

Crisis Manual

College Educational Environment

The following documentation represents a college crisis manual that should be adapted as necessary to conform to NVT UK CPRs, local University procedures and relevant government guidance / best practice.

The crisis manual pertains to the procedures that should be followed in the event of a crisis or emergency where there is a threat to life and/or a perceived danger to the welfare of Hertfordshire International College and University of Hertfordshire employees and students.

The specifications outlined in this document are current. Obsolete versions will henceforth be attached as an addendum and dated for future reference.

The information provided below is operational from the Wednesday 14th September 2016

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Emergency Contacts

Hertfordshire International College Crisis Team

Team Member Name	Office	Mobile	Home	Emergency	Email
CP – Sarah Liu	01707285592	07875436299			Sarah.liu@hic.navitas.com
HCS – Karoline Torres	01707284398	07341560728			Karoline.torres@hic.navitas.com
HTL – Chris Tofaris	01707284400	07957757444			Chris.Tofaris@hic.navitas.com

Emergency Contacts

University of Hertfordshire Contacts

University Department	Contact Telephone Number	Email
Security	01707284010	Securitycontrol-cl@herts.ac.uk
Director of Health, Safety and Workplace Wellbeing	01707281047	M.Kanwar@herts.ac.uk
Estates Department	01707285130	estates@herts.ac.uk
Campus Services	01707285130	estates@herts.ac.uk
Medical Centre	01707284444	www.herts.ac.uk
Accommodation	01707284063	Housingservices@herts.ac.uk
Dean of Students	01707284450	g.1.ward@herts.ac.uk
Switchboard	01707284000	

Local Agencies & Professional Services

Agencies / Professional Services	Contact Telephone Number	Remarks
Police, Fire Brigade & Ambulance	999	
Local Police	08453300222	Hatfield Police Station
Queen Elizabeth Hospital	01438314333	QE2 Hospital WGC

Lister Hospital	01438314333	Stevenage
Health Protection Unit	01462705300	bedsandhertshpu@hpa.org.uk
NHS Direct	08454647	
Boots the Chemist	01707262701	Lloyds Pharmacy
	01707630810	Boots Pharmacy
Taxi services	01707888888	AAA Taxis

This College Crisis Manual (CCM) and its associated emergency procedures operate across Hertfordshire International College locale within University of Hertfordshire campus/es.

Hertfordshire International College is situated at College Lane Campus, Hatfield, Herts, AL10 9AB

- ✓ In an emergency call 01707285555/07813010811
- ✓ This is staffed 24 hours a day.
- ✓ Use this number only in emergency.
- ✓ For less urgent matters, Security can also be contacted on 01707284010 from outside the University. When a call is received the appropriate University personnel will be contacted and, if required, the emergency services.
- ✓ Detailed advice on responding to specific emergency situations is given below.

Introduction to Critical Incidents

What is a Crisis?

Crises range in scope and intensity from incidents that directly or indirectly affect a single employee or student to ones that impact the entire college and community. Crises can happen before, during, or after the college has closed and on or off the college premises. The definition of a crisis varies with the unique needs, resources, and assets of a college, University and its local community. Employees and students may even be severely affected by an incident in another college within the United Kingdom or another country around the world.

The underpinnings for this College Crisis Manual (CCM) can be found in the definition for crisis.

“An unstable or crucial time or state of affairs in which a decisive change is impending, especially one with the distinct possibility of a highly undesirable outcome (Webster’s Ninth Collegiate Dictionary, 1987)”.

In essence, a crisis is a situation where colleges could be faced with inadequate information, limited time and insufficient resources, but in which the CP or other Responsible Person must make one or more crucial decisions.

NVT UK and its colleges need a crisis team. One of the key functions of this team is to identify the types of crisis that may occur in their college and locality and define what events would activate the plan. The team may consider many factors such as the college's ability to handle a situation with internal resources and its experience in responding to past events.

This CCM addresses a range of reasonably foreseeable events and hazards that are caused both by nature and people. It is a living document that will develop and adapt through knowledge and experience.

The aim of the CCM is to provide emergency procedures / protocols for key employees to follow so that a controlled, supportive environment is maintained which allows resolution of the crisis incident as quickly and effectively as possible with minimal impact on students, employees, visitors, and/or the college.

Creation of a Crisis Team

Hertfordshire International College has established a **Core Crisis Team** for the purpose of reviewing issues or incidents of major or significant concern to the college and may take advisement from the Manager HR & OSH Systems and Services NVT UK. The **Core Crisis Team** is composed of the following personnel:

- CDP – Chair of the Team
- HCS
- HTL
- MSS

The Core Crisis Team will operate within the following general guidelines:

1. Whenever a crisis or other incident occurs, the Crisis Team will function as an informal group to assist in managing the situation in the most effective manner feasible. The overall best interests of the students, employees, and the college will be the focus.
2. The purpose of the team is to ensure that all information is available, is accurate, is shared with the team as a whole, and that timely and appropriate decisions can be made by the college to address crises and other emergency incidents.
3. Any member of the Core Crisis Team may request that the CDP call a meeting of the full team whenever the team member believes that a major issue needs to be addressed, or a major incident has occurred.

4. The primary purpose of all initial team meetings will be to determine if a major issue or incident has, in fact, occurred. If, following careful consideration of all relevant facts, the team does not feel a major issue or incident is facing the college, the team will have no further meetings on the subject or the incident.

5. If the team feels that there is a major issue or incident facing the college, the following actions will be taken as a minimum:
 - a) The CDP of the college will serve as overall leader for the entire issue/incident. The CDP will be responsible for calling meetings as necessary, and for other management decisions. If the CDP is temporarily unavailable, the team will take action as a unit, and will immediately report to the CDP on such actions and on recommended further actions when the CDP is available again.

Creation of a Crisis Team

- b) Any member(s) of the Core Crisis Team, and/or any designated members of the overall crisis team may be relieved of service on the team if not specifically needed. This may be necessary if the issue/incident is not related to areas concerning the member(s) being relieved. In the same context, the team may ask other members to the team for the duration of an issue/incident.

Generic Checklist – Initial actions to be taken for a potential crisis / emergency

In the event of a potential crisis situation, the following steps should be taken:

Ser	Responsible	Action	Remarks
01	Initial person responding to a crisis / emergency	Notes taken / Log book initiated; as quickly as practicable; and the following employees contacted in order of accessibility: <ul style="list-style-type: none"> • CDP • HCS • CTL • MSS Time:	
02	CP or OSH Coordinator	If emergency services / personnel are required to deal with crisis notify university security / emergency services immediately Time:	
03	CP or senior manager	Notifies Manager HR & OSH Systems and Services NVT UK (MHROSH) Time:	
04	MHROSH	Will inform Director of Corporate Services NVT UK, who will assess situation and inform / activate NVT UK Crisis Team as appropriate Time:	
05	CP or senior manager	Will prepare official media statements if requested and pass to the Executive General Manager NVT UK for immediate approval prior to issue Time:	
06	CP or senior manager	Will appropriate information to employees and students Time:	
07	CP or senior manager	Arranges time and place for Crisis Team meeting Time:	
08	CP or senior manager	Other employees, students etc are included onto the Crisis Team, as appropriate Time:	
09	CP or designate	Compiles a report of the incident / actions taken and outcomes Time:	

Generic Action Plan

When a meeting of the Core Crisis Team is called, minutes of the proceedings should be kept. These minutes should outline the situation, what steps were taken to deal with the situation, and who was assigned responsibility for carrying-out elements of the action plan. The following is a generic action plan which may be followed to help the Crisis Team organize to accomplish its mission.

Type of Incident:

Date of Meeting:

Called by:

Recorded by:

Persons Attending:

Core Members:

Additional Members:

1 – Prepare a brief summary of the situation. Include information about individuals involved, facilities and equipment, campus incident reports, witness testimony, etc. This document can be modified to serve as a media backgrounder, an internal memo, or a fact sheet that other offices can use for reference.

Assigned to:

Deadline:

Special Instructions:

2 – Draft a plan to tell the College’s “side of the story” to the various publics that will be concerned about the crisis. Key publics could include students, employees, faculty, parents etc. Establish a timeline for communicating the information.

Assigned to:

Deadline:

Special Instructions:

3 – Prepare statements for the media, then identify and prepare a spokesperson or persons.

Assigned to:

Deadline:

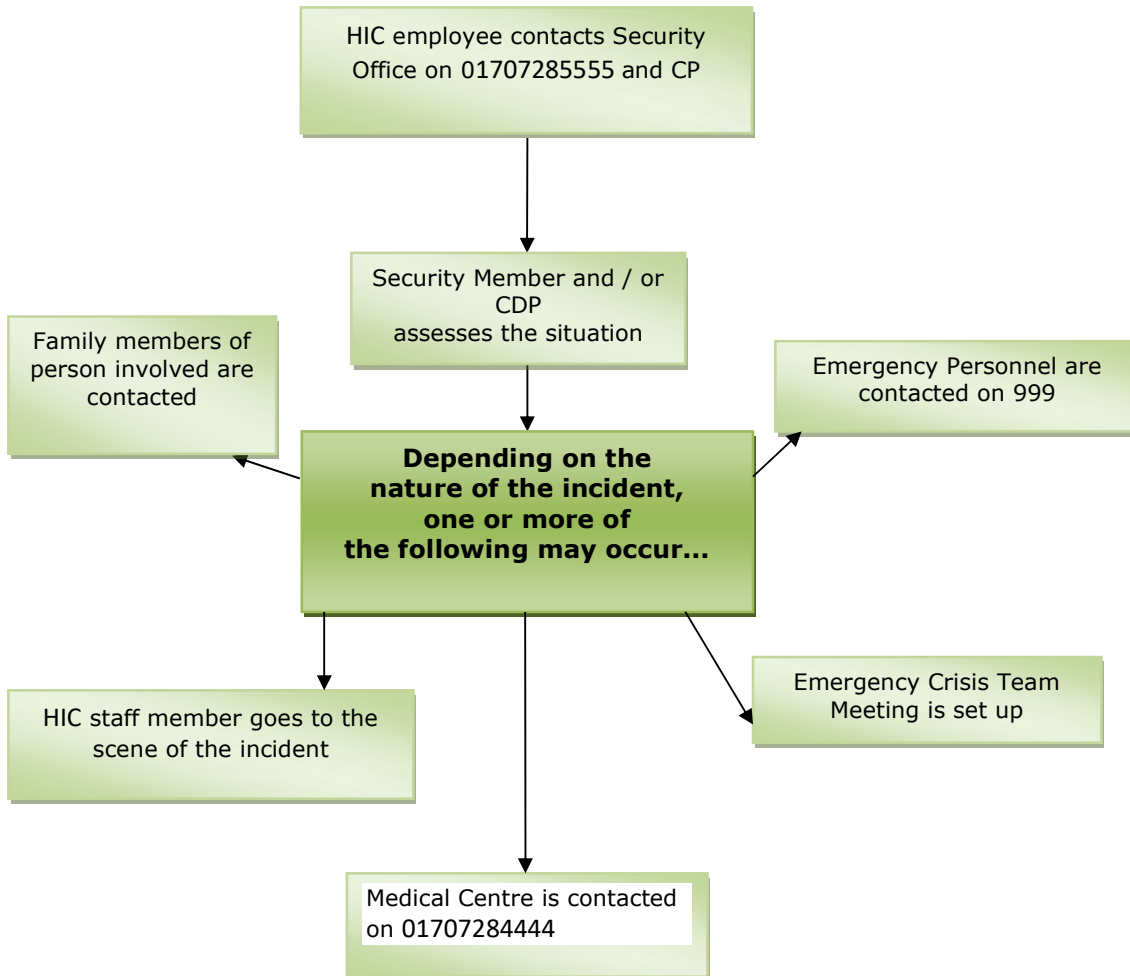
Special Instructions:

4 – Provide information to campus offices that may receive calls about the crisis. Provide background information, and advise on what to say to callers

Assigned to:

Deadline:

Response Procedures Flow Chart



Not every crisis will involve all of the following elements; however, all will include most of them.

