



Emergency procedures handbook

Zurich University of Applied Sciences

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Purpose of this handbook on emergency procedures:

Generally speaking, it is impossible to predict or to prevent an emergency situation with absolute certainty. The aim of this emergency procedure handbook is to demonstrate briefly to ZHAW employees and students the correct procedures in case of fire, accident, medical emergency, threats or violence, etc. By reacting appropriately to a sudden emergency situation, we can minimise the risk of casualties or damage, increase safety levels and help to protect everyone involved.

Basic rules

Always report an emergency

ZHAW emergency number (365 days / 24 hours)	(0) 058 934 70 70
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If necessary, call the emergency services

Police	(0) 117
Fire department	(0) 118
Ambulance	(0) 144
Poisoning emergency	(0) 145
REGA (Swiss Air-Rescue)	(0) 1414

Reporting an emergency

General procedure

- **Who are you?** Name, position (lecturer, student, etc.)
- **How can you be contacted?** Phone number
- **Where is the incident?** Precise description (ZHAW location (Wädenswil, Winterthur, Zurich), campus, address, building, room)
- **What has happened?** Type of incident (e.g. accident, fire, threat, violence, etc.)
- **Who is affected?** One person, group of people, etc.
- **What is the current situation?** E.g. Are the emergency services already there?
- **Is anyone in danger?** E.g. people in neighbouring rooms or buildings

Accident / Medical emergency

Take stock

Keep calm.

Assess the overall situation.

Consider your own safety.

Think

Identify risks (for helpers, victims, anyone else).

Secure the site/Help victims

Secure the accident site, remove or eliminate sources of danger (e.g. switch off electricity), move any injured people out of the danger area.

Always report the emergency

ZHAW emergency number (0) 058 934 **70 70**

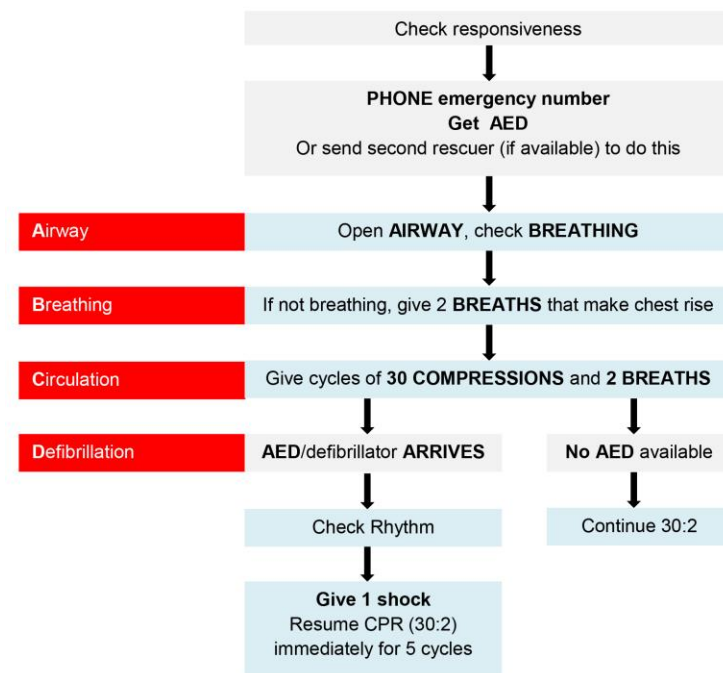
(The ZHAW alarm centre will alert the ZHAW emergency helpers on the respective campus.)

Call the emergency services

Police	(0) 117
Fire department	(0) 118
Ambulance	(0) 144
Poisoning emergency	(0) 145
REGA (Swiss Air Rescue)	(0) 1414

Give first aid (use ABCD approach: Airway, Breathing, Circulation, Defibrillation)

ABCD approach



Fire

General

- Keep calm.
- Consider your own safety before protecting property.
- Rescue other people before fighting the fire.

Always report the emergency

ZHAW emergency number (0) 058 934 70 70

Raise the alarm

Press the manual fire alarm (automatically alerts fire department)

Call the fire department **(0) 118**

Reporting procedure

- Who are you? How can you be contacted? (name and telephone number)
- Where is the fire? Precise description (ZHAW location (Wädenswil, Winterthur, Zurich), campus, address, building, room)
- What is burning?
- How many people are in danger? Is anyone injured?
- Are there any particular risks? (chemical or biological substances, gas, electricity)

Get yourself to safety/Help others

- Shut windows and doors (but don't lock them!).
- Alert people on the same floor by shouting.
- Help people with disabilities.
- Leave the danger area: follow marked escape routes, never use the lift.

