

AUT SPORT & FITNESS CENTRES

North Shore Emergency Evacuation Procedures – AH Building

North Shore Emergency Evacuation Plan - AH Building

In the event of an Emergency Evacuation there are three different plans for the Centre:

1. Normal operating hours with a full team of Centre staff on site (Monday to Friday, 8am – 5pm)
2. Outside of normal operating hours (early morning, evenings, weekends, holidays) with one Receptionist and one Fitness Instructor
3. Special Events outside of normal operating hours with one staff member (short courses, tournaments)

Floor Wardens are responsible for:

- wearing the coloured jerkin during all evacuations;
- implementing the evacuation for their floor/area;
- ensuring that all staff, students and visitors evacuate the floor and move to the Assembly Area –Awataha Plaza;
- managing the safe evacuation of persons with special needs;
- reporting to the Building Warden that the floor/area has been evacuated and/or any special circumstances;
- moving people to the appropriate Assembly Area and ensuring that no one re-enters the building until authorised;
- Carrying out other tasks as directed by the Building Warden.

Building Wardens are responsible for:

- wearing the coloured jerkin during evacuations;
- assuming control of the emergency evacuation response;
- contacting the New Zealand Fire Service (Dial 111) (Dial 1-111 if internal phone) that a fire alarm has been activated, and providing building and location details;
- proceeding to the fire control panel;
- receiving reports from Floor Wardens about the evacuation of floors and any specific issues;
- briefing the New Zealand Fire Service upon arrival on any specific issues, including type, location of the emergency and details of anyone still in the building;
- liaising with the Fire Services when it is safe to re-enter the building and advising staff and students accordingly;
- Completing the Building Warden's Report and sending it to the Health and Safety Advisor.

First Aid Officers are responsible for:

- providing first aid where necessary;
- ensuring that an ambulance is called if required;
- reporting to the Building Warden when there is an actual or potential risk of injury.

Academic Staff

Academic staff are responsible for the safe egress of students from the building in the event of an emergency evacuation.

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1. Normal Operating Hours

This is typically from 8am – 5pm Monday to Friday, excluding Public holidays and University Holidays.

A full team of staff should be available to complete the Evacuation as outlined below:

In Any Emergency:

- Safety is the first consideration
- Get Help. Dial **(1)- 111** or Security on **921 9997 or 0800 AUT SAFE**
- Remain calm, follow instructions from warden.

The Evacuation Assembly Area is:

- Awataha Plaza

Level	Areas	Floor Warden	Contact	Back-up
AH1	<u>Contact the New Zealand Fire Service (Dial 111 or 1-111 if internal phone).</u> Reception, foyer, foyer toilets, office AH103, stadium, equipment storeroom, grab towels for members	Esther Williams (Reception)	7254	Joe Mayes (Bookings Co-ordinator)
AH1	Weights room, group exercise studio, toilets, changing rooms, golf swing clinic, can grab blankets only if cupboard is accessible on clearing areas	Bradley Jenkins (Gym Supervisor)	7251	Fitness Instructor
AH1	Subway	Maduka Sabasinghage		Subway duty staff
AH2	AH201 – AH220: Exercise Science, labs, seminar rooms, offices, kitchen, toilets	Morgan Geldard (Short Courses)	9421	Amy Claxton Sonya Nepe
AH2	AH221 offices/research wing	Mark Jones	7300	Matt Barker
Building Warden	Proceeds to Fire Alarm Panel at AH1 Main Entrance	Himan Patel (Centre Manager)	9459	Jacqui Brabant (North Manager)

****When Alarm Is Sound: TREAT AS EMERGENCY AT ALL TIMES.**

It is our responsibility to know exactly what we are supposed to do. Everyone is expected to be able to react in the right way and follow the correct procedure at ALL TIMES.

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2. Outside Normal Operating hours

This is typically early morning openings and evening closure shifts Monday to Friday, and weekend shifts where the Centre is open to the public.

A team of 2 staff will complete the evacuation as outlined below:

Level	Floor Warden	Procedure
AH1	Receptionist	<ul style="list-style-type: none"> • Contact the New Zealand Fire Service (Dial 111) (Dial 1-111 if internal phone). Let them know that a fire alarm has been activated, and provide building and location details; • Contact Security if needed on 921 9997 or 0800 AUT SAFE • Clear: Reception, foyer, foyer toilets, office AH103, stadium, equipment storeroom. Do not proceed upstairs. • Grab a bunch of towels to be handed to members that are cold or just out of the showers • Ensure that all staff, students and visitors evacuate the floor and move to the Assembly Area – Awataha Plaza • Report to the Fire Alarm Panel and wait for Fire Brigade • Brief the Fire Service upon arrival on any specific issues, including type, location of the emergency and details of anyone still in the building • liaise with the Fire Services when it is safe to re-enter the building and advising staff and students accordingly
AH1	Fitness Instructor	<ul style="list-style-type: none"> • Clear: Weights room, Group Exercise Studio, toilets, changing rooms, golf swing clinic. Do not proceed upstairs • Ensure that all staff, students and visitors evacuate the floor and move to the Assembly Area – Awataha Plaza • Report to the Receptionist at the Fire Alarm Panel

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3. Special Events

This may occur when we have Sports Tournaments, Short Courses or Special Groups using the Centre or Stadium outside of Centre opening hours.