1. A complete incident fact sheet will be prepared by the College Director/Principal in consultation with the Core Crisis Team and forward to the Executive General Manager NVT UK.
2. The Executive General Manager NVT UK will immediately establish policies regarding facts, public statements, and planning strategies relative to the following:
 - a) Method of Release: A news conference may be called at the discretion of the executive General Manager NVT UK or the NVT Board of Directors. The method of release will be determined by the latter.
 - b) Public Statements: Appropriate public statements will be prepared, and communications ground rules will be established. If a news conference is called, ample time will be scheduled for questions and answers. Any subsequent statements will be made by the Executive General Manager NVT UK.
 - c) Privacy rights of individuals involved in any situation will be respected to the greatest extent possible.
3. As promptly as feasible following the conclusion of the crisis situation, the Core Crisis Team, in consultation with the Manager HR & OSH Systems and Services NVT UK will reconvene to review events and to make recommendations for change and / or update(s) to the college crisis plan

Accident Reporting Statement

Reporting and Investigating Accidents

It is a foreseeable fact that during the course of business, whether in a college, or on activities outside the college premises, that accidents may happen.

An accident is defined by the Chartered Institute of Environmental Health as an:

“unplanned or uncontrolled event that could lead to harm of some kind”.

NVT UK and its colleges have a moral, financial and legal reason for recording and investigating accidents at work.

The law is specific regarding employees and visitors under the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations 1995 (RIDDOR) about what must be recorded and by when (see flow chart – Aide Memoire Accident at Work for further details).

As a responsible employer NVT UK also wants to reduce the chance of a minor accident resulting in something much more harmful later.

When necessary, investigations should be undertaken to ascertain the root cause of the accident so that measures can be undertaken to prevent it happening again.

Investigations should be conducted proportionately in relation to the facts of each accident. For minor accidents / incidents the investigation may take just a few minutes but for serious injuries or incidents where the outcome could have been catastrophic it may need additional resources, particularly time.

NVT UK and its colleges are required under both statute and the common law to keep personal information confidential. Information can be disclosed if, for example, there is a statutory requirement to do so; or an individual has consented to their personal information being disclosed to a third party, such as a safety representative. The OSH Coordinator for each college should be responsible for the safe keeping of completed accident *records.

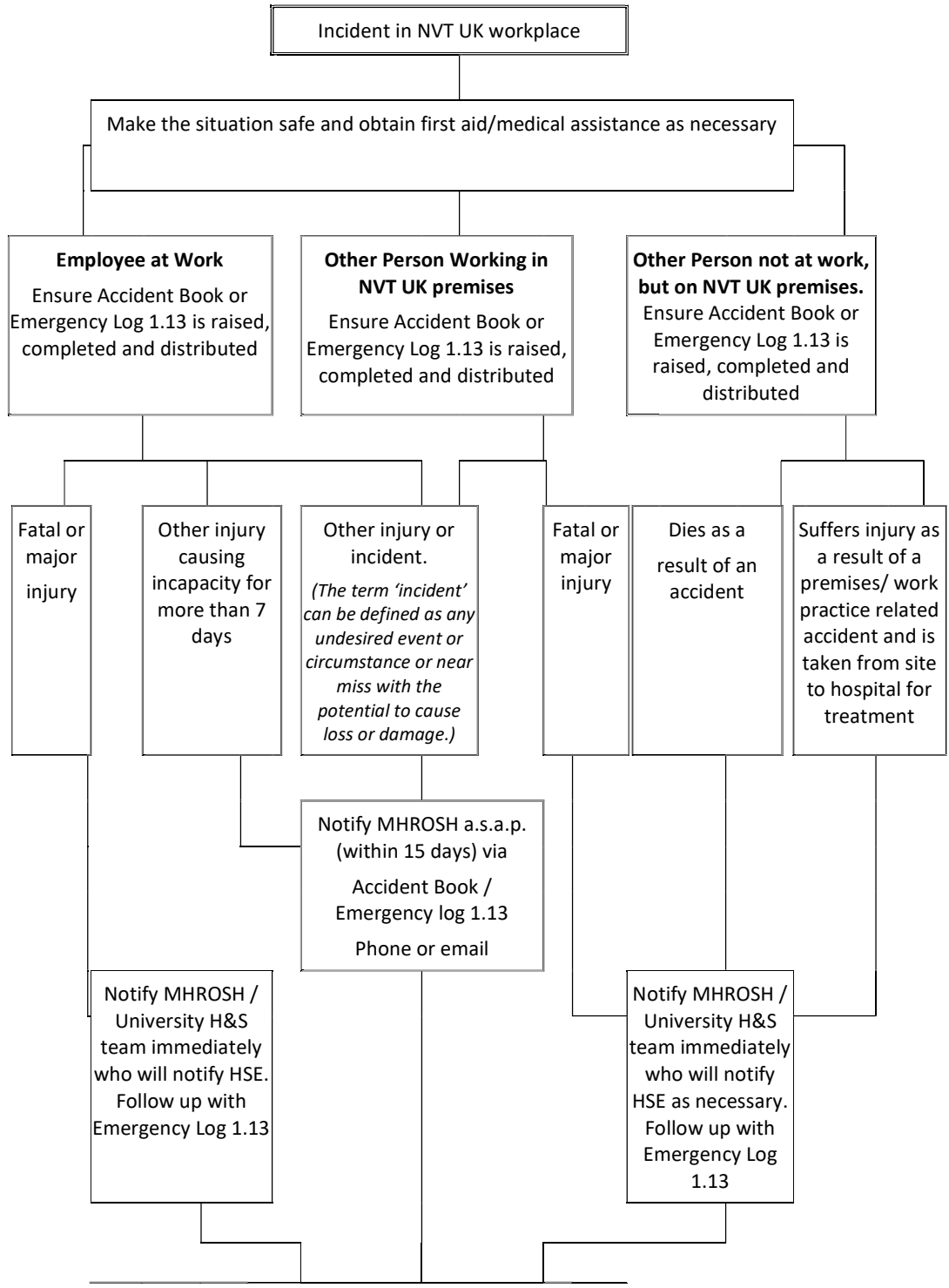
By recording accidents and undertaking appropriate investigations NVT UK will be fulfilling its duty of care to employees, students and visitors who may be affected by our activities at work, complying with our insurance company’s requirements to minimise risk and the legal requirement of RIDDOR, the Management of Health and Safety at Work Regulations and other statutory instruments.

If unsure of what to do then contact the Manager HR & OSH Systems and Services NVT UK for further advice.

*These records must be kept on file (Personnel file and OSH file) for a minimum of three years and up to the age of 21 for children.

Accidents – Accident Reporting Flowchart

Accident Reporting
Reporting Injuries / Diseases / Dangerous Occurrences – Aide Memoire



MHROSH / University H&S Team will report to HSE Incident Contact Centre as necessary

Accidents - Accident Book BI 510

Accident Reporting

Accident Book – BI 510

All colleges must hold a HSE BI 510 *Accident Book* and copies of the NVT UK Emergency Log 1.13.

The *Accident Book* has been issued by the Health and Safety Executive (HSE), which is sponsored by the Department for Work and Pensions (DWP). It can be purchased online at <http://books.hse.gov.uk/hse/public/saleproduct.jsf?catalogueCode=9780717626038>.

NVT UK and its employees can use this book to record details of work - related injuries for which Social Security benefits could be payable. The *Accident Book* and Emergency log 1.13 are also valuable documents that colleges can use to record accident information as part of their management of health and safety.

Any accident or incident within the college from an employee, student or visitor, no matter how trivial should be reported and recorded within this book. The rule of thumb should be that if you are not sure whether you should report an incident or occurrence, report it anyway. It is as important to notify the college OSH Coordinator of 'near misses', i.e. where an incident had the potential to have caused harm to someone, but didn't - e.g. when a shelf collapses, or a radiator containing hot water leaks.

Note that when a case of physical assault or verbal aggression is being reported it is the details of the person who was attacked that are required, not the person carrying out the attack (although this could be added to assist in any further investigation that may be deemed necessary). Where the person who was attacked is under the age of 18 years, immediate reference should be made to CPR 4, paragraphs 2 and 5.

The *Accident Book* can be used to record details of injuries that NVT UK must report under RIDDOR and contains guidance on RIDDOR and the Health and Safety (First Aid) Regulations 1981. This book should be held by the College OSH Coordinator and / or the College First Aider.

Where the accident or incident is complex and warrants a more thorough investigation to determine its root cause then the Emergency Log 1.13 should be completed.

Accidents – Emergency Log 1.10 Guidance

Emergency Log 1.13 – Guidance on Completion General Use

The Emergency Log 1.13 acts as a more comprehensive accident and incident report form and copies, ready for use, should be held in the college OSH Folder. The Emergency Log 1.13 is intended to be used by all employees, students, sessional academics, visitors and contractors, when necessary.

The Log alongside the *Accident Book* can be used to notify the College OSH Coordinator, the Manager of Academic Services, the Manager of Student Services the College Principal and the Manager HR & OSH Systems and Services NVT UK of all types of accidents and/or incidents (such as occupational ill health, fires, false fire alarm activations, dangerous occurrences, violent physical attacks or verbal aggression incidents).

The information below aims to give additional guidance on what the Log requires.

The Log is split into two sections:

Part A – Details of the Accident/Incident

Part B – Precautions already in place

All sections of the Log must be completed and submitted to the College OSH Coordinator, the Manager HR & OSH Systems and Services NVT UK and/or the College Academic Board with immediate effect.

Accidents – Emergency Log 1.13 Guidance on completion Part A

Part A – Details of the Accident/Incident

PART A (sections 1 to 8) relate to the specific details of the accident/incident. A separate Log should be completed for each person injured or involved.

Section 1 – Details of accident/incident

Where did the accident / incident occur?

Please specify enough details for the site of the accident/incident to be located. For example, a building and room number. This also applies to work activities taking place off campus such as Field Trips.

Briefly describe the circumstances of the accident /incident.

