

**FOR LIFE THREATENING EMERGENCIES
FIRST CALL**

0-000



THEN DIAL

612 52249

EMERGENCY

EMERGENCY



**Australian
National
University**

Prepared and distributed
By ANU Security

Introduction

The objective of this brochure is to provide a guide to members of staff responding to different emergencies which they may confront in the course of their duties at the University. The brochure should be kept in your desk draw or hung in a handy place in your office to be referred to should one of the identified emergencies occur.

Please become familiar with the contents of the brochure. In the event of an emergency it will be your quick reference for effective action.

Please bring it to the attention of new colleagues when they join the staff.

ANU Security is available 24/7 at extension 52249 to respond to any emergency which may develop, from a mobile or external phone line the number is 612 52249.

Emergency Warden Team

The Emergency Control Organisation (ECO) consists of a Chief Warden, Deputy Chief Warden, Floor Wardens, and First Aiders as well as outside agencies such as ACT Fire & Rescue.

The role of the ECO is to ensure the safety of the building's occupants should an emergency arise.

During emergencies, instructions/directions from ECO personnel (i.e. Wardens, ACT Fire & Rescue personnel) must be followed to ensure the overall safety of students, staff and visitors.



Chief / Deputy
White Helmet



Warden
Red Helmet



Area Warden
Yellow Helmet



First Aid
Green Helmet

Familiarise yourself with the various emergency alarms and signals, break glass alarms, evacuation routes, emergency exits, assembly areas, Wardens and First Aid Officers in your area and building.

Phone Numbers – also see your ECO web page

- Emergency (Police, Fire and Ambulance) 0-000
- ANU Security 52249
- Work Environment Group (WHS) 52193
- Health Service 53598
- Facilities and Services Division Help Desk 54000

Relevant web links

Security <http://facilities.anu.edu.au/services/anu-security>

Parking <https://services.anu.edu.au/campus-environment/transport-parking>

Your warden is: _____ Their phone number is: _____

EMERGENCY CONTROL ORGANISATION

Evacuation

Don't Panic

At all times during an emergency follow the instructions of the Emergency Wardens

1. On hearing the alert alarm “**beep beep**”, immediately prepare to leave the building – secure confidential materials and valuables, collect immediate personal belongings, shut down experiments, switch off computers, electrical appliances, equipment and machinery.
2. If the evacuation alarm “**whoop whoop**” sounds continuously, or if instructed to do so by a Warden, leave the building by the nearest and safest exit route. Close all doors behind you (but not lock) as the ACT Fire & Rescue may require access.
3. If possible take hand held personal belongings (such as handbags and briefcases) with you when you leave. Do not return to collect belongings.
4. Assist any person with a disability to leave the building, or to the nearest fire isolated stairwell or fire safe haven for multi-storey buildings. Do not attempt to carry people down stairs.
5. Walk quickly and calmly to the designated emergency assembly area for your building or as advised by a Warden or Security Officer.

Do not use the lifts

6. Remain at the assembly area (in groups) until instructed to leave by a Warden or an ACT Fire & Rescue Officer.
7. Do not re-enter the building until informed that it is safe to do so by a Warden or an ACT Fire & Rescue Officer.

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 an emergency until released by the ECO.

Cafes / Public Theatres / Public Venues

Persons responsible for the area are to take responsibility and provide information to patrons during emergency situations and evacuations.

Fire / Smoke

If you discover a fire

1. If **safe to do so** ensure the immediate safety of, and alert anyone within the vicinity of the fire.
2. Raise the alarm if not already sounding, using a break glass alarm panel or by shouting 'Fire, Fire, Fire' if a panel is not available. The alarm system automatically notifies the Fire Brigade and Security.
3. Ring
 - ACT Fire & Rescue on 0-000 - Give your name, building address, building name, level, room number, type and extent of the fire / smoke.
 - Then ANU Security 52249.
4. Obey all instructions from Wardens.
5. Evacuate the immediate area and go to emergency assembly area.

Fire Fighting (small fires only)

1. **If safe to do so and if trained in the use of fire equipment** – attempt to extinguish the fire.
2. Choose the correct fire extinguisher. Do not use water or foam on an electrical fire.
3. Know where your fire fighting equipment is located and how to use it.