- Stay low down or crawl on the floor to leave smoke-filled rooms.
- Only use escape routes through smoke-free areas.
- If there is smoke in the corridor, stay in the room and raise the alarm by phone or attract attention by waving or shouting from a window.

Extinguishing the fire

- Use fire extinguishers to fight the fire.
- Consider your own safety.
- Brief the fire department.
- Follow the fire department's instructions.

Evacuation

Procedure for leaving the building

Listen carefully to the signal:

A continuous beep or the announcement in German "*Gebäude verlassen*" and English "*Leave the building*" means that the building must be evacuated.

Get yourself and others to safety

- Switch off electrical devices (if you have time).
- Switch off any source of energy in a lab (e.g. gas).
- Leave lights on.
- Take personal effects (keys, handbag, mobile phone, wallet, etc.) with you.
- Shut doors and windows (do not lock doors).
- Lecturers lead their classes out of the building.
- Take with you any other people in danger, explain the procedure to visitors/anyone unfamiliar with the procedure or surroundings and accompany them out of the building.
- Help people with disabilities.
- Leave the building quickly and calmly using the marked escape routes.
- Never use the lift!
- Follow the instructions given by the evacuation team (wearing red safety vest jackets) and the emergency services.

Assembly point

- Go straight to the assembly point.
- Follow the instructions given by the assembly point team (wearing orange safety vest jackets).
- The assembly point team is responsible for organising emergency medical care if required.
- Do not leave the assembly point until instructed to do so by the assembly point team.

Threats/Violence

Always report the emergency

ZHAW emergency number (0) 058 934 **70 70**

Call the emergency services

Police (0) 117

Reporting procedure:

- Who are you? How can you be contacted? (name and telephone number)
- Where is the incident? Precise description (ZHAW location (Wädenswil, Winterthur, Zurich), campus, address, building, room)
- What has happened?
- Who is affected?
- What is the current situation?
- Is anybody in danger?

Keep your phone switched on so that the emergency services can stay in contact with you.

Listen to the signal/alarm

A threat and/or imminent danger is indicated by a pulsating, intermittent beep or the announcement in German "*Bedrohung – Schutz aufsuchen*" and English "*Danger – seek a safe place*".

Dealing with violence

Never confront the perpetrator.

Do not try to enter into dialogue with the perpetrator, even if you know him/her personally.

Do not take any independent action.

Seek a safe place/Follow procedures inside room

- Find a room with a locking door.
- Keep calm.
- Lock all doors and windows (barricade doors from inside if necessary).
- Keep out of sight from doors and windows.
- Take cover.
- Lie on or keep close to floor.
- Take care of any injured people if possible.
- Lecturers find out which students are present/absent.
- Attach a sign to the window stating the following:
 - Room number and name of lecturer
 - Number of students, casualties
 - Mobile phone number (make sure the line remains free)

There is a strict ban on the use of mobile phones (only the lecturer/senior person present may use a phone unless he/she is no longer able to do so).

Follow instructions from the police

Follow instructions given by the police, not by anyone else.
Leave the room only when instructed to do so by the police.

All-clear

The all-clear is given only on the instruction of the police.

Communicating information

Information is issued only by the people responsible in the emergency team. This also applies to any communication with the families and relatives of anyone affected.
Information may be given to the media only in consultation with the police.

Incident involving hazardous biological substances

Prerequisites

Laboratory staff members know the biosafety level of their lab and the biosafety group of the organism they are working with. Before they start working in the lab, they are familiarised with the alarm procedure and decontamination procedures, and they know where the appropriate decontamination and protective agents are stored.

Basic rules

Assess the overall situation.
Keep calm.
Consider your own safety before protecting property/equipment.

Always report the incident to:

Lab managers
Biosafety officers (BSO)
Follow instructions given by lab managers/biosafety officers.

Call the emergency services

ZHAW emergency number (0) 058 934 **70 70**
Fire department **(0) 118** (in case of fire)
Ambulance **(0) 144** (in case of medical emergency/accident)

Procedure

	Minor incident without any injuries	Emergency
	Spills without aerosol formation	- Incident involving injuries - Spills involving aerosol formation
1. Keep calm	Assess the overall situation.	Take off contaminated clothing and, in the case of aerosol formation, leave the danger area. Shut doors.
2. Report the incident	Inform lab managers and biosafety officers.	Phone ZHAW emergency number 70 70.

