



Crisis management plan

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Crisis management plan for the Student union for humanities and theology at Lund University

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Introduction

What is a crisis?

A crisis is an unexpected situation that we are unaccustomed to dealing with, e.g. a serious accident or crime in connection with the union's activities or that otherwise affects the union or its active members.

Purpose of the crisis management plan

When a crisis occurs, it is difficult to know how to react, and what to do. It is important to be prepared for a crisis, and part of this is to have a clear and guiding crisis management plan in place. The crisis management plan should be of help for those responsible and active members in the union. A large part of this is to be well-informed and prepared if a crisis occurs. It is therefore important that all elected representatives, or otherwise active member, in the union know about and have read the crisis management plan.

All crisis situations require that there is a person who is the main responsible on site to take care of the crisis management work. Crisis management should always be initiated by the person who is present, even if they are not ultimately responsible. The division of responsibilities for the continued and ongoing crisis work is primarily the responsibility of the **Presidium** followed by the **Board**.

The crisis management plan should be updated during the first board meeting every term of office with the correct contact information, and also in case of changes in elected members of the board and presidials during the current operational year. If the board and/or the presidium changes during the operational year, the newly elected shall receive a review of the crisis management plan at the first board meeting they attend. Other content of the document should be updated when necessary. Each semester, a training in crisis management for paid full-timers within Lund's student life is also given by the Student Chaplains. All new presidiums and interested board members are encouraged to attend.

Crises that arise at the workplace and during the union's activities are handled with collegial fellowship. The collegial community arises when we show each other mutual respect, care and trust.

General information about crisis management

Below is a brief explanation of the basic principles to follow in the event of a crisis.

- Determine that it concerns a crisis and what kind: what has happened and how serious is it?
- Convene the crisis- and support functions: who should be contacted?
- Gather information – analyze the situation: what has happened in detail?
- Prepare information both for internal and external use: who should receive what information, what should be kept internally? Distribute the responsibilities.
- Inform: inform internally and externally about what has happened.
- Find solutions: what solutions are there and how do we best help those affected?
- Follow-up: how did the crisis management go and how does it feel afterwards? Does anything need to change for the future?

When information concerning a crisis reaches someone, this must be communicated immediately to the president of the union. If the union president is not reachable, the information must be given in the order of first reachable vice president, then the board's contact person and then first reachable board member.

When the information on the crisis is received, the board should meet as quickly as possible. The presidium's task at this stage is to quickly deliberate on what the situation requires, how the information should be handled and what support functions have to be contacted. The board shall be informed of crises and be summoned promptly. The presidium, mainly through the President, is be responsible for ensuring that the following points are complied with:

- close coordination with the faculty and relevant support functions in the emerging crisis situation;
- if an individual has been affected, he or she should receive the help and support that the situation requires
- that there is a place and food, among others, available that those affected may need and that they get help with crisis processing
- that information reaches active members and other members through appropriate channels and that someone is available to answer questions coming from active members and media
- that necessary work after the crisis and follow-up are done.

In case of a serious accident or illness

Serious accident or illness of a student in connection with HTS activities

If a student, active or member, falls ill or is seriously injured in connection with HTS's activities, the following steps must be followed:

- Ambulance and rescue personnel should be called via 112.
- Inform the union president. If the union president is not available, contact the closest available vice president of the union, then the board's contact person and then the first reachable board member.
- Relatives are contacted by those responsible at the scene.
- Someone responsible will accompany the injured in question in the ambulance / to the hospital until a relative has been contacted / arrives.
- Someone responsible stays on site and takes care of any other active members who have been present at the time of falling ill or the accident.
- The person responsible for communication with the outside world can inform on the union's facebook page if appropriate. More information about social media can be found in the heading "Media management and social media in crisis" on page 10.

Serious accident or illness of a presidial or board member

Crisis management should be handled by a presidial or a board member who feels they can handle the case.

- Ambulance and rescue personnel should be called via 112.
- Inform the union president. If the union president is not available, contact a vice president, then the board's contact person and then the first reachable board member.
- If someone falls seriously ill at the workplace/in the service, the presidium will contact the relatives of the person who has fallen ill.
- Any presidial or board member should accompany the injured in question to the hospital until relatives arrive or are contacted.
- The person responsible for external communication can inform on the union's facebook page if appropriate. More information about social media can be found in the heading "Media management and social media in crisis" on page 10.

- If necessary, the presidium arranges paid repatriation.

In case of death

Important to remember for all deaths: it is never the union's task to inform relatives about deaths, the police always does this!

In case of death of an active member in HTS

Students who are active and members of HTS are almost always also students at the HT faculties, so coordination with the relevant department should take place. Below is a list of measures that the union can take in consultation with the department and also the Student Chaplains or the Student Health Service.

- Anyone who is informed of the death of an HTS-active student immediately contacts the union president. If the union president is not available, the first available vice president is contacted, then the board's contact person and then the first reachable board member.
- The presidium meets and contacts the Head of the Department for further coordination. If departmental affiliation is unknown, the presidium contacts the work environment coordinator at the HT-faculties for coordination. If the student does not belong to the HT faculties, the relevant union is contacted.
- Support functions such as the Student Chaplains and the Student Health Service should be contacted and available as support for HTS's other active members and affected students.
- Information should go out to active and members as soon as possible, but not before relatives have been informed. The person responsible for external information can inform on the union's facebook page if appropriate. More information about social media can be found in the heading "Media management and social media in crisis" on page 10.
- HTS will explore the possibility of arranging a memorial service for the deceased if relatives and the board deem it appropriate. The student chaplains are available to support the planning of memorial services. All are welcome to the memorial service. For a memorial service, there is a box marked "Memorial service box" at the union office. It contains:
 - An empty picture frame

- Tealight holders
- A vase
- A book of condolences
- A slightly nicer pen
- The HTS crisis management plan

Before each time the memorial service box is to be used, it should be supplemented with the following:

- A picture of the deceased
- Cut flowers of suitable color and arrangement
- Tealights
- Matches

After the memorial box has been used, the above should be refilled or supplemented if necessary, with e.g. a new book of condolences and cleaned vase.

- The union president or other person seen fit to contact the deceased's relatives and inform them of the memorial service and give them a special invitation.
- The union president is responsible for sending flowers as well as letters of condolence to the deceased's funeral. Participation in the funeral from HTS is decided in each case.

In case of death of student or active in connection with HTS activities

- Ambulance and rescue personnel should be called via 112.
- Anyone who is informed of the death of a student or active in connection with HTS's activities contacts the union president. If the union president is not available, the closest available vice president is contacted, then the board's contact person and then the first reachable board member.
- In the case the death occurred at HTS's office, the office will be closed and possible crisis meetings will be held elsewhere.
- Information should be sent to both active members and members as soon as possible, but not before relatives have been informed. If appropriate, the person responsible for communication with the outside world could inform on the union's facebook. More information about social media can be found in the heading called

"Media management and social media in crisis" on page 10.

- The presidium meets and contacts the Head of the Department for further coordination. If departmental affiliation is unknown, the bureau contacts the work environment coordinator at the HT faculties for coordination.
- Support functions such as the Student Chaplains and the Student Health Service should be contacted and be available as a support for HTS's active members and other affected HT students and members of HTS.

In case of death of a presidial or a board member

Crisis management should be handled by those who feel okay handling the case.

- If death occurs in connection with or at the workplace, an ambulance and rescue personnel must be called via 112.
- The person informed about the death of a presidial or board member should immediately contact available presidial or board member.
- The board should meet as soon as possible to offer support to each other and coordinate and distribute responsibilities. In case the death occurred at the office, the meeting will be held elsewhere and the office remains closed.
- Coordination with the faculty and support functions, such as Studenthälsan and Studentpräster, must take place immediately.
- Information should go out to active members and other members as soon as possible, but not before relatives have been informed. The person responsible for communication with the outside world could inform on the union's facebook page if appropriate. More information about social media can be found in the heading "Media management and social media in crisis" on page 10.
- HTS will arrange a memorial service for the deceased if relatives and the board deem it appropriate. The student chaplains are available to support the planning of memorial services. The memorial service is open to everyone. There is a box marked "Memorial service box" at the union office that can be used for the memorial service. This box contains:
 - An empty picture frame
 - Tealight holders
 - A vase

- A book of condolences
- A slightly nicer pen
- The HTS crisis management plan

Before each time the memorial service box is to be used, it should be supplemented with the following:

- A picture of the deceased
- Cut flowers of suitable color and arrangement
- Tealights
- Matches

After the memorial box has been used, the above should be refilled or supplemented if necessary, with e.g. a new book of condolences and cleaned vase.

- The union president, vice-president of the union or another suitable person will contact the relatives of the deceased and inform them of the memorial service and give them a special invitation.
- The union president, vice president or other person who is deemed appropriate, will be responsible for sending flowers and a letter of condolence to the deceased's funeral. Participation in the funeral from HTS is decided in each case.

In case of death of a relative of a presidial or board member

- In case of the death of a relative of a presidial or board member, the person concerned shall be offered to leave the workplace immediately.
- The union president or another appropriate person must offer to keep the person in question company and keep in touch until the person is with their family.
- The president of the union or vice-president should respect the decision of the person in question as to whether the rest of the presidium and the board should be informed.
- The presidium will assist in planning both leave and worktimes during the time following the death.
- If necessary, those who are grieving the death of a relative must be offered counseling with support functions such as the Student Health Service and the Student Chaplains.

