



LUND
UNIVERSITY

Crisis management plan

THE JOINT FACULTIES OF HUMANITIES AND THEOLOGY



Crisis management plan for the Joint Faculties of Humanities and Theology

This crisis management plan does not address matters raised in separate documents and regulations, such as fires and psychosocial issues. The Joint Faculties of Humanities and Theology’s crisis management plan addresses the management and follow-up of an acute crisis. The plan includes a list of links that may be useful in a crisis as well as a template and a checklist of the procedures that should be followed in the event of a death.

The plan can be used for events affecting both staff and students.

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1. CRISIS MANAGEMENT

Crisis management has two parts that are equally important in different ways – the management of the acute crisis and the post-crisis work.

1.1 Management of an acute crisis

Large-scale acute crises (e.g. a major accident or large fire) are centrally managed by the University; however, crises in individual working units such as break-ins, vandalism, threats or a missing colleague are also managed in collaboration with the University's security unit. Other crises should be managed as close to the event as possible and by those most closely affected.

1.2 Post-crisis work

The work following an acute crisis i.e. caring for staff and students after the acute phase is over.

Different types of crises affect the workplace even when the acute crisis itself has ended. What needs to be done depends on the character of the workplace, how big it is, how close the staff are to each other etc., as well as the kind of crisis involved. Regardless, it is important to provide adequate and clear information. This information often needs to be provided collectively to all staff, and there should be an opportunity to ask questions. If students are affected, it is important to decide how the student group is to be informed.

In acute situations

→ Always dial 112 in an emergency

NB! From the University's landlines, you must dial zero first: 0-112.

→ University's emergency number 20 700

If you need to contact a security guard or the University Security Control Centre, dial 20 700 (or +46 46 222 07 00 from outside the University).

→ I Around the world

SOS international can be contacted on + 457010 5050 or Falck Global Assistance +46 8 587 717 17.

It is good to know that public employees stationed abroad are insured via Kammarkollegiet's business travel insurance.¹

¹ <https://www.kammarkollegiet.se/forsakringar/tjansteresor-och-utlandsarbete/tjanstereseforsakring>

2. CRISIS MANAGEMENT GROUP

It is natural for the working unit's management group to constitute a crisis management group. Depending on the type of crisis, others may need to be included in the group, e.g. study advisers (if the crisis concerns one or several students) or a communications officer for support on how and which information is to be disseminated. The manager determines who should be included.

The first thing the crisis management group needs to address is:

- who is affected
- who needs to be informed
- which channels are appropriate for the dissemination of information.

→ It is very important to avoid the spread of rumours!

The manager is ultimately responsible for the management of crises in working units. As the manager is not always able to be on site in the event of an acute crisis, nor the deputy manager if one is appointed, responsibilities need to be discussed in the workplace so that there is a contingency plan in place if those in management positions are not available to step in.

3. PROCEDURES IN THE EVENT OF A DEATH

It is important for it to be clear who is responsible for what in the event of a death and who is to take measures. To facilitate for those in positions of responsibility, the procedures that should be followed are specified below.

Procedures:

A. Gather information about the event (see template p 8)

B. Check that the information is correct

C. Convene a planning meeting (see checklist p 9)

D. Disseminate the information

E. Follow up

A. Gather information about the event – see template p 8

When gathering information about a death, the attached template "Gathering information about the event" is a good support document.

→ The information must always be submitted to the responsible manager!

B. Check that the information is correct

It is important to verify the information in the conversation. This may be done by the person receiving the information, or by the responsible manager. The security unit at Lund University should always be contacted if there are difficulties confirming a death.

C. Convene a planning meeting – see checklist in the event of a death p 9

The responsible manager identifies the members who are to comprise the working unit's crisis management group (cf. 2 above) and is to convene a planning meeting as soon as the information is verified.

It is important to consider the different categories of staff who need to be informed, particularly if it concerns students. Categories to consider include e.g. course directors, study advisers and the Humanities and Theology students' union. In some cases, it is appropriate for these to be included in the crisis management group from the beginning.

→ **The information must be given high priority and disseminated via appropriate channels!**

→ **The spreading of rumours must be avoided!**

Points to address at the planning meeting

At the meeting, responsibilities and tasks are to be allocated to the members present, including who is to provide information and who of those most immediately affected are to be informed and how. In addition, the "Checklist in the event of death" can provide good support. At the meeting, the need for support to those affected should also be addressed.

D. Disseminate the information

- ★ Use the telephone for urgent information, emails should only be used for non-urgent communication.
- ★ A member of staff should never provide notification of a death or serious illness to the next of kin!
- ★ Information should be provided to the next of kin by police or doctors.

E. Follow up

The crisis management group should convene to summarise the experiences from the full chain of events. At this meeting, responsible managers are to report on the different measures taken in relation to what happened and evaluate these. Any conclusions for the future should be documented. At the meeting, any remaining needs for support to those affected should also be addressed.

The information and links below for different departments, divisions and support services can be found via the QR code or at: www.ht.lu.se/en/crisis-management-plan



4. USEFUL LINKS

Lund University website

- *Crisis and disaster plan (pdf, in Swedish)*
- *Guidelines on crisis and disaster management (pdf, in Swedish)*
- *In case of emergency*

Contact pages:

- *Security Division – LU Estates*
- *Student chaplains*
- *Student Health Centre*
- *Occupational Health Service*
- *Employer Support and Organisational Development Office*
- *Division of Corporate Communications*

– *Division of External Relations*

– *LU Estates*

– *Legal Division and Records Management*

– *International office at the Joint Faculties of Humanities and Theology*

– *Human Resources unit at the Joint Faculties of Humanities and Theology*

– *Press and media at the Joint Faculties of Humanities and Theology*

Public Authorities' crisis information

→ *Crisis information*

→ *UD – the Swedish Ministry for Foreign Affairs*

APPENDIX: GATHER INFORMATION ABOUT THE EVENT

What is the name of the person concerned?

