EAIE | SEVILLE
2017 | 12–15 SEPTEMBER

Welcome to session 09-16 Protocol procedures for emergency situations

# STUDENTS' SAFETY AND SECURITY IN HIGHER EDUCATION INSTITUTIONS

**CHAIR**
Esther Martra, University of Barcelona

**SPEAKERS**
Isabell Majewsky Anderson, The University of Edinburgh
Katarzyna Jurzak, Jagiellonian University in Kraków

Friday, 15 September, 10:30 - 11:30

# Content of session

➢ University of Barcelona
  ➢ How to create an Emergency Protocol for outgoing and incoming groups.

➢ University of Edinburgh
  ➢ Overseas Crisis Management

➢ Jagiellonian University
  ➢ Safety and security in academia
  ➢ Institutional solutions
➢ Q-A
  Audience will be invited to share their experiences

# COIMBRA GROUP: FACTS AND FIGURES



- 39 Universities from 23 European countries
- 1,2 – 1,3 milion of students
- 224 000 staff (teaching, research, admin.)
- 36 000 students in Erasmus mobility to/from the CG (16% of the total number of Erasmus students in Europe)
- Multi-billion € total annual research budget

**www.coimbra-group.eu**

EAIE 2017 | SEVILLE
12–15 SEPTEMBER

# University of Barcelona

**16** faculties
**59** departments
**6** city campuses
**17** libraries
**24** UB research centres

**78,039** students
**5,311** teaching and research staff
**2,283** Administrative and service staff
**10,000** International Students

## International Mobility



**1,411** UB students abroad
**1,749** Visiting students at the UB
**361** UB teaching and research staff abroad
**183** Visiting teaching and research staff at the UB
**38** UB admin. and service staff abroad
**31** Visiting admin. and service staff at the UB

EAIE 2017 | SEVILLE 12–15 SEPTEMBER

# The University of Barcelona's Experience: Analysis of the Situation

- ✓ Identify the entities involved in protocol (+17)
- ✓ Identify the external entities involved in protocol (6)
- ✓ Identify the different UB outgoing groups: Definition, entity/reference person, applications and databases (+7)
- ✓ Identify incoming groups arriving to UB
- ✓ Information gathering on personal insurance cover (6)