For these events one staff member is rostered on to open and close the Centre.

In this scenario the staff evacuation plan will be:

- Contact the New Zealand Fire Service (**Dial 111**) (**Dial 1-111 if internal phone**). Let them know that a fire alarm has been activated, and provide building and location details;
- Contact Security if needed on **921 9997 or 0800 AUT SAFE**
- Clear: Reception, foyer, foyer toilets, office AH103, and stadium. Do not proceed upstairs.
- Grab a bunch of towels to be handed to members that are cold or just out of the showers.
- Ensure that all staff, students and visitors evacuate the floor and move to the Assembly Area – Awataha Plaza
- Report to the Fire Alarm Panel and wait for Fire Brigade
- Special groups should be responsible for clearing out their areas and ensuring their patrons do not re-enter the building. The event controller should report to staff at the Fire Alarm Panel.
- Brief the New Zealand Fire Service upon arrival on any specific issues, including type, location of the emergency and details of anyone still in the building
- Liaise with the Fire Services when it is safe to re-enter the building and advising staff and students accordingly

****When Alarm Is Sound: TREAT AS EMERGENCY AT ALL TIMES.**

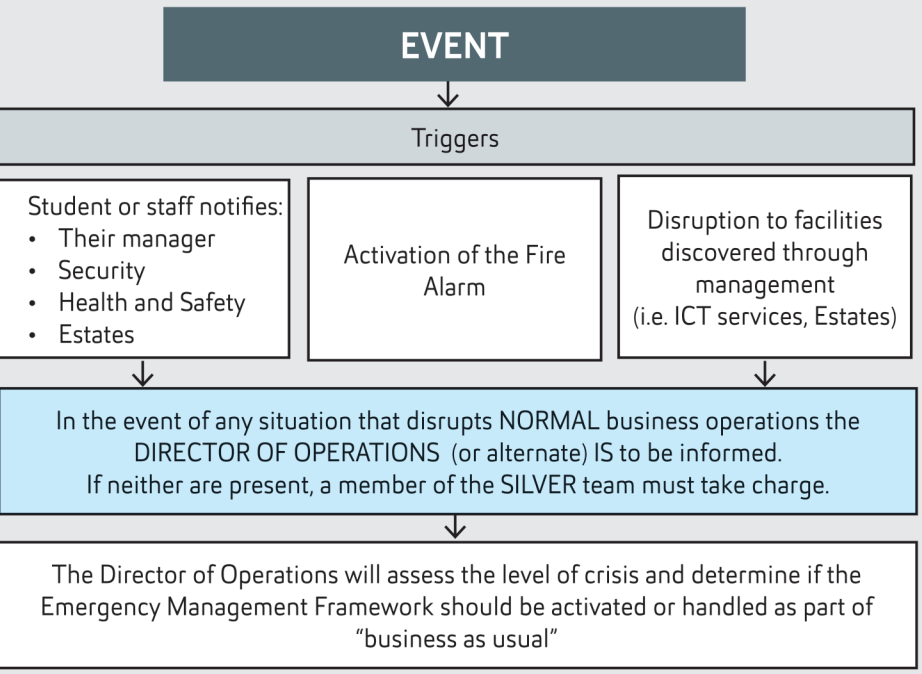
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EMERGENCY PROCEDURES

AUT

CRITICAL INCIDENT

STAFF MEMBER DISCOVERING CRITICAL/POTENTIAL CRITICAL INCIDENT



1. Serious event (immediate risk) eg fire – phone 1- 111
2. If ambulance has been called notify AUT Safety & Security on 921 9997. If assistance required from Health Counselling & Wellbeing phone 921 9999 ext 8888*
3. Potential serious event – ring Safety & Security/ line manager

* NB: Centres are closed 8-10am on Thursdays

Level 1: High impact

Level 2: Medium impact

Level 3: Low impact

ESSENTIAL UTILITY FAILURE

LOSS OF POWER, LIGHTING, COMMUNICATION, WATER OR COMPUTER NETWORK

ASSESS THE EXTENT AND IMPACT OF THE FAILURE

MAJOR FAILURE

Major disruption to routine

- Contact Safety & Security on 921 9997 who will alert the Director of Operations
- State the nature of the problem and your location. If the telephones are not working, send someone to report the situation to Security
- Seek instruction from the building warden or if after hours, Safety and Security
- Power cuts – wait for instructions from Emergency Wardens
- Lift failure – press emergency button in lift for assistance

MINOR FAILURE

Minor disruption to routine

- Contact Safety & Security on 921 9997
- Advise your immediate manager

HAZARDOUS MATERIAL ALERT

IF YOU DISCOVER OR SUSPECT A GAS LEAK OR CHEMICAL SPILL

If you see, smell or suspect the release of a hazardous material that cannot be stabilised according to your known health and safety procedures:

Remove anyone in immediate danger **only** if safe to do so.

