
Emergency procedures

University of Otago, Christchurch



EMERGENCY NUMBERS

UOC/hospital campus – Dial 777

UOC/external sites – Dial 1-111

Mobile – 111

National Poisons Centre – 0800 764 766

UOC Laboratory Manager – 027 412 8120

UOC Facilities Manager – 0274 335 907

Property Services Helpdesk – 03 479 8003

Campus Watch in Dunedin – 0800 479 5000

Incident Controller number – 021 279 0862

Medical emergency

1. Call out for the assistance of a first aider if you are not confident or trained.
2. **UOC/Hospital campus – dial 777**
Say “medical emergency”: 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.

UOC external sites – dial 1-111

and ask for ambulance: 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.

From a mobile dial 111.

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 The 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 ABC’s 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 (AED) defibrillator to our location is:

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6. Contact UOC reception on 03 364 0530 (internal extension 80530) 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

UOC/hospital campus – dial 777 Say “fire”

State location of “**fire**”, giving **exact location (building, level, department)** and **type of fire**.

UOC external sites – dial 1-111

Ask for fire service.

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

From a mobile, dial 111

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!**

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 procedure

The nearest fire escape route is:

The alternative fire escape route is:

The assembly area is:

The building fire warden is:

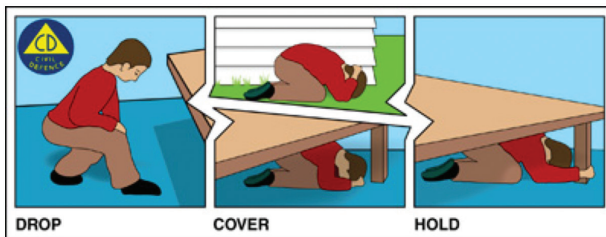
Tel: _____

Earthquake

During an earthquake, remove anyone from immediate danger if 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 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 instructed to do so.

Do not use lifts – use stairwells.

5. Await instructions.

Expect aftershocks

The nearest Civil Defence emergency bin is located:

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 a safe place and report location to building fire warden.
3. **UOC/Hospital campus** – From a safe location **dial 777** – say “hazardous substance spill”. Give exact location and type of material involved if known. If possible, provide operator with the following:
 - Chemical and/or trade name
 - Hazchem number
 - State (solid, liquid, gas)
 - Approximate quantity
 - Contain: don’t risk contact or spread. Close doors between you and the hazardous material.

UOC external sites – from a safe **location dial 1-111. If possible, provide details of substance(s) involved and exact location**

of incident within the building.

From a mobile, dial 111.

4. 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 – 027 412 8120.

Departmental contact(s):

Name: _____

Extension: _____

Mobile: _____

Name: _____

Extension: _____

Mobile: _____

Spill kit location:

Threatening behaviour (physical/verbal) unwanted media attention

Threatening behaviour obey instructions – keep calm

1. Remove yourself and others from immediate danger if possible and if 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:
UOC/Hospital campus – dial 777**
Say “security threatening behaviour”.
Give exact location and nature of problem.
UOC external sites – dial 1-111 and ask for the police.
Give exact location and nature of problem.
From a mobile, dial 111.
6. **Write down all you observed.**

Unwanted media attention

If you are approached by a media representative, refer them directly to the media office.

You should advise the media representative that the enquiry will be directed to the University's Media Office and contact will be made by the Media Office before the deadline. You should email media.office@otago.ac.nz immediately.

**For assistance, please call the
Communications Office on 03 479 5452.
Dunedin or Christchurch Communications
Advisor: 027 222 6016.**

If you feel intimidated, or threatened, by a reporter:

UOC/Hospital campus – dial 777

Say “security (media on site)”.

Give exact location and nature of problem.

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.
UOC/Hospital campus – dial 777
Say "security bomb threat".
Give location and details received.
UOC external sites – dial 1-111 and ask for the police.
Provide as many details as you can.
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, sex, race
- Speech
- Accent
- Background noise

If a suspicious object or area is found

LEAVE IT AS IT IS

UOC/Hospital campus – dial 777.

Say "security bomb threat".
Give location and details received.

UOC external sites – dial 1-111 and ask for the police.

Provide as many details as you can.
Evacuate the area, leaving doors open.

Suspicious objects / suspicious mail

What constitutes a suspicious letter or package?

- 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

UOC/Hospital campus – dial 777

Say “security suspicious object”.

Give location and details.

Inform incident controller 021 279 0862

UOC external sites – dial 1-111 and ask for the police.

