

EMERGENCY PROCEDURES

What to do in an emergency to reduce harm and protect our community.

Emergency Contacts

The UC Security site is located at 114 Ilam Road. UC Security is open 24 hours, 7 days a week, with security staff on site to help and respond.



The **UC Security number 0800 823 637** is a number you can dial from your mobile for free. **Dial 92888** extension, if you are within the UC phone network.

- ✓ Store the 0800 number on your phone.
- ✓ Visit: www.canterbury.ac.nz/support/onsite-services/security/, for more information about UC Security.



For life-threatening emergencies: DIAL 111 and ask for FIRE / POLICE / AMBULANCE.



Notify UC Security 0800 823 637 any time emergency services are called.



If the situation is NOT life threatening, DIAL UC Security on 0800 823 637.

Let UC Security know:

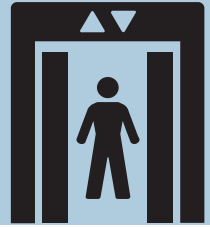
- ✓ building name and location
- ✓ nature of the emergency
- ✓ any help required.

UC SECURITY 0800 823 637


EMERGENCY CONTACTS

Trapped in an Elevator


• Remain calm • Report



What to do if the elevator suddenly stops

- 1 Remain calm. There is plenty of air in the elevator.
- 2 Press and hold the emergency/bell button and wait for help.
X Do not climb out of the elevator carriage.
- 3 If a phone is available in the elevator, follow the instructions to get help.
- 4  If possible, **DIAL UC Security 0800 823 637** and state **“TRAPPED IN ELEVATOR”**.

What to do if you SEE the elevator is stuck or stopped

- 1 **DIAL UC Security 0800 823 637**
If you think the elevator might have a fault and/or people may be inside the elevator.
- 2 Remain calm. If people are inside the elevator, they may be anxious. If they can hear you, try to assure them that help is on the way.
X Do not attempt to open lift doors or release occupants yourself.
- 3  **DIAL UC Security 0800 823 637** if a person is suffering from a medical condition while trapped.
- 4 If possible, remain at the site until help arrives.

TRAPPED IN AN ELEVATOR

Aggression or Threatening Behaviour (Physical/Verbal)

• Stay calm • Report



1 Remove yourself and others from immediate danger (if safe to do so)

- ✗ Do not try to argue or to negotiate.
- ✗ Do not take risks. Don't try to disarm or struggle with the person.

2 Ensure the safety of staff, students and others

3 Observe the aggressor for

- physical features and clothing worn
- distinguishing features, including voice or tattoos
- any weapons
- anything touched or taken
- escape route, vehicle.

4 Report

When able, **DIAL 0800 823 637 for UC Security** and state **"AGGRESSION"**, giving your exact location and details of events.

- ✓ If possible, do this out of hearing or visual sight of the aggressive person.

When reporting the incident to UC Security

- ✓ State if medical assistance is required.
- ✓ State if the incident involves staff, students, visitors or others (if known).

5 Record the event

- ✓ Write down all you observed.


AGGRESSION OR THREATENING BEHAVIOUR

Hostages

• Personal safety • Report



1 Ensure personal safety first, DO NOT become a hostage yourself

2  **If possible, DIAL 111 for POLICE and state "HOSTAGE",** giving exact location and details of events.

3  **If possible, DIAL UC Security 0800 823 637** to let them know emergency services have been called. Where possible, provide information on:

- building name and location
- nature of the emergency
- any emergency assistance required.

4 Secure
Secure the immediate area. Close doors.

5 Observe

- Number of people taken.
- Number and description of captor(s).
- Any weapon(s).

6 Document
If possible, document any threats or demands.

7 Restrict entry
Restrict the area until UC Security staff and/or Police arrive.

8 Request all witnesses to stay
Where possible, stay until Police arrive and speak to them.
X Do not speak to the media.

If you become a hostage

- 1** Follow the instructions of the captor(s)
- 2** Speak only when spoken to.
- 3** Be as calm as possible. The captor(s) may use your emotions to their advantage.
- 4** Sit down, if possible, to avoid appearing aggressive.
X DO NOT make any suggestions to the captor(s).

HOSTAGES


Suspicious Activity/ Unauthorised Visitor

• Notify • Report



If you see suspicious activity, behaviour or people who should not be there, report it. It helps to keep a safe and secure environment.

Suspicious Activity

- 1  **DIAL UC Security 0800 823 637 and state "SUSPICIOUS ACTIVITY"**

Where possible, include information on:

- building name and location
- nature of the emergency
- any emergency assistance required.

- 2 **Alert other people**
- 3 **Observe the situation and report to UC Security staff when they arrive**

X DO NOT approach a suspicious person yourself.

- 4 **UC Security**
UC Security will alert Police, if necessary.


Unauthorised Visitor

- 1  **DIAL UC Security 0800 823 637**

Where possible, include information on:

- building name and street address
- nature of the emergency
- any emergency assistance required including any problems with the visitor(s).

- 2  If a person becomes aggressive or threatening, immediately **DIAL 111 for "POLICE"**.

- 3  **DIAL UC Security 0800 823 637** if possible, tell them emergency services have been called.

SUSPICIOUS ACTIVITY/UNAUTHORISED VISITOR

Power Outage

• Remain calm • Report • Evacuate



1 Remain calm

- ✓ Encourage others to remain calm.

2 Report the outage



During office hours (9am – 5pm)
call UC Facilities Management
Helpdesk on **Extn 94400**.



After hours **DIAL 0800 823 637**
UC Security and state
“**POWER OUTAGE**”.

3 Give information on

- building name
- nature of the emergency
- any emergency assistance required.

