ALBANY CAMPUS

EMERGENCY PLAN
# REVISIONS

<table>
<thead>
<tr>
<th>VERSION</th>
<th>ISSUE DATE</th>
<th>SUMMARY OF CHANGES</th>
</tr>
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<tbody>
<tr>
<td>Prelim 1</td>
<td>27/11/01</td>
<td>Issued for consultation/feedback.</td>
</tr>
<tr>
<td>Prelim 2</td>
<td>14/12/01</td>
<td>Sections 7 and 8 re-drafted. General minor amendments.</td>
</tr>
<tr>
<td>Prelim 3</td>
<td>30/06/05</td>
<td>General review of plan.</td>
</tr>
<tr>
<td>Plan 2005</td>
<td>20/12/05</td>
<td>Updated version of plan</td>
</tr>
<tr>
<td>Plan 2007</td>
<td>13/02/07</td>
<td>Review of Critical Incident Management Plan Sections 2 and 6 updated Appendixes updated</td>
</tr>
<tr>
<td>Plan 2008</td>
<td>March 08</td>
<td>Section 2 and 3 reviewed and updated after desk-top exercise and in line with BCP and Appendix 8 and 9 added.</td>
</tr>
<tr>
<td>Plan 2009</td>
<td>April 09</td>
<td>Minor amendments to sections 1 - 3</td>
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A bi-annual review of this Emergency plan will be co-ordinated by the Regional Health & Safety Advisor.
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SECTION 1: EMERGENCY NUMBERS

<table>
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<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire – Ambulance – Police</td>
<td>111</td>
</tr>
<tr>
<td>North Shore Hospital</td>
<td>0800 80 9342</td>
</tr>
<tr>
<td></td>
<td>486 8900</td>
</tr>
<tr>
<td>Shorecare Accident &amp; Medical centre – Northcross</td>
<td>486 7777</td>
</tr>
<tr>
<td>Shorecare Accident &amp; Medical centre – Takapuna</td>
<td>486 7777</td>
</tr>
<tr>
<td>Poison Centre</td>
<td>0800 764 766</td>
</tr>
<tr>
<td>Dept. of Labour North Harbour office</td>
<td>443 3460</td>
</tr>
<tr>
<td>Civil Defence North Shore</td>
<td>478 9696</td>
</tr>
<tr>
<td>Ambulance (St John – other than Emergency)</td>
<td>579 9099</td>
</tr>
<tr>
<td>Lifeline (English)</td>
<td>522 2999</td>
</tr>
<tr>
<td>Lifeline (Chinese)</td>
<td>522 2088</td>
</tr>
<tr>
<td>Electricity: Meridian Energy</td>
<td>0800 496 496</td>
</tr>
<tr>
<td>Vector Electricity</td>
<td>0508 832 867</td>
</tr>
<tr>
<td>Sewerage: North Shore City Council Actionline</td>
<td>486 8600</td>
</tr>
<tr>
<td>Water: North Shore City Council Actionline</td>
<td>486 8600</td>
</tr>
<tr>
<td>Gas supply: Wanganui gas</td>
<td>(06) 349 0909</td>
</tr>
</tbody>
</table>

ALBANY CAMPUS EMERGENCY NUMBERS

DURING WORKING HOURS (8.30 am – 5.00 pm, Monday – Friday)

<table>
<thead>
<tr>
<th>Service</th>
<th>Extension number</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMERGENCY H.Q</td>
<td>9706 or 9232</td>
</tr>
<tr>
<td>FACILITIES MANAGEMENT</td>
<td>9706</td>
</tr>
<tr>
<td>SECURITY</td>
<td>9777</td>
</tr>
<tr>
<td>CUSTODIANS OFFICE – EAST PRECINCT</td>
<td>9107</td>
</tr>
<tr>
<td>HEALTH &amp; COUNSELLING CENTRE</td>
<td>9783</td>
</tr>
</tbody>
</table>

Contact numbers for Service Contractors are available at Emergency Headquarters and can be accessed by dialling Facilities Management.

AFTER WORKING HOURS

- Call CAMPUS SECURITY ext. 9777 or 443 9777 or 021 814 200
  Give precise details of the problem and location.
  They will immediately contact the site security guard who will respond, assess the problem, and if necessary contact a Campus staff member.
SECTION 2: EMERGENCY PLAN OUTLINE

2.1 General

This plan is intended as a guideline for staff members who have an active role to play in an emergency, either at the site of the emergency or in a decision-making role. It outlines in general terms the decision-making and communication arrangements and resources available in the event of an emergency. It also outlines a course of action to follow in specific emergency situations and assigns duties and responsibilities to specific personnel. The plan is intended to cover a wide range of emergencies including critical incidents, natural disasters, flooding, fire, bomb threat, chemical spillage, security incidents and essential service failure. Massey University at Auckland emergency procedures apply to all University property.

Instructions for general staff affected by an emergency are available in the form of an Emergency Procedure Flip Plan that is available throughout the campus on notice boards, in lecture theatres, meeting rooms and other common areas.

Lecturers have a responsibility to ensure that all students are aware of, and clearly understand the evacuation procedures. Time must be set aside early in each semester to explain fire drills and emergency procedures.

Much of the plan is not scenario based but it is intended that in a particular emergency as much of the control organisation, communication structure and resources as is necessary be activated depending on the size and nature of the emergency.

2.2 Organisation

The Massey Auckland Emergency Response Executive Team (ERET) will consist of

• Regional Registrar Auckland
• Kaiwhakahaere
• Director – Buildings & Facilities
• Student Services Manager
• Massey Contact Manager
• Regional Information Technology Services (ITS) Manager
• External Relations Communication Advisor
• Student Learning Centre Manager
• Recreation Centre Manager
• Oteha Rohe Emergency Scene Leaders

The terms of reference for the Emergency Response Executive Team are:

• To make major policy decisions concerning the management of an emergency event.
• To manage Massey University response to an emergency including
  • prepare and approve a plan of action
  • provide and allocate resources
  • address legal requirements e.g., documentation and notification
• To make major policy decisions concerning the immediate ongoing operation of campus activities.
• To establish networks with emergency services for major assistance.
• To make representations to other organisations when major assistance is required.
• In an emergency situation, to control and direct the University response to the emergency.
2.3 EMERGENCY CONTROL HEADQUARTERS

The Massey Emergency Control Headquarters (HQ) will be located in the Board Room of the RCE’s Office in the Study Centre. An alternate Emergency Control HQ will be located in the Regional Facilities Management Complex, Building 34, Oteha Rohe campus. Building 34 will also act as HQ for the response provided by Facilities Management.

The purpose of the Control Headquarters is to be a centre from which the response to the emergency, including all resources can be managed. It will provide resources, advice and recommendations to the Scene Leader and other Emergency Response Team members. All communications during an emergency will be channelled to the Control Headquarters. The Control Headquarters team will also seek any additional resources that may be necessary (e.g. hire/loan equipment, additional personnel etc.)

Both HQ’s will contain emergency resources including the following:
- Full copy of the Emergency procedure
- Radio transmitter
- List of emergency contact numbers for Contractors, Engineering Services and Suppliers

Each HQ will have access to an Emergency Kit and other resources, see Appendix 8 for items and locations.

