State clearly

- Nature of call
- Location of emergency
- Your name and contact details

Retain this booklet near your telephone
Objectives
The objective of these procedures is to ensure, as far as practicable, the safety, health and well being of staff, students, contractors and visitors during emergencies at Curtin University.

Emergency Control Organisation (ECO)
The ECO consists of Building Wardens, Floor Wardens and First Aid Attendants, Emergency Response Officers and Security as well as outside agencies such as Fire and Rescue Services. The role of the ECO is to ensure the safety of the building’s occupants in any emergency.

During emergencies, instructions from ECO personnel overrule the normal management structure.

Each individual staff member has a responsibility to complete and update the following information regularly

<table>
<thead>
<tr>
<th>Building number</th>
<th>Floor number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room number</td>
<td>Building assembly area</td>
</tr>
<tr>
<td>Building Warden</td>
<td>Floor Warden</td>
</tr>
<tr>
<td>First Aid Attendant</td>
<td>Location of First Aid Kit</td>
</tr>
<tr>
<td>Review dates</td>
<td></td>
</tr>
</tbody>
</table>
**Important Contacts**

For external or mobile phone lines use the prefix 9266

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency</td>
<td>Dial “5”</td>
</tr>
<tr>
<td>Security</td>
<td>4444 or 1300 004444</td>
</tr>
<tr>
<td>EduSafe (Health &amp; Safety Department)</td>
<td>4900</td>
</tr>
<tr>
<td>University Health Services (not for emergencies)</td>
<td>7345</td>
</tr>
<tr>
<td>Facilities Management</td>
<td>2020</td>
</tr>
<tr>
<td>University Counselling Service</td>
<td>7850</td>
</tr>
</tbody>
</table>

**Relevant web links**

At all times during an emergency follow the instructions of the Building and Floor Wardens

1. On hearing the alert tone, collect personal belongings and immediately leave the building via the nearest and safest emergency exit route. Obey all instructions by wardens and emergency services at all times. All doors should be closed (but not locked) on leaving.

2. To assist persons with a disability ask them how you can help. Do not attempt to carry or hurry people. In multistorey buildings, assist to the nearest fire isolated stairwell, ensure the building warden is advised and wait with the person until emergency services arrive.

   **do NOT use the lifts**

3. Walk quickly and calmly to the designated assembly area for your building or as advised by a Warden or Fire and Rescue Services personnel.

4. Remain at the assembly area (in groups) until instructed to leave by a Warden or Fire and Rescue Services personnel.

5. Do not re-enter the building until informed that it is safe to do so by a Warden or Fire and Rescue Services personnel. Do not enter a building when the alarm is sounding.
Responsibility of the person with a disability

Whether your disability is of a temporary or permanent nature, wherever possible it is important that you know what your needs are and plan ahead for emergency situations and/or evacuation.

Classrooms/Lecture Theatres/Laboratories/Workshops

It is the responsibility of the lecturer/tutor to ensure that their class is evacuated and to maintain control of the students during an emergency until released by the building wardens. If in a laboratory, follow specific local evacuation instructions in respect to making hazardous substances and experiments safe prior to evacuating, if safe to do so.

Café/Public Theatres/Public Venues

Staff will arrange for and provide information to patrons during emergency situations and evacuations.
**Raise the alarm**

1. If **safe to do so** ensure the immediate safety of anyone within the vicinity of the fire.

2. Raise the alarm if not already sounding, using a break glass alarm panel (red) or by shouting ‘Fire, Fire, Fire’ if a panel is not available.

3. **Dial 5 (or 9266 4444 from a mobile phone)**
   - Give your name,
   - Campus
   - Building number and level,
   - Room number,
   - Type and extent of the fire/smoke.

4. Evacuate the immediate area and inform your supervisor or Building Warden, if safe to do so.
Fire fighting

5. If safe to do so and if trained in the use of fire equipment – attempt to extinguish the fire.
6. Choose the correct fire extinguisher. Do not use water or foam on an electrical fire.

Evacuate

7. Evacuate the building on hearing the alarm or as instructed by a Warden.
8. Close doors and windows as you exit – do not lock doors. Leave lights on.
9. Inform the warden of the location of any people who are injured, unconscious or have a disability.
10. Walk quickly and calmly to the assembly area.

**do NOT use the lifts**

11. Remain at the assembly area in groups until instructed to leave by a Warden or Fire and Rescue Services personnel.
12. Do not re-enter the building until informed that it is safe to do so by a Warden or Fire and Rescue Services personnel.
Personal Injury/Illness

Personal Injury - minor

1. Contact the nearest First Aid Officer within the building.
2. Contact the University Health Services ext 7345 before escorting them if necessary (business hours only). After hours contact security on ext 4444 or from a mobile 9266 4444.
3. Inform supervisor.

