

[not in scope]

## **Emergency Management Procedures:**

As a Resident Adviser you will be responding to different situations. When certain emergencies arise, there are recommended procedures that you will have to follow. Below are some emergency guidelines for you to consider.

**Please Note:** Each RA is the emergency warden for their floor in any given emergency. Where an emergency occurs after hours or during duty hours, the lead / head warden will be responsible.

### **Fire Evacuation:**

#### Role of the Duty RA:

If you are the duty RA on any given duty, you are the building fire warden. As the building fire warden, you are to coordinate the evacuation. Ensure fire services are alerted, University Security is alerted and that evacuees are heading to the correct assembly point. You will receive resident specific training, to ensure all aspects are covered.

### Contacting emergency services:

Where you are called upon to call emergency services **DIAL 111**. In a calm manner, provide the operator with the address of the property.

### Evacuating and Assembly areas:

When evacuating, please do so in an orderly fashion. While it is a critical situation, a cool calm head will go a long way in re-assuring others around you. Ensure that the students are following all designated instructions. Each property will have a designated assembly area. If you are unsure where this is, please ensure that you are familiar with your property's assembly points.

### Fire Panel:

Each property will have a fire panel that needs to be cleared/ turned over to show that their floors are clear. Please familiarise yourself with where your fire panel is for your property. Take the time to learn how the panel is to be utilised in a fire emergency.

### Communication during the evacuation process:

During the evacuation, each RA will have a role to play. This will vary from property to property, nevertheless the fundamentals of role communications will remain the same.

Floor Wardens are to:

- Wear their warden vests where possible
- Ensure that any persons with disabilities and their caregivers are accounted for.
- Advise the Building Warden that there is a person with a disability and their caregiver evacuating from their floor or remaining in or near the nominated exit if it is not possible to evacuate them.

The Building Warden is to:

- Ensure the evacuation board/check sheet indicates the floor remains occupied.
- Update the Fire Service upon arrival should persons with disabilities and their caregivers still be within the building.

### Emergency medical treatment:

If you discover an incapacitated person in the building, you should stay with them and help if you can - as long as you can do so without putting yourself in danger. Ask someone to advise the floor warden of the problem and to seek first aid help from the building warden. If the incapacitated person is in immediate danger from the emergency, ask other people to help you to move them to a safe place. If they can't be moved, leave the building, and report their location to the building warden.

### Re-entering the building:

Only Emergency Services staff can enter a building while the evacuation alarm is sounding. You can only re-enter the building when you've been given clearance by the Building Warden. Floor wardens may be used to control entry points to the building. The Fire Service will let the Building Warden know when it's safe for you to re-enter the building.

### **Trapped Person in an Elevator:**

Some of our accommodation properties have some type of machinery involved in their operation such as a lift. The most common being an elevator. There is also the potential that they are trapped in these machines.

### Actions to take if a person is trapped in a lift:

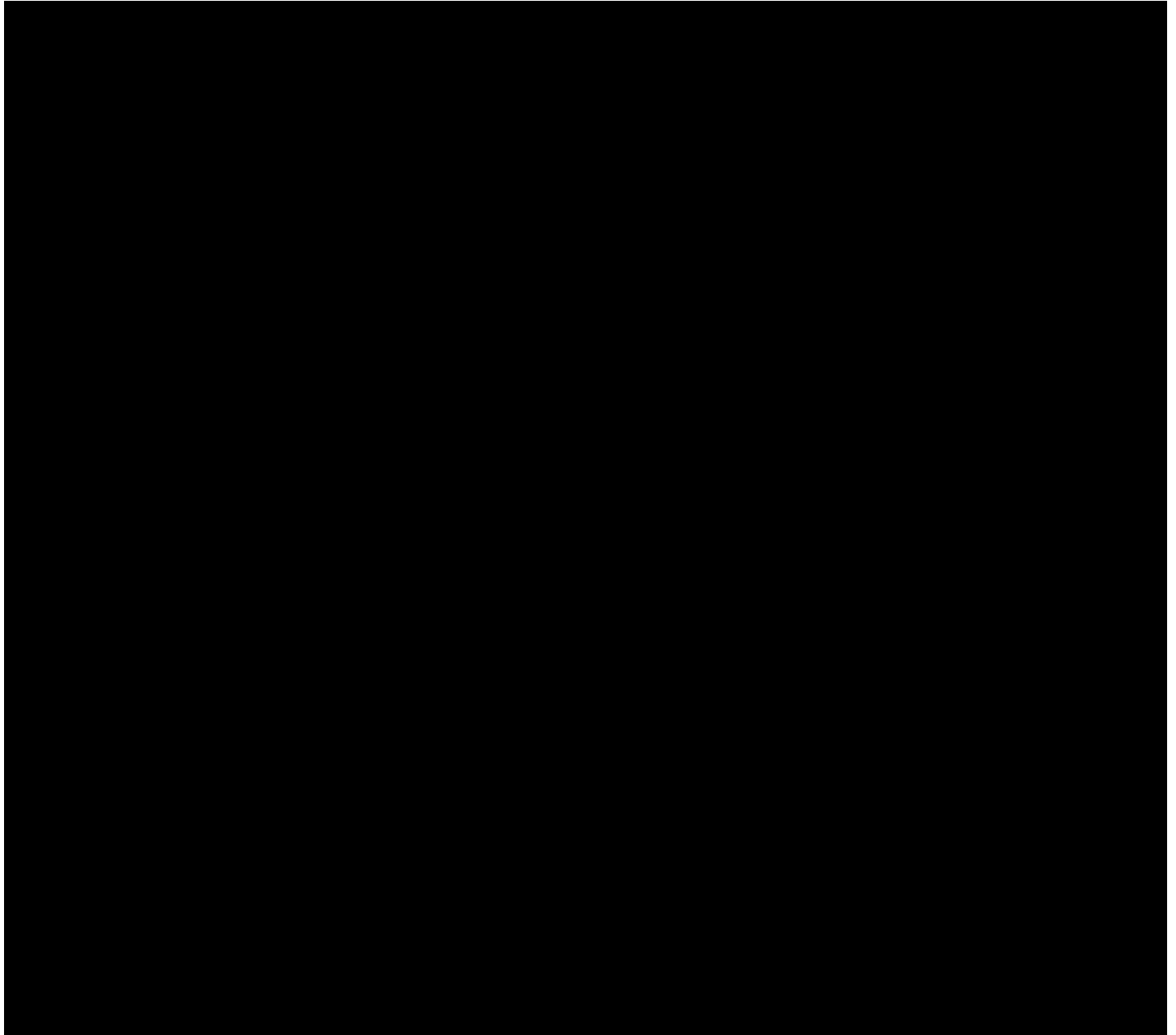
- Look for the "Lift Emergency Phone" button or phone in your lift.
- State your location and the lift number.

- Remember to keep calm, help will be on the way.
- State which level you believe you are on or between.
- Time of breakdown.
- Do not attempt to open lift doors or release the occupants yourself.
- Note: in some lifts, telephones are provided with advice as to who you should call. In more modern lifts a push button, intercom type, direct dial service is provided.

If you observe a malfunction from outside an elevator:

- If you think someone may be trapped inside, contact Security Services.
- If they can hear you, try to reassure trapped person(s) that help is on the way.
- Do not attempt to open lift doors or release the occupants yourself.
- Should occupants suffer a medical condition while trapped contact the emergency services.
- Security will ensure that help is on its way either via Maintenance or the lift company directly. Security will attend to reassure lift occupants. In extreme cases the Fire Brigade may be called to assist with the rescue.

**Bomb threats, suspicious mail, and explosions:** [9(2)(c)]



## **Pandemic:**

In the event of a pandemic, the university affirms and adopts the pandemic plan provided by the Ministry of Health. You can find this plan at the following link:

<https://www.staff.auckland.ac.nz/en/human-resources/health-safety-and-wellbeing/emergency-response-and-management/pandemicplan.html>

Below is a list of safe rules and procedures should a pandemic occur. This list is based off the COVID-19 pandemic during the traffic system. The University of Auckland works with the NZ Government to find the best way to operate safely under these conditions.

- Creating bubbles on floors or in flats
- Applying alcohol bans
- Enforcing social distancing
- Closing of communal areas where transmission is likely to occur
- Amending dining services to minimise any possible transmission
- Restricting guests and services onsite
- Enforcing the use of mask/face covering wearing on UoA grounds

While COVID-19 requirements have been removed, MOD still have recommendations in place. Please see the links below to find out more.

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus>

<https://covid19.govt.nz/>

## **Civil Defence / Natural Disasters:**

In a civil defence emergency, radio becomes a key means of communication and the medium in which to receive vital updates and other information.

In the event of a civil defence emergency, tune into one of the following radio stations

- National Radio [Frequency: 101.4FM or 756AM]
- News Talk ZB [89.4FM]
- Classic Hits [97.4FM]
- More FM [91.8FM]
- Radio Live [100.6FM or 702AM]

It is important that we have plans in place to be able to respond to disaster situations – the emergency services will be assessing the situation and may need to attend to others who may be in more need of their assistance.

## **Severe Storms:**

The Auckland and Northland regions can be subject to occasional storms that can be quite violent. It is an unusual occurrence to have a tornado through the regions, but it has been known to happen. Such events are not as powerful as experienced in other parts of the world, nevertheless, damage to building roofs, downing trees, flooding, flying objects, power outages and severe traffic congestion can occur.

You are likely to receive some prior notice of a severe storm warning via the media and Met

Service. In the event of such a warning follow the guidelines below.

#### Prepare:

- Secure loose items to prevent them flying around like unguided missiles.
- Monitor radio stations and applicable websites.
- Disconnect electrical appliances.
- Postpone appointments or field trips should your travel or activity coincide with a storm warning.
- Have torches, spare batteries, and radios readily accessible.

#### During a storm:

- Close all curtains to slow down flying glass and airborne objects.
- Stay away from doors and windows. If the wind becomes destructive, shelter further inside the complex.
- Don't walk around outside.
- Don't drive unless necessary.
- Contact Security Services to report location and damage.

#### Remain vigilant after the storm:

- Check your building for damage if any has occurred inform Security Services and Maintenance.
- Keep listening to your local radio station for official warnings/advice.
- Beware of fallen power lines, damaged buildings, trees, and flooded drains.
- Check trees near your building for damage and stability.

#### **Floods:**

- Floods caused by the overflow of rivers and streams are extremely dangerous and may require the evacuation of buildings.
- Move out of the flooded area or go to the nearest high ground.
- Lift items as high above the floor as possible if area is prone to flooding.
- Do not attempt to drive or walk through floodwaters unless it is essential.
- Do not go sightseeing to look at the damage the flood has caused.

#### **Volcanic Eruptions:**

The Auckland Region lies on a potentially active volcanic area. No one knows when or where the next volcanic eruption will be. However, it is likely that some warning will be provided prior to a significant eruption occurring.

The chances that an eruption will occur in your lifetime may be small, but scientists agree that another eruption is inevitable at some time in the future. There have been 20 eruptions in the Auckland area in the past 20,000 years.

#### What should you do in the event of an eruption?

- The University Emergency Management Response Group in liaison with Civil Defence will issue instructions on what actions need to be taken.
- Treat the following information as a general guide for when you are not on university grounds.
- Listen for instructions from Civil Defence - some people may need to be evacuated.
- Stay indoors as much as possible.
- If you need to go outside, wear a breathing mask and goggles.
- Try to keep ash from accumulating on the roof.
- Don't go sightseeing - you'll add to congestion and put yourself and others at risk.

## Earthquakes:

The risk of an earthquake in the Auckland region is considered low. However other regions in New Zealand do, and have in recent history, experienced earthquakes.

### What to do during an earthquake:

- if you are outside, then drop into a curled-up position, cover your head with hands and arms and hold position until the quake has stopped
- if you are inside a building, move no more than a few steps, drop, cover under a solid object such as a table and hold
- if you are driving, pull over and stop
- if you are at the beach or near the coast, drop, cover and hold then move to higher ground immediately in case a tsunami follows the quake.

### After an earthquake:

- you should expect to feel aftershocks
- help those around you if you can
- if you are in a damaged building, try to get outside and find a safe, open place
- do not go sightseeing to look at the damage the earthquake has caused
- if you smell gas, try to turn off the gas main outside the building if it is safe to do so
- if you see sparks, broken wires, or evidence of electrical system damage, turn off the electricity at the main fuse box if it is safe to do so
- Listen to the radio for information and advice.

Civil Defence cabinets are positioned in most buildings and contain emergency supplies. Building wardens, floor wardens and designated first aid officers are to help with the safe coordinated evacuation of occupants from the building. Occupants are not to re-enter the building unless the building is declared safe to re-enter.

## Tsunami:

- If a tsunami is approaching The Ministry of Civil Defence & Emergency Management will issue a national warning on the television and radio.
- Move to higher ground immediately.
- Be aware that there may be more than one wave, each potentially bigger than the one preceding it and it may not be safe for up to 24 hours.  
All planned outdoor events will be cancelled when a National Civil Defence Warning of a tsunami alert has been issued.
- The Pacific Tsunami Warning Centre has up-to-the minute information and warnings on tsunami alerts in the pacific region.

For more information regarding any of the above-mentioned topics, feel free to ask your line manager and/ or visit the following site: <https://www.staff.auckland.ac.nz/en/human-resources/health-safety-and-wellbeing.html>

<b>Crisis &amp; Emergency management Learning checklist:</b> <i>By reading this section you should be able to:</i>	✓
Understand and apply correct procedure for crisis management	
Understand and apply skills required for post-crisis follow up	
Differentiate between an emergency and a crisis	
Understand the requirements of an RA during an emergency situation	
Recall the required procedures to undertake in an emergency situation	