In the event that a Civil Defence Emergency is declared by the Mayor of North Shore City, the Control Headquarters will become the Massey Sector Civil Defence Control Headquarters and establish links to Civil Defence to seek advice and assistance.

2.4 Emergency Response Team Roles

The organisational flow for a large scale emergency is shown in the Massey Albany Emergency Organisation Structure – see Figure 1.

The role of Emergency Response Co-ordinator will be taken by either the Regional Registrar, Kaiwhakahaere or Director – Buildings & Facilities. If none of these members are available, their deputies will need to take charge. This role will become Headquarters for the duration of the emergency.

The first member of the Emergency Response Executive Team to reach the scene of the emergency will become the Scene Leader, while the other members will act as Team Leaders working under the direction of the Scene Leader to ensure all necessary actions are taken

The flow of communication during an emergency event needs to be channelled through the Scene Leader to the Emergency Response Co-ordinator (HQ).

Checklists for each emergency team role, i.e. Scene Leader, Headquarters, Security, Regional Facilities Management; are available in Appendix 9. Each member of the Emergency Response team will have a hardcopy of the checklist applicable to them. These checklists provide a guide for handling of an emergency situation and outline steps to be taken during the emergency. All team members must ensure that their checklist is readily available so that they can be used in the event of an emergency.
EMERGENCY ORGANISATION STRUCTURE
MASSEY UNIVERSITY – ALBANY

EMERGENCY RESPONSE PLAN OWNER

Regional Chief Executive
Albany & International
John Raine ext 9517

EMERGENCY RESPONSE CO-ORDINATOR

Andrea Davies
ext. 9516

Donald Ripia
ext. 9789

Alistair Allan
ext. 9852

EMERGENCY SCENE LEADER/ TEAM LEADER

East
Barbie Yerkovitch
Ext. 9476

Rod Grove
Ext. 41134

Paul Fenton
Ext. 9201

Ken Cage
Ext. 9237

Gary Williams
Ext. 9433

Precinct
Oteha Rohe
Andy Foskett
Ext. 41104

Helen Southwood
Ext. 41522

John Shimwell
ext. 9788

Justin O’Sullivan
Ext. 9811 or
41126

OTHER RESOURCES

Critical Incidents
Gabrielle Graham
Health & Counselling Manager
ext 9840

Utilities & Essential Services
Jeff Ashkettle
Building Services Manager – RFM
ext. 9714

Facilities Management
Ray Parsons
Campus Operations Co-ordinator
ext. 9726

Media / Publicity
Jennifer Little
Communications Advisor
ext. 9331

Medical Emergency
Health & Counselling Staff
ext. 9783

Accommodation
MU Accommodation Coordinator
ext. 9438

Campus Security
RCE’s Office
ext. 9516
or 9424
or 9232

Accommodation
Related Incidents

ext. 9777 or
443 9777 or
021 814200

Critical Incidents
Health & Counselling Staff
ext. 9783
2.5 Examples of Incident Types and Suggested Appropriate Response Levels

Early appropriate response to emergencies and critical incidents is vital to protect the health, safety and well-being of staff and students, and to ensure that the assets of the university are protected. Different types of emergencies that may occur, will require different responses, such as the convening of the Emergency Response Executive Team or the Critical Incident Team. Many situations may also require responses from more than one team. The level of response required by each team may also vary according to the specific situation. For each of these teams, there are protocols indicating the actions to be followed.

Below is a list of potential events highlighting the teams that would be involved and their expected level of decision-making. This list is indicative only and not exhaustive.

<table>
<thead>
<tr>
<th>EVENT</th>
<th>Emergency Response Executive Team</th>
<th>Critical Incident Response</th>
<th>Student Service Response</th>
<th>Departmental/ School/ Institute Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>On campus accidents involving no injury or death</td>
<td>X</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loss of Essential Services</td>
<td></td>
<td></td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Bomb Threat</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assault and/or inappropriate behaviour (aggressive contacts)</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Confrontation or Security Incidents (e.g. Armed Robbery)</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gas Leaks or Hazardous Material Spillage</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical Emergency</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>On Campus** accident involving serious injury or death</td>
<td>X</td>
<td>X</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Attempted suicide or threats of suicide</td>
<td></td>
<td>X</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Unexpected death of a student or staff member on campus</td>
<td>X</td>
<td>X</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Death of a staff member or student off campus</td>
<td>X</td>
<td>X</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Health hazard (such as meningitis, pandemic influenza or food poisoning outbreak)</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fire</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Natural Disaster (Earthquake, Volcanic Activity, etc.)</td>
<td>X</td>
<td>x</td>
<td></td>
<td></td>
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<tr>
<td>Civil Unrest/Demonstration/Riot</td>
<td></td>
<td></td>
<td>x</td>
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<tr>
<td>Terrorism</td>
<td>X</td>
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</tr>
<tr>
<td>Minor Emergencies</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
</tbody>
</table>

(1) ‘On campus’ is defined as being physically on campus or off campus on approved University business or field trips. Other activities that occur off campus may require a similar response.
SECTION 3: COMMUNICATION

3.1 INTERNAL COMMUNICATIONS

Communication is an important component of any organisation. Effective communication is essential in the management of any emergency. It is essential that communication follows these protocols to ensure all relevant staff are informed appropriately and that time is not wasted with repeated queries.

3.1.1 IMMEDIATE EMERGENCY

Where the emergency requires immediate, on-the-spot action, such as a fire, electricity outage, etc., it is critical that a communication link be established between the Emergency Control H.Q. and the person in control at the site of the emergency. The Emergency Scene leader as set out in Section 2 will be the person in control at the site. Initially, however, before they arrive on site, Security or a Building Warden may take on this role. Once the Emergency Scene leader arrives on the scene, Security or the Building Warden must update the Emergency Scene leader and hand control over to them and follow their instructions.

When an emergency is detected, staff must report this through the normal channels, i.e. by notifying Security, who will then notify one of the Emergency Response Co-ordinators. If the Emergency Response Co-ordinators are not immediately available, any member of the Emergency response team must be contacted. The person taking the role of Emergency Response Co-ordinator, must ACT IMMEDIATELY to communicate with the other members of the Emergency Response team, to agree if/when to activate this plan. This is done ‘in person’ and/or by telephone to suit the circumstances.

To ensure that all Executive Response Team Members and the Regional Chief Executive are kept updated, if someone cannot be contacted, their Deputy or failing that the next person in the organisation structure as per fig. 1 should be contacted.

If the Auckland Emergency Plan is activated, the Auckland Emergency Response Co-ordinator must advise the Regional Chief Executive Albany, who must in turn advise the Vice-Chancellor or University Crisis Management Team Leader (University Registrar).

3.1.2 STRATEGIC EMERGENCY

A strategic emergency would be an event requiring longer term or widespread action. This will include emergencies such as a pandemic or a situation requiring possible closure of the whole university, etc. In this case the communication should be as per fig 1 with the final decision resting with the RCE’s office. The University Business Continuity plan should be followed in such an event.
3.2 COMMUNICATION METHODS

Various options are available for communication:

**Telephone via internal PABX.**

This may be inoperable during a power cut or inaccessible if the building is evacuated. Telephone systems typically become overloaded and jammed during emergencies.