Personal injury – major

1. Determine if the area is safe for you to enter (e.g. electrical, hazardous substances or equipment hazards)
2. If safe to do so, care for injured person(s) – call for assistance.
3. Send someone to phone Dial '5' (or 9266 4444 from a mobile) and locate first aid officer.

Provide all information

• Your name;
• Location: building ___________ level ___________ room number _________
• State of consciousness of the injured person(s);
• Report on any possible hazards e.g. Chemical spill
• Age and gender of the injured person(s);
• If possible, the names of the injured person(s);
• Any relevant information – breathing/not breathing, chest pains, bleeding;
4. Ensure the area is clear for emergency personnel.
5. Inform your supervisor.

**Familiarise yourself with the current First Aid Attendants and location of first aid kits in your area.**

**If assaulted**

1. Dial ‘5’ (or 9266 4444 from a mobile) and provide details of the assault as soon as possible.
2. Do not wash, shower, change clothes or clean up in any way until after obtaining medical assistance and talking to the Police. You could destroy vital evidence.
3. Do not drink alcohol or take tranquilisers or other drugs as you will have to give a clear account of what has happened. Try to remember everything you can about your attacker.
4. Police Officers are aware that a person who has been assaulted is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you. Support is available from either the University Health Service or University Counselling service.
Personal Threat / Hostages

Violent/threatening person

1. Try to ensure your personal safety, get away from being in immediate danger.

2. If unable to escape the building secure immediate area. Lock doors, hide behind furniture and try to remain calm and quiet.

3. If possible, contact security by dialling “5” or 9266 4444 (from a mobile) and report suspicious activity or concern.

4. Await instructions and expect to be held and interviewed by Police until all offenders have been identified.

If confronted

1. Follow instructions
   - Do not argue, provoke the person or draw attention to yourself.
   - Do not attempt to physically subdue the person.
   - Make it easy for the person to leave the building/area.

2. Try to create a calm non threatening environment and if spoken to talk slowly, quietly, firmly and simply.

3. Carefully observe the person and try to memorise information for the Police.
   - Any articles touched by the person.
   - Physical details and attire or other points which may aid description.
   - Direction that the person took when they left the area.

4. Try to stay low to the ground or behind cover, away from windows or doors if possible.
In a rescue situation:

1. Do not run unless instructed to do so. Drop to the floor and remain still with your hands visible.
2. Wait for instructions and obey the instructions you are given.
3. Until the offender is identified all hostages may be treated as possible offenders. Remain calm, and obey instructions, hostages will be taken to a safe area where identification and status will be determined.

Civil disorder/illegal occupancy

1. Dial ‘5’ (or 9266 4444 from a mobile) and request assistance
2. Notify the Building Warden
3. If safe to do so – initiate action to:
   • Restrict entry to the building
   • Confine presence to the ground floor
   • Restrict contact between demonstrators and building occupants or
   • Evacuate the building
4. Notify nominated managers and/or supervisors.
5. Be prepared to evacuate – await further instructions from Security.

Classrooms/lecture theatre/laboratories: It is the responsibility of the lecturer/tutor to maintain control over their class during an emergency until released by the ECO.
Hazardous Material Spill & Gas leak
(including Radioactive Material)

If unsure of the hazards presented and associated risks to safety and health dial 5 prior to taking any action. If available follow local or work specific procedures in the first instance.

1. **If you are sure you are safe**, attend to injured personnel.
2. If anyone is contaminated, set up an isolation area and initiate decontamination (i.e. safety shower) and first aid. Observe and support the person until assistance arrives. Do not put yourself at risk.
3. Isolate the hazard if possible and evacuate the area.
4. Do not touch any material and stay at a safe distance from the accident site.
5. Dial ‘5’ (or 9266 4444 from a mobile) and provide the operator with information:
   - Your name; and Location: building __________ level _______________
     room number ____________________
     or car park/road ______________________
     nearest building ______________________
   - The number of, and the status of, any injured person(s);
   - Report on the situation and possible hazards e.g. Chemical spill, gas leak, fire etc

*The switchboard operator will contact Emergency Services, Security, Health Services, EduSafe and Facilities Management to provide assistance.*
6. Isolate the affected area at a safe distance by erecting a temporary barricade and placing suitable warning signs.