CONTAIN THE DANGER

- Do not use mobile phone
- Do not risk unnecessary contact with the gas or chemical
- Follow area-specific instructions
- Assist anyone who may have been exposed
- Cordon off the area and prevent re-entry
- Inform your Health and Safety Advisor

IF SITUATION BECOMES SERIOUS

- Activate the nearest manual fire alarm
- Evacuate the immediate area and prevent re-entry
- Dial 921 9997 and inform Safety and Security of the situation

FIRE

REMOVE ANYONE

- From immediate danger

RAISE THE ALARM

- Activate the nearest manual fire alarm

→ Dial 1-111

- STATE FIRE
- state where the fire is (street address) and what is burning.

- Close doors behind you as you leave

EXTINGUISH THE FIRE

- only if it is safe to do so without taking unnecessary risks
- use correct appliance for type of fire

EVACUATE - TO ASSEMBLY AREA

MY ASSEMBLY AREA IS

DO

- Leave your work area immediately
- Proceed to assembly point through nearest fire exit
- Follow instructions given by your Emergency Wardens
- If escaping from hot or smoke-filled area, crawl on hands and knees
- If you require assistance to evacuate the building, wait in the smoke stop lobby or stair landing until assistance arrives

DO NOT

- Use lifts
- Run
- Stand and watch
- Carry any item in your hands, including hot drinks
- Lift any person downstairs

When the fire alarm stops, it does not mean the emergency is over.

Remain at the assembly area until the all clear is announced by the Fire Service, followed by notification from the Building Warden.

RESUME NORMAL ROUTINE ONCE ALL CLEAR IS RECEIVED

NATURAL DISASTER

EARTHQUAKE, VOLCANIC ERUPTION, STORM, TORNADO, TSUNAMI, FLOOD

EARTHQUAKE

During the shaking

IF INSIDE, STAY INSIDE

- Instruct others to do the same
- Do not use lifts
- Avoid stairs
- Take cover
- Drop, cover and hold
- Move away from windows and anything that could fall on you

IF OUTSIDE, STAY OUTSIDE

- Instruct others to do the same
- Keep clear of buildings, trees, power lines and anything that could fall on you

When the shaking stops

- Expect after-shocks – more things may fall
- Look out for live electric wires and other hazards
- Follow instructions given by Emergency Wardens or Civil Defence Officers

VOLCANIC ERUPTION

During the shaking

IF INSIDE, STAY INSIDE

- Instruct others to do the same
- Remove anyone in immediate danger to a place of safety
- Protect yourself and others from inhaling volcanic dust and gaseous fallout – improvise with what is immediately available
- People with respiratory problems (asthma) may need urgent medical attention.

STORM / TORNADO

BEFORE

- Tape windows with tape to prevent flying glass
- Move people and equipment away from exposed rooms and windows

DURING

- Stay indoors
- Shelter in the strongest part of building
- Open windows on sheltered side of building if roof begins to lift.

TSUNAMI

BEFORE

- Do not evacuate your workplace unless instructed to do so. If told to evacuate, do so immediately!

FLOOD

BEFORE

- Keep valuables, documents and equipment above possible flood level

DURING

- Remove anyone in danger to a place of safety
- Move any chemicals to a safe place to avoid spillage or contamination, if equipped to do so
- Switch off any electrical equipment affected by flooding

FIRST AID, ACCIDENT OR COLLAPSE

STAY CALM, STOP AND THINK, CALL FOR HELP

- Quickly assess the scene. Is it safe for you to help?
- Quickly assess the victim. Unconscious? Breathing? Accident?
- Do not move the victim unless for their immediate safety

For emergency dial 1-111	State ambulance Say what appears to be wrong
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FOR FIRST AID CALL HEALTH, COUNSELLING AND WELLBEING
(Urgent assistance 921 9999 ext 8888 during office hours*)

* NB: Centres are closed 8-10am on Thursdays

City Campus 921 9992 – WB219	North Campus 921 9998 – AS104	South Campus Family Doctors, Accident & Medical 277 5777
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WHILE WAITING FOR HELP TO ARRIVE:

- Request assistance from your building first aider
 - my building first aider is:
- Send someone for your first aid box
- Send someone to guide responders (ambulance/first aiders) to the location
- Give first aid

GIVE IMMEDIATE FIRST AID

1. Tilt head, lift chin, check breathing
2. If not breathing give two breaths
3. Check pulse for 7 seconds. If no pulse, begin CPR, Cardio-Pulmonary Resuscitation, if trained / proficient in this.