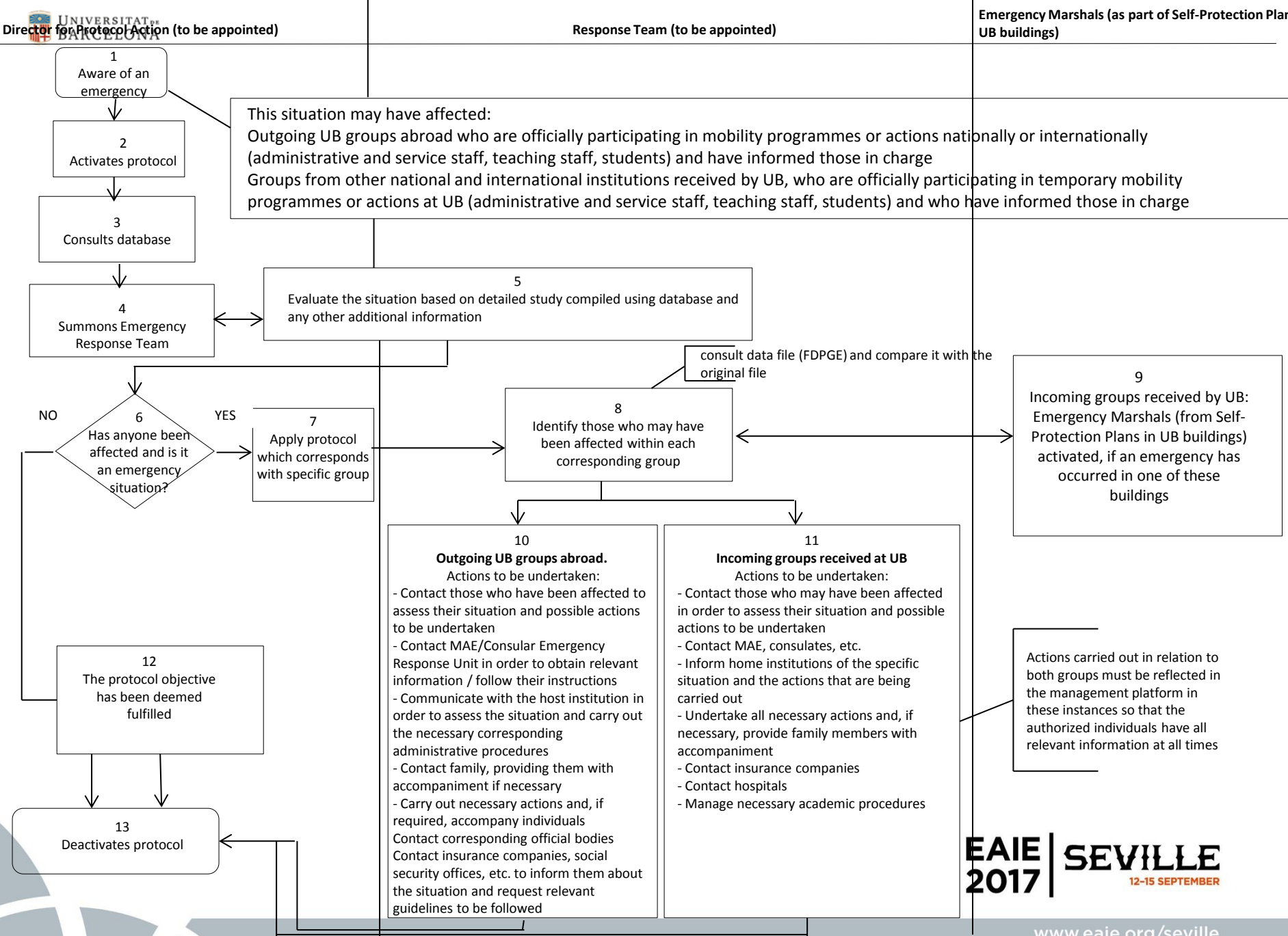# Emergency Protocol at the UB

1. Objective
2. Scope
3. Requirements
4. Protocol of action: methodology

❖ for outgoing UB groups abroad
❖ for incoming groups received by the UB

# Requirements

It will be essential to:

✓ Appoint a person in charge of protocol (Protocol Manager)

✓ Appoint a person in charge of protocol actions (Director of Protocol Actions)

✓ Appoint a response team

**Protocol of UB bodies in order to manage information and establish actions to be undertaken in the event of an emergency which could affect outgoing UB groups abroad or incoming groups at UB**

| UNIVERSITAT DE BARCELONA / Director for Protocol Action (to be appointed) | Response Team (to be appointed) | Emergency Marshals (as part of Self-Protection Plans UB buildings) |
|---|---|---|

**1** Aware of an emergency

**2** Activates protocol

**3** Consults database

**4** Summons Emergency Response Team

This situation may have affected:
Outgoing UB groups abroad who are officially participating in mobility programmes or actions nationally or internationally (administrative and service staff, teaching staff, students) and have informed those in charge
Groups from other national and international institutions received by UB, who are officially participating in temporary mobility programmes or actions at UB (administrative and service staff, teaching staff, students) and who have informed those in charge

**5** Evaluate the situation based on detailed study compiled using database and any other additional information

consult data file (FDPGE) and compare it with the original file

**9** Incoming groups received by UB: Emergency Marshals (from Self-Protection Plans in UB buildings) activated, if an emergency has occurred in one of these buildings

NO    **6** Has anyone been affected and is it an emergency situation?    YES

**7** Apply protocol which corresponds with specific group

**8** Identify those who may have been affected within each corresponding group

**10**
**Outgoing UB groups abroad.**
Actions to be undertaken:
- Contact those who have been affected to assess their situation and possible actions to be undertaken
- Contact MAE/Consular Emergency Response Unit in order to obtain relevant information / follow their instructions
- Communicate with the host institution in order to assess the situation and carry out the necessary corresponding administrative procedures
- Contact family, providing them with accompaniment if necessary
- Carry out necessary actions and, if required, accompany individuals
Contact corresponding official bodies
Contact insurance companies, social security offices, etc. to inform them about the situation and request relevant guidelines to be followed

**11**
**Incoming groups received at UB**
Actions to be undertaken:
- Contact those who may have been affected in order to assess their situation and possible actions to be undertaken
- Contact MAE, consulates, etc.
- Inform home institutions of the specific situation and the actions that are being carried out
- Undertake all necessary actions and, if necessary, provide family members with accompaniment
- Contact insurance companies
- Contact hospitals
- Manage necessary academic procedures

