



EMERGENCY RESPONSE



STOP, THINK, ACT!

First priority in an emergency is the safety of all people present

INTRODUCTION

The University of Auckland is dedicated to ensuring the highest standards of health, safety and wellbeing for all members of the University community. This quick reference guide is designed to provide basic safety information in the event of any emergency that is likely to occur on campus. Please take a moment to familiarise yourself with the contents, and keep this e-book to hand so you have ready access to emergency contact numbers and other important information.

If you have any concerns or queries, please speak to your line manager or contact the Health, Safety and Wellbeing Service.

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THE UNIVERSITY OF
AUCKLAND
Te Whare Wānanga o Tāmaki Makaurau
NEW ZEALAND



SIDE by SIDE
HEALTH AND SAFETY



EMERGENCY CONTACT NUMBERS

Call 111 for fire/police/ambulance (1-111 from a University landline)

1. Call from a safe place.
2. Use a mobile phone if practicable – calls are free.
3. Tell the operator which emergency service you want.
4. Wait until that service answers.
5. Give your location and address, including suburb and city.
6. Do not hang up until told to by the emergency service.
7. Make sure someone is available to direct the emergency service to the scene.

MY ADDRESS IS:

University of Auckland

Campus:

Building no. and level:

Street address:

My first aider is:

First aid kit location:



ON CAMPUS EMERGENCY PHONE NUMBERS

University Security emergency line

- **0800 373 7550 from mobile phones – calls are free**
- **966 from internal phones**

University Security staff are on site 24/7 and will respond immediately to help and arrange any emergency or medical assistance required.

Note: if your enquiry is not an emergency, call University Security on 0800 3737550 (mobile) or 85000 (internal).

OTHER IMPORTANT CONTACT NUMBERS:

Poisons Information Centre: **0800 764 766**

Healthline: **0800 611 116**

Traffic issues: ***555 (from a mobile phone)**

Auckland Council: **09 301 0101**

IN A CIVIL DEFENCE EMERGENCY, RADIO IS A KEY SOURCE OF VITAL INFORMATION

National Radio: **FM 101.4 or AM 756**

Newstalk ZB: **FM 89.4**

Classic Hits: **FM 97.4**

More FM: **FM 91.8**

Radio Live: **FM 100.6 or AM 702**

FIRE

If you discover a fire

1. Raise the alarm by warning people in the vicinity and activating a manual fire alarm.
2. Check for people in the area and if possible, close doors between you and the fire.
3. Only attempt to extinguish a fire **if safe to do so** and you know how.
4. Summon the Fire Service by dialling **111** as soon as practicable. Inform them of the street address and building details. Do not hang up until they have all required information.
5. If the fire is uncontrollable, evacuate **immediately** via the nearest indicated **EXIT**.
6. Report to the evacuation point and inform the building warden of the location of the fire. If there are no wardens, inform Security on **966** (internal phone) or **0800 373 7550** (if using a mobile phone).
7. Follow the instructions of building and floor wardens and Emergency Services at all times.

In an evacuation

1. On hearing a fire alarm immediately stop what you are doing and alert those around you (especially if they are wearing headphones).
2. Shut down machinery/equipment if it is safe to do so.
3. Evacuate the building and report to the safe evacuation area.
4. Do not run. If you are slow due to injury, etc. let other people evacuate first.
5. Do not use lifts.
6. Do not carry bulky bags, food or drinks. Small items that are close to hand and do not affect safe evacuation may be taken with you.
7. Help people who need assistance (see instructions opposite).
8. Do not re-enter any building until given the all clear by the Fire Service or building warden.

NOTE: Lecturers are responsible for ensuring that people in their classes safely evacuate the building.

Evacuating people who need assistance

NOTE: Persons working or studying within the University community who will require assistance to evacuate are requested to contact HSW@auuckland.ac.nz so that a personal emergency evacuation plan can be put in place prior to an emergency.

1. Do not carry people down stairs unless you are using an evacuation chair that you have been trained to operate.
2. If they are unable to exit via the stairs, place them in an **EXIT** stairwell lobby with an assistant. Make sure that the lobby is clear of people before entering, and check that all smoke stop doors are closed.
3. Inform the building or floor warden of the person's location, and alert Security on **966** (internal phone) or **0800 373 7550** (mobile phone).
4. If there is an assistance register for the building, call all of those people registered and verify their locations.
5. If after hours, call **111** and inform the Fire Service of the person's location.

