

EMERGENCY PROCEDURES GUIDE



THE UNIVERSITY OF
NEWCASTLE
AUSTRALIA

YOUR LOCATION:	YOUR ASSEMBLY AREA IS:

***FOLLOW THE INSTRUCTIONS OF EMERGENCY WARDENS AT ALL TIMES
EMERGENCY WARDENS ARE IDENTIFIED BY YELLOW OR RED HATS AND HI VIS VESTS.***

FOR INJURIES OR ILLNESS YOUR NEAREST FIRST AID OFFICER IS:

NAME:	LOCATION:	EXTENSION:

CALL SECURITY IN AN EMERGENCY

CALLAGHAN	4921 5888
NEWCASTLE CITY	4921 7962
CENTRAL COAST	4348 4222
SYDNEY	8262 6488

ALL OTHER CAMPUSES 000



'Emergency Help Points' are located across campus, identified by a blue light and connected to Security Services.

Information and advice for Campus Care is available online at: www.newcastle.edu.au

FIRE EMERGENCY RESPONSE

IN CASE OF A FIRE - REMEMBER RACE

Remove yourself and others from danger.

- Ensure safety of Self, Scene and Survivors in that order (ensuring the safety of the scene prevents injury to others).
- Rescue or remove persons in immediate danger but only if safe to do so.

Alert – raise the alarm.

- Contact Security Services on **4921 5888** (Callaghan), **4921 7962** (Newcastle City) **4348 4222** (Central Coast), **8262 6488** (Sydney) or via an Emergency Help Point.
- Alert people nearby.
- Contact all Emergency Wardens.
- Activate break glass alarm.
- Confirm the Fire Brigade has been called.

Contain the fire and smoke by closing doors & windows.

- Turn off air conditioning, ventilation and fans where possible.
- Select and use the correct fire extinguisher.
- ***Fight fire but only if it is safe and you have been trained to do so.***

Evacuate if the fire cannot be contained.

- Follow the directions of the Emergency Warden.
- Use the fire exits (follow the green exit signs).
- If smoke is present stay down low and close to the floor.
- **DO NOT** use the lift.
- **DO NOT** open doors which are warm to the touch – there may be fire on the other side!
- Assist disabled persons to evacuate in accordance with their PEEP or assist to move to a safe place such as a refuge or fire stairs.
- Inform the Chief Warden including Security Services and Emergency Services of any people who are injured, unable to evacuate, refuse to evacuate and general status of evacuation.
- Proceed to the assembly area and remain there until given the all clear to return or evacuate further.
- **DO NOT** re-enter the building until Security advises that it is safe to do so.
- **NO SMOKING** must be observed during any evacuation procedure

CLASS OF FIRE ►		A	B	C	E	F
TYPE OF FIRE ►		WOOD, PAPER, PLASTICS	FLAMMABLE & COMBUSTIBLE LIQUIDS	FLAMMABLE GASES	ENERGISED ELECTRICAL EQUIPMENT	COOKING OILS & FATS
EXTINGUISHER TYPE						
	WATER	✓	✗	✗	✗	✗
	FOAM	✓	✓	✗	✗	✓
	POWDER	✓	✓	✓	✓	✗
	CARBON DIOXIDE LIMITED	✓	✓	✗	✓	✗
	WET CHEMICAL	✓	✗	✗	✗	✓
	VAPOURISING LIQUID	✓	✓	✓	✓	✗
	FIRE BLANKET	✗	✗	✗	✗	✓
	HOSE REEL	✓	✗	✗	✗	✗

FIRE EXTINGUISHER USAGE CHART

WHEN USING AN EXTINGUISHER

REMEMBER P.A.S.S.

PULL THE PIN
Break seal & test extinguisher

AIM AT THE BASE OF FIRE
Ensure you have a means of escape

SQUEEZE THE OPERATING HANDLE
To operate & discharge the extinguisher

SWEEP FROM SIDE TO SIDE
Completely extinguish the fire

MEDICAL EMERGENCY OR INJURY RESPONSE

If you come across a person requiring medical assistance, the first rule is to ensure that you check for danger. Check for danger to you, the injured / ill person and any others who may be present.