4 Evacuate

If evacuation is needed, move cautiously.

- ✓ Look for the **EXIT** signs where available.
- ✓ Assist any **disabled** people who may need help.



DIAL UC Security 0800 823 637
if emergency assistance is required.

If you are in a **LIFT** during a power outage

- People can communicate with UC Security or the lift company directly from the lift emergency phone during an outage.
- Use the “**Trapped in an Elevator**” section of this booklet for instructions.

If you are in a **LAB** during an outage

- Specific protocols and procedures will operate during a power outage.
- Ensure you are aware of these requirements.
- ✓ Keep all **refrigerators** and **freezers** closed during an outage.

IMPORTANT NOTICES

! Treat all electrical equipment as live, because power may be restored at any time without notice.

Outage times depend on the cause of the outage. This may take time to identify.

Building access controls (eg, access-controlled doors) will continue to operate for a limited time (eg, access-controlled doors). After this, doors will automatically release, and a manual lockdown will be undertaken by UC Security.

POWER OUTAGE

Harmful Sexual Behaviour

• Get to a safe place • Report



Harmful sexual behaviour is a term used to describe any behaviour of a sexual nature that is not consented to. **If you have experienced harmful sexual behaviour, the next steps you take are your choice.**


If you are a victim-survivor of harmful sexual behaviour

If you're able to, get to a place where you will be safe.

If you're feeling unsafe, there are options for you.

 **DIAL UC Security
0800 823 637**

- ✓ Press the RED call-out button on the Help Point towers located around the campus.
- ✓ UC Security staff will respond immediately and take appropriate steps to ensure your safety. UC Security can call emergency services if you need medical assistance.


 You can **DIAL 111 and ask for "POLICE"** (or you can also ask someone to call for you).

The next steps you take are your choice.


- ✓ Whether you are a UC student or a staff member, a range of support services are available to help and support your journey.
- ✓ You can still report harmful sexual behaviour if it happened to you days, weeks, months, or even years ago. There are formal and informal ways to report harmful sexual behaviour at UC.
- ✓ For more information, visit: www.canterbury.ac.nz/life/support-and-wellbeing/wellbeing-topics/harmful-sexual-behaviour

If you witness harmful sexual behaviour

- ✓ Everyone is asked to help in making the campus a safe place by being alert to, and promptly reporting, harmful situations.

 If the victim-survivor is unsafe, immediately **DIAL UC Security 0800 823 637** to report the incident and include any information on:

- nature and location of the incident
- description of people, and any property involved.
- ✓ Follow the instructions of UC Security staff.
- ✓ Stay with the person, providing comfort and support until UC Security staff arrive.

 If a person is harmed, or an incident is in progress, **Dial 111 and ask for "POLICE"**.



HARMFUL SEXUAL BEHAVIOUR

Gas Leak (LPG, Toxic Gas, Flammable Gas)



- **Notify**
- **Do not activate building alarms**

- 1** If you discover a gas leak, shout a warning to those nearby.
 - ✓ Pass the alarm by word of mouth.
 - ✗ **DO NOT activate the building alarms.**
 - ✓ If available, use the air horns located near entrances and hallways.
- 2** ✗ **DO NOT activate or use:**
 - building alarms
 - mobile phones
 - light flammable material
 - electronic equipment
 - hand-held radios.
- 3** ✗ **DO NOT switch on/off or activate any electrical circuits (except isolators) in the affected area. Sparks from the switching contacts are a potential source of ignition.**
 - ✓ Check the nearest emergency isolator or electrical isolator switches are off.

- 4**  **Evacuate immediately**
 - ✓ Avoid the contaminated area as best as possible.
 - ✓ Close doors. Push the release buttons on the smoke doors as you pass them.
- 5**  After you have evacuated the area, **DIAL UC Security 0800 823 637** and **state "GAS LEAK"**.
 - ✓ Give the exact location and details of the gas leak:
 - building name
 - any emergency assistance required and nature of the gas (if known).

UC Security staff will arrange any emergency and/or medical help needed and continue to evacuate the building.
- 6** Follow internal building procedures after activating the above.
- 7** ✗ **DO NOT enter the building or area until you have received "ALL CLEAR" instructions from UC Security.**

Building name _____

Building floor _____

Assembly area is _____

Nearest ELECTRICAL isolator

Nearest GAS isolator _____

Emergency contact 1:

Name _____

Role _____

Extn _____

Mobile _____

Emergency contact 2:

Name _____

Role _____

Extn _____

Mobile _____

GAS LEAK

Lockdown

- **Remain calm**
- **Get to a safe place**
- **Stay informed**



Lockdown is a term used to describe securing a building or site by controlling people from entering and leaving a site.

A workplace may trigger a lockdown in response to significant threats or hazards.

Lockdowns can be limited to a specific building, campus or site.

A lockdown involves the securing of all internal and external doors of buildings on campus, including all halls of residence. Card access doors can be locked during a lockdown and can be opened from the inside.

In the event of a lockdown, the University's objective is to ensure everyone on campus stays safe.

If you're on campus in the event of a lockdown

- ✓ Stay **inside**, move into your building, stay away from windows and await further instruction(s).
- ✓ Remain calm. Encourage others to remain calm.
- ✓ If you are **outside** when the emergency notification is received, go to the nearest building (or leave campus for a safe location).
- 🚶 If the building has been locked upon your arrival, leave campus for a safe location.
- ✓ If you are a **visitor** arriving on campus, leave campus for a safe location.

Further instruction or "All Clear"

UC Security/emergency services/UC Communications and Events Team will advise when the lockdown has been lifted and it's safe to leave the building.

