

STAFFORDSHIRE UNIVERSITY

CRITICAL INCIDENT MANAGEMENT

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GENERAL PRINCIPLES

- To ensure that the incident is dealt with as quickly and effectively as possible
- To ensure that each member of the Incident Team understands their role as individuals and as team members
- To ensure that appropriate training and briefings are given to staff and updated at least annually
- To make available to team members appropriate support when the incident is concluded
- A list of out-of-hours contact numbers of relevant members of staff will be held by the University representative and checked at least quarterly.
- It is the responsibility of individual members of staff listed to inform the University representative of any changes to their contact numbers within 24 hours of any change or nominate a replacement in cases of absence from the University for 48 hours or more.

INCIDENT 1

OUTBREAK OF MENINGOCOCCAL DISEASE, MUMPS, SARS OR FLU PANDEMIC AMONGST THE STUDENT POPULATION

1. Incidents of this nature are managed by the local Health Protection Agency with members of University staff taking on the role of facilitators.

The Shropshire & Staffordshire Health Protection Unit, Stafford Office, Mellor House, Corporation Street, Stafford ST16 3SR Tel: 01785-221120. This office covers South Stoke PCT & North Stoke PCT. www.hpa.org.uk

2. There are procedures in place for dealing with outbreaks of meningococcal disease, mumps, SARS or flu pandemic amongst the student population. These procedures may be revised from time to time by the Health Protection Agency and a copy of the most up-to-date procedures must be distributed to the key personnel in the University by the named University representative, as indicated in the attached document, as and when changes take place. The procedures are described below.
3. The named University Representative is responsible for notifying other named members of the University and for liaising with the Shropshire & Staffordshire Health Protection Unit. He/she is also responsible for calling meetings of the key University members as necessary.
4. In the event of an incident, the University representative will be notified by the Consultant in Communicable Disease Control of the Shropshire & Staffordshire Health Protection Unit who will keep in constant touch with the University representative throughout the incident.
5. The University representative will be the Dean of Students and Academic Registrar.

6. Upon notification of an incident, the University representative will immediately inform the following staff:

(In order)

The Director of Estates
The Vice-Chancellor
The University Secretary
The Dean of the Faculty/School
The Public Relations Manager
The President of the Students' Union

The Shropshire & Staffordshire Health Protection Unit is responsible for informing the Student Health Service at Stoke & the Beaconside Health Centre at Stafford. However, as a back-up, the Dean of Students and Academic Registrar will inform the University GPs.

7. Confidentiality

The name of the student affected will be made known to incident team members and to the Vice-Chancellor, who will maintain total confidentiality. It **MUST NOT** be revealed to any other person. There will be no public release of the name or press statement containing the name.

8. Letters to students

A set of standard letters to students will be held on computer disk by the Dean of Students & Academic Registrar who will be responsible for ensuring that the letters are sent out at the appropriate time.

9. Membership of the Incident Team

The Consultant in Communicable Disease Control
The Dean of Students and Academic Registrar
A General Practitioner from the Stoke &/or Stafford Campus
A Practice Nurse from the Stoke &/or Stafford Campus
Other representatives of the Shropshire & Staffordshire Health Protection Unit as appropriate

10. Meetings of the Incident Team will be called as and when required by the Health Protection Unit.

11. A helpline number is ready to be activated within the University if it is deemed necessary to do so. The number is **0800 3283787**.
An incident room will be set up in Room Q8 in 3 Winton Square if required at Stoke and in the Vice-Chancellor's Meeting Room at Beaconside, Stafford (C301).

12. Separate to the Incident Team, the University will have its own Incident Management Team (IMT) comprising :

The University Secretary
The Dean of Students and Academic Registrar
The Director of Estates
The Public Relations Manager