The injured person should only be moved if they are in further immediate danger.

1. Remain calm

Assess the patient (apply DRSABCD – REFER CHART BELOW)

2. Raise the alarm

If required, immediately call an Ambulance.

a. Advise your name and phone number

Extension or mobile number - in case they need to call you back

b. Advise the patients' details

Age, sex, description of injury / symptoms.

c. Advise the address

Building name, floor number and room number, street name and cross street.

3. Have someone notify Security Services

4921 5888 Callaghan

4921 7962 Newcastle City

4348 4222 Central Coast

8262 6488 Sydney

Have someone wait outside the building entrance or street location for the Ambulance to arrive.

If you are not a trained first aider, call out for one or send someone else to look for a trained first aider. If the person requires CPR, commence CPR after calling for help.

D	DANGER ▶	Ensure the area is safe for you, others and the patient.
R	RESPONSE ▶	Check for response – ask name, squeeze shoulders. Response – make comfortable, monitor response. No response – then continue with SABCD.
S	SEND ▶	CALL AN AMBULANCE FIRST , then Security Services on 4921 5888 Callaghan 4921 7962 Newcastle City 4348 4222 Central Coast 8262 6488 Sydney or via an Emergency Help Point or ask another person to call.
A	AIRWAY ▶	Check airway. Open mouth – if obstruction present, place patient in recovery position and clear mouth with fingers.
B	BREATHING ▶	Check for breathing – look, listen, feel. Normal – place in recovery position. Not normal – start CPR
C	CPR ▶	Use a mouthguard if one is available Start CPR – 30 compressions : 2 breaths Continue CPR until help arrives or patient recovers.
D	DEFIBRILLATION ▶	Apply defibrillator if available and follow voice prompts.

MEDICAL EMERGENCY OR INJURY

BOMB OR SUBSTANCE THREAT RESPONSE

WRITTEN BOMB OR SUBSTANCE THREAT

- A bomb threat received in writing should be kept including any envelope or container. Avoid unnecessary handling - place it in a paper envelope or folder to protect it.
- Immediately report the threat to Security Services and your supervisor/manager.
- **DO NOT** discuss the threat with anyone else. **DO NOT** activate the fire alarm or evacuation system unless instructed to by the Police and/or Security Services.

PHONE THREATS

- Try to remain calm - let the caller finish the message.
- Keep the caller on line - **DO NOT Hang Up the Phone!** Even after the call has ended. It may be possible to trace the call.
- Use the **bomb threat checklist** below.
- Immediately report the threat to Security Services and your supervisor/manager.
- **DO NOT** discuss the call with anyone else. **DO NOT** activate the fire alarm or evacuation system unless instructed to by the Police and/or Security Services.

SUSPICIOUS ITEMS

A suspicious item may be anything that looks unusual and is deemed a possible threat due to its characteristics, location and circumstances.

If you believe an item may be suspicious:

- **DO NOT** touch it, or move it.
- Immediately report the item to Security Services and also to your supervisor/manager.
- Notify the Emergency Warden who will evacuate the area. Stay nearby behind a solid barrier and prevent others entering the area.
- Wait for Police to arrive and tell them where the item is.

IF YOU HAVE OPENED A SUSPICIOUS LETTER OR PARCEL THAT CONTAINS A POWDERY SUBSTANCE:

- Cover the object without touching or disturbing it - place a garbage bin over the top.
- If any material has spilt from the item **DO NOT** try to clean it up.
- **DO NOT** brush powder off your clothing or off any other surface.
- Turn off any fans in the immediate area.
- Stay in your immediate area and prevent others from entering the area.
- Ensure that co-workers in the same room also stay where they are. **DO NOT LEAVE.**
- Immediately report the item to Security Services and also to your supervisor/manager.
- DO wash your hands if you are able to access facilities in your immediate area.
- **DO NOT** touch your face with your hands or any part of your body that has open wounds.