Air – Water or Hose Reel

All carbonaceous material such as paper, wood, textiles etc



Dry Chemical Powder

Flammable liquids, gas and fires involving live electrical equipment



Carbon Dioxide

Flammable liquids, fires involving live electrical equipment and kitchen cooking fires

Evacuate

1. Evacuate the building as instructed to do so by a Warden or if smoke and fire are present.
2. Walk quickly and calmly to the emergency assembly area.
3. Close doors and windows as you exit – do not lock doors. Leave lights on.

Do not use the lifts

4. Remain in the emergency assembly area in groups until instructed to leave by a Warden or Fire Brigade Officer. Do not re-enter the building.

Chemical Hazard / Spill / Gas Leak

If you encounter a spill on campus notify ANU Security 52249. If you work in an area which uses or stores chemicals, familiarise yourself with the local area arrangements / procedures on chemical spills and hazardous waste.

It is the responsibility of the budget unit areas for preventing pollution from its local area. All budget unit areas which use or store hazardous waste chemicals have been supplied with a suitable spill kit and training in how to use it.

Extra help may be obtained by contacting ANU Security. Especially for large spills, and those which have occurred outside budget unit areas. Call ANU Security and report details on what substance has been spilled, an estimate of quantity and location in relation to stormwater drains and Sullivans Creek.

Points to consider for effective management of a chemical spill:

- Always consider a spill as hazardous until proven otherwise.
- Identify the chemicals and hazards involved as quickly as possible. Safety Data Sheets (SDS) should provide this information and should be kept for all chemicals used / stored.
- Dispose of the contaminated equipment and materials in accordance with the University's hazardous waste disposal procedures.

Raise the Alarm

1. Ensure the immediate safety of anyone within the vicinity of the spill.
2. Evacuate the immediate area around the spill. Evacuate the immediate area around the spill.
3. Report the spill to your supervisor, Safety Officer and ANU Security 52249.
4. Deploy spill containment kit follow the University Spill Management guidelines.

Isolate the Hazard

1. Anyone who has been exposed must, if safe to do so, be moved to a safe decontamination area. The treatment of serious injury must take precedence over decontamination and containment. Contact 0-000 for life threatening injuries.

If unsure of the hazards presented and associated risks to safety and health, consult your supervisor, Safety Officer, WEG or ANU Security prior to taking any action.

2. Restrict unnecessary movement into and through the area to avoid spreading contamination.

Clean-up

1. Do not re-enter the area until it has been decontaminated by personnel trained and equipped specifically in chemical safety.

Evacuate

1. Evacuate the building as instructed to do so by the emergency personnel.
2. Walk quickly and calmly to the emergency assembly area or as advised by the emergency personnel.
3. Remain in the emergency assembly area.

CHEMICAL SPILL

Bomb Threat

General

Above all — keep calm and do not alarm others

If the threat is by telephone:

Prolong the call – keep the person talking and ask:

- When is the bomb going to explode?
- Where did you put the bomb?
- When did you put it there?
- What does it look like?
- What kind of bomb is it?
- What will make the bomb explode?
- Did you place the bomb?
- Why did you place the bomb?
- What is your name?
- What is your address?

If possible note:

Caller's voice

- Accent (European, thick posh etc)
- Any impediments (stutter, lisp etc)
- Tone of voice (loud, soft etc)
- Speech (fast, slow etc)
- Diction (clear, muffled, nasal etc)
- Manner (calm, muffled, nasal etc)
- Did you recognise the voice?

Any background noise which could possibly identify the caller's location.

Record exact information – use bomb threat check list card.

Do not replace the handset (this enables calls to be traced).

If the threat is by email: Do not forward the email to other staff

- Contact ANU Security 52249
- Forward the email to ANU Security only security@anu.edu.au

If a suspicious object is found:

- Do not touch.
- Report the find to Security 52249.
- Keep area clear.

Basic rules:

- Treat as genuine until proven otherwise.
- Record exact information.

Raise the alarm

- Phone Security 52249.
- Notify the Building Warden.

Evacuate

- Be prepared to evacuate – await further instructions from Security.
- 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.

Lecture theatres / laboratories

It is the responsibility of the lecturer / tutor to maintain control over their class during an emergency until released by the ECO.