		Alert emergency services. Report the incident to lab managers and biosafety officers.
3. Secure the area	Isolate the contaminated area.	Decontaminate people.
4. Measures	Disinfect or decontaminate according to SOP or hygiene plan.	-Give first aid. -Consult a doctor. -Disinfect or decontaminate according to SOP or hygiene plan.
	Further procedures outlined in biosafety document "Notfallplanung" (Intranet, Biosicherheit, Anhänge Biosicherheitskonzept – available only in German)	

Incident involving hazardous chemical substances

Prerequisites

Lab staff and students know the alarm procedure, the procedure in the case of a chemical accident and the location of protective agents. They know where the nearest fire extinguishers and fire blankets are located and how to use them.

Basic rules

- Keep calm and assess the situation.
- Consider your own safety before protecting property/equipment.

Always report the incident to:

Lab managers/chemical safety officers

Follow instructions given by lab managers/chemical safety officers.

Call the emergency services

ZHAW emergency number (0) 058 934 **70 70**

Fire department **(0) 118** and/or ambulance **(0) 144**

If chemicals are released into the environment:

Main risk: health hazards due to inhalation

- Try to contain the spill (but consider your own safety first).
- Activate the emergency ventilation system, open windows.
- Evacuate and close off the lab.
- Inform the lab management.
- Chemical substance spills may only be cleaned up by people wearing protective clothing and using the appropriate absorption agent; the spills must be disposed of correctly.

If chemicals come into contact with the skin:

Main risk: burns, poisoning

- Protect yourself if you help anyone else (wear gloves).
- Remove contaminated clothing.

- Immediately rinse the area of skin affected with large quantities of water (if necessary, take an emergency safety shower).
- Perform first aid procedures using the ABCD approach only after decontamination measures (contaminated clothing removed, skin flushed with water) have been taken.
- Have ready substance and safety data sheets (take with you to the doctor or give to ambulance crew)
- If chemicals come into contact with eyes: flush eyes thoroughly with large quantities of lukewarm water (use emergency eye wash station). Ask someone to accompany you to the eye specialist. (Take substance and safety data sheets with you.)

In case of fire

Main risk: inhalation of fumes

- Press the manual fire alarm.
- Call the fire department (0)118.
- Extinguish a minor fire with a handheld extinguisher. Start by aiming at the base of the fire and move the extinguisher carefully upwards. Never direct the jet from the extinguisher directly onto glass containers (they may fall over and break).

For further information, see sections on Fire and Evacuation.

In case of gas leak

Main risks: explosion in the case of flammable gases, health hazards due to inhalation in the case of poisonous gases

- Close off valve (consider your own safety!).
- Warn people in danger area/Leave danger area immediately.
- Secure the room/area.
- See instructions under “Call the emergency services”.

Further information

You can find detailed information and further safety advice and instructions on the Intranet, on the Internet at www.zhaw.ch/sicherheit or on the escape and rescue plans in the corridors of all ZHAW buildings.

Finance & Services Unit / Safety
Emergency procedures handbook ZHAW
Version 3.0 / document control: loec
Drafted: 25 January 2016, authorised by: stoh