**Radio-Telephone (RT)**

Regional Facilities Management operates a UHF radio system with 1 duplex and 1 simplex channel. There are a number of handheld sets available for emergency communications. These are kept by the Custodians and at RFM Reception, Building 34, Oteha Rohe campus. There is an emergency set in the RCE’s office. The hand-sets have limited battery life and will require recharging at certain intervals of use. The repeater unit, situated at RFM Reception has a battery back-up which will last at least 4 hours.

Under normal conditions, channel 1 is used. If power is out, RT’s to be switched to channel 2.

Custodians to report to Scene Leader with their RT’s to ensure contact between HQ & emergency site where practical.

**Note:**
The battery back-up, situated at RFM Reception, also backs up the computer with the Honeywell control system for doors, temperature, ventilation, etc.

**Cell-phone**

A number of staff and students carry cell-phones. If necessary the Scene leader/ Building Warden should commande a cell phone to use for communication with Emergency H.Q. staff or other essential calls. Cell phone services may be disrupted during a widespread power cut or during a wide spread emergency.

**Runners**

If telecommunications are not available, then the person in charge at the site should appoint a number of able-bodied and uninjured persons as runners. These people can be used to send written or verbal messages to and from Emergency H.Q.

**Transport**

The University has access to a number of vehicles which can be used to transport emergency equipment, staff members and injured people around the campus if necessary. Emergency HQ staff will co-ordinate the use of these vehicles. Vehicle details and key locations are listed in Appendix 8. Vehicles include an ATV with a trailer, three vans, pool cars and the shuttle bus.
3.3 NEWS MEDIA AND EXTERNAL COMMUNICATIONS

Only the Corporate Communications and Marketing office will communicate with the media, preferably if time allows, after consultation with the RCE.

The Receptionist, Massey Contact staff or any person answering incoming calls, will note all calls from the press, radio, TV, public, neighbouring companies, etc. recording the name, telephone and fax numbers of the callers and the name of the media or company concerned. (see Appendix 6) This information must be relayed to the Corporate Communications and Marketing office immediately.

The Corporate Communications and Marketing office must reply to all verified bona fide calls as promptly as possible. Any press statements must be checked with the RCE and statements to the media must be confirmed in writing by fax or e-mail where possible.
SECTION 4:

EVACUATION OF BUILDINGS/AREAS

4.1 General

Trial evacuations, observed by an independent qualified person, will be undertaken twice annually at approximately six monthly intervals.

Building evacuation training for Building and Floor Wardens will take at least annually, during trial evacuations or at planned training sessions.

During any emergency it is likely one or more buildings will need to be evacuated. The style and timing of evacuation will be determined by the nature of the emergency. For example, a fire will necessitate immediate evacuation, however in the case of an earthquake it is not advisable to attempt to evacuate a building until such time as the tremor has ceased.

Evacuations will be instigated either by the sounding of the fire alarm or, depending on the particular situation, the Albany Campus Emergency Control H.Q. will order an evacuation, or the Building Warden will be required to initiate the evacuation of buildings under his/her control.

Once that decision has been made to evacuate, the Building Warden or their appointed deputy, with the assistance of the Floor Wardens, will be responsible for the efficient evacuation of the building/buildings under their control.

All persons are to follow instructions from these appointed Wardens and proceed to the pre-determined assembly point and await further instructions. Under no circumstances are persons to take it upon themselves to proceed away from the assembly sites. At the earliest possible time instructions will be issued by the Control H.Q. or Building Warden advising personnel in particular areas what to do.

4.2 Building and Floor Wardens duties

Generally

Building wardens

During the normal course of their work, Building Wardens need to:
- Be aware of what is required of them in case of all types of emergencies.
- Ensure that emergency procedure posters are displayed on all floors of the building.
- Ensure that there are Floor Wardens for each floor and that the Floor Wardens are aware of their responsibilities.
- Encourage staff to make sure they are aware of evacuation procedures, and what is required of them in all types of emergencies.
- When proceeding on leave or an extended absence, ensure that a Floor Warden fills their position and is fully aware of their duties.

Floor wardens

During the normal course of their work, Floor Wardens need to:
- Be aware of what is required of them in case of all types of emergencies.
- Actively pursue the advising of personnel within their designated area of evacuation procedures.
- When proceeding on leave or extended absences, ensure that another member of the staff fills their position and is aware of their responsibilities.
Lecturers/Tutors

In the case of an emergency, all people in charge of a group, must take on the role of warden for their group.
- Wear identification (yellow cap) if this is available in the room being used.
- Ensure that all those under their supervision evacuate calmly via the nearest safe exit, to the assembly area.
- Report to the Building warden that the lecture theatre, room, etc. is clear or advise of any people remaining in the area.

In an emergency event

The Building Warden co-ordinates the overall evacuation of their building as well as any response to an emergency in liaison with Emergency Headquarters. The Floor Warden assists the Building Warden and follows their instructions. If a Floor Warden is the first person to the emergency evacuation box, they are to take on the role of Building Warden.

The Fire Service must be notified by a 111 call. The Building warden should either make this call or delegate it and ensure feedback is received. This may be done using a telephone in a neighbouring premises or, if safe to do so, from within the building or from a cellular phone. The premises must be clearly stated, e.g. Building name or number, Massey University, Albany Campus, State Highway 17 or Old Albany highway and nearest Gate number. The nature of the emergency, e.g. fire alarm sounding, fire, etc. must also be stated.

The flow chart below defines the roles of the Building and Floor Wardens during an evacuation.
**Building and Floor Warden’s roles**

Once the alarm has been raised:

<table>
<thead>
<tr>
<th>Building Warden</th>
<th>Floor Warden</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensure Fire Service called.</td>
<td>Wear identification (yellow cap)</td>
</tr>
<tr>
<td>Dial 111 or delegate</td>
<td></td>
</tr>
<tr>
<td>Proceed to front entrance or fire alarm panel</td>
<td>Assist all occupants in your area to evacuate the building calmly via the</td>
</tr>
<tr>
<td></td>
<td>nearest safe exit, to the assembly area.</td>
</tr>
<tr>
<td>Wear blue cap and have your Tally board and Assistance Register</td>
<td>Close smoke control doors.</td>
</tr>
<tr>
<td>Receive floor wardens report, record on Tally board</td>
<td>Check all areas of responsibility evacuated e.g. Offices, toilets etc</td>
</tr>
<tr>
<td></td>
<td>Note the location and number of any persons remaining in the building.</td>
</tr>
<tr>
<td>Initiate action if no report received from any wardens.</td>
<td>Watch for people with disabilities, appoint a suitable person to assist as</td>
</tr>
<tr>
<td></td>
<td>necessary.</td>
</tr>
<tr>
<td>Issue instructions to Floor wardens as required</td>
<td>Ensure critical appliances and systems which could cause harm or damage are</td>
</tr>
<tr>
<td></td>
<td>turned off if it is safe to do so, but DO NOT SWITCH OFF LIGHTS.</td>
</tr>
<tr>
<td>- Go to Alarm Panel (if in a separate location) and Await Fire Service</td>
<td></td>
</tr>
<tr>
<td>- Move people to Assembly Point</td>
<td>When your area is clear, report to Building Warden at assembly area or fire</td>
</tr>
<tr>
<td>- Crowd control or Entrance door duty</td>
<td>alarm panel and report your area status eg. Upper floors all clear.</td>
</tr>
<tr>
<td>- Assist disabled persons</td>
<td>Remain at the Assembly area and assist Building Warden until the All Clear is</td>
</tr>
<tr>
<td>- Direct or stop traffic</td>
<td>given.</td>
</tr>
<tr>
<td>- Direct Fire Service to building from main gate</td>
<td>Only if it is safe to do so, and you are trained and accompanied, should fire</td>
</tr>
<tr>
<td></td>
<td>fighting be attempted</td>
</tr>
<tr>
<td>Liaise with Scene Leader /Emergency Coordinator at Emergency HQ if appropriate</td>
<td></td>
</tr>
<tr>
<td>Advise Fire Service, on their arrival, of the evacuation status, including the</td>
<td></td>
</tr>
<tr>
<td>location of any persons with disabilities.</td>
<td></td>
</tr>
<tr>
<td>Do not allow any person back into the building until the all clear has been</td>
<td></td>
</tr>
<tr>
<td>given by a NZ Fire Service Officer or Emergency Coordinator</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
4.3 Interruption to an Examination