IF YOU BELIEVE A LETTER OR PARCEL IS SUSPICIOUS AND YOU HAVE NOT OPENED IT:

- **DO NOT** open it or shake it.
- Place the item into a plastic bag and seal it.
- Stay in the immediate area and prevent others from entering the area.
- Turn off any fans in the immediate area.
- Immediately report the item to Security Services and also to your supervisor/manager.
- Wash your hands if you are able to access facilities in your immediate area.
- **DO NOT** touch your face with your hands or any part of your body that has open wounds.

BOMB THREAT CHECK LIST

REMEMBER . . . KEEP CALM . . . DON'T HANG UP

QUESTIONS TO ASK

- 1 When is the bomb going to explode? _____
- 2 Where is the bomb located? _____
- 3 What type of bomb is it? _____
- 4 What does it look like? _____
- 5 What will cause it to explode? _____
- 6 Did you place the bomb? _____
- 7 Why? _____
- 8 Where are you? _____
- 9 What is your name? _____
- 10 What is your address? _____

EXACT WORDING OF THREAT

INFORMATION ON CALLER

Sex _____ Age _____ Length of Call _____

CALLER'S VOICE

- | | | | | | |
|--|-------------------------------------|----------------------------------|---|-----------------------------------|----------------------------------|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Angry | <input type="checkbox"/> Excited | <input type="checkbox"/> Slow | <input type="checkbox"/> Rapid | <input type="checkbox"/> Soft |
| <input type="checkbox"/> Loud | <input type="checkbox"/> Laughing | <input type="checkbox"/> Crying | <input type="checkbox"/> Normal | <input type="checkbox"/> Distinct | <input type="checkbox"/> Slurred |
| <input type="checkbox"/> Intoxicated | <input type="checkbox"/> Stuttering | <input type="checkbox"/> Lisp | <input type="checkbox"/> Cracking Voice | <input type="checkbox"/> Deep | <input type="checkbox"/> Ragged |
| <input type="checkbox"/> Clearing Throat | <input type="checkbox"/> Disguised | <input type="checkbox"/> Accent | <input type="checkbox"/> Deep Breathing | <input type="checkbox"/> Familiar | <input type="checkbox"/> Raspy |

If voice is familiar, who did it sound like? _____

ACTION ON CALL

Number & call received at _____ Recipient _____

Time _____ am/pm Date _____ Call reported to _____

Telephone No _____ Date _____

THREAT LANGUAGE

- | | | | |
|---------------------------------------|---|--|-------------------------------------|
| <input type="checkbox"/> Incoherent | <input type="checkbox"/> Well spoken/Educated | <input type="checkbox"/> Taped message | <input type="checkbox"/> Irrational |
| <input type="checkbox"/> Abusive/foul | <input type="checkbox"/> Message read by threat maker | <input type="checkbox"/> Other _____ | |

BACKGROUND NOISES

- | | | | | |
|--|--|---------------------------------------|--|---------------------------------------|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Factory machinery | <input type="checkbox"/> Crockery | <input type="checkbox"/> Animal noises | <input type="checkbox"/> Voices |
| <input type="checkbox"/> Clear | <input type="checkbox"/> PA System | <input type="checkbox"/> Static | <input type="checkbox"/> Music | <input type="checkbox"/> House noises |
| <input type="checkbox"/> Motor noises | <input type="checkbox"/> Office machinery | <input type="checkbox"/> Public phone | <input type="checkbox"/> Local call | <input type="checkbox"/> STD Call |
| <input type="checkbox"/> Aircraft | <input type="checkbox"/> Other _____ | | | |

REMARKS

INSTRUCTIONS

Report call **IMMEDIATELY** to Security or Chief Warden - **4921 5888** Callaghan, **4921 7962** Newcastle City

4348 4222 Central Coast, **8262 6488** Sydney

DO NOT discuss with other personnel. **DO NOT** return to the area until advised by Security or Chief Warden

IMMEDIATELY after call please complete this form.

NAME _____ POSITION _____

TELEPHONE No _____ DATE _____

BOMB OR SUBSTANCE THREAT

INTERNAL EMERGENCY RESPONSE

An Internal emergency could include Gas Leak, Hazardous Material Spill, Building Collapse, Loss of Power, Loss of Water, Sewer Leaks, Water Inundation, Explosion etc.

