

EMERGENCY RESPONSE PROCEDURES

The Emergency Response Procedures (ERPs) below provide guidance to staff, students and visitors in the event of an emergency. Key information is provided on what to do and who to contact in the event of an emergency.

Procedures

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COMMUNICABLE DISEASES – Meningococcal infection

The purpose of the protocol is to provide guidance for the response, management and containment of a Meningococcal infection (Meningitis)

Definitions

A **communicable disease** is one that is spread from one person to another through a variety of ways that include: contact with blood and bodily fluids; breathing in an airborne virus or being bitten by an insect.

Health Protection team have a major role in the management of meningococcal infection, ensuring that there are adequate disease prevention and surveillance programmes and in the prevention of secondary spread through contact tracing.

communicable diseases cases are defined as: **confirmed, probable** and **possible**.

Confirmed case: Clinical diagnosis of meningitis, septicaemia or other invasive disease (eg orbital cellulitis, septic arthritis) which has been microbiologically confirmed. Any student with Meningitis isolated in their eye will also be classed as a confirmed case. The health protection team will undertake full follow up for confirmed cases.

Probable case: Clinical diagnosis of meningitis or septicaemia or other invasive disease where an experienced member of the Health Protection Team, in consultation with the physician and/or microbiologist, considers that meningococcal infection is the most likely diagnosis. The Health Protection Team will undertake full follow up for Probable cases.

Possible case: Clinical diagnosis of meningitis or septicaemia or other invasive disease where an experienced member of the Health Protection Team, in consultation with the clinician and microbiologist, considers that another diagnosis, such as a viral illness, is a more likely diagnosis than meningococcal disease. The Health Protection Team will not follow up a possible case but can provide information to the university if required.

The Procedure

In the event of a **possible** case of meningococcal meningitis or septicaemia, no public health measures are required. The treating doctor will liaise with the Health Protection Team.

In the event of a **probable** or **confirmed** case of meningococcal disease, the Health Protection Team will contact the Head of Health and Safety or Health and Safety Manager in the first instance to advise of diagnosis.

If they cannot be reached or it is out of hours **Security Control (0131 455 6119)** should be contacted.

On receipt of the call, Security Control should take the following actions:

- Confirm the name, date of birth, address and contact number of patient.
- Request the details of hospital where the patient was diagnosed (including name of treating doctor and contact telephone number).
- Confirm the study and year of study (if patient is a **student**)

- ❑ Confirm the current location and condition of the patient
- ❑ Confirm the name of the individual reporting the case.
- ❑ Regardless of whether the patient is a **student** or **member of staff** the **Head of Health and Safety or Health and Safety Manager** should be contacted in the first instance (this procedure applies with within or outwith normal working hours **NB** Out of hours contact details are held by Security Control)

Action to be taken by the Head of Health/Health and Safety Manager in the event of a probable or confirmed case

The Head of Health and Safety/Health and Safety Manager will coordinate the University's response to the situation and should take the following actions:

- ❑ Contact Health Protection Team if a student/staff member has notified a university official (**0131 465 5422/5420**). Note that the normal expectation of that HPT will contact the University if they have been notified of a case of a communicable disease.
- ❑ Contact the Director of Finance and Operations who will consider whether an incident response team should be pulled together to manage the incident in liaison with NHS Lothian.

The following members of staff may be asked to join the incident response team depending on the severity of the incident:

- ❑ The Director, Strategy and Planning & Secretary to Court (x3209)
- ❑ The Director of People & Services (**if the patient is a member of staff**) (x6277)
- ❑ The Head of Student Wellbeing & Inclusion (**if the patient is a student**) (x2902)
- ❑ The Senior officer with responsibility for Student Accommodation (x3710) (**if the student is in university accommodation**)
- ❑ The Director of Marketing & External Relations(x6321)
- ❑ Head of Communications (x 6018)
- ❑ The Director of Property & Facilities (x4662)
- ❑ The Director of Student Services & Academic Registrar (x2404)

In the case of probable or confirmed case of Meningitis it is recommended that the contact numbers for the Meningitis Research Foundation and Meningitis Now be widely published as these organisations have trained staff who can offer specific expert advice and guidance. They will be notified in any event by NHS Lothian Public Health but liaison between these organisations and the University is recommended at the earliest possible stage.