7. Do not eat, drink or smoke at the accident site.

8. Do not leave the site unless you are checked free from contamination.

9. It may be necessary to turn off the air conditioning to restrict the spread of gasses and vapours, or if outside ensure people are not gathering down wind of fumes.

10. Collate any relevant information that may be of assistance to emergency personnel such as the Material Safety Data Sheets, Dangerous Goods Manifests or Research Risk Assessments.

11. Walk quickly and calmly to the assembly area or as advised by the emergency personnel.

12. Report incident to supervisor and Safety and Health Representative or radiation officer if applicable. In case of extreme radiation emergency contact Radiation Health 9346 2260.

13. Do not re-enter the area until the all clear has been given by emergency service personnel regardless of the status of the alert tone.


Classrooms/lecture theatres/laboratories: It is the responsibility of the lecturer/tutor to ensure that their class is evacuated and to maintain control of the students during the emergency until released by the ECO.
Bomb Threat

If the threat is by telephone:

1. Endeavour to obtain as much information as possible about the threat
   - Location of bomb, which building:
   - Time set to explode;
   - Type of package

   See next page for checklist

2. If possible try to engage the caller in conversation to ascertain information.

3. Whilst still on the phone raise the alarm by attracting the attention of a colleague who should dial ‘5’ or contact security 9266 4444 and then notify the building warden.

If an object is found

- Do not touch;
- Report the find to Security through Dial ‘5’ (or 9266 4444);
- Keep areas clear

Basic rules:
- Treat as genuine;
- Record exact information.

1. **Do not** use mobile phones, two way radios or other electronic equipment that may trigger a device – turn off mobile phones and two way radios.
Raise the alarm

2. Dial ‘5’ (or 9266 4444)
   • Notify the Building Warden.
   • Do not use break-glass alarm, public address system, mobile phones or two way radios.

Evacuate

3. Be prepared to evacuate – await further instructions from Security.
4. Evacuate the building as instructed to do so by the Building Warden.

   Persons should be requested to remove all personal belongings (such as briefcases, bags and other personal articles) when evacuating.

Classrooms/lecture theatre/laboratories. It is the responsibility of the lecturer/tutor to maintain control over their class during an emergency until released by the ECO.
Try to record the exact wording of the threat

*Keep caller talking – try and obtain as much information as possible*

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Ask the following questions:

- What is it? ____________________________________________________________
- Where is it? __________________________________________________________
- What does it look like? _________________________________________________
- When is the bomb going to explode? ________________________________
- How will the bomb explode? __________________________________________
- Did you put it there? _________________________________________________
- Why did you put it there? _____________________________________________
- What is your name? _________________________________________________
- Where are you now? _________________________________________________
- What is your address? _______________________________________________
Estimate: Age: ________ years

Accent – (specify): __________________________________________________________________________

*Remember* keep calm – do not hang up – call can be traced

<table>
<thead>
<tr>
<th>Voice</th>
<th>Speech</th>
<th>Manner</th>
<th>Telephone</th>
<th>Background</th>
</tr>
</thead>
<tbody>
<tr>
<td>○ man</td>
<td>○ fast</td>
<td>○ calm</td>
<td>○ local</td>
<td>○ music</td>
</tr>
<tr>
<td>○ women</td>
<td>○ slow</td>
<td>○ angry</td>
<td>○ std</td>
<td>○ talk</td>
</tr>
<tr>
<td>○ child</td>
<td>○ distinct/cultured</td>
<td>○ emotional</td>
<td>○ trunk</td>
<td>○ typing</td>
</tr>
<tr>
<td>○ unknown</td>
<td>○ impeded</td>
<td>○ loud</td>
<td>○ public</td>
<td>○ children</td>
</tr>
<tr>
<td></td>
<td>○ stutter</td>
<td>○ soft</td>
<td>○ private</td>
<td>○ traffic</td>
</tr>
<tr>
<td></td>
<td>○ nasal</td>
<td>○ pleasant</td>
<td>○ mobile</td>
<td>○ machines</td>
</tr>
<tr>
<td></td>
<td>○ hesitant</td>
<td>○ raspy</td>
<td></td>
<td>○ aircraft</td>
</tr>
<tr>
<td></td>
<td>○ uneducated</td>
<td>○ intoxicated</td>
<td></td>
<td>○ trains</td>
</tr>
<tr>
<td></td>
<td>○ other</td>
<td>○ other</td>
<td></td>
<td>○ other</td>
</tr>
</tbody>
</table>
Suspicious Mail or Package

