Kåren
Studentkåren Malmö

# Crisis management plan

**In emergency situations it is important that everyone in the organization knows what to do and who does what. This crisis management plan aim to help and guide in case of a crisis.**

## Introduction

When a crisis occurs in an organization, people always are affected. Very few think about how to act when an accident happens or a crisis occurs. It is not only important to look after the individual but also the whole organization. Crises are often only associated with accidents, but crises can also arise from less serious situations, which that can have serious consequences for the organization. By having a plan for dealing with crises, contacts with the outside world can be facilitated, rumor spread and negative publicity avoided.

## Purpose

In order to be able to work preventively and be prepared for a crisis to occur, it is important to constantly update and alert the organization's employees how to handle these situations. When a crisis occurs within the organization, the concern about the individual and the ones who are affected is of uttermost important. When the crisis is at hand, the reputation of the organization is also at stake. An organization is judged based on its actions and abilities to handle a crisis when it occurs. This plan is for guidance and facilitation when the crisis occurs.

The crisis management plan purpose is

**to** create a crisis conscious preparedness of the organization for serious unexpected events

**to** increase the conditions for taking care of a victim of an accident or other crisis in the most efficient and human manner possible

**to** counteract paralysis or stress when the crisis occurs

**to** be a guide to crisis situations in order to minimize harmful effects

**to** through rapid and clear action minimize the risk of speculation and rumor spreading

**to** have an adequate readiness to face the media and press when an accident or other crisis occurs

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## Follow-up of the plan

This plan is set by the Student Union´s board. It is up to the president and the organization administrator to update the plan and contact list once a year. The plan shall be accessible to all employees and associations within the Student Union of Malmö.

## What can happen?

Examples of different types of crisis situations that an organization may face:

- Accidents, resulting in personal injury
- Deaths due to an accident or suicide
- Robbery or robbery attempt
- Violence, threat or threat of violence
- Fire

## Who does what when it happens?

In order to avoid misunderstandings or protraction of processes, it is vital to know who is responsible for what and what is expected to be done in a crisis situation. That could be anything from informing the organization's employees, having contact with media, coordinating the work or ensuring that proper support and follow-up are given to those involved who might need it.

**Division of responsibility**

When a crisis occurs, the president of the Student Union (1) and the organization administrator (2) shall be contacted immediately (crisis group). The president coordinates the work of the crisis group and is responsible for all organizational measures that the emergency situation might require. Crisis group members keep continuous logbook of events and minutes of their meetings.

When an association, student group or project group within the Student Union Malmö is affected, one responsible from the association, student group or project group should also be included in the crisis group.

Contact with media

It is important that there is a person within the crisis group who is appointed as a contact person with the media. In the case of crises related to the Student Union's activities, it is always the president who is in touch with the media. Everyone in the organization shall redirect the media to that person. To minimize the risk of misleading and conflicting information it is important that only one person has contact with the media. If a crisis gets

protracted it is difficult to let the same person handle all the contacts. It that case crisis group can delegate to each other.

### Information flow within the Union and the University

The crisis group compiles the current course of events and informs employees in the organization what has happened and makes sure to contact the board and all employees as soon as possible. At an information meeting with all employees, someone from the Student Health service should be included. There should be current information about the event on the website, which has to be updated frequently.

The crisis group contacts the university crisis group. (see contact list)

### Contact with relatives

In the case of major or life-threatening accidents or death casualties, it is the healthcare and / or police that are responsible for contact with the family and the public. In case of minor injury or accident, someone in the crisis group or responsible for the event which the crisis occurred at, should contact the relatives.

### Contact with the public

In order to provide accurate and clear information to the public and the students, the website should be used for informative purpose. If the public has additional questions, they are redirected to the appointed media contact person within the crisis group.