[Meningitis Research Foundation](#) 0808 80 03344

[Meningitis Now](#) 0808 80 10388

Action to be taken by the Health Protection Team in the event of a probable or confirmed case of meningitis

- ❑ Interview the patient and her/ her relatives/ friends to identify close contacts
- ❑ Arrange for prophylactic antibiotics to be issued to the individuals identified as close contacts
- ❑ Notify any relevant specialist third party organisations, for example the meningitis charities.

The Health Protection Team will generally make direct contact with close contacts of patients with a communicable disease. The University may be required to make contact with wider groups of staff/ students with pre-prepared messages, if necessary.

Any other appropriate actions will proceed as identified by the Health Protection Team and in accordance with the University's established [Communicable Diseases Plan](#).

Data Protection/ GDPR

Information relating to a student or staff member's health should not normally be shared internally beyond those staff who require it for their role or with students, or externally with third parties including parents or outside agencies without the staff member's express written permission.

On rare occasions it may be deemed necessary to share information with a third party such as the emergency services without a student or staff member's permission. This should only be done in exceptional circumstances, in "life or death" situations where it is in the individual's vital interests to do so. This should only be done in consultation with the relevant line manager and on the advice of [Governance & Compliance](#).

In these rare occasions, strictly limited information proportionate to the situation that has arisen may be disclosed to University staff or third parties, including health care professionals. If any such data is to be provided by email rather than verbally, this must be done appropriately and by taking the necessary precautions- by marking any message as strictly confidential and externally by encrypting the email in accordance with University policy. All information must be stored in line with the University's Data Protection Code of Practice. Further information can be obtained from [Governance & Compliance](#).

Support for Students and Colleagues

Support for both staff and students should be made available in light of raised concerns about communicable diseases, especially if a significant event such as an extensive hospital admission, surgery or death has occurred. Support may include, but is not limited to emotional and psychological support, extenuating circumstances, health advice and return to studies for the affected individuals.

DEALING WITH A MEDICAL EMERGENCY

This procedure is to instruct staff, students and visitors in the correct method of dealing with an incident in which a person has become unwell or has sustained a personal injury.

Major Illness or Injury (Emergency Services Required)

Contact the Emergency Services by dialling (9) 999 relaying the following details to their Control:

- Your name and contact phone number
- Location, including the area, building and room number
- History of incident
- Number of casualties
- Name and age of casualties
- Condition of casualties (level of response, signs and symptoms, treatment)
- Advise Emergency Services that they may have to give room number on arrival at site if Security has not been contacted.
- Contact Central Security Control x4444 (0131 455 4444)** and give details of the location of the casualty, arrival of the ambulance service and if [First Aiders](#) are required.

If unable to contact Central Security Control, alert Emergency Services giving exact location so they can ask staff for escort upon arrival.

Minor Illness or Injury (Ambulance unlikely to be required)

- Contact First Aider direct from [First Aid contact list](#) or via Security giving details as for above for ambulance service.
- First Aider to treat casualty and refer to GP or hospital if required.
- Staff and students should not transport casualties in their own vehicles.

Please Note:

All incidents must be reported using the University Accident Form. It should be completed by the member of staff first aware of any incident. The forms are distributed in the following way:

- **Staff and students – yellow, blue and pink copies to Health and Safety Team; white to casualty's Head of Department.**
- **Visitor or Contractor – all copies to Health and Safety Team.**

Certain types of incidents must be reported to the Health and Safety Executive, under the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations 1995 (RIDDOR) within strict timescales. This is done by the Health and Safety team. Reporting allows for monitoring of existing control measures and incident prevention.

First Aid supplies should be replaced as soon as possible.

ELECTRICITY SUPPLY FAILURE

The procedure sets out the actions that staff, students and visitors should take in the event of a loss of power to the main incoming electricity supply.

