



Asunto Oy Helsingin Pasuunatie 8

Action guide



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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: Parking spaces

Back-up gathering area: The neighbouring property

1.4 Fire action guide, when safe exits are blocked

Sometimes a fire in another location prevents safe exit from the building. In these cases it is smartest to stay in a smokeless space and keep all doors and other openings closed.

Stay in the apartment and remain calm.

- In apartment buildings, each apartment is its own fire compartment, and the spreading of fire from one apartment into the others has been prevented by structural measures.
- Jumping from a height has fatal consequences, remaining in the apartment doesn't.

Go to a balcony or to a window and attract attention.

- by shouting
- by flashing lights
- by waving something visible
- you can also call 112 and tell the exact address of where you are.

Prepare for the spreading of the fire.

- As a precaution, fill the bathtub and sink with water.
- If smoke starts to get in to the apartment from cracks in the door, the postbox, or through air ventilation, air out the apartment with fresh air and seal the leaking cracks and openings with wet textiles.
- If the apartment door starts heating up, cool it down with water.
- If flames start hitting the apartment windows, move easily flammable items away from the window.

Follow directions from the authorities.

1.5 Action in the gathering area

Gathering area: Parking spaces



Assembly point

When people have left the building and proceeded to the gathering area, the representative of the personnel begins to direct activities. 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 anyone who may be injured; the safety personnel are to be informed
- 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 neighbouring property

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: Tapiolan Lämpö Oy, phone 020 7505300, service 020 7505300
 - to the housing manager: Jarkko Svensk, tel. 020 7308311
- Contact the emergency number if needed **112**.
- Main water shutoff: In the heat distribution room
- Heat distribution room: In building A
- Electricity switchboard: In building A

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. The electricity supplier of the property is Helen Sähköverkko Oy.
- 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)

When necessary, you can call the general emergency number 112.

1.13 Coronavirus instructions

Practical tips for everyday life during the coronavirus epidemic:

- For advice and information on the coronavirus, you can call the national helpline 0295 535 535.
- The Finnish Institute for Health and Welfare (THL) maintains a situation update on coronavirus at <https://thl.fi/en/web/infectious-diseases-and-vaccinations/what-s-new/coronavirus-covid-19-latest-updates/situation-update-on-coronavirus>.
- The latest news on the coronavirus measures taken by the Finnish Government are available at <https://valtioneuvosto.fi/en/frontpage>.
- For general health advice, contact your own health centre. If you have acute symptoms, contact the emergency health centre. In case of an emergency, call 112.

Grocery shopping

If you need help with shopping for groceries or other necessities, you can ask your neighbours to help you:

- by putting a note on your building's notice board (with your contact information and flat number)
- by putting a note on the door of your flat
- by posting on the housing company's communication channel (e.g. a Facebook group)
- the housing company can also help bring together neighbours who need and offer help on the notice board using a list
 - print a list and put it on the housing company's notice board
 - print a message about helping the neighbours (in six languages)

To help prevent the spreading of the coronavirus, provide your shopping list by sending a message or by calling. Leave the bag(s) of groceries outside the door and let the person know they are there by sending them a message or by calling. Always wash your hands properly when you go shopping, handle money or accept a bag of groceries.

Information and instructions about coronavirus from THL is provided below.

Coronavirus symptoms

The symptoms of coronavirus are usually mild.

Some people have had more severe symptoms. These are usually people who also had some other underlying condition, such as asthma or a heart disease.

The symptoms of coronavirus include

- high fever
- muscle aches
- cough
- shortness of breath
- fatigue

If you fall ill

If your symptoms are mild, stay home.

Call your health centre if

- your symptoms last a long time
- your symptoms become more severe
- you experience shortness of breath

If you are ill or you have mild symptoms, stay home. Do not go to work if you are ill. Do not take your sick child to the day care centre or school.

How to prevent the spread of coronavirus

There are actions we can all take to protect each other from the coronavirus.

Good hand and respiratory hygiene is the best way to prevent the spread of coronavirus and all other viruses.

- Wash your hands often and thoroughly with water and soap.
- If you cannot wash your hands, use a hand sanitiser.
- Cover your mouth and nose when you cough or sneeze. Use a tissue or your sleeve or bent elbow. Do not cover your mouth and nose with your hand when you cough or sneeze.

Here are more tips for your everyday life:

- Stay home as much as you can.
- Avoid shaking hands. Find other ways to greet your friends.
- Maintain a distance of at least one metre from anyone who is coughing or sneezing.
- Work remotely, if possible.
- Avoid large public events or leisure activities.
- Do not visit people who are over 70 years old, as they are at a higher risk of contracting a severe coronavirus disease. A good way to keep in touch is by calling them on the phone.