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## Servin mökki

Action guide



Servin mökki action instructions

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Author Eero Lesonen

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Updater Hannes Helminen

These action guidelines were made using the Pelsu Rescue Plan service.

This action plan has 6 pages.

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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

### Clarify and check

- What has happened?
- Check the person's condition (do they wake up, are they breathing?)

### Give first aid if needed.

- Turn an unconscious but breathing patient into the recovery position on their side.
- If the person is not breathing, start with first aid.

### Make an emergency call.

- Call the number **112**.
- Tell where you are calling from. **Jämeräntäival 4, ESPOO**
- Tell what happened
- Act according to directions.
- Inform the emergency centre of any changes that take place in the condition of the patient.

## 1.3 Fire

### Save and warn

- Rescue those in immediate danger and warn others.
- Direct people to the gathering area.

### Extinguish and contain

- Try initial extinguishing and avoid smoke. Do not put yourself in danger.
- Contain the spreading of the fire and smoke by closing the windows and doors that lead into the fire area.

### Alert

- Alert the fire department by calling **112** from a safe location.
- Say where you are calling from, where the fire is (address and floor) and if there are people in danger.
- Do not hang up the phone until you are given permission to do so.

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- Direct the rescue personnel to the location.

In evacuation situations the gathering area is: Park area in front of the 'Servin mökki' facility

Back-up gathering area: Specified when needed

## 1.4 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.