Actions carried out in relation to both groups must be reflected in the management platform in these instances so that the authorized individuals have all relevant information at all times

**12** The protocol objective has been deemed fulfilled

**13** Deactivates protocol

# Overseas Crisis Management

**Isabell Majewsky Anderson**
**Head of Go Abroad Office**
**The University of Edinburgh**

EAIE 2017 | SEVILLE 12–15 SEPTEMBER

A good overseas crisis management policy is essential and should meet the '4 C's':

- **Clear**

- **Concise**

- **Current**

- **Communicated**

EAIE | SEVILLE
2017 | 12–15 SEPTEMBER

# Overseas Crisis Management

A good overseas crisis management policy addresses three key questions:

- How will you know?

- Who decides what action to take?

- How are actions implemented?

EAIE 2017 | SEVILLE
12–15 SEPTEMBER

# How will you know?

There are broadly two kinds of scenario:

- International incident e.g. political unrest, terrorist attack etc.

    - Widely reported in media, but does anyone have responsibility for monitoring the media?

    - Advice issued by government agencies.

- Personal incident affecting just 1 individual e.g medical emergency, victim of crime etc.

    - How or even can students contact you out of hours?

EAIE 2017 | SEVILLE
12–15 SEPTEMBER

# So now you are aware of the situation who decides what actions to take?

- It's vital that in the event of a crisis situation there is either a member of staff or group of staff members who have the authority to decide how to act and to commit the necessary resources.

- Who this is could change based on the situation.

- Who else needs to be informed and how is this information cascaded?

- The 'Golden Hour'

EAIE 2017 | SEVILLE
12–15 SEPTEMBER

# How are actions implemented?



- How do you provide support to staff or students overseas?

- The right insurance package is vital, possibly supported by additional services.

- Duty of Care v.s. Duty of Loyalty

- e.g. Cairo 2013

- Important to establish rules prior to departure and to have participants sign a contract.

- Aftercare and follow-up

linkd.in/eaiegroup
facebook.com/eaie.org
#EAIE2017

# Students' safety and security in academia

It pays to invest in institutional solutions

**Katarzyna Jurzak**
**Rector's Proxy for Student Safety and Security**

# Institutional solutions help you…

- understand the role of different actors

- share responsibility

- create safety culture on day-to-day basis

- become 'the facilitator university'