- ❑ A power failure will result in a loss of power to all electrical equipment, except emergency lighting back-up systems which will activate if the power failure occurs during hours of darkness. All other lighting will be restricted until the mains power is restored.
- ❑ If a prolonged loss of power and lighting is experienced during the hours of darkness, staff, students and visitors will be advised to make their way to the emergency exit from the building until power is restored.
- ❑ Any staff, students and visitors who find themselves in difficulty should telephone **Security Control x4444 (0131 455 4444)**, giving details of location and difficulty.
- ❑ Anyone who is physically disabled should go to the refuge and temporary waiting space, activate the alarm and await assistance.
- ❑ Anyone who is trapped in a lift should use the lift alarm system or telephone to alert Central Security Control of their situation who will advise on any action to take.
- ❑ **Contact Central Security Control x4444 (0131 455 4444)** and give details of the power failure, location, and action taken. Central Security Control will log the call and initiate an immediate emergency response.

Evacuation of building

- ❑ During a power failure, the fire alarm and detection system, and the emergency lighting installation will continue to function, for sufficient time to allow evacuation.
- ❑ Access to areas directly affected by incident may remain restricted until all necessary investigations, reporting and reinstatement are carried out. The most senior staff member at the incident will establish the details of any continuing restrictions.
- ❑ In the event of an evacuation, general reoccupation of the building occupants will be advised when normal services are restored.
- ❑

The incident will be managed by a designated senior member of staff from Property & Facilities. All Staff, Students and Visitors must observe their instructions.

Please Note:

Safe Return into Areas Affected

Access to areas directly affected by the incident may remain restricted until all necessary investigations, reporting and reinstatement are carried out. The senior university officer with responsibility for Property & Facilities or specialist at the incident will establish the details of any continuing restrictions.

Only when the senior officer with responsibility for Property & Facilities, in consultation with Scottish Power have advised when the incident is closed, or areas are declared safe, will restrictions be lifted and normal service resumed.

ESCAPE OF GAS

The procedure sets out the actions that staff, students and visitors should take in the event of an actual or suspected escape of gas.

Action by all Staff, Students or Visitors:

- ❑ **Contact Central Security Control (do not use telephones in affected area), exit the building and phone x4444 (0131 455 4444) or go to security office on campus** and give details of the suspected leak, location, and action taken. Central Security Control will log the call, initiate an immediate emergency response and provide guidance.
- ❑ **Do not** switch on or off any electrical equipment, including lights and fire alarms, as the tiny sparks caused by such action could cause an explosion.
- ❑ **Do not** use any telephones in the affected area (telephones may produce tiny sparks, and you may also be affected by the gas as you speak).
- ❑ **Evacuate the immediate area by word of mouth. DO NOT use the Fire Alarm for this purpose, as sparks may be produced by the sirens.**

The incident will be managed by a designated senior member of staff from Property & Facilities. All Staff, Students and Visitors must observe their instructions.

Please Note:

Safe Return into Areas Affected

Access to areas directly affected by incident may remain restricted until all necessary investigations, reporting and reinstatement are carried out. The senior university officer with responsibility for Property & Facilities or specialist at the incident will establish the details of any continuing restrictions.

Only when the senior officer with responsibility for Property & Facilities in consultation with Scottish Gas and Facilities Services, have advised when the incident is closed, or areas are declared safe, will restrictions be lifted and normal service resumed.

FLOODING (EXTERNAL)

The procedure sets out the actions that staff, students and visitors should take in the event of a significant external flood on campus, from heavy rain/storm or failure of the local drainage distribution system.

- ❑ **Do not** approach the flooded area as there may be additional risks associated with subsidence and exposed utility services.

- ❑ If the road or car park is affected, do not attempt to drive or walk through either as the water may be deeper than expected.

- ❑ **Contact Central Security Control x4444 (0131 455 4444)** and give details of the location and any action taken. Central Security Control will log the call and initiate an immediate emergency response.

The incident will be managed by a designated senior member of staff from Property & Facilities. All Staff, Students and Visitors must observe their instructions.

Please Note:

Safe Return into Areas Affected

Access to areas directly affected by incident may remain restricted until all necessary investigations, reporting and reinstatement are carried out. The senior university officer with responsibility for Property & Facilities or specialist at the incident will establish the details of any continuing restrictions.

Only when the senior officer with responsibility for Property & Facilities has advised when the incident is closed will restrictions be lifted and normal service resumed.

FLOODING (INTERNAL)

The procedure sets out the actions that staff, students and visitors should take in the event of an ingress of water to a University building, from heavy rain/storm or failure of water storage and distribution equipment.