In the case of an emergency evacuation of the examination room, the Examination Supervisor must record the time and ask the candidates to stop work. Depending on the nature of the emergency, all the papers should be collected and the candidates allowed to leave the room and evacuate to the nearest Assembly area. The papers are to be secured and taken from the examination room.

If it is possible to resume the examination, candidates are

- to use the same question and answer papers they were using before.
- not to start writing the examination again until all papers have been given out and all candidates are ready to start.
- to be allowed to continue with the remaining time plus an extra ten minutes to allow for settling in to the examination again.

In all cases, details of the incident are to be recorded in an incident report, to be forwarded with the script/s to the Examinations Office. When an examination is abandoned contact the Examinations Office immediately so that an informed response can be made to candidates and examiners and any queries resolved.

4.4 Guidelines for staff members and others with disabilities

Be honest about your abilities and disabilities. Remember that a situation of danger or risk will not be a normal situation - there may be confusion and blocked exits. People with a wide range of disabilities can be potentially at risk in emergencies. People with sight or hearing impairment, or other disabilities that are not obvious, such as epilepsy or asthma, as well as people with mobility disabilities, need to take proper precautions. If you are a regular occupant of the building, your name should be on the building assistance register so that the Building Warden can ensure your safety.

Personal planning. Discuss with the Building Warden how your particular needs can be safety covered. Find out about the existing emergency plan for your building and the safety precautions built into your building. Always plan for the worst. This will probably entail getting advice from the campus Disabilities Committee, and drawing up a personal safety plan for your use. It is your responsibility to ensure that your personal safety plan is regularly reviewed. For example, your needs may change and your plan will have to change accordingly.

Make sure your Floor Warden and other staff members who work with you are familiar with the plan devised for your safety, and the part they have to play in it.

In most buildings, lifts will immediately return to the ground floor when the fire alarm is activated. The recommended procedure for people with disabilities is to wait for help inside the smoke stop doors at the entrance to fire exits. If this is not possible, a position as close to these areas as possible is recommended. Make sure that your Floor Warden knows of your presence and location and tells the Fire Service. Wait for Fire Service Officers to come up to assist you; they are well practised in doing this.

Remember that your safety needs extend beyond the workplace, and that you might not have ready access to your home in a wider emergency. To cover all eventualities, you should consider the following possible scenarios:

Being unable to get out of your workplace in certain situations e.g., a flood or earthquake. You may need to have regular or emergency medication or other personal products on hand at work.

Not being able to reach your home after leaving work e.g., there is a fire or civil emergency near your home. Again, you may need to consider storing some of your medication and personal products for emergency use in a location other than your home as your usual chemist and hospital might not be readily accessible.
SECTION 5:

SPECIFIC ACTIONS IN THE EVENT OF VARIOUS EMERGENCIES

This section outlines the actions individuals should take in the event of these emergencies:

- Fire
- Gas leaks/hazardous material spills
- Loss of Essential services
- Bomb threat
- Confrontation or Security incidents
- Natural disaster
- Medical emergency
5.1 FIRE - PREVENTION AND PLANNING

There is always a possibility of fire breaking out in any building, no matter how well protected. We can prevent fire by:

- Keeping electrical appliances in good condition, and switching them off when not in use.
- Ensuring that all portable electrical appliances have a current inspection certificate.
- Avoiding build-up of flammable materials such as paper and boxes.
- Ensuring that fire exits and equipment are not blocked.
- Ensuring we know what steps to take in the event of fire.
- Know who your Building and Floor Wardens are, and how to identify them.
- Know your evacuation routes (which stairwells are closest) and alternative exits.
- Know where the alarm call points are situated.
- Know where your building's assembly area is.

RESPONSE

When you hear a fire alarm

- On continuous sounding of Fire Alarm, leave building by nearest exit.
- Walk, don't run.
- Do not use lifts.
- Do not go back inside the building.
- Proceed to the Assembly area and remain there until the all clear is given
- Follow the instructions given by the Fire Warden.

Refer to EMERGENCY ACTION notices displayed in each building for:
DESIGNATED EXITS
ALTERNATIVE EXITS
ASSEMBLY AREAS

If you discover a fire

- Activate the nearest fire alarm. (if building has one).
- Call the Fire Service, dial 111. State name and address of building and nature of emergency.
- Alert people in your work area.
- Evacuate the building immediately via the nearest marked exit.
- Proceed to the Assembly area.

NOTE: Only attempt to fight a fire or use fire fighting equipment if safe to do so and you are accompanied.

If it seems to those at the scene that an attempt to contain the fire may be made with reasonable safety, staff may use fire extinguishers or water from a fire reel hose, until the Fire Service arrives. However, at the first sign of anyone being affected by fumes, staff must cease their firefighting and leave the building immediately.

If someone is present who is familiar with the activities and materials used in the room where the fire is located, they should go to the Control Panel and report to the Warden. This person should stand by so that they are available to advise the Fire Service when they arrive of any special hazards that they may encounter.
Clothing Fire

- Extinguish by using a fire blanket or by rolling the affected person on the floor.
- Once the fire has been put out the person should be taken immediately to a safety shower.
- Cool affected areas of the body thoroughly with water
- Telephone for first aid assistance
- Inform building Warden

Small Confined Fire

In a container
- Try to extinguish it by covering the container to deprive the fire of oxygen
- A variety of materials at hand may be suitable for this purpose, such as a metal tray, a piece of wood, a damp cloth, a folded newspaper or a fire blanket.
- When the fire has been extinguished, keep the container covered until it has cooled to avoid possible re-ignition of hot vapours.

Not in a container
- Use a portable fire extinguisher or dry sand, according to the nature of the material on fire, to extinguish the blaze.

Once the fire is under control, inform the Building Warden. The Building Warden must then inform Regional Facilities Management and fill in a Massey Accident or Incident form.