Bleeding	Stop the bleeding by applying direct pressure with a dressing/pad and elevate the limb	DEFIBRILLATOR LOCATIONS
Burns	Cool by gently pouring over jugs of any cold fluid	≠CITY: WB*, WG, WH, WO, WS, WT
Breaks	Gently support the fracture to prevent movement	≠NORTH: AA, AD, AH, AR, AS*
Heart attack	Dial 1-111 and request ambulance (send someone to meet ambulance) Apply CPR as above Request or send someone to get defibrillator North Campus – Dial 921 9998 City Campus – Dial 921 9992	≠SOUTH: MB, MD
Unconscious	But breathing and heart beat present? Place in the recovery position Cover with blanket or clothing	*Health, Counselling and Wellbeing Centre

IMMINENT HEART ATTACK

SIGNS

- Heavy pressure, tightness, pain or unusual discomfort in the centre of the chest
- It may spread to the shoulder, neck, jaws or down one or both arms
- The pain may go away, lessen and then return – it usually lasts more than 15 minutes
- There may be sweating, nausea, vomiting, breathlessness or faintness
- Sharp stabbing twinges in the left side of the chest are not usually signs of a heart attack

WHAT TO DO

- Call ambulance on 1-111
- Get person to rest quietly sitting or lying
- Get them to sit up if breathless or lie flat if faint
- If person has own medication encourage them to use it
- Reassure

SEIZURE OR FIT

STAY CALM

- Safety of person:
- protect head
 - remove dangerous objects
 - loosen clothing

DO NOT PUT ANYTHING IN MOUTH

WHEN SEIZURE HAS STOPPED, PUT PERSON IN A STABLE SIDE POSITION

- be reassuring
- help to resting place
- observe while resting

Call ambulance if:

- seizure lasts longer than 5 minutes
- another seizure follows
- breathing difficulties
- remains unconscious

USEFUL CONTACT

ROLE	PHONE	MOBILE
Safety & Security	921 9997	
Student Centre	921 9779	
Group Director, Student Services	921 9639	021 688 593
Manager, Health, Counselling and Wellbeing	921 9999 ext 8193	021 648 500
Director Health, Safety and Wellbeing	921 9417	021 924 939
Student Adviser Mental Health	921 9999 ext 8186	
Director of Operations	921 9019	021 402 354
Head of Corporate and Community Affairs	921 9241	021 820 718
Group Director, People & Organisation	921 9879	021 815 672

ROLE	PHONE	MOBILE
Estates	921 9999 ext 7777	
Urgent Medical Assistance (during office hours)	921 9999 ext 8888*	
* NB: Centres are closed 8-10am on Thursdays		
NZ National Poisons Centre	0800 764 766	
Coast Guard NZ	09 489 1510	
Auckland Hospital	09 367 0000	
North Shore Hospital	09 486 8900	
Middlemore Hospital	09 276 0000	

IN ANY EMERGENCY

- Safety is the first consideration
- Get Help. Dial 1-111 or SAFETY & SECURITY on 921 9997
- Remain Calm. Act on emergency alarm or instruction from Emergency Wardens
- Emergency Wardens are identified by fluoro yellow and orange vests

MY LOCATION IS

Street Number:	Street Name:
Suburb:	

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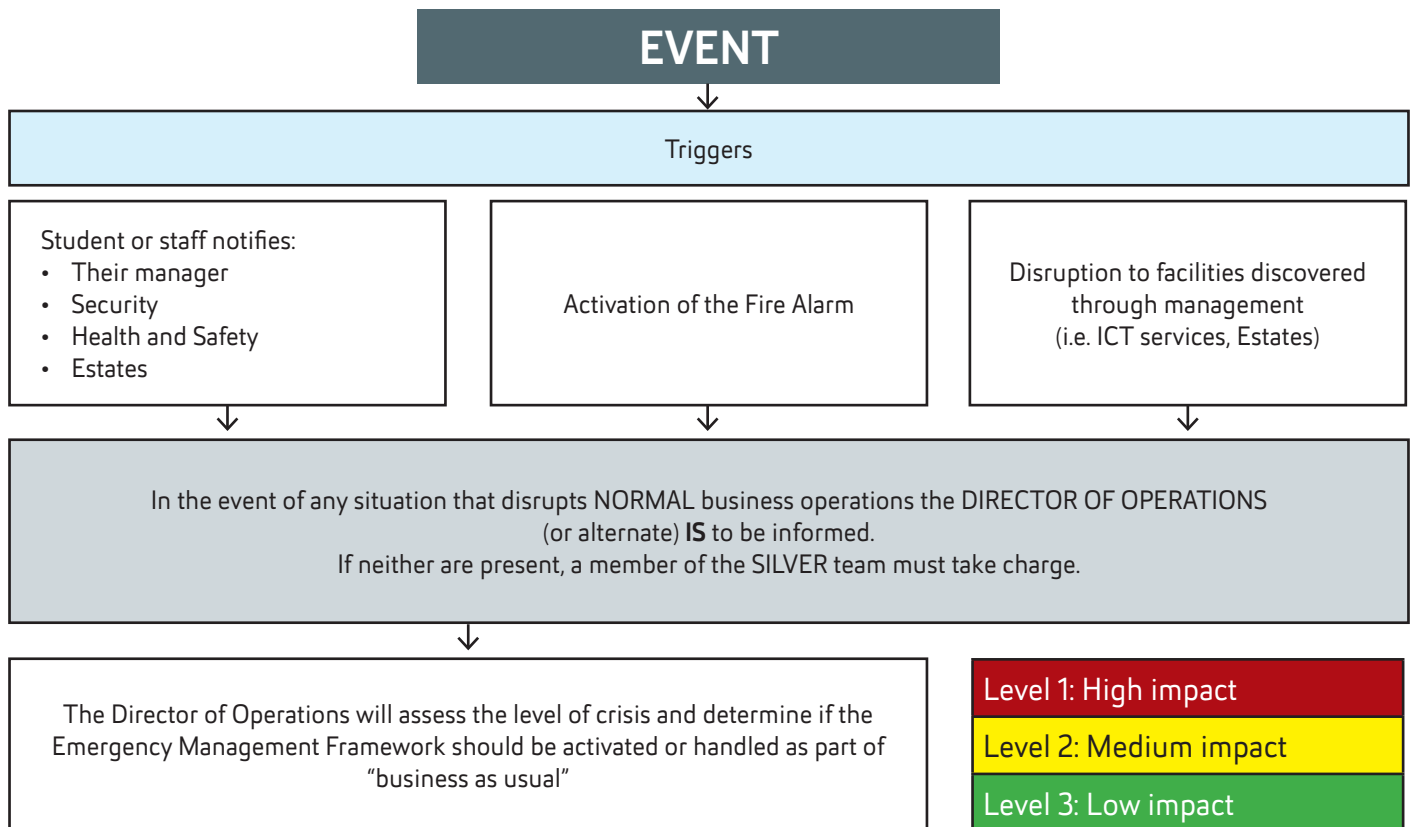
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Street Number:	Street Name:
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2015 EDITION