- ❑ **Do not** touch any electrical equipment, sockets or light switches which are already affected by water - even to switch them off.

- ❑ **Contact Central Security Control x4444 (0131 455 4444)** and give details of the location, and any action taken. Central Security Control will log the call and initiate an immediate emergency response.

The incident will be managed by a designated senior member of staff from Property & Facilities. All Staff, Students and Visitors must observe their instructions.

Please Note:

Safe Return into Areas Affected

Access to areas directly affected by incident may remain restricted until all necessary investigations; reporting and reinstatement are carried out. The senior university officer with responsibility for Property & Facilities or specialist at the incident will establish the details of any continuing restrictions.

Only when the senior officer with responsibility for Property & Facilities, has advised when the incident is closed will restrictions be lifted and normal service resumed.

FIRE AND EMERGENCY EVACUATION

The procedure sets out the actions that staff, student and visitors should take in the event of a fire or emergency situation to ensure their safety and wellbeing.

Discovering or Suspicion of Fire

- ❑ In the event of discovering or suspecting a fire, staff/students/visitors should immediately raise the alarm by operating the nearest red alarm call point, these are usually located near staircases and in main escape routes.

- ❑ Follow instructions below for “on hearing the fire alarm”.

On Hearing the Fire Alarm

- ❑ On hearing the fire alarm signal, staff/students/visitors:
 - Should evacuate the building immediately via the nearest fire exit, following the green/white directional signs to the designated Assembly Points.
 - Trained Fire Wardens will encourage staff/students/visitors within their areas to evacuate the building via nearest exit and proceed immediately to the nearest fire assembly point, marshalling staff and students into an orderly manner.
 - Under no circumstances should lifts be used.

Disabled Personnel

- ❑ Persons with mobility difficulties should not use the stairways during an evacuation but proceed to the nearest refuge and temporary waiting space.
- ❑ The Refuge Areas have two-way GREEN communication points that when activated will indicate that you are in a particular Refuge Area and require assistance.
- ❑ Press the “Press for Help” button once to initiate a call (do not continue to press or hold a call).
- ❑ Remain in the refuge until assistance arrives.
- ❑ Anyone requiring assistance during an evacuation should have a Personal Emergency Evacuation Plan (PEEP) drawn up and these must be followed

- ❑ Under no circumstances should disabled persons use lifts.

The incident will be managed by a designated senior member of staff. All Staff, Students and Visitors must observe their instructions.

Please Note:

Safe Return to the University

After a fire evacuation has been carried out, the Campus Senior Fire Co-ordinator or Fire Officer from Scottish Fire and Rescue Service will decide when staff can safely return to the building. Until this permission is received, personnel are not allowed to return to the premises.

Major Incident

Senior fire coordinator / Security to escalate to senior management in accordance with the University's Crisis Response Plan in the event of a fire or emergency where the building or part thereof requires to be closed to building users.

FIREARMS/ WEAPON ATTACK

This procedure is to instruct staff, students and visitors in the correct method of responding to a firearms or weapon attack

Action by all Staff, Students or Visitors:

Reaction

- Recent events around the world remind us all of the terrorist threat we face and have led to requests from staff and students for advice on how to act in the unlikely event of a terror or firearms incident on campus.

“Stay Safe” Principles

- The “Stay Safe” principles (Run, Hide, Tell) set out by the UK Government provide the action you should take in the event of a terrorist or firearms incident, and the type of information that police officers may need in the event of an attack
- The key “Stay Safe” principles are:

RUN to a place of safety.

- Escape if you can;
- Consider the safest options;
- Is there a safe route?
- Can you get there without exposing yourself to greater danger?
- Insist others leave with you;
- Leave belongings behind

If there is nowhere to go, then.....

HIDE It is better to hide than to confront.

- Find cover from gunfire;
- Remember if you can see the attacker, they may be able to see you;
- Cover from view does not mean you are safe- bullets go through glass, brick, wood and metal;
- Find cover from gunfire e.g. substantial brickwork/ heavy reinforced walls;
- Be aware of your exits;
- Try not to get trapped;
- Be quiet- silence your phone;
- Lock/ barricade yourself in;
- Move away from the door

Finally, only when it is safe to do so.....