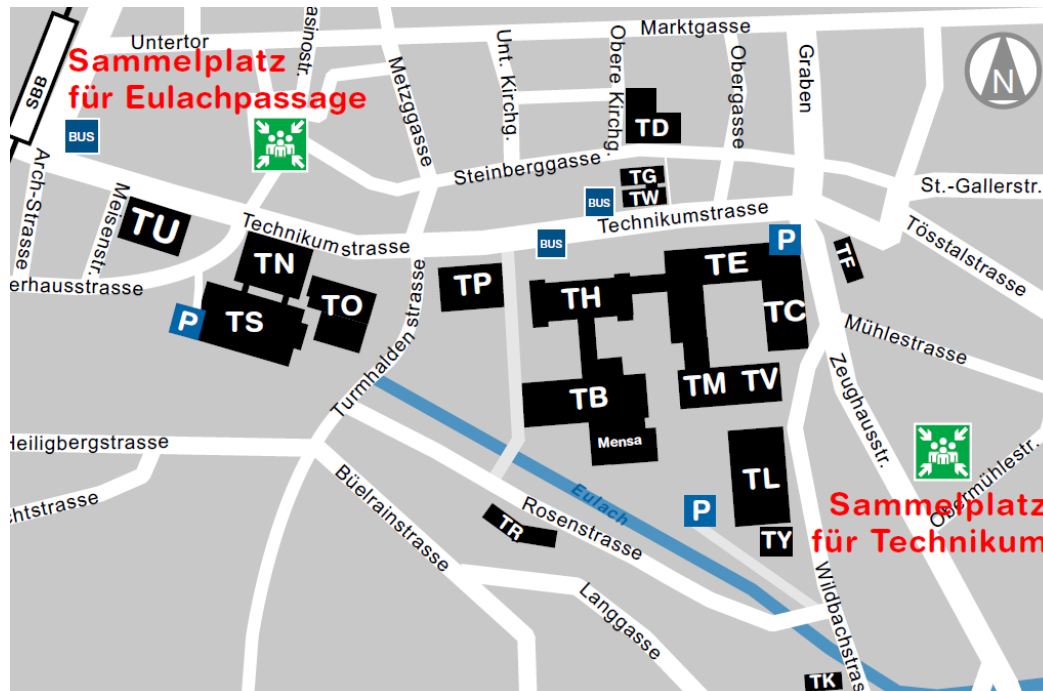
Finance & Services

Unit / Safety
Gertrudstrasse 15
8401 Winterthur

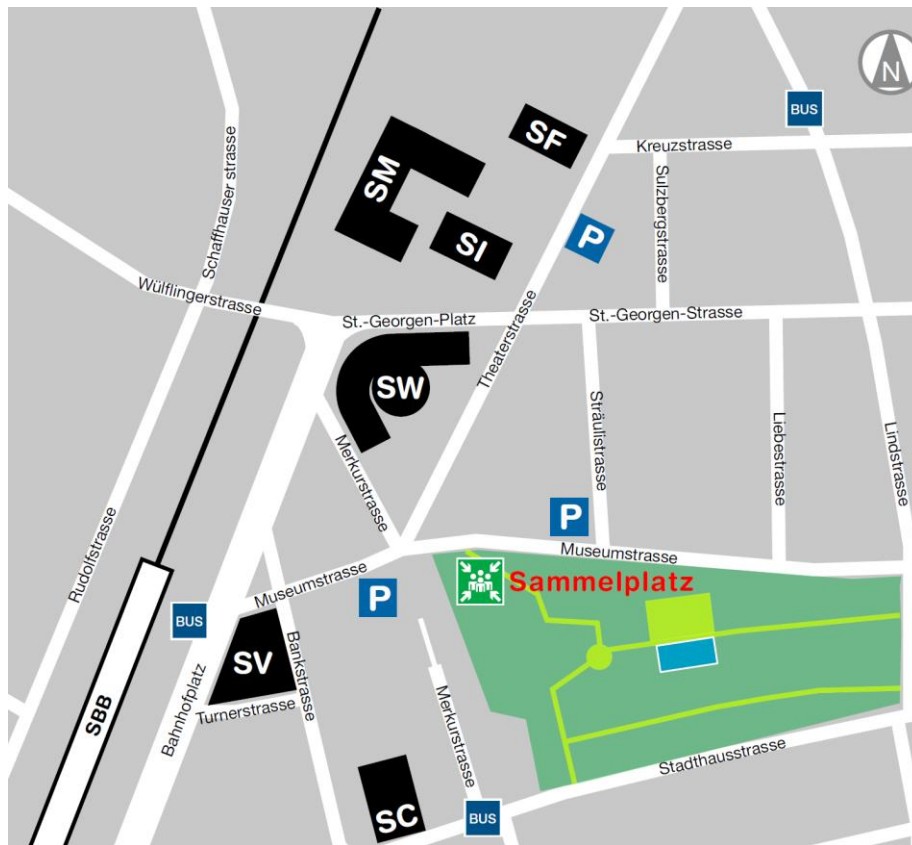
If you have any queries regarding safety issues and procedures, please contact info-sicherheit@zhaw.ch