CRITICAL INCIDENT

STAFF MEMBER DISCOVERING CRITICAL/POTENTIAL CRITICAL INCIDENT



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STAFF MEMBER DISCOVERS CRITICAL INCIDENT

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USEFUL CONTACTS

ESSENTIAL UTILITY FAILURE

LOSS OF POWER, LIGHTING, COMMUNICATION, WATER OR COMPUTER NETWORK

ASSESS THE EXTENT AND IMPACT OF THE FAILURE

MAJOR FAILURE

Major disruption to routine

- ➔ Contact Safety & Security on 921 9997 who will alert the Director of Operations
- ➔ State the nature of the problem and your location. If the telephones are not working, send someone to report the situation to Security
- ➔ Seek instruction from the building warden or if after hours, Safety and Security
- ➔ Power cuts – wait for instructions from Emergency Wardens
- ➔ Lift failure – press emergency button in lift for assistance

MINOR FAILURE

Minor disruption to routine

- ➔ Contact Safety & Security on 921 9997
- ➔ Advise your immediate manager

ESSENTIAL UTILITY FAILURE

EVACUATION PROCEDURES

CONTROLLED EVACUATION OF BUILDINGS

In an emergency situation there may be a requirement to evacuate all or some buildings. The method of evacuation, and the means by which instructions to evacuate will be promulgated, will vary according to the situation. There are three main types of evacuation:

GENERAL An immediate evacuation of some or all buildings is required to ensure the safety of personnel.

CONTROLLED Evacuations of some or all buildings are required but evacuation routes and use of designated assembly areas may need to be controlled to ensure the safety of personnel.

LIMITED Some buildings may need to be evacuated but the immediate threat to personnel is limited.

Hazard	Type	Initiated by:	Supported by:	External
Fire	General	Fire Alarm	<ul style="list-style-type: none">Emergency WardensSafety & SecurityHealth & Safety	<ul style="list-style-type: none">Emergency Services
Bomb Threat	Controlled	Safety & Security Staff	Emergency Wardens (to direct staff)	<ul style="list-style-type: none">Police
Earthquake	Controlled	Emergency Wardens *	<ul style="list-style-type: none">Global EmailWeb/VOIP MessagesSafety & Security	<ul style="list-style-type: none">Civil Defence SirenEmergency Services
Violent Threat	Controlled	Safety & Security Staff	<ul style="list-style-type: none">Emergency WardensGlobal EmailWeb/VOIP Messages	<ul style="list-style-type: none">Police
Human Epidemic	Controlled	Emergency Wardens *	<ul style="list-style-type: none">Global EmailWeb/VOIP MessagesSafety & Security	<ul style="list-style-type: none">Ministry of Health
Hazardous Substance	Limited	Safety & Security Staff	<ul style="list-style-type: none">Emergency WardensHealth & Safety	
Utility Failure	Limited	Emergency Wardens *	<ul style="list-style-type: none">Emergency WardensHealth & Safety	
Volcano	Controlled	Emergency Wardens *	<ul style="list-style-type: none">Global EmailWeb/VOIP MessagesSafety & Security	<ul style="list-style-type: none">Civil Defence Siren
Flooding	Limited	Emergency Wardens *	<ul style="list-style-type: none">Emergency WardensHealth & Safety	

*As directed by Emergency Management Working Group

NB: In a situation where the Emergency Services have been called, any controlled evacuation procedures will be led by them.

EVACUATION PROCEDURES

FIRE

REMOVE ANYONE

RAISE THE ALARM

- From immediate danger
- Activate the nearest manual fire alarm

→ Dial 1-111

☀ STATE FIRE

☀ state where the fire is (street address) and what is burning

→ Close doors behind you as you leave

EXTINGUISH THE FIRE

- only if it is safe to do so without taking unnecessary risks
- use correct appliance for type of fire

EVACUATE - TO ASSEMBLY AREA

MY ASSEMBLY AREA IS DO

- Leave your work area immediately
- Proceed to assembly point through nearest fire exit
- Follow instructions given by your Emergency Wardens
- If escaping from hot or smoke-filled area, crawl on hands and knees
- If you require assistance to evacuate the building, wait in the smoke stop lobby or stair landing until assistance arrives

DO NOT

- Use lifts
- Run
- Stand and watch
- Carry any item in your hands, including hot drinks
- Lift any person downstairs

When the fire alarm stops, it does **not** mean the emergency is over.

