

Emergency Procedures

It is the responsibility of staff and student committee members to ensure the safety of participants across all student group activity that you are involved in. As a committee member, you should be aware of the emergency procedures. Whilst there will sometimes be a member of staff present or near your activity, it is essential for you to know what to do in the event of a serious incident.

If your activity is in Union House:

- Ensure the safety of yourself and the remainder of the group
- In the event of immediate urgent danger please sound the alarm or notify emergency services and then seek assistance as follows:
 - Seek assistance from any member of Union House staff, during 9-5pm they can be found in the main office or on the first floor.
 - Out of hours a bar supervisor or assistant manager can be requested.
 - In the event of activity happening during a club night please speak to SU Security and request to see the Duty Manager
- In the event of an alarm sounding, please follow the instructions given by SU staff. Leave the building via the nearest exit and go to the nearest evacuation assembly point – the square or the grass outside Nelson Court. **Please do not delay evacuation for any reason.** SU Staff and Security will secure the building. **Please note there are limited staff on duty at the weekend so assume all alarms are an emergency.**

If your activity is anywhere else on campus:

- Ensure the safety of yourself and the remainder of the group
- In the event of immediate urgent danger please sound the alarm or notify emergency services and then seek assistance – please provide as much detail to the call as possible calling 999
- Now ring Security to let them know - UEA Security Tel: 01603 592222 Security Staff will attend and ensure suitable access for the ambulance or fire brigade.
- UEA Campus security are on site 24/7 and can be found in the building opposite the entrance to congregation hall with a white door and doorbell outside.
- At any point that you feel uncomfortable to deal with a situation of have an unwanted attendee please seek support of UEA Security
- If you are in a hall of residence, you may call your Student Services residents on residentiallife.managers@uea.ac.uk or on [07795591386](tel:07795591386).

If your activity is off campus:

- Ensure the safety of yourself and the remainder of group
- Deal with casualties and call the emergency services as necessary - dial 999

The following information should be given:

- Exact location
 - Details of casualties and incident
 - Number in the group
 - First aid given
 - Equipment available to the group
- If you are in a venue or activity centre, please seek assistance from site staff
 - Any serious incident of this nature must be reported as soon as reasonably possible to the:
 - Head of Student Opportunities: 01603 593648 [/union.opportunities@uea.ac.uk](mailto:union.opportunities@uea.ac.uk) and UEA Security: 01603 592222

If your activity is abroad:

- The SU should be notified of any trip you are making abroad, [via the trip registration form](#) and other process
 - Seek the support of the local staff and emergency services
 - If arrested or injured and in hospital notify to the foreign consulate office links are found [here](#)
 - The phone number for the Foreign and Commonwealth Office in London on 0207 008 1500
 - Notify the above contact details for the SU and UEA Security
- If you have been assisted by a member of staff in dealing with the incident or injury, that member of staff will complete the necessary paperwork. However, if you have dealt with the incident yourself, please complete an incident or injury report form which are available on request and can be downloaded from the [SU Website here](#)

Should you be subject to any form of bullying, harassment, sexual harassment, assault, hate and discrimination:

please seek the support of relevant staff and security. Should you feel in that moment or retrospectively wish to report this behaviour and seek further support from UEA then please report it on the [Report and Support Website](#)

General Student Support helplines:

For students on Campus

Residential Life Team - If you are a student living on campus, please contact the [Residential Life Team](#) - you can speak to your duty Student Services Resident (SSR) or

the Residential Life Advisor (RLA) who are there to support you on a 24/7 basis throughout the winter break.

UEA Security - During the Christmas period the [Security Team](#) will remain on site and will be available as usual to all students on a 24/7 basis. In an emergency you can contact them on **01603 592222**.

For ALL students

Health Assured - The Health Assured helpline (**0800 028 0199**) and counsellors are available to all students 24/7 all year round, including weekends, bank holidays and Christmas. Details of how to access this service can be found on [My UEA](#).

In an emergency:

Medical Emergencies: 999

Urgent Medical Advice: 111

National anonymous listening services available to all at any time:

Samaritans: Call: free phone 116123 (24-hour service) or email jo@samaritans.org

HOPELINEUK: Call: 0800 068 4141, Text: 07786209697 or Email: pat@papyrus-uk.org

Young Minds: Text: YM to 85258 - <https://youngminds.org.uk/find-help/get-urgent-help/youngminds-crisis-messenger/>

SANeline: Call: 300 304 7000 between 4.30pm and 10.30pm each evening

CALM: Call: 0800 58 58 58 or webchat service

<https://www.thecalmzone.net/help/webchat/>