



Turun Merenneito As Oy

Action guide



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1 Action guidelines

The following pages contain a guide on accident prevention and on how to act in accident and danger situations. **Read the action guide carefully!**

The correct actions, solutions, and choices prevent and limit accidents. This way accidents can be minimised or they can be prevented altogether.

Safety and security are our shared concern!

1.1 Alerting help

In all urgent emergency situations, whether it be a police, fire department, paramedic, or a social worker case involving an urgent need for help **CALL THE EMERGENCY NUMBER: 112**

Call the emergency number yourself if you can

It is important to make the emergency call yourself, if the matter concerns you. The victim has more knowledge on the situation, based on which the dispatcher can send help accordingly. Using middle-men to make the call can delay getting the right kind of help on site.

Tell what happened

The emergency centre dispatcher will ask the caller about what happened so that they can send the appropriate assistance.

Give the exact address and municipality

The emergency centre might have several same addresses in different municipalities/cities in its service area. Therefore it is also important to know the name of the town/city/municipality where the accident has taken place.

Answer the questions that are asked of you

The questions asked by the dispatcher are important. They do not delay alarming for help. In urgent cases the dispatcher already alerts the authorities and other partners during the call, and gives them more information on what has happened.

Act according to the information given to you

The dispatcher is trained to give instructions in various types of situations. It is important to follow the given instructions. Correct initial actions often play an important role in the end result.

End the call only after you're given permission to do so.

Ending the call too soon may delay the help from arriving. After you are given the permission to end the call, end it. Keep the phone line open. The dispatcher or the help on its way may need additional information on what has happened.

1.2 Sudden illness or accident

Find out what happened

- Has the person fallen or fainted?
- Are there possibly eye witnesses, that can tell you better about what has happened?

Check the person's condition

- Can you wake the person up by talking or shaking?

Check breathing

- If the person doesn't wake up, check breathing: place the back of your hand in front of the patient's mouth and feel if there is air flow.

Make an emergency call.

- Call the number **112**.
- Tell where you are calling from.
- Tell what happened
- Act according to directions.

Give first aid if needed.

- If the person is not breathing, start with first aid.

Turn an unconscious but breathing patient into the recovery position on their side.

Observe the patient.

- If there are changes in the patient's condition before the rescue department arrives, notify them by calling the emergency number **112**, so that the emergency centre can re-evaluate your situation.

Guide the professional help quickly to the patient

- Tell the professional help what has happened and what has been done.

1.3 Fire

Save

- Make an assessment of the situation. Rescue those in immediate danger.
- Be careful not to breathe smoke! Smoke is highly toxic and you can lose consciousness quickly if you breathe it.

Warn

- Warn others in the building about the fire and the threatening danger.
- Direct people to the gathering area.

Alert

- Call the emergency number **112** from a safe location.
- Tell who you are, where the fire is (address and floor), what is on fire, and if there are people

in danger.

- Do not hang up the phone until you are given permission to do so.

Extinguish

- Perform initial extinguishing measures, where possible.
- A grease fire is extinguished by suffocating it with a fire blanket.
- When an electrical appliance is on fire, disconnect power and begin extinguishing the fire.

Limit

- Remove fire sensitive items and flammable liquids.
- Contain the spread of fire and smoke by closing windows and the door as you exit.

Guide

- Direct the rescue personnel to the location or arrange guidance. For example: one person stays to guide on the side of the parking lot and another next to the building.

Using the lift in the event of a fire is strictly forbidden!

In evacuation situations the gathering area is: Parking spaces

Back-up gathering area: The neighbouring property

1.4 Fire – instructions for situations in which safe exit is impeded

Sometimes a fire in another location prevents exiting from the property safely. In such cases, the best option is to stay where there is no smoke, keeping the doors and other egresses closed.

Stay in the flat and remain calm.