Try and detail what happened, include times and date. If applicable please detail any first aid rendered. If the injured person has been hospitalised please say where and when.

Section 2 – Details of person involved

Occupation of Injured Person

This may not necessarily be a member of college employees. It could be a student or visitor.

Date of Birth

Please try and complete these for employees as they are needed for reporting purposes.

Section 3- Nature of any injuries and immediate treatment offered

Precise nature of injury and part of body injured

Please indicate which part of the body has been injured and whether or not the person required medical attention.

Section 4 – Contact details of witnesses

Name and contact details of all witnesses

This is to enable witnesses to be contacted as part of the investigation process. A name plus a telephone number and/or address will be adequate.

Section 5 – Detail of the person making the report

Name and contact details of the person making the report

This is to enable the investigation process and is required for recording purposes.

Accidents - Emergency Log 1.13 Guidance on completion Part A (continued)

Section 6 - Details of the Manager responsible for the location or activity

Name and contact details of the manager responsible for the area where the accident/incident occurred

This is required to identify areas of potential risk.

Section 7 – Accident Investigation

To determine if a follow-up investigation on the accident/incident has occurred.

This section is required for recording purposes and follow up procedures.

Section 8 - Involved persons declaration & consent

Signature of person involved in the accident or incident.

A separate Log needs to be completed for more than one person.

Accidents - Emergency Log 1.13 Guidance on completion Part B

Part B – Precautions already in place

Part B - To be completed by the college OSH Coordinator or nominee

Section 9 – Precautions already in place

Details of what precautions were already in place

This section is required to determine what precautions were already in place to prevent an accident occurring. For instance, adequate lighting, handrails, regular maintenance of electronic equipment, training of employees.

Section 10 – Action to be taken

Details of actions to prevent reoccurrence of an accident

This section requires details of any further precautions that are needed (action to be taken) to avoid a reoccurrence of the accident, such as repairs to flooring, further employee training, better lighting etc. Section 10 should **not** be used to give details any further action regarding the injured person, e.g. first aid treatment given as this information should be have been completed in Part A.

Section 11 – Signature of reporting officer

Signature of college OSH Coordinator or nominee

Although the Log may be completed by the injured person or a witness, it should be countersigned by the college OSH Coordinator or someone who is authorised by the college to do so.

Please be aware that every accident/incident will be investigated by the college in consultation with the Manager HR & OSH Systems and Services NVT UK, and where applicable the University Safety Office will be notified.

Accidents – Emergency Log 1.13 Part A

Emergency Log 1.13

Ref No _____

General Use

An accident / incident form must be completed in the event of all accidents, incidents and ‘near misses’.

PLEASE NOTE: All sections of this form must be completed, incomplete forms will be returned to the originator for completion.

PART A – Details of the accident/incident

Section 1 – Details of Accident/Incident

Date of occurrence: Time of occurrence:

Specific Location:

Main Campus: Accommodation: Off Site:

Description of occurrence: Incident: Accident: Near Miss:

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Section 2 – Details of person involved (use additional forms if more than one person is involved)

Surname: Forenames:

Home Address:

Postcode: Work Tel No:
 Home Tel No. Mobile Tel No:
 Email:
 Date of Birth: Male: Female:

Please indicate if the person involved is:

- Employee:
- A Student, please enter Student Number:
- A Visitor/Contractor/Consultant
- Other, please explain:

Accidents – Emergency Log 1.13 Part A (continued)

Section 3 – Nature of any injuries and immediate treatment offered

Please detail the nature of any injuries:

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- a. Did the person lose consciousness? Yes No
- b. Was the person taken/sent home? Yes No
- c. Was the person sent directly from the scene for medical treatment? Yes No
- d. Did the person return to work? Yes No
- e. Did the person receive First Aid? (if yes please name First Aider below) Yes No

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Section 4 – Contact details of witnesses (Incidents Only)

Surname: Forenames:
 Contact Tel No:

Section 5 – Details of person making the report

Surname: Forenames:
 Job Title:
 Contact Tel No: Email:
 Signature. Date:

Section 6 – Details of manager responsible for the location or activity

Surname: Forenames:
 Job Title:

Contact Tel No: Email:

Section 7 – Accident Investigation

- a. Has an accident/incident investigation been completed? Yes No
- b. Who undertook the investigation?

Section 8 – Involved persons declaration & consent

I confirm that to the best of my knowledge the above information is correct.

Do you consent to the release of information in this report to safety representatives so far as it relates to your incident? Yes No

Signature of person involved: Date:

To be completed by the college OSH Coordinator / coordinator, College Principal and /or nominee

Section 9 – Precautions already in place

Please detail precautions already in place:

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Section 10 – Action to be taken

Please detail of actions to be taken:

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Section 11 – Signature of reporting officer

Name:	Position:
Signature:	Date:

For Office Use Only

Date Received by college OSH: Date reported to HSE (if applicable):
 Date Received by MHROSH: Date of formal investigation:

Medical Emergencies

Medical Emergencies can include:

- Any life-threatening situations

Immediate action in the event of a medical emergency

Priorities

- ✓ Assess the situation – do not put yourself in danger
- ✓ Call for a first aider and / or help –
- ✓ Make the area safe, and if trained to do so administer First Aid

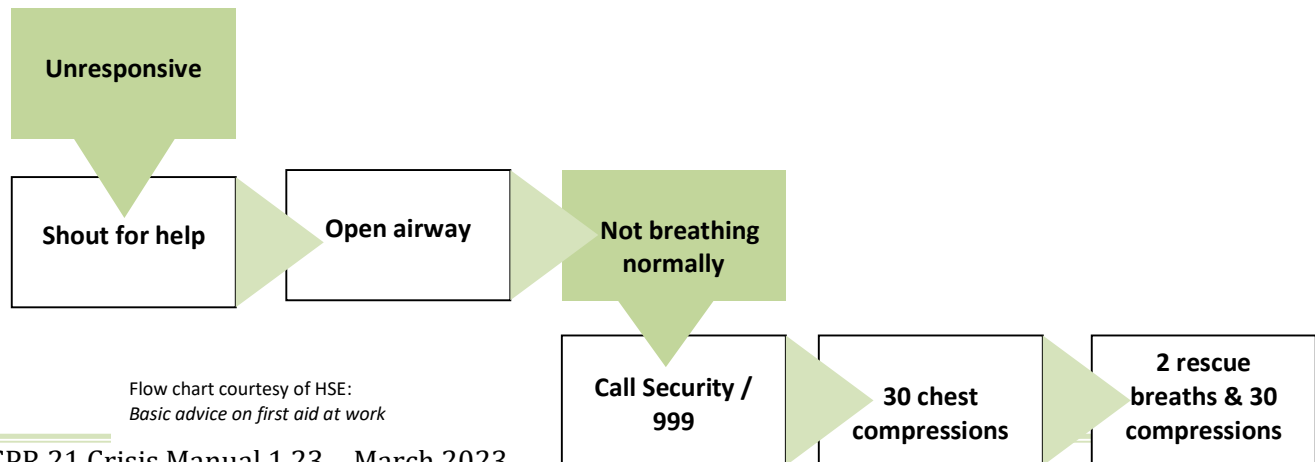
Gently shake the casualty’s shoulders and ask loudly, “Are you alright?” If there is no response, your priorities are to:

**Open the airway;
 If the casualty is not breathing normally;**

- ✓ Call the University security 01707284010 and / or the emergency services on 999. State the following information:
 - + Location of the injured person (include postal code if known, building, room number etc)
 - + Type of injury or problem
 - + Injured persons present condition
 - + The sequence of events that led to the emergency
 - + Injured persons medical history, if known
 - + Phone number from which you are calling
 - + Monitor phone until help arrives

If the person making the discovery has already contacted the emergency services they should notify the University Security office immediately afterwards. This is vital, as Security will need to direct the emergency services, attend the scene of the incident, and coordinate the University response.

Take appropriate action



Employees should use universal precautions when treating casualties. Full Personal Protective Equipment (gloves / apron) should be used when in contact with any casualty (ies) and / or cleaning up and disposing of any body fluids. Body fluids should always be treated as potentially infectious.

Medical Emergencies

Secondary action in the event of a medical emergency

If a student is injured or seriously ill, a HIC employee, preferably the College Principal or other manager, should immediately contact the parent or other emergency contact person and ask them to come to the University. If unable to contact one of the above and the person needs further emergency care, take the person to an emergency room via ambulance. If it is necessary to send a person(s) to the hospital, one employee should accompany the student. The employee should be instructed to:

- Make no statements or release any information to the media.
- Take emergency information with them, such as student's medical records and details of the injury.
- Keep other BUIC student services employees advised of the person's status.
- Protect the privacy of the victim(s) and/or their families.
- Continue trying to reach the parents/emergency contact person and inform them of the emergency and where the person has been taken.
- Notify the emergency room staff regarding the status of contact with the parent.

After the emergency an employee from student services will need to prepare an accident / incident report.

College Crisis Team Meeting:

In many instances the swift and appropriate medical attention for any injured or ill person(s) and / or victim(s), together with evaluation of the cause(s) of the medical emergency will render it unnecessary to convene a meeting of the crisis team.

Incidents that may call for crisis team consideration would include but not be limited by:

- ⇒ Individual(s) injured or ill did not receive timely and / or appropriate medical attention
- ⇒ An unusual and / or otherwise significant number of injured persons / victims were involved
- ⇒ Hertfordshire International College facilities and / or equipment were directly involved in a causative manner or as part of the situation resolution
- ⇒ There is a clear suggestion that Hertfordshire International College equipment and / or facilities caused the injury(ies), either through misuse or because the equipment and / or facilities were in disrepair
- ⇒ Injury(ies) occurred as a direct result of criminal action on the part of the victim(s) and / or others(s)

Crisis team members should bring the following information to the initial meeting:

- ⇒ Name (s) and other pertinent information about any injured / ill individual(s)
- ⇒ Current condition of injured / ill individual(s)
- ⇒ Names and other pertinent information about individuals who may have witnessed the incident
- ⇒ Factual accounts of the incident

- ⇒ Crime and / or incident reports generated the university security and / or local emergency services
- ⇒ Description, age and condition of any facility(ies) or equipment involved e.g.

- Repair logs
- Service logs

- ⇒ Any risk assessments available for discussion
- ⇒ An estimation by the appropriate party of the college's potential liability relative to the incident
- ⇒ Prepared media information releases

Bomb Threat

Bomb Threat

In the event a bomb threat is received by any employee of Hertfordshire International College calmness and deliberate adherence to prearranged procedures can help avoid a panic response. Accordingly, the following procedures will be used in the event of receipt of a bomb threat.

Every bomb threat will be treated as a potentially life-threatening serious situation. No bomb threat will ever be taken lightly. Every bomb threat demands a response which demonstrates that the college and its personnel acted with due diligence to protect students, employees, and visitors.

IMMEDIATE ACTION:

1. Stay Calm

2. Get as much information as possible from the caller:
 - Keep the caller on the line for as long as possible. Ask him/her to repeat the message. Write down every word spoken by the caller.

 - If the caller does not indicate the location of the bomb and/or the time of possible detonation, ask for this information.

 - Inform the caller that the building is occupied, and that the detonation of a bomb could result in death or serious injury to innocent people.

 - Pay particular attention to background noises heard over the telephone during the call. The sounds of motors running, music playing and/or any other background noises may provide clues as to the location of the caller.

- Listen closely to the voice (male or female?), voice quality (calm or excited?), and note any accent and/or speech impediment.

- Remain available to responding police personnel for interview purposes

3. Contact the Security Office on 01707284010 and advise them of the situation. Follow their instructions.

Bomb Threat

SECONDARY ACTION:

1. Security will immediately respond to the scene, evacuate the building if appropriate, and begin a building and area search in accordance with established policies and procedures.
2. All students, employees, visitors and any other persons in the facility will leave the building immediately. If possible, all equipment will be turned off before leaving the building.
3. No re-entry to the building will be permitted until such re-entry is authorized by the appropriate ranking member of the emergency response team.

SUSPICIOUS OBJECT / PACKAGES

Any employee who believes they have detected a suspicious package should:

1. Leave it alone – do not handle to investigate further
2. Clear and secure the immediate area
3. Dial 01707284010 and report the situation (include the location and appearance of the object)
4. Await further instructions

In the case of written threats, correspondence and envelopes should be saved with as little handling as possible so as not to disturb fingerprints or trace evidence.

Where a telephone bomb threat is received, the following checklist is provided to help with collation of information (page 26).

Bomb Threat - Checklist

BOMB THREAT CHECK LIST (To be completed by the individual receiving the telephone call)

Exact time of call _____ A.M. P.M. Date of call _____

Exact words of caller:

Questions to ask:

1. When is the bomb going to explode? _____
2. Where is the bomb? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will cause it to explode? _____
6. Did you place the bomb? _____
7. Why did you do this? _____
8. Where are you calling from? _____
9. What is your address? _____
10. What is your name? _____

Caller’s Voice Characteristics (place an “X” in all applicable boxes)

- | | | | | |
|-------------------------------------|----------------------------------|------------------------------------|-----------------------------------|---|
| <input type="checkbox"/> Male | <input type="checkbox"/> Rapid | <input type="checkbox"/> Slurred | <input type="checkbox"/> Distinct | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Female | <input type="checkbox"/> Slow | <input type="checkbox"/> Raspy | <input type="checkbox"/> Sincere | <input type="checkbox"/> Deep Breathing |
| <input type="checkbox"/> Young | <input type="checkbox"/> Loud | <input type="checkbox"/> Lisp | <input type="checkbox"/> Squeaky | <input type="checkbox"/> Cracking Voice |
| <input type="checkbox"/> Middle Age | <input type="checkbox"/> Normal | <input type="checkbox"/> Broken | <input type="checkbox"/> Excited | <input type="checkbox"/> Accent: Describe _____ |
| <input type="checkbox"/> Old | <input type="checkbox"/> Deep | <input type="checkbox"/> Nasal | <input type="checkbox"/> Laughing | _____ |
| <input type="checkbox"/> Angry | <input type="checkbox"/> Soft | <input type="checkbox"/> Stressed | <input type="checkbox"/> Crying | <input type="checkbox"/> Other: Describe _____ |
| <input type="checkbox"/> Calm | <input type="checkbox"/> Stutter | <input type="checkbox"/> Disguised | <input type="checkbox"/> Giggling | _____ |

Background Noises (place an “X” in all applicable boxes)

- | | | | |
|--|---------------------------------------|--|---|
| <input type="checkbox"/> Street Noises | <input type="checkbox"/> House Noises | <input type="checkbox"/> Factory | <input type="checkbox"/> Local |
| <input type="checkbox"/> Crockery | <input type="checkbox"/> Motor | <input type="checkbox"/> Animal | <input type="checkbox"/> Machinery far away |
| <input type="checkbox"/> Voices | <input type="checkbox"/> Office | <input type="checkbox"/> Music | <input type="checkbox"/> Machinery close by |
| <input type="checkbox"/> P.A. System | <input type="checkbox"/> Booth | <input type="checkbox"/> Other: Describe _____ | |

Threat Language (place an “X” in all applicable boxes)

- | | | | |
|--------------------------------------|-------------------------------------|-------------------------------------|---|
| <input type="checkbox"/> Well-spoken | <input type="checkbox"/> Foul | <input type="checkbox"/> Incoherent | <input type="checkbox"/> Message read by threat maker |
| <input type="checkbox"/> Taped | <input type="checkbox"/> Irrational | <input type="checkbox"/> Educated | |

() Other: Explain _____

If the voice was familiar, who did it sound like? _____

Time caller hung up _____ A.M P.M

Person receiving the call: _____

Call received at telephone number: _____

Death of an Employee Member / Student -

When a report of a death occurs, the CDP or senior Responsible Person should:

- First, verify the information (e.g. from family members or Police).
- Next, determine what information the family would like to have disclosed or what information has already been verified, notify college employees and students

Notification:

1. Notify the College Crisis Team and Develop a Plan

If initial notification occurs outside college operating hours, this may require initiating the Crisis team through their emergency contact telephone numbers to organise a unified plan and to brief college employees. If notification occurs during college hours, this may require the distribution of a written statement or a staff meeting.

2. Notify employees and sessional academics first

Meet before the college opens with employees and sessional academics to discuss what is known about the death. This gives employees an opportunity to ask questions they wish and to prepare them before they see their students. If an employee doesn't feel able to talk to their students about the death, a member of the Crisis Team should be available to step in or assist with the notification.

3. Notify students face to face with familiar employees:

If a known employee has died, consider having another employee who is familiar with the deceased teachers students, or a member of the college Crisis Team who is more comfortable, notify that class. Consider having this person remain with the class over the next couple of days and have a substitute for the less directly impacted class.

4. Prepare a statement for students:

Adults often struggle with what to say. With a prepared statement, employees can give the same information to all students simultaneously. This should be done in small, naturally occurring groups. Every effort should be made to ensure that all students are present at the time this information is shared. Provide any information on any support / bereavement / counselling services available and how students may access those services. Avoid large assemblies to make such announcements.

Death of an Employee / Student -

5. Prepare a statement for parents / Next of Kin

Draft a letter to be sent to parents (particularly those under 18 years of age) and what services are being offered to students. Assure them that the college Crisis Team has been mobilised and support services are available.

The following procedures have been drawn up to help Hertfordshire International College employees in the event of a death, or a serious incident involving a student and / or employee. The procedures aim to provide a rapid, flexible and sensitive response which draws on skills available from within the college, the university and NVT UK.

Reacting to the Death of a Student:

A person discovering someone who is showing no signs of life should immediately contact the Security Office on 01707284010 stating 'This is an emergency' and giving a name, phone extension/mobile number and exact location. If able/trained, the person should administer appropriate First Aid; if not, he or she should remain at the scene and not remove anything or allow others to do so until the emergency services arrive. If the person making the discovery has already contacted the emergency services he or she should notify the Security Office immediately afterwards. This is vital, as Security will need to direct the emergency services, attend the scene of the incident, and coordinate the University response. Employees should also report the incident to the CP as soon as reasonably practicable.

1. The Security Office will:
 - liaise with the emergency services

- Notify the University Medical Officer or Doctor on call
 - Notify the Head of Security or Security Manager
2. The Medical Officer/Doctor on call will attend and if he or she confirms death, will immediately notify the Police. The Police will:
- Attend the scene of the incident
 - Notify the next of kin/family – NB: no University student or employee should contact next of kin until it has been checked that the Police have already notified them.
3. Once the Medical Officer/Doctor on call has confirmed death, Student Services will confirm that the deceased was a student by checking the Student Record System, and also check whether the student was resident in College provided accommodation. Student Services will then notify the CP (if not already alerted).

Death of an Employee / Student -

4. The CDP will need to resolve the following matters:
- Is the death confirmed
 - Have the parents been notified? If not, how will this be managed?
 - What are the circumstances surrounding the tragedy?
 - Have the police been notified?
 - Has the Consulate been notified (if appropriate)?
 - Confirm details for media release (if appropriate)
5. Counselling of employees and students will be a priority following announcement of the death. If appropriate, a grief counsellor will be engaged to assist individuals dealing with the death. An interpreter may also be engaged for this purpose. Crisis leave will be considered if necessary.
6. Administration matters will need to be dealt with after the death, including:
- Organising campus support for grieving students, faculty and employees
 - Student's fees etc.
 - Accommodation
 - Update students records in MAZE
 - Learning Resources Centre follow up on any outstanding items

Death of an employee – On campus

IMMEDIATE:

1. Immediately contact the Security Office on 01707284010 stating 'This is an emergency' and giving a name, phone extension/mobile number and exact location. If able/trained, the person should administer appropriate First Aid; if not, he or she should remain at the scene and not remove anything or allow others to do so until the emergency services arrive. If the person making the discovery has already contacted the emergency services he or she should notify the Security Office immediately afterwards. This is vital, as Security will need to direct the emergency services, attend the scene of the incident, and coordinate the University response.

*Note: If cause of death was a work related accident then HSE must be informed by the quickest possible means (RIDDOR)

Death of an Employee / Student -

SECONDARY:

1. Remain at the scene until the arrival of the police or other emergency personnel. Do not allow uninvolved parties to gather in the area.
2. Do not comment about the incident to anyone other than the Security and/or other emergency personnel.
3. Security will notify the CDP, who will be responsible for notification of the decedent's family.

CRISIS TEAM MEETING:

The crisis team should discuss:

- Cause of death
- Impact of the death on Hertfordshire International College
- Need for organized closure activity
- Need for public release of college Statement (s), refer to the Executive General Manager NVT UK

Death of an employee – off campus

IMMEDIATE:

Any employee who receives information of the death of a college employee off-campus should report the death to the CDP immediately.

SECONDARY:

The CDP will decide whether to call together a meeting of the Crisis Team
The college CDP will make contact with the family of the deceased, as appropriate.

CRISIS TEAM MEETING:

If a meeting of the Crisis Team is called, members should be prepared to discuss:

- Impact of the employees death Hertfordshire International College
- Need for follow-up, if any by college employees
- Need for release of college statement(s)
- Need for organised closure activity

Drug/Alcohol Overdose

Alcohol and Drug Overdose?

The following procedures have been drawn up to help Hertfordshire International College employees in the event of a drug/alcohol overdose.

Both alcohol poisoning and drug overdose can be fatal. Alcohol poisoning depresses the breathing reflex that can lead to death. If a person becomes unconscious from high blood alcohol or drug overdose, he/she is at risk of choking on his/her own vomit. When a person has overdosed on alcohol or drugs, his/her behavior can change quickly and range from quiet and disoriented to aggressive.

If you suspect alcohol poisoning or drug overdose, act quickly to keep the victim safe.

Steps to be taken

1. Approach the person in a calm, professional, sympathetic manner and try to gain his/her confidence.
2. Try to find out the type and amount of drug (alcohol, prescription drugs or "street" drugs) that were taken.
3. Follow the universal precautions to prevent infection with HIV or Hepatitis, which include:

- All workers should routinely use appropriate barrier precautions to prevent skin and mucous membrane exposure when contact with blood or other body fluids is anticipated. Gloves should be worn for touching blood and body fluids, mucous membranes, or non-intact skin of all patients, for handling items or surfaces soiled with blood or body fluids. Gloves should be changed after contact with each patient.
- Masks and protective eyewear or face shields should be worn during procedures that are likely to generate droplets of blood or other body fluids to prevent exposure of mucous membranes of the mouth, nose, and eyes. Gowns or aprons should be worn during procedures that are likely to generate splashes of blood or other body fluids.
- Hands and other skin surfaces should be washed immediately and thoroughly if contaminated with blood or other body fluids. Hands should be washed immediately after gloves are removed.

Drug/Alcohol Overdose

- All employees should take precautions to prevent injuries caused by needles, scalpels, and other sharp instruments or devices during procedures; when cleaning used instruments; during disposal of used needles; and when handling sharp instruments after procedures. To prevent injuries, needles should not be recapped, purposely bent or broken by hand, removed from disposable syringes, or otherwise manipulated by hand. After sharps are used, they should be placed in puncture-resistant containers for disposal; the puncture-resistant containers should be located as close as practical to the use area.
4. Stay with the person and monitor them for any changes in breathing or consciousness. If the person has convulsions, vomits or loses consciousness, make sure they have an open airway and effective breathing. If unconscious and if other injuries allow, gently turn them onto their side with his/her face turned slightly downward (recovery position).
 5. Treat other injuries, if any, and continue to monitor the person's vital signs.
 6. Notify the Security Office on 01707284010
 7. If necessary call emergency on 999

Fire and Emergency - Introduction

Introduction

The Regulatory Reform (Fire Safety) Order 2005 (England and Wales) and the Fire (Scotland) Act 2005 is specific concerning Fire and Emergency procedures. Fire risk assessments must be conducted by the Responsible Person for the workplace so that emergency plans can be developed and tested to ensure the safety of all those employees, students and visitors who may be at risk.

Technical fire risk assessments for all NVT UK colleges should be undertaken by the partner University and reviewed periodically as part of the RAA. Daily inspections of fire safety controls should be undertaken by the OSH Coordinator and / or Fire Marshalls. Regular local management inspections will be undertaken by the CP and MHROSH using the NVT UK Fire Safety Risk Assessment form. These will be collated in the college OSH CPR manual.

All colleges must ensure that their own fire and emergency procedures are formulated in consideration of the local fire risk assessment and university protocols. The risk assessments must take into consideration any employees or students with disabilities which could affect their escape from the building in the event of a fire.

All administrative staff will be trained by the partner university to undertake the role of a Fire Marshall.

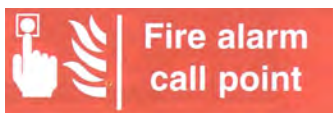
Any fire and emergency drills that take place must be recorded and collated in the college OSH CPRs manual with any actions considered also recorded from post fire drill briefings.

Fire and Emergency – Typical Fire and Emergency procedures

A typical example of Fire and Emergency Procedures is described below.

In the event of a fire or other related fire related emergency, the following steps must be taken:

1. Raise the Alarm –



- ✓ This may necessitate employees shouting Fire, Fire, Fire.
- ✓ If call points are available then employees should raise the alarm by activating the nearest one.
- ✓ Employees should immediately direct students to the nearest exit.
- ✓ DO NOT stop for personal items.
- ✓ Be prepared for an alternate exit route due to an area of the building being impassable.
- ✓ Specific employees should be assigned in advance to assist students with disabilities (PEEP).

2. Call the emergency services –.



- ✓ Once the fire alarm has been activated employees should immediately contact the Security Office 01707284010, stating 'This is an emergency' and giving a name, phone extension / mobile number and exact location.
- ✓ Sessional Academics should take their class list or attendance book (office employees takes emergency information (In / Out board)) so all students and employees can be accounted for when assembled outside.

3. Evacuate students, employees and visitors –



- ✓ DO NOT attempt to fight the fire, (unless a trained fire-fighter and it is safe to do so)
- ✓ Evacuate students, employees and visitors– The Assembly point for The car park outside the side fire exit of HIC
- ✓ Leave sidewalks clear for emergency personnel and equipment.
- ✓ Take attendance.
- ✓ Immediately notify a college employee, person designated or fire fighter if any students cannot be accounted for.
- ✓ **DO NOT** give statements to the media.
- ✓ **DO NOT** re-enter until "all-clear" has been sounded.

Fire and Emergency – PEEP

Fire safety for disabled people - Personal Emergency Evacuation Plans (PEEPS).

Everyone has different abilities, and the unique characteristics of each college and its host University within NVT UK means it is vital to prepare for emergencies with disabled people in mind.

⇒ **What is a Personal Emergency Evacuation Plan (PEEP)?**

All disabled people need a PEEP - basically an individual plan, detailing how they will be alerted to danger in an emergency, and how they will then reach safety. Every person and every building within NVT UK and its host University is different, so disabled people who regularly visit several buildings will need a PEEP for every building they visit.

⇒ **The legislation**

PEEPs are based on the need to consult with disabled employees and students and take into account the different features of every building. The 'fire safety order' requires the Responsible Person to make provision for the safe evacuation of disabled people in the event of a fire. In cases where a disabled employee or student requires assistance it is necessary to provide a PEEP.

⇒ **More about PEEPs - college procedures**

The college OSH Coordinator and / or CDP are responsible for talking to any disabled people and seeing whether they need any help in the event of an emergency. If support is required a plan needs to be developed by all the interested parties taking into account the needs of the disabled person, the building structure, available resources and current emergency plan.

A PEEP should then be created from this information, and the PEEP form completed. (Advice and support for completing the PEEP is available from the Manager HR & OSH Systems and Services NVT UK if required).

A PEEP will often build on existing evacuation procedures, so information on general procedures should be available to everyone. If assistance with escape procedures is required, the amount of assistance should be identified in the PEEP, for example the number of assistants and the methods to be used.

Fire wardens and other assistants will get appropriate training where necessary.

⇒ **Evacuation in an emergency**

Helping wheelchair users down stairs

Where disabled people are above the ground floor there are a number of factors to bear in mind:

- Refuge - A refuge is a designated space where a disabled person can wait for help. It is a safe area that is protected by fire-resisting construction and provides a safe route to the exit, as a stage of the evacuation. An example of a refuge is the head of a stairway. The refuge should have clear signs and be large enough to accommodate the flow of people who will also be evacuating the building.
- Lifts – Lifts must not be used for evacuation unless they are either a 'fire-fighting lift' or 'rescue lift'. In an evacuation these lifts can be commandeered by a fire warden or security officer to rescue any disabled people from the refuge areas.
- Safe routes - A PEEP should contain details of the escape route disabled people will use. Clear, unobstructed gangways and floor layouts should be considered at the planning stage.

Fire and Emergency - PEEP

- In areas of a building frequently visited by wheelchair users, it may be necessary to provide special evacuation chairs which can be used on staircases. It is also necessary to provide additional chairs for specific cases which have been identified in PEEPs. There are various types of evacuation chairs available in host universities and employees should familiarise themselves should they be necessary to use.

Two common types available are - The PAR-AID and the SIROCCO.

The PAR-AID is the preferred chair as it is easier to use, but for some types of disability the SIROCCO is more suitable. The PAR-AID chair is also unsuitable for very wide staircases.

Where the PEEP assessment shows evacuation chairs are needed support should be sought from the Manager HR & OSH Systems and Services NVT UK or the host University Health and Safety Team.

- Evacuations to adjacent buildings - Some buildings or groups of buildings have a system of integral fire resisting compartments within their structure. Where this is the case a wheelchair user could move to an adjacent building when the fire alarm is activated.
- Where wheelchair users are on the upper floor, they should proceed to the refuge area. The designated assistants should check these areas immediately when the fire alarm sounds. The wheelchair user can then be evacuated from the refuge as set out in the PEEP.
- University of Hertfordshire/01707284000 must review and update PEEPs at regular intervals.

Deaf and hearing impaired people

Most deaf people working alongside hearing colleagues will be able to see and understand the behaviour of those around them. They do not need special equipment, as long as they know what to do in the event of a fire. However, deaf or hearing impaired people working alone may need an alternative way of being alerted to an emergency. Many alarm systems have visual indicators such as a flashing light, and additional units can be provided if necessary. In some host universities Deaf Alerter systems are being added into existing alarm systems. These are linked to vibrating pagers which are issued to any student and / or employee who is deaf.

Blind and partially sighted people

Blind and partially sighted people should be offered orientation training, if needed.

Training

For an escape plan to work, it relies on the ability of employees to respond well. Employees will get instructions, practical demonstrations and training appropriate to their responsibilities. This might include some or all of the following:

- Fire drills for employees and students
- Specific courses for fire wardens
- Training in how to use evacuation chairs, fire fighting equipment etc.

For further advice contact the Manager HR & OSH Systems and Services NVT UK or the host University Health and Safety Team.

Summary

- Where a disabled employee or student needs help in the event of a fire, a Personal Emergency Evacuation questionnaire and PEEP should be completed.
- Training and regular practice of the emergency drills may be necessary
- A copy of the PEEP should be given to all parties with a vested interest and a further copy should be kept at the college **and** available for inspection by a fire authority officer, if required.

Fire and Emergency – PEEP

Personal Emergency Evacuation Plan (PEEP)

Name	Location
	building
	Floor

Awareness of procedure

I am informed of an emergency procedure by:

Existing alarm system
 Visual alarm system

Pager device
 Other (please specify)

Designated assistance: (the following people have been designated to give assistance for egress / evacuation from a building in an emergency:

1. _____
2. _____
3. _____
4. _____
5. _____

Methods of assistance: (These can include transfer procedures, methods of guidance)	
Equipment provided (e.g. Evacuation chair)	
Training required (if any)	
Agreed Evacuation / Egress Procedure: (this should be a step by step guide beginning with action to be taken on the first alarm being activated)	

Name: _____

Signature: _____ Date: _____

Responsible Named Person: _____

Signature: _____ Date: _____

Fire and Emergency – Gas Leak

Many buildings on university campus including NVT UK colleges are fitted with gas lines. In the unlikely event of a rupture or gas leak, evacuation may be required. Evacuation procedures during a gas leak are

different from those during a fire, so it is important that employees and students familiarise themselves with local procedures before a leak occurs.

In the event of a gas leak:

- Turn off the gas supply at the mains (if you know where it is located and it is safe to do so)
- Do not operate electrical switches – on or off. This includes mobile phones. A spark could cause an explosion.
- Open all doors and windows.
- Put out cigarettes and any naked flames.
- Call Security 01707284010 or emergency services on 999 (if 999 is called inform security as soon as is reasonably practicable) and explain the situation.
- Evacuate people away from the building to safe area.

Off-Site Emergency

Off – Site Emergency

Emergency Procedures are an essential part of planning when thinking about a trip or activity away from the local college premises.

