

How to Play it Safe at ETH Zurich – Lindau-Eschikon

What to Do in an Emergency

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1 About This Document

An emergency is a challenge to us all: Confronted with an unusual situation, we should act quickly but keep calm at the same time. But how do we react if, right in front of our eyes, a medical emergency occurs, a fire breaks out, we witness violence towards a third party or are directly affected by it ourselves?

This brochure outlines the best way for us, as members of ETH Zurich, to act in such situations. You will find scenarios of acute emergencies and the appropriate instructions. Emergency situations in labs or workshops are not included as separate emergency posters have been elaborated for these rooms. Please note that this brochure is specifically adapted for Lindau-Eschikon. A separate brochure exists for ETH Zurich. For information on preventive measures, please visit the SSHE website: www.sicherheit.ethz.ch →, especially our course calendar: [Training and continuing education](#) → [Course calendar](#) →.

Be aware that accidents and emergencies can happen. Look at this brochure from time to time and have it close at hand so that you know what to do if an incident occurs. Be aware of the tools available, such as fire extinguishers, and get to know the evacuation routes in the building where you are.

We wish you, as members of ETH Zurich, every success and safety in your studies or work in Lindau-Eschikon.

Safety, Security, Health and Environment Staff Unit,
November 2015

2 Reporting Emergencies – Fundamentals

The golden rule for how to behave in an emergency: **Don't put yourself in danger to help others – your own safety comes first!** The first crucial move is to raise the alarm.

1. Keep calm!

2. Raise the alarm

Monday to Friday, between 7 am and 4 pm, contact the Info and Service Center (ISC):

Phone no. 052 354 91 15

At weekends, public holidays, and Monday to Friday, between 4 pm and 7 am, contact ETH Zurich's Emergency Desk, available 24/7, all year round:

Phone no. internal 888

Phone no. external 044 342 11 88

If the situation is life-threatening, contact the external emergency services directly:

Ambulance 0-144

Fire brigade 0-118

International emergency no. 0-112

Police 0-117

REGA (air rescue) 0-1414

Toxicological Information Centre 0-145

3. After alerting the external emergency services directly, always report an incident to the Emergency Desk as well. It is the hub for all emergencies at ETH Zurich and must be informed about such events.

Remain as calm as possible, speak slowly and report in the following order:

Reporting model

Where – place where the incident occurred (room no., floor, lift, building etc.)

What – nature of incident (what kind of help is required?)

Who – name and phone no. of the caller

When – when the incident took place

How many – no. of people affected

Further information – additional information that might be important for the intervention

Don't hang up. Wait until the operator has told you, what he/she will organise and what else you should do.

Report unusual incidents to the Emergency Desk. By doing so, you are helping us to spot potential emergencies at an early stage and prevent them.

3 Accidents, Medical Emergencies

Incident

Someone has been injured in an incident or needs medical attention. The kind of incident requires help from the First Aid Team or healthcare professionals.

What to do

1. **Alert** (cf. reporting model)...

...Mon to Fri, 7 am to 4 pm, **the ISC**

Phone no.

052 354 91 15

...at weekends, public holidays, and Mon to Fri, 4 pm to 7 am, **the Emergency Desk**

Phone no. internal

888

Phone no. external

044 342 11 88

They will mobilise the First Aid Team and, if need be, call an ambulance.

2. **Perform first aid**

Assist the First Aid Team.

3. **Direct the ambulance**

If an ambulance is called, helpers need to wait for it at the agreed location to guide it in and show the paramedics the quickest route to the casualty/casualties.

What else?

If you report an incident to the external emergency services, **make sure to notify the Emergency Desk too**. As a hub for emergencies at ETH, it must be informed of all incidents.

Minor injuries

Bandage material is provided in corridors and first-aid stations of all ETH-Zurich buildings.

Uncertainty about the severity of an injury or complications

Consult the doctor.

Eye injuries (chemical spatter etc.)

Consult the doctor immediately.

Reporting model

Where – place where the incident occurred (room no., floor, lift, building etc.)

What – nature of incident (what kind of help is required?)

Who – name and phone no. of the caller

When – when the incident took place

How many – no. of people affected

Further information – additional information that might be important for the intervention

Life-threatening situation – contact the external emergency services!

Ambulance	0-144
Fire brigade	0-118
International emergency no.	0-112
Police	0-117
REGA (air rescue)	0-1414
Toxicological Information Centre	0-145

4 Fire, Smoke

Incident

You spot a fire or notice smoke in a room. The incident can lead to the evacuation of a building (see below, p. 8).

What to do

1. **Alert** (cf. reporting model)...
 - ...Mon to Fri, 7 am to 4 pm, **the ISC**
Phone no. **052 354 91 15**
 - ...at weekends, public holidays, and Mon to Fri, 4 pm to 7 am, **the Emergency Desk**
Phone no. internal **888**
Phone no. external **044 342 11 88**
 - ...or the fire brigade directly (via fire alarm button or phone no. 0-118)
 - ...and the people in your direct work environment.
2. **Inform/Save others without placing yourself in danger**
3. **Close doors and windows**
4. **If possible, use fire extinguishers to fight a fire**
5. **Leave the building and do not return under any circumstances until the emergency services have declared it safe to do so**
6. **Report any important information to the emergency services (ETH Zurich's Fire Alarm Team or the fire brigade)**

What else?

