

# UP EMERGENCY BOOKLET

What to do and **who** to call

**Empowering** and **preparing** the UP community

#UPCares



UNIVERSITEIT VAN PRETORIA  
UNIVERSITY OF PRETORIA  
YUNIBESITHI YA PRETORIA

Make today matter

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**REMINDER:** *Emergency numbers are on the back of the student and staff cards*

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## WHY THIS BOOKLET?

- The University of Pretoria has many policies and protocols to assist staff and students with steps and procedures around health and safety, security issues, emergency management, and facilities management, among others.
- Policies and procedures can be found under the staff and student portals, on the UP website, under the 'Policies' tab.
- The aim of this booklet is to summarise the key procedures related to **emergencies** that may arise on any of our campuses, on any given day.
- While we all wish that emergencies do not occur, it is best to be prepared when they do.
- This booklet serves as a quick reference guide on how to manage a number of emergency situations and will help you to follow the correct steps to report an emergency, until an expert, such as a health and safety or a security officer, can take control of the situation.
- Ensure that you know the **health and safety representatives** in your department – they are important and key staff members trained to manage emergencies. Place their photo and contact information in your reception area.
- Keep a hard copy of this booklet on your desk or in your bag – it may save a life!
- You can also find the booklet in electronic format under the Policies tab on the staff and student portals.

# WHAT IS AN EMERGENCY?

*An emergency is any unexpected and serious situation requiring immediate reaction and can also be referred to as a crisis, accident, or a disaster.*

Emergencies can involve incidents relating to many types of concerns such as medical, safety, occupational health, fire, accidents, security, mental health, or interpersonal incidents.



## EMERGENCY CONTACT NUMBERS

- Save the numbers on the left on your phone.
- Display them in a prominent place in your office and department.
- Remember that all the UP emergency numbers appear on the back of your student and staff card.
- It is protocol to first alert UP Security Services 24-hour Management Centre of any emergency.
- The security officers will respond and have access to all the relevant emergency protocols and emergency numbers.
- They will also be able to connect to the correct first internal and external stakeholders.

# WHAT TO DO IN AN EMERGENCY?

## ALWAYS TRY TO STAY CALM!

*Contact the 24-hour Security Services Operational Management Centre or alert a security officer in your vicinity.*

*What to say:*

- Identify yourself.
  - Speak clearly and slowly.
  - Identify the emergency or incident.
  - State your location.
  - Provide your contact number and staff number.
- 
- Follow the instructions of the security officer on the other end of the line.
  - Meet the security officer or first responder at the door if it is safe to do so.
  - Explain the situation upon arrival of the security officers and emergency responders.
  - Locate and point out emergency equipment in the building if necessary (fire extinguishers, emergency exit buttons at doors, or first aid kits).
  - Familiarise yourself with the emergency escape and evacuation route in any building or at any event.
  - Help others find exit doors and an assembly point if you must evacuate a building.
  - Particularly assist visitors, children, and persons with disabilities.
  - **Never run – always walk.** Running can cause a stampede and will injure more people who may have fallen down.
  - Be prepared to identify and report foreign objects, unattended bags, suspicious persons, or an unexpected incident immediately. Rather be safe than sorry.



# SAFETY TIPS

## FOR STAFF AND STUDENTS

### SMART PHONES AND LAPTOPS

- Criminals know that students have smart phones and laptops – please do not become a target if you can help it.
- Do not operate, talk, or listen to music on your cellular phone when walking in the streets. Put your phone away until inside campus.
- Do not hand your cellular phone to anyone you do not know unless your life is threatened. If asked for a phone by a criminal, don't fight – your life is worth more than your phone or laptop. Never argue with an armed attacker. No earthly possession is worth your life!
- Do not leave expensive items such as laptops or cellular phones around campus, without supervision.
- Know your IEMI (Serial number). Press \*#06# on your cell to obtain your IEMI number. This will help you to block your cellular phone at the service provider if it is stolen.



### THE GREEN ROUTE AT UP

- Make use of the Green Route available on all UP campuses between 18:00 and 06:00 every day, in order to be escorted from campus to residences. Ask any security officer or phone the Operational Management Centre for assistance (number at the back of your student/staff card).
- Where possible walk in a group of at least two to three people and double this number in the evenings.



### PARKING

- Park safely and close to campus. Parking at the Hatfield Campus is limited but on-campus parking is open to students after 16:00.
- Utilise the parking areas in Festival Street, Hilda Street, Herold Street, Lunnon Road, the Engineering III parkade and the Park and Ride from Hillcrest Campus. Use the bus service from Sunnyside, Prinshof and Groenkloof to travel between campuses.
- On Onderstepoort, Prinshof, Groenkloof and Mamelodi campuses parking is available on the campus – just ask the security officers to direct you where to park.



### BEWARE OF STRANGERS

- Do not speak to strangers; there are a number of scam artists that are good at what they do. These include 'prophets' who offer prayers, people offering a lift, false taxi drivers, and those who ask for directions. Walk away.
- Ignore strangers who are pestering you. You don't have to assist or listen to their stories. They may be luring you closer.
- There have been attempts at abduction and human trafficking around all university campuses in South Africa. Please ensure that you move with care. Do not easily trust strangers offering employment, modelling contracts, handing out prizes, and the like. Be observant and aware of what is happening around you. Criminals often rely on an element of surprise and will target someone who appears distracted.
- Do not trust people in bars and pubs and watch your drink at all times. Definitely do not go home with a stranger.







## BEWARE OF ROBBERS

- Should you be the target of a robbery in or around the University, raise the alarm and draw attention to yourself as soon as it is safe to do so. Hatfield has many cameras that can track criminals, and there are first responders ready to assist you.
- Very occasionally, criminals gain access to campus or residences – usually because a well-meaning student or staff member swipes them in. Do not do this – you can put yourself and others in danger. Just direct the person to a security officer.
- In the event of your bank card being stolen or cloned, know the number of your bank's fraud helpline.
- Do not flash excessive amounts of money around and avoid wearing expensive jewellery or watches in public.
- Wear comfortable shoes and clothing that allows you to walk quickly or even run if the situation warrants it.
- Keep your wallet in a front pocket or place it deeply in a bag and not in a side pocket where it is easily accessible to a thief.

# STAY SAFE UP



## WHO IS FACILITIES MANAGEMENT?

*Facilities Management is important to maintain and safeguard our beautiful campuses.*

- You too are a custodian of our facilities, some of which are more than a hundred years old.
- Please ensure that when you leave your office or residence for the evening or on holiday, that you secure the building, and unplug appliances.
- You are asked to please note and report defective equipment or poor conditions in our buildings or surroundings to Facilities Management at **ONE STOP**.
- Reporting should be done via your line manager, building OHS representative, or your student OHS representative.

*This includes, but is not limited to*

- normal wear and tear,
- all leaks and burst pipes,
- sudden interruption of water and/or power supply,
- walkway and bathroom cracks,
- infestations of insects, bats, or birds,
- broken and old equipment
- building faults
- fallen trees.

*This can prevent accidents or injury in the future.*





# WHAT ARE MEDICAL EMERGENCIES, INCIDENTS AND ACCIDENTS?



*Instances such as injury, accidents, or sudden illness, will unfortunately occur in any large campus environment.*

*A medical emergency is any illness, injury, symptom, or condition so serious that immediate medical attention needs to be sought to avoid severe harm.*



## STEPS

**1** If students fall ill or are injured, they should proceed to the Student Health Services (SHS) clinic on their campus.

Scan the QR code for contact details.

**2** If the student is too ill to go to the SHS by themselves, notify Security Services by calling the number on the back of your student/staff card.

**3** Security Services will manage and control the scene and activate emergency medical services. There is an ambulance contractor that provides these services to the UP community.

**4** If a staff member falls ill or is injured, the Security Services will call an ambulance.

**5** Do not ignore the situation if someone is unwell – try to assess the situation in order to report accurately.

**6** If inside a building, also contact the nearest trained first aider and/or Occupational Health and Safety representative.

**7** Remember, only a registered and qualified first aider may assist the patient, until the ambulance arrives.

**8** You can keep the area safe from interference and the injured person warm and comfortable. **DO NOT** move the seriously injured.

**9** If the injury is serious and/or the damage to property severe (such as a motor vehicle accident or a serious fall), do not disturb the scene until security or emergency personnel arrive.

**10** Report all accidents, incidents and even near-miss injuries, to the Occupational Health and Safety section.

Scan the QR code to report.

# AMBULANCE

# INJURY ON DUTY (IOD)



- In the course of a working day accidents may occur that must be reported and managed in terms of the Occupational Health and Safety Act 85 of 1993. Legally these incidents should therefore be reported to the employer.
- These incidents include anything that may require treatment and that occurred in the course of executing your duties.
- Permanent and temporary staff and students who are in the University's employment, can befall accidents and injuries which can be classified as an IOD.
- Examples are numerous, but may be slipping and falling, being hurt in a laboratory, falling on a stair, being burnt by a chemical, hot water or steam, walking into things and many more.
- Please try to be safe around campus and in residences, as accidents occur easily – do not climb onto structures or use equipment in a way they are not intended to be used.
- Report all and any broken equipment and facilities to your supervisor, or line manager.
- Always follow safety procedures, use safety equipment and protective clothing as instructed. Do not take short-cuts.



## STEPS

**1** Report an IOD immediately to your supervisor/line manager/HR Officer or Security Services.

**2** Activate the Health and Safety Officer in your building/area who will be able to report the incident correctly.

**3** Activate the trained first aider in the building/area, who will assist with first aid care if needed.

**4** Complete form WCI.2 'Employer's Report of an Accident' about the incident as soon as possible – one of the people mentioned above will have access to this form.

This is a legal requirement. Scan the QR code for the form.

**5** The supervisor must contact Security Services if advanced medical care is required. Security Services will activate an ambulance. Do not call Student Health Services – they are not designated first responders for IODs.

**6** If the person is transported to hospital, the WCI.2 form, a copy of their ID and a confirmation that they are a UP employee must accompany them. Scan the QR code for the form. This is so that the hospital can process the Workman's Compensation claim. Have these documents ready for the Emergency Medical Team to take with them.

**7** Not all hospitals accept this sort of referral – ensure you follow the instructions of the security operational staff regarding where the patient should be taken.



**UP currently has contracts with the following nearby hospitals in the event of an IOD:**

- **Mediclinic Muelmed Hospital**, 577 Pretorius Street (between Leyds and Hamilton) in Arcadia;
- **Netcare Montana Hospital**, Dr Swanepoel Road and Rooibos Road, Montana Park; or
- **Louis Pasteur Hospital**, Arcadia.
- A doctor/health service provider/pharmacy who deals with work-related accidents will send accounts directly to the Compensation Fund. Your first consultation at the designated hospital will include any medication dispensed by the pharmacy at no cost to you. Some hospitals will charge you a dispensing fee for any medication dispensed by their pharmacies.
- If you consult a doctor who does not handle injury on duty cases, the account has to be paid by you or your medical aid fund, and it will be your responsibility and not that of your employer, to claim a refund from the Compensation Fund.

## SPECIAL INSTANCES OF IODs

***The following injuries and incidents need special attention and have separate protocols to follow:***

- Biochemical and hazardous waste incidents
- Chemical spillages
- Needlestick injuries in hospitals
- Exposure to communicable diseases

## CONTACT DETAILS OF IMPORTANT AGENCIES:

### NOTIFIABLE MEDICAL CONDITIONS LIST (NMC)

HOTLINE: 072 621 3805

### DEPARTMENT OF HEALTH (DOH)

TOLL-FREE NO: 0800 029 99

### WEBSITE

<https://www.nicd.ac.za/contact-us>

# STEPS

## 1

Follow the steps outlined under IOD.

## 2

Please ensure that your OHS representative, line manager and/or Security Services are informed in the event of an incident of this nature.

## 3

Follow the safety procedures and protocols associated with the incident.

## 4

Follow reporting procedures associated with the incident.

## 5

Follow evacuation procedures in the event of gas, chemical, biohazardous and toxic exposure.

## 6

Wear the required PPE.

## 7

Clean/dispose of used material, clothes, and equipment in a proper manner.



# INJURIES

DURING CAMPS,  
EXCURSIONS, OR  
FIELD TRIPS

INDEMNITY  
FORM

- *Ensure all students have filled out and signed an indemnity form prior to the excursion.*
- *Indemnity forms are available at the Department of Student Affairs, Student Development Unit.*
- *Additional healthcare information such as allergies, chronic conditions and medications taken by the participant, should be known to camp organisers.*



## STEPS

- 1 In the event of sudden illness or injury, consult with the student as far as possible to determine information that might be of use to medical practitioners.
- 2 First aid should only be administered by a trained professional or certified first aider.
- 3 No medication may be administered by staff members or fellow students under any circumstances.
- 4 It is the responsibility of the camp organiser to determine the closest healthcare facilities to the camp site prior to the camp's commencement.
- 5 Supervisors and next of kin should be notified.

# FLOODING

## OF A ROOM OR BUILDING

## STEPS

- 1 Contact the Department of Security Services if a room or building starts flooding due to a burst pipe or other causes.
- 2 Ensure that taps are closed when there are water cuts so that flooding does not occur when the water supply resumes.
- 3 Contact **ONE STOP** (during office hours) and the Security Services 24-hour Operational Management Centre to report the incident.
- 4 Inform the facilities manager on the campus.
- 5 Flooding may pose a hazard of electrocution. Beware of electrical shock when entering a flooded room.
- 6 Where possible, move or relocate valuable equipment as well as animals.

**Please note that Onderstepoort, Prinshof, the High Performance Centre (hpc), and Innovation Africa campuses have specific evacuation and emergency response procedures relating to patient care, hospital evacuation and animal evacuations. Please refer to the specific procedures on these campuses and familiarise yourself with these guidelines.**

# FIRE INCIDENTS

- *Fires can occur due to electrical faults or unintentional spread of a controlled flame, such as a burner in a laboratory, a discarded cigarette, or an unattended candle or lamp.*
- *Fires can spread with surprising speed and cause tremendous damage and danger.*
- *Always report faulty electrical equipment or lights.*
- *Never smoke in prohibited areas.*
- *Always report a fire incident, even if it was contained, so that damage can be assessed.*
- *Remember smoke is extremely dangerous – some substances do not make flames, but only smoke and gas.*
- *In the event of a substantial and uncontrolled fire, follow the evacuation procedure.*

## Begin the FIRE EVACUATION PROCEDURE as outlined below:

### STEPS

- When you notice smoke or flames, immediately raise the alarm (press the fire siren on your floor, blow a whistle or shout loudly, 'Fire! Fire! Fire!').
- Alert Security Services immediately.
- Attempt to extinguish the fire with available firefighting equipment if possible if the fire is small and contained.



Scan to watch  
the video

- Start evacuating immediately by following the direction pointers to the nearest emergency exit (green signs and arrows).
- Alert others as you go along to the exit by shouting regularly. Close all doors and windows when evacuating to contain the spread of the fire.
- Open doors that are closed as you go along to check for people who did not hear the alarm. Remember to close the doors again as you move along.
- Avoid smoke-filled areas and stay close to the floor where the air will be less toxic.
- **Walk briskly – DO NOT run!**
- Help persons with disabilities, people who are struggling and visitors to find the exit.
- Once outside, proceed to the nearest assembly point (green sign with four people on it).
- Do a rollcall of your area. Report missing or absent people to the OHS representative or Security Services.
- Wait at the assembly point for further instructions.

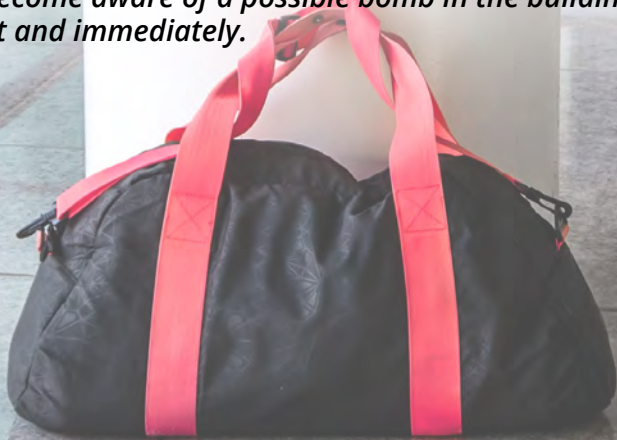
[OHS Fire Safety Awareness video in English](#)





# BOMB SCARES

- *There may be organisations or individuals who wish to create chaos by making a bomb threat, in order to serve their own agendas or plans.*
- *No bomb threat should be seen as a joke.*
- *To make a bomb threat as a practical joke or prank, is punishable by law.*
- *If there is a threatening call, keep the caller on the line and listen attentively and obtain all possible information from the caller.*
- *Indicate to someone else to contact Security Services.*
- *If possible, search immediate surroundings for foreign objects and if found, do not tamper with the package!*
- *However, you do not have to wait to find the bomb – if you receive a threat or become aware of a possible bomb in the building, evacuate fast and immediately.*



Begin the  
**BOMB EVACUATION  
PROCEDURE**  
as outlined below:

## STEPS

- 1** When you receive a bomb threat, immediately raise the alarm (press the fire siren on your floor, blow a whistle or shout loudly ('Evacuate!' or 'Get Out!').
- 2** Alert Security Services immediately.
- 3** With a bomb it is important to leave doors and windows OPEN when evacuating, to minimise damage in the event of an explosion.
- 4** Walk briskly – **DO NOT** run!
- 5** Help persons with disabilities, people who are struggling and visitors to find the exit.
- 6** Once outside, proceed to the **furthest** assembly point (green sign with three people on it).
- 7** Do a rollcall of your area. Report missing or absent people to the OHS representative or Security Services.
- 8** Wait at the assembly point for further instructions.



# GBV

## RAPE, GENDER-BASED OR INTIMATE PARTNER VIOLENCE

- *UP is committed to the fight against sexual offences and gender-based violence.*
- *The UP community is encouraged to report all offences or threats.*
- *Sometimes, domestic violence can spill over onto our campuses, and it is crucial that we support and help victims as far as possible.*
- *Any threatening, stalking, or harassing behaviour may be reported – you do not have to wait for a violent incident to occur.*
- *Keep as much evidence as possible – this may include text messages, photographs, emails, or telephone calls sent by the perpetrator.*
- *Please report threatening activity occurring on social media or other platforms, to the campus authorities.*

- Victims can report harassment, including rape, to any employee that they trust and feel comfortable with.
- You can also report it via the UP portal. Click on the tile 'Anti-discrimination Cases/UP transformation'. Follow the steps.
- Staff and students can lodge an internal complaint in terms of the Anti-discrimination Policy in the event that either the perpetrator and/or the victim is a UP student or staff member.
- You can report cases even if the perpetrator is not a UP student or staff member.
- You can report anonymously if you are in danger of retribution or intimidation.
- For emergency assistance and protection, contact Security Services or the transformation office.
- If you are in a residence, inform the residence parents or manager immediately if you are harassed or threatened.
- Security Services can assist in opening a criminal case at the SAPS or obtaining a Protection order if necessary.
- Students and staff can also open a case directly themselves at the Brooklyn police station, or nearest police station if not in Hatfield.
- Security Services will alert an ambulance in the event of rape and physical injury. Rape Crisis Centres are available in the larger Pretoria area.
- It is not compulsory to open a criminal case to obtain medical care. The Rape Crisis Centre can provide medical services to the victim without opening a criminal case.
- To gather a useable DNA sample, cases should be reported within 72 hours. However, if the 72 hours had lapsed the victim can still open/report a case.
- Victims of sexual violence and assault should at the very least be provided with post-exposure prophylaxis (PEP) to prevent further physical harm.
- During office hours the Student Health Services (SHS) can also be visited for assistance and further management in the event that the victim is student.
- Counselling is very important to manage an event of this nature. Students can be referred to the Student Counselling Unit (SCU) and staff to the Employee Wellness Programme (EWP) for assistance.



# MENTAL HEALTH AND WELLNESS



- At UP the mental health and wellness of all staff and students is of strategic importance. UP aims to support holistic wellness and create a resilient community.
- Staff and students are encouraged to proactively manage their mental health and make use of the services available to students at the Student Counselling Unit (SCU) or to staff through the Employee Wellness Programme (EWP).
- Students can contact the SCU on 012 420 2333 or by sending an email to [studentcounselling@up.ac.za](mailto:studentcounselling@up.ac.za)
- The EWP can be contacted by sending an email to [EWP@up.ac.za](mailto:EWP@up.ac.za)
- After-hours counselling and crisis counselling is available to staff and students, by phoning the UP Careline on 0800 747 747. The UP Careline is available 24/7/365.

## WHAT IS A MENTAL HEALTH EMERGENCY?

- A mental health emergency is when a medical or security emergency arises because of mental health reasons.
- A mental health emergency is evident when a staff member or student is displaying symptoms such as severe and uncontained emotionality, agitation, aggression, uncooperativeness, or mental confusion.
- A person can experience a mental health emergency when there is a decline in the person's mental state, a psychological crisis, sudden shock or trauma, non-adherence to medication, the exacerbation of an underlying mental health condition, or severe and persistent suicidal or homicidal threats and ideas.
- Sometimes severe substance or alcohol abuse, intoxication and withdrawal can cause mental health symptoms that are difficult to contain and can lead to emergency presentations.

## STEPS

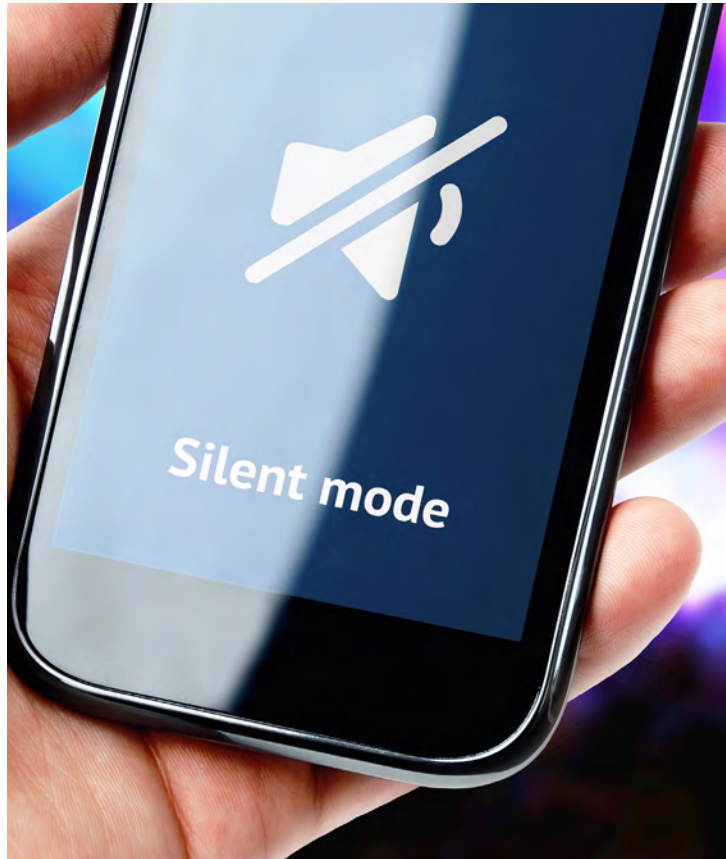
- Contact Security Services to assist in containing the situation.
- Staff members will be escorted via ambulance to the nearest hospital.
- Security Services should be called to assist if a student becomes incapacitated in a faculty or somewhere on the UP campus grounds (not the SCU or the SHS).
- Students will be escorted to the SCU or the SHS so that a health care or medical professional can evaluate the situation.
- If the student is not compliant and refuses to go to the SCU or SHS, the Security Services will activate the Emergency Medical Response Team (EMT) and the ambulance.
- The EMT staff will assess the situation and manage the symptoms accordingly.
- If necessary, the patient will be transported to the nearest medical facility for stabilisation or admission.
- The UP community can assist by securing the person's belongings (such as bag, books, and cell phone) and assisting Security Services and the EMT staff with background and identifying information where possible.
- In the event of aggressive or threatening behaviour which may put the UP community at risk, the EMT and Security Services may call in the aid of the South African Police Service (SAPS).

## Your mental health matters.



# VIOLENCE, CRIME AND THREATENING INDIVIDUALS OR GROUPS

- *UP has very safe and secure campuses and residences.*
- *We take the personal and collective security of our staff and students very seriously and aspire to a campus space where everyone can move and associate freely.*
- *It is possible, however, that individuals or groups may threaten violence and harm to others.*
- *These behaviours could be based on a variety of motivations, such as radical worldviews, criminal motives, or personal grievances.*



## STEPS

- 1 If you are aware of an individual or a group threatening violence or the security on any of our campuses, report your suspicions to the Security Services immediately.
- 2 You can report your suspicions anonymously if you fear retribution or intimidation.
- 3 If you are a witness to an active attack, **NEVER** approach the perpetrators. Get to safety and alert Security Services.
- 4 Active shooters, people bearing knives or armed robbers are **NEVER** to be accosted.
- 5 Ensure that you and those around you are safe.
- 6 If there is a violent mob, a person actively shooting or someone wielding a knife, the correct procedure depends very much on the situation:
  - If you can escape unseen, do so immediately and report the incident to Security Services when you are safe.
  - If you are already trapped inside a building, and may get hurt if you are seen, it is best not to take any chances. Secure the door, put a heavy object such as a bookcase in front of it, put all lights off, close windows and blinds, and keep quiet. Try to hide under furniture if you can. Do not draw attention to yourself.
- 7 Put all phones on silent and get in touch with Security Services. Try to stay on the phone to update security about active incidents.
- 8 Open the door only when you know that Security Services have secured the area. Open only to admit someone you can identify or someone who can prove their identification and authority.



# TRANSFORMATION

## AND INCLUSIVITY ON OUR CAMPUSES



*The Disability Unit (DU) manages the reasonable accommodation of all students with a disability on campus. Please contact the DU at [du@up.ac.za](mailto:du@up.ac.za)*

- If you are a person with a permanent or temporary disability, please develop a Personal Emergency Evacuation Plan with the OHS representative in your department.
- Remember there are 'unseen' disabilities and people may need specific care in this regard. People may therefore react different from what you may expect in an emergency.
- The UP Community should assist students with disabilities when needed, especially during emergency evacuations. However, do not assume that someone needs help – ask first.
- Various categories of disability that should be considered:
  - Blind (no functional vision, use of guide dog or white cane)
  - Learning disability (e.g., dyslexia, neurodevelopmental disorder)
  - Psychological/psychiatric (e.g., depression, schizophrenia)
  - Physical Disability (Loss of a limb or making use of crutches, Wheelchair User, Person with Cerebral Palsy)
  - Neurological Disability (e.g., Epilepsy, traumatic brain injury, Autism spectrum)
  - Deaf (Little or no hearing: generally, makes use of South African Sign Language (SASL) and typically subscribes to Deaf Culture)
- Students with disabilities are welcome to report concerns and request assistance at the Disability Unit (DU).



- Good behaviour must be aligned with the UP Code of Conduct for both students and staff.
- All staff and students should familiarise themselves with the various codes of conduct found under the 'Policies' tab on the University website.
- These are rules relating to freedoms and responsibilities, and how to behave in an ethical respectful and responsible manner.
- General behaviour and conduct on campus are not policed but are expected.
- Everyone should feel safe on our all campuses and in all our faculties and residences.
- To carry a weapon of any nature is prohibited on all our campuses.
- Staff and students are encouraged to report racism, sexism, bullying, religious and political intolerance or harassment in any form.
- The UP community is urged to heed the social media policies and should note that harassment often takes place on these platforms.
- It is more important to help in managing a crisis and supporting people in our community, than to record it on your phone. UP policies prohibit information sharing to news media without consent of the parties involved.



*Be aware of general safety behaviour on campus and in residences in order to avoid emergencies.*

*All transgressions, including but not limited to theft, fraud, intimidation, harassment, or other transgressions of the code of conduct, may be reported to Security Services or the Ethics Hotline.*

**TOLL-FREE NO:** 0800 227 007

**FAX:** 086 510 4291

**SECURE EMAIL ADDRESS:** [confidential@wisecall.eu.com](mailto:confidential@wisecall.eu.com)

**FREE-POST ADDRESS:** JHZ 1815, Helderkruin, 1733

**UP'S UNIT FOR INTERNAL AUDIT:** [fraud@up.ac.za](mailto:fraud@up.ac.za)

**WEBSITE:** [https://www.up.ac.za/news/post\\_2636350-ethics-hotline](https://www.up.ac.za/news/post_2636350-ethics-hotline)

*As much as we all hope that our staff and students will be safe and protected from any misfortune, sometimes death - whether from natural or unnatural causes – may occur on our campuses.*

# DEATH

## STEPS

If you are concerned about someone who has been absent from class or work, and there is no information about the person in the immediate circle of friends or colleagues, please inform a line manager, lecturer, supervisor or houseparent of your concerns.

People in managerial or key positions will contact the next of kin, and if need be, the Security Services to investigate the matter.

If you are unfortunate to have come across someone who is non-reactive, or seemingly unconscious, please immediately alert Security Services to secure the scene.

The emergency medical team and the police will be dispatched.

Please keep onlookers, notably those recording on cell phones, away from the scene.

Protect the victim and those close to them, by respecting the dignity and privacy of that person.



## GENERAL BEHAVIOUR ON CAMPUS AND IN RESIDENCES

### PARKING AND PEDESTRIAN RULES

- Please register your vehicle to access campus and display the disc prominently.
- Park only in designated spaces. Please ensure that you follow the speed limit and parking rules on campus.
- Pedestrians are required to not walk in the streets, but only on the sidewalks. Cross at zebra crossings only. Do not walk with both earphones on – you may not hear vehicles approaching.
- Skateboarders and cyclists are required to follow general traffic rules.

### SMOKING AND DRINKING

- Please ensure that you do not smoke cigarettes in spaces where it is prohibited. Smoke only in designated areas.
- As indicated on the notice boards at the University entrances, hookah pipes/'hubbly bobbies' are not permitted on campus.
- Please ensure you stick to designated areas when consuming alcohol on University premises, and at University events, including sporting events.
- You may **NOT** openly drink on campus or take alcohol away from the area where it was sold and should be consumed.
- If you are drunk on campus, you will be arrested, and disciplinary processes will follow.
- Please note that the cultivation, consumption, distribution, purchasing, selling or the possession of cannabis/dagga and other cannabis products on University premises is expressly prohibited.





# STUDENT HEALTH SERVICES (SHS)

HEALTH IS WEALTH

## WHAT DOES SHS DO?

SHS offers comprehensive primary healthcare services to all students registered at the University of Pretoria. We have medical doctors, nurses, dieticians and an optometrist on hand, and provide HIV counselling and testing services.

## HOW DOES THE SERVICE WORK?

- All appointments are made online. Send an email to [info.shs@up.ac.za](mailto:info.shs@up.ac.za) or call 012 420 2500.
- Consultations are currently free of charge.
- We offer professional services and treat all information as confidential.
- Access to our services is granted upon presentation of your student card.

## AVAILABLE SERVICES:

- Comprehensive primary healthcare services
- Doctor's clinic
- Dietary consultations
- Free eye screening
- Screening and monitoring of chronic diseases
- Health education and promotion
- HIV/AIDS counselling and testing
- Lifestyle and reproductive health (family planning)
- Preventative immunisation programmes



## WHERE ARE WE?

### HATFIELD CAMPUS:

Student Health Services Building, 25 Roper Street – directly opposite Roosmaryn (the Student Affairs Building)  
Open Mon to Fri: 8am – 1pm and 2pm – 3:30pm

### ONDERSTEPOORT CAMPUS:

Arnold Theiler Building, R1 – 47  
Open Mon, Tues and Thurs: 8am – 1pm and 2pm – 3:30pm

### PRINSHOF CAMPUS:

Tšwelopele Building, R3 – 8  
Open Tues, Wed, Thurs and Friday: 8am – 1pm and 2pm – 3:30pm

### GROENKLOOF CAMPUS:

Letlotlo Building, Level 2, R2 – 3  
Open Mon, Tues, Wed and Fri: 8am – 1pm and 2pm – 3:30pm

### MAMELODI CAMPUS:

Education Building  
Open Mon, Wed and Thurs: 8am – 1pm and 2pm – 3:30pm

## CROSSROADS PREGNANCY HELP CENTRE

### CONTACT NUMBERS:

|                       |                   |
|-----------------------|-------------------|
| HATFIELD CAMPUS:      | 012 420 2500      |
| GROENKLOOF CAMPUS:    | 012 420 5233/3423 |
| PRINSHOF CAMPUS:      | 012 319 3051      |
| MAMELODI CAMPUS:      | 012 842 3724      |
| ONDERSTEPOORT CAMPUS: | 012 529 8243      |

Please follow us on social media.

For more information, visit <https://www.up.ac.za/student-health-services>

*Be sure to look out for the Department of Student Affairs' monthly newsletter sent via campus-wide email.*

# IMPORTANT EMERGENCY NUMBERS

## UP SECURITY SERVICES

(24-hour Operational Management Centre)

012 420 2310 | 012 420 2760

## UP SECURITY OPERATIONAL MANAGER

083 654 0476 | 0800 006 428

## NOTIFIABLE MEDICAL CONDITIONS LIST (NMC)

HOTLINE: 072 621 3805

DEPARTMENT OF HEALTH (DOH): TOLL-FREE NO: 0800 029 99

<https://www.nicd.ac.za/contact-us>

## STUDENT COUNSELLING UNIT (SCU)

012 420 2333 | [studentcounselling@up.ac.za](mailto:studentcounselling@up.ac.za)

## EMPLOYEE WELLNESS PROGRAMME (EWP)

[EWP@up.ac.za](mailto:EWP@up.ac.za)

## AFTER HOURS COUNSELLING AND CRISIS COUNSELLING

UP Careline: 0800 747 747

## DISABILITY UNIT (DU)

[du@up.ac.za](mailto:du@up.ac.za)

## ETHICS HOTLINE

TOLL-FREE NO:

0800 227 007

FAX: 086 510 4291

SECURE EMAIL ADDRESS:

[confidential@wisecall.eu.com](mailto:confidential@wisecall.eu.com)

FREE-POST ADDRESS:

JHZ 1815, Helderkruijn, 1733

UP'S UNIT FOR INTERNAL AUDIT: [fraud@up.ac.za](mailto:fraud@up.ac.za)

[https://www.up.ac.za/news/post\\_2636350-ethics-hotline](https://www.up.ac.za/news/post_2636350-ethics-hotline)

## STUDENT HEALTH SERVICES (SHS)

012 420 2500 | [info.shs@up.ac.za](mailto:info.shs@up.ac.za)

## REMINDER:

Emergency numbers  
are on the back of  
the student  
and staff cards

