



University
of Otago

ŌTĀKOU WHAKAIHU WAKA

Emergency procedures

2025



MEDICAL EMERGENCY

1. Call out for the assistance of a first aider if you are not confident or trained.
2. **CALL 111** and state type of medical emergency. Provide as much detail of the event as you can, i.e. possible cardiac or respiratory arrest, accident, mental health episode, seizure etc.
3. **State the exact location of the victim.**
This location is:

The nearest intersection is: _____

SEND someone to show the ambulance staff into the building.
4. If the medical emergency involves any kind of poison/hazardous substance, contact **National Poisons Centre** on 0800 764 766.
5. If you are trained or confident in first aid, provide emergency assistance until the arrival of an ambulance or qualified medical expert.

STAY CALM, STOP AND THINK

- D** Check area for any **DANGERS** before entering.
- R** Check **RESPONSE** levels of injured party.
- S** **SEND** for help immediately if no response.

REMEMBER THE ABCs OF FIRST AID

- A** Check **AIRWAY** is clear.
- B** Check for **BREATHING**, heartbeat and apply CPR if necessary.
- C** Check **CIRCULATION** and check for bleeding – apply pressure if necessary.

The nearest defibrillator to this location is:

- _____
6. Contact Campus Watch on 0800 479 5000 if an ambulance has been called or if you need any assistance.

MEDICAL EMERGENCY

FIRE AND EVACUATION PROCEDURES

IF YOU SEE OR SUSPECT A FIRE

1. **ACTIVATE** the nearest fire alarm.
2. From a place of safety, **CALL 111**.
State exact location and type of fire.
3. This location is: _____
4. **CONTAIN** the fire by closing doors and turning off machinery or processes – only if safe to do so.
5. If safe to do so, **EXTINGUISH** the fire using nearby extinguishers or fire blankets. Do not put yourself at risk. If the fire is uncontrollable, **EVACUATE IMMEDIATELY!**

Contact Campus Watch on 0800 479 5000 if Emergency Services have been called.

ON THE SOUNDING OF THE FIRE ALARM:

LEAVE the building immediately via the nearest escape route.

REPORT to your designated assembly area.
Do not re-enter the building until the **“ALL CLEAR”** has been given either by Emergency Services or the Building Warden.

FIRE AND EVACUATION PROCEDURES

The nearest fire escape route is: _____

The alternative fire escape route is: _____

The assembly area is: _____

The Building Warden is: _____

Phone: _____

PEOPLE NEEDING ASSISTANCE TO EVACUATE

If you require assistance to evacuate, discuss with your manager/lecturer/tutor/DHSO etc. when you first arrive in the area.

The nearest evacuation chair is: _____

The nearest place of safety within the building is:

FIRE AND EVACUATION PROCEDURES

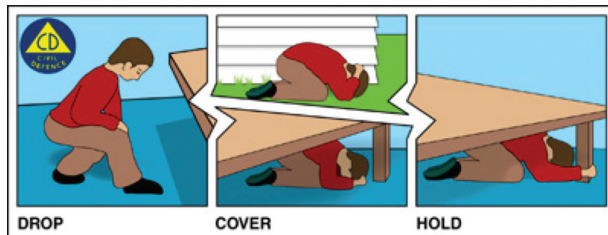
EARTHQUAKE

DURING AN EARTHQUAKE

Remove anyone from immediate danger, if it is safe to do so.

IF INSIDE

1. **STAY** inside.
2. **DO NOT** use lifts or stairs.
3. Take only a few steps and **TAKE SHELTER** under desks, or down beside an internal wall.
4. If in a theatre or lecture hall, **STAY** in your seats and **PROTECT** your head and neck. Do not rush for the exits.
5. **STAY CLEAR** of large areas with glass atriums or glass roofs.
6. **KEEP AWAY** from windows or objects that could fall on you.



IF OUTSIDE

1. **STAY** outside.
2. Take only a few steps and **TAKE SHELTER** clear of buildings, trees, power lines or other potential hazards.
3. If driving, **PULL OVER** and stop.