During a lockdown

Everyone on campus must comply with instructions provided by the University's emergency personnel (eg, UC Security).

Stay informed during a lockdown

Depending on the nature of the situation, multiple communication channels may be used to relay information to keep you updated. These communication channels include the following.

UC website

Emergency messaging:
www.canterbury.ac.nz

Emails and text

Emails and text messages from the University.

UC Facebook

Page messaging:
www.facebook.com/universitycanterbury/

UC Help Point towers

Broadcast messages



▲ A UC Help Point tower

LOCKDOWN

Weather Event: Flood/Storm/Gale Force Wind



- Head for higher ground • Stay informed

Flooding

Floods and flash floods can happen quickly. If you see rising water, do not wait for official warnings.

1 Head for higher ground

Head for higher ground if you see floodwater and/or are instructed by UC Security, emergency services, Building/Floor Wardens.



Evacuate the building and get to high ground or a safe area.

- ✓ Stay away from floodwater.

2 Otherwise, remain in your building unless instructed by your Building/Floor Warden or UC Security or emergency services

Where possible, do the following.

- ✓ Switch off any electrical equipment or gas that could be affected by water.

- ✓ Move any chemicals, documents or equipment to a safe area.
- ✗ DO NOT try to walk, swim or drive in floodwater.
- ✓ Assume all floodwater is contaminated.
- ✓ Wash and clean your hands and clothes, if you come in contact with floodwater.

3 If you see flooding or need help evacuating



DIAL UC Security 0800 823 637 and state **“FLOODING”**. Give the location, any evacuees, and the scale of flooding.

4 Stay informed

- ✓ Stay informed with the latest weather alerts and advice from UC Security/UC Communications and Events Team/emergency services.

Storm/Gale Force Wind

Storms can happen at any time of the year. They can bring strong winds, heavy rain, snow, thunder, lightning.

1 Stay inside

- ✗ DO NOT walk around outside unnecessarily.
- ✗ DO NOT drive, unless necessary.
- ✓ Close exterior and interior doors and windows.
- ✓ Move people away from windows. Where possible, pull curtains and blinds over windows. This can prevent injuries if the window breaks from flying debris.

2 During a severe storm, shelter in the strongest part of the building (eg, central corridors away from windows)

3 Stay informed

Keep up to date with the latest weather alerts and advice from UC Security/UC Communications and Events Team/emergency services.

4 **DIAL UC Security 0800 823 637** and state **“STORM/DAMAGE”**

- ✓ Provide as much information as possible, with the building name, nature of injuries and emergency assistance required.

WEATHER EVENT: FLOOD, STORM, GALE FORCE WIND

Fire

• Raise alarm • Evacuate



1 Activate fire alarm

- ✓ If you can, activate the nearest fire alarm.

2 **DIAL 111 and state “FIRE”.** **After, DIAL UC Security** **0800 823 637 and state “FIRE”**

UC Security will liaise with Fire and Emergency and provide further evacuation support.

- ✓ Remain calm and speak clearly.
 - Give exact location (eg, building floor).
 - Give type of fire.
 - State if evacuation assistance is required.
- ✓ Close all doors behind you.
- ✓ Turn off machinery or processes and activate emergency isolators.

3 Extinguish the fire (if safe to do so)

- ✗ DO NOT put yourself at risk.

 If the fire is not safe to extinguish, then **EVACUATE IMMEDIATELY!**

4 **Evacuate. Report to your Building Warden and follow their instructions**

- ✓ **EXIT** Look for the green “EXIT” signs above eye level.
- ✓ Leave **ALL** belongings. Taking belongings with you can slow people down when evacuating.
- ✓ If you can, help anyone in need.
- ✓ Inform the Fire Warden of those who need help to evacuate.

5 Remove anyone in immediate danger

- ✓ Help in moving **disabled** people to a safe place (eg, under a stairwell) and report their location to Building/Floor/Fire Wardens.

6 Once at Assembly Point

- ✗ DO NOT re-enter the building.
- ✓ Stay in a group. Stay near the Fire Wardens and follow their directions.
- ✓ Wait for the **ALL CLEAR** given by Fire and Emergency/UC Security.

Fire Evacuation

Building/floor location _____

The nearest fire escape route is _____

The assembly area is _____

Building/floor or Fire Warden(s) _____

Nearest fire extinguisher is _____

Medical Emergency

• Stay calm • Stop • Think



Some patients may be unresponsive and breathing normally, and will need protection to avoid further harm. Others will need urgent cardiopulmonary resuscitation (CPR) to maintain life.

1 Call out for assistance or send for help immediately

Ask someone to get a phone/AED (Automated External Defibrillator) if needed.

2 DIAL 0800 823 637 for UC Security and state "MEDICAL EMERGENCY"

Tell them:

- your exact location with building name and room
- type of medical emergency, for example, possible cardiac arrest, sudden death, accident, psychotic episode, seizure.

3 Provide emergency assistance

Continue providing help until an ambulance and qualified medical assistance arrives.

The "DR ABCD" is the method used to assess what emergency care is needed (see next section).

4 Follow the DR ABCD method

Dangers – Check for dangers before entering the area.

Response – Check for response levels and vital signs of the injured person.

✓ Ask a simple question, grasp or squeeze their shoulders.

✗ Avoid moving any sick or injured patient (unless they're in life-threatening danger).

Provide first aid. Follow ABCD steps.

Airway – Check airway is clear. Open the airway by tilting the head back and lifting the chin.

Breathing – Check for breathing and heartbeat. If none, then apply CPR (cardiopulmonary resuscitation) see in the next section and shown in the pictures below.

Compression – CPR helps to keep the blood pumping so that heart and brain cells do not die due to lack of oxygen.

