

Student Emergency Procedures

Summary

This procedure provides essential guidance for students in the event of an emergency within or near the halls of residence. All residents must familiarise themselves with these instructions and know the location of emergency exits, fire alarms, and assembly points.

Types of Emergencies Covered

- Fire
- Medical Emergency
- Gas Leak
- Power Failure
- Flooding or Water Ingress
- Suspicious Person or Intruder
- Violent or Aggressive Behaviour
- Terrorist Incident or Security Threat
- Missing Person
- Mental Health Crisis
- Severe Weather

General Principles

- Stay calm and act quickly.
- Always raise the alarm if you identify an emergency.
- Follow instructions from University staff or emergency services.
- Do not place yourself in unnecessary danger.
- Contact Security/Porters Lodge: **01285 889834**

Specific Emergency Procedures

Fire

- Activate the nearest fire alarm.
- Evacuate immediately via the nearest safe exit.
- Do not use lifts.
- Close doors behind you if safe to do so.
- Go directly to the designated assembly point.
- Call **999** and then alert **University Security: 01285 889834**.
- Do not re-enter the building until cleared by emergency services or Security.

Medical Emergency

- Call **999** for life-threatening emergencies.
- Provide exact location and nature of the emergency.
- Then notify University Security.
- If trained, administer first aid or use an AED if available.
- Stay with the individual until help arrives.

Gas Leak

- Do **not** operate electrical switches or use open flames.
- Evacuate the building.
- Call **999** and then contact University Security.
- Do not re-enter the building until deemed safe.

Power Failure

- Remain calm; use torches or phone lights if necessary.
- Report the outage to **Estates or Security**.
- If the power cut affects fire alarms or emergency systems, prepare to evacuate if advised.
- Await further instructions.

Flooding or Water Ingress

- Avoid contact with flood water.
- Unplug electrical items if safe to do so.
- Notify **Estates or Security** immediately.
- Evacuate if water level rises or advised to do so.

Suspicious Person or Intruder

- Do not confront the individual.
- Move to a safe place and lock doors if possible.
- Call University Security immediately.
- Provide a description and location of the person.
- Call **999** if there is immediate danger.

Violent or Aggressive Behaviour

- Remove yourself from the area if possible.
- Call **999** if you or someone else is in danger.
- Then notify University Security.
- Do not attempt to intervene physically.

Terrorist Incident or Security Threat

Follow **RUN > HIDE > TELL** guidance:

- **RUN:** If safe, run to a place of safety.
- **HIDE:** Lock or barricade yourself in; stay quiet and silence phones.
- **TELL:** Call **999** when it is safe to do so.

Follow instructions from emergency services or University staff.

Missing Person

- If concerned about a fellow resident:
 - Contact Security or the Student Support Services team.
 - Provide full details (name, last known location, physical description).
 - If there are immediate safety concerns, call **999**.

Mental Health Crisis

- If a student is in immediate danger or risk of harm to self/others, call **999**.
- Then alert Security/Porters Lodge and the Student Support Services Team.
- Do not leave the person alone if it's safe to stay.
- If not urgent but concerning, refer to university mental health services.

Severe Weather (e.g., Storm, Snow, Heatwave)

- Stay indoors unless instructed otherwise.
- Follow university communications for updates.
- Avoid travel during red or amber weather warnings.
- Report damage or hazards to Security/Porters Lodge or Estates.

Communication in an Emergency

- Monitor official university channels (email, text alerts, social media).
- Keep your phone charged and with you at all times.
- Listen for alarm signals or loudspeaker instructions.

Personal Preparedness

- Know your escape routes and assembly point.
- Keep emergency contact numbers saved in your phone.
- Keep essential items (ID, phone charger, medication) accessible.
- Report faulty alarms or emergency equipment to **Estates or Security**.

Post Incident Support

- University Student Support and Counselling services are available for those affected.
- Debriefings may be held for serious incidents.
- You may be asked to give a statement or complete an incident report.

Contact Information

- **University Security:** 01285 889834
- **Estates and Maintenance:** estates@rau.ac.uk
- **Student Support Services:** StudentServices@rau.ac.uk
- **Emergency Services (Police, Fire, Ambulance):** 999
- **NHS Non-Emergency:** 111