



Asunto Oy Vantaan Orvokkikuja 1

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 Capture in a shoplifting/theft situation.

When you detect a theft, get further help immediately if possible.

- Do not speak to the person inside the shop, but follow them with your eyes.
 - Shoplifting/theft has not happened before the suspect has passed the checkout counters without paying for the product.
- Address the person after they have passed the checkout counters, but do not accuse them of anything and remain calm.
 - Provocation may lead to conflict. Do not make threats, false promises or call the person a "thief", for example. Remember to keep a safe distance.
- Do not let the person leave or throw the item away, but ask them to step aside to clarify the matter.
 - Observe especially the place (pocket, bag, etc.) where the person has put the stolen item. When you take the person aside, it is easier to observe him/her and other business can continue with no disturbances. Remember your own safety!
- Report the matter immediately to the police by calling 112.
 - According to legislation, those who have been caught in the act of shoplifting must be immediately turned over to the police.

The person shall receive a fine for shoplifting/theft (penalty) or the matter shall be processed in court (theft). In the event that the stolen item is not retrieved in original condition, or other property has been damaged, a demand for compensation can be made (the police will inquire these issues from you). When recording these demands, the police will also want to know where the person took the item, where he/she put it (whether he/she detached possible alarm devices etc.) and where the person was caught. The witnesses and possible camera recordings should also be mentioned when turning over the suspect.

1.5 Robbery

The situation is a robbery if the person uses violence or threatens with violence in order to take your possessions. The robbery may also be armed (knife, gun, etc.)

During robbery

- Remain calm, obey the robber
 - Panicking or resistance may escalate into violence. Also remember the safety of others present.
- Act with delay. Provide the robber with products or money in order of value — from the smallest to the biggest. Also include recognisable products or marked banknotes.
 - Delaying gives time for help to arrive and for catching the robber on location. In the event that the robber is interrupted, the loot shall remain small. Recognisability will help track the robber in the event that he/she is not immediately caught.
- Remember the robber's characteristics, style of speech and direction of escape.
 - When you act calmly, these issues are easier to remember after the situation. Eye-witnesses shall also be interviewed for their observations.

After the robbery

- In the event that you have not yet called for help, notify the police immediately by calling 112.
- Close the shop, do not let new people enter, ask witnesses to remain on location if possible.
 - In the event that eye-witnesses wish to leave, ask for their contact information. You can give eye-witnesses pen and paper and ask them to write down the robber's characteristics. This will stop them from talking with each other and calms them down.
- Estimate the value of the loot. Tell the police all the information you have when they arrive and act according to their instructions.
 - Remember that without permission by the police, you are not allowed to give statements to the press etc. Your supervisor will make the decision to inform other parties.

1.6 Fire - instructions for action when safe evacuation is prevented

Sometimes a fire raging elsewhere prevents safe exit from the property. In these cases, it is wise to stay in a smoke-free area with doors and other openings closed. **Stay inside and be calm.**

- Do not exit into the stairwell.
- In blocks of flats, each flat is made into its own fire compartment, from which the spread of fire to another flat is prevented by structural measures.
- Jumping from a height will have fatal consequences, but staying in an apartment will not.
- Go to the balcony or window and attract attention
 - Call 112 and give your exact address

Be prepared for the fire to spread.

- To be on the safe side, put water in a sink, for example.
- If smoke starts to enter the apartment through doorways, a letterbox or ventilation valves, ventilate with fresh air and seal the leakage points with damp textiles.
- If the door of the dwelling starts to get hot, cool it with water.
- If flames strike windows in the home, move flammable items away from the windows.

Follow the instructions given by the authorities.

1.7 Action in the gathering area

Gathering area: Parking spaces



Kokoontumispaikka

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.

1.8 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.

1.9 Water damage

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- 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: Asuma Palvelut (Hakunila), phone 0207 792 300, service 0207 792 300
- Contact the emergency number if needed **112**.
- Main water shutoff: In the hallway of the business premises
- Heat distribution room: On the ground floor, access from behind the building
- Electricity switchboard: In the bicycle store

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.

1.10 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.

1.11 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.

1.12 Gas hazard

Public warning signal in danger situations concerning gas

Additional information on the type of danger can be got from radio and television. The following are usually connected with a gas hazard.

- If you are indoors and can smell gas:
 - stay indoors
 - the top floors make the best shelter
 - place a wet cloth over your mouth and breathe through it
 - stay on the upper floors until the danger is over
 - do not go into the basement.
- If you are outside when you smell gas but are not able to get indoors:
 - hurry into side wind from underneath the gas cloud
 - try to get as high as possible, for example to the top of a hill
 - press a wet cloth, tuft of grass, turf, or moss in front of your mouth and breathe through it.

Additional information on taking cover from gas

- Switch off air conditioning devices and close doors and windows tightly. The more airtight you can make the building, the slower the gas can get inside.
- You can also close or tape inside doors and stay in upwind areas. If you smell gas you can breathe through a moist and spongy cloth.
- The authorities will announce on radio or with vehicles with loudspeakers when the gas cloud has dispersed. Ventilate indoors well after the event.

1.13 Radiation hazard

The radiation situation is constantly monitored throughout the country by means of gauges. Even small changes are detected immediately and reported without delay. A general danger signal is issued in case of a radiation hazard.

Go inside Sheltering inside is the first line of defence in case of a radiation hazard. Close doors, windows, vents and ventilation tightly to prevent radioactive substances from entering. The central part of the house offers the best protection.

Iodine tablets Taking iodine tablets is a secondary support measure recommended for people up to 40 years of age and pregnant women. Take iodine tablets only on the advice of the authorities, which you will hear on the radio or television. Iodine tablets prevent the accumulation of radioactive iodine in the thyroid gland, but do not provide any other protection. In the event of an emergency, do not leave the building to retrieve the tablets. Iodine tablets can be obtained in advance from a pharmacy. There should be 2 iodine tablets per person. The Ministry of Social Affairs and Health recommends taking iodine tablets in the event of a radiation hazard due to a nuclear accident for people up to 40 years of age and pregnant women.

Protect your food and drinking water Place exposed food in plastic bags or leak-proof containers. Refrigerators, freezers and leak-proof packaging protect against radioactive dust.

Getting outdoors If you have to go outside, wear tight, skin-covering clothing, such as rainwear. Take off your clothes on entering the hallway and wash carefully. Use a respirator, towel or paper towels to prevent radioactive particles from entering the lungs.

Further advice Further advice is available from the emergency services in your town, from the media and on page 867 of the Finnish Broadcasting Corporation's Text-TV. Information is also available on the Radiation and Nuclear Safety Authority's website www.stuk.fi and on the rescue services' website www.pelastustoimi.fi.

1.14 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.
- 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 - (KONE Hissit Oy (2), 0800 15063) or
- the emergency button inside the lift. (This will connect directly to the lift maintenance emergency line.)

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

Good to know during a power cut

- electrical appliances that have been switched on (e.g. cookers or ovens) should be switched off so that they do not pose a fire risk when the power comes back on
- the fridge and freezer will go out and should not be opened to prevent food spoilage
- the water supply may be interrupted during a power cut, as the water supply pumps are powered by electricity

In the event of an anticipated power cut, efforts will be made to inform the public in advance. It is **not** always possible to provide information in advance. You can find out about anticipated power cuts by following the information provided by the authorities, for example via YLE.