- Give 30 chest compressions (at a rate of 100–120 per minute) followed by 2 breaths.
- Once CPR has started, continue until the ambulance arrives or you receive paramedics' instructions.
- Chest compressions are the most important part of CPR. If you are not able to give breaths to a patient, you should still perform chest compressions.

Defib – Apply AED (Automated External Defibrillator), if available.



1 2 Call emergency number



3 4 Check vital signs



4 Airway



4 CPR



4 CPR/Defib



4 Repeat steps 4 until help arrives

Building name/location _____

Current address _____

Location of first aid kit _____

Nearest location of AED (Automated External Defibrillator) _____

MEDICAL EMERGENCY

Cyber Security

• Identify • Stop • Report



What is a cyber security incident?

A cyber security incident is when something goes wrong with the computer systems that could put our information at risk.

It could be someone getting into our systems without permission or changing things on our computers without us knowing.

Phishing emails and hacking are common cyber security breaches.

- Phishing attempts occur across various platforms such as emails, calls, texts, social media and in-person encounters.
- Scammers often use social engineering to exploit human emotions. They use techniques such as fear, urgency, greed, authority and curiosity to manipulate their victims into making impulsive decisions.

If you see or suspect a cyber security incident

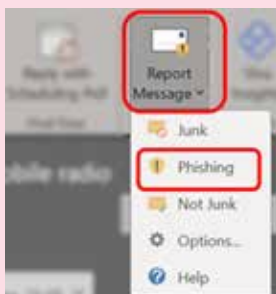
 **Immediately DIAL the UC Service Desk 03 369 5000 OR 0508 UC IT HELP**

- ✓ Explain you suspect a cyber security incident has, or is, occurring.

If you've received a suspicious email (phishing)

1 Report. If you're using Microsoft Outlook

- ✓ Click the "Report Message" button in your Outlook tab (see figure below), because this will send an alert to UC Cyber Security Monitoring Systems.



An example of the "Report Message" as Phishing on Outlook.

2 If you are NOT using Outlook

- ✓ Drag and drop the email onto a NEW email.
- ✓ Send the email to: report-phishing@canterbury.ac.nz

3 If in doubt, DIAL the UC Service Desk 03 369 5000 immediately OR 0508 UC IT HELP

4 Check steps 1 and 2 are completed BEFORE deleting the email

- ✓ Talk to your friends and colleagues about the email so they are informed.

Simple cyber security steps

- 1 Use strong passwords, not simple and repeated passwords.
- 2 Use UC's free password manager.

Scan here to install.



- 3 Use multi-factor authentication everywhere.
- 4 Turn on auto-updates for all your devices.
- 5 Save the UC Service Desk number to your phone.



CYBER SECURITY

Mental Health Crisis

• Seek help • Support



What is a mental health crisis?

A mental health crisis is NOT a general experience of distress but is similar to an emergency situation (eg, heart attack).

Examples of a mental health crisis can be:

- suicidal thoughts
- self-harm or self-injury
- anxiety
- acute psychotic or manic episode.






Major signs of a person experiencing a mental health crisis can include:

- self-harm
- visible tension or shaking
- nervous, trembling or incoherent speech
- chest or throat pain
- consistently feeling cold
- illogical or irrational thoughts
- resigned attitude
- distracted or feeling confused
- anti-social or disruptive behaviour
- apparent over-reactions.

What to do if someone is experiencing a mental health crisis

- 1**  If you are at campus, **DIAL 0800 823 637 UC Security** and state **“MENTAL HEALTH CRISIS”**. Provide your exact location and nature of emergency.
 -  UC Security will respond and can call emergency services if needed.
 -   If you are outside of the UC campus, **DIAL 111** and state **“MENTAL HEALTH CRISIS”**.
 -  Try to stay with the person until help has arrived.
 -  **Put your own safety first.**
 -  Let the person know that you care.
 -  **Don't try to stop them leaving an area. Consider following at a safe distance.**
- 2** **Stay calm.** Take a deep breath and try to stay focused on the situation at hand.
- 3** **Create a safe space.** If possible, remove any potential hazards near you.
 -  If you're helping, make sure the person feels comfortable and supported.
 -  Encourage them to express themselves and validate their emotions.
 -  If it is safe, remove any potential tools for harm to self or others.

What to do if there is NO immediate risk of harm to self or others

- 1** Offer emotional support to the person by doing the following.
 -  Listening to their emotions and concerns non-judgementally.
 -  Identifying any immediate needs.
 -  Staying calm and doing more listening than talking.
 -  Respecting privacy and confidentiality.
 -  Showing empathy and providing reassurance.
- 2** Encourage seeking professional support.
- 3** Refer the person to help.




Support to reach out to:

UC student	Staff
UC Health Centre	Line manager
Student Care	Employee Assistance Programme
Encourage them to contact a family member or friend	Encourage them to contact a family member or friend
Free text or call 1737 for counselling	Free text or call 1737 for counselling
Christchurch Specialist Mental Health Service – Crisis Resolution 0800 920 092	Christchurch Specialist Mental Health Service – Crisis Resolution 0800 920 092

After a mental health crisis

Follow-up care: Whether you were helping a person with a mental health crisis or directly affected, you might want to follow up with a mental health professional for advice about taking steps to maintain your own mental health and wellbeing.

This could involve:

-  attending therapy sessions
-  talking to a friend
-  making lifestyle changes.

MENTAL HEALTH CRISIS

Hazardous Substance Spill/Release

• Warn • Remove • Activate • Contain



The term “hazardous substance” refers to any product or chemical with properties that are explosive, flammable, oxidising, corrosive or toxic to the environment with significant threat to others (eg, risk of explosion, release of flammable or toxic gases or fumes).

