

## Summary

### Objective

This process describes the actions to take during an emergency

### Background

**Owner** Stefan Delany

**Expert** Stefan Delany

## Procedure

### 1.0 Initial response to an emergency

Staff Member, Student

**a** Staff, students and others witnessing or first on scene to any emergency incident should apply immediate response actions:

1. Protect your health and safety.
2. Protect the health and safety of others.
3. If necessary, provide aid to any injured persons involved in the incident.
4. If necessary, call for a first aider.
5. If necessary, call emergency services.
6. If applicable, call campus security to coordinate access for emergency services on campus.
7. If applicable, take essential action to make the site safe or to prevent a further incident.

**b** Staff, students and other should take any essential action to limit or prevent further escalation of the emergency. This may include:

- isolating energy sources
- physically isolating incident site
- commencing essential spill control
- evacuating people from the incident site

#### **NOTE Emergencies involving injury, illness or a significant health and safety incident**

If emergency results in injury, illness or a significant health and safety incident then the following processes may also apply:

Reporting health and safety incidents, injuries and illness

Notifying safety regulators of significant incidents

### 2.0 Responding to fire

Staff Member, Student

- a**
1. Assist any person in immediate danger, if safe to do so.
  2. Extinguish fire with appropriate equipment, if safe to do so
  3. Contain the fire (close doors and windows), if safe to do so.
  4. Raise the alarm:
    - a. Use a Manual Call Point;
    - b. Call Emergency Services (000);
    - c. Contact Security Control (8344 6666)
  5. Inform the Chief Warden or other Warden.
  6. Follow the Building Evacuation Procedures

Warning – only attempt to extinguish or contain a fire, if safe to do so.



Information about types of fire extinguishers  
<http://safety.unimelb.edu.au/topics/emergency/equipment/fire-extinguishers.html>

#### **NOTE Building Evacuation Procedures**

Building Evacuation Procedures are posted within each building.

#### **NOTE Assembly areas**

Assembly areas are included in Evacuation Diagrams posted in each building

### 3.0 Evacuating a building (single-tone or no alarm)

Staff Member, Student

#### **NOTE General instructions - building specific instructions may also apply**

These instructions apply to general office/general teaching space areas in buildings with: a single-tone Emergency Warning Intercommunication System (EWIS); or fire alarm/bell; or individual smoke/heat detectors with local alarms.

Your building may be different. Please familiarise yourself with any special instructions for your building by consulting the diagrams near lifts and exit doors, or contacting your floor warden or chief warden

- a**
1. On hearing the fire alarm or instruction from a Warden or Security Guard, prepare for emergency evacuation
    - a) Switch off or make safe equipment/chemicals, if safe to do so.
    - b) Secure valuables and personal belongings, if safe to do so.
  2. Evacuate, leave immediately via the nearest emergency exit.
  3. Assist mobility impaired occupants, if safe to do so.
  4. Assemble at designated assembly area and continue to follow warden instructions.
  5. Remain at designated assembly area until confirmation of all-clear.
- b** Warnings  
Do Not Use Lifts in An Emergency Evacuation.  
Do Not Re-Enter Building Until "All Clear" is confirmed
- c** Occupants Unable to Evacuate and/or Mobility Impaired:  
If you are physically unable to evacuate, then:
1. Follow your Personal Emergency Evacuation Plan (PEEP).
  2. If possible, advise a Warden or other occupant of your location and PEEP.
  3. If possible, proceed to a fire isolated area.

- d** Special instructions for lecture theatres, laboratories, teaching spaces and performance spaces.

The person responsible for the occupants shall maintain control of the groups, and take direction from wardens or security guards or emergency services personnel.

Upon hearing the alarm signal or becoming aware of an emergency, the person responsible for the occupants should direct the occupants to:

1. Stand push chairs, large bags, etc under desks or benches.
2. Turn off electrical devices and laboratory operations that are not safe to be left unattended.
3. In controlled sequence, move a to main aisles and exit in an orderly manner through the nearest emergency exit.
4. Assemble together as a group at designated assembly area and continue to follow warden instructions.
5. Remain at designated assembly area confirmation of all-clear. Recover any effects left in the building.

- a**
1. On hearing the alert tone (BEEP, BEEP, BEEP), prepare for emergency evacuation
    - a) Switch off or make safe equipment/chemicals, if safe to do so.
    - b) Secure valuables and personal belongings , if safe to do so.
  2. On hearing the tone (WHOOOP, WHOOOP, WHOOOP) or instruction to evacuate, leave immediately via the nearest emergency exit.
  3. Assist mobility impaired occupants, if safe to do so.
  4. Assemble at designated assembly area and continue to follow warden instructions.
  5. Remain at designated assembly area confirmation of all-clear.
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### 3.1 Evacuating a building (dual-tone alarm)

Staff Member, Student

**NOTE** General instructions - building specific instructions may also apply

These instructions apply to general office/ general teaching space areas in buildings with a dual-tone Emergency Warning Intercommunication System (EWIS) installed.

