



Hospa

Action guide



Hospa action instructions

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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: The parking area in the yard

Back-up gathering area: The stairwell of the neighbouring building

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: The parking area in the yard



Gathering area

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 stairwell of the neighbouring building

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: Jyväskylän HuoltoSilta, phone 040 0917722, service 020 7351610
 - to the housing manager: Matti Paananen, tel. 044 7504214
- Contact the emergency number if needed **112**.
- Main water shutoff: In the heat distribution room
- Heat distribution room: In the building's basement corridor directly opposite the access point
- Electricity switchboard: In the building's basement corridor near the sauna and club room

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 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.

1.11 Radiation hazard

Radiation situations are monitored with gauges throughout the country. Even the slightest change is detected immediately and notified of. A public warning signal is given upon the threat of radiation.

Go inside

Close doors, windows, ventilation holes, and air conditioning tightly to prevent radioactive substances from getting indoors. The centre and basement of the building are the best places to take shelter.

Iodine tablets

Take an iodine tablet only when the authorities tell you to do so either on the radio or on television. Iodine tablets prevent radioactive iodine from building up in the thyroid gland, but offers no other protection. You should not go outside the facilities to look for iodine tablets when the danger situation is present. You can acquire iodine beforehand from the pharmacy. Each property should have 2 iodine tablets per person.

Protect your food and drinking water

Put the food products that are out into plastic bags or tight containers. The refrigerator, freezer, and tight packages protect against radioactive dust.

Moving outside

If you must go outside, use tight clothing that covers the skin, for example rain gear. Upon coming back inside, take off your clothes in the entry hall and wash up well. Use a respiratory mask, towel, or paper towel to prevent radioactive particles from getting to your lungs.



Additional instructions

You will get additional information from your city's rescue authorities, from broadcast media, and from Yle's (the Finnish Broadcasting Company's) Teletext page 867. You can also find information from the Finnish Radiation and Nuclear Safety Authority's website www.stuk.fi and from the rescue authorities website www.pelastustoimi.fi.

1.12 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, 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.

1.13 Resident's safety and security guide

EMERGENCY NUMBER AND POLICE 112

MAIN SWITCHBOARD: In the building's basement corridor near the sauna and club room

MAIN WATER SHUTOFF VALVE: \$(main_shutoff)

VENTILATION EMERGENCY SHUTOFF: \$(ventilation_shutoff)

EMERGENCY ASSEMBLY POINT: \$(assembly_point)



CIVIL DEFENCE SHELTER: The authority will make a separate announcement about finding shelter at this site. Monitor the official announcements.

Self-preparedness means preventing accidents, protecting people, property and the environment in dangerous situations, and preparing for accidents. Personal first aid and fire extinguishing skills are good examples of self-preparedness. The provisions on self-preparedness laid down in the Rescue Act apply to us all.

Avoiding accidents is pretty straightforward. Taking immediate action when you detect a dangerous defect or damaged supplies is a good start. Safety defects include a driveway that has not been ploughed, or a broken lamp in the basement. All the defects detected must be reported to the party responsible for correcting the situation, such as the housing manager or the maintenance company.

Home emergency supply kit means food, drink and other supplies and substances essential for survival during a disruption, such as medicine, water containers, back-up lights and a battery radio to last a week if you get isolated from the rest of the world. Everyone should have an emergency supply kit in their home. The supplies also need to be maintained and updated as needed. The content of the home emergency supply kit may vary according to eating habits, for example.

Reporting an emergency is easy. Public emergency numbers is **112** in Finland and almost all the other countries in the world. The emergency centre that takes your call will tell you what to do no matter what situation you are in. Before dialling the emergency number, if possible, find out the location and seriousness of the accident. It would be best to get the exact address.

Take cover inside to protect yourself from threats outside, such as radioactive radiation and chemicals.

1st Move indoors, stay indoors. Second Close all openings in the apartment as well as air vents. If you fail to shut down the apartment's ventilation system, call the maintenance company's on-call number for instructions. Third Open the radio and calmly wait for instructions. 4. Do not jam the phone lines. 5. Do not go outside unless the authorities tell you to do so, Moving from one location to another may be dangerous.

The general alarm signal is a regularly rising and falling sound lasting for one minute, or a warning issued by the authorities using loudspeakers. When you hear the alarm, follow the instructions for self-preparedness. The rising and falling sounds last for seven (7) seconds each. The all clear signal is a continuous sound lasting for one minute. It indicates that the danger or threat has passed.

In case of a fire, here is what you should do:

1st SAVE those in immediate danger. Second WARN others. Third ALARM. Call 112. 4. EXTINGUISH, if you can. 5. CONFINE. Close the windows and doors. 6. GUIDE the authorities to the site.

Duty to rescue applies to everyone. The duty to rescue refers to taking rescue action to the best of one's abilities to avoid the risk of accidents and help accident victims. We also have the duty to assist the authorities according to their instructions.



Emergency first aid, i.e. the emergency care of a sick or injured person is a life skill that everyone should seek to maintain through regular practice. First aid courses are organised by, for example, the Finnish Red Cross. First aid is administered from deteriorating until trained rescue staff arrive on site. Remember to report the emergency! Learn at least the following skills:

Recovery position should be used when the sick or injured person is unconscious. An unconscious person is breathing but unable to respond to stimuli. The recovery position means rolling the person on their side and gently tilting their head back to open their airway and check that nothing is blocking it. Remember to report the emergency!

Cardiopulmonary resuscitation (CPR) is a technique for keeping the blood flow and oxygen intake of a sick or injured person active until trained rescue staff arrive on site. To perform CPR, give sets of 30 chest compressions and two breaths repeatedly.

1.14 A fire alarm is triggered in the common areas

Smoke detectors have been installed in the common areas of the building. The smoke detectors are meant to warn people inside the property if a fire starts. The smoke detectors **WILL NOT** send an alert to the emergency centre.

If you hear a constant, uninterrupted alarm in the stairwell, it is likely that a fire has started. Here is what you should do:

ALERT YOUR NEIGHBOURS

- be prepared to leave the building if smoke is not yet visible in the stairwell and it is safe to use the exit route

IF THERE IS SMOKE IN THE STAIRWELL OR IN THE OTHER COMMON AREAS, CALL THE EMERGENCY NUMBER 112

- if there is smoke in the stairwell:
 - stay in your apartment
 - close the entry door(s) of your apartment
 - use wet cloth (e.g. towels) to stuff around the cracks in doors
- go to a window or a the balcony so that the rescuers can see you, call the emergency number 112 to report the fire and your location

GUIDE THE TRAINED RESCUE STAFF TO THE SITE

It will speed up the rescue operations if you can call property maintenance and get them to arrive on site.



Property maintenance contact details:

- \$(name of property management company)
- \$(on-call number_property maintenance)

IF YOU DO NOT SEE SMOKE, DO NOT REPORT AN EMERGENCY, CHECK THE PREMISES INSTEAD

- if after checking the premises you do not see smoke, the fire alarm can be cancelled using one of the fire alarm cancellation buttons on the walls
 - if the alarm is not cancelled within five minutes, an alert will be sent to property maintenance
 - if it was a false alarm or the alarm was triggered by renovation work, cooking or other reason, there is no need to report an emergency or call the fire department
- if you are not sure what triggered the alarm, call and ask property maintenance to arrive on site immediately