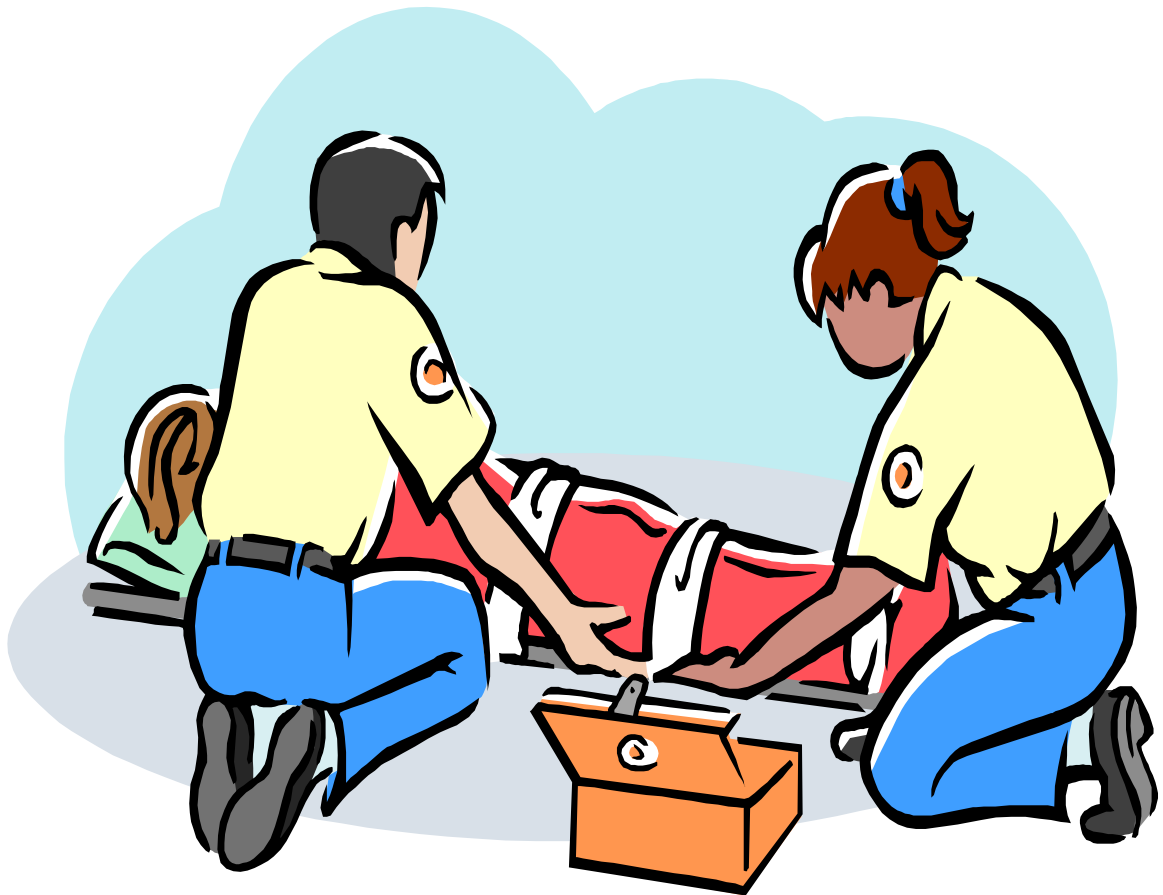




OPERATING INSTRUCTIONS
IN CASE OF ACCIDENTS AND EMERGENCIES



UNIVERSITY OF OULU
28.02.2013

TABLE OF CONTENTS

Basic operating instructions in case of a serious threat or danger to a person or property	3
Important telephone numbers.....	4
Dangerous Situations Regarding Personnel Security	6
Sudden illness or accident	6
Threatening situation	6
Disturbance caused by an outsider.....	7
Violence or robbery.....	7
Burglary or theft.....	8
Vandalism.....	8
Threat by telephone uhelinuhkaus.....	8
Threats via e-mail or otherwise via the net	9
Threatening letter	9
Crises and after-treatment thereof	9
Dangerous situations regarding facility security	10
Fire.....	10
Water damage	11
Power failure.....	11
Gas leak	11

Basic operating instructions in case of a serious threat or danger to a person or property

All threats and dangerous situations must be taken seriously.