ZHAW assembly points

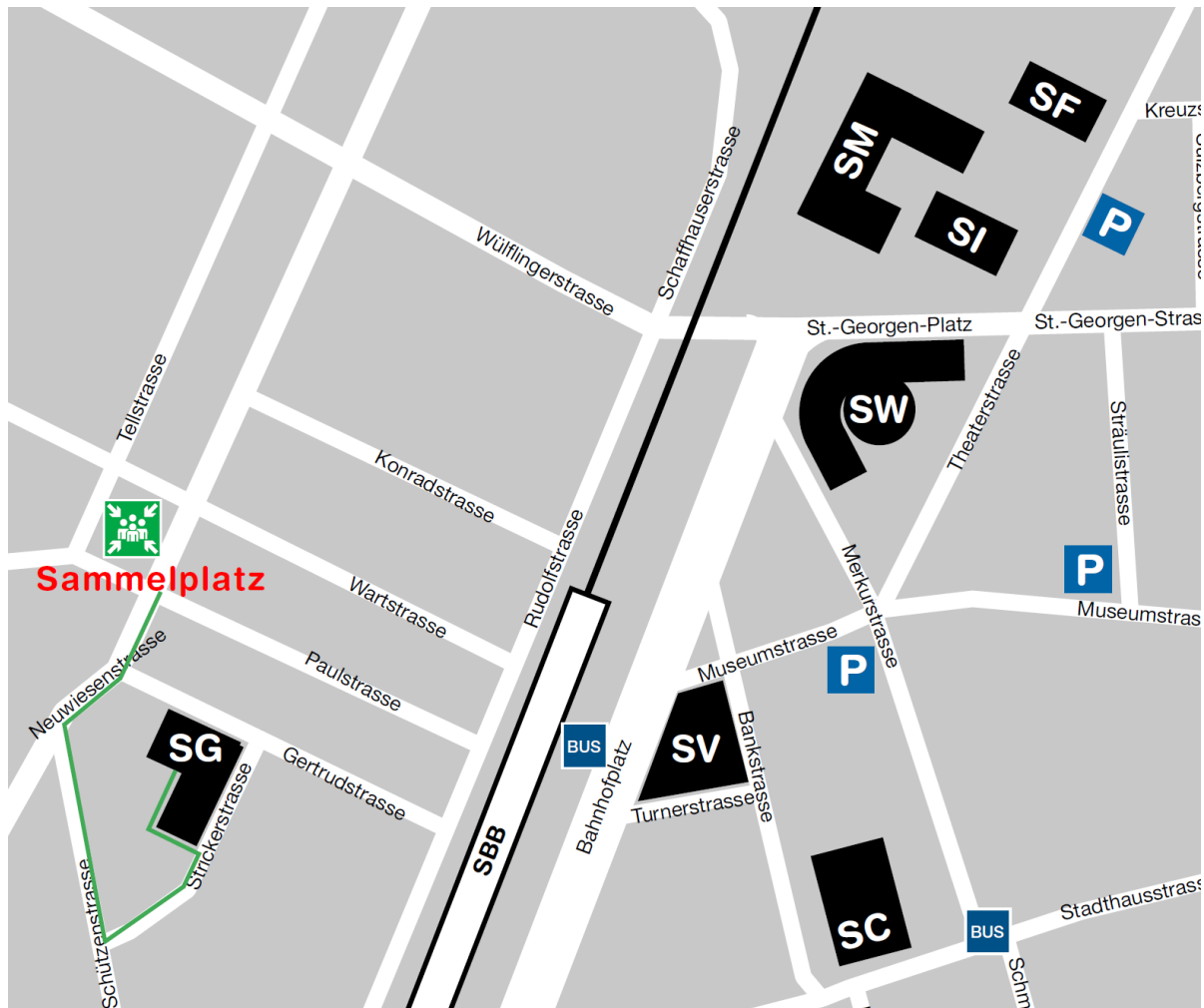
Winterthur, Campus Technikumstrasse