If suspicious mail or package has not been opened

1. Do NOT open the package or letter
2. Put the package down and do not handle it further.
3. Alert others nearby, leave the immediate area, without removing any items from the area and gently close the door.
4. After leaving the immediate area limit movements within the building to prevent spread of substance
5. Wash hands well with soap and water
6. Dial ‘5’ (or 9266 4444 from a mobile) and advise:
   - Exact location of incident – building, level, room number;
   - Number of people potentially exposed;
   - Description of the package/device;
   - Action taken (e.g. package sealed or covered, area isolated).
7. Keep your hands away from your face to avoid contaminating your eyes, nose and mouth.
8. Wait for help to arrive.
If suspicious mail or package has been opened

1. Do not disturb the item any further. Do not pass it around. If any material has spilt from the item, do not attempt to clean it up, or brush it from your clothing.
2. If possible place an object over the package without disturbing it (such as a large waste bin).
3. Follow steps 3 to 7 above (If suspicious mail/package has not been opened).
4. If possible, having the building ventilation system shut down and turn off any fans or equipment that is circulating air around your workplace. Dial 2020 to ask if it can be shut down remotely.
5. Wait for help to arrive.

If it is suspected that the item is an explosive device

1. Dial ‘5’ (or 9266 4444).
2. **Do not** use mobile phone, two way radio, electronic devices. Turn off mobile phones and two way radio.
3. Evacuate the area.
Earthquake

During an earthquake if inside:

• Take shelter under tables, desk or in doorways.
• Stay away from windows, shelving and large free-standing furniture that might fall.
• Keep clear of large areas with glass atriums or glass roofs.
• Do not use lifts.

During an earthquake if outside:

• Stay outside
• Move to an area clear of buildings, trees, powerlines or other potential hazards.

When the earthquake stops:

• Check for signs of fire, hazardous material spill or major structural damage
• Treat minor injuries
• Do not evacuate unless the area is immediately threatened.
• Await instructions. Do not contact security unless immediate assistance is required.

Expect After shocks
Extreme Weather

Storm/Cyclone/Hail

• Store or secure any loose items external to the buildings whenever possible prior to a storm.

• Protect equipment wherever possible and disconnect electrical equipment, move equipment away from windows if necessary.

• Ensure that all power boards and electrical cords are raised off the floor if flooding is likely and disconnect from power source. If unable to do so due to inability to access power point, tag item out of use and ensure it is not used until it has been either tested as safe or replaced.

You are safer staying in a building during a storm. There is a likelihood that during a severe storm, the building’s evacuation tone will be activated, often by water entering the system. If this occurs:

• Assemble in a safe area near exit points but away from windows, ready to evacuate should it be necessary. Await instructions from Building Warden.

• Do not evacuate a building during a severe hail storm, cyclone or thunder/lightning storm or flooding unless advised to do so by the Building Warden because of greater internal building threat (fire or building collapse)

• If building power has failed, evacuate building at earliest safe time as emergency lighting and emergency fire protection systems have limited life and building should not be occupied.

Advise Security (Dial 5 or 9266 4444 from a mobile) of any property damage, water incursion or injuries.

Classrooms/lecture theatres/laboratories: It is the responsibility of the lecturer/tutor to ensure that their class is evacuated and to maintain control of the students during the emergency.
## Emergency Resuscitation

<table>
<thead>
<tr>
<th>Danger</th>
<th>Check for danger to self, others and casualty</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Response</strong>&lt;br&gt;Ask casualty’s name, gently squeeze shoulders</td>
<td>No Response – Open mouth and look for foreign material</td>
</tr>
<tr>
<td>Airway</td>
<td>No Foreign Material – Leave on back and open airway</td>
</tr>
<tr>
<td></td>
<td>Foreign Material – Roll onto side (Recovery position), open and clear airway</td>
</tr>
<tr>
<td><strong>Breathing</strong>&lt;br&gt;Look, listen and feel for breathing</td>
<td>Breathing – Roll onto side (recovery position) and monitor closely</td>
</tr>
<tr>
<td></td>
<td>Not Breathing – give 2 initial breaths then start CPR</td>
</tr>
<tr>
<td>CPR</td>
<td>30 compressions 2 breaths. Continue CPR (30:2) until help arrives, defibrillator is used or casualty recovers. If casualty recovers roll onto side (recovery position) and monitor closely</td>
</tr>
</tbody>
</table>
Bentley Campus

EMERGENCY PROCEDURES

IN AN EMERGENCY

dial “5”
(internal phone)

or

9266 4444
(mobile)

1300 004 444
(free call)

Last updated July 2010