



Emergency procedures

University of Otago

AUGUST 2021

Medical emergency

1. Call out for the assistance of a first aider if you are not confident or trained.
2. **CALL 111 (1-111 from University phone)** 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 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 area.
- 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 our location is:

-
6. Contact Campus Watch on 0800 479 5000 (x 5000 from University phone) if an ambulance has been called.

Fire and evacuation procedures

If you see or suspect a fire, remember **RACE**

1. **REMOVE** anyone from immediate danger.
2. **ACTIVATE** the nearest fire alarm

CALL 111 (1-111 from University phone)

State location of **“FIRE”**, giving **exact location** and **type of fire**.

This location is:

.....

Speak clearly, stay calm.

3. **CONTAIN** fire by closing doors and turning off machinery or processes (**only if it is safe to do so**).
4. **EXTINGUISH** the fire but only if it is safe to do so, **DO NOT** put yourself at risk.

If the fire is uncontrollable – **EVACUATE IMMEDIATELY!**

Contact Campus Watch on 0800 479 5000 (x 5000 from University phone) if the Fire Service has been called.

On the sounding of the fire alarm:

- Leave the building immediately by the nearest escape route.
- Report to your designated assembly area.
- Remain until the **“ALL CLEAR”** is given by either the Fire Service or Building Warden.

Fire and evacuation procedures

The nearest fire escape route is:

.....

The alternative fire escape route is:

.....

The assembly area is:

.....

The Building Fire Warden is:

.....

Phone:

.....

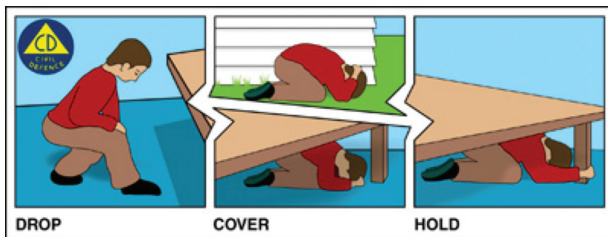
Earthquake

During an earthquake

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

If inside

1. Stay inside.
2. Don't 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 protecting 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.

Do not use lifts – use stairwells

5. Await instructions.

Expect after shocks

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; turn off equipment, sources of ignition and/or 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 (1-111 from University phone)** 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 (x 5000 from University phone) and the Building Fire Warden and 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)

1. 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:

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 and 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. **STOP** and **LEAVE** the area immediately, closing doors behind you.
2. Activate the nearest fire alarm, evacuate building (follow **FIRE AND EVACUATION PROCEDURES**), and do the following;
 - From a safe place, **CALL 111 (or 1-111 from University phone)** and inform the Fire Service there is a suspected GAS LEAK.
 - Contact Campus Watch on 0800 479 5000 (x 5000 from University phone) 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 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.

Threatening behaviour (physical/verbal)

Unwanted media attention

Threatening behaviour

Obey instructions – keep calm

1. Remove yourself and others from immediate danger if possible and it is safe to do so.
2. Do not argue or try to negotiate – do what is asked
3. **DO NOT** take risks – do not try to disarm or struggle with the person.
4. Observe the aggressor for:
 - physical features or clothing worn
 - distinguishing features, voice or tattoos
 - any weapons
 - anything touched or taken
 - escape route, vehicle.
5. **If you feel unsafe at any time immediately CALL 111 (1-111 from University phone) and ask for the Police.**
6. When able, notify Campus Watch on 0800 479 5000 (x 5000 from a University phone) giving exact location and details of events.
7. Write down all you observed.

Unwanted media attention

If you are approached by people from the media, ask them to identify themselves and the organisation they work for.

You do not have to answer any questions or be interviewed or filmed if you do not wish to.

For assistance, please call the Media Office on x 5452.

If you feel intimidated, or threatened, by a reporter please call Campus Watch on 0800 479 5000 (x 5000 from University phone).

Bomb Threat

Keep calm – treat as genuine

1. Remain **calm** and be **polite**.
2. **Listen carefully.**
3. Don't allow others to interrupt you and don't interrupt the caller.
4. If possible, notify someone else that a threatening call is being made while the caller is on the line. Get them to contact Campus Watch on 0800 479 5000 (x 5000 from University phone).
5. 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 –

LEAVE IT AS IT IS

Contact Campus Watch on 0800 479 5000 (x 5000 from a University phone) giving exact location and details of events.

Suspicious objects / suspicious 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:

- **DO NOT OPEN!**
- Handle with care. Do not shake or bump.
- Isolate the package or parcel immediately – remove other people from the area.
- Immediately call Campus Watch on 0800 479 5000 (x 5000 from a University phone) giving exact location and details of events.

If you open a parcel that appears to be contaminated:

- Do not move the parcel.
- Contact Campus Watch on 0800 479 5000 (x 5000 from a University phone) giving exact location and details of events.
- Turn off fans, window air conditioners or space heaters.
- Isolate the area. Evacuate the adjoining areas.
- 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

In case of contact with 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 and 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.
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 or manager immediately.
5. Document the date and time of exposure, how the incident occurred and the contact name of the source if known. Report the incident into the University online incident system.
6. Seek follow up with the Occupational Health Team or your GP if the wound does not heal.