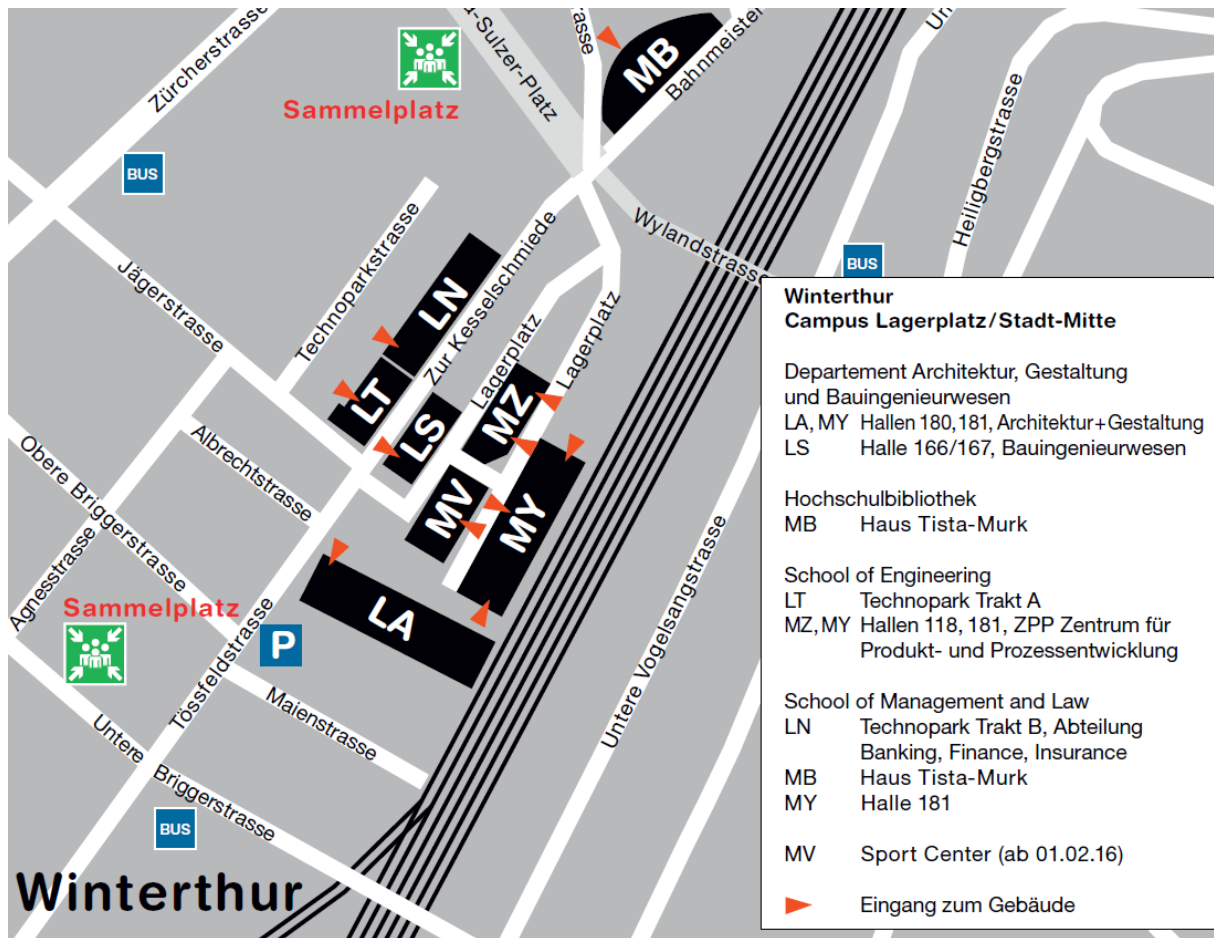
Winterthur, Campus St. Georgen-Platz



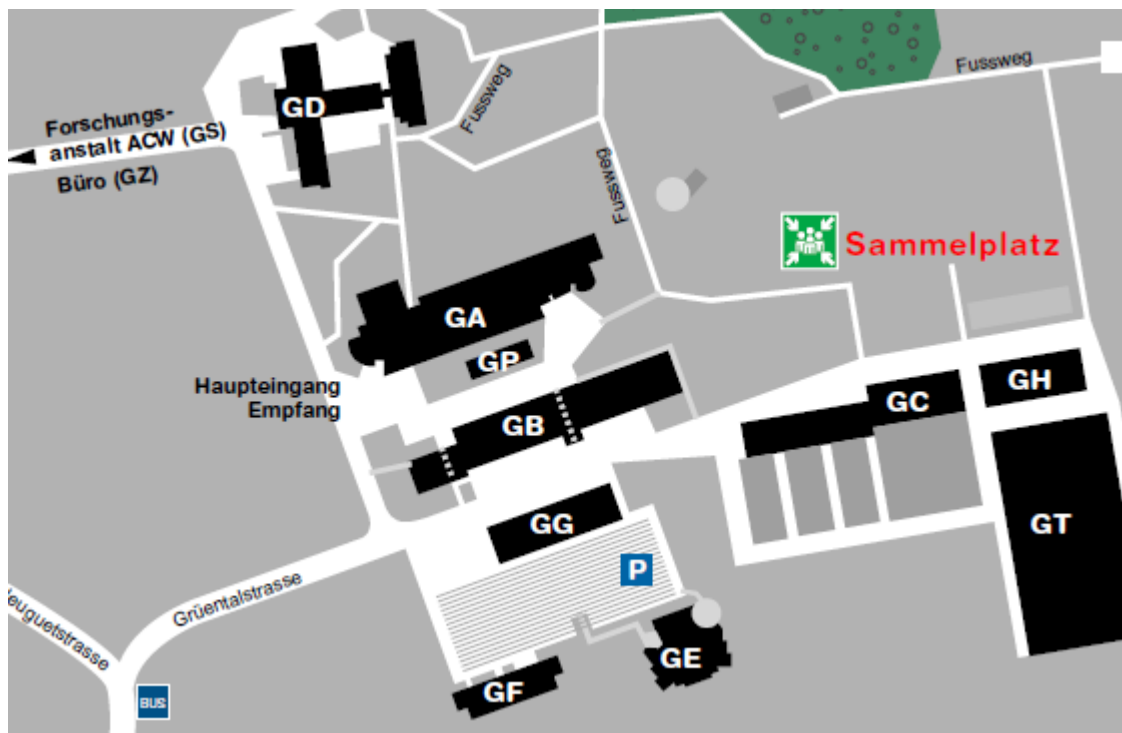