Remain at the assembly area until the **all clear** is announced by the Fire Service, followed by notification from the Building Warden.

RESUME NORMAL ROUTINE ONCE ALL CLEAR IS RECEIVED

FIRE

NATURAL DISASTER

EARTHQUAKE, VOLCANIC ERUPTION, STORM, TORNADO, TSUNAMI, FLOOD

EARTHQUAKE

During the shaking

IF INSIDE, STAY INSIDE

- Instruct others to do the same
- Do not use lifts
- Avoid stairs
- Take cover
- Drop, cover and hold
- Move away from windows and anything that could fall on you

IF OUTSIDE, STAY OUTSIDE

- Instruct others to do the same
- Keep clear of buildings, trees, power lines and anything that could fall on you

When the shaking stops

- Expect after-shocks – more things may fall
- Look out for live electric wires and other hazards
- Follow instructions given by Emergency Wardens or Civil Defence Officers

VOLCANIC ERUPTION

During the shaking

IF INSIDE, STAY INSIDE

- Instruct others to do the same
- Remove anyone in immediate danger to a place of safety
- Protect yourself and others from inhaling volcanic dust and gaseous fallout – improvise with what is immediately available
- People with respiratory problems (asthma) may need urgent medical attention.

STORM / TORNADO

BEFORE

- Tape windows with tape to prevent flying glass
- Move people and equipment away from exposed rooms and windows

DURING

- Stay indoors
- Shelter in the strongest part of building
- Open windows on sheltered side of building if roof begins to lift.

TSUNAMI

BEFORE

- Do not evacuate your workplace unless instructed to do so. If told to evacuate, do so immediately!

FLOOD

BEFORE

- Keep valuables, documents and equipment above possible flood level

DURING

- Remove anyone in danger to a place of safety
- Move any chemicals to a safe place to avoid spillage or contamination, if equipped to do so
- Switch off any electrical equipment affected by flooding

NATURAL DISASTER

HAZARDOUS MATERIAL ALERT

IF YOU DISCOVER OR SUSPECT A GAS LEAK OR CHEMICAL SPILL

If you see, smell or suspect the release of a hazardous material that cannot be stabilised according to your known health and safety procedures:

Remove anyone in immediate danger **only** if safe to do so.

CONTAIN THE DANGER

- ➔ Do not use mobile phone
- ➔ Do not risk unnecessary contact with the gas or chemical
- ➔ Follow area-specific instructions
- ➔ Assist anyone who may have been exposed
- ➔ Cordon off the area and prevent re-entry
- ➔ Inform your Health and Safety Advisor

IF SITUATION BECOMES SERIOUS

- ➔ Activate the nearest manual fire alarm
- ➔ Evacuate the immediate area and prevent re-entry
- ➔ Dial 921 9997 and inform Safety and Security of the situation

HAZARDOUS MATERIAL ALERT

BOMB THREAT

KEEP CALM AND TREAT ANY BOMB THREAT AS GENUINE

Person receiving threat, to complete as many details below, as soon as possible.

Time:	Date:
Exact words used:	

Male	Female	Adult	Child
Approximate age		Ethnicity	
Speech		Accent	
Fast/slow	Intoxicated	Well spoken	Clear/muffled
Stutter	Loud/soft	Lisp	Poorly spoken
High/deep	Nasal	Foul language	
Other peculiarities			

BACKGROUND NOISE			
Traffic	Trains	Factory	Aircraft
Office	Party	Voices	Quiet
Other:			

ASK	
1. When will the bomb explode?	
2. Where did you put the bomb?	
3. What does it look like?	
4. What kind of bomb is it?	
5. What will cause it to explode?	
6. Did you place the bomb?	
7. Why was it placed?	
8. What is your name?	

Do **not** use a mobile phone

- Alert other staff by word of mouth

Do **not** activate fire alarm

- Assemble well away from the building

Dial 921 9997

- State BOMB THREAT
- State your name and location
- State location of bomb and time set to explode, if known

BOMB THREAT

INFECTIOUS DISEASE



* NB: Centres are closed 8-10am on Thursdays

INFECTIOUS DISEASE

STUDENT IN DISTRESS/STUDENT OF CONCERN

WHAT TO DO IF YOU DISCOVER A STUDENT IN DISTRESS

Students can sometimes experience significant distress. People working with students can be in a good position to recognise this and refer students to the appropriate services. The following are some signs and symptoms of distress that warrant immediate referral to a counsellor or Student Adviser Mental Health .