If you notice a threatening situation or an accident that has already taken place, it is your duty to take action.

- Save yourself, if you yourself are in danger. Rescue those in immediate danger, provide first aid to those who need it and warn others, call out for others to help if you can.
- Call the general emergency number **112** in case of a sudden and serious emergency. Obey the instructions given by the emergency response centre and only end the call after you have been given permission to do so.
- Notify the security staff (try in the following order):
 - 0294 483007 or 0294 483018 (Services officers)
or
 - 0294 483035 or 040 704 5670 (Senior services officer)
or
 - 0294 484172 or 040 515 4901 (Security Manager).
- State what has happened, give your contact information and be available.
 - When calling, provide the following information:
 - WHO you are and WHERE you are calling from
 - WHAT has happened
 - WHERE this has happened
 - WHAT KIND OF help is needed (are people in danger)
 - HOW ONE GETS to the place where it has happened
- After receiving the notification, the [Safety Management Committee](#) will take responsibility of the situation and organize any further activities.

Important telephone numbers

GENERAL EMERGENCY NUMBER 112

- REGIONAL EMERGENCY RESPONSE CENTRE
- POLICE
- FIRE DEPARTMENT

SERVICES OFFICERS SERVICE POINTS, SECURITY AND JANITORIAL SERVICES:

(Save the service phone numbers for your own facility onto your phone or put them somewhere on display)

	SERVICES OFFICERS SERVICE POINTS	SECURITY (to be alerted outside business hours)	JANITORIAL SERVICES
Linnanmaa	Central lobby 0294 483007 Central lobby 0294 483018 Main building 0294 484107 Fac. of Humanities (HuTK) 0294 483228 Fac. of Education (KTK) 0294 483690 Dept. of Electrical and Information Engineering (STO) 0294 482618 Dept. of Information Processing Science (TOL) 0294 487753	G4S Alarm Centre 020 4282000 Car Patrol 040 5885506 or 040 7732289	ISS Monitoring centre 0294 483831 On-call service number 040 5190116
Department of Architecture	Dept. of Architecture 0294 484912	SECURITAS Alarm Centre 020 4912690 Car Patrol 040 8423349	ISS Monitoring Centre 0294 483831 On-Call Service Number 040 5190116
Music Education	Music Education 0294 484222	POKO Alarms 08 3112311	ISS Monitoring Centre 0294 483831 On-Call Service Number 040 5190116
Faculty of Science main building	Main building 0294 485105	SECURITAS Alarm Centre 020 4912690 Car Patrol 040 8423349	ISS 020 515 7000
Faculty of Science (others)	Institute of Dentistry 0294 485454	OYS-VARTIOINTI Securitas 020 491 2690 Security Guards 040 730 0489 or 040 730 0248	ISS 020 515 7000
Kajaani University Consortium	Kajaani University Consortium 0294 484694	SECURITAS Alarm Centre 020 491 2690	ISS Kajaani University Consortium 040 5500 111

MEDICAL SERVICES:

Terveystalo	Linnanmaa	030 6000
	City Centre	030 6000
	Kajaani	030 6000
YTHS	Oulu	046 710 1063
	Kajaani	046 710 6551

NOTE!

- All university land line telephones do not have the privileges to make external calls, but the general emergency number **112** can be called from all phones.