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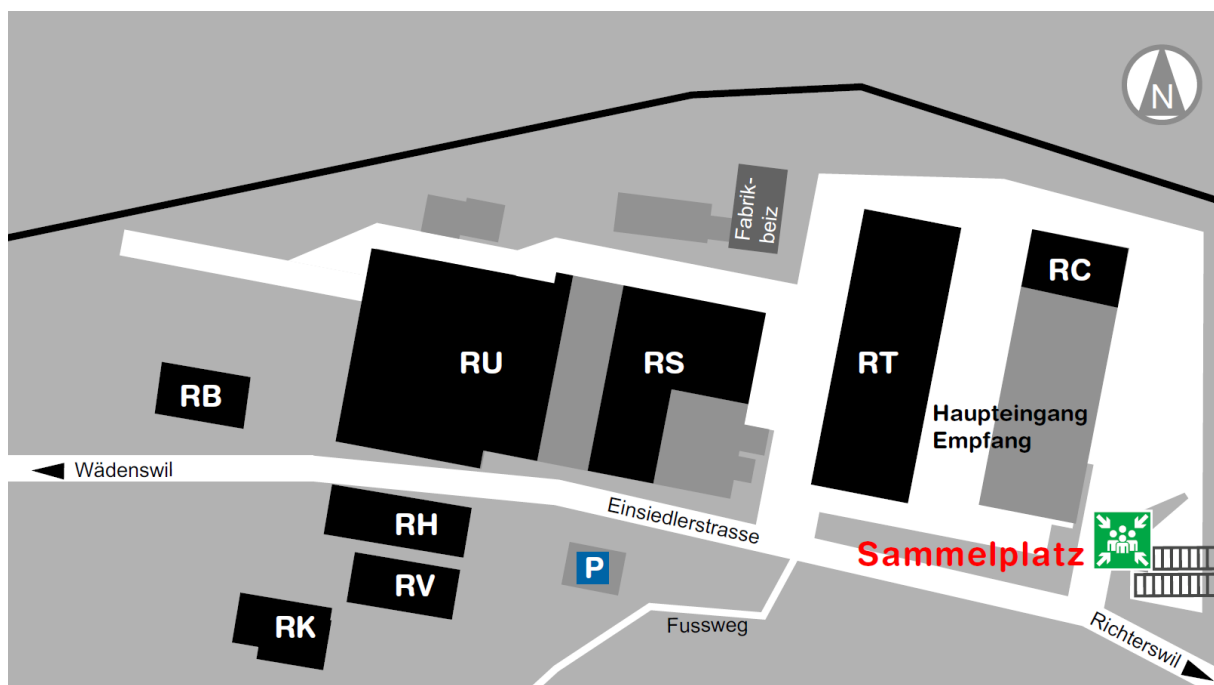
Winterthur, Campus Lagerplatz/Stadt-Mitte