Larger or Unconfined Fire

- Activate the nearest fire alarm, (if building has one).
- Call the Fire Service, dial 111.
- State name and address of building and Gate number for best access and nature of emergency.
- Alert people in your work area
- Evacuate the building immediately via the nearest marked exit.
- Proceed to the Assembly area
5.2 GAS LEAKS AND HAZARDOUS MATERIAL SPILLAGE

Hazardous material spills are possible in areas of the University where chemicals are stored or used such as Laboratories. Many Campus buildings are reticulated with natural gas for heating, therefore gas leaks are always a possibility. Should a gas leak or chemical spill occur, it is important that action is taken quickly to ensure the least number of persons are affected by fumes or chemical seepage. Instructions on handling of specific hazardous materials and gases is available in Laboratory manuals and Safe Methods of Use.

IN ALL EMERGENCY SITUATIONS, CONCENTRATE ON THE SAFETY OF PEOPLE BEFORE PROPERTY.

If a gas leak or chemical spill occurs

MINOR CHEMICAL SPILL:

- Extinguish all ignition sources
- Use correct gloves and any other personal protective equipment necessary.
- Apply absorbent material to wipe up or absorb material.
- Inform Laboratory Manager and arrange disposal.
- Complete accident or hazard report

MAJOR SPILL:

- Extinguish all ignition sources immediately
- Evacuate laboratory immediately
- Remove anyone overcome by fumes into fresh air. Give rescue breathing if necessary.
- Close all doors to laboratory and place tape or barriers to prevent re-entry until all clear given.
- Contact Laboratory Manager immediately and have Safety Data Sheet available.
- Contact Emergency Services by dialing (1) 111 if spill not controlled
- Prepare to evacuate building
- Notify Security
- Complete accident report

GAS LEAK:

- As soon as any suspicion of a gas leak arises, make sure all sources of nearby flames are extinguished
- Turn off all gas appliances/mains where possible.
- DO NOT operate any electrical switches in the affected area
- Move away from the area or send someone to contact the Fire Service by telephone. (Dial (1)111) and Facilities Management or Security
- Do not activate the building alarms. Contact the Building/Floor Warden. Pass the alarm by word of mouth
- Personnel are to evacuate the building or area immediately, avoiding the area of contamination as best possible.
- Assemble at a safe location upwind of the contaminated area. If explosive gases are present, all buildings within 500m should be evacuated and all persons should assemble at a safe location at least 500m upwind. Wait for further instructions.
- Remove anyone overcome by fumes into fresh air. Give rescue breathing if necessary.
5.3 LOSS OF ESSENTIAL SERVICES

This section details the effects of loss of one or more of the essential services to the campus, and identifies the significance of each of the hazards and provides what action will be introduced to overcome each particular problem. Because of the nature of work carried out at a University the effects any interruption to services will have is highly dependent on the season, term or even the time of day, a fact to be taken into consideration when evaluating the following explanations.

During semesters, up to 4000 students and about 400 staff, visitors and contractors are on campus during working hours. There are numerous separate buildings including multi-storied blocks spread over three areas, namely the Oteha Rohe campus off the Old Albany highway, the East Precinct, off State Highway 17 and the Design School and Psychology facility in Albany Village. Most are unoccupied at night, however classes often run until 9.30pm, and some staff work late. Library and Computer Labs are open later. Post graduate facilities are used by students 24 hours/seven days.

During the winter months most campus buildings, are heated by gas fired systems, which are electrically controlled. Some lecture and specialised spaces rely on electrically-driven air-conditioning systems to remain habitable. Life safety systems require electricity to function.

The cafeterias provide food to the campus community throughout the year.

All essential services provided on campus are to some extent interdependent; the loss of one, particularly electricity, inevitably causes problems with others.

In the case of loss of any essential services, it is important to keep Regional Facilities Management informed of the situation. This can be done by telephoning the RFM Helpdesk or if telephones are not working, by sending a messenger to Building 34 on the Oteha Rohe Campus.

The services covered in this section are:

- Electrical Power
- Mains Water
- Sewerage and Drainage
- Natural Gas
- Telephones
- Lifts
- Fire Alarms
- Emergency Lighting

There are other services such as computer cabling that would, if disrupted for any length of time, cause considerable problems, yet may not have the same immediate effects as disruption of the services listed above.
5.3.1 Electrical Services

A prolonged electricity supply disruption will prevent the campus from functioning. Many areas are dependent on electrically-driven air-conditioning systems and/or lighting to remain habitable. Most functions and services are reliant on electrical appliances and installations. Life safety, telecommunications, security and access control systems have emergency backup systems but of limited capacity. Telephone PABX equipment is likely to fail prior to exhaustion of backup power due to lack of cooling systems.

In the event of a supply disruption where it is considered likely to exceed two hours, the Emergency Response Executive Team (ERET) will convene immediately and assess the situation. If necessary the campus will be shut down and staff and students requested to vacate the premises. A "skeleton" staff may be required to maintain a presence on campus. Colleges/Departments will be advised of the details by members of ERET. Staff must ensure that any equipment being used at the time of the 'outage' is turned off and/or disconnected from the power supply prior to their departure. This will ensure that the equipment does not resume operation unattended once the power supply is resumed.

Life safety, access control and security systems have a limited period of operation on standby power. Alternative arrangements must be made in the event of a sustained outage. This is detailed in the University Business Continuity Plan.

5.3.2 Water supplies

A number of systems and services rely on water e.g. fire sprinklers and hydrants, space heating, sanitary (toilets, urinals, hand basins), catering and laboratories.

Loss of mains pressure will render fire sprinklers and hydrants inoperable and seriously compromise the safety of the buildings in the event of fire. The NZFS and the University's insurer must be informed immediately, and Fire Wardens advised by the Campus Operations Co-ordinator. Although toilet flushing tanks store water for several hours use, hand basins and other delivery points dry up immediately, resulting in unhygienic and unsanitary conditions. For the campus to remain operational, alternative toilet and hand washing facilities such as portaloos must be established on site immediately following loss of water supply, plus portable water supply units. Provisional plan required for this including signage for closure of toilet facilities. Wet Laboratory classes should be suspended immediately.

If the water shortage is expected to persist for more than one day, the only option will be to suspend campus activities, disperse staff and students, except for a "skeleton" staff in each department to supervise safety measures and general security.

College Heads, or senior departmental representatives, should ensure contingency plans are in place to protect water dependent experiments and research projects.

5.3.3 Sewerage and Drainage

The University's sewerage and waste-water disposal depends on uninterrupted flow. Interruption could result from blockage, lack of water, physical disruption of sewer lines, or failure of the local authority system due to breakdown or disruption of electricity.

Loss of effective sewerage disposal will create immediate unsanitary conditions. In all affected areas, all toilet, kitchen, laboratory and other locations with connections to the drainage system must be isolated from use immediately. If the problem is widespread then for the campus to remain operational alternative toilet and hand washing facilities such as portaloos must be established on site immediately following loss of effective sewerage disposal. Provisional plan required for this including signage for closure of toilet facilities.