If you report an incident to the external emergency services, **make sure to notify the Emergency Desk too**. As a hub for emergencies at ETH Zurich, it must be informed of all incidents.

Reporting model

Where – place where the incident occurred (room no., floor, lift, building etc.)

What – nature of incident (what kind of help is required?)

Who – name and phone no. of the caller

When – when the incident took place

How many – no. of people affected

Further information – additional information that might be important for the intervention

Life-threatening situation – contact the external emergency services!

Ambulance	0-144
Fire brigade	0-118
International emergency no.	0-112
Police	0-117
Toxicological Information Centre	0-145

5 Explosion

Incident

In the event of an explosion, large amounts of energy are released. Explosions often occur unexpectedly, without prior warning. The incident can lead to the evacuation of a building (see below, p. 8).

What to do

1. **Leave the building immediately and do not return under any circumstances until the emergency services have declared it safe to do so**
2. **Alert** (cf. reporting model)...
...Mon to Fri, 7 am to 4 pm, **the ISC**
Phone no. **052 354 91 15**
...at weekends, public holidays, and Mon to Fri, 4 pm to 7 am, **the Emergency Desk**
Phone no. internal **888**
Phone no. external **044 342 11 88**
...or the fire brigade directly (via fire alarm button or phone no. 0-118).
3. **Get to a safe distance from the building**

What else?

If you report an incident to the external emergency services, **make sure to notify the Emergency Desk too**. As a hub for emergencies at ETH Zurich, it must be informed of all incidents.

Reporting model

Where – place where the incident occurred (room no., floor, lift, building etc.)

What – nature of incident (what kind of help is required?)

Who – name and phone no. of the caller

When – when the incident took place

How many – no. of people affected

Further information – additional information that might be important for the intervention

Life-threatening situation – contact the external emergency services!

Ambulance	0-144
Fire brigade	0-118
International emergency no.	0-112
Police	0-117
Toxicological Information Centre	0-145

6 Evacuation

Incident

The evacuation of a building can be ordered due to fire, a bomb threat, an uncontrolled gas leak etc.

What to do

1. **Inform/Save others without placing yourself in danger**
2. **Follow the instructions (emergency services, SMS, e-mail, phone calls)**
3. **Calmly leave the building**
4. **Report any important information to the emergency services**
5. **Do not return to the building until it has been declared safe to do so**

7 Harassment, Threats, Stalking

Incidents

Harassment

A person or several people is/are bothering or harassing you or another member of ETH Zurich. Those affected are severely stressed by this and no longer able to deal with the situation on their own.

Threat

A person or several people is/are threatening you or other people at ETH Zurich.

Stalking

Stalking is the deliberate and repeated (persistent) pursuit or harassment of a person over a longer period of time. The person stalked feels directly or even indirectly threatened by this behaviour.

What to do in the event of harassment or a threat

1. **Alert the Emergency Desk** (cf. reporting model)

Phone no. internal

888

Phone no. external

044 342 11 88

The Emergency Desk will contact ETH Zurich's threat management team and, if need be, alert the police.

2. **Protect yourself**

Retreat to safe premises and/or seek the support of other people.

What to do in the event of stalking

1. **Alert the Emergency Desk** (cf. reporting model)

Members of ETH Zurich's threat management team will contact you as soon as possible.

What else?

Please inform the Emergency Desk about any threatening incidents. This will enable us to identify and deal with potential conflicts at an early stage.

Reporting model

Where – place where the incident occurred (room no., floor, lift, building etc.)

What – nature of incident (what kind of help is required?)

Who – name and phone no. of the caller

When – when the incident took place

How many – no. of people affected

Further information – additional information that might be important for the intervention

Life-threatening situation – contact the external emergency services!

Ambulance	0-144
International emergency no.	0-112
Police	0-117

8 Violence

Incident

You fall victim to physical violence, observe the use of violence towards other people at ETH Zurich or learn of suicidal intentions.

What to do

1. **Alert the Emergency Desk** (cf. reporting model)

Phone no. internal

888

Phone no. external

044 342 11 88

The Emergency Desk will dispatch members of ETH Zurich's threat management team and, if need be, alert the police.

2. **Protect yourself**

Retreat to safe premises and/or seek the support of other people.

3. **In the event of a major incident (e.g. amok): Follow the instructions** (rescue services, SMS, e-mail, phone calls)

What else?

Please inform the Emergency Desk about any threatening incidents. This will enable us to identify and deal with potential conflicts at an early stage.

Reporting format

Where – place where the incident occurred (room no., floor, lift, building etc.)

What – nature of incident (what kind of help is required?)

Who – name and phone no. of the caller

When – when the incident took place

How many – no. of people affected

Further information – additional information that might be important for the intervention

Life-threatening situation – contact the external emergency services!

Ambulance	0-144
International emergency no.	0-112
Police	0-117

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