ANY QUESTIONS REGARDING SECURITY SHOULD BE DIRECTED TO:

Occupational safety issues Labour protection issues	Human Resources Director/ Labour Protection Manager	0294 484082
Information Security Issues	Chief Information Security Officer	0294 483071
Other security issues	Security Manager	0294 484172

Dangerous Situations Regarding Personnel Security

Sudden illness or accident

Find out what has happened and the address in which help is needed. If there seems to be a case of serious sudden illness or injury, the victim might require first aid. Help him/her.

Dial the emergency number **112**.

- State who you are, what has happened and where.
- Answer any questions.
- Obey the instructions of the emergency response centre.
- End the call only when you have been given permission to do so.

First aid instructions (in Finnish) can be found at the following URL:

<http://www.ensiapuopas.com/index.html>

When the situation has calmed down, report it to the labour protection manager, tel. 0294 484082.

Accidents must be reported to the labour protection delegate, and the accident form filled out. The form is available e.g. at department offices.

More information can be found in the university online instructions Henkilöstöpalvelut -> Terveysthuolto -> Työtaturma/ammattitauti.

Threatening situation

If the behaviour of a staff member, student or other person in the facility appears threatening, try to stay calm yourself. Speak slowly and clearly and in a calm, low voice.

Do not provoke the situation with critical comments or a patronizing attitude.

If the situation becomes threatening, leave the scene and find back-up. Contact the services officers, tel. 0294 483007 or 0294 483018 and if necessary, call the police, tel. **112**, to calm down the situation.

If the person who has caused the disturbance wants to leave the premises and s/he has not harmed anyone or damaged property, let him/her go.

If the person has caused any injuries or damaged property and you know who this person is, let him/her leave. Notify the police immediately afterwards, tel. **112**.

If the person is unknown to you and s/he has caused an injury or damaged property, try to call the police immediately, tel. **112**. Try to keep the person from leaving before the police arrive by speaking to him/her calmly. If the person in question manages to leave, write down a description of him/her and try to see which direction s/he went.

Disturbance caused by an outsider

The university facilities are mainly meant for university staff and students. Outsiders must not be let inside the facilities without responsible supervision outside business hours or when the doors are locked.

During business hours, the university facilities are open to the public as well. If somebody is acting suspiciously or causing a disturbance, notify the services officers, tel. 0294 483007 or 0294 483018.

If the person is behaving threateningly, follow the instructions regarding a threatening situation.

It is mainly the services officers duty to escort an inappropriately or suspiciously acting person out of the university premises and try to identify him/her if necessary.

Violence or robbery

Operating instructions:

1. If possible, try to alert the police, tel. **112**.
2. Try to get out of the situation. If it is a robbery, give up the property without a fight. Money can be replaced, lives cannot.
3. Try to alert any passers-by.
4. If you are facing a physical threat, use the mildest possible force that you know for certain will be effective. In a threatening situation anyone is entitled to defend his or her own life and physical well-being.
5. If you are a witness, try to memorize any special distinguishing features the attacker might have. If it is an act of violence, try to stop it, but mind your own safety and try to have an escape route ready for yourself.
6. The victim might require first aid. Your primary duty is to help him/her.
7. Try to keep bystanders from disturbing the crime scene.
8. Notify the services officers, tel. 0294 483007, or Security Manager, tel. 0294 484172.

Burglary or theft

During office hours, police and the Security Manager or the caretaker must be alerted. At other times, only police must be alerted.

When the burglary has already been committed:

1. Call the police, tel. **112**
2. Call the Security Manager, tel. 0294 484172, or the nearest caretaker.

When you see a burglary in progress:

1. Call the police, tel. **112**
2. Memorize possible distinguishing features and write them down as quickly as possible for later action.
3. Do not touch anything so that you will not corrupt the crime scene.
4. Notify the services officers, tel. 0294 483007 or the Security Manager, tel. 0294 484172.

Vandalism

When you see that damage has been done to the facility, its interior or property, notify the nearest services officers or the Security Manager, tel. 0294 484172. Outside business hours, notify the janitorial services.

