួនចេញពីផ្ទះក្នុងនោះ។



11. ត្រូវបិទភ្លើងនៅក្នុងផ្ទះរបស់អ្នកបិទភ្លើងនៅពេលកំពុងចម្អិនអាហារមិនគួរទុកភ្លើងចម្អិនអាហារចោលឡើយ។



12. ប្រុងប្រយ័ត្ននូវអ្វីដែលអ្នកពាក់នៅពេលកំពុងចម្អិនអាហារក្នុងផ្ទះសម្រាប់កំពុងនេះទៅពេលកំពុងចម្អិនអាហារក្នុងផ្ទះសម្រាប់កំពុងនេះ។

13. បត់បែនទាំងក្នុងផ្ទះមិនគួរក្នុងផ្ទះទាំងឡាយលើគំរោងលើនៃផ្ទះនោះឡើយ។

14. រក្សាចង្អុលឱ្យស្រស់អាចមិនមានសំណាមួយហើយក្នុងផ្ទះនិងខ្យល់។

# សុវត្ថិភាពអគ្គីភ័យសម្រាប់អ្នកចំណូលថ្មី

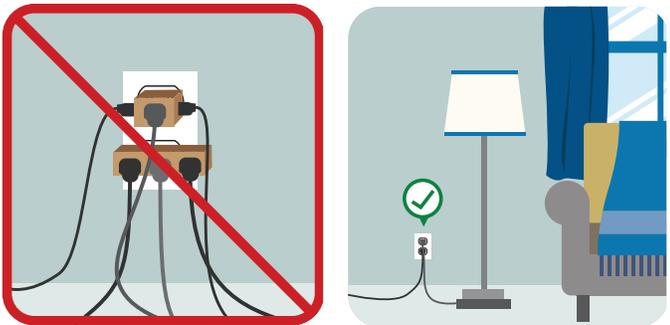
## Fire Safety for Newcomers in Khmer



- 15. បានសម្រាប់ដាក់កន្ទុយហាវីពន្លត់ហាវីឱ្យរលត់អស់។
- 16. មិនត្រូវដាក់ហ្វីនលើគ្រឿងការដាក់ហ្វីនលើខាងក្រៅមានសុវត្ថិភាពជាង។
- 17. ត្រូវទុកទឹកកកទឹកឱ្យឆ្ងាយពីដៃក្លែងក្នុងក្រុង។
- 18. ទឹកកកអាចលក់ដូចក្នុងក្រុងដូចជា ក្នុងទឹកដៃចម្រុះពេលដូតទឹកឱ្យអន្តរាគមន៍។



- 19. ចំពោះការរលាកតិចតួចត្រូវបើកទឹកក្នុងក្រុងដាក់ក្រណាត់ដាក់លើស្បែករលាកយ៉ាងហោចណាស់ 10 នាទីបន្ទាប់មកហៅទូរស័ព្ទទៅលេខ 911 ។
- 20. មិនត្រូវប្រើប្រាស់បន្ទុកក្នុងក្រុងនៃយូធីក្រុងឡើយមិនត្រូវដាក់ខ្នងលើសពីពីរចូលទៅក្នុងក្រុងឡើយ។



- 21. មិនត្រូវដាក់ខ្នងក្រុងលើដីនោះឡើយ ឬក្នុងក្រុងកម្រាលព្រំឡើយ។
- 22. មិនត្រូវប្រើឧបករណ៍អគ្គិសនីក្នុងបន្ទប់ទឹក ឬអាងដូតទឹក។
- 23. ឧបករណ៍កម្រាលត្រូវតែក្នុងបន្ទប់ ក្នុងបន្ទប់ដៃទំនេរ។ ត្រូវទុកដាក់របស់ដៃអាចនិរន្តរ៍ទាំងកុមារនិងសត្វចិញ្ចឹមយ៉ាងហោចណាស់ចម្ងាយ 1 ម៉ែត្រ (3 ហ្វីត) ។



- 24. មិនត្រូវប្រើសំរាមក្នុងបន្ទប់ ឬសម្រាប់ចម្រុះអាហារឡើយ។ ចំហាយសំរាមអាចឆេះហើយគួរតែទុកទៅខាងក្រៅផ្ទះ។
- 25. ប្រសិនបើក្នុងក្រុងនៃយូធីក្រុងរៀបចំពាក់បន្ទុកក្នុងបន្ទប់ក្រុម និងប្រមូល។



- 26. ត្រូវទុកឈើគ្រួស និងដៃកែកឱ្យឆ្ងាយពីដៃក្លែងក្នុងក្រុង។ បង្កើនក្លែងក្នុងក្រុងឱ្យចម្ងាយចំហោចមនុស្សជំនាញពេញការងារឬឈើគ្រួស ឬដៃកែក។