If an accident occurs the priorities are to:

- Assess the situation
- Safeguard the rest of the party
- Attend to any casualties

- Inform the emergency services

An emergency is difficult to define. It may be a fracture, food poisoning or a fatality, or an illness requiring immediate medical treatment. It may, on the other hand, be missing students who are soon found or a coach crash in which no serious injuries are sustained. The following notes are for guidance. The procedures listed will not apply to all emergencies.

1. Assess the nature and extent of the emergency.
2. Make sure all other group members are safe from danger and are looked after.
3. Render first aid and attend to any casualties.
4. Call the emergency services as required. As a minimum you will need to know:
 - ⇒ Precise location
 - ⇒ Description of the accident
 - ⇒ Time of the accident
 - ⇒ Number of casualties
 - ⇒ Nature of injuries
 - ⇒ Total number in the party
 - ⇒ Your own telephone numberWhere involved, the Police will take any statements. A member of the college should accompany any casualties to the hospital.
5. Supervise and support the remainder of the group and arrange for their return to the college / base.
6. Arrange for one employee to remain at the incident to assist or liaise with the emergency services, as required.
7. Contact offsite base to communicate with other employees in the party (e.g. hotel, outdoor centre etc).
8. Contact the CP, emergency contact point, or designated senior employee with information listed under (4) above and additionally:
 - ⇒ Names and telephone number if necessary, or individuals involved
 - ⇒ Names of other members in the party
 - ⇒ Actions taken so far

Off-Site Emergency

- ⇒ Actions to be taken and by whom
 - ⇒ Telephone numbers for future communication. For a serious incident, where the media may be involved, identify alternative telephone numbers at "home" e.g. CDP, GM NVT UK and "offsite base" as other lines will quickly become jammed
9. The CDP or designated college senior employee should contact the Manager HR & OSH Systems and Services NVT UK or the appropriate employee from the NVT UK Crisis Team and give details of the incident:
 - ⇒ Identify action required, which may include financial assistance.
 - ⇒ Alternative and additional telephone lines may need to be identified at an early stage

10. The CDP or designated college senior employee will arrange to contact parents / next of kin of those involved as soon as possible. For a serious incident contact should be made with parents / next of kin of all party members. It is also the responsibility of the CP or designated college support employees to act as a link between the group involved and the parents / next of kin.
11. The Executive General Manager NVT UK will liaise with the media as necessary. In some instances e.g. geographical location / travelling distances / urgency etc another designated person will be nominated to act as the ongoing point of contact with the media to whom all involved should direct questions and requests. This person will need to liaise with the emergency services, perhaps on-site.
12. Employees should now attempt to write down all relevant details whilst still fresh in the memory. Other group leaders may be asked to do the same. A record should be kept of names and addresses of any witnesses. Keep any equipment involved in its original condition. If possible do not disrupt the scene of the incident until a full investigation has been completed.
13. Restrict access to a telephone until you have informed the CP and there has been sufficient time for the CDP to contact those directly involved.
14. Legal liability should not be discussed or admitted.
15. Refer requests from the media to the General Manager NVT UK or designated individual, as above.
16. Contact insurers, particularly if medical assistance is required.
17. Complete and forward all accident forms and reports to the Manager HR & OSH Systems and Services NVT UK.
18. For serious incidents consider further professional counselling support for all those directly or indirectly involved.

Note:

A mobile phone carried by accompanying employees can be a useful item of additional equipment and may save valuable time in the event of an emergency. However, technical difficulties easily arise. When available, their use should complement and not replace traditional safety and communication procedures.

All employees undertaking offsite visits should undertake a risk assessment before departing and they should keep details of these emergency procedures to hand and ensure that they have the means of implementing them.

Outbreak of disease and Infections

Cases of infectious disease may occasionally occur in colleges and the local area. Their importance depends on several factors: -

- The severity of the disease
- The number of students and / or employees affected
- The mode of transmission
- The amount of fear they generate
- Whether any specific action is necessary to stop further cases (e.g. immunisation, improving food handling practices etc.)

There are several ways in which the college may become aware that they have a case of infectious disease.

- Students and / or employees may become ill
- There may be a sudden increase in the number of absentees
- Relatives, colleagues or friends may advise the college that employees and / or students are suffering from an infectious disease
- The Consultant from the local Health Protection Unit may inform the college / university

If an employee thinks there may be a case (infection / disease) then they may need to discuss the matter with the University Medical Centre or NHS Direct. It is helpful for the initial assessment of the situation if an employee can find out:

- How many employees and / or students are ill
- How the illness is being presented
- When each person fell ill

The local Health Protection Unit (HPU), will if required assess the situation and decide what, if any, further action is necessary either to investigate the source of the outbreak or to stop further spread. The college should make every attempt to provide information requested by the HPU or employees working on their behalf (e.g. Environmental Health). The CP or Responsible Person should encourage employees and students to comply with specimens and to follow guidance for control or spread of disease.

If an outbreak of food poisoning is suspected the local Environmental Health Department will be asked to investigate. Environmental Health may also assist in the assessment and control of outbreaks of diarrhoea and / or vomiting not thought to be due to food poisoning (e.g. dysentery).

Providing there are proper cleaning schedules in place, additional routine cleaning is not generally required in outbreaks. If the Environmental Health Department or the HPU consider there is a need for extra cleaning this will be discussed. This might particularly be the case if employees or students have had vomiting or diarrhoea on the premises.

Exclusions from the college

There are some general rules about excluding from college:

- Employees and students who are not well should not be working at the college even if they are not infectious
- Students suffering with diarrhoea should not be at the college unless the diarrhoea is known to be non infectious (celiac disease). This rule also applies to employees, including catering staff. In individual cases, students must not return to the college until 24 hours after their last bout of sickness or diarrhoea. Where there are 3 cases or more (outbreak) in the educational setting, those affected must not return to the college until 48 hours after their last bout of sickness or diarrhoea.

Outbreak of disease and Infections – Guidance on Infection Control

RASHES AND SKIN	Recommended period to be kept away from college (once person is well)	COMMENTS
Athletes Foot	None	
Chickenpox	For 5 days from onset of rash	It is not necessary to wait until spots have healed or crusted.

		<i>(NB: see Expectant Mothers, see Vulnerable People)</i>
Cold Sores (Herpes simplex virus)	None	Many healthy adults excrete this virus at some time without having a 'sore'
German Measles (Rubella)	5 days from onset of rash	The student / employee is most infectious before the diagnosis is made but most adults should be immune due to immunisation so that exclusion after the rash appears will prevent very few cases. <i>(NB: see Expectant Mothers)</i>
Hand, Foot & Mouth Disease	None	Usually a mild disease not justifying time off from study or work
Impetigo	Until lesions are crusted or healed	Antibiotic treatment by mouth may speed healing. If lesions can be reliably kept covered exclusion may be shortened
Measles	5 days from onset of rash	Measles is now rare in the UK. <i>(NB: see Vulnerable People)</i>
Molluscum Contagiosum	None	A mild condition
Ringworm (Tinea)	None	Proper treatment by the GP is important. Scalp ringworm needs treatment with an antifungal by mouth
Roseola	None	A mild illness, usually caught from well persons
Scabies	Until treated	Outbreaks have occasionally occurred in schools and universities. Student can return as soon as properly treated. This should include all persons in the household
Scarlet Fever	5 days from commencing antibiotics	Treatment recommended for the affected person
Slapped Cheek/Fifth Disease (Parvovirus)	None	<i>(NB: see Expectant Mothers)</i> . Exclusion is ineffective as nearly all transmission takes place before the person becomes unwell
Warts and verrucae	None	Affected persons may go swimming but verrucae should be covered.

RESPIRATORY	Recommended period to be kept away from College (once person is well)	COMMENTS
'Flu' (influenza)	None	Flu is most infectious just before and at the onset of symptoms
Tuberculosis	CCDC will advise on action	Generally requires quite prolonged, close contact for spread.
Whooping cough (Pertussis)	5 days from commencing antibiotic treatment	Treatment (usually with erythromycin) is recommended though non-infectious coughing may still continue for many weeks

DIARRHOEA AND VOMITING ILLNESS	Recommended period to be kept away from college (once person is well)	COMMENTS
Diarrhoea and/or vomiting (with or without a specified diagnosis)	In a single/2 cases, until diarrhoea and vomiting has settled (neither for the previous 24 hours) In cases where 3 or more students/employees are involved, until diarrhoea and/or vomiting has settled (neither for the previous 48 hours)	Usually there will be no specific diagnosis and for most conditions there is no specific treatment. A longer period of exclusion may be appropriate for people unable to maintain good personal hygiene.
E.coli and Haemolytic Uraemic Syndrome	Depends on the type of E.coli	Seek <i>further advice</i> from the <i>Consultant in Communicable Disease Control (CCDC)</i>
Giardiasis	Until diarrhoea has settled (neither for the previous 24 hours)	There is a specific antibiotic treatment
Salmonella	Until diarrhoea and vomiting has settled (neither for the previous 24 hours)	If the person has difficulty in personal hygiene, seek advice from the CCDC
Shigella (Bacillary Dysentery)	Until diarrhoea has settled (neither for the previous 24 hours)	If the person has difficulty in personal hygiene, seek advice from the CCDC
<i>(See also Hands – Washing and Good Hygiene Procedures)</i>		

HIV/AIDS	HIV is not infectious through casual contact. There have been no recorded cases of spread within a College. <i>(See Cleaning Up Body Fluid Spills)</i>
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HEPATITIS B AND C	Although more infectious than HIV, hepatitis B and C have only rarely spread within a college setting. Universal precautions will minimise any possible danger of spread of both hepatitis B and C. <i>(See Cleaning Up Body Fluid Spills)</i>
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Outbreak of disease and Infections – Guidance on Infection Control

OTHERS	Recommended period to be kept away from College (once person is well)	COMMENTS
Conjunctivitis	None	If an outbreak occurs consult Consultant In Communicable Disease Control
Glandular Fever (Infectious Mononucleosis)	None	
Head Lice (Nits)	None	Treatment is recommended only in cases where live lice have definitely been seen (<i>see Further Information</i>)
Hepatitis A	See comments	There is no justification for exclusion of well people with good hygiene who will have been much more infectious prior to the diagnosis. Exclusion is justified for 5 days from the onset of jaundice or stools going pale for persons where hygiene is poor.
Meningococcal Meningitis/Septicaemia	The CCDC will give specific advice on any action needed	There is no reason to exclude from college
Meningitis not due to Meningococcal infection	None	Once the person is well infection risk is minimal
Mumps	5 days from onset of swollen glands	The person is most infectious before the diagnosis is made and most persons should be immune due to immunisation
Threadworms	None	Transmission is uncommon in colleges but treatment is recommended for the student / employees and the family
Tonsillitis	None	There are many causes, but most cases are due to viruses and do not need an antibiotic. For one cause, streptococcal infection, antibiotic treatment is recommended

■ Immunisations

By the age of 2 all children within the United Kingdom (UK) should have received 3 doses of diphtheria/tetanus/whooping cough/Hib and polio immunisations and at least one dose of measles, mumps, rubella (MMR) immunisation. By age 5 all children within the UK should, in addition, have had a booster of diphtheria, tetanus and polio, and a second dose of MMR. Employees should be mindful that this may not be the case for overseas students studying at NVT UK colleges.