Notes:

1. You must be able to open all fire exit doors without keys at all times, and exit paths must be kept free of obstructions.
2. Should a fire exit door that is magnet-locked fail to release when the fire alarm is activated, look for the emergency door release, break the cover (use a small tool such as a pen, keys etc.) and depress the release switch. This will release the door for exit.
3. Epsom Campus buildings: Some exit doors do not release automatically during a fire alarm activation. When you reach the door, look for the "emergency door release switch" adjacent to the door, which will deactivate the magnet lock.
4. Smoke-stop doors should never be wedged open. If you see one open, please report it to the building warden or a senior staff member immediately.

My street address:

My building number:

My building warden is:

My floor warden is:

MEDICAL EMERGENCY

1. Assess the situation.
2. Phone **111** and ask for an ambulance, stating if it is a serious or life-threatening situation. Then call Security on **966 (0800 373 7550)** from a mobile phone).
3. If you are trained in first aid, provide emergency assistance until the ambulance arrives.
4. If you are not a first aider, think "DRS ABCD"

- Danger:** Check for the safety of yourself, the patient and bystanders.
- Response:** Check for response, tap the patient, gently shake and shout.
- Send for Help:** Phone **111** and ask for an ambulance. Then call Security on **966 (0800 373 7550)** from a mobile phone).
- Airway:** Open airway, tilt head back.
- Breathing:** If not breathing normally, start CPR.
- CPR:** Start CPR, 30 chest compressions, two breaths.
- Defibrillate:** If there is an AED (defibrillator) available and you have been trained in its use, attach an AED and follow the machine prompts.

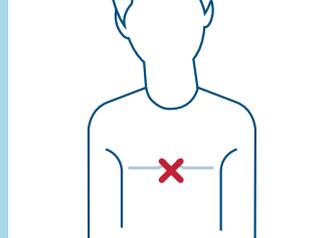
Note: If you are reluctant to give mouth to mouth resuscitation, then continue with only the chest compressions.

For all other injuries/medical emergencies that are not life-threatening, please see **Accident and Emergency Centre**. Note that the University Health Centres located on each campus are not A&E facilities and cannot provide this level of support. More information on first aid can be found using the

Red Cross First Aid App

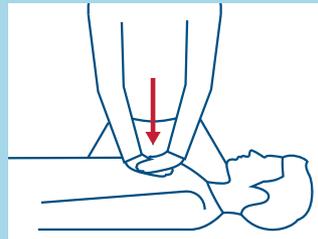
<https://www.redcross.org.nz/first-aid/first-aid-app/>

CPR INSTRUCTIONS

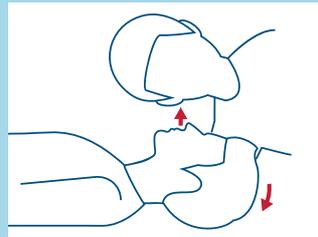


PUMP

Position hands in the centre of the chest

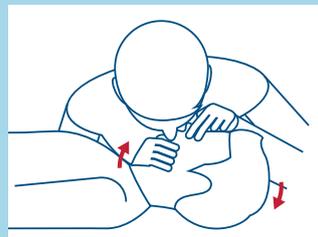


Firmly push down five centimetres on the chest 30 times



BLOW

Tilt head
Lift chin
Check breathing



Give two breaths
Continue with 30 pumps and two breaths until help arrives



EMERGENCY FIRST AID

Control of bleeding

- Apply direct pressure to the wound with your hands (wear gloves if possible).
- Elevate (raise) the limb.
- Apply a pad and firm bandage.
- If necessary, use clean rags or clothing.
- Check circulation below the bandage.
- If there is tingling, numbness or blueness, loosen the bandage.

Poisoning

- Seek medical advice or call an ambulance (111).
- Do not make the person vomit without advice from a medical professional.
- Do not give fluids without advice from a medical professional.

Foreign bodies in the eyes

- Wash the eye(s) with clean, cool water.
- If the foreign body is stuck to the eyeball, do not attempt to remove it.
- Place a covering over both eyes and seek medical attention.