- Very anxious, fearful, tearful
- Marked changes in personal hygiene and/or weight
- Withdrawn from social contact and interaction
- Impaired or garbled speech and disjointed thoughts
- Intense, disruptive, erratic or bizarre behaviour
- Self harming
- Irritable or aggressive behaviour
- Suicidal thoughts
- Threat of harm to others
- Drug or alcohol intoxication

Immediate risk ring Health Counselling & Wellbeing

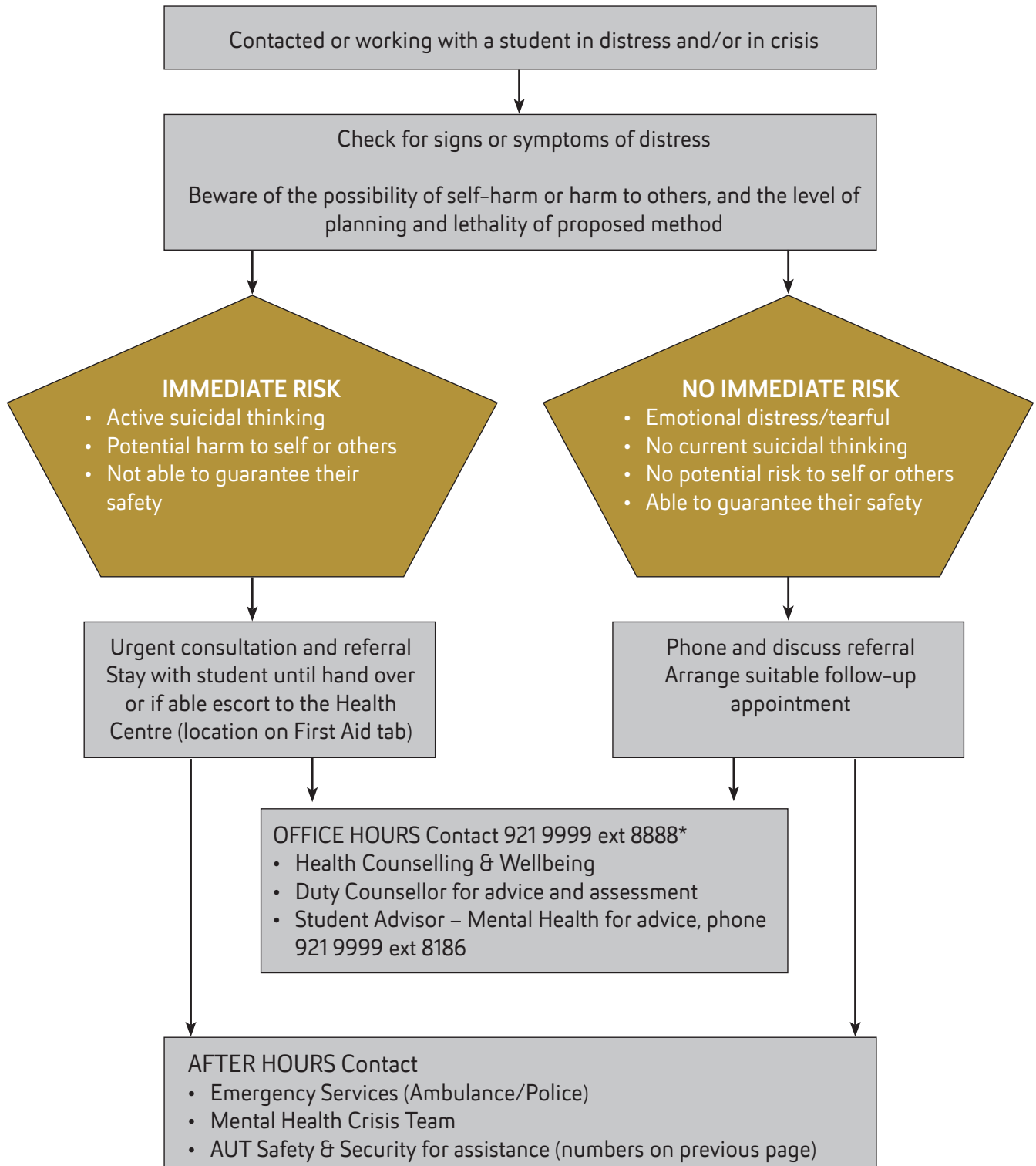
See next page for guidelines to identify risk immediacy

EMERGENCY CONTACT NUMBERS		SUPPORT AFTER HOURS	
AUT Mental Health Adviser	921 9999 ext 8186	AUT Safety & Security	921 9997
AUT Safety & Security	921 9997	Ambulance or Police	1-111
Ambulance or Police	1-111	Healthline (nurse triage)	0800 611 116
AUT Health Counselling and Wellbeing For urgent assistance in office hours*		Youthline	0800 376 633
		Life Line	0800 543 354
City Campus	921 9999 ext 8888	Community Mental Health Crisis team	0800 800 717
North Campus	921 9999 ext 8888		
South Campus	921 9999 ext 8888		

* NB: Centres are closed 8-10am on Thursdays

STUDENT IN DISTRESS/STUDENT OF CONCERN

WHAT TO DO IF YOU DISCOVER A STUDENT IN DISTRESS



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STUDENT IN DISTRESS/STUDENT OF CONCERN

WHAT TO DO IF YOU HAVE CONCERNS ABOUT A STUDENT

STUDENTS OF CONCERN

For assistance with students who cause you concern but may not be in need of an immediate referral please contact the Student Relations Manager. Early intervention means quicker solutions and may prevent a potentially bigger and more serious problem.

