



MASSEY UNIVERSITY
COLLEGE OF SCIENCES

Institute of Veterinary, Animal and Biological Sciences

CONTACTING EMERGENCY SERVICES

In the event of a fire or an incident that warrants the attendance of the emergency services, (Fire, Police, Ambulance), the following procedure must be used. If an incident requires immediate evacuation of the building, sound the fire alarm, evacuate the building and make your way to one of the assembly areas.

- In the case of an emergency call 111 and advise the emergency services to enter by the main entrance off Tennant Drive where the Security Van will be awaiting them.
- Following this call, ensure that the *FM Helpdesk* is called *immediately* by yourself or someone else at the scene on either 5030 or externally 06-350-5030. The 5030 line is kept free for emergencies at all times. Ensure you give a description of the incident and exact location i.e. Department, Building, Room number and a contact phone number.
- Helpdesk will *dispatch* the *Security Van* to the gate to meet and escort the emergency vehicle to the scene.
- If required the Helpdesk will also *dispatch* the *defibrillator by car* to the incident. The car will have a *flashing orange light* on the roof. Please assist the driver to locate the incident if required. (NB - If you are travelling on campus at any time and see this vehicle with its flashing light, please pull to one side to allow it to pass).
- If appropriate, the Helpdesk will advise the Medical Centre and the *Medical Centre will dispatch medical personnel if available*. Please do not take your patient to the Medical Centre as this could cause confusion about the patient's location and valuable treatment time could be lost.
- If required and available the Helpdesk will *dispatch* the *Campus Constable* to the scene.