Your building may be different. Please familiarise yourself with any special instructions for your building by consulting the diagrams near lifts and exit doors, or contacting your floor warden or chief warden

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### 4.0 Responding to medical emergencies

Staff Member, Student

- a** Immediate response actions
1. Move injured person away from danger if safe to do so.
  2. Call for an ambulance on 000. State the location clearly.  
on mobile phones, dial 112 or 000  
from Parkville campus switchboard, dial 0 000
  3. Call Parkville Security or your local campus emergency number. This ensures that the emergency services can gain access to the campus.

**NOTE** First Aiders

Names and contact details of local first aiders are posted in each building near exits and lifts  
Security guards are trained in first aid

-  Dibrillator locations and operating procedures  
<http://safety.unimelb.edu.au/topics/emergency/equipment/defibrillators.html>

## **NOTE Special actions by injury type**

### **1. Bleeding**

Stop the bleeding at once and send promptly for an ambulance or a doctor. Control by direct pressure and elevate the limb if possible. Apply the pad of sterilised dressing(s) (in the first aid cabinet) and bandage firmly. It may be necessary to apply a second pad on top of the first one. Where such dressings are not available, arterial bleeding may be controlled by pressing the artery against the underlying bone with the finger or thumb.

### **2. Burns**

If serious, send promptly for an ambulance or a doctor. If possible, run affected area under cold water for 10 minutes if skin is intact. Do not burst blisters, and do not try to remove clothing sticking to the burn or scald. With chemical burns, remove contaminated clothing and flush the burn with plenty of cold water.

### **3. Cardiac arrest (heart attack) - suspected**

If possible, locate an Automated External Defibrillator (AED) and follow the standard operating procedure and the instructions packaged with the machine. Refer: Automated External Defibrillators (AEDs).

### **4. Collapse**

If the casualty is unconscious, but is still breathing and has a pulse, place him or her on their left side (coma position) and call an ambulance. Cover with a light blanket or clothing – but no hot water bottles. Do not give anything to eat or drink by mouth.

### **5. Concussion**

After a blow on the head, especially when there is interference with consciousness, a doctor should see the casualty. Neither you nor the casualty can decide the importance of this.

### **6. Electrical shock**

Act quickly. Switch off the current. If this is not possible, free the person by using something that will not conduct electricity - DRY, folded newspaper, wood, cloth or rubber. Do not touch the individual - you may get a shock yourself. If breathing is failing or stopped, apply artificial respiration - use the Resusitube if necessary - do not waste time. Get help and send for an ambulance.

### **7. Eye injuries**

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## 5.0 Internal emergency

Staff Member, Student

**a** Immediate response actions:

1. Assess the situation
2. Raise the alarm by contacting Parkville Security or your local campus emergency number
3. Evacuate (if necessary)
4. Assist and guide other people
5. Take care not to move people from safety to danger
6. Administer first aid if needed
7. Liaise with emergency services and University staff

**NOTE Internal Emergency**

An internal emergency is an emergency that arises within the University, such as building systems failures, structural concerns or services failures.

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## 6.0 External emergency

Staff Member, Student

**a** In an external emergency...

1. Assess the situation
2. Raise the alarm by contacting Parkville Security or your local campus emergency number
3. Follow instructions from wardens, Security or University management
4. Take emergency response actions relevant to the type of emergency

**NOTE External Emergency**

An external emergency arises outside the University, but will impact the University. Some examples could include:

Serious vehicle accidents  
Fire and smoke nearby  
Public order problems  
Natural disaster

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## 7.0 Responding telephone or written threats

Staff Member, Student

**a** Telephone threats

1. Keep calm
2. Listen closely, and ask the caller for as much information about the threat as possible. Record the information and your impressions of the caller on the Phone threat checklist
3. Using another telephone, immediately report the threat to your supervisor and Security - refer to Contacts in an emergency
4. Do not activate the fire alarm or emergency evacuation system unless instructed



Phone Threat Checklist

<http://safety.unimelb.edu.au/docs/AFPbombchecklist%20New.pdf>

**b** Written threats

1. Preserve the evidence
  - a. Threats received on paper:  
Keep the written threat including any envelope or container.  
Handle it as little as possible.  
Place the item in a plastic envelope.
  - b. Threats received by email or another electronic medium:  
Retain email or other electronic record if possible.  
Consider taking a screenshot (press Print screen in Windows, or Command + Shift + 3 in Mac OS X, then paste into a new file in your word-processing or image-editing software).
2. Immediately report the threat to your supervisor and to Security - refer to Contacts in an emergency.

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## 8.0 Responding to suspicious packages or articles

Staff Member, Student

- a** If you believe a letter or parcel is suspicious and you have NOT opened it

Do not open it, or shake it.

Place the parcel/letter into a plastic bag and seal it. Place this bag into another plastic bag and seal it. Stay in your immediate environment and prevent others from entering the area.

Turn off any personal fans in the immediate area. Call for help. Contact your supervisor and Security. 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.

- b** If you HAVE opened a letter or parcel that contains suspicious powder

Cover the object without touching or disturbing it further by upending your garbage bin and placing it 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 personal fans in the immediate area. Stay in your immediate environment and prevent others from entering the area.