TELL the Police via **999** or Security Control via **0131 455 4444** and give them all the information you have.

- Location- where are the suspects?
- Direction- where did you last see the suspects?
- Descriptions- describe the attacker, numbers, features, clothing, weapons etc.;
- Further information- casualties, type of injury, building information, entrances, exits, hostages;
- Stop other people entering the building if it safe to do so

Action by Management

- Be briefed by Central Security Staff and Senior Police Officers
- University management will escalate and will invoke and establish the Crisis Response Team

Safe Return into Areas Affected

Access to areas directly affected by incident may remain restricted until all necessary investigations; reporting and reinstatement are carried out. The /most senior staff member or specialist at the incident will establish the details of these continuing restrictions.

Only when the senior University Officer in attendance in consultation with the Police Scotland has advised when the incident is closed will restrictions be lifted and normal service resumed.

LIFT FAILURE – PASSENGERS TRAPPED

The procedure sets out the actions staff, students and visitors should take to ensure their safety and wellbeing in the event of a lift failure.

- ❑ All lifts in the University are equipped with a linked alarm signal to draw attention to failure.

- ❑ Anyone who may be trapped in lifts should use the lift telephone (if installed) or lift alarm to alert Central Security Control of their predicament. **Central Security Control can be contacted on x 4444 (0131 455 4444).**

- ❑ Should any staff, students or visitors find themselves trapped in a lift, they should relax and keep calm, as help will be on the way.

- ❑ Central Security Control will initiate an immediate emergency response.

- ❑ Trapped persons should use the lift telephone every 15 minutes to update security control.

- ❑ **Under no circumstances should anyone trapped be encouraged to or attempt to leave the lift on their own, as this could be very dangerous.**

The incident will be managed by a designated senior member of staff from Property & Facilities. All Staff, Students and Visitors must observe their instructions.

Please Note:

Safe Return into Areas Affected

Access to areas directly affected by incident may remain restricted until all necessary investigations; reporting and reinstatement are carried out. The senior university officer with responsibility for Property & Facilities or specialist at the incident will establish the details of these continuing restrictions.

Only when the senior officer with responsibility for Property & Facilities has advised when the incident is closed will restrictions be lifted and normal service resumed.

LOSS OF WATER

The procedure sets out the actions staff, students and visitors should take to respond to a failure in the water supply.

- ❑ **Call the Property and Facilities helpdesk x5000 (0131 455 5000)** and give details of the water failure, location, and action taken. Property and facilities will initiate an immediate emergency response.

The incident will be managed by a designated senior member of staff from Property & Facilities Services. All Staff, Students and Visitors must observe their instructions.

Please Note:

Safe Return into Areas Affected

Access to areas directly affected by incident may remain restricted until all necessary investigations; reporting and reinstatement are carried out. The senior university officer with responsibility for Property & Facilities or specialist at the incident will establish the details of these continuing restrictions.

Only when the senior officer with responsibility for Property & Facilities in consultation with Scottish Water have advised when the incident is closed will restrictions be lifted and normal service resumed.

MAJOR HAZARDOUS SUBSTANCES SPILLAGE RELEASE

This guidance applies to all University sites where substances of a predominantly hazardous nature are stored and/or used. The procedure outlined is given to assist staff, students and visitors in the actions to be taken in the event of a significant spillage or release of a hazardous substance.

Background

Definitions

Hazardous substance: Any substance, which if staff/students/public are exposed to, whether by contact, ingestion or inhalation, will have a serious detrimental effect on their health. It also includes any substances as defined under DSEAR, eg flammable, etc

Significant hazardous substance spillage/release: defined as an incident where the nature of the hazardous substance and/or the volume of the hazardous substance requires emergency control actions to be put in place to reduce the possible exposure of staff, students and visitors to the hazardous substance.

Pre-Plan Control Information

The University maintains a hazardous substances database which contains important information which will be relevant in an emergency situation. The information contained in the database will help relevant staff put in place a swift and suitable action plan to ensure that any exposure to staff, students and visitors from a hazardous incident is kept to a minimum as far as reasonably practically possible. In managing the database all Schools and Services using hazardous substances must:

- have suitable and sufficient risk assessments and control procedures to deal with any potential spillages/ releases.
- regularly update the hazardous database.
- identify locations within the University where potential incidents could occur, e.g. chemical storage areas, laboratories etc.
- have available suitable and sufficient spill kits and personal protective equipment required to manage any incident.
- appropriate disposal arrangements in place where appropriate.
- trained staff who are competent to deal with incidents.

- ❑ appropriate emergency and first aid procedures.
- ❑ security staff will be trained on how to access the hazardous materials database and of their responsibilities in the event of an incident.

Action by all staff, students and visitors:

Assessment of Incident

In the event of an incident such as a spillage or release chemical of a hazardous material, a risk assessment will be made by a competent staff member to ascertain the response required, in particular, whether a **full-scale** or **partial evacuation** of the building is required or **it can be dealt with at a local level**. The competent member of staff will then initiate the following procedures as required:

Seriousness

Minor Incident (No evacuation required)

From time to time, there will be incidents involving minor spillages which do not require any form of evacuation and will be a low risk to health. These incidents need to be managed in a similar way to an evacuation, but without evacuating personnel, the incident will be dealt with at a local level within the School/Service in accordance with the Pre-Plan Control Information statements above.

- ❑ When safe to do so, instruct competent staff to undertake clean up procedure ensuring suitable personal protective equipment is worn by staff undertaking the clean-up procedure as appropriate.
- ❑ Ensure waste products affected are properly stored and clearly marked for disposal as per the University Waste Disposal Procedures.

Partial evacuation is required as a result of the assessment. *(Potential risk to health)*

- ❑ Attend to any persons injured/contaminated by the incident if safe to do so and **contact Central Security Control x4444 (phone 0131 455 4444)**
- ❑ Evacuate all non-essential staff, students and visitors from the area, but only if safe to do so.
- ❑ Ensure ignition sources are turned off if chemical involved is flammable, but only if safe to do so.
- ❑ If contaminant is air borne, turn on local exhaust ventilation and open windows for additional dilution ventilation, but only if safe to do so. Close doors to corridors to ensure minimum contamination of public areas.
- ❑ When safe to do so, instruct competent staff to undertake clean up procedure ensuring suitable personal protective equipment is worn by staff undertaking the clean-up procedure as appropriate in accordance with the Pre-Plan Control Information statements above.

- ❑ Ensure waste products affected are properly stored and clearly marked for disposal as per the University Waste Disposal Procedures.

Full evacuation is required as a result of the assessment (Risk to health)

- ❑ Break glass on nearest emergency call point.
- ❑ Attend to any injured or exposed staff, students or visitors in if it is safe to do so.
- ❑ Contact **Central Security Control staff x4444 (0131 455 4444)** giving as much information as possible about the incident.
- ❑ Central Security Control will then contact the Emergency Services (9) 999 if necessary and then advise **Health & Safety Team** via healthandsafetyoffice@napier.ac.uk and Crisis Response Team members (if appropriate).
- ❑ Security Control should access the hazardous database and print off information on the affected area. This must be passed to the emergency services.
- ❑ If safe to do so the competent person for laboratory or area should remain close to the main entrance to assist the Emergency Services and Senior Fire Co-ordinator and provide relevant information regarding the incident. The competent person for the lab or area is to make security aware that they are available to provide competent information to the emergency services.
- ❑ Re-entry should only be undertaken when authorised by the University's senior office or on authorisation of the Emergency Services.

The incident will be managed by a designated senior member of staff. All Staff, Students and Visitors must observe their instructions.

Please Note:

Safe Return to the University

Dean/ Director/Head of the area where incident occurred or Senior University Officer will authorise re-occupancy of the area where incident took place. **Only when the senior member of staff with responsibility for Health & Safety, in consultation with Property and Facilities, has advised when the incident is closed will restrictions be lifted and normal service resumed.**

Every incident as defined should be recorded on the University's *Report of an Accident or Dangerous Occurrence* form and sent to the Health and Safety Office, Room 5.B.14 Sighthill Campus.

MENTAL HEALTH INCIDENT

This procedure outlines how to respond to a mental health/ self-harm incident and the consequent actions required.

Mental Health Emergency

A mental health emergency is a life threatening situation in which an individual is imminently threatening harm to self or others, is severely disorientated or out of touch with reality, has a severe inability to function, or is otherwise distraught.

Examples of a mental health emergency may include:

- Suicidal feelings or self-harming behaviour
- Extreme anxiety or panic attacks
- Psychotic episodes (such as delusions, hallucinations, paranoia or hearing voices)
- Other behaviour that feels out of control and is likely to endanger yourself or others.

A mental health emergency would be considered urgent if you believe the individual may be at risk of harm to themselves or others and that you are concerned for one or more of the following reasons. The individual:

- May be at risk of serious self-harm
- Has completely stopped functioning
- Is behaving out of character
- Is violent or threatening violence to people or property
- Seems very disorientated and out of touch with reality
- Expresses suicidal thoughts

If you believe that the individual may be a serious risk to themselves or others and you are dealing with the individual **during normal office hours** you should follow the procedure

below. Remember it is important to take into account your own safety and wellbeing as well as the individual's.

The Procedure

- ❑ Listen to the individual's concerns. Provide reassurance and take seriously any issues that they raise.
- ❑ If possible, discuss the situation with the University's Mental Health Advisor or your own line manager. This can be done confidentially.
- ❑ If the individual is a **student**, you should refer them to the [University's Mental Health Advisor, or Counselling Team](#). Ideally this should be done with the student's consent, but the severity of the situation can override confidentiality if necessary.

- ❑ If the individual is a **member of staff** you should contact your respective [HR Partner](#) in the first instance.
- ❑ You should also contact **Security Control x4444 (0131 455 4444)**
- ❑ The following personnel should also be notified:
 - Senior Officer with responsibility for Student Wellbeing (0131 455 2902 or 0131 455 2459) **if the individual is a student**
 - Director of People & Services (0131 455 6508) **if the individual is a member of staff.**
 - Senior Officer with responsibility for Student Accommodation (0131 455 3710) **if the incident has occurred in University Halls**

If you believe that the individual may be a serious risk to themselves or others and you are dealing with them **outwith normal office hours** you should follow the procedure below. Remember it is important to take account of your own safety and wellbeing as well as the individual's.

- ❑ If the threat to life or wellbeing is imminent you should contact **Central Security Control x 4444 (0131 455 4444)** and provide as much information as possible. Central Security Control will log the call and will initiate an appropriate response in accordance with agreed procedures.

Action by Security Control upon receiving notification of a mental health incident out of hours:

- ❑ If the initial security assessment suggests that the situation warrants an emergency response, the Security Control should contact Police Scotland and the Scottish Ambulance Service on (9) 999 and provide as much detail as possible (e.g. location, gender, situation, on-going actions) **NB** ideally this should be done with the student's consent, however the severity of the situation can override confidentiality if necessary.
- ❑ The following personnel should also be notified:

- Senior Officer with responsibility for Student Wellbeing (0131 455 2902 or 0131 455 2459) **if the individual is a student**
- Director of People & Services (0131 455 6277) **if the individual is a member of staff**
- Senior Officer with responsibility for Student Accommodation (0131 455 3710) **if the incident has occurred in University Halls**

NB Out of hours contact details are held by Security Control

If the individual does not accept that they need support

- ❑ If the individual is not a risk to themselves or others then no immediate action needs to be taken. You can seek advice from the [Wellbeing team](#) after the event.
- ❑ You should respect the student's wishes, but offer [advice & contacts](#) if appropriate
- ❑ If you consider the individual to be a serious risk to themselves or others, then you should contact **Security Control x4444 (0131 455 4444)** and contact Police Scotland and the Scottish Ambulance Service (9) 999

In all situations

In all situations and in dealing with instances of mental health emergencies you should:

- ❑ Try to stay calm
- ❑ Prioritise your own safety and that of any others at the scene
- ❑ Engage with the individual, but put safety first
- ❑ Wherever possible, try to make sure that you have back up available
- ❑ Make sure that you debrief by talking the situation through with your line manager or one of the [Student Counselling team](#)

Data Protection/ GDPR

Information relating to a student or staff member's mental health should not normally be shared internally beyond those staff who require it for their role or with students or externally with third parties including parents or outside agencies without the student or staff member's express permission.

On rare occasion, