



Lapin Urheiluopisto

# CUSTOMER SAFETY GUIDE

**This guide includes the main safety instructions to be observed by all customers of Santasport Institute.**

We can impact the safety of our everyday lives by recognising risks, preparing in advance for different kinds of accidents and by practising safety-related matters regularly.

The safety culture at Santasport Institute is created in collaboration by the management, personnel, customers and students.

*Thank you for reading our safety guide!*

## • PREVENT DANGEROUS SITUATIONS

- Follow the safety instructions of the sports facilities and also pay attention to other people using the facilities.
- Read carefully the operating instructions provided for accidents and dangerous situations.
- Depending on the sport in question, use the required personal protective equipment (such as a helmet, personal floating device in water activities, etc.)
- Keep the facilities clean and in good order.
- Do not park your car on rescue roads.
- Report any suspicious activities to the personnel.
- Take care of your personal belongings and keep your valuables out of sight.
- Sponsor a safety initiative: Report defective devices/equipment to the personnel/safety manager.
- Report accidents and close calls to the personnel/safety manager.

## • PROCEDURE IN THE CASE OF ACCIDENTS

1. Make a quick assessment of the situation.
2. Make an emergency call to **112**.
3. Save anyone whose life is in danger and prevent any further accidents.
4. Give first aid as needed.
5. Protect, soothe and monitor the patient until you get help.
6. Report the incident to Santasport Institute personnel.

## MAKING THE EMERGENCY CALL

1. Call the emergency number **112**.
2. Tell briefly what has happened.
  - a. An accident?
  - b. A seizure?
3. Give the address:

*Santasport  
Lapin Urheiluopisto  
Hiihtomajantie 2  
Rovaniemi*
4. Answer all questions clearly and follow the provided instructions.
5. End the call only after given the permission to do so and keep the line available in case the rescue services need to call you back.
6. Guide the rescue services to the site.
7. Call the emergency number again, if the patient takes a turn for the worse.

## PROCEDURE IN THE CASE OF FIRE ALARMS

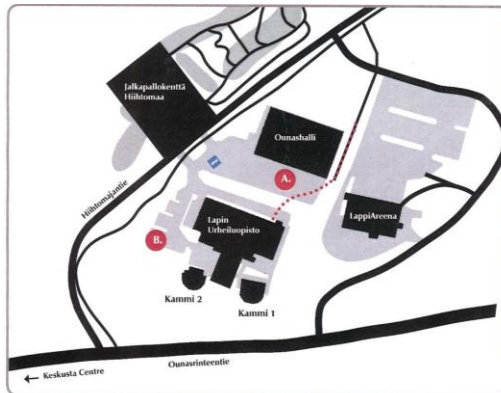
In the case of a fire alarm, everybody must exit the facilities and gather at the designated places of assembly

You will recognise the Santasport Rescue Team by their bright reflective vests – follow the given instructions.

1. Pay attention to exit signs – *doors, corridors.*
2. Exit the building by following the signs to the place of assembly  
– *no dot use the lift!*
3. Guide and help  
– *report any missing persons to the rescue authorities!*



Places of assembly in the case of a fire



## INSTRUCTIONS IN THE CASE OF THEFT AND ROBBERY

- Stay calm, do not attempt to be a hero.
- Memorise the physical characteristics of the offender.
- Pay attention to the escape method and possible accomplices.
- Call for help, when safe to do so by dialling **112**.

## WHEN FACED WITH A THREATENING PERSON

- Stay calm, do not attempt to be a hero.
- Keep your distance from the person, do not turn your back.
- Call for help as needed or try to win some time for help to arrive.
- Speak clearly and factually.
- Do not let yourself be provoked and do not provoke the person.
- Recognise a threat and if the situation turns violent, call **112**.

## THREATENING PHONE CALL

- If you receive a threatening call, stay calm.
- Memorise, for example, the caller's gender, dialect, content of the threat.
- Report the matter immediately to the personnel/police by calling **112**.

## IMPORTANT CONTACT INFORMATION

- Emergency number 112
- Poison Information Centre
- +358 9 471 977 or +358 9 4711
- CEO Heikki Keskitalo +358 20 798 4211
- Safety Manager
- Oula-Matti Peltonen +358 20 798 4234
- Property
- Rami Sorri +358 20 798 4080
- Reception
- +358 20 798 4202
- Rovaniemi on-call health care services +358 16 3282140 (from 8 am to 10 pm)
  - On-call telephone service 24 h:
  - +358 20 741 4732/+358 40 553 7508
- Victim support help line +358 203 16116
  
- Links:
- [www.112.fi](http://www.112.fi)
- [www.pelastustoimi.fi/turvatietoa](http://www.pelastustoimi.fi/turvatietoa)
- [www.redcross.fi](http://www.redcross.fi)
- [www.tukinet.fi](http://www.tukinet.fi)
- [www.thl.fi](http://www.thl.fi)
- [www.riku.fi](http://www.riku.fi)