Chemicals in the eyes

- Wash the eyes with clean cool water for at least 15 minutes.
- Wash from near the nose outwards, not forgetting to wash under the upper eyelid.
- Seek medical attention.

Burns

- Cool the burnt area with cool water for 10-15 minutes.
- If necessary, cover the burn area with a clean dressing or plastic wrap.
- Do not burst blisters, remove clothing that is stuck, or apply any creams.
- Seek medical attention.

Chemical burns

- Protect yourself from the substance.
- Avoid skin contact.
- Brush off dry chemicals.
- Flush liquids from the skin with cool running water for at least 15 minutes.
- Remove any contaminated clothing.
- Treat for shock if the person is faint, pale or breathing irregularly.
- Wrap area with a dry sterile dressing or clean cloth.
- Protect from pressure and friction.
- Seek medical attention.

First aiders (level, building, area)

First aid kits (locations)



POWER FAILURE

Power failures may be minor building faults, or widespread failures that may affect large parts of the local area. News of widespread failures is available on mobile phone apps such as Stuff.nz, the NZ Herald, and NZ Civil Defence.

When you experience a power failure:

1. Notify Security on **0800 373 7550**.
2. Be alert to a possible fire (obvious signs of smoke or fire). Acrid "electrical burning" smells may point to the cause of the power failure. If you detect a fire, call the Fire Service on **111** and evacuate as per the fire evacuation procedure (page 2).
3. Check on the extent of power outage (one level, building, campus, local district).
4. Where appropriate, make work safe by closing down experiments and ensuring appropriate storage of hazardous materials
5. Liaise with fire wardens to consider evacuation.
6. Locate torches as you will need them when emergency lighting fails. Note that torch apps are available for most mobile phones.
7. Switch off machinery/equipment at its power source, otherwise it will start up again once power is restored.
8. Open windows in labs to vent fumes as fume cupboard will have shut down.
9. Check for people trapped in lifts and other enclosed spaces (chillers, toilets etc)
10. If you are stuck in a lift, don't panic. Use the emergency phone in the lift to call the lift company. Then call Security on **0800 373 7550**. If it is a life-threatening situation, call the Fire Service on **111**.
11. Most emergency lighting will only last between 30 to 90 minutes, so evacuate upper floors of the building in this time and assemble at a lower floor or go to a neighbouring building that has power and lights.
12. Do not re-enter the building/campus without authorisation.
13. Wait for instructions from University management regarding a building or campus closure.
14. Some areas and buildings will require additional security measures. Follow the instructions of Security and senior management.
15. If the building is closed and you are instructed to go home, be aware that normal services and infrastructure may be disabled e.g. traffic lights, signals, automatic gates and garage doors. Consider walking in a group to a designated point to reach public transport or to be picked up by family to get home.



GAS LEAK

Immediate actions

- Alert everyone in the immediate area to the gas leak, and evacuate all non-essential personnel if necessary.
- Identify the gas (e.g. through the use of signs, labels or safety data sheets) and note any safety requirements.
- Stop the source (close cylinder valves, activate shut-off valves or emergency stops).
- Control ignition sources. Turn off electrical and gas-fired equipment.
- Ventilate the area if safe to do so. Open windows and doors, activate intrinsically safe gas ventilation equipment.
- Notify supervisors and Security on **966 (0800 373 7550)** from a mobile phone).
- If the leak poses a threat to people or the environment:
 - Activate the nearest fire alarm. Use manual call point.
 - Notify the Fire Service on **111** and state the following:
 - Your name
 - Exact location of leak
 - Size of leak if known (e.g. BBQ gas bottle, 45kg gas bottle, reticulated gas etc.)
- Assign a person to meet the Fire Service/inform the building warden.
- Evacuate the building immediately, avoiding the area of contamination as best you can.
- Assemble 300 metres upwind of contaminated area.
- Comply with the Fire Service's instructions.
- Do not re-enter building/area until you receive the 'all clear' from the building warden or Fire Service.

Post-leak actions

- Ensure personal wellbeing. Decontaminate personnel and clothing. Monitor personnel for after-effects. Administer/obtain medical care if required.
- Ensure ventilation is complete.
- Restock and review:
 - The initial discoverer is to raise an incident report using the University's accident/incident reporting system.
 - Assess reasons for incident and implement corrective response as soon as practicable.
 - Retain a copy of the fire crew's incident report (if the Fire Service was called).