Major chemical spill or release

1 Raise the alarm by activating the nearest fire alarm

- ✗ DO NOT risk contact with material or allow to spread.
- ✗ DO NOT smell, touch or taste suspect material.
- ✓ Close doors between you and the hazardous material.
- ✓ Turn off equipment, sources of gas leak and/or isolator switches, ventilation and machinery.

2 If the spill is a flammable substance, move away from the spill before using a mobile phone

3 DIAL UC Security 0800 823 637

- ✓ If possible, provide:
 - name of chemical spill and substance
 - volume spilled and hazard class (if known)
 - building name, floor and room number.
- ✗ DO NOT allow people to enter the area.
- ✓ If possible, help any injured people eg, put on personal protective equipment, observe, support, direct to safety shower.

4 Contact the people listed below

5 ONLY if safe to do so

- ✓ Bund around drains, under doors or any other area to prevent spread.

6 Inform the Building Warden of what has happened and liaise with emergency services/ UC Security

Minor hazardous substances

No significant threat to others beyond the immediate spill area.

- ✓ 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.
- ✓ Never clean up a spill by yourself even for non-hazardous material.

For assistance or advice contact your laboratory supervisor or laboratory manager.

School contact(s)

Name _____

Extn _____

Mobile _____

Name _____

Extn _____

Mobile _____

Spill kit location _____

More information The management of minor chemical or hazardous material spills or releases can be found on Safety Data Sheets contained in the School and on Chemwatch at <http://chemwatch.canterbury.ac.nz>

HAZARDOUS SUBSTANCE SPILL/RELEASE





Safe Evacuation of Disabled People

• Safe area • Ask for help




The term disabled person refers to anyone who is disabled by the environment at UC. Because many disabilities are invisible, expect that there will be disabled people and that you may not know who they are. You should always ask anyone you see in the process of evacuating if they need help.

If you need extra help to evacuate

-  Go to a safe area (eg, under a stairwell).
 - ✓ Where safe to do so, ensure all doors are closed behind you as you evacuate.
-  If possible, let the Building/Floor Wardens know that you need extra help to evacuate.
-  If you are unable to evacuate safely, **DIAL UC Security 0800 823 637** and state **"EVACUATION ASSISTANCE"** with your exact location and help required.
-  You can also ask someone to dial for help on your behalf
 - ✓ if possible, keep a buddy with you or have a mobile phone for communication.

If you are helping a disabled person to evacuate

 Always ask someone if they need help and how you can provide this **BEFORE** you do anything.

Ask

- How they can best be helped or moved.
- Do they have any special considerations or items that need to come with them (eg, mobility cane/walkers/crutches).
- If possible, offer to stay with the person once evacuated.
- If possible, observe behaviour and provide help as the person needs it.
- Speak calmly and avoid touching the person without permission.

Useful tips when helping a disabled person to evacuate



Support with mobility


If a person needing mobility support is in immediate danger, direct them to the nearest safe area, usually a stairwell (if safe to do so).

- ✓  Immediately tell the Fire/Floor warden and **DIAL UC Security 0800 823 637**.
- ✓ If debris is present, help clear the person's travel path.



Companion animals

Ensure the service animal (eg, disability assist dog) is not separated from the individual, if possible.

 The companion animal may be anxious in an emergency.



Deaf or hard of hearing

A person who is Deaf or hard of hearing may not perceive the audible alarm during an emergency.

- ✓ Face the Deaf person and get their attention before speaking.
- ✓ Maintain eye contact while the Deaf person is signing.
- ✓ Give visual instructions to advise the safest routes by pointing toward exits and/or evacuation maps.
- ✓ Write a note to tell the person of the situation, the nearest evacuation route, and where to meet outside. (For example, write: "FIRE! Go out the rear door on your right. Meet outside on the front lawn.")



Blind or low vision

When supporting someone who is blind or has low vision, tell the person the nature of the emergency.

- ✓ **ASK** if it's okay to offer your arm for guidance, known as a "sighted guide".
- ✓ Help to move the person to a safe area (if safe to do so).
- ✓ Let the person know where you are going and any obstacles along the route.
- ✓ Once at a safe location, orient the person to their location.
- ✓ Ask if they need more help before leaving them.

SAFE EVACUATION OF DISABLED PEOPLE

Earthquake

• Drop • Cover • Hold



When you feel an earthquake, follow these steps: “Drop, Cover and Hold”.



DROP

1 DROP down on your hands and knees

- ✓ This protects you from falling but lets you move if you need to.
- ✓ Stay away from windows.
- ✓ If you're sitting in a chair then **Stay, Cover and Hold**.



COVER

2 COVER your head and neck (or your entire body, if possible)

- ✓ Take cover under a sturdy table or desk (if it is within a few steps of you).
- ✓ If no shelter is nearby then cover your head and neck with your arms.



HOLD

3 HOLD on to your shelter until the shaking stops (or your position, to protect your head and neck)

- ✓ If the shaking shifts your shelter around, move with it.

During an earthquake

If you are outside



- ✓ Find a clear area away from building, trees and power lines. These may fall and cause injuries.
- ✓ Stay where you are until the shaking stops.

If you are a wheelchair user



- ✓ Lock your wheelchair.
- ✓ Bend over and cover your head and neck.
- ✓ Hold until the shaking stops.

If you have reduced mobility



- ✓ If possible, DROP, COVER and HOLD.
- ✓ Otherwise, bend over and cover your head and neck as best you can.
- ✓ Hold until the shaking stops.
- ✓ Keep your mobility aid with you.

