



UNIVERSITAS
CAROLINA
PRAGENSIS

Charles University

Crises situations management at CU

- Summer 2016
- Initial discussions on the structure and key departments involved
- IRO leading the discussions, designing the structure, implementation measures, information
- 1 January 2017 in force

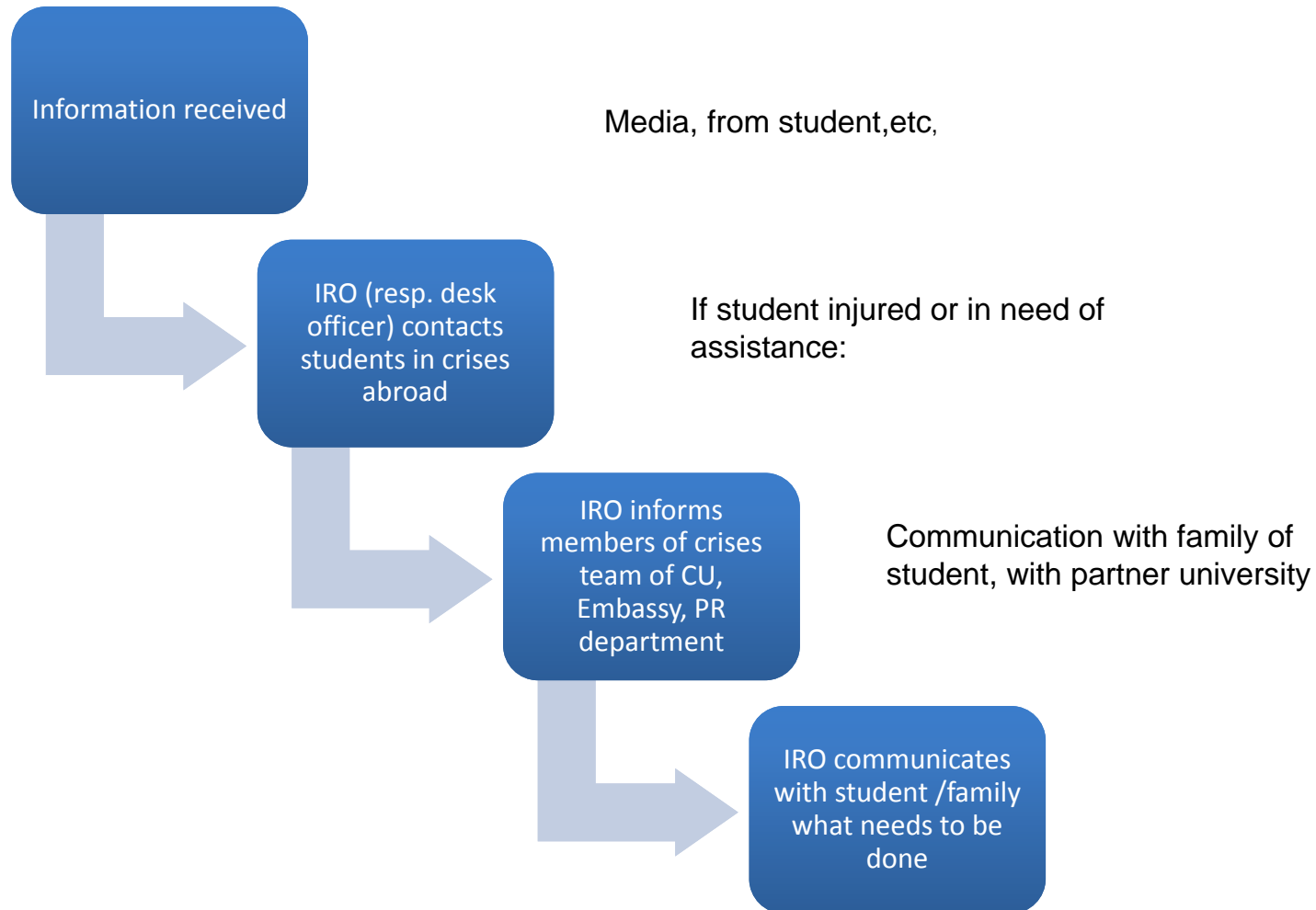


Stakeholders

- **High-level Crises Management Group of the Charles University for Student Mobility** established (Rector, Bursar, Vice-Rector International, Director of IRO, Director of IPSC, Head of PR, Head of Security Department)
- **IRO** – responsible for outgoing students
- **IPCS** (Information and Advisory Centre) – responsible for incoming students
- **PR** – responsible for external communication with media
- **Faculty coordinators**



Procedures



Guidance

- Decision of Rector 33/2016 „Crises communication and intervention in crises situations in student mobility“
- Guidance for implementation of the Decision (who does what and how)
- Checklist for responsible desk officers dealing with communication (1 page)
- Information hand-outs for students (incoming in EN and outgoing in CZ):
 - ✓ A page of main reminders (A5)
 - ✓ A small card (wallet size) with key information (emergency numbers, web info)
- Information on web page



Measures

- Clear communication structure set up
- Mobile phones (1 and 1)
- Crises email addresses: pomoc@cuni.cz (OUT), emergency@cuni.cz (IN)
- Web information
- Printed hand-outs for students
- Desk-officers appointed (3 and 3) who check email addresses 7 days a week
- List of health institutions communicating in EN
- Psychological advice at IPSC
- List of Embassies provided
- Training for staff – rectorate and faculties (how to communicate in crises situations)

- Measures at faculty level



New obligations for students

Outgoing students

- Sign-up in DROZD database (Ministry of Foreign Affairs)
- Confirmation of having valid health insurance for the particular country
- Provide valid contact details
- Aware of the situation in the country
 - ✓ Signature of declaration of the above points





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