

## GUIDELINES FOR ACTIONS OF IRO OFFICES IN CRISIS SITUATIONS

Prepared following the discussions at the UNICA IRO meeting 2017 (University of Copenhagen, 24-25 April 2017) by Veronika HUNT ŠAFRÁNKOVÁ (Charles University) and Karin GRANEVI (Stockholm University)

- **Definition** of crisis situation – “levels” of crisis or emergency situations, decision when does the university consider relevant to act.
- Set-up **co-ordination mechanism** at the university – clear responsibilities between different units, decision-making body (e.g. high-level working group) – for events both abroad (outgoing students) and at home (incoming students, regular students)

### **Involvement of management:**

- When Rector/President is involved
- When Vice Rector, Bursar
- Composition, roles and responsibilities of Crisis management working Group (e.g. Rector, Vice-Rector, heads of relevant units)

### **Involvement of rectorate departments/units:**

- IRO
- PR / Communications Department
- Security Unit
- Other Units – Advisory/Information Centre, etc.

### **Involvement of faculties/university institutes**

- Division of responsibilities and actions between the rectorate and faculty level

- Set-up **communication channels**
  - Internal – system (who communicates and when), methods (mobile phones, emails, etc.)
  - External (with students, parents, media, other parties) – emergency line (phone and/or email address), dedicated section on the university website, printed information etc.

- Appointment of **desk officers** who will be in charge of communication
- Communication with **other authorities** – for example in case of emergency situation at home: **access to information**, verification of information about what happened.

### Actions to consider:

- Preparation of **guidelines for the co-ordination team** (IRO, PR, etc.).
- Check-list of **actions for the desk officers in charge**.
- Preparation of **guidelines for students** – what to do in crisis situations – what they need to do before their travel, etc. For example:

#### Information for outgoing students

##### Before departure:

1. Obligation for student to have sufficient health insurance valid in the respective country
2. Registration into the national system of registration of citizens travelling abroad (if there is any)
3. Provision of valid contact details
4. Knowledge of security situation in the country (if the country is considered as potentially dangerous)
5. Reminder of the role of the national Embassy in the emergency situation
6. Information about the crisis communication system at the university – when and whom to contact.

- **Training of desk officers** dealing with emergency situations
- **Tools** in place – emails, phones, reward scheme for desk officers dealing with emergency situations
- Set-up **co-operation with other authorities** – City, Police, Ministry of Foreign Affairs, relevant Embassies.