In all situations, the **standard emergency procedure** should include:

- Quickly assess the situation.
- Raise the alarm. Call Security Services and notify your Emergency Warden.
- Evacuate (if necessary). Assist and guide other people.
- Take care not to move people from safety into danger.
- Administer first aid to any injured persons if needed.
- Liaise with the Emergency Services and UON staff.
- Do not re-enter until advised by the Emergency Warden, Security Services or Emergency Services that it is safe to do so.

In addition to the above:

FOR GAS LEAKS:

- Turn off the gas at the source if possible. Security Services will notify Infrastructure and Facilities Services to assist.
- Isolate the area if dangerous fumes are released by closing doors and windows.

FOR HAZARDOUS CHEMICAL, HAZARDOUS MATERIAL SPILLS OR RELEASE:

- The primary concern is to protect health and safety. No action should be taken during an emergency response that directly or indirectly violates this principle.

- Isolate the spill if safe to do so. Control the source. Contain free liquids by damming, absorbing if appropriate.
- Contact the senior person in the area with knowledge of the chemical and Health and Safety.
- Eliminate all possible sources of ignition. Ensure fire protection for flammable spills.
- Do not attempt to clean up the spill unless you know exactly what it is and how to clean it up.

FOR EXPLOSIONS OR BUILDING DAMAGE:

- Leave the building as quickly and calmly as possible.
- If you are trapped in debris, tap on a pipe or wall so that rescuers can hear where you are.
- Assist others to exit the building - keep roadways and walkways clear for emergency crews.

FOR WATER LEAKS OR WATER INUNDATION:

- Check – what's in the water? Any dangerous chemicals, sewage etc.? How deep is the water?
- Is the water alive with electricity? Isolate electrical sources. Security Services will notify Infrastructure and Facilities Services to assist.
- Turn off water at the source if possible. Spill kits can be used to restrict water flow.
- Do not move people from safety into danger – flood waters are unsafe and evacuees should not walk through water.










FOR CHEMICAL / HAZARDOUS MATERIAL SPILLS

YOUR NEAREST SPILL KIT IS LOCATED

KEY CONTACTS FOR INFORMATION ABOUT CHEMICALS OR HAZARDOUS MATERIALS USED IN YOUR AREA ARE:

NAME:	LOCATION:	EXTENSION:

CHEMICAL HAZARD PICTOGRAMS

 <p><i>Exploding bomb</i> Explosives</p>	 <p><i>Flame</i> Flammables</p>	 <p><i>Flame over circle</i> Oxidisers</p>
 <p><i>Gas cylinder</i> Gasses under pressure</p>	 <p><i>Corrosion</i> Corrosives</p>	 <p><i>Skull and crossbones</i> Acute toxicity</p>
 <p><i>Environment</i> Environmental hazard</p>	 <p><i>Exclamation mark</i> Harmful/irritant Harmful to ozone layer</p>	 <p><i>Health hazard</i> Severe health hazards</p>

LEAKS, CHEMICAL SPILL, EXPLOSION, DAMAGE, LOSS OF SUPPLY

EXTERNAL EMERGENCY RESPONSE

An external emergency may be caused by natural disasters or man-made disasters such as bushfire, earthquake, storms, flood, major road accident, plane crash, civil disturbance etc.

Steps to take for emergency response to external incidents include:

- Assess the situation - if deemed necessary, activate a building evacuation by pressing an evacuation break glass alarm. This will alert Emergency Wardens.
- Contact Security Services and explain what the emergency is and how it will impact. Follow the instructions of the Emergency Warden and Emergency Services as directed.

FOR STORMS:

- If storms are approaching, secure loose items, stay under cover (not under a tree) and avoid using telephones during electrical storms.
- Stay inside and shelter clear of the windows - Listen to radios for storm updates.
- If you are outdoors, find emergency shelter.
- Check the building for damage - fallen power lines, building damage, flooded drains etc.
- Check trees near the building for damage and stability.
- Report any damage to UON Security Services.
- If a storm occurs overnight or on the weekend, ensure that an inspection for damage is carried out first thing next day.

FOR EARTHQUAKES:

- If indoors, stay there. Keep clear of windows, overhead fittings and outer walls. Shelter under a door frame, desks or beside an internal wall. Tuck your head into your knees and cover your head with your arms. Do not use elevators.