HAZARDOUS MATERIAL SPILLAGE

Immediate actions

- Alert everyone in the immediate area of the spill, and evacuate all non-essential personnel if necessary.
- Identify the substance (e.g. through the use of signs, labels or safety data sheets) and note any safety requirements.
- Wear appropriate personal protective clothing and equipment.
- Stop the source (e.g. plug the leak, activate shut-off valves), if safe to do so.
- Contain the spill to protect the environment. Use drip trays and spill kits to contain the spill and to block off access to drains.
- Notify supervisors and Security on **966 (0800 373 7550)** from a mobile phone)
- If the spill cannot be safely contained and it affects people or the environment, notify the Fire Service on **111** and state the following:
 - Name of caller
 - Exact location of spill
 - Substance involved in spill
 - Quantity of spill in litres
 - Size of spill in square metres
- Assign a person to meet the Fire Service/inform the building warden.
- Evacuate the building immediately, avoiding the area of contamination as best you can.
- Close doors between you and the hazardous material.
- Comply with the Fire Service's instructions.
- Do not re-enter building/area until you receive the "all clear" from the building warden or Fire Service.

Post-spill actions

- Ensure personal wellbeing.
 - Decontaminate personnel and clothing. Monitor personnel for after effects. Administer/obtain medical care if required.
- Dispose of contaminated materials.
 - Any items used from spill kits or any other products that have been contaminated with fuel or other hazardous material are to be sealed in plastic bags/suitable containers and taken to an authorised disposals point complete with a

Hazardous Waste Declaration that identifies the materials involved. Contact an authorised waste recovery company to remove the waste.

- Restock and review:
 - The initial discoverer is to raise an incident report using the University's accident/incident reporting system.
 - Inform laboratory manager.
 - Re-stock spill kit.
 - Assess reasons for incident and implement corrective response as soon as practicable.
 - Retain a copy of the fire crew's incident report (if the Fire Service was called).



SUSPICIOUS ACTIVITY

If you see suspicious or criminal activity

- Alert Security on **966 (0800 373 7550** from a mobile phone) and state "suspicious activity", giving them your exact location. Do not hang up until they have all required information.
- Alert other staff and students in the area.
- Observe the situation and take photos or video if safe to do so.
- Report to Security staff when they arrive on the scene.
- If you feel threatened, move away from the scene and call the police on **111**.

Note as many details as you can about the person informing you about the device/hazard:

- Age
- Ethnicity
- Gender
- Speech
- Accent
- Any background noise that you can identify

Then contact Security immediately on **966 (0800 373 7550** from a mobile phone).

If you encounter unauthorised media

- Do not give information or engage in conversation.
- Advise the University Communications Manager that media persons are on site.
- If necessary, alert Security on **966 (0800 373 7550** from a mobile phone) and state "unauthorised media", giving them your exact location. Do not hang up until they have all required information.

If you receive a threatening phone call

Threatening phone calls can be:

- Specific, where information will be given about the nature of the threat (e.g. explosive device, toxic release, gun), as well as the location, time, etc.
- Non-specific, where no information is given, other than the nature of the threat.

Remain calm and treat all threats as genuine. Wherever possible, ask questions and note answers; get as much information as possible.

Suggested questions:

- What is it? Device, toxin release, gun or bomb threat
- Where is it/will it happen?
- What time will it occur?
- What does it look like?
- What kind of device/hazard is it?
- What will trigger the device/hazard?
- Why did you create the device/hazard?



THREATS TO PERSONAL SAFETY

Prevention is your best defence

- Don't walk alone late at night and do avoid unlit areas.
- If you are intending to work late and need to walk some distance to your car or public transport, call Security on **0800 373 7550** in advance to arrange for a security officer to accompany you.
- Avoid open areas like Albert Park and Myers Park after dark.
- Don't carry lots of cash and valuables, or wear expensive jewellery.
- Avoid accepting drinks from strangers and don't leave your drink unattended.
- Be aware of people around you when using ATMs (cash machines) and hide your PIN.
- Keep bags containing valuables, wallets, purses etc. close to your body
- Keep your cell phone where you can reach it quickly.
- Walk close to the gutter side of the road, not beside doorways or alcoves where people can hide.
- Walk facing the traffic. If you do have to walk in the direction of the traffic and a vehicle pulls up beside you, turn around and walk or run in the opposite direction.