- Do not go to the stairwell.
- In a block of flats, each flat is an individual fire compartment that has been structurally protected against the spreading of fire from one flat to another.
- Jumping from height will have fatal consequences, staying in the flat will not.
- Go on the balcony or to a window and attract someone's attention
 - Call 112 and give them your exact address

Be prepared in case the fire spreads.

- As a precaution, for example, you could run water into the sink.
- If smoke starts coming into the flat from the crack in the door, the letter box or the air vents, apply natural ventilation and stop the leaks with a damp cloth.
- If the door to the flat starts to heat up, cool it down with water.
- If the flames reach the flat windows, move any objects that ignite easily away from the windows.

Follow the instructions given by the authorities.

1.5 Action in the gathering area

Gathering area: Parking spaces



Assembly point

When people have left the building and proceeded to the gathering area, one person must be appointed to take responsibility for the activities at the gathering area. Based on the situation at hand, it is necessary to consider whether it is safe to remain in the designated gathering area or if people should be directed elsewhere, for example into a pre-arranged interior area or to a property in the vicinity (the back-up gathering area).

Do not leave the gathering area without the permission of the rescue authorities.

Factors to bear in mind in the gathering area:

- taking care of any possible injured parties
- looking after people with reduced mobility or otherwise poor physical condition
- if one is aware of someone having remained inside, this is to be reported

Back-up gathering area

Back-up gathering area: The neighbouring property

In severe winter conditions or other situations, an additional gathering area may be needed. Authorities will also provide instructions about shelter locations for long-term shelter.

1.6 Assisting people with reduced mobility in emergency situations

In an emergency situation, the movement of people with reduced mobility out of the building may be difficult and slow. If you know there is a neighbour with reduced mobility, for example handicapped, blind, or elderly, try to secure their safe exit in emergency situations. If you know your neighbour is at home, but you are not able to assist in moving them out, notify the rescue authorities about the situation as fast as possible.

Work in cooperation with the other residents.

Things to consider when helping people with reduced mobility

- Help a person with reduced mobility to exit, within the limits of your own capabilities.
- Listen to the person you're helping.
- Take care of the person you helped also after getting out.

1.7 Water damage

Action guide

- Disconnect power from where the leak is and from its proximity.
- Stop the water from flowing, from i.e. the water mains, if possible.
- Notify of the situation immediately:
 - to the maintenance personnel: Turun Tehohuolto Oy, phone 040 7737594, service 040 7737594
- Contact the emergency number if needed **112**.
- Main water shutoff: The side of the building opposite the refuse shelter, heat distribution room
- Heat distribution room: The side of the building opposite the refuse shelter
- Electricity switchboard: The side of the building opposite the refuse shelter

Should there be threat of water outside the building

- Find out what is causing the water threat.
- If there is a leak, try to block it.
- Try to prevent the water from getting into the building.
 - by baggings
 - by using plastic covers
 - by directing the water away from the building
- Call for additional help if needed.

1.8 Under threat of violence

In an unarmed threatening situation, act in the following way.

- Act calmly and try to calm the person with your behaviour.
- Make sure you do not turn your back or let yourself be cornered, so that you will always have

an escape route when a threatening person comes close.

- Call for help depending on the circumstances.
- Escape and help others escape.

Take care of your own safety. Seek to direct the threatening person to a place where they cannot harm others. After the event, contact the police about the incident if required.

If the threatening person is armed, act in the following way.

- Do not resist.
- Do whatever the person threatening you tells you to do.
- As the situation permits, try to warn others.
- By closing doors, you can limit a person's movement within the property.
- After the situation, call **112** to get professional help on site as fast as possible. Listen to directions and act accordingly.

Every threat and sighting of a possibly threatening situation must be taken seriously and the police must be informed immediately. Through your own behaviour, you can affect the progress of the situation, and thus you should take all threatening situations seriously and try to calm down already begun situations.

1.9 Public warning signal

The public warning signal is a one-minute-long ascending and descending tone or a warning announcement by the authorities. The length of the ascending tone is 7 seconds.