From a mobile, dial 111.

If you open a parcel that appears to be contaminated:

- Do not move the parcel.
- Turn off fans, window air conditioners or space heaters or contact Facilities manager on 027 433 5907.
- 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.

UOC/Hospital campus – Dial 777

Say “security contaminated parcel”.

Give location and details.

Inform incident controller 021 279 0862

UOC external sites – dial 1-111 and ask for the police.

From a mobile, dial 111.

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. 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 soap and 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. If it is during normal working hours, go to your GP or to the Accident and Emergency department and explain to them exactly what happened.
5. Contact your supervisor or manager immediately. Inform the UOC Laboratory Manager – 027 412 8120.
6. Document the date and time of exposure, how the incident occurred and the contact name of the source if known.

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 items such as needles, scalpels, broken glass must be disposed of in sharps bins.

If unsure, contact your department's Laboratory Manager – 021 279 6096.

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 shooters view
- Block entry to your hiding place and lock the doors
- Silence your mobile
- 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

UOC/Hospital campus – if possible, dial 777.

Ask for security “advise active shooter”.

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

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 UOC Facilities Manager on 027 433 5907. Otherwise, do not evacuate unless instructed to by Property Services, or emergency services.
- Inform incident controller 021 279 0862.
- 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

- **For maintenance emergencies contact:** UOC Facilities Manager 0274 335 907 or the plumber as listed on the emergency contacts list by the lift.
- Or Property Services Helpdesk 03 479 8003.

Storm/gale force wind

- 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 UOC Facilities Manager 0274 335 907 or Property Services Helpdesk 03 479 8003.

Power outage

- Report outage to: UOC Facilities Manager 027 433 5907 or the electrician as listed on the emergency contacts list by the lift, or Property Services Helpdesk 03 479 8003.
- 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.

Contacts for all events

Main building and University owned buildings

UOC Facilities Manager 0274 335 907
Property Services Helpdesk 03 479 8003
Macefield Electrical (power outage) 0274 340 529

Leased buildings

(72 Oxford and 4 Oxford Terrace)

UOC Facilities Manager 0274 335 907
Property Services Helpdesk 03 479 8003
Landlord, Cranmer Ltd 021 321 021

CDHB and Canterbury Health Laboratories

Dial 777

Incident reporting

- Every incident resulting in harm to people (includes staff, students, contractors or any other members of the public), damage to property or damage to the environment must be reported.
- Any incident that could have involved (near miss) harm to people, damage to property or damage to the environment must be reported.

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

The DHSA in my area is:*

Phone number is:

- 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 7769 or Senior Health and Safety Advisor 021 279 6096 as soon as possible after the incident.

Notifiable Event

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

If in doubt, contact the Health and Safety office.

Work Act 2015.

In an emergency

UOC/Hospital campus – dial 777 and advise hospital operator if emergency services (police, fire, ambulance) etc. are called to the UOC/ Hospital Campus.

UOC external sites – contact UOC reception – 3640 530

If emergency services (police, fire, ambulance) etc. are called to the external sites.

*Alternatively, please contact your Departmental Health and Safety Administrator (DHSA).

People in distress – urgent situations

It is urgent if you are concerned that the person may:

- Be at risk of harming themselves.
- Is violent or is threatening violence to people or property.
- Has completely stopped functioning.
- Seems very disorientated and out of touch with reality.
- Is behaving out of character.
- Is expressing suicidal thoughts.

AT ANY TIME, if you think the person

- **is at immediate risk of harming themselves**
- **is violent or**
- **is threatening violence to people or property, call the police immediately on 111**

	STAFF	STUDENTS
During office hours	<ul style="list-style-type: none"> • If in immediate danger call police 111. • Crisis Resolution 0800 920 092 (24/7). • Or call the Occupational Health Team (OHT) 03 479 5264 or 021 920 696 for advice 	<ul style="list-style-type: none"> • If in immediate danger call police 111. • Crisis Resolution 0800 920 092 (24/7). • Or call Student Health 0800 479 821 for advice.
After office hours	<ul style="list-style-type: none"> • If in immediate danger call police 111. • Christchurch emergency psychiatric services 0800 920 092 (24/7). 	<ul style="list-style-type: none"> • If in immediate danger call police 111. • Christchurch emergency psychiatric services 0800 920 092 (24/7).

While you wait for someone OR on the way to Crisis Resolution, 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 University EAP coordinator on 03 479 5034.