Emergency Procedures

Life-Threatening Emergency
Dial (0)112

Non Life-Threatening Emergency
Dial Extension 333

Prato

MONASH University
Facilities & Services Division, Occupational Healthy & Safety
Emergency Contacts

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire</td>
<td>(0) 115</td>
</tr>
<tr>
<td>Police</td>
<td>(0) 113</td>
</tr>
<tr>
<td>Ambulance</td>
<td>(0) 118</td>
</tr>
<tr>
<td>Carabinieri</td>
<td>(0) 112</td>
</tr>
<tr>
<td>Director</td>
<td>ext. 233</td>
</tr>
<tr>
<td>Manager</td>
<td>ext. 221</td>
</tr>
<tr>
<td>Prato Centre Switchboard</td>
<td>ext. 232</td>
</tr>
</tbody>
</table>

Online Hazard and Incident Report
via my.monash portal
Emergency Procedures Objectives

To inform staff, students, visitors and contractors who are present at Monash University Prato Centre (MUPC) how to respond to emergency situations.

These procedures consider Italian laws and regulations regarding emergency planning and evacuation in the workplace.

To assist MUPC staff and students to recognise and respond to emergencies in a systematic way.

Emergency Control Organisation (ECO)

The ECO consists of:

- MUPC Director (ECO Emergency Coordinator)
- Manager
- MUPC staff and students
- These people have been assigned roles to be carried out in an emergency.
- The ECO also includes agencies such as the Police and fire brigade (Emergency services).
- The role of the ECO is to ensure the safety of the building’s occupants (including themselves) in any emergency.

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

1 Stay calm.

2 Follow instructions of the Emergency Wardens.

3 Do not use lifts.

⚠️ Important: The Emergency Coordinator (ECO) has the authority to delegate duties and control the evacuation process.

Alert Tone / Evacuation Tone

⚠️ Prepare to evacuate

<table>
<thead>
<tr>
<th>General</th>
<th>Course Coordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Upon hearing the alarm and voice-over,</td>
<td>1 Upon hearing the alarm and voice-over, prepare to</td>
</tr>
<tr>
<td>prepare to evacuate and follow instructions.</td>
<td>evacuate and follow instructions.</td>
</tr>
<tr>
<td>2 Trained personnel extinguish small</td>
<td>2 Secure equipment in use.</td>
</tr>
<tr>
<td>contained fires.</td>
<td></td>
</tr>
<tr>
<td>3 Switch off electricity and gas</td>
<td>3 Standby evacuation line, reassure students.</td>
</tr>
<tr>
<td>(Specific role only)</td>
<td></td>
</tr>
<tr>
<td>4 Raise the alarm</td>
<td>4 Request staff/students exit in orderly fashion.</td>
</tr>
<tr>
<td></td>
<td>5 Request all staff/students proceed to emergency exit</td>
</tr>
<tr>
<td></td>
<td>and assembly point.</td>
</tr>
<tr>
<td></td>
<td>6 Ensure all students leave the room.</td>
</tr>
</tbody>
</table>
### Evacuation Roles

<table>
<thead>
<tr>
<th>Role</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact Emergency Services</strong></td>
<td>Dial (0) 112</td>
</tr>
<tr>
<td><strong>Assisting people with disabilities</strong></td>
<td>Assigned person must assist and carry out duties quickly. Do not carry people or wheelchairs down stairs. Assist disabled persons to nearest fire safe haven located as close as possible to a window or the terrace facing Via Pugliesi.</td>
</tr>
<tr>
<td><strong>Visitors, Delegates and Academics</strong></td>
<td>Must be evacuated by MUPC staff who have been assigned to evacuate areas of the building. All personnel to evacuate to: Piazza Santa Maria delle Carceri (150m Left of Entrance, Front of Castle via Via Pugliesi).</td>
</tr>
<tr>
<td><strong>Emergency Coordinator</strong></td>
<td>Take role count: Include name, family name and personnel not accounted for. Complete evacuation report.</td>
</tr>
</tbody>
</table>

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**Do not re-enter until safe and authorised by ECO or Fire Brigade.**

The deactivation of a warning tone is not an indication to reenter a building.
Fire/Smoke

1. Raise the ALARM.
2. Notify Emergency Coordinator.
3. Remove power leads/cables from wall sockets.

3. EVACUATE!

If the fire can not be extinguished:

- Extinguishers are suitable for small/contained fires.
- Clear combustible substances.
- Clear immediate area of personnel.

If safe to do so:

- Stay calm, secure the area, inform people.
Evacuate as instructed by the Emergency Coordinator (ECO)

1. Walk quickly and calmly to the assembly area via the nearest exit.
2. Close doors as you exit – but do not lock doors.

⚠️ Do not re-enter buildings.

Follow Emergency Evacuation Procedures as found in this booklet.

 Remain at the assembly area until instructed to leave by the ECO or Fire Brigade.

DIAL (0) 112 for Ambulance/Fire/Police – 333 for Security
Intruder

If safe, note description and report to Emergency Coordinator (ECO) on ext. 333.

If confronted:

• Obey intruder(s) instructions.

• Never try to overpower an armed intruder.

• Look, listen and observe:
  • Articles touched by intruder
  • Physical details /attire
  • Mannerisms and weapons
  • Direct intruder(s) to leave area

General

1. The ECO must be contacted, they will determine if Police are contacted.

2. Seek advice on how to proceed and next action to be taken, and, record all incident information for Police.

3. Be prepared to evacuate and secure the building – await further instructions.

Lecture Theatres /Laboratories

It is the responsibility of the lecturer/tutor to maintain control of the students during the emergency until released by the ECO.
Illegal Occupancy / Civil Disorder

Report to ECO on ext. 333.

If safe to do so:

1. Restrict entry to building.
2. Restrict contact between demonstrators and occupants.
3. Notify managers, supervisors and emergency personnel.
4. Be prepared to evacuate – await instructions from ECO.

⚠️ Lecture Theatres / Laboratories

It is the responsibility of the lecturer/tutor to maintain control of the students during the emergency until release by the ECO.
Gas Leak

If safe, ensure the immediate safety of everyone in the vicinity.

If safe to do so:

1. Ensure the immediate safety of everyone in the vicinity.
2. Evacuate the immediate area – Ventilate if safe.
3. Report the spill to Emergency Coordinator (ECO) on ext. 333.
4. Isolate the area.
## Clean up after emergency response concluded

Avoid the creation of aerosols for liquid spills.

<table>
<thead>
<tr>
<th>Decontaminating affected personnel</th>
<th>Move personnel affected to a safe decontamination area. The treatment of serious injury must take precedence over decontamination if safe to do so.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Restrict unnecessary movement</td>
<td>Avoid spreading contamination. Isolate spill by erecting a temporary barricade and placing suitable warning signs.</td>
</tr>
</tbody>
</table>

⚠️ **Important**

- If a gas spill, authorized and trained personnel can intervene by locating the leak if safe to do so, and closing the valve ensuring electricity is switched off and the area is ventilated.

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Follow evacuation procedures if required

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DIAL (0) 112 for Ambulance/Fire/Police — 333 for Security
<table>
<thead>
<tr>
<th>Offices</th>
<th>Teaching / conference / exhibition space</th>
<th>Computer labs</th>
<th>Recreational areas</th>
<th>Study areas</th>
</tr>
</thead>
<tbody>
<tr>
<td>24 Reception</td>
<td>2 Salone Grollo</td>
<td>27 Computer lab</td>
<td>3 Piccolo Bar</td>
<td>37 Bill Kent Library</td>
</tr>
<tr>
<td>28 Admin office 1</td>
<td>1 Sala Caminetto</td>
<td>34 Mac lab</td>
<td>7 Main bar</td>
<td>35 Student Reading Room</td>
</tr>
<tr>
<td>13 Admin office 2</td>
<td>6 Sala Veneziana</td>
<td>17 Student Lounge</td>
<td>8 Sala Biliardo</td>
<td>17 Student Lounge</td>
</tr>
<tr>
<td>11 Admin office 3</td>
<td>14 Sala Toscana</td>
<td></td>
<td>17 Student Lounge</td>
<td></td>
</tr>
<tr>
<td>25 Director</td>
<td>15 Sala Giochi</td>
<td></td>
<td>20 Terrace</td>
<td></td>
</tr>
<tr>
<td>26 Manager</td>
<td>30 Seminar 2</td>
<td></td>
<td>5 Breakout 1</td>
<td></td>
</tr>
<tr>
<td>21 Visiting</td>
<td>31 Seminar 3</td>
<td></td>
<td>4 Breakout 2</td>
<td></td>
</tr>
<tr>
<td>professor 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Visiting professor 2</td>
<td>36 Seminar 1</td>
<td></td>
<td>9 Sala Specchi</td>
<td></td>
</tr>
<tr>
<td>Visiting professor 3</td>
<td>34 Mac lab</td>
<td></td>
<td>16 Kitchen</td>
<td></td>
</tr>
<tr>
<td>23 Visiting Staff</td>
<td>12 Studio</td>
<td></td>
<td>20 Terrace</td>
<td></td>
</tr>
<tr>
<td>22 Visiting Staff</td>
<td>29 Sguardi Australiani Archive</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>10 Meeting room</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

DIAL (0) 112 for Ambulance/Fire/Police – 333 for Security

Campus Map
Bomb Threat

Keep calm.

Treat all threats as genuine.

Record exact information for Police.

If threat is by telephone

Keep person talking and ask:

1  Location.

2  Indicated time bomb will explode.

3  Do not replace handset:
   This enables the call to be traced.

If threat is by letter or package

Do not use electronic devices:
This may detonate a bomb.

Report to Emergency Coordinator (ECO)
on ext. 33 or 21 immediately.
Suspected explosive or unopened suspicious package

1. Do not touch package.

2. Report to Emergency Coordinator (ECO) on ext. 33 or 21 immediately.

3. Provide the following:
   - Name
   - Location
   - Number of people involved
   - Description of package
   - Action required
   - Smell

4. Leave package and move out of surrounding area unless otherwise advised.

5. Wash and decontaminate your hands.

6. Seek medical advice as appropriate.

⚠️ Do not use electronic devices that may detonate a bomb. ⚠️

DIAL (0) 112 for Ambulance/Fire/Police – 333 for Security
**Suspicious Mail or Packages**

**If suspicious mail has been opened:**

1. Do not unnecessarily handle or open package.
2. Report to Emergency Coordinator (ECO) on ext. 33 or 21 immediately.
3. Provide the following:
   - Name
   - Location
   - Number of people involved
   - Description of package
   - Action required
4. Leave package and move out of surrounding area unless advised.
5. Do not use Break Glass Alarm, mobile phone, etc.
6. Follow ECO instructions and evacuated only when directed by ECO.
7. Seek medical advice as appropriate.
Suspected explosive or unopened suspicious package

1. Do not touch package.

2. Report to Emergency Coordinator (ECO) on ext. 33 or 21 immediately.

3. Provide the following:
   - Name
   - Location
   - Number of people involved
   - Description of package
   - Action required

4. Leave package and move out of surrounding area unless advised.

5. Wash and decontaminate your hands.

6. Wait for help to arrive.

Do not use electronic devices that may detonate a bomb.
Helping People with Special Needs

**Emergency Response**

**Person with special needs**

1. Remain calm, people will assist you.
2. If you don't understand, ask people to explain the situation.
3. Ask for assistance with your mobility device if required.
4. Seek help to exit into a fire stairwell or out of the building (Do not use a lift).
5. If you cannot exit remain in a stairwell until the Fire Brigade arrives. Ask someone to stay with you during an emergency response.

**Emergency Response**

**Person providing assistance**

1. Politely ask if people with a special need require assistance.
2. Ask what type of help is required.
3. If you are unable to provide assistance, ask the Emergency Coordinator (ECO) to help.
4. Do not put your own life at risk.
5. Ensure you notify someone where you are and the ECO is informed.
6. Do not attempt to carry anyone down stairs. If the person is able to move assist them down the stairwell.
7. Remain with person who has a special need in stairwell if they are unable to use the stairs. If it is unsafe to do so, seek immediate help.
Special needs may include people who:

- have a visual or hearing impairment
- have difficulty with mobility or standing
- use walking aids or a wheelchair
- are pregnant
- have heart conditions
- suffer from asthma
- experience panic attacks
- are claustrophobic
Mental Health Incidents

Your safety is the first priority.

If you are disturbed by an event seek assistance from the counselling service.

Mental health incidents can include:

- Panic attacks
- Psychosis
- Drug or alcohol overuse
- A person who has experienced a traumatic event
- Self harm or threat of self harm

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**Threatening Behaviours**

If you do not feel safe

1. Ask the person to leave.
2. Ring the:
   - Ring the Emergency Co-ordinator on ext. 333
   - Office hours +39 0574 597204
   - Mobile (24/7) +39 3283869194
3. **If life threatening:** immediately call Police on (0) 113.
4. Record incident details including person description.
5. Inform the Director or Manager.

If you feel safe

1. Engage in conversation.
2. Be aware the situation may escalate very quickly.
3. Calm the person if possible.
4. Understand their concerns and direct them to the counselling service.
5. Maintain clear personal boundaries.
6. Summon help if required.
Written, phone or observed threatening, or other concerning behaviours

1. In the event of immediate threat or danger, call the Police: (0) 113
   or

2. To seek confidential advice contact the Safer Community Unit:
   Telephone +61 3990 51599
   (Australian contact line)
   safercommunity@monash.edu

General Assistance

1. Do not leave the person alone.

2. Assess danger to themselves or others — keep them away from potential danger.

3. Reassure the person by talking calmly to them. Tell them that you will stay with them until assistance arrives.

4. Get the person to control their breathing.
   Breathe in and out in unison to the count of three. Use your hands in an up and down motion to signal the tempo.
   Maintain eye contact.

5. Engage the person by talking — ask straightforward questions.
   Listen non-judgmentally.

6. Ask if there is someone you could call to come and be with them.
Earthquake

1 **Remain calm. The tremors may continue.**
   Take refuge under a secure and robust table, as close
   as possible to perimeter walls in case the floor below caves in,
   or alternatively in a wide door frame.

2 Avoid windows, mirrors, chandeliers, bookshelves, instruments and electrical equipment. Beware of falling objects.

⚠ NO smoking. NO ignition sources.
When the tremor first ends:

<table>
<thead>
<tr>
<th>Action</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open doors and exit with extreme caution</td>
<td>Sound out the floors before transferring weight. Floors must be safe before you proceed.</td>
</tr>
<tr>
<td>CAUTION with stairs</td>
<td>Walk as close as possible to walls as they are more robust. Avoid transferring full weight until confident it is safe.</td>
</tr>
<tr>
<td>Go to evacuation point carefully</td>
<td>No need to wait for the evacuation siren.</td>
</tr>
</tbody>
</table>

Do not give unverified information as this could impede emergency procedures.
Personal Injury

Major Injury

1 Care for patient and call for help.

2 Send someone to ring Ambulance Service: (0) 118

3 Provide the following:
   • Their Name
   • Nature of Emergency
   • Their age/gender
   • Location (Address, Building, Level, Room)
   • State of consciousness
   • Number and names of persons involved
   • Any other relevant information e.g. breathing, bleeding, chest pains, etc.

4 Ensure area is clear for medical personnel.

5 Inform Academic/Conference organiser if a student or conference visitor is injured.

6 Inform Centre Manager or Director.
Minor Injury

1. **Contact First Aid Officer within building for treatment.**
   - First Aid Officer – Extension 333

2. Send injured person to a local medical centre or hospital emergency ward.

3. Inform Academic/Conference organiser if a student or conference visitor.

4. Inform Centre Manager or Director.
Safety & Security

Emergency Help points
There are switchboard telephones located throughout the building