If you are driving



- ✓ Pull over to a safe location, stop and wait with your seatbelt fastened until the shaking stops.
- ✓ Once the shaking stops proceed with caution.
- ✓ Listen to your car radio for advice from emergency services.

If you are in an elevator



- ✓ DROP, COVER and HOLD.
- ✓ When the shaking stops, get out at the nearest floor, if possible.

During an earthquake

- ✗ DO NOT run outside unless the building is showing obvious signs of distress. It is frightening to stay inside a building, but it's much safer than being outside where masonry and glass could fall on you.

Once shaking stops

- ✓ Look for damage around you. Furniture and fittings may have become hazardous.
- ✓ Check yourself for injuries.
- ✓ Help others if you can.
- ✓ **Evacuate to Ilam Fields OR leave campus.** Let your manager/colleague/fellow students know you are safe and have left campus.
- ✓ Take your coat, phone, wallet, keys and grab bag with you.
- ✓ Stay with others or in a group, if you can.
- ✗ DO NOT pass back through campus to get to Ilam Fields, use external roads as possible.
- ✗ DO NOT re-enter buildings until an “All Clear” has been given by UC Security or emergency services.
- ✓ If you need help, look for UC Security/Building Wardens in uniform/high vis vests.
- ✓ If possible, **DIAL UC Security 0800 823 637** to request evacuation help **OR** report major damage/hazards/injuries (eg, a fire, hazardous material spill and/or major structural damage).

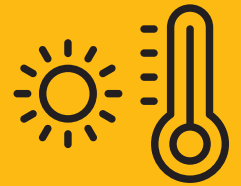
Useful tips

- ! Expect aftershocks. All large earthquakes will be followed by aftershocks.
- ! Traffic may be congested, and mobile phone use could be limited.
- ! Avoid travelling through tsunami evacuation zones to return home.
- ! If you are in a tsunami evacuation zone, you need to move to higher ground immediately, or as far inland as you can, to get out of tsunami evacuation zones.
- ✓ Remember, “Long or Strong, Get Gone”.

EARTHQUAKE

Heat Wave or Extreme Heat

• Sunsmart • Hydrate • Informed



A heat wave is often marked by unusually hot weather over a region for at least two consecutive days during the hottest period of the year and that is above the normal conditions for that time of the year.

Before a heat wave

- ✓ Stay informed about upcoming heat conditions and plan your outdoor activities.
- ✓ Learn about things you can do to keep safe during a heat wave or extreme heat (see below).

During a heat wave

- ✓ Check for updates and follow information from the emergency services.
- ✓ Follow guidance from UC Security and emergency services.
- ✓ Sunsmart: SLIP, SLOP, SLAP and WRAP:
 - SLIP on clothing, covering skin as much possible (eg, long-sleeve t-shirt).
 - SLOP on plenty of broad-spectrum sunscreen.
 - SLAP on a hat with a wide brim or a hat that covers the ears and neck.
 - WRAP on sunglasses.

Stay hydrated

- ✓ Drink plenty of fluids to stay hydrated. Avoid sugary or alcoholic drinks because they encourage more fluid loss.
- ✓ Where possible, have a good supply of water close to your work area.

Stay cool

- ✓ Wear loose-fitting, lightweight, light-coloured clothing.
- ✓ Go to areas with air conditioning.
- ✓ Where possible, draw blinds and curtains to limit morning or afternoon sun.

Stay inside

- ✓ Limit your outdoor activity during the hottest part of the day.

If you need to work outdoors

- ✓ If possible, schedule outside tasks earlier or later in the day when the weather is cooler.
- ✓ Take frequent breaks.
- ✓ Rest often in areas with shade, so your body has a chance to recover.

How to recognise and help with a heat-related illness

During a heat wave, people are susceptible to heat-related conditions. Anyone can develop heat-related illnesses. Act fast if you notice someone with symptoms. Below are some of the major heat-related illnesses.

Heat cramps	Heat exhaustion	Heat stroke
Muscle spasms caused by a large loss of salt and water in the body.	The body's response to excessive loss of water and salt, usually through excessive sweating.	This is a serious heat-related illness when the body can no longer control its temperature.
Look for: <ul style="list-style-type: none"> • Heavy sweating with muscle pain or spasms 	Look for: <ul style="list-style-type: none"> • Heavy sweating • Cold, pale and clammy skin • Fast, weak pulse • Nausea or vomiting • Muscle cramps • Tiredness or weakness • Dizziness, headache, passing out 	Look for: <ul style="list-style-type: none"> • High body temperature • Hot, red, dry or damp skin • Fast, strong pulse • Headache, dizziness • Nausea, confusion, passing out
How to help: <ul style="list-style-type: none"> ✓ Move to a cool place ✓ Drink water or a sports drink ✓ Get medical help right away if: <ul style="list-style-type: none"> • cramps last longer than 1 hour • the person affected has a heart problem 	How to help: <ul style="list-style-type: none"> ✓ Move to a cool place ✓ Loosen tight clothing ✓ Cool the body using wet cloths, misting, fanning or a cool bath ✓ Sip water slowly ✓ Get medical help right away if: <ul style="list-style-type: none"> • vomiting occurs • symptoms last longer than 1 hour or get worse • confusion develops 	How to help: <ul style="list-style-type: none"> 📞 DIAL 111 ask for "AMBULANCE" 📞 DIAL UC Security 0800 823 637 to tell them emergency services have been called ✓ Give details of location and any assistance required ✓ Move to a cool place ✓ Cool the body using wet cloths, misting, fanning or a cool bath ✗ DO NOT give the person anything to drink

After a heat wave

- ✓ Take care of yourself. It's normal to have bad feelings, stress or anxiety after a heat wave.
- ✓ Eat healthy food and get enough sleep, to help you deal with stress.
- ✓ Contact UC student/staff services for more support.