In case of fire and gas leaks

- In case of fire in or adjacent to the office, there is a fire extinguisher outside the door of the office. A fire blanket hangs on the wall in the kitchen at the union office.
- If evacuation is required due to fire or gas leak, the fire brigade should be alerted directly via 112 even if the fire alarm goes off. The fire protection officer at SOL and the main safety representative at the faculty also have to be informed immediately.
- Everyone who is at the HTS office at the time must gather at the re-assembly point outside the main entrance to SOL.

In case of crime

- In the event of a crime in connection with HTS's activities or at the union's office, the police must be called and the head of security at LU must be contacted.
- In the event of serious crimes with a risk to the safety of persons, active members should not expose themselves to danger and first and foremost protect their own and others' safety.
- The presidium is responsible for reporting crimes to the police or, in cases where crimes have been committed against an individual, calling for a police report.
- Further description for certain criminal cases can be found in the unions *Alcohol and Drug Policy*.
- Support for the victims of a crime and help with reporting, trial support or conversational support is offered at brottsofferjouren (see list of phone numbers on page 13).

Media management and social media in times of crisis

In crisis situations, it often happens that the media, such as newspapers or TV / radio, contact and want comments on what happened. All media management should be done through one and the same person. That person in question will primarily be the president of the union. If the president of the union is not available or for various reasons cannot handle the media contact, the responsibility can be delegated to another presidial. The most important is that all official contact with the media in a crisis situation is handled by one and the same person.

The board must meet in a crisis situation to coordinate and everyone should be aware of how contact with the media is handled and by whom. Journalists have a tendency to seek people within the organization's board until they receive a comment, which is why it is important not to comment in the name of the union, unless you are the one who handles contact with the media in the absence of the union chairman. The union has no obligation to speak to the media, although it is preferable in many situations.

It is important that the person who is the media contact in case of crisis is reachable on their phone. It is better to respond to journalists even if there is no new information to share, than to avoid the media to avoid speculation.


Keywords that should permeate communication with the media in crisis situations are:

Transparency - Don't shut out the media. It will only create greater interest from the media and give room for speculation.

Honesty – Be honest about what's going on and don't speculate. If the information is not enough for you in contact with the media, do not be afraid to say: "I don't know that right now" or "I don't have enough information to answer it" or an equivalent of that.

Power of action - If we as an organization have failed anywhere, be clear about what measures will be taken.

It is not uncommon for information to quickly spread through social media when something serious has occurred. To avoid spreading rumors and speculation, it is beneficial if the union goes out on its official facebook page



"Humanistiska och teologiska studentkåren vid Lunds Universitet (HTS)" with a brief explanation of what has happened and to whom worried people can turn for more information or support. Admins of the facebook page are the presidium, and only they have the ability to publish posts on that page. Other pages that are under HTS, such as individual student councils' various facebook pages or Café Multilingua's facebook page, can share the union's official posts if it is information that relates to their activities. If the HT faculties on their Facebook page "Humaniora och teologi vid Lunds universitet", or on one of the departmental pages, publish a post with information, this could also be shared. The dissemination of information on other social media, such as Instagram, Snapchat or Twitter, should be avoided. For social media posts, the same applies as for contact with traditional media, see the keywords above.

Contact information

Work environment coordinator HT, Isabella Grujoska	046 222 72 53
Fire Protection Manager Campus Helsingborg, Jerker Jacobsson	0709 56 57 93
Fire protection manager LUX and SOL, Charlotte Tornbjer	0706 814 169
Brottsofferjouren Central Skåne	046 32 32 98
Dean HT, Johannes Persson	046 222 09 24
Main safety representative and safety coordinator at HT, Ingegerd Christiansson	046 222 79 60
Inspector, Kristina Arnrup Thorsbro	+46 46 222 83 15
Crisis information (not emergency)	113 13
Crisis coordinator at Campus Helsingborg, Charlotta Johnsson	070 640 87 89
Union president, Mia Huovilainen	070 443 21 82
Police information number (not emergency)	114 14
Police in Lund (only evenings 18-04 and weekends)	010-561 39 55
Healthcare information	1177
SOS Alarm	112
Student Health Services	046 222 43 77
Student Chaplains	046 71 87 35
Head of Security LU, Per Nordén	046 222 33 33
The university's alarm number	046 222 07 00
Vice President of the Student Union, head of student welfare, (VKOS) Katarina Davidsson	0704 539 819
Vice President of the Student Union, head of educational affairs, (VKOU) Anton Skäppegård	0738 755 744

Contact information for the student union

Address: Helgonabacken 12, Absalons huset, 223 62 Lund



Phone numbers: 0704 432 182 (mobile, president), 0738 755 744 (mobile, VKOU), 0704 539 819 (mobile, VKOS)