■ Hand washing and good hygiene procedures

- ✓ Effective hand washing is an important method of controlling the spread of infections, especially those that cause diarrhoea and vomiting.
- ✓ Always wash hands after using the toilet and before eating or handling food using warm, running water and a mild, preferably liquid soap. Toilets must be kept clean.
- ✓ Rub hands together vigorously until a soapy lather appears and continue for at least 15 seconds ensuring all surfaces of the hands are covered.
- ✓ Rinse hands under warm running water and dry hands with a hand dryer or clean towel (preferably paper).

- ✓ Discard disposable towels in a bin. Bins with foot-pedal operated lids are preferable.
- ✓ Encourage use of handkerchiefs when coughing and sneezing.
- ✓ If a food handler has diarrhoea or vomiting the CCDC's advice should be sought urgently.

Outbreak of disease and Infections – Guidance on Infection Control

■ Cleaning up body fluid spills – Universal Precautions

- ✓ Spills of body fluids: Blood, faeces, nasal and eye discharges, saliva and vomit must be cleaned up immediately.
- ✓ Wear disposable gloves. Be careful not to get any of the fluid you are cleaning up in your eyes, nose, mouth or any open sores you may have.
- ✓ Clean and disinfect any surfaces on which body fluids have been spilled. An effective disinfection solution is household bleach solution diluted 1 in 10 but it must be used carefully.
- ✓ Discard fluid-contaminated material in a plastic bag along with the disposable gloves. The bag must be securely sealed and disposed of according to local university guidance.
- ✓ Mops used to clean up body fluids should be cleaned in cleaning equipment sink (not a kitchen sink), rinsed with a disinfecting solution and dried.
- ✓ Ensure contaminated clothing is hot laundered (minimum 60°C).

■ Vulnerable People

Some people will have medical conditions that make them especially vulnerable to infections that would rarely be serious in most other people.

- ✓ Such people include those being treated for leukaemia or other cancers, people on high doses of steroids by mouth and people with conditions that seriously reduce immunity. NVT UK colleges should be made aware of such people through health declarations and individual risk assessments may be necessary.
- ✓ These people are especially vulnerable to chicken pox or measles. If a vulnerable person is exposed to either disease they should seek further medical advice as necessary.

■ Expectant Mothers

Some infections if caught by a pregnant woman can pose a danger to her unborn baby.

- ✓ Chicken pox: this can affect the pregnancy of a woman who has not previously had the disease. If an expectant mother is exposed early in pregnancy (the first 20 weeks) or very late in pregnancy (the last 3 weeks before birth) she should promptly inform her GP and whoever is giving her ante-natal care who can do a blood test to check she is immune.
- ✓ German measles (Rubella): if a woman who is not immune to rubella is exposed to this infection in early pregnancy her baby can be affected. Female employees should be able to show evidence of immunity to rubella or, if that is not available, have a blood test and, if appropriate, immunisation. If a woman who may be pregnant comes into contact with rubella she should inform her GP promptly.
- ✓ Slapped cheek disease (Parvovirus): occasionally, Parvovirus can affect an unborn child. If a woman is exposed early in pregnancy (before 20 weeks) she should promptly inform whoever is giving her antenatal care.

■ Outbreaks of infection

If a college suspects that some of its students and /or employees are part of an outbreak of infection (an unusual number of cases of an infectious disease) they should inform the Consultant in Communicable Disease Control (CCDC), [Insert name and telephone number]

- Further information

Background information supporting the advice in this guidance and a list of other sources of information, can be found on the Health Protection Agency website: www.hpa.org.uk/infections/default.htm.

Severe Weather – Ice and / or Snow

If there is an indication that severe weather is imminent the college should monitor weather warnings from radio stations or local media e.g. the BBC. As conditions worsen the college should liaise with both the host university and the MHROSH and implement emergency procedures to manage the situation. This may necessitate a Crisis Team Meeting to formulate / implement.

In the event of snowfall within the commuting routes of employees, the CP or and / or other Responsible Person will release employees early if necessary to avoid them being trapped at work. The CP and / or nominated Responsible Person will also contact employees if the college / workplace is to be closed and / or they are not expected to come to work e.g. during a period of prolonged freezing conditions.

Unless directed by management not to attend, employees are expected to make reasonable efforts to come to work, even if their arrival is delayed. If the college is wholly or partly closed to students, employees are expected to report to work and undertake appropriate preparation or other duties as directed by the CP or Responsible Person.

If for any reason, it is impossible for any sessional academics to reach the school or the host university decides to suspend its activities, a cascade system of communication needs to be put into practice to ensure that students are not left unaware of the staffing / college situation. Communication methods can include:

- Informing students directly
- College opening / closing times left as messages on StudyNet
- Sending out global emails to all students
- SMS text messages to individual students

(In these situations the college should develop and implement alternative teaching and learning methods e.g. self directed learning, student portal, internet research etc.)

The cascade system for informing students of any closures etc should include the use of any employee, some of whom may live close to the college. In the absence of any sessional academics, any college employee can take control of the situation and ought to make their way to the college as soon as possible to ensure that students are informed of the fact the college is to be closed. This may be accomplished by using student contact phone details

held within student support. The communication system should include the availability of any NVT UK employee who lives locally.

Severe Weather – Ice and / or Snow

Students should be advised to keep a check on local radio broadcasts during emergency conditions in case closures or changes to normal university / college arrangements are made. Those students who have provided an email address will be emailed asking for acknowledgement of receipt. The remainder of students, together with those who did not respond to email will be contacted by telephone.

College employees should:

- Check immediately at the onset of the emergency that college / home telephone is in working order and check it repeatedly, ensuring the availability of mobile phones if necessary.
- Try to keep a check on radio broadcasts.
- Inspect the safety and accessibility of the college premises at the beginning of each day (responsibility of the CP via the OSH Coordinator or nominated person).
- If a closure is imminent the CP should inform the NVT UK Crisis Team.

Student Services (SS) should contact students daily whilst the college is closed, checking:

- ✓ They have the college emergency mobile number and are carrying a form of communication (mobile phone) that works
- ✓ That they monitor StudyNet for weather and college updates
- ✓ Their general health (SS should check with those students who have known health conditions first)
- ✓ That they have enough food, are able to cook and understand the importance of maintaining their core body temperature (i.e. food is fuel)
- ✓ That the students are drinking plenty of water and keeping hydrated
- ✓ Temperatures are adequate in their accommodation and that they have enough warm clothing
- ✓ Safety risks have been explained e.g. black ice etc
- ✓ That they have kept their immediate family informed of their welfare and that they are well
- ✓ That any students who have to work are travelling safely (and this is recorded)

Examples of information that can be sent to students in transit or already studying at the college can be found at Appendix B Examples of severe weather warning information for students.

Violence and Aggression – Introduction

- Introduction

The Health and Safety Executive definition of work – related violence is “Any incident in which a person is abused, threatened or assaulted in circumstances related to their work”.

This definition is taken to include verbal abuse or threat, threatening behaviour, any assault (and any apprehension of unlawful violence), bullying, serious or persistent harassment including racial or sexual harassment and extends from what may seem to be minor incidents to serious assault and murder to threats against the employee’s family”.

NVT UK has a duty of care to protect its employees and its students from the risk of foreseeable violence and aggression by undertaking risk assessments and implementing robust control measures that are monitored and reviewed (See OSH Performance Standard 01 and 05 for further details). Where incidents aren’t foreseeable the college may end up in a crisis or emergency situation.

All incidents of violence and aggression must be reported and recorded in the Emergency Log 1.13 and /or students file as appropriate. The Manager of OSH & Facilities NVT UK should also be informed so that support is offered e.g. with risk management etc.

Violence or the threat of violence towards college employees and students is relatively rare, but if it does occur, must be dealt with consistently by the CP or Responsible Person. Employees should not put themselves at serious risk to intervene or become heroes. If a serious incident does occur the best plan of action is to stay calm and where possible call for support from the University Security Office or Police / Emergency Services.

Where the perpetrator of violence and / or aggression towards other employees or students, or alleged violence and / or aggression is an employee, disciplinary action or legal action may follow, dependent on the facts. A full investigation may need to take place shortly after the incident.

Further advice and guidance should be sought as necessary from the Executive General Manager (University Programmes) NVT UK.

Where the perpetrator is a student from the college, then again, a full investigation will also need to take place. The investigation may involve referral to the student code of conduct, CPRS and the College Academic Board.

Investigations may involve witness statements of those parties involved. This may necessitate members of the NVT UK Crisis Team / or another NVT UK College involvement in order to provide a neutral and objective fact finding mission. The CP or Responsible Person should counsel and support employees and students as necessary.

Violence and Aggression – Intruders

■ Intruders on College Premises

Threats from intruders both in and out of working hours may include:

- ⇒ Theft of equipment and / or personal belongings of either employees or students
- ⇒ Vandalism of equipment and / or premises
- ⇒ Threats of violence and aggression

All visitors to NVT UK colleges should enter via reception and sign in / out of the visitor's book. Visitors should also be issued and wear an ID card for easy recognition as should employees and students.

Any lengthy unplanned visit will be advised personally to all employees by the CP or senior Responsible Person. Visitors should (if at all possible) be escorted to their destination and introduced to the relevant employee in that area or met at reception.

All employees should feel confident in issuing a polite challenge to any visitors; "Can I help you?" or "Are you lost?" will cover most situations. If any employees or student feels uneasy about the presence or behaviour of any visitor they should report their concerns immediately to the CP or senior Responsible Person. Any serious concerns or threats should follow the procedures below.

□ Assess the risk

Try to categorise the intruder and the degree and type of threat posed. Any knowledge of the intruder, their motivation or background, will be of help for the college and possible the university security staff or emergency services should they become involved.

- ⇒ Walk in opportunist thief
- ⇒ Former students
- ⇒ Family members of employees and / or students
- ⇒ Unknown contractors
- ⇒ Armed intruder

Look out for people who are not employees but appear to have authority to be there. Wearing a suit, carrying a clipboard or wearing overalls are all good cover for a sneak thief.

■ Challenging the intruder

- ⇒ Do not stand too close or invade personal space, this could trigger violent confrontation.
- ⇒ Avoid an aggressive stance such as finger wagging or folded arms.
- ⇒ Be polite. Stay calm and speak clearly.
- ⇒ Explain your authority to challenge them if it is questioned.
- ⇒ Avoid arguments.