WHEN THE EARTHQUAKE STOPS

1. **CHECK** for signs of fire, hazardous material spill or major structural damage.
2. If you see sparks, broken wires or evidence of electrical system damage, **TURN OFF** the electricity at the main fuse, if it is safe to do so.
3. Account for all staff, students and visitors if possible. Treat any minor injuries.
4. **DO NOT** evacuate unless area is immediately threatened or you are instructed to do so.

**If required to evacuate, do not use lifts
– use stairwells.**

5. **WAIT** for more instructions.
6. **Expect aftershocks.**

CHEMICAL (HAZARDOUS SUBSTANCE) SPILL/RELEASE

MAJOR CHEMICAL SPILL/RELEASE

Immediate threat to others in building, e.g. risk of explosion/fire, release of flammable, toxic or otherwise hazardous gases or fumes.

1. **WARN** others in the vicinity, **EVACUATE** area and **CLOSE** the doors.

If it is safe to do so, assist any injured personnel, and **TURN OFF** equipment, sources of ignition and/or emergency stop isolator switches.

2. **ACTIVATE** nearest fire alarm and evacuate the building (**see Fire and Evacuation Procedures**).

If it is safe to do so, assist injured/disabled personnel to safe place and **REPORT** location to Building Fire Warden.

3. From a safe place, **CALL 111** to inform Emergency Services – if possible, provide details of substance(s) involved and exact location of incident within building.
4. Contact Campus Watch on 0800 479 5000 and the Building Fire Warden. Advise what has happened as soon as possible after Emergency Services have been contacted.
5. Any injured or potentially contaminated personnel should be checked by Emergency Services before leaving – **do not transport anyone to the hospital**.

MINOR CHEMICAL OR RADIOACTIVE MATERIAL SPILL/RELEASE

No significant threat to others beyond the immediate vicinity of spill.

- Clean-up procedures should be in place where chemicals are in use.
- Only attempt to clean up spills if you have the appropriate training and equipment to do so.
- For assistance or advice, contact your Laboratory Supervisor or Laboratory Manager.

DEPARTMENTAL CONTACT(S):

Name: _____

Extn: _____

Mobile: _____

Name: _____

Extn: _____

Mobile: _____

Spill kit location: _____

CHEMICAL (HAZARDOUS SUBSTANCE) SPILL/RELEASE

GAS LEAK (LPG OR NATURAL GAS)

LIQUID PETROLEUM GAS (LPG)

LPG is odourised to give it a distinctive smell that is detectable well below hazardous levels. This is usually how leaks of LPG are detected.

The appropriate response depends on the circumstances under which it is detected, as follows:

A) You detect an LPG leak on entry into a room (especially if it has been unoccupied for a long period, e.g. overnight):

1. **ACTIVATE** the emergency gas isolator switch to stop the flow of gas (if safe to do so).
2. **ACTIVATE** the emergency electrical stop to turn off sources of ignition (if safe to do so).
3. **STOP** and **LEAVE** the area immediately, closing doors behind you.
4. **ACTIVATE** the nearest fire alarm.
5. **EVACUATE** building (follow **Fire and Evacuation Procedures**) and do the following:
 - From a safe place, **CALL 111** and inform the Fire Service there is a suspected **GAS LEAK**.
 - Contact Campus Watch on 0800 479 5000 and your Building Fire Warden as soon as possible after Emergency Services have been alerted.

B) You have detected an LPG leak while present in a room:

1. **WARN** others in the vicinity and **CHECK** for obvious sources (e.g. gas taps, gas equipment, cylinders).
2. If possible, **TURN OFF** source of leak, or **ACTIVATE** emergency gas isolator switch (if one is present).
3. **If source cannot be identified or turned off**, or is not confined to your room/area, follow instructions in A) above, turning off any sources of ignition and/or gas isolator switches as you leave.

GAS LEAK (LPG OR NATURAL GAS)

ADVERSE WEATHER/POWER OUTAGES

FLOODING

If the building is in danger of being flooded, **EVACUATE** all staff, students and visitors to a safe area unaffected by the flooding.