The Emergency Response Executive Team who initiates this will assess the situation and if necessary close the Campus. As with loss of water and other services it may be appropriate to maintain a "skeleton" staff in each department to supervise safety measures and general security.
5.3.4 Gas

Gas is provided from a gas main along Albany Highway. The supply point for Oteha Rohe Precinct is at Oaklands Road intersection, and for the East Precinct at Day's Bridge. Gas reticulation is partly underground and partly via service tunnel to all of the campus buildings. Gas is used for space heating, most hot water heating, and laboratory burners. The loss of natural gas for any length of time will, in the winter, make the buildings uncomfortably cold. During both summer and winter most areas will not have hot water supplies. Laboratories will not have the use of gas burners. However, the campus can continue to operate safely, albeit uncomfortably in cold weather.

Staff responsible for laboratories must ensure that all gas appliances such as burners, etc. are properly turned off, so that gas will not leak out when supply is restored. All gas-fired central heating units and boilers will require relighting and possible purging of air when the supply is restored.

5.3.5 Telephones

The University's telephone system is a complex, computer based facility. Being computer controlled, its operational environment is sensitive to extremes of temperature and the PABX rooms are therefore air conditioned. Loss of electricity will result in excessive temperatures, at least during the summer months, causing irregular operation. Standby power supply may last up to two hours; after which the system will not function.

Should the system fail, there are a number of cell-phones held by various staff members that could be used if necessary to establish and maintain communication both within the campus and to the outside network.

5.3.6 Lifts

Lifts are fitted to all multi-storied buildings. They provide access for persons with disabilities, for freight and materials, and convenience for all. Loss of lift services will inhibit access between different levels of buildings for persons with disabilities. Physical assistance will be required. Building wardens can be contacted to co-ordinate assistance.

Should a lift become disabled whilst in use, it is likely that one or more persons will be trapped inside the lift car. All lifts are fitted with emergency telephones which connect directly to the appropriate lift service company. Once the lift occupants have been released, an incident form should be filled in and forwarded to Regional Facilities Maintenance. If required, the critical incident team can be contacted for support.

5.3.7 Fire Alarms

Buildings fitted with fire alarms should not be occupied if it is known that the alarms are faulty or disconnected, unless all residents are aware of:

(a) the existence of the fault or disconnection, and
(b) the need to telephone the Fire Service if a fire occurs

5.3.8 Emergency Lighting

Areas without natural lighting have emergency lights which will come on in the case of a power failure. These provide enough illumination for the occupants of these areas to evacuate the area safely. Areas without natural lighting, or having egress routes passing through areas without natural lighting cannot be safely occupied when regular artificial lighting is not operational. These areas therefore need to be evacuated in the event of a power failure.
5.4 BOMB THREAT

All bomb threats must always be treated as genuine until proven otherwise. Murderers and terrorists do not usually give warnings - their aim may be to cause death, destruction, publicity, disruption or fear.

Recognising what belongs in an area and what does not is a major factor in deciding what is suspicious. To assist in this, staff can foster a sense of tidiness, make regular checks of their work area and beware of 'foreign' objects (suitcases, parcels, parked cars, etc.).

Information on how to handle chemical and other biological agent threats, is detailed in a procedure available on the health and safety website.

If you receive a bomb threat

- **STAY CALM.**
- Get as much information as possible from the caller, use the bomb threat checklist, Appendix 1.
- Then contact
  - Police : Dial (1) 111
  - Facilities Management/Security:-(09) 443-9706 or ext 9706, after hours (09) 443-9777.
- Do not activate the fire alarm or use a mobile phone as this may activate the device.
- Notify the Building warden.
- The Building Warden will normally evacuate the area immediately. If so, exit by the same routes used for fire, unless directed otherwise by the Building Warden or Police.
- Do not use the lifts.
- Assemble well away from the building- you will normally be directed as to where to assemble
  - Do not touch or move any suspicious object. Treat unusual or suspicious objects as a bomb. The Police will determine the action to take with the object.

Personnel Responsibilities

Heads of Departments/Colleges/Sections

It is the role of Heads of Departments to:
Ensure that administrators, receptionists, etc. know the procedures to be adopted, and that they are shown these when they commence their duties. They must have the Bomb Threat Checklist in a readily accessible position.

Suspicious packages and letters

Some characteristics of suspicious packages and letters include the following:

- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Title, but no name
- Misspellings of common words
- Oily stains, discolorations or odor
- No return address
- Excessive weight
- Lopsided or uneven envelope
- Protruding wires or aluminum foil
- Excessive security material such as masking tape, string, etc.
- Visual distractions
- Ticking sound
- Marked with restrictive endorsements, such as "Personal" or "Confidential"
- Shows a city in the postmark that does not match the return address
Actions if you receive a suspicious unopened letter or package

Should any suspicious or 'out of the ordinary' letters or packages be identified, then:

- Do not shake or empty contents of envelope or package
- Place the envelope or package into a plastic bag
- If you have been wearing protective gloves then place them into the same bag
- If hands or any parts of the body may have come into contact with the envelope or package then wash with soap and water
- Advise your Manager
- Management make a risk assessment. If the letter or package is considered a risk, or if in doubt, call the Police

If a suspicious letter or package is opened:

The same procedures as unopened letters and packages and, in addition:

- Don gloves
- Place opened letter/package in plastic bag
- If contents spilled:
  - Don't clean up or swipe spilt contents
  - Clear area of people
  - Isolate area
  - Switch off air conditioning
  - Wash hands with soap and hot water
- If contents are spilt on clothing:
  - Select a room for changing
  - Carefully remove clothing and place in plastic bag
  - Shower with soap and hot water
  - Have available overalls or other clothing for person to change into
- Call the Police
5.5 CONFRONTATION OR SECURITY INCIDENTS

Cash or other valuables are a target for robbery. High-profile or very wealthy individuals may be a target for kidnapping. Mentally ill persons or political extremists may attempt to take hostages.

If you are confronted in an armed hold-up or by an aggressive person or group

- Stay Calm. Do not attempt heroics. Do not put yourself or anyone else at risk
- Speak and move in a non-threatening manner.
- Obey their instructions exactly and without questions. Act with smooth haste.
- Withdraw from the aggression, maintaining your own safety. Place a barrier between yourself and the person such as a desk or counter, if possible.
- Remove others from immediate danger if able to.
- Alert other staff, summon help if possible.
- Observe details of the offenders and any suspicious persons loitering, physical details and clothing, any distinguishing characteristics, any weapons, anything touched or taken. Note vehicle details and their direction of travel.
- When safe to do so, call POLICE, dial (1) 111, and Security

After the incident

- Note down all details observed during the incident.
- Isolate and preserve the scene of the offence for evidence.
- Retain or identify witnesses to assist police.
- Report the incident to management or Harassment Committee if warranted.
- Seek critical incident stress debriefing for victims.
5.6  NATURAL DISASTERS

5.6.1  Volcanic Activity

The Auckland Isthmus has a history of volcanic activity. Fifty or more volcanic vents are spread around the landscape. A new vent forms on average every 1000 years. The most recent event was the formation of Rangitoto Island which ended approximately 400 years ago. Activity continues at Parakai, Waiwera and Miranda in the form of hydro-thermal springs. It is a certainty that hazardous volcanic activity will occur in the future; where and when cannot be accurately predicted. Further afield, the active volcanoes in the central North Island are also a source of volcanic hazard, in the form of ash fall.