## Student health

### Student health resources

Both Student Health service and Student Priests can offer support talks, both individually and group-wise, in relation to e.g. severe accidents or death casualties. They also go to/or help with memorials, advise on how these can be planned and executed. They have the opportunity to further refer and inform about support activities outside Malmö University. In order to get in touch with Student Health service, call their direct number. (See contact list)

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# A small guidance

## Before the accident happens

Make sure you know where emergency exits and evacuation routes are in case of a possible evacuation and where the fire extinguisher and fire detector are located. Inform yourself about who in your surroundings can perform first aid. Make sure you have read and are well aware of the crisis management plan for the organization. All employees must submit contact information to their relatives. Prior to travel, participants' contact information to their closest relatives should be provided to the responsible for the trip. Everyone traveling with the Student Union Malmö should have a valid insurance and is responsible for having it.

## When the accident happens

If you a receive a message of an accident or other crisis event:

Receive the message and write down important information

- Who´s calling
- What happened and where has the accident occur?
- Who is involved?
- How many are injured and how serious the injure are?
- When did it happen?
- Contact the Union crisis group and give them the information

If you are on the spot:

Get an overview of the situation.

A person is responsible for supervision on the spot and appoints appropriate assistance.

One takes care of the others in the group and talks about what has happened.

One alerts 112 and meets the emergency vehicles

When you alert 112, keep in mind that clearly tell them what happened and where you are

- Who is making the call and what number is the call made from
- What has happened
- Where did it happen i.e. where should the rescuer team go to
- How many are injured and how serious the injuries are
- Is there any dangerous gods, risk of explosion or the like
- When did it happen

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Never allow anyone who has been in an accident to go home to an empty home, make sure that there is someone to meet them there and be with them.

Inform someone from the crisis group and explain what has happened.

**After the accident**

Everyone reacts differently to accident or emergency cases and processes grief in different ways and with different pace. Try to gather up the employees of the organization and inform them of what has happened, never speculate about happened or the cause of it.

- Provide good time for conversations and questions, giving anyone who wants to speak the opportunity to do so.
- Be prepared and point out that it is normal and common to react afterwards.
- Encourage them to talk about the incident with their relatives and close ones.
- Invite them for food and drinks, set up regular activities and allocate time for conversation, reflection and questions.

In the case of accidents, it is important, that in consultation with the relatives to the victims decide how to handle the situation and how the information of the situation should be spread.

I case of death

A memorial moment is organized within the next few days to give everyone who feels concerned and wants to express their feelings and reactions. The memorial may include a silent minute, memory, music, etc. After the memorial, it will be possible to stay and talk. The crisis group should be at the memorial and inform about the possibilities for continued contact and processing. The student priests should be contacted and attend the memorial to create a professional and safe memory.

The crisis group is responsible for contacting relatives once it is confirmed that relatives have received the death news by the police or hospital. It is furthermore the responsibility of the crisis group to invite relatives to the memorial and to ensure that condolences letters are sent to their closest relatives and that flowers are sent to the funeral. Participation from the organization at the funeral is decided on a case-by-case basis.

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# Contact list

**Police, fire department and ambulance**

SOS Alarm: 112

Non urgent matter police: 114 14

**Student Union Malmö Crisis group**

President of the Union, 0760 – 509 564

Organization administrator, 0707 – 577 561

**Malmö University and Student Health**

Malmö University emergency center in case of crisis 040 – 665 80 80 (around the clock)

Malmö University switchboard: 040 - 665 70 00

Student Health 040 - 665 71 70 (telephone time mån-tors 10-11)

**Malmö city and other numbers**

Malmö city switchboard: 040 - 34 10 00

Allmänpsykiatriska kliniken, UMAS 040 - 33 80 00

Akutmottagningen, UMAS 040 – 33 10 00

Brottsofferstöd Malmö, för vuxna 040 – 34 92 92

Jourhavande medmänniska 08 – 702 16 80 (varje natt mellan 21.00-06.00)

Jourhavande präst 112, be om att få bli kopplad (varje natt mellan 22.00-06.00)

Social Jour vid nödsituationer 040 – 34 56 78 (varje dag 08.00 – 03.00)