Ensure that co-workers in the same room also stay put.

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.

Call for help. Contact your supervisor and Security - refer to Contacts in an emergency.

- c** If you suspect the mail item may contain an explosive device

Do not touch it or move it.

Contact Security

Evacuate the area if the device indicates it may detonate soon, otherwise, stay nearby behind a solid barrier and prevent others from entering the area.

Wait for Police to arrive to tell them where the device is

## **NOTE Identifying suspicious articles and mail**

General criteria

- Is it hidden?
- Is it obviously suspicious?
- Is it typical of your work area?
- Has there been unauthorised access?
- Has there been a perimeter breach?

Criteria for suspicious mail

- Excessive securing material
- Excessive weight
- Protruding wires or foil
- Lopsided or unevenly weighted
- Oily stains or visible powder and crystals
- Stiff or rigid envelope
- Package or mail was expected
- Visual distractions on the packaging
- Excessive postage
- Proper names and titles not used
- Address handwritten or poorly typed
- Restrictive markings e.g. "Confidential"
- Common words misspelt
- External or foreign mail
- Lacks sender address

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## **9.0 Responding to an aggressive or potentially violent person**

**Staff Member, Student**

- a** Try to remain calm.  
Alert supervisor.  
Be firm but polite with the person and let them know that their behaviour is not acceptable.  
If the behaviour of the person is such that outside intervention is required, contact or arrange to have contacted Security  
You can also use a Security telephone, placed at strategic points on campus, which has a blue light and connects directly to Security 24 hours a day.  
Do not try to rectify the situation on your own. Allow Security guards to use their training to handle the situation.  
Abusive phone calls: hang up the phone and notify your supervisor.

## **10.0 Responding to an active armed person - violence already in progress**

**Staff Member, Student**

- a** Try to remain calm.  
Alert supervisor if safe to do so.  
Observe the situation: look and listen to see where the person is relative to your position.
- b** Assess your surroundings for:  
opportunities to evacuate to a safe place.  
opportunities to take shelter in your current location.  
Decide whether it is safer to evacuate or shelter in place. A supervisor, warden, Security guard or emergency services officer may tell you what to do. In the absence of instructions, make a personal decision.
- c** If evacuating  
Have an escape route and plan in mind  
Do not use your building's usual evacuation assembly area  
Evacuate regardless of whether others agree to follow  
Leave your belongings behind  
Help others escape, if possible  
Prevent individuals from entering an area where the armed person may be  
Keep your hands visible  
Follow instructions from a supervisor, warden, Security guard or emergency services officer, if any  
Do not attempt to move wounded people  
Do not congregate in public areas unless known to be safe, and avoid your building's usual evacuation assembly area  
Once safe, contact Police and University Security.

- d** If sheltering in place  
Choose a place to shelter. It should:  
Be out of the armed person's view  
Provide protection if shots are fired in your direction (e.g. behind closed and locked door)  
Not trap you or restrict your options for movement  
Prevent the armed person from entering your hiding place:  
Lock the door  
Blockade the door with heavy furniture  
If the armed person is nearby:  
Lock the door  
Silence phones and pagers  
Turn off any source of noise (e.g. radios, televisions)  
Hide behind large items (e.g. cabinets, desks)  
Remain quiet
- e** Act: if you cannot avoid the armed person by evacuating or sheltering in place:  
Call police on 000 (0 000 from Parkville campus switchboard; 000 or 112 from a mobile phone), if possible, to alert them to the armed person's location.  
If you cannot speak, leave the line open and allow the emergency services to listen
- f** As a last resort, and only when your life is in imminent danger, try to disrupt or incapacitate the armed person by:  
Acting as aggressively as possible towards him/her  
Throwing items and improvising weapons  
Yelling  
Committing to your actions

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## **11.0 Actions after emergencies**

**Staff Member, Student**

- a** If any person is injured, refer to Medical emergency instructions.  
The University Counselling Service is available to assist staff who have experienced personal threat emergencies.  
If Security has attended the incident, then a Security incident report will already have been generated.  
However, if Security has not attended, you may need to report the incident.

- For supervisors: an incident just happened - what should I do?  
<http://safety.unimelb.edu.au/tools/incident/respond/#justhappened>
- For staff: an incident just happened - what should I do?  
<http://safety.unimelb.edu.au/tools/incident/report/#justhappened>

## Triggers & Inputs

### TRIGGERS

None Noted

### INPUTS

None Noted

## Outputs & Targets

### OUTPUTS

None Noted

### PERFORMANCE TARGETS

None Noted

## RACI

### RESPONSIBLE

Roles that perform process activities

Staff Member, Student

### ACCOUNTABLE

For ensuring that process is effective and improving

**Process Owner** Stefan Delany

**Process Expert** Stefan Delany

### CONSULTED

Those whose opinions are sought

### STAKEHOLDERS

None Noted

### STAKEHOLDERS FROM LINKED PROCESSES

None Noted

### INFORMED

Those notified of changes

All of the above. These parties are informed via dashboard notifications.

## Systems

None Noted

## Process Approval

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