Actions required by manager/supervisor

1. Ensure body area has been washed.
2. Arrange for blood to be taken from the individual as soon as possible.
3. If exposed to human blood or body fluid:
 - staff should contact the Occupational Health Team: ohn@otago.ac.nz
 - students should contact Student Health: 03 479 8212
 - refer to the Blood and Bodily Fluid Exposure Policy: otago.ac.nz/administration/policies/otago056867

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: Such as needles, scalpels, broken glass must be disposed of in sharps bins.

If unsure, please contact your Department Laboratory Manager.

Active shooter

Run – Hide – Fight

RUN – to a place of safety.

- Have an escape route and plan in mind.
- Leave your belongings behind.
- Keep your hands visible.

HIDE – if unable to run from the area, hide.

- Hide in an area out of the shooter's view.
- Block entry to your hiding place and lock the doors.
- Silence your cell phone.
- Turn off lights, radios, computer monitors.

FIGHT

As a last resort and only when your life is in imminent danger.

- Attempt to incapacitate the shooter.
- Act with physical aggression using whatever items you can, throw items at the active shooter or try and overpower them.

Call Police on 111 when it is safe to do so.

Try and note:

- Location of shooter.
- Number of shooters.
- Physical description of shooters.
- Number and types of weapons.
- Number of potential victims at the location.

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

For further information and links to training video go to: otago.ac.nz/risk/emergency/training/index.html

Flooding/storms/gale force winds/power outage

Flooding

- If the building is in danger of being flooded, evacuate all staff, students and visitors to a safe area unaffected by the flooding and notify Campus Watch on 0800 479 5000. Otherwise, do not evacuate unless instructed to by Property Services, Campus Watch or the Emergency Services.
- Switch off any electrical equipment and gas that could be affected by water.
- Move any chemicals, documents, equipment and valuables to a safe area, if there is time.

Burst pipe etc

- Maintenance emergencies contact Property Services 03 479 8003 (Helpdesk).

Storm/gale force winds

- Move all people away from the windows.
- Close all curtains, drapes and blinds.
- Shelter in strongest part of building (central corridors).
- Stay clear of large areas with glass atriums or glass roofs.
- Stay inside.
- To report any property damage ring Property Services 03 479 8003 (Helpdesk).

Power outage

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

Incident reporting

- Every incident resulting in harm to people (staff, students, contractors or any other members of the public), damage to property or damage to the environment must be reported to your Department Health and Safety Officer (DHSO) or Occupational Health Team.
- Any incident that could have involved (near miss) harm to people, damage to property or damage to the environment must be reported to your DHSO or the Occupational Health Team.

You can report an incident from the Health and Safety web page: otago.ac.nz/healthandsafety

The DHSO or Occupational Health Team member in my area is:

.....

Phone number is:

.....

To contact the Occupational Health Team please email: ohn@otago.ac.nz

Notifiable event

Includes serious injury and serious risk to the health and safety of people. See the Health and Safety web page: otago.ac.nz/healthandsafety or Section 23 and 24 of the Health and Safety at Work Act 2015.

- Any accident that meets the definition of a **notifiable event** (including death) must be reported to the Health and Safety Office immediately. Please phone either, Head, Health and Safety Compliance 027 227 7796 or Health and Safety Manager 027 489 1051 as soon as possible after the incident.

If in doubt contact the Health and Safety Office.

Email: hsa@otago.ac.nz

In an Emergency

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

People in distress – urgent situations

AT ANY TIME, if you think the person

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

Call the police immediately on 111

It is urgent if you are concerned that the person:

- Has completely stopped functioning.
- Seems very disorientated and out of touch with reality.
- Is behaving out of character.
- Is expressing suicidal thoughts.

	STAFF	STUDENTS
During office hours	<ul style="list-style-type: none"> • If in immediate danger call police 111 • Or call Emergency Psychiatric Services EPS Dunedin 0800 467 846 • Or call the Occupational Health Team (OHT) 03 479 6837 or 021 920 696 or Campus Watch 0800 479 5000 	<ul style="list-style-type: none"> • If in immediate danger call police 111 • Or call University MH and Wellbeing Service 0800 479 821 (state your name, role and urgency) • For additional assistance call Campus Watch 0800 479 5000
After office hours	<ul style="list-style-type: none"> • If in immediate danger call police 111 • Or call Emergency Psychiatric Services EPS Dunedin 0800 467 846 • Campus Watch 0800 479 5000 	<ul style="list-style-type: none"> • If in immediate danger call police 111 • Or call Emergency Psychiatric Services EPS Dunedin 0800 467 846 • Campus Watch 0800 479 5000

While you wait for someone OR on the way to Emergency Psychiatric Services, follow these instructions:

- **Prioritise your own safety and that of others at the scene at all times.**
- Engage with the person **only if possible and SAFE** to do so.
- **Stay calm**, let them know you care.
- **Take them seriously.**
- Try to make the **environment safe** from any means of harm.
- **Don't leave them alone.**
- 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.
- **Sit and wait with them** until they are being seen by a clinician / health professional or emergency services.
- **Don't take on the role of clinician.**
- Make sure you have **support yourself, seek help after the incident.**

Contact: Occupational Health Team 03 479 6837
 Employment Assistance Programme (EAP)
 Student Health Services