13. This team (IMT) will meet each morning at 9.00am, including weekends, to review the incident and plan action for the day. The team will meet (or conference call) at the end of the day (5.00pm) to review progress. Times may vary depending on when the Health Protection Unit team needs to meet.
14. Action required when an incident is notified to the Dean of Students and Academic Registrar.
 1. Dean of Students and Academic Registrar informs the appropriate University staff by telephone.
 2. Dean of Students and Academic Registrar liaises with the Shropshire & Staffordshire Health Protection Unit and calls necessary meetings
 3. The University Incident Management Team meets as soon as possible to agree course of action. This may include arranging :
 - vaccination of students on site (Students' Union building at Leek Road and Aston Common Room at Stafford
 - staff to answer the Helpline telephone Number for students, parents and staff
 - letters to be sent to students
 - liaison with the press including drafting a joint press statement
 - setting up of an incident room in Room Q8, 3 Winton Square if required at Stoke and in the Vice-Chancellor's Meeting Room at Beaconside, Stafford (C301)
 - gaining access to ThesisPlus for addresses of students
 - liaison with the Students' Union
 - catering arrangements if required
 - drafting of Email to all staff and students
 - meeting with all students in the same hall/house or teaching group
 - alerting national meningitis charity help-lines eg:
Meningitis Trust Tel: 0845-6000-800 www.meningitis-trust.org
Meningitis Research Foundation Tel: 0808-800-3344 www.meningitis.org
 - general meeting with worried students (Lecture Theatre 1 in Ashley Building, Leek Road, Stoke, or Red Lecture Theatre, Octagon, Beaconside)

INCIDENT 2

NOTIFICATION OF A STUDENT FATALITY

INTRODUCTION

Staffordshire University prides itself on the care and support which it provides to its students before, during and after their time with us. This document has been produced as a valuable addition to that care and support.

It is fortunate that the University is rarely faced with the death of one of its students. Nevertheless it is essential that there are procedures in place which are simple, effective and appropriate to a situation of this kind.

GUIDING PRINCIPLES

- The need to be sensitive and compassionate and recognise the distress and potential for distress amongst staff and students
- The need to observe the law and to protect the interests of the University in cases where negligence might be alleged
- The need to manage and communicate information sensitively and carefully
- The need to act with applied commonsense
- In the dissemination of information to a wider public about a death the principles used must be on 'need to know' basis. Failure to communicate can lead to rumour and unnecessary anxiety in the student community.

FACTORS WHICH DETERMINE THE LEVEL AND TYPE OF RESPONSE

The University may become aware of the death of a student in various ways:-

- Discovery of a body on campus
- Notification by fellow students or friends
- Notification by parents/family of a death occurring at home or during vacations
- Notification by a hospital or General Practitioner
- Approach by the police for information about a deceased person

The manner of the death may fall into one of the following categories:

- accidental
- suicide or possible suicide
- natural causes
- crime

WHO MIGHT DISCOVER THE FATALITY?

Any member of staff or any student can discover a fatality on campus. The most likely people will include security staff, cleaning staff, wardens, fellow students or Students' Union officers. In addition, where medical help is sought prior to death, first aiders and health centre staff.

WHAT TO DO WHEN FINDING A BODY

- Dial 999 to call for the police and ambulance
- Call the Security Lodge on *44 (if ringing internally) or 01782 294444 if ringing externally. Halls of Residence also display an 0800 number (0800 317429) which connects directly to the Security Lodge.
- Try to keep calm and not panic
- Secure the room/area and let no-one have access until the emergency services arrive
- Do not leave the scene until told to do so
- Touch nothing in the room or area
- Take no further action until the police have arrived and their guidance has been sought
- If there are witnesses whom the police will wish to interview, they should be taken to a private area away from the scene as soon as possible and provided with appropriate comforts.

WHAT ACTION SHOULD THE SECURITY LODGE STAFF TAKE?

- Check whether the person giving you the information has rung 999. If not, DO SO IMMEDIATELY
- Arrange for a member of security staff to go to the scene and assist as appropriate until the emergency services arrive
- Contact the Dean of Students and Academic Registrar
- Await arrival of University Incident Team

Outside Office hours, the Security Lodge will hold home telephone numbers of senior members of staff for use in emergency only.

ALERTING THE DEAN OF STUDENTS AND ACADEMIC REGISTRAR

Whichever member of staff discovers a fatality on campus, it is essential that the Dean of Students and Academic Registrar is informed without delay.

WHAT ACTION SHOULD THE DEAN OF STUDENTS AND ACADEMIC REGISTRAR TAKE?

Contact (in order)

- Director of Estates
- Senior Chaplain
(These four members of staff will form the University Incident Team and will arrange to meet at the scene as soon as possible.)
- The Press Relations Manager

WHAT ACTION SHOULD THE INCIDENT TEAM TAKE?