In case of robbery

- Keep calm.
- Do exactly as asked.
- Avoid eye contact.
- Observe the aggressor for
 - Physical features or clothing worn
 - Distinguishing features, voice or tattoos
 - Any weapons
 - Anything touched or taken
 - Escape route, vehicle
- As soon as it is safe, make your way to a public place and seek help. Phone the police on **111** and Security on **0800 373 7550**.
- If possible, request all witnesses to remain.

If you think someone is following you

- Keep looking ahead and walk briskly.
- Cross the road and see if they follow.
- If they do, go to the nearest place where there are people.
- Call **111** and ask for police.

If a driver stops and asks you for directions

- Be polite but stay out of reach.
- If you don't trust them, walk away quickly in the opposite direction.
- Don't accept a lift from a stranger.

If you are physically or sexually attacked

- Try to escape and get to safety.
- Call out for help
- Call **111** and ask for police, giving exact location.
- Call Security on **0800 373 7550**.
- Observe the aggressor for
 - Physical features or clothing worn
 - Distinguishing features, voice or tattoos
 - Any weapons
 - Anything touched or taken
 - Escape route, vehicle

If you become a hostage

- Follow the aggressor's instructions.
- Speak only when spoken to.
- Be as calm as possible, as the aggressor may use your emotions to his/her advantage.
- Sit down if possible, to avoid appearing threatening.
- Do not make any suggestions to the aggressor.
- Take advantage of opportunities to escape.



ACTIVE ARMED OFFENDER

If there is an Active Armed Offender on campus

You have three options: Run, hide or fight.

RUN

- Leave your belongings behind.
- Evacuate regardless of whether others agree to follow.
- Help others escape, if possible.
- Do not attempt to move the wounded.
- Prevent others from entering an area where the active armed offender may be.
- Call **111** when you are safe.

HIDE

- Hide in an area out of the active armed offender's view.
- Lock door or block entry to your hiding place.
- Silence your cell phone (including vibrate mode) and remain quiet.

FIGHT

- Fight as a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the offender.
- Act with as much physical aggression as possible.
- Improvise weapons or throw items at the offender.

Note: If someone is injured, only render first aid if it is safe to do so. Otherwise, take note of where they are and report their location to the police once you have escaped to safety.

The first officers to arrive on scene will not stop to help the injured as their priority is to remove the threat.

Rescue teams will treat and remove injured people only once the offender has been apprehended.



BOMB THREAT

If you discover an object that you suspect is potentially harmful, do not touch or approach the suspicious object but start the "4 Cs drill":

- Confirm** Why is it suspicious? Quickly check for owners. Note its location and description.
- Clear** Tell your manager or supervisor and notify Security on **966** (do not use a mobile phone.) Start clearing the area as you would for a fire, making sure people do not go near the package. Do not send untrained people to look for other suspicious objects or devices.
- Cordon** Until Security staff arrive, senior staff members from the evacuated workplace are to start cordoning off the area, using other staff to keep people at least 100 metres away from the suspect item.
- Control** Senior staff members from the evacuated workplace must exercise control of the scene until Security or other specialist personnel arrive and take over coordination of the response.

Safety

When faced with a potential improvised explosive device (IED), observe the following safety precautions:

1. Preservation of life is paramount. Protection of property is of secondary importance.
2. No matter how harmless the item looks, treat it as lethal until it is declared safe by the experts.
3. Only an explosives expert can declare an item safe.
4. Lecturers/tutors need to maintain control of students until released by the emergency control officer.

Evacuation

Evacuate the building as instructed by Security, floor or building warden, senior staff member or Emergency Services. Instructions will be verbal (no fire alarms are to be activated). Note that the evacuation route and assembly area may be different from the fire safety procedure. Take all your personal belongings with you – you may be unable to return to the area for some time.

Disruption

The procedure for dealing with a suspicious object can take several hours. Be aware that access to and work in the vicinity of the suspect item will be disrupted.

SUSPICIOUS MAIL

If you receive a parcel or envelope that you suspect may contain a hazardous substance, stop what you are doing and put the item down.