Volcanic ash from an active vent will most likely be the major problem. Ash will fall on the Albany Campus whenever the vent is upwind. Particles of ash will obstruct the airways of humans and animals. People with respiratory problems will be at serious risk. Vehicle movement will cause a concentration of ash up to three metres from the ground, and heavy ash may make roads impassable throughout the region. Aircraft movements will be severely disrupted. Arcing electricity must be expected as the dust builds up around electrical wires and electrical contacts of machinery.

Should rain accompany these conditions, the collapsing of buildings with the weight of water soaked ash is a possibility. Additionally, the clogging of storm-water drains could cause flooding.

Domestic water supplies may become polluted at the catchment, depending on chemical content of the ash. Water filtering devices may become blocked.

The restoration of electrical, sewer and storm-water systems will take some time and disrupt the daily life of the area significantly.

Fortunately, prior knowledge (hours, days or weeks ahead) of significant volcanic activity is likely, and the probable effects of any particular form of activity can be predicted and decisions made as to the likely effects it will have at the Campus and what level of closure is required.

General instructions will be issued as and when required by the Emergency Response Executive Team. Departments will be required to arrange appropriate storage of records etc. and an orderly shutdown of equipment prior to departing the area. Mechanical devices such as air-conditioning and ventilation systems must be shut down to prevent ash being sucked into buildings and ducts. Doors and windows must be kept closed.

5.6.2  Earthquake

New Zealand sets astride the boundary of two major tectonic plates. The whole country is likely to experience earthquakes to varying degrees. Although the Auckland Isthmus is not a high risk area, it is nevertheless prudent to minimise the effect a major earthquake may have on our work area:

- Keep heavy/sharp objects near the floor where they can’t fall on you. Ensure shelves, etc, are secured.
- Learn beforehand, what to do to survive.

When an earthquake happens

- If inside, stay inside and instruct others to do the same.
- Get under a desk, or stand in a doorway, or lie beside a solid structure, and hold on.
- Move away from windows and anything that could fall on you.
- If outside, stay outside and instruct others to do the same.
- Keep clear of buildings, trees, power lines and anything that could fall on you.
When the shaking stops (for major earthquakes when damage has occurred)

- Expect after shocks, more things may fall.
- If a fire has started, put it out if possible.
- Check for electrical and gas hazards. Turn off all electrical switches and gas taps.
- Assist those nearest to you who may be injured.
- Do not go outside – the hazards out there may be worse.
- Wait for orders from your Warden, Emergency Control HQ or rescue teams.

If an evacuation is initiated

- Follow instructions from the rescue team leader or your Building Warden.
- Proceed to the assembly area as directed.
- Assist anyone who may have been injured or requires assistance

5.6.3 Storm

If warning received of an imminent violent storm:
- Tape windows with tape to prevent flying glass
- Move people and equipment away from exposed rooms and windows.
- During a storm, remain indoors and shelter in the strongest part of the building.
- Open windows on sheltered side of building if roof begins to lift.

5.6.4 Tsunami

- Do not evacuate your workplace unless instructed to do so.
- If told to evacuate, do so immediately
- Do not go to a river or beach to watch the wave come in.

5.6.5 Flood

It is good practice to ensure that valuables, documents and equipment is kept above possible flood levels.

During a flood:
- Remove anyone in danger to a place of safety
- Move any chemicals to a safe place to avoid spillage or contamination
- Switch off any electrical equipment in danger of being affected by flooding.
5.7 MEDICAL EMERGENCIES

Medical emergencies can be classified as urgent or non-urgent as follows:

**Urgent**
Any illness or accident that threatens life or limb.

**Examples**
- Decreased level of consciousness, through accident or illness.
- Blood loss that is unable to be stopped, accident or illness.
- Fractures of major bones.
- Fractures with protruding bone from open wound.
- Any penetrating injuries to the abdominal area, chest or head.
- Crushing injuries to head, torso and upper leg.
- Sudden chest pain of any type.
- Severe onset of abdominal, head or pelvic pain.
- Unconsciousness for any reason.
- Shortness of breath.

**Non-urgent**
Any illness or accident that is not a threat to life or limb.

**Examples**
- Any abdominal paid that is not severe, but needs medical attention within an hour.
- Minor cuts that are not bleeding, but will require medical attention.
- Fractures of smaller limb bones that do not have an open wound.

**Individual medical emergencies**
There are sick bays throughout campus, see Appendix 4. They contain first aid kits and a list of the current First Aid certificate holders.
There are also two defibrillators on campus as well as two wheelchairs. Contact Security if these are required.
The staff of the Health and Counselling Centre can provide first-aid and medical support in an emergency, but only during normal business hours.

- For any serious or significant injury, medical emergency or condition, dial (1) 111 and ask for Ambulance. Say where the injured person is and what appears to be wrong.
- Remain with the injured person.
- While waiting for the ambulance, request assistance from a first aider.
- Send someone for the closest first aid box.
- Give First Aid if trained.
- Apply CPR if necessary.
Major emergency

In a major emergency there is going to be a large number of injured personnel with a good percentage of these requiring immediate first aid. The injuries will need to be prioritised and urgent conditions treated first.

The Massey Emergency Headquarters will be responsible for directing the emergency rescue teams to the worst affected areas. Within each rescue team there will be a number of qualified first aiders who will be able to assess the situation and make necessary arrangements.

With there being only a limited number of rescue teams available, it may not be possible for them to attend every major site at once, and it may be necessary for Wardens to prioritise casualties. The attached Wardens Role outlines briefly what action should be taken to effect the best possible care and comfort to those injured.

In a major emergency the Massey Emergency Headquarters would also be tasked with making suitable accommodation available for use as an emergency casualty clearing station and also with making arrangements to have the badly injured transferred to medical centres outside the University.

As well as the rescue teams, there are a number of trained first aid personnel available within each department, including the Health and Counselling Centre. First Aid personnel will be directed as required by the Massey Emergency Headquarters.
### Warden's Role

**Assess damage and casualties**
- Assign three uninjured or lightly injured people to help – 2 runners and 1 writer
- **Initial Assessment** – written
  - Location
  - State of building
  - State of power and water supply
  - Number of casualties in each category
  - Number of first aiders
- **First runner** to Headquarters with written information

**Notify Headquarters**

**Assess casualties thoroughly**
- Categorise into groups according to seriousness of injuries

**Provide First Aid**
- Provide safety
- Cover and maintain warmth
- Give nothing to eat or drink except minor injuries
- Utilise first aiders on campus

**Inform Headquarters**
- **Second runner** to Headquarters with clear picture of casualty numbers and categories in writing.

**CRA – Casualty reception area set up**
- **First runner** returns with site of CRA.
- CRA send back second runner when ready to receive casualties.

**Transport casualties to CRA**
- **DO NOT TRANSPORT MINOR INJURIES TO CRA.**
- Arrange transport of casualties to CRA direct or to nearest Emergency Centre as appropriate.
SECTION 6:

CRITICAL INCIDENT MANAGEMENT PLAN

The purpose of the Critical Incident Plan is to address the need to assist staff and students who have been involved in a situation which has had sufficient impact to overwhelm the usual coping strategies of individuals or groups, in order to expedite their return to normal function.