SIGNS TO LOOK OUT FOR:

- Behaviour that distracts the class from subject matter or discussion;
- Harassing behaviour or personal insults;
- Written work, comments or behaviours that are disturbing in nature;
- Threatening words or behaviours;
- Ongoing refusal to comply with directions;
- Appearing drunk or under the influence of drugs; or
- You just have a hunch that something is amiss.

REMOVING A STUDENT FROM CLASS

You are able to remove a student from class for one session however if you wish to exclude them from further classes while more serious issues are dealt with, then you need to appropriately utilise the Discipline Statute. The Student Relations Manager can advise on this process.

Student Relations Manager Ph: 921 9847 or Mob: 021 761 270

CONFRONTATION

IF CONFRONTED, ATTEMPT TO:

- ➔ Remain calm
- ➔ Maintain your own safety
- ➔ Ensure there is a barrier you can place between yourself and the other person, such as a desk or counter.
- ➔ Alert other staff, summon help if possible

TRY TO DISCREETLY OBSERVE:

- ➔ Physical details and clothing
- ➔ Any distinguishing characteristics
- ➔ Anything touched or taken – any weapons
- ➔ Exit route – vehicle

IF SITUATION IS OBSERVED, OR ONCE IT IS SAFE TO DO SO:

- ➔ Dial 921 9997
- ➔ State CONFRONTATION
- ➔ State the exact location including room number
- ➔ State the details of the event
- ➔ Request urgent assistance

For support or counselling after the incident, contact your immediate manager or Human Resource Manager.

FIRST AID, ACCIDENT OR COLLAPSE

STAY CALM, STOP AND THINK, CALL FOR HELP

- ➔ Quickly assess the scene. Is it safe for you to help?
- ➔ Quickly assess the victim. Unconscious? Breathing? Accident?
- ➔ Do not move the victim unless for their immediate safety

For emergency dial 1-111

State ambulance
Say what appears to be wrong

FOR FIRST AID CALL HEALTH, COUNSELLING AND WELLBEING

(Urgent assistance 921 9999 ext 8888 during office hours*)

* NB: Centres are closed 8-10am on Thursdays

City Campus
921 9992 – WB219

North Campus
921 9998 – AS104

South Campus
Family Doctors, Accident & Medical
277 5777

WHILE WAITING FOR HELP TO ARRIVE:

- ➔ Request assistance from your building first aider
 - my building first aider is:
- ➔ Send someone for your first aid box
- ➔ Send someone to guide responders (ambulance/first aiders) to the location
- ➔ Give first aid

GIVE IMMEDIATE FIRST AID

1. Tilt head, lift chin, check breathing
2. If not breathing give two breaths
3. Check pulse for 7 seconds. If no pulse, begin CPR, Cardio-Pulmonary Resuscitation, if trained / proficient in this.

Bleeding	Stop the bleeding by applying direct pressure with a dressing/pad and elevate the limb	DEFIBRILLATOR LOCATIONS #CITY: WB*, WG, WH, WO, WS, WT #NORTH : AA, AD, AH, AR, AS* #SOUTH : MB, MD *Health, Counselling and Wellbeing Centre
Burns	Cool by gently pouring over jugs of any cold fluid	
Breaks	Gently support the fracture to prevent movement	
Heart attack	Dial 1-111 and request ambulance (send someone to meet ambulance) Apply CPR as above Request or send someone to get defibrillator North Campus – Dial 921 9998 City Campus – Dial 921 9992	
Unconscious	But breathing and heart beat present? Place in the recovery position Cover with blanket or clothing	

FIRST AID, ACCIDENT OR COLLAPSE

STAY CALM, STOP AND THINK, CALL FOR HELP

IMMINENT HEART ATTACK

SIGNS

- Heavy pressure, tightness, pain or unusual discomfort in the centre of the chest
- It may spread to the shoulder, neck, jaws or down one or both arms
- The pain may go away, lessen and then return – it usually lasts more than 15 minutes
- There may be sweating, nausea, vomiting, breathlessness or faintness
- Sharp stabbing twinges in the left side of the chest are not usually signs of a heart attack

WHAT TO DO

- ➔ Call ambulance on 1-111
- ➔ Get person to rest quietly sitting or lying
- ➔ Get them to sit up if breathless or lie flat if faint
- ➔ If person has own medication encourage them to use it
- ➔ Reassure

SEIZURE OR FIT

STAY CALM

- Safety of person:
- ➔ protect head
 - ➔ remove dangerous objects
 - ➔ loosen clothing

DO NOT PUT ANYTHING IN MOUTH

WHEN SEIZURE HAS STOPPED, PUT PERSON IN A STABLE SIDE POSITION

- ➔ be reassuring
- ➔ help to resting place
- ➔ observe while resting

- Call ambulance if:
- ➔ seizure lasts longer than 5 minutes
 - ➔ another seizure follows
 - ➔ breathing difficulties
 - ➔ remains unconscious