EAIE | SEVILLE
2017 | 12–15 SEPTEMBER

www.eaie.org/seville

# Institutional solutions in practice

- ☐ **SAFE STUDENT**
  Rector's Proxy for Student Safety and Security

- ☐ **SAFE CAMPUS**
  Security Specialist

- ☐ **SAFE STAFF**

**Safe STUDENT**

**Safe STAFF**

**Safe CAMPUS**
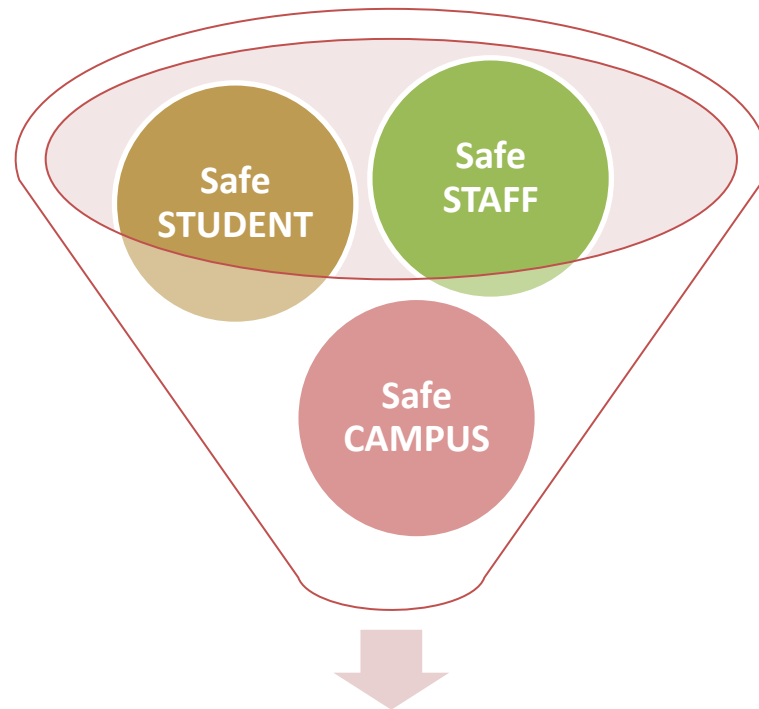
**ONE CENTRAL SECURITY OFFICE**

# Institutional solutions in practice

**Integrated approach**

☐ **Use your strenghts**

☐ **Share knowledge**

☐ **Become a scriptwriter**

POLICIES

PROCEDURES

INSTRUCTIONS

EDUCATION

COOPERATION

EAIE 2017 | SEVILLE
12–15 SEPTEMBER

www.eaie.org/seville
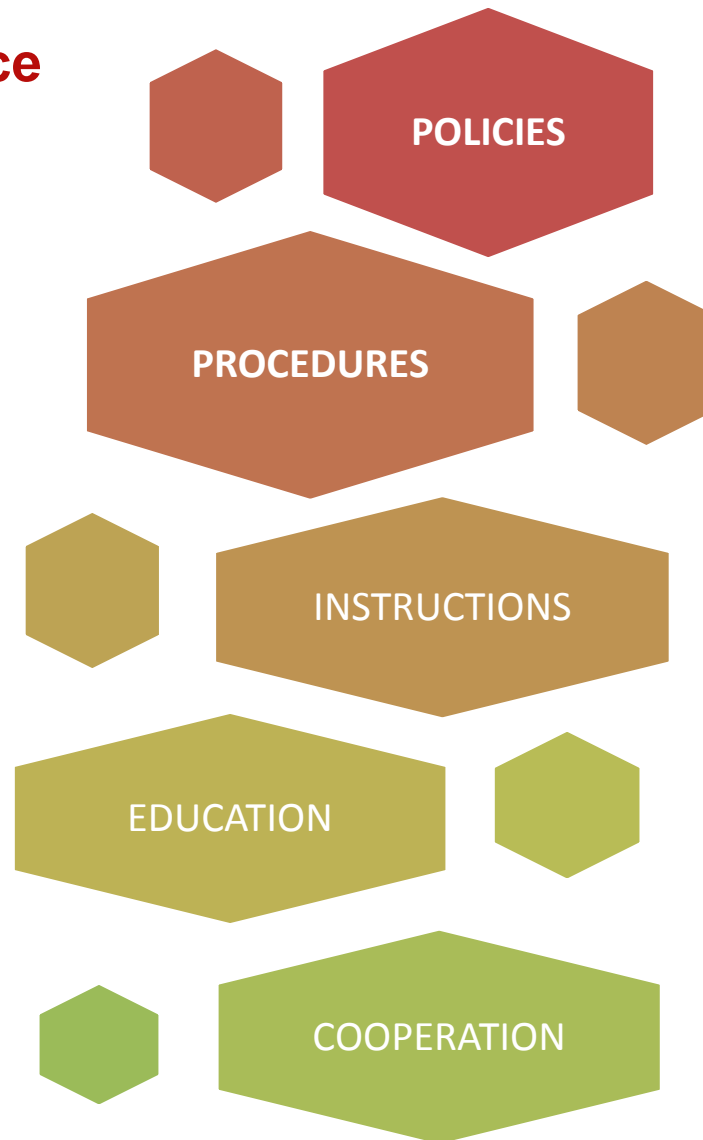
# Evaluation

All conference participants are invited to evaluate the session
Evaluations can be submitted via the EAIE Events App



Participants are asked for their general comments and also to rate their experience
from 'Poor' up to 'Very satisfied' on the following aspects of the session in an online
form:

- Quality of content: Did it challenge your thinking, and did you learn something?
- Delivery / Interactivity: Was the session engaging and inspiring?
- Overall satisfaction with the session: Was it worth attending, and did it meet your
  expectations based on the session title and description?

**EAIE 2017 | SEVILLE**
12–15 SEPTEMBER

# Thank you for your attention

Esther Martra
University of Barcelona (emartra@ub.edu)

Isabell Majewsky Anderson
The University of Edinburgh (Isabell.majewsky@ed.ac.uk)

Katarzyna Jurzak
Jagiellonian University (katarzyna.jurzak@uj.edu.pl)