Upon arrival at the scene the first priority for the Team must be to:

- Support students and staff on the scene
- Identify who was and was not present at the time of the incident
- Ensure that the finder of the body is supported
- Ensure that any other students in the residence are kept away from the scene and offered comfort and support

If considered appropriate some or all of the students in the residence may need to be found alternative accommodation for the night. The Director of Estates will make these arrangements.

At least two members of the team including the Dean of Students and Academic Registrar will remain with any affected students until the Dean of Students and Academic Registrar deems it appropriate to leave.

The Dean of Students and Academic Registrar will inform the students in writing what arrangements will be in place for them to talk to a member of the University Counselling Service either that day or on subsequent days.

Appropriate support will also be arranged by the Dean of Students and Academic Registrar for the person(s) who found the body.

If any or all of the students wish to return to their parental home, the Dean of Students and Academic Registrar will make arrangements for the students concerned to be telephoned at home the next day to ensure that they are alright. A letter should also be written to each of the students at both their home and term-time address, informing them what arrangements will be in place for counselling and support when they return to the University.

A draft letter(s) will be kept on disc by the Dean of Students and Academic Registrar.

The University Incident Team will meet as soon as possible within the next 24 hours to:

- Review the events of the previous day, taking note of procedures that may need to be changed
- Support each other
- Agree what further action needs to be taken and arrange a time for another meeting
- Inform the following:
 - The Vice-Chancellor's office
 - The Dean(s) of Faculty/School
 - The Press Relations Manager
 - The Academic and Student Wardens
 - The President of the Students' Union
 - The Health and Safety Officer (if appropriate)

- The Director of Student Administrative Services is responsible for ensuring that the following departments in the University are also informed and all records amended immediately :
 - Student Records
 - Accommodation records (to check also whether meal package purchased)
 - Information Services (to stop any letters re: library fines being sent)
 - Financial Services (to stop any accounts being sent, or reminder letters re. bad debts)
 - The International Office (if appropriate)
 - Information Services (to suspend email account)*

*Under no circumstances must these accounts be closed

- The Dean of Faculty/School to support students and staff and arrange for the completion of extenuating circumstances forms for the affected students.

Informing the next of kin and the University community

- The police or hospital will arrange for the next of kin to be informed. The Dean of Students and Academic Registrar may need to access the Student Records system to obtain the name and address of the next of kin and may therefore need to gain access to the Information Centre at the appropriate campus
- In the unlikely event that the police do not undertake this duty, responsibility will fall to a designated member of the Executive. It is essential that this person confirms the accuracy of the information about the death before making contact with the next of kin
- The police will arrange for the removal of the body from the scene and any necessary post-mortem

OTHER ISSUES

- At some point, the immediate family of the deceased student will probably wish to visit their relative's room. The Director of Estates will make the necessary arrangements to do so and will inform the Dean of Students and Academic Registrar of the date and time so that she can meet the family and offer them the University's condolences. The Academic and Student Wardens will also be informed of the date and time by the Director of Estates as the family may wish to speak to someone who knew their relative.
- The Vice-Chancellor will want to write to the family expressing her condolences. The Public Relations Manager will draft the necessary letter for the Vice-Chancellor.
- The Dean of Faculty/School will make appropriate arrangements for staff and fellow students to attend the funeral or memorial service if they wish to, or send flowers. The Students' Union will arrange for transport to take students to the funeral if required.
- The Dean of Faculty/School will also inform the Dean of Students and Academic Registrar of the funeral arrangements as soon as they are known.
- In the event of an inquest being held, at least two members of staff from the University shall attend; one being a member of the University Incident Team, the other being a senior academic who knew the student.
- The Dean of Faculty/School may wish to discuss with the family at a later date the possibility of a more permanent memorial such a prize or award bearing the student's name or a permanent memorial on campus.

- The Dean of Faculty/School will be responsible for liaising with the deceased student's family in relation to attendance at graduation, if appropriate.

The University Incident Team should meet at least annually to review the current procedures and invite amendments in light of any incidents that have taken place.

PROCEDURE FOLLOWING THE DISCOVERY OF A STUDENT FATALITY OFF CAMPUS

In the case of a fatality off campus, almost anyone could discover the body and/or receive the information. Whichever member of staff receives the information first, it is essential that the Dean of Students & Academic Registrar is informed without delay. She will contact members of the Incident Team without delay to decide what action is needed.