- ⇒ Never place your hand on a potentially aggressive intruder.
- ⇒ Do not turn your back and if leaving a room do so with care.
- ⇒ Try to leave yourself an escape route.
- ⇒ If there is more than one intruder, do not confront them on your own but seek support from the University Security Office or Police.
- ⇒ If you do not feel sufficiently confident to challenge an intruder then don't. Call the University Security office for support

Violence and Aggression – Intruders

- Contacting the Emergency Services
Always contact the Emergency Services / University Security if:

- ⇒ There is any danger to life.
- ⇒ Actual or expected threat of violence.
- ⇒ A crime is in progress.
- ⇒ A further crime may occur.
- ⇒ There is any other incident which in your own judgement requires an immediate response.

- During the event

If there is any question of a risk to students and / or employees, it may be prudent to evacuate the college using the normal fire evacuation procedures. Employees need to be mindful that in some situations this might exacerbate the risk. Circumstances will dictate the action to be taken and either the CP or individual employees will have to take responsibility of making a judgement as to the right course of action. If there is any physical threat to employees or students always call the Police on 999 and if possible inform the Security Office.

No employees or student should attempt or feel they are expected to intervene if there is any question of their being a risk of injury as a result. If there is a risk of equipment being stolen it is better to lose such equipment rather than risk a violent incident. Similarly if there is a risk of assault, an intruder could claim unreasonable or unjustified force was used against them.

Avoid direct confrontation until the Police arrive. Where employees or students are not in immediate danger from an intruder, try to keep track of their movements and inform the Police and / or Security of their whereabouts when they arrive.

In the case of attempted abduction or direct physical threat to a student you will be required to make an immediate judgement. Consider –

- ⇒ Will the victim be in greater or lesser danger if the intruder is confronted?
- ⇒ Is it possible to speak to and reason with the intruder?
- ⇒ Is the intruder known to you and the student?
- ⇒ Do you have any knowledge of the victim or intruder that may assist your judgement?

It is not reasonable to suggest that the CDP or other employees can do more than follow their own dynamic risk assessment of the situation and act accordingly. The only principles which must be followed are to take the course of action which you believe presents the least risk to the student and college employees, and summon help as soon as possible.

- After the incident

Any incident of violence and aggression that happens must be reported in accordance with Emergency Log 1.10. Incidents involving students must also be recorded and Personal Files / MAZE updated as appropriate.

It is possible that employees and / or students may be traumatised by intruder incidents, even if they do not display immediate signs of trauma or disturbance. It may be appropriate to arrange counselling.

If the intruder has left the premises and may pose a threat to other areas within the campus, contact must be made with the University Security team as soon as practicable.

All incidents must be reported to the Manager HR & OSH Systems and Services NVT UK and if there is any risk of media interest the Executive General Manager (University Programmes) NVT UK (GM) must be informed immediately. No employees should speak to the press or broadcast media without first consulting the GM.

Violence and Aggression – Sexual Assault

DEFINITION:

Sexual assault is any sexual behaviour between individuals to which one person does not or cannot consent. Sexual assault may include:

- Sexual act(s) or contact(s) with another which can involve compelling a person to submit by force or threat of force;
- Use of intoxicants to substantially impair a person's power to give consent;
- Engaging in such act(s) when there is reasonable belief that the other person suffers from a mental state which renders him or her incapable of understanding the nature of the content;
- When the person is under sixteen years of age; or
- When the person is unaware a sexual act is being committed.

PROCESS:

1. In the event of a medical emergency and/or police emergency, medical response personnel and/or police should be contacted by calling 999 (from on/off-campus).
2. The accuser will be encouraged not to destroy evidence by bathing, changing clothes, or cleaning up in any way. If the accuser is undecided about reporting the assault to the police, the accuser will be encouraged, nevertheless, to preserve evidence should the individual decide to file a report at a later date. A report to the police can empower the accuser by exercising his/her legal rights and can aid in the protection of others.

3. The accuser who does not wish to file a police report will be encouraged to seek medical attention. A medical exam will treat physical problems and may diminish fears about injury, sexually transmitted diseases, or pregnancy.
4. Employees from student services will offer support to the accuser who may be experiencing possible conflicting feelings and thoughts and will aid the accuser in developing options.

Violence and Aggression – Sexual Assault

5. If the accuser has decided not to report the assault, student services will maintain confidentiality. Other alternatives may include:
 - a. Making a blind report to the police (a report that notifies the police that a sexual assault has occurred, but gives no names or identification).
 - b. Making the decision to report at a later date. However, early reports may improve the preparation of a viable prosecution. Filing a police report immediately following the incident does not force the accuser to file charges and prosecute the accused; however, it does aid in the preservation of valuable evidence if the accuser decides to prosecute at a later date.

Victims of sexual assault will be encouraged and guided to may seek assistance from a suitable Counselling Service.

6. If necessary, the accuser will receive assistance in changing residence, phone number, altering academic schedule or withdrawing from the institute. The guiding principle in the report of a sexual assault is to avoid possible re-victimizing the accuser by forcing the individual into any action of plan.

Appendix A: BUIC Student Emergency Response Information (To be posted strategically in College facilities)

RESPONSE TO EMERGENCIES IS ACHIEVED BY CHANNELLING INFORMATION THROUGH THE SECURITY CONTROL ROOM (STAFFED 24 HOURS A DAY)

BOMB ALERT

IF YOU NOTICE A SUSPECT PACKAGE OR RECEIVE A BOMB WARNING THEN CALL SECURITY ON 0121 331 6969 IMMEDIATELY ONCE THE THREAT HAS BEEN EVALUATED YOU WILL BE GIVEN A VERBAL INSTRUCTION BY A FIRE MARSHALL OR A MEMBER OF THE CORE CRISIS TEAM – FIRE ALARMS WILL NOT BE USED FOR A BOMB ALERT EVACUATION
EVACUATION INSTRUCTION:

IF YOU ARE NEAR YOUR NORMAL PLACE OF WORK

- COLLECT VALUABLES
- PUT ON APPROPRIATE CLOTHING
- LEAVE THE BUILDING/AREA BY THE NOTIFIED ROUTE

IF YOU ARE ELSEWHERE IN THE UNIVERSITY CAMPUS

- PROCEED TO THE ASSEMBLY POINT AS PER INSTRUCTION

DO NOT USE YOUR CAR AS ROADWAYS MUST BE KEPT CLEAR

FIRE ALERT

IF YOU DISCOVER A FIRE DUE TO THE PRESENCE OF SMOKE IN A ROOM:

- SOUND THE ALARM
- FROM A SAFE PLACE CALL SECURITY 01707284010

ON HEARING AN ALARM:

- LEAVE THE BUILDING IMMEDIATELY BY THE NEAREST INDICATED ROUTE – CLOSE ALL DOORS BEHIND YOU
- REPORT TO YOUR NEAREST ASSEMBLY POINT

DO NOT USE LIFTS OR RETURN TO THE BUILDING UNTIL AUTHORISED

OTHER EMERGENCIES

GAS LEAKS
PERSONS TRAPPED IN LIFTS
OTHER ESTATES RELATED MATTERS

DURING WORKING HOURS CALL: ESTATES HELP DESK ON 01707283019
OUTSIDE NORMAL WORKING HOURS CALL: SECURITY ON 01707284010

University of Hertfordshire **Health and Safety Team**

Michael Fisher Saftey Officer 01707285130

ACCIDENT OR ILLNESS

FOR PERSONAL INJURY OR ACCIDENT CALL SECURITY ON 01707284010

IF POSSIBLE PROVIDE:

- DETAILS OF THE PROBLEM
- YOUR LOCATION
- TELEPHONE NUMBER

SECURITY WILL SEND THE NEAREST FIRST AIDER AND IF NECESSARY CALL FOR AN AMBULANCE

IF THE UNIVERSITY SECURITY SERVICES CAN NOT BE CONTACTED DIRECTLY THEN CALL EMERGENCY SERVICES ON 999

NOTE THAT WHEN USING A COLLEGE OR UNIVERSITY TELEPHONE DIAL **9** AND REQUEST THE SWITCHBOARD TO PUT YOU THROUGH TO THE EMERGENCY SERVICES.

Hertfordshire International College **STUDENT EMERGENCY SUPPORT PROGRAMME**

It is the priority of Hertfordshire International College to ensure that students can easily contact the appropriate people in an emergency. A college employee can be contacted 24 hours a day but please only call outside business hours if you have a true emergency.

The Hertfordshire International College Emergency Support Programme is set up for your own well being. Please do not jeopardise the health and safety of others by calling the 'Out of Office' number for non emergency situations.

Hertfordshire International College **EMERGENCY CONTACT NUMBERS:**

During Business hours: 01707285590

Out of Office hours: 07813010811

OTHER USEFUL CONTACT NUMBERS:

Professional Services	Phone
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Police, Fire Brigade, & Ambulance	999
Local Police	08453300222
University Switch Board	01707284000
University Security Office	01707284010
University Medical Centres:	01707284444
Queen Elizabeth Hospital	01438314333
Taxi Services	01707888888
NHS Direct (24 Hours Medical Advice)	08454647

Above is a list of available professional services. Most of them are available 24 hours a day. If your difficulties cannot be resolved by them please call the College Emergency number for further advice.

Appendix B: Examples of Severe weather warning information for students

Dear Student,

As you will all know the UK is facing some unusually cold weather conditions at the moment including frost, snow and ice. So to make sure that you all stay safe and well Hertfordshire International College would like you to read the following information.

Safety in Current Weather Conditions

1. When at home keep curtains drawn and doors closed to block out draughts and keep temperatures up
2. Have regular hot drinks and at least one hot meal a day if possible. Eating regularly helps keep energy levels up during winter. Make sure you keep hydrated buy drinking lots of fluids
3. Wrap up warm if you need to go outside on cold days. Wear several light layers of warm clothes (rather than one chunky layer). Don't forget to wear hats, gloves and scarves. Dress for shock absorption as well as warmth. If you do fall, a heavy coat, hat, and scarf can cushion you and lessen any injuries you may suffer. On a bright day, sunglasses can also help you avoid glare from ice and snow that may lead to accidents.
4. Keep as active as possible. Move around at least once an hour and don't sit down for long periods of time. Even light exercise will help keep you warm.

5. Wear shoes that will give you enough traction. Smooth soles and most high-heeled shoes are unnecessarily dangerous in cold and wet conditions. Rubber soles designed to keep you grounded can help you avoid serious accidents.
6. Try not to overburden yourself with luggage/equipment/shopping etc as balance may become unstable
7. Don't venture too far when temperature is subzero
8. Don't run. Walk slowly and carefully. Keep an eye out for any slick patches on the ground, and try to avoid them if you can. If you cannot, keep your feet and arms out while crossing to increase your sense of balance.
9. We all share a responsibility to keep ourselves and others safe.
10. If you have to go out make sure that you plan your journey and know where you are going, have a fully charged mobile phone in case of emergency

What to do if anything does happen such as you become ill or have an accident:

- NHS Direct – 08454647
- Taxi service – 01707888888
- Emergency services – 999 (ONLY for use in a genuine emergency)

****Just remember to keep in touch with** University of Hertfordshire

Let us know if you have any problems or get into any difficulties**

Hertfordshire International College Mainline 01707285590 08:30 – 17:00

HIC Emergency phone 07813010811 – 24 hours