- If outside, keep well clear of buildings, overhead structures, walls, bridges, power lines, trees etc. Shelter under strong archways or doorways of buildings. Do not go under awnings or parapets as they may collapse.
- If driving, stop in an open area until the shaking stops. Beware of downed power lines and road damage. Listen to warnings before moving.
- Check for injuries. Apply first aid. Do not move the injured unless in immediate danger.
- Turnoff electricity, gas, water and do not light matches until you have checked for gas or fuel leaks. Check for broken water, sewerage or electrical mains and report damages.
- Check for cracks/damage in roof, walls etc. and report damages.
- Evacuate if badly damaged. Be prepared for aftershocks.
- Stay calm and help others if possible.

FOR POWER OUTAGES:

- Contact Security Services. They will advise Infrastructure and Facilities Services of the situation.
- Consider evacuation – particularly if the power does not come back on quickly and if the weather is hot. Partial evacuation may be appropriate. Evacuation can be triggered by the Emergency Warden or activating a break glass alarm.
- Consider persons with a disability who may not be able to leave the building and the impact on students living on campus.

FOR OFFICIAL INFORMATION REGARDING CURRENT WEATHER WARNINGS VISIT THE BUREAU OF METEOROLOGY WEB SITE:

<http://www.bom.gov.au/nsw>

FOR MORE INFORMATION ABOUT CURRENT EXTERNAL EMERGENCY SITUATIONS INCLUDING STORMS, SERVICE UTILITY OUTAGES, EARTHQUAKES ETC. TUNE IN TO THE LOCAL EMERGENCY SERVICES BROADCASTER:

Newcastle	ABC Local Radio 1233 AM
Central Coast	ABC Local Radio 98.1 FM ABC News Radio 92.5 FM
Sydney	ABC Local Radio 702 AM
Port Macquarie	ABC Local Radio 864 AM or 95.5 FM
Tamworth	ABC Local Radio 648 AM

FOR INFORMATION REGARDING TOTAL FIRE BANS, CURRENT FIRE DANGER RATINGS, CURRENT FIRES AND INCIDENTS PLEASE VISIT THE RURAL FIRE SERVICE WEB SITE:

<http://www.rfs.nsw.gov.au/>

PERSONAL THREAT / SECURITY RESPONSE

Personal Threat / Security can be categorised as: - confrontation with an armed person; confrontation with an unarmed person; armed hold-up; assault; threatening the life of others or oneself; or hostage/kidnap scenarios.

In the event of being confronted by an aggressive or potentially violent person:

- Try to remain calm - alert someone nearby to raise the alarm.
- Be firm but polite with the person - let them know their behaviour is not acceptable. If intervention is required, Security Services are trained to handle these situations.
- Use 'Help points' or telephone to contact Security Services. These are placed at strategic points on campus and are identified by a blue light. They are connected directly to Security Services 24 hours a day.

In the event of a firearm attack:

ESCAPE

- If under immediate gunfire, take cover initially but attempt to leave the area as soon as it is safe to do so. Escape by the nearest exit or window. Leave books, bags, purses, etc. where they are.
- If gunfire is nearby, leave the area immediately moving away from the gunfire.
- Do not congregate at evacuation points.
- Maintain cover –
- **FROM GUNFIRE** – use substantial brickwork or concrete walls, engine blocks of vehicles, large live trees or earth banks, mounds etc.
- **FROM VIEW** – use internal partitions, car doors, wooden fences, curtains etc.

TELL

- Contact Security Services and the Police if you have a mobile phone and advise them of your exact location.
- Keep your phone on silent but stay on the line.

If you can't escape:

ACT

- Secure your immediate environment. Turn off all the lights, close and lock all windows and doors. If you cannot lock the door, try to block the door with desks and chairs.
- Move away from the door, get on the floor out of the offender's sight or line of fire and remain quiet.
- Keep out of public areas such as foyers or corridors.
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself
- If the shooter exits your area and you are able to escape, leave the area immediately.
- While escaping, as soon as you see a Police officer put your hands over your head and immediately comply with the officers instructions.