Do not smell, touch, taste, shake or empty the contents of the parcel or envelope. Place it into a plastic bag or container and turn off any equipment that could disturb air flow, such as fans or air conditioning.

Where there is a likelihood of contamination, stay where you found the article and step back about two metres away. This includes any people directly next to you.

Immediately contact the Police on **111** and state that you have received a "suspect parcel". Provide as much detail about the item that you can. Then contact Security on **966 (0800 373 7550)** from a mobile phone).

If anyone is contaminated, isolate the person and call for medical assistance.

If possible, ask a co-worker who was not in the immediate area to notify the manager or person in charge, who will arrange a temporary cordon of the area.

Do not allow co-workers into the isolation area unless it is an emergency situation.

Follow the instructions of your manager, Security and Emergency Services.



NATURAL DISASTER

Major storm/gale force winds

1. Move away from windows.
2. Close all windows, curtains, drapes and blinds.
3. Shelter in the strongest part of the building (e.g. a central corridor or stairwell).
4. Keep clear of any areas with glass atriums or glass roofs.
5. Stay inside.
6. If you or someone nearby suffers an injury, or there is major damage to the building, call Security on **966** and state "injured person" or "storm damage". If using a mobile phone, call **0800 373 7550**.
7. If you have not had instructions from your building warden and you think the situation is life threatening, call **111** and request the Fire Service.

Flooding

1. Switch off any electrical and gas-fuelled equipment that could be affected by water, and move any chemicals, important documents, valuables etc. to a safe area **if there is time**.
2. If you have had instructions from your building warden, evacuate to a safe area (high ground) and make sure everyone in your area does likewise.
3. Call University Security on **966** (or **0800 373 7550** from a mobile phone) and state "flooding". Give the location and the whereabouts of evacuees.
4. If you have not had instructions from your building warden and you think the situation is life threatening, call **111** and request the Fire Service.

EARTHQUAKE

During an earthquake

- If you are inside a building, move no more than a few steps, and then drop, cover and hold. Stay indoors until the shaking stops and you are sure it is safe to exit. In most buildings in New Zealand you are safer if you stay where you are until the shaking stops.
- If you are in a lift, drop to the floor and put your hands over your head. When the shaking stops, try and get out at the nearest floor if you can safely do so.
- If you are outdoors when the shaking starts, move away from buildings, trees, streetlights and power lines, then drop, cover and hold.
- If you are driving, pull over to a clear location, stop and stay there with your seatbelt fastened until the shaking stops. Once the shaking stops, proceed with caution and avoid bridges or ramps that might have been damaged.

After an earthquake

- Expect to feel aftershocks.
- Check yourself for injuries and get first aid if necessary. Help others if you can.
- Be aware that electricity supply could be cut, and fire alarms and sprinkler systems can go off in buildings during an earthquake even if there is no fire. Check for, and extinguish, small fires.
- If there are obvious signs of live electricity, e.g. sparks, or you can smell gas, turn off at the mains **if it is safe to do so**.
- Once the shaking has stopped, check for a safe way to exit. If you are in a damaged building, try to get outside and find a safe, open place. Use the stairs, not the lifts.
- Watch out for fallen power lines or broken gas lines, and stay out of damaged areas.
- Only use your phone for **short essential calls** to keep the lines clear for emergency calls.
- Listen to the radio for information and follow Civil Defence instructions.
- If there is a tsunami warning, immediately go to high ground or as far inland as possible.





CASUALTIES

If a severe injury or death has occurred at the university or during an activity carried out by the university, it is of the utmost importance to ensure that the scene is preserved and that authorities are notified. It is extremely traumatic to witness such an event, however those university personnel in a first responder's role should carry out the following actions:

1. Summon emergency services. Call **111** and ask for the police and an ambulance, and give them the details they ask for. The emergency services will take over the scene when they arrive.
2. Notify University Security on **0800 373 7550** (or on 966 if you are using an internal university phone) in order to activate the Incident Management Team (IMT). If the event escalates, the IMT may also activate the Crisis Management Team (CMT).
3. Maintain safety and group welfare. Prevent the situation becoming worse and ensure that people do not place themselves where they can be harmed. Ensure the witnesses to the event are properly supported until help arrives, and ask them to stay nearby so their details can be collected so they can assist with an investigation.
4. Aid the casualty. If it is possible to give first aid, treat the casualty to the best of your ability. If the casualty passes away, the casualty must not be further disturbed.
5. Control and preserve the scene. All deaths must be referred to the coroner, so it is important that evidence is preserved for an enquiry. The casualty's dignity can be preserved by covering them with a blanket or similar item, or if you are in a room, by closing the door and not allowing onlookers to enter.
6. Preserve privacy. Remind witnesses that names must not be released to the public or to social media until the Police have notified next of kin. Casualty information must be kept to those who need to know, such as the Police, University Security, University Health and Safety, and members of the IMT/CMT.
7. Obtain support and give evidence. The University will arrange counselling and will ensure an investigation is carried out, so witnesses should expect to be contacted in due course.

Managers should refer to the incident management process flow chart on page 16 of this guide for further guidance.



DEALING WITH TRAUMA

Being exposed to trauma can be a life-changing event, and often those people who routinely deal with emergency situations require assistance to cope with what they have to experience in order to prevent post-traumatic injury.

There is no shame or stigma in asking for help. In a major event, the Incident/Crisis Management Team will mobilise University support agencies to assist those who were on the scene, and the Police may also refer those most affected to Victim Support.

That being the case, there are still instances where people 'fall through the cracks' or who fall outside the control or scope of the IMT/CMT.

After a traumatic event, it is important to reflect on your feelings. If you feel distressed, or are experiencing intense emotions, you should seek assistance without delay.

You may also need assistance if you or others notice changes in your:

- Physical self – perspiring, shaking, fatigue, sleep patterns etc
- Emotional self – tearfulness, anxiety, anger, irritability, mood swings etc
- Behaviour – social withdrawal, poor self-care, neediness, absenteeism etc
- Thinking – confused, hopeless/helpless, thoughts about self-harm, self-blaming etc.

The University can offer help from Monday to Friday through the staff service centre (Ext **86000** or **+64 9 923 6000**, from 7.30am to 6pm) or the student counselling service (**+64 9 923 7681** from 8.30am to 5.30pm).

Staff can also contact (in confidence) the Employee Assistance Programme at **+64 9 358 2110**, e-mail auckland@eapservices.co.nz

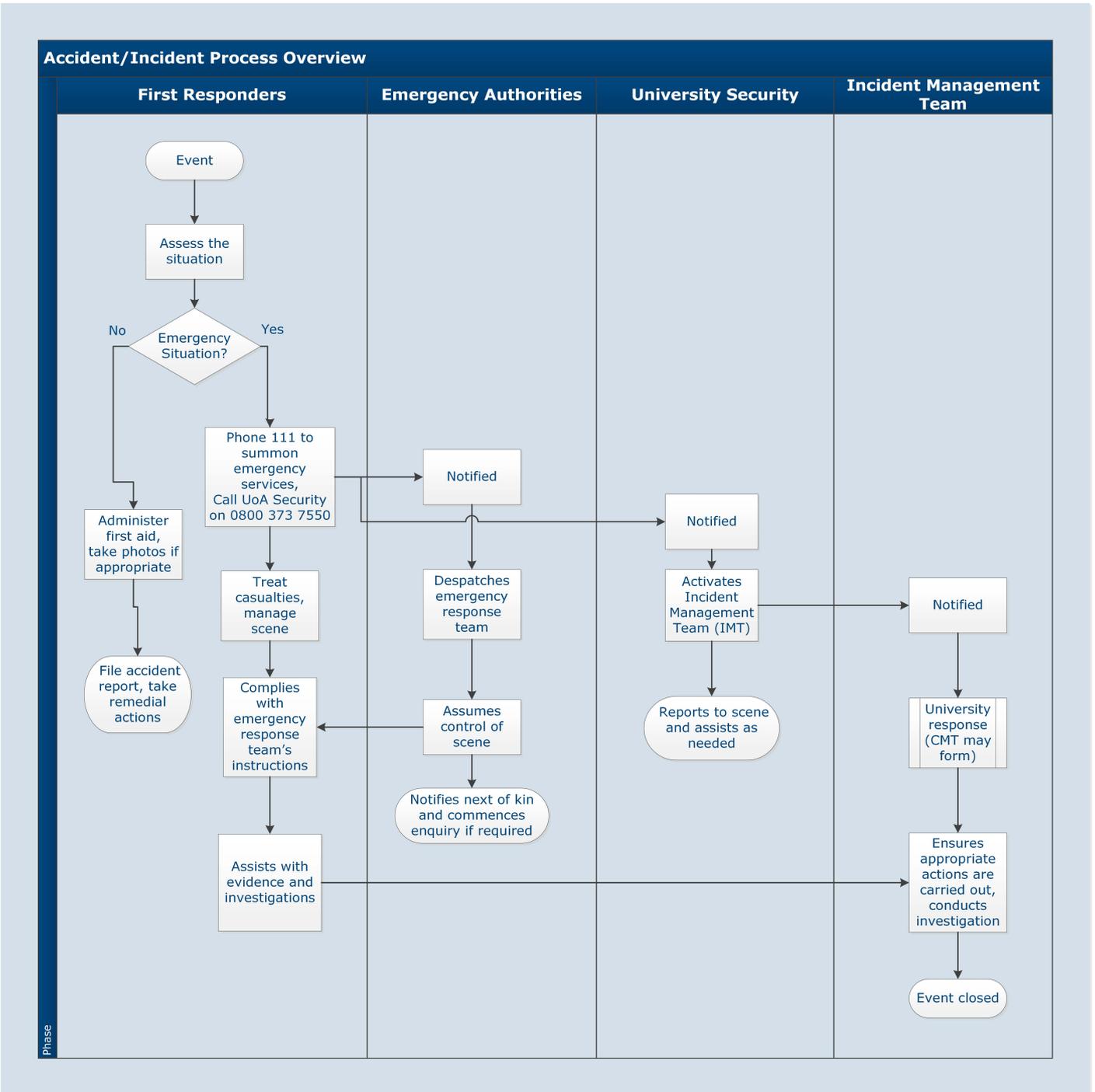
Other useful agencies who offer 24 hour a day assistance are:

- | | | |
|-------------------------|---------------------|--|
| Lifeline | 0800 543 354 | www.lifeline.org.nz |
| Youthline | 0800 376 633 | www.youthline.co.nz |
| Alcohol & Drug Helpline | 0800 787 797 | www.alcoholdrughelp.org.nz |

Useful information on coping with stress, anxiety and depression can be found at <http://www.calm.auckland.ac.nz/>

INCIDENT MANAGEMENT PROCESS

The diagram below gives a high level overview of the incident management process. Managers are advised that there are detailed procedures for the forming of the management teams, incident reporting and post event counseling and investigation.





USEFUL LINKS

University of Auckland Health, Safety and Wellbeing Service

First Aid information

New Zealand Fire Service fire safety information

NZ Police: Your guide to keeping safe

Victim Support: Getting help

Civil Defence: Disaster preparation

Civil Defence: Auckland Region

Civil Defence: Auckland Tsunami Maps

Civil Defence: Northland Regional Council

Civil Defence: Waikato Region

USEFUL APPS:

University of Auckland

Red Cross First Aid

Hazards: Red Cross (civil defence alerts)

AED Locations (defibrillator locations)

The information for this emergency management document was sourced from the above websites, the Environmental Protection Agency (EPA) and the New Zealand Defence Force (NZDF).

If you have any suggestions on how to improve this document, please contact the University Health, Safety and Wellbeing Service on ext. 84896 and at hsw@auckland.ac.nz.

ACCIDENT AND EMERGENCY MEDICAL CENTRES

City, Grafton and Newmarket campuses

White Cross Healthcare Limited

202 Ponsonby Road
Phone: (09) 376 5555

Quay Med A & M Clinic

68 Beach Road
Phone: (09) 919 2555

City Med Medical Centre

Ground level, Quay West Building
Cnr Albert St & Mills Lane
Phone: (09) 377 5525

Auckland Hospital A & E

2 Park Road, Grafton
Phone: (09) 307 4949

Epsom Campus

One Health Accident and Medical Centre

122 Remuera Road, Newmarket
Phone: (09) 522 2800

White Cross Healthcare St Lukes

52 St Lukes Road, St Lukes
Phone: (09) 815 3111

Tamaki Campus

White Cross Accident Medical Clinic

110 Lunn Ave, Mt Wellington
Phone: (09) 570 8899



Approved by:
Document Owner:
Content Manager:

Version:
Issue Date:
Review Date: