Emergency Procedures

Life-Threatening Emergency

1. Call (0) 000 for Ambulance/Fire/Police
2. Call 333 for Security

Non Life-Threatening Emergency

1. Call 333 for Security
2. Call 990 53059 for Security (Mobile)
# Emergency Contacts

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire/Police/Ambulance</td>
<td>(0) 000</td>
</tr>
<tr>
<td>Emergencies Internal</td>
<td>333 or 990 53059 (Mobile)</td>
</tr>
<tr>
<td>Security</td>
<td>990 53059</td>
</tr>
<tr>
<td>OH&amp;S Helpline</td>
<td>990 51016</td>
</tr>
<tr>
<td>Berwick Healthcare</td>
<td>9796 1500</td>
</tr>
<tr>
<td>76 Clyde Road, Berwick</td>
<td></td>
</tr>
<tr>
<td>Safer Community Unit</td>
<td>990 51599</td>
</tr>
<tr>
<td>Counselling</td>
<td>990 53020</td>
</tr>
<tr>
<td>University Switchboard</td>
<td>990 54000</td>
</tr>
<tr>
<td>Chemwatch</td>
<td>1800 039 008</td>
</tr>
<tr>
<td>Poisons Information Centre</td>
<td>13 11 26</td>
</tr>
</tbody>
</table>

- **Online Hazard and Incident Report**
  - via my.monash portal
- **Dial ‘0’ for an outside line**
  - To access an outside line, press ‘0’ before dialing
Emergency Procedures

Objectives

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

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

Emergency Control Organisation (ECO)

The ECO consists of:

• Emergency Coordinator (Facilities and Services)
• Security
• Additional people who have been assigned roles by the Building Warden / Floor Wardens 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.

DIAL (0) 000 for Ambulance/Fire/Police — 333 for Security — 990 53059 for Security (Mobile)
# Emergency Evacuations

1. Stay calm.

2. Follow instructions of the Emergency Wardens.

3. Do not use lifts.

**Important:** The Building Warden and Floor Wardens have the authority to delegate duties and control the evacuation process.

<table>
<thead>
<tr>
<th>Alert Tone / Evacuation Tone</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th><strong>General</strong></th>
<th><strong>Course Coordinator, Supervisor, Lecturer</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Stop all activities and listen to instructions.</td>
<td>2. Stand by evacuation WIP, reassure students.</td>
</tr>
<tr>
<td>3. Gather personal belongings; eg. wallet, keys</td>
<td>3. <strong>Evacuate on “WOOP WOOP”</strong>.</td>
</tr>
<tr>
<td>4. Do not leave unless directed or if the evacuation tone “WOOP WOOP” starts.</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 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>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Assisting people with disabilities</strong></td>
<td>Ask if help is required. Assist person to nearest fire safe area. Refer to assisting people with disabilities section in this booklet.</td>
</tr>
<tr>
<td><em>e.g. wheelchair bound</em></td>
<td></td>
</tr>
<tr>
<td><strong>Visitors, Delegates and Academics</strong></td>
<td>Must be evacuated by Monash University staff. Academics are responsible for evacuating lecture theatres.</td>
</tr>
<tr>
<td><strong>Building Warden</strong></td>
<td>Co-ordinate evacuation and delegate duties. (The Building Warden has authority over evacuation until the Fire Brigade arrives)</td>
</tr>
<tr>
<td><strong>Floor Warden</strong></td>
<td>Evacuate site and co-ordinate staff/students and visitors to secure areas.</td>
</tr>
<tr>
<td><strong>First Aider</strong></td>
<td>Obtain portable First Aid kit if available and provide first aid where appropriate.</td>
</tr>
</tbody>
</table>

⚠️ **Important:** Building Warden and Floor Wardens must complete an evacuation report and send to the Emergency Coordinator (Facilities and Services).

⚠️ **Do not re-enter until safe and authorised by Fire Brigade or Building Warden.** The de-activation of a warning tone is not an indication to re-enter a building.
Fire/Smoke

Stay calm, secure the area, inform people.

If safe to do so:
1. Close doors and isolate fire/smoke where possible.
2. Clear immediate area of personnel.

Trained staff are able to use fire extinguishers if the fire is small and contained.

If the fire can not be extinguished or is out of control.
3. EVACUATE!
Evacuate as instructed by the Building Warden

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, Building Warden or Fire Brigade.
Intruder

If safe, note description and report to Security on 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

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General

1 SECURITY (333) 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 Building Warden.
Illegal Occupancy / Civil Disorder

Report to Security on 333.

If safe to do so:

1  Restrict entry to buildings.
2  Confine presence to the ground floor.
3  Restrict contact between demonstrators and occupants.
4  Notify managers, supervisors and emergency personnel.
5  Be prepared to evacuate – await instructions from Building Warden.

⚠ Lecture Theatres / Laboratories

It is the responsibility of the lecturer/tutor to maintain control of the students during the emergency until released by the Building Warden.
Major Radiation Spill

1  Activate break-glass alarm and evacuate the immediate area.

2  Notify Security on 333.

Isolate the hazard — Restrict access to contaminated area with a barricade and signage.

If safe to do so:

<table>
<thead>
<tr>
<th>Treat serious injury</th>
<th>This over-rides the need to decontaminate (This is determined by the First Aider).</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remove Contaminated Clothing</td>
<td>Use shower if necessary to decontaminate yourself.</td>
</tr>
<tr>
<td>Place contaminated clothing in radiation bag and ensure area is isolated.</td>
<td></td>
</tr>
<tr>
<td>Clean Up</td>
<td>Cleanup MUST be done AFTER a meeting with the RPO or a local RSO to determine best clean up strategy.</td>
</tr>
<tr>
<td>Notify</td>
<td>Your local Radiation Officer and Safety Officer must be notified immediately.</td>
</tr>
<tr>
<td>Notify Monash University OH&amp;S Radiation Protection Officer.</td>
<td></td>
</tr>
<tr>
<td>Evacuate</td>
<td>Follow evacuation procedures if required.</td>
</tr>
</tbody>
</table>
Major Biohazard Spill

1. Use an EMERGENCY SHOWER if required.
2. Avoid the creation of aerosols.

⚠️ Isolate the hazard — Restrict access to contaminated area. ⚠️

<table>
<thead>
<tr>
<th>Remove Contaminated Clothing</th>
<th>Use shower if necessary to decontaminate yourself.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use a damp cloth to mop up spills</td>
<td>Do NOT spray spills as this will cause aerosols/airborne liquid/vapour.</td>
</tr>
<tr>
<td>Clean with a Biohazard spill kit</td>
<td>These are supplied with disinfectants. Always use a P2 face mask, gloves and laboratory coat.</td>
</tr>
<tr>
<td>Notify</td>
<td>Your local Biosafety Officer and Safety Officer must be notified immediately. Notify nominated managers and supervisors.</td>
</tr>
<tr>
<td>Evacuate</td>
<td>Follow evacuation procedures if required.</td>
</tr>
</tbody>
</table>
Chemical Hazard/Spill/Gas Leak

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

If safe to do so:

1. Evacuate the immediate area – Ventilate if safe.
2. Report the spill to a Safety Officer – Notify Security on 333.
3. Isolate the area.
4. Be prepared to evacuate – await instructions from Building Warden. Evacuation of the floor or building may be required.
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>
</table>

**Caution:** Consult Safety Data Sheet

<table>
<thead>
<tr>
<th>Restrict unnecessary movement</th>
<th>Avoid spreading contamination. Isolate spill by erecting a temporary barricade and placing suitable warning signs.</th>
</tr>
</thead>
</table>

**Important**

If there is a gas leak, authorized and trained personnel can intervene by locating the leak if safe to do so, using Breathing Apparatus. A Breathing Apparatus (BA) team must consist of 4 people in BA. If you do not have the personnel to do a BA response call the OH&S Helpline on 990 51016.

**For a gas leak** – Isolate valves on cylinders and ventilate the room.

**For ruptured pipes and valves** – ventilate and isolate the area. Immediately call the OH&S Helpline or the Emergency Services on (0) 000.

Follow evacuation procedures if required
**Building 901**

**Ground floor**
- Disability Liaison Office, B2
- Employment and Career Development, B2
- Esolutions Service Desk, B2
- International Student Support, B2
- Lecture theatre G43, B2
- Library, B2
- Main entrance, café, B2
- Student Engagement and Support, B2

**First floor**
- Faculty of Business and Economics, B2
- Lecture theatres 117, 133, B2
- Quiet Room 145, B2

**Second floor**
- Campus administration, B2
- Meeting room 235, B2
- Tutorial rooms 231, 234, B2
- Video conferencing 203, B2

**Building 902**

**Ground floor**
- Bookshop, A2
- Computer Lab G63, A2
- Faculty of Education office, A2
- Monash Union of Berwick Students, A2
- Student lounge, bar and bistro, A3
- Tutorial room G57, A2
- Tutorial rooms G68-70, A2

**First floor**
- Computer Lab 180, A2
- International and mature-age student lounge, A2
- Lecture theatres 195, 197, A3
- Faculty of Education Education Teaching and Learning Space, A2

**Building 903**

**Ground floor**
- Computer Lab G63, A3
- Facilities and Services office, A3
- Lecture Theatre G121, A3
- Nursing laboratories G91 – G92, A3
- Security G117, A3
- Tutorial rooms G101, G95, A3

**First floor**
- Faculty of Arts, A3
- Faculty of Medicine, Nursing and Health Sciences, A3
- Tutorial rooms 1139 – 1141, A2

**Building 930**

- Monash Connect, A2

**Building 931**

- Berwick Healthcare A3

**Student accommodation**
- Hall of Residence, A3
- Student flats, B4

**Pavilion**
- Berwick Residential Services, A3
- Recreation room and laundry, A3

**Sporting facilities**
- Basketball courts, A4
- Beach volleyball court, A3
- Soccer field, B2

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DIAL (0) 000 for Ambulance/Fire/Police — 333 for Security — 990 53059 for Security (Mobile)
Keep calm.

Treat all threats as genuine.

Record exact information for Police.

Notify Security on 333 – use alternate phone if necessary.

If threat is by telephone:
1. Keep person talking and ask:
   - 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:
1. Do not use electronic devices: This may detonate a bomb.
Suspected explosive or unopened suspicious package

1. Do not touch package.
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.
Suspicous Mail or Packages

If suspicious mail has been opened:

1. Do not unnecessarily handle.
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. Follow Building Warden instructions and evacuate only when advised or directed by ECO.
7. Seek medical advice as appropriate.
Suspected explosive or unopened suspicious package

1. Do not touch package.
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 as these may detonate a bomb. ⚠️
Helping People with a Disability

**Emergency Response**
**Person with disability**
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. If required, seek help to exit via a fire stairwell or out of the building. Do not use lifts.
5. If you cannot exit, remain in a stairwell until the Fire Brigade arrives. Ask someone to stay with you during the emergency.

**Emergency Response**
**Person providing assistance**
1. Do not put your own life at risk.
2. Ask if people with a disability require assistance.
3. Ask what type of help is required.
4. Ensure you notify someone where you are, and the Floor Warden is informed.
5. If you are unable to provide assistance, ask a Floor Warden to help.
6. Do not attempt to carry anyone down stairs. If the person is able to move assist them down the stairwell.
7. Remain with disabled person in stairwell if they are unable to use the stairs. If it is unsafe to do so, seek immediate help.
Disabilities 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

### Threatening Behaviours

**If you don’t feel safe**

1. Ask the person to leave, do not invade their personal space.
2. Avoid eye contact, remain calm, keep your hands in view.
3. **If life threatening:** immediately call Police on (0) 000.
4. Notify security on 333.
5. Record incident details including person description.
6. Inform your supervisor.

**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. Notify Security on 333.

or

In the event of immediate threat or danger, call the Police: (0) 000

or

2. To seek confidential advice contact the Community Care-Line:
   Telephone (03) 9905 1599
   communitycare@monash.edu.au

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.
# Personal Injury

## Major Injury

1. Care for patient and call for help.

2. Send someone to ring Ambulance Service: (0) 000

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


5. Ensure area is clear for medical personnel.

6. Inform Manager/Supervisor if the injured person is a student or visitor.

7. Inform Safety Officer.

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### Important

Complete Online Hazard and Incident Report via my.monash portal
Minor Injury

1. Contact First Aid Officer within building for treatment.

- First Aider lists are generally posted on OH&S notice boards, at the end of corridors or on First Aid kits.

2. Seek assistance from a local First Aider.

3. Inform Manager/Supervisor.

4. Send injured person to a local medical center or hospital emergency ward if required.

5. Inform Safety Officer.

Automated External Defibrillators (AED)

AED locations available from Security.

Additional AEDs are located around the campus.

AED locations can be obtained from Security on 333, or on the Monash OH&S website.
Safety & Security

Emergency Help points

There are security intercom points located throughout Monash campuses

Security Escorts

Please dial: 9905 3059 for an escort

This may be required if you:
• Feel threatened or unsafe
• Are alone at night

monash.edu.au/about/who/safety-security/
Security Patrols

Security patrol the campus and can be located at your local security office