Notify Campus Watch on 0800 479 5000.

Otherwise, do not evacuate unless instructed to by Property Services, Campus Watch or the Emergency Services.

1. **SWITCH OFF** any electrical equipment and gas that could be affected by water.
2. **MOVE** any chemicals, documents, equipment and valuables to a safe area, if there is time.

BURST PIPE, ETC.

For maintenance emergencies, contact Property Services 03 479 8003 (Helpdesk).

STORM/GALE FORCE WINDS

1. **MOVE** all people away from the windows.
2. **CLOSE** all curtains, drapes and blinds.
3. **SHELTER** in the strongest part of the building (central corridors).
4. **STAY CLEAR** of large areas with glass atriums or glass roofs.
5. **STAY INSIDE.**
6. To report any property damage, ring Property Services on 03 479 8003 (Helpdesk).

POWER OUTAGE

1. **REPORT** outage to Property Services on 03 479 8003 (Helpdesk).
2. **EVACUATE** the building only if it is necessary. Lighted signs will indicate exits where available.
3. **Treat all electrical equipment as live**, as power may be restored at any time without notice.

BOMB THREAT

KEEP CALM – TREAT AS GENUINE

1. Remain calm and be polite.
2. **LISTEN CAREFULLY**
3. Do not allow others to interrupt you and **DO NOT** interrupt the caller.
4. If possible, **NOTIFY** someone else that a threatening call is being made while the caller is on the line.
5. Get them to contact emergency services on 111.
6. Get them to contact Campus Watch on 0800 479 5000.
7. Try and get information. **Don't argue with the caller.**

IF POSSIBLE, ASK AND RECORD ANSWERS TO:

- Where is the bomb?
- What time will it explode?
- What does it look like?
- What will cause it to explode?
- What kind of bomb is it?
- Why did you place the bomb?

NOTE ANYTHING ABOUT THE CALLER:

- Age, gender, race
- Speech
- Accent
- Background noise

IF A SUSPICIOUS OBJECT OR AREA IS FOUND:

1. **LEAVE** it as is
2. Contact emergency services on 111.
3. Contact Campus Watch on 0800 479 5000 giving exact location and details of events.

SUSPICIOUS OBJECTS/MAIL

WHAT CONSTITUTES A SUSPICIOUS LETTER OR PACKAGE?

- It is unexpected or from someone unfamiliar to you.
- Exhibits powdery substance on the outside of the package or letter.
- Has no return address or one that cannot be verified as legitimate.
- Is marked with restrictive endorsements such as "Personal" or "Confidential".
- Has excessive postage, handwritten or poorly typed address, incorrect titles or titles with no name, or misspellings of common words.
- Contains protruding wires, strange odours or stains.
- Shipped with an unusual amount of tape.
- Has an unusual weight given the size, or is lopsided or oddly shaped.

WHAT TO DO IF YOU RECEIVE OR FIND A SUSPICIOUS PACKAGE OR PARCEL:

- 1. DO NOT OPEN**
- 2. HANDLE WITH CARE.** Do not shake or bump.
- 3. ISOLATE** the package or parcel immediately – remove other people from the area.
- 4.** Call emergency services on 111.
- 5.** Immediately call Campus Watch on 0800 479 5000 giving exact location and details of events.

IF YOU OPEN A PARCEL THAT APPEARS TO BE CONTAMINATED:

- 1. DO NOT** move or handle the parcel or item.
- 2.** Call emergency services on 111.
- 3.** Contact Campus Watch on 0800 479 5000 giving exact location and details of events.
- 4. TURN OFF** fans, window air conditioners or space heaters.
- 5. ISOLATE** the area, close the door on exiting. **EVACUATE** the adjoining areas.
- 6.** Anyone in contact with the parcel should remain isolated in an area adjacent to the original location and wait for additional instructions from emergency responders.

BLOOD, BODILY FLUIDS OR INFECTIOUS AGENTS

An exposure is when someone is in contact with blood or other body fluids, such as a splash, or injury by a needle stick or other instrument – this may involve skin, eyes, mouth or any other part of the body.

IF YOU ARE EXPOSED:

1. If skin is splashed or penetrated, **WASH** the area well with running water. **COVER** any broken skin.
2. If the eyes are contaminated, **RINSE** the eyes using the emergency eye wash facility.
3. If there is a splash into the mouth, **SPIT IT OUT** and **RINSE** thoroughly.
4. Contact your supervisor/manager or Department Lab Manager immediately.
5. **DOCUMENT** the date and time of exposure, how the incident occurred and the name of the source if known. Report the incident into the University online incident system (QR code below).
6. Follow up with the Occupational Health Team or your GP if the wound does not heal.

ACTIONS REQUIRED BY MANAGER/SUPERVISOR

1. Ensure the body area has been washed.
2. If exposed to human blood or body fluid, supply a blood, bodily fluids pack.
3. Arrange for bloods to be taken from the individuals involved as soon as possible.
4. All individuals (staff/student or patient) to **COMPLETE CONSENT FORM** so blood results can be disclosed. Send to Occupational Health at ohn@otago.ac.nz

FLUID SPILLS CLEAN-UP PROCEDURE

- Wear appropriate Personal Protective Equipment (PPE) (minimum gloves).
- Carefully cover the spill with an absorbent material, such as paper towels, to prevent splashing.
- Decontaminate the area of the spill using an appropriate disinfectant, e.g. bleach, virkon. When pouring disinfectant over the area, always pour gently and work from the edge of the spill towards the centre to prevent the contamination from spreading out.
- Wait 10 minutes to ensure adequate decontamination, and then carefully wipe up the spilled material.
- Disinfect all mops and cleaning tools after the job is done.
- Dispose of all contaminated materials appropriately.
- Wash your hands thoroughly with soap and water immediately after the clean-up is complete.
- Sharp objects such as needles, scalpels, broken glass must be disposed of in sharps bins.
- If unsure, please contact your Department Laboratory Manager.



ACTIVE ARMED OFFENDER

ESCAPE, HIDE, TELL

ESCAPE – TO A PLACE OF SAFETY

- If you see a safe route, **ESCAPE**.
- **MOVE** quickly and quietly away from danger.
- **TELL OTHERS** not to enter the area, but only if it does not put you in danger.
- **Take your mobile phone.**
- Do not let your belongings impede your escape.

HIDE – IF UNABLE TO RUN FROM THE AREA

- **Stay out of sight and silence your phone.**
- **MOVE** away from doors and remain quiet.
- **Try and put a sturdy barrier between you and the attacker.**
- **HELP OTHERS**, but only if it does not put you at risk.
- Constantly review the situation and your best options to keep safe.

TELL – CALL THE POLICE ON 111 WHEN IT IS SAFE TO DO SO

- You may be asked about your location, surroundings, the offender(s) and what has occurred.
- You may be asked to stay on the line and provide further information.

IF IT IS SAFE TO DO SO, TRY AND OBTAIN THE FOLLOWING INFORMATION:

- Exact location of the incident.
- Description of the offender(s) and whether they are moving in any particular direction.
- Details of any weapons being used.
- Number of people in the area, and any that have been injured.
- The intent of the offender(s) if known or apparent.

If possible, call Campus Watch on 0800 479 5000 so they can activate the Emergency Broadcast System.

THREATENING BEHAVIOUR (PHYSICAL/VERBAL) UNWANTED MEDIA/SOCIAL MEDIA ATTENTION

THREATENING BEHAVIOUR

1. **OBEY INSTRUCTIONS** and **KEEP CALM**.
2. **REMOVE** yourself and others away from immediate danger if possible and safe to do so.
3. Do not argue or negotiate – **COMPLY WITH DEMANDS**
4. **DO NOT** take risks – don't try to disarm or struggle with the aggressor.
5. **OBSERVE** the aggressor for:
 - physical features and clothing
 - distinguishing features, voice, or tattoos
 - any weapons
 - items touched or taken
 - escape route or vehicle
6. **If you feel unsafe at any time, immediately CALL 111 and ask for the Police.**
7. When able to do so, notify Campus Watch on 0800 479 5000 with exact location and details.
8. Write down everything you observed.

UNWANTED MEDIA ATTENTION

- Identify media personnel – ask them to identify themselves and their organisation.
- Your rights – you do not have to answer questions, be interviewed or filmed if you do not wish it.

For assistance, call the Media Office on 03 479 5452.

THREATS VIA EMAIL/TEXT/SOCIAL MEDIA

If threatened or feeling intimidated via text, email, or social media because of your role at the University of Otago:

- Call Campus Watch on 0800 479 5000.
- Contact harrassment@otago.ac.nz for advice.
- Report in Vault (as a sensitive event) and contact the Health, Safety & Wellbeing Team or Human Resources for support and resources.

INCIDENT REPORTING

INCIDENT REPORTING

- Every incident resulting in harm to people (staff, students, contractors or any members of the public), damage to property, or damage to the environment must be reported.
- To report an incident, use the incident reporting portal on the Health, Safety and Wellbeing webpage (otago.ac.nz/health-safety) or scan the QR code below.
- Alternatively, discuss the incident with your Department Health and Safety Officer (DHSO).
- Any incident that could have caused harm to people (near miss), damage to property or damage to the environment should also be reported.

SENSITIVE EVENTS

- If you wish to report an event of a sensitive nature (bullying, racism or psychosocial, etc.), use the same QR code or web link, and when completing the form, tick the sensitive event box.

The DHSO in my area/department is:

Their phone number is:

IN AN EMERGENCY

Contact Campus Watch on 0800 479 5000 if Emergency Services (police, fire, ambulance) are called to the University.

Notifiable event – this can include serious injury and/or serious risk to the health and safety of people.

If in doubt, contact the Health, Safety and Wellbeing office on hsa@otago.ac.nz or 03 479 4901.

If after hours, call Campus Watch on 0800 479 5000.



PEOPLE IN DISTRESS, URGENT SITUATIONS

AT ANY TIME, IF YOU THINK A PERSON

- is at immediate risk of harming themselves
- is violent
- is threatening violence to people or property

Call the police immediately on 111

WHAT IS URGENT? THE PERSON...

- has completely stopped functioning
- seems very disorientated and out of touch with reality
- is behaving out of character and therefore putting themselves and/or others at risk
- is expressing suicidal thoughts

STAFF	STUDENTS
<p>AT ALL TIMES:</p> <ul style="list-style-type: none">• If in immediate danger, call 111• Dunedin Mental Health Crisis Team, call 0800 467 846 <p>DURING OFFICE HOURS:</p> <p>Occupational Health Team can provide more advice on how to manage critical matters and support staff through a crisis. ohn@otago.ac.nz</p>	<p>AT ALL TIMES:</p> <ul style="list-style-type: none">• If in immediate danger, call 111• Dunedin Mental Health Crisis Team, call 0800 467 846 <p>DURING OFFICE HOURS:</p> <p>Student Health Services can provide more advice on how to manage critical matters and support students through crisis. 0800 479 821</p>

WHILE YOU WAIT FOR SOMEONE OR IF YOU'RE ON THE WAY TO EMERGENCY PSYCHIATRIC SERVICES/HOSPITAL, FOLLOW THESE INSTRUCTIONS:

- **ALWAYS** prioritise your own safety and that of others at the scene.
- **ENGAGE** with the person – only if possible and safe to do so.
- **STAY CALM**, let them know you care, slow things down – this will help to de-escalate the situation.
- **Take them seriously.**
- Try to make the environment safe from any means of harm.
- **DO NOT** leave them alone.
- You can ask someone else to be with them when you need to leave or need time out.
- **KEEP THEM TALKING** – listen and ask questions without judging.
- **WAIT** with them until they are seen by a clinician/health professional or emergency services.
- **DO NOT** take on the role of clinician or a counsellor.
- Make sure you have support yourself, seek help after the incident.

As soon as possible, report in Vault as a sensitive event, and contact the Health, Safety and Wellbeing team at ohn@otago.ac.nz for more information.