Write down a description of the culprit if possible.

Threat by telephone

Operating instructions to the recipient of a threat made by telephone

1. If you can see the caller's number on the telephone, write it down immediately.
2. Try to lengthen the call in order to gain information: WHAT, WHERE, WHEN, WHY.
3. Pay attention to any background noises: mode of speaking, male/female, is whether the caller is outside/inside/in a pub, whether you can hear a dog barking etc.
4. Leave the line open. Call for help / ask another person to call for help from a different phone.
5. Notify the police, tel. **112** and the Security Manager, tel. 0294 484172.

Threats via e-mail or otherwise via the net

If you receive by e-mail or if you notice elsewhere on the web a threat against the university, its staff, students, visitors or any other member of society:

1. Notify the police immediately, tel. **112**, and state your suspicion and the url (web site address)/copy of the e-mail where you found the threat.
2. Notify the Security Manager, tel. 0294 484172.
3. Save the url/e-mail where you found the threat.

Threatening letter

Operating instructions for the recipient of a threatening letter:

1. Handle the letter and the envelope with care in order to preserve possible fingerprints for the police to investigate.
2. Put the letter in e.g. a plastic document pocket immediately.
3. Notify the police, tel. **112** and the Security Manager, tel. 0294 484172.
4. A police officer will take control of the matter and gives further instructions.
5. For the benefit of the upcoming investigation it is advisable to write down any information on the event, e.g. how the letter has been delivered, whether there is a description of the person who delivered it, etc.

Crises and after-treatment thereof

Instructions regarding the matter can be found in the University of Oulu Crisis Management (URL)

Dangerous situations regarding facility security

Fire

The facility has an automated fire alarm system, which alerts the fire department directly. You can also sound the fire alarm by using the fire alarm buttons in the facility.

A fire always starts suddenly and builds up fast. Act quickly but sensibly.

Fire extinguishing and limiting the spreading of the fire must be done without putting the personnel at risk. If there are other people present, delegate the tasks; do not work alone.

Rescue

- Rescue those in immediate danger and warn others.

Alert

- Alert the fire department by dialling **112**.
- Remember! Make the alert from a safe place.

Extinguish

- Try to extinguish the fire preliminarily when it is still possible to control it.
- Use the hand-held extinguisher from as close to the burning object as possible.
- Close the doors and windows in order to limit the progress of the fire and to prevent the fire from feeding on oxygen.
- Stay low. Smoke will make you lose consciousness quickly. Smoke is nearly always more dangerous than the actual flames.
- Do not use water to extinguish a grease fire or an electronic appliance still connected to the power grid.

Instruct

- Instruct the rescue personnel how to get to the site using the shortest possible route.

Water damage

When there is water damage, the main shut valve must be closed and if possible, water-sensitive property must be rescued.

The caretakers and janitorial services must be notified immediately.

If there is serious damage, dial **112** and guide the rescue personnel to the site. After this, notify the Security Manager, tel. 0294 484172.

When books or collections are in danger, the head of the unit in question must be notified as well.

Power failure

The janitorial services of the particular facility and the caretakers must be informed about a power failure.

When frozen goods and laboratory experiments are in danger, the head of the unit in question must be informed as well.

Power failures are usually short (less than 30 minutes). If the failure is longer, separate notification will be made about emptying the large lecture halls.

In case of power failure one must make sure that no people have been trapped in an elevator.

Gas leak

When you notice a gas leak, notify the emergency response centre, tel. **112**, the services officers of the facility, and the Security Manager, tel. 0294 484172.

Operating instructions:

1. Do not start/shut down an electronic appliance in the gas leak area.
2. If possible, try to shut the gas main shut valve.
3. Warn people about the leak and prevent them from entering the area.
4. Prohibit the use of fire in the area, e.g. smoking.
5. Instruct the fire department as to how to get to the area.
6. When necessary, evacuate the area.