White Powder Situation

If you believe you have received or discovered a powdery unknown substance at the ANU, you must:

1. Inform your Building Warden and ANU Security 52249 immediately.
2. Isolate the substance by putting something over it, like a waste paper bin.
3. Isolate yourself and others who may have come into direct contact with the substance (without leaving the immediate area if possible).
4. Try to wash your hands and face.
5. Make sure the Building Warden and ANU Security are aware of your telephone extension number; keep the extension open.
6. Refrain from eating and drinking until you have been given the all clear as doing so may hamper any medical treatment.

ANU Security will notify relevant agencies, will secure the perimeter of the building; access to the building will be restricted (no person is allowed to enter or leave the building).

The Australian Federal Police (AFP) will determine the level of the threat.

If necessary, ACT Fire & Rescue will attend. Officers in full chemical suits may be used to obtain a sample of the powder. This is then taken for testing. If test results are negative all persons will have their details taken before being allowed to leave. If the test result is positive, all occupants will be transported to the Canberra Hospital for treatment.

Suspicious Mail or Package

If suspicious mail or package has not been opened

1. Place item in a plastic bag and seal it. Place all items in a second plastic bag and seal that bag.
2. Stay in your office or immediate work area. This also applies to co-workers in the same room. Prevent others from entering the area and becoming potentially contaminated. It is unlikely you will be in immediate danger.
3. Phone ANU Security 52249

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).
4. Keep your hands away from your face to avoid contaminating your eyes, nose and mouth.
 5. If possible (without leaving your work area) wash your hands.
 6. 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, and if feasible to do so, 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 waste bin).
3. Follow steps 2 to 6 above.
4. If possible, have the building ventilation system shut down and turn off any fans or equipment that is circulating air around your workplace.
5. Wait for help to arrive.

If it is suspected that the item is an explosive device

6. Phone ANU Security 52249.
7. Evacuate the area as directed.

Personal Injury

Personal injury – minor

1. Contact the nearest First Aid Officer within the building.
2. Inform supervisor.
3. Send the injured person to the Health Service if necessary (business hours only) or Hospital.
4. Complete a confidential incident / injury report form.

Personal injury – major / life threatening

1. Send someone to phone for an Ambulance 0-000.
2. Care for injured person(s) – call for assistance.
3. Then phone ANU Security 52249.

Provide all information

Name:

- Location (building, level, room number).
 - Nature and type of injury.
 - State of consciousness of the injured person(s).
 - 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 Officers and location of first aid kits in your area. This information is also available from your Safety Officer, Health and Safety Representative or Building Warden.

If assaulted:

1. Phone ANU Security 52249 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. Remember, you are the victim. You have nothing to feel guilty or ashamed about. 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.

First Aid Officers in your building are

Name: _____ Phone: _____

Name: _____ Phone: _____

Name: _____ Phone: _____

Personal Threat

Violent / threatening person

If life threatening – Contact Police 0-000

1. **If safe to do so**, note and report such persons – phone ANU Security 52249 or your Supervisor or Building Warden.
2. **If confronted, obey instructions if safe to do so:**
 - Do not argue or provoke the person.
 - Do not attempt to physically subdue the person.
 - Back away and alert others to move away also.
 - Make it easy for the person to leave the building / area.

If the person appears psychotic (unusual behaviour, saying odd things):

- Try and create a calm, non- threatening atmosphere. Reduce distractions; turn off noisy equipment and computer monitors.
 - Talk slowly, quietly, firmly and simply.
 - Avoid direct eye contact, do not get too close.
 - If you can get the person to calm down, try and get them to sit down with you.
 - Do not try to reason with acute psychosis. They may be acting this way because hallucinations and voices that they are hearing are very real to them.
 - Express empathy for the person's emotional distress, but do not pretend that the delusions or voices are real for you.
 - Comply with reasonable requests.
3. Observe carefully:
 - Any articles touched by the person.
 - Physical details and attire.
 - Points which may aid description (including mannerisms).
 - Direction that the person took when they left the area.

Phone ANU Security 52249 and provide details of the incident as soon as possible, advise of any unusual behaviour – seek advice on next action.

Record information for Police

Be prepared to evacuate or secure the building / area – await further instructions from ANU Security.

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.

Civil disorder/illegal occupancy

1. Phone ANU Security 52249 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 ANU Security

Armed Offences

Civil Disturbance

In the event of a siege / hostage situation or a civil disturbance, take the following steps:

1. Remain calm.
2. Raise the alarm as soon as possible.
3. Contact Police 0-000 and ANU Security 52249 and convey:
 - Building name and room number.
 - What is occurring now?
 - People being shot or injured
 - Shots being fired
 - Explosions
 - Physical violence
 - What has occurred?
 - People shot or injured
 - Shots fired
 - Explosions
 - Physical violence
 - How many persons are involved?
 - If anyone has been injured?
 - Whether any weapons are involved and if so, exactly what sort (guns, knives, needles etc.) if known.
 - A contact number.
4. Keep students / staff / visitors with you.

Active Shooter

Attacks involving firearms do occur, so it is important to be prepared to react when an incident does occur. Having thought about your potential options and actions in advance will help you to make better informed decisions in a stressful and chaotic environment. The advice below may help with pre-planning your response options.

ESCAPE

Your priority action should be to remove yourself and any others in your area from close proximity to the offender, or areas that they have or may be able to access. Your ability to safely do this and your available options may be determined by the following considerations:

Under immediate gunfire – Take cover initially, but attempt to leave the area as soon as possible if safe to do so. Try to confirm that your escape route is safe.

- Leave most of your belongings behind (except for mobile phone).
- Do not congregate in open areas or wait at evacuation points.
- Provide guidance to people that might be unfamiliar with the area.

Nearby gunfire – Leave the area immediately and move quickly away from the area that the gunfire is coming from, if it is safe to do so.

In both situations you should try to maintain cover and concealment (see below).

Cover from gunfire

- Brickwork or concrete walls
- Large trees & fixed objects
- Vehicles (engine block area)
- Earth banks/hills/mounds

Concealment from view (in addition to above options)

- Building walls and partitions (internal and external)
- Vehicles
- Fences and other large structures
- Blinds/curtains

HIDE

If you don't believe you can safely evacuate, or this may not be the best option, then you may need to consider sheltering in place (providing there is a suitable option available).

- Avoid congregating in open areas, such as corridors and foyers.
- Consider locking/barricading yourself and others in a room or secure area.
- Secure your immediate environment and other vulnerable areas.
- Move away from the door, remain quiet and stay there until told otherwise by appropriate authorities, or you need to move for safety reasons.
- Silence mobile phones and other devices that may identify your presence.
- Try to contact police (0-000) or others to advise of your location/ situation.
- Choose a location which may enable access to a more secure area.

ACT

Constantly re-assess the situation and your options based on the best available information. These situations are very dynamic and often involve a moving threat.

- Consider whether a safe escape route might now be possible if the circumstances have changed.
- Assess better options for sheltering in place either within your current location or at an alternative location.
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself in the event that you are located by the offender.

SEE / TELL

The more information you can pass on to police the better, but NEVER risk your own safety or that of others to gain it.

If safe to do so, obtain the following information:







- exact location of the incident
- description of the offender and whether moving in any particular direction
- details of any firearm/s being used
- number of people in the area and any that have been injured
- the motive or intent of the offender(if known or apparent)

Provide this information immediately to the police via 0-000 if safe to do so. You may be asked to remain on the line and provide any other information or updates that the operator requests or if the situation changes. Consider providing information and advice to others that may be in your area that may be unsure of the current location of the threat and what they should do if safe to do so.

AFTER THE INCIDENT

Do not leave the area until you have been cleared to leave by Police.

Resuscitation Chart

D anger	Ensure the <i>scene</i> is safe for yourself, others and the casualty	
R esponse	Check response by Talk and Touch If unresponsive call 0-000	Talk and Touch
S end for help	Sending for help as early as possible is important Shout to alert nearby people for help. Get someone to call 0-000	
A irway	Ensure airway is Open and Clear If obstructed, roll on to side and clear airway	
B reathing	Look listen and feel for breathing. If not breathing normally give 2 breaths	
C ompressions	Check for signs of life If unresponsive and not breathing give 30 compressions.	
D efibrillation	Attach Automatic External Defibrillator (AED) If available turn on AED and follow prompts	

Additional Compression Breathing Information		
ADULT	CHILD	INFANT
9 years or older	1 to 8 years	Newborn to 12 months
USE 2 HANDS	USE 2 HANDS	USE 2 FINGERS
Compress in the middle of the chest 1/3 the depth of the chest.		
Give 30 compressions at a rate of 100 per minute and then give 2 breaths.		
Repeat 30 compressions and 2 breaths sequence.		