Bomb Threat

• Keep calm • Treat as genuine • Report



✗ DO NOT use a mobile phone or set off fire alarms. It may trigger an explosion.

If you receive a bomb threat by phone, email, person or another means



- 1 Remain calm and be polite. Listen carefully.**
- 2 ✗ DO NOT allow others to interrupt you, and don't interrupt the caller**
 - ✓ Try to get information. Don't argue with the caller.
 - ! Note the EXACT wording of the threat from the caller.
 - ✓ Follow the **bomb threat checklist** on the back of this sheet to record any information.
- 3  If possible, ask someone else to DIAL 111 and ask for Police**
- 4  DIAL UC Security 0800 823 637 to tell them emergency services have been called**
- 5 Follow instructions from emergency services and UC Security**

Mail bomb recognition

- Hear a ticking sound/see protruding wires/ aluminium foil, then **IMMEDIATELY** regard as suspicious.
- Excessive weight for its size or excessive securing materials, string, tinfoil or an oily stain/discolouration.
- Rigid envelope or lopsided or uneven package.
- Unexpected or unsolicited mail (local and foreign).
- Excessive postage on local mail.
- Restrictive markings (ie, private, personal).
- Poorly written or typed address/unknown source.
- No return address, or misspelling of common words, names, address, incorrect titles or titles without names.
- Shows a city, state or province in the postmark that does not match the return address.

If you discover a suspicious package or mail bomb

- ✗ DO NOT open or cut strings.
- ✗ DO NOT touch or move the object. Leave it as it is.
- ✗ DO NOT place it in water, sand or in any confined space.
- ✓ If already lifted, gently lower to a level surface.

- 1 Take steps to isolate the area**
 - ✓ Prevent others from being near or touching the item.
 - ✓ Notify people nearby verbally.
- 2  DIAL UC Security 0800 823 637 state "BOMB THREAT". Provide as much information as you can.**
 - ! **UC Security will coordinate with Police as required.**
- 3  Evacuate the immediate area of all people**

How to report a bomb threat to UC Security/NZ Police

- ✗ DO NOT use mobile phones or radio transmitters (RTs) near the site.
- ✗ DO NOT ACTIVATE THE FIRE ALARM, unless directed by emergency services/ UC Security.
- ✓ Speak slowly and clearly.
- ✓ State your name and location.
- ✓ State location of bomb and time set to explode (if known).
- ✓ State the information you received and answer questions as best you can.
- ✓ If possible, provide the information collected at the back of this sheet to emergency services.
- ✓ Follow instructions from emergency services/UC Security.

Suspect Parcel/Package/Letter

• STOP • Put item down • Report



A suspect parcel can be any physical item such as a package, mail or letter/crank letter.

! If there is a ticking sound or protruding wires or aluminium foil, then the parcel should automatically be regarded as suspicious.

How to recognise features of a parcel as suspicious

- Hear a ticking sound/see protruding wires/aluminium foil, then **IMMEDIATELY** regard as suspicious.
- Excessive weight for its size or excessive securing materials, string, tinfoil or an oily stain/dischouration.
- Rigid envelope or lopsided or uneven package.
- Unexpected or unsolicited mail (local and foreign).
- Excessive postage on local mail.
- Restrictive markings (ie, private, personal).
- Poorly written or typed address/unknown source.
- No return address, or misspelling of common words, names, addresses, incorrect titles, or titles without names.
- Shows a city, state or province in the postmark that does not match the return address.

How to confirm if a parcel is suspicious

- When it is not obvious promotional/marketing mail.
- Contact the addressee to see if the letter or package is expected and the addressee has examined it.
- At least three suspicious features have been identified from above.

How to deal with a suspicious UNOPENED letter/parcel

1 Stop what you are doing and put the item down

- X** DO NOT OPEN, touch, bump, smell, shake or empty the contents of the envelope or package.
- ✓** Handle all documents by the edges only.
- X** DO NOT place further fingerprints or indentations on them.

2 Place the envelope or package into a plastic bag wearing gloves if possible

- ✓** If it is a letter, then put the letter and envelope in a plastic bag or large envelope and preserve them for Police.
- ✓** Note who has handled the correspondence.
- ✓** If you are wearing protective gloves, then place the gloves into the same bag.

3 **DIAL UC Security 0800 823 637 and state "SUSPECT PARCEL"**

Provide as much information as you can.

4 **If hands or any part of the body may have come into contact with the envelope or package, wash with soap and water**

5 **Turn off any equipment that could disturb airflow (eg, fans)**

How to deal with a suspicious OPENED parcel

1 Use the same procedures for unopened letters and parcels (left), AND follow the steps below

2 Put on gloves

3 Place opened letter or package in a plastic bag

4 **DIAL UC Security 0800 823 637 and state "SUSPECT PARCEL"**

Provide as much detail as you can.

- X** DO NOT use a mobile phone near the package.
- ✓** If possible, ask a co-worker not in the immediate area to notify the manager or person in charge to immediately arrange a temporary cordon for the area.
- X** DO NOT allow people to enter the cordoned area unless it is an emergency situation.
- ✓** Follow any further instructions from your manager/UC Security/emergency services.

If contents are spilled

In the nearby area

- X** DO NOT clean up or wipe spilled contents.
- X** Avoid breathing any suspected substance (eg, powder).
- ✓** Switch off air conditioning/fans where possible.
- ✓** Where there is a likelihood of contamination, stay where you found the item and step about 2m away.
- ✓** Isolate the person contaminated and clear areas of people who are not nearby.
- ✓** Wash hands with soap and hot water.