The public warning signal means an immediate danger threatening the public. The warning is given in population centres with an outdoor alarm system and with an alarm attached to a vehicle in rural areas.

The All Clear signal is a one-minute-long monotonous signal. It is an announcement of the threat or danger having passed.

Act in the following way after you've heard the public warning signal

- Proceed indoors.
- Stay indoors.
- Close doors, windows, ventilation holes, and air conditioning devices.
- Turn on the radio and wait for instructions.
- Avoid using the phone to prevent telephone lines from getting jammed.
- Do not leave the areas unless urged to do so by the authorities, so as not to endanger yourself on the way.

1.10 Radiation hazard

The radiation situation is monitored continuously with meters throughout the country. Even minor changes will be noticed, with the relevant parties notified without delay. A public warning signal is given upon the threat of radiation.

Go indoors

Going indoors is the primary precaution in case of radiation danger.

Close tightly all doors, windows and vents and switch of air ventilation to keep radioactive air from entering. The safest place is in the central part of the building.

Iodine tablets

Iodine tablets are a secondary measure, recommended for persons under 40 years of age and for pregnant women.

Do not take any iodine tablets until a recommendation by the authorities over the radio or television. Iodine tables prevent radioactive iodine from accumulating in the thyroid gland, but give no other protection. Do not go out of the building to get any iodine tables in a dangerous situation. You can buy iodine in advance at the pharmacy. You should have two iodine tables per person. The Ministry of Social Affairs and Health recommends that iodine tables should be taken by persons under the age of 40 and by pregnant women.

Protect your food and drinking water

Place any food items out in the open into plastic bags or tightly sealed containers.. Refrigerators, freezers and tight packaging prevent the food from radioactive dust.

Moving outdoors

If you absolutely must go out, wear tight clothing that covers your skin, rainwear is a good alternative. Once back in, take off your clothes right away inside the door and wash yourself thoroughly. Use a face mask, towel or kitchen paper to prevent radioactive particles from entering your lungs.

Additional instructions

Additional instructions will be provided by your local rescue authorities, media and on Yle's teletext service, page 867. You can also get more information at www.stuk.fi and www.pelastustoimi.fi.

1.11 Blackouts

How to act during a power cut:

- First check the fuses. If they are intact, find out whether the electricity of your neighbour or neighbouring houses is working.
- If the electricity is out from a larger area, the problem is already known and actions to fix it have started. Most electricity suppliers have a taped recording of the malfunction on its fault service number, which will give information on the blackout situation in your area. The electricity supplier of the property is Turku Energia Oy. The fault service number of the electricity supplier is 0800 02001.
- When the electricity comes back but acts unusually, for example the lights burn brighter or dimmer than usual, the reason might be a break in the electricity network's neutral wire. This can result in equipment damage, fire and, in the worst case, the risk of electric shock. In such situations, switch off the electricity from the main switch and call your electricity supplier's fault emergency number.
- When a power cut lasts longer, prepare yourself with warm clothes, especially in the winter, and home storage supplies. Instructions regarding home storage supplies can be found in the appendices.

In the event of a power cut, lifts will stop working. Should you be stuck on a lift due to a power cut or other failure, act as follows:

Contact the lift maintenance emergency line:

- by mobile phone - (Schindler Oy, 020 320500)

When necessary, you can call the general emergency number 112.

Good to know during a power cut

- any electrical appliances that were on (e.g. hotplate or oven) must be switched off to prevent any fire damage when the power comes back on
- refrigerators and freezers will be switched off, and you should avoid opening them to prevent food from being spoiled
- water may be cut off, too, because the water utility's pumps operate with electricity

Any planned power cuts caused by shortage of electricity will be notified of in advance, if possible. Sometimes such information **cannot** be given in advance. Follow information from the authorities. For example, any planned power cuts will be available in Yle.