A critical incident is any abnormal event or situation that causes a strong reaction in victims or witnesses which interrupts their ordinary life and has the ability to interfere with their functioning, either at the scene or afterwards e.g. earthquake, fire or flood, hostage taking, armed hold-up, violent assault, a sudden death, or suicide.

Critical incidents often produce strong emotional effects, which are temporary for most people, but for some there is increased likelihood of the development of symptoms associated with Post Traumatic Stress Disorder.

The provision of appropriate support and education will help mitigate the trauma and enable people to resume 'normal' life as soon as possible. This can best be achieved by an appropriate response as early as possible after the event.

While the majority of crisis events that will occur on campus may only affect one or two people, it is important to be prepared to cope with larger incidents that could potentially disrupt and distress large sections of the University community e.g., a critical incident within the student villages.

Preparation to cope with critical incidents is in line with the requirements of the Health and Safety in Employment Act 1992.

6.1 Definition of a critical incident

"Any situation faced by Massey staff members or students that.
• Has an element of threat or a feeling of crisis.
• Has the need for prompt action to avoid a worsening situation.
• Has potential for a staff member or student to experience unusually strong emotional reactions which may interfere with their ability to function effectively at the scene or sometime later."
• And/or has public relations implications.

A critical incident may involve:
• an individual
• a group of people
• a large group of people.

6.2 Response to critical incidents

In cases of critical incidents, immediate contact must be made with Regional Facilities Management/Security Section. The Campus Operations Co-ordinator or Deputy will become the Person in Charge.

The Person in Charge will assess the situation and decide on the type of response to be made to the incident.
• The immediate convening of an Emergency Response Executive Team (ERT) and/or
• The immediate convening of a Critical Incident Team (CIT) and/or
• An individual Student Service Response (SSR).

The role of the Team handling the incident will be to meet as soon as notified of the critical incident (usually within one hour) and determine the actions to be followed to manage the crisis. This ensures that direct line Managers (who are likely to be personally involved), are not put in a position where they are expected to take charge at a highly stressful time.

A Representative from the College or Division where the point of crisis has occurred may need to be co-opted onto the Team handling the incident.

**Managing a Critical Incident**

1. **Critical Incident Occurs**
   - First Person on the scene dial 111, for Ambulance, Fire, or Police, and Campus Security 443-9777
   - Security personnel secures the scene, assists with immediate response and calls Regional Facilities Management / Security Section and speaks to the Campus Operations Coordinator (COC)

2. The COC decides on **Emergency Response Team, Critical Incident Team** or individual **Student Service** response

   - **Emergency Response** Contact: Emergency Response Executive Team
   - **Critical Incident Team** Contact: Manager, Health & Counselling Centre or Critical Incident team leader on call
   - **Student Services Response** Contact: Health & Counselling Centre or Student Services Manager
6.3 Critical Incident Team

This team is based on the Albany campus and comprises of a group of staff members who have been selected and trained for a peer supporter’s role (not volunteers) who will work with specialist professionals over the course of a Critical Incident Response to provide peer support to staff and students who are directly affected by a Critical Incident.

Critical Incident Team Leader

The Critical Incident Team is under the direction of the Critical Incident Team leader. (At present this role is fulfilled by the Health and Counselling Centre Manager.)

Critical Incident Team Leader Roles and Responsibilities

- To advise on clinical aspects for the Emergency Response Executive team e.g. debriefing requirements.
- To manage the Critical Incident Team.
- To manage the selection and training of Critical Incident Team members.
- To assist in policy development and protocol.
- To meet during a crisis with Critical Incident Team members. The frequency of meetings will be determined by the nature of the incident.
- To arrange supervision for Critical Incident Team members during and after a crisis.
- To be responsible for receiving personal supervision during the involvement in a crisis.
- To take a leadership role during formal debriefing sessions.
- To assist with a written report on completion of the Critical Incident Response.
- To compile a comprehensive list of Critical Incident Team members’ contact details ensuring information is kept up to date.
- To network and liaise with relevant health professionals and emergency personnel.
- To assist with an educational programme for Auckland e.g., preparation of posters and brochures outlining the procedure for management of critical incidents, who to contact, facilitation of information sessions for staff, “crisis kits” for staff/student information about crisis procedure.
- To assist in reporting to the Deputy Vice-Chancellor on completion of the procedure.
- To undertake further training and supervision necessary to the role.
- To provide referral to relevant health professionals where appropriate.
- To contribute towards keeping the usual business of the university running as smoothly as possible during a crisis e.g., dispelling rumours, providing clear “un-dramatic” information, modelling calm and confident behaviour.

Critical Incident Team Members

A selected group of appropriate staff that are able to provide support to the individuals affected by a Critical Incident. Desired qualities include people with excellent listening skills, cultural awareness, clear boundaries, an understanding of confidentiality, sensitivity to other people’s issues, and a willingness to learn. All members will receive appropriate training.

Critical Incident Team Members Roles and Responsibilities

- To provide appropriate support for staff and/or students during a Critical Incident e.g., listening, referring and informing.
- To participate in appropriate training sessions and to be committed to ongoing education.
- To receive supervision in relation to their role.
- To assist in providing an educational programme for Massey University at Auckland.
- To refer to appropriate mental health professionals where necessary.
- To contribute towards keeping the usual business of the university running as smoothly as possible during a crisis e.g., dispelling rumours, providing clear “un-dramatic” information, modelling calm and confident behaviour.
• To staff a support centre (in pairs) during a crisis event.
• To liaise with family as necessary under the guidance of the Emergency Response Executive Team or Critical Incident Team leader.
• To keep staff and students informed following the guidance of the Emergency Response Executive Team.
• To contribute towards a Critical Incident evaluation.

6.4 Student Services Response

The individual Managers of the appropriate Services will assess the situation and decide on the most appropriate response to be made. This person may activate an Emergency Response or Critical Incident Response, or may ask for assistance and/or support from other personnel.

Reasons why the person may activate an Emergency Response or Critical Incident Response may include:
• Impact on a larger group of students or staff than first envisaged.
• Media or public relations imperatives.
• Events have worsened from the initial incident / event and a more appropriate response may be to escalate the University response.

A Student Services Response involves making contact with the appropriate Manager depending on the incident.
SECTION 7:

CIVIL UNREST/DEMONSTRATION/RIOT

Actions such as protests, demonstrations, sit-ins, occupations, or riots may occur from time to time. These actions could be undertaken by Massey students, or by students from other Universities, or by non-student organisers from various pressure groups.

At the first indication of any of the above activity:

• Immediately inform the Deputy Vice-Chancellor’s Office (Ext 9232).

• Do not make any comment to the news media.

• Do not enter into any negotiations with the perpetrators of the action.

• Avoid confrontation.

• Secure your work area as best possible, i.e. shut down computers, lock storerooms and filing cabinets, protect personal items.

• Consider your own safety first, and vacate the area if necessary.
NOTE

THE FOLLOWING SECTION 8:

MANAGEMENT RESPONSE TO CIVIL
UNREST DEMONSTRATION RIOT

IS FOR THE REGIONAL CHIEF EXECUTIVE'S
OFFICE ONLY

STRICTLY CONFIDENTIAL