On clothing

- ✓** Select a room for changing.
- ✓** Remove clothing and place in a plastic bag.
- ✓** Shower with soap and hot water.
- ✓** Change into other clothes.
- ✓** Wash hands with soap and hot water.

Armed Offender/Attacker

• Escape • Hide • Tell




An armed offender(s) could use a variety of weapons including firearms, knives, syringes, chemicals, vehicles and improvised weapons.

If there are reports of an armed offender attacking people with weapons on campus, or you are witnessing an event, act quickly and follow these actions: ESCAPE – HIDE – TELL.

ESCAPE



To a place of safety


- 1 If you see a safe pathway out, leave the area immediately. Move quickly and quietly away from danger, if it is safe to do so.
- 2  Take your mobile phone with you, if you can.
 - ✗ DO NOT go back to get your mobile phone, if it puts you in danger.
 - ✓ Leave other belongings behind.
 - ✓ Monitor your surroundings.
- 3 If you see police, do not run directly at them, remember they will not know who you are.
 - ✓ Drop anything you are holding.
 - ✗ DO NOT reach into your jacket or bags.
 - ✓ Raise your hands.
- 4 Follow **Police** instructions.
- 5 Encourage others to go with you, but don't let their hesitation slow you down.
 - ✗ DO NOT congregate in open areas or wait at evacuation or assembly points.

If you cannot escape then HIDE.

HIDE




If you're unable to escape from the area

- 1 Hide where you cannot be seen. Stay out of the armed offender(s) view.
 - Outside:**
 - ✓ HIDE behind a robust structure such as a concrete wall or tree.
 - ✓ HIDE in a building or room that is closest to you.
 - Inside:**
 - ✓ Find a room. Secure it by locking doors and windows.
 - ✓ Make sure you're not visible from the outside through windows.
 - ✓ If you can't find a room, hide behind any large objects (eg, desks, shelves, large rubbish bins).
- 2 Silence/mute your mobile phone.
- 3 Block entry to your hiding place and lock doors and windows.
 - ✓ Close shades or blinds.
 - ✓ Barricade entrances to your hiding place where possible (eg, with heavy objects).
 - ✓ Turn off lights, radios, computer monitors.
 - ✓ Try to stop others from entering the area, but only if it doesn't put you in any danger.
- 4 Note any potential exit points.
- 5 Be as quiet and still as possible.
- 6  **As soon as it is safe to do so, DIAL 111 for POLICE and state "ARMED OFFENDER".**
 - ✗ DO NOT put yourself in danger to dial a call, the best option may be to remain quiet and wait.
- 7 Stay in place and follow the instructions given by the responding police officers.

TELL



When safe, DIAL 111, state "POLICE"

- 1  Where possible, **DIAL 111 for POLICE** and state **"ARMED OFFENDER"**. Give the following information:
 - ✓ location of the attack and surroundings (eg, landmarks)
 - ✓ description of the offender(s) and what happened:
 - are they moving in a particular direction, anything they said
 - number and kinds of weapons they have
 - number of people in your area and if injured
 - the intent of offender(s) (if known).
- ! You may be asked to stay on the phone line and provide further information or if the situation changes.
- 2 Be aware of your surroundings.
 - ✓ Try to identify (if you can) any commotion, if you can hear screams, gunfire or where loud noises are coming from.
 - ✓ If dangerous, consider what you can do to keep yourself safe. For example, you may have to hide before you have the opportunity to escape.
- ! You may still need to hide once you have escaped the immediate area.

Injured people

If you come across any injured people while hiding, providing first aid may help save their lives. But only help if it does not put yourself and others in any danger.

- ✗ DO NOT move closer to see what is happening, this may put you in danger.

Police response

In an active armed offender response, Police's priority may be to locate the offender(s) and effectively manage the threat as quickly as possible.

- Upon arriving at the scene, police officers may at first not be able to tell you from the offender(s). They may move past you (or those who may need help) in search of the offender(s).
- Police officers will be armed and could point guns in your direction.
 - ✗ Avoid quick movements or shouting and keep your hands in view.
- Be aware police officers may enter your location at some stage to secure the building and locate people who have hidden from the threat.

Bomb Threat Checklist



Place this card under your telephone

BOMB THREAT CHECK LIST QUESTIONS TO ASK:

1. When is the Bomb going to explode?

2. Where is the Bomb?

3. What does the Bomb look like?

4. What kind of Bomb is it?

5. What will make the Bomb explode?

6. What is the Explosive Type and Quantity?

7. Why did you place the Bomb?

8. What is your name?

9. Where are you?

10. What is your address:

EXACT WORDING OF THREAT:

.....
.....
.....
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.....
.....
.....
.....
.....
.....

ACTION

Report call immediately to:

Phone Number:

Trace 111

Police Advised:

Date/Time:

Members name:

CALLER'S VOICE

Accent (specify):

Any impediment (specify):

Voice (loud, soft, etc):

Speech (fast, slow, etc):

Diction (clear, muffled):

Manner (calm, emotional, etc):

Did you recognise the voice?

If so, who do you think it was?

Was the caller familiar with the area?

THREAT LANGUAGE

Well spoken:

Incoherent:

Irrational:

Taped:

Message read by caller:

Abusive:

Other:

BACKGROUND NOISES

Street noises:

House noises:

Aircraft:

Voices: Standard call:

Music: 111/Cellular:

Machinery: STD:

Vehicle (Cellular):

Other:

OTHER

Sex of caller:

Estimated age:

CALL TAKEN

Date: / / Time:

Duration of call:

Number called:

RECIPIENT

Name (print):

Telephone number:

Signature:

POL 940
11/02