Name:

Date of birth/personal identity number:

Position/subject/course:

Who is calling?

Name:

Telephone number:

Relationship to the person:

What is the call about?

- What has happened? How did it happen?
- If it concerns an accident, were other people involved?

May we contact the person providing the information again?

When:

Where:

Telephone number:

Who can we turn to for further information?

Police/hospital/doctor/next of kin:

Name:

Telephone number:

Is there a contact network? (family/fellow course participants/boyfriend or girlfriend or others)

The appendix is available as a separate pdf at:
www.ht.lu.se/en/crisis-management-plan

- * A member of staff should never provide notification of a death to the next of kin!
- * Confirm what you know but never more than you know.
- * Information to the next of kin is to be given by police or doctors.

APPENDIX: CHECKLIST IN THE EVENT OF A DEATH

Death: member of staff

1. Inform teaching staff, the human resources officer at the faculty level as well as students (primarily in the courses affected).
2. Stop messages to the deceased person from Lund University and remove their name from the website.
3. Send condolences to the next of kin on behalf of the workplace.
4. Organise a memorial service in the workplace.
5. Post information about the memorial service in the workplace.

It is a good idea to discuss with the next of kin when the information on the website is to be removed..

Death: student

The measures are to be carried out in consultation with the Humanities and Theology students' union (HTS).

1. Inform teaching staff, course directors and students (primarily fellow course participants).
2. Stop messages to the deceased person from Lund University.
3. Send condolences to the next of kin on behalf of the department/students' union.
4. Organise a memorial service together with HTS.

5. Post information about the memorial service after contact with HTS.

1. Who should be contacted?

Member of staff: if the death concerns a member of staff, the human resources officer and communication officers at the faculty office, the IT unit and the HT library must always be informed.

Student: LADOK, LUB/HT library, directory administrator are to be contacted for the removal of information. The IT unit can be contacted to see if material stored on the student's account at Luvit or similar can be saved to be offered to the next of kin.

2. Who removes or redirects information?

Member of staff and student: who ensures that the name of the deceased person is removed from relevant places, for example websites and telephone lists as well as the removal of pigeonholes?

Member of staff: telephone calls and emails should be redirected to a suitable colleague or manager. It is a good idea to discuss with the next of kin when the information from the website is to be removed.

3. Memorial service

To provide those affected with an opportunity to express and process emotions related to the event, a memorial service should be organised and be open to all. It is important that the memorial service is held in close connection to the death, if possible.

The responsibility to post information about the memorial service and to otherwise provide information about it is to be clarified as well as who is responsible for the planning and implementation of the service. This also applies to the issuing of condolences and invitations to the next of kin.

Ordinarily, there is a wake after the funeral and the matter of attendants from the workplace at the funeral and at the wake afterwards needs to be addressed.

Member of staff: It is appropriate for candles to be lit, for example in the staff room or in the department’s lunchroom when a colleague has passed. However, it is important that the regulations on candles be followed. If the workplace wishes to inform about the death on the website, the next of kin are to provide their consent.

Student: there are student chaplains available as a resource for the planning of the memorial service. All planning of a

memorial service is to be carried out by HTS in consultation with the head of department, department and next of kin of the deceased. If HTS holds a memorial service, the time and location will be sent out to students and others affected.

4. Handing over personal belongings, academic transcripts etc.

Member of staff: who organises the handover of personal belongings to the next of kin for staff?

Student: who organises the handover of public documents and similar to the next of kin for students?

5. In the event of a death abroad

If an international member of staff or visiting researcher or other university guest passes away during their visit here, or if a Swedish student passes away during a study visit abroad or an international student passes away in Sweden, the International Office at the Joint Faculties of Humanities and Theology is to be informed as well as the Division of External Relations. As a public authority, Lund University should inform the home university about the death. There is specific expertise in insurance matters at the Division of Human Resources and the Division of External Relations that may be relevant in such cases.

6. Processing

How do you identify who needs particular support? How is support offered to these people? Who is responsible for offering the help, individually or in a group?

Member of staff: the Occupational Health Service and the Division of Human Resources are available to offer support and

help. The student chaplains can also assist with support when crises concern members of staff.

Student: the student chaplains and the Student Health Centre are available for conversations individually or in groups..

→ Consider the next of kin when you express yourself!

Suggested wording for notification about the death of a member of staff:

Subject: Notification of death
Dear colleagues,
It is with great sorrow that I inform you all that our colleague xxx has passed away. Our thoughts are with xxx’s family and friends. There will be a memorial service, which everyone is welcome to attend. Information about the time and location for this will be provided as soon as possible.

Xxx
Head of department
(Contact information for the head of department or equivalent)

Suggested wording for the notification about the death of a student:

Subject: Notification of death
It is with great sorrow that I inform you all that our student xxx enrolled in xxx (course of programme) has passed away. Our thoughts are with xxx’s family and friends. There will be a memorial service, which everyone is welcome to attend. Information about the time and location for this will be provided as soon as possible.

Xxx
Head of department
(Contact information for the head of department or equivalent)

Crisis management plan for the Joint Faculties of Humanities and Theology

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