Wädenswil, Campus Grüental



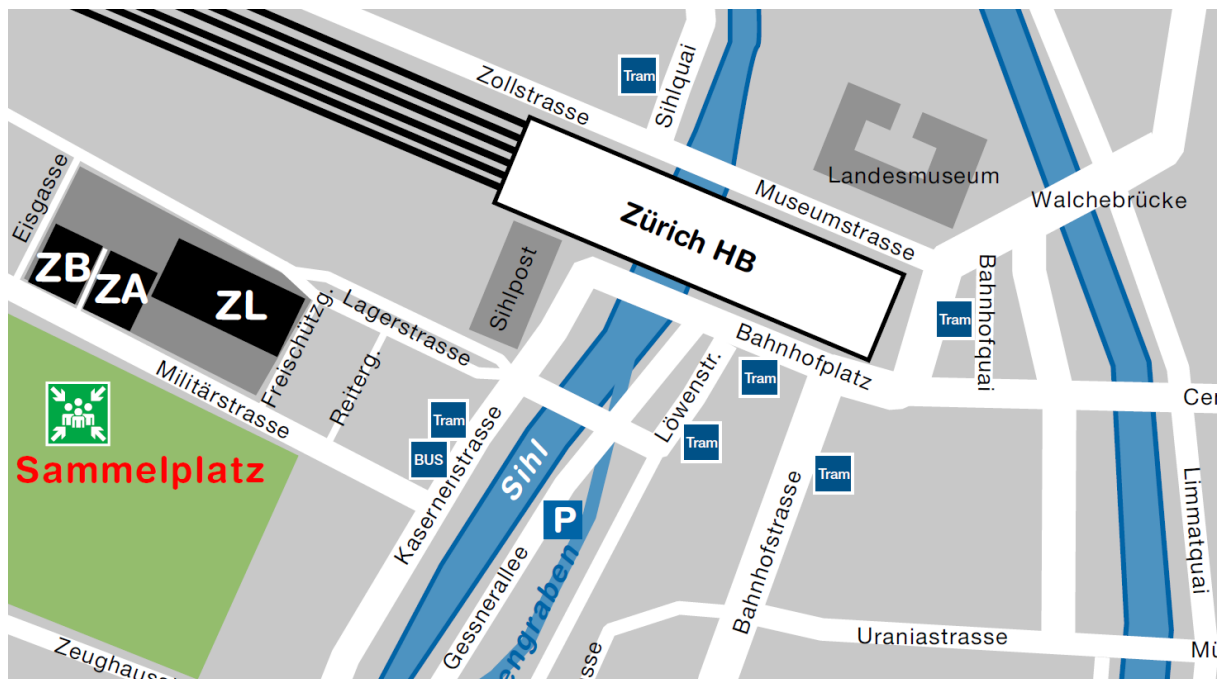
Wädenswil, Campus Reidbach



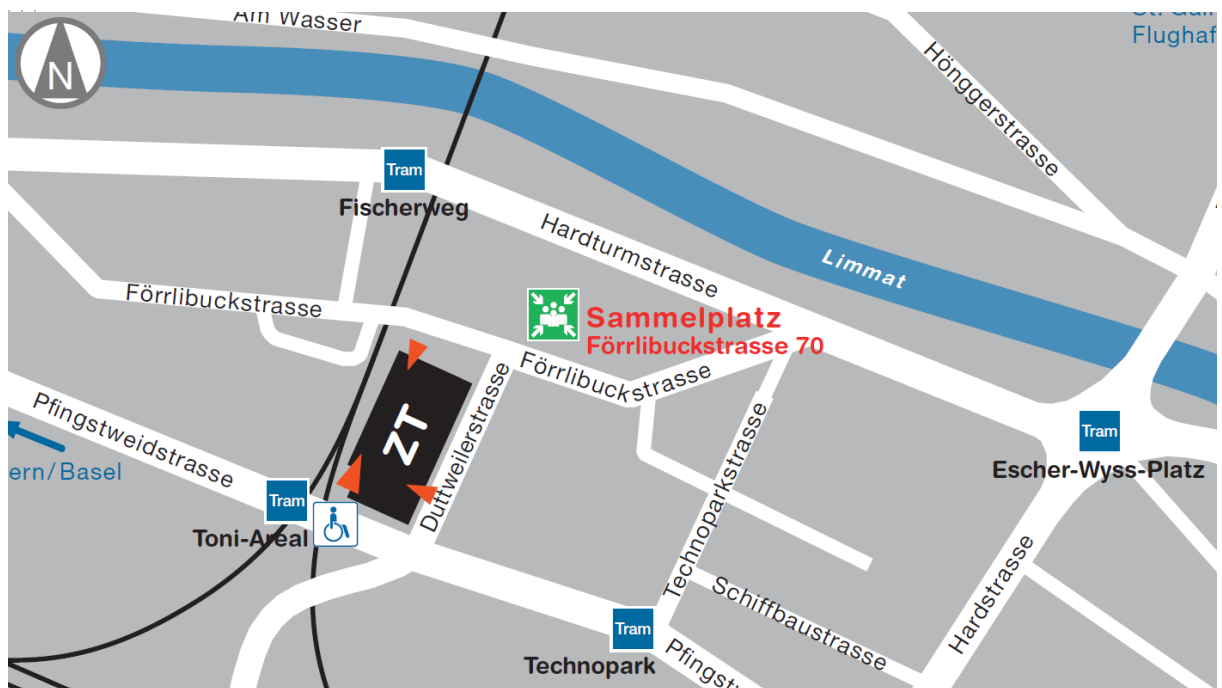
Wädenswil, Campus Reidbach RA Building (Seifensträuli)



Zurich, Campus Zentrum Lagerstrasse



Zurich, Campus Zentrum Toni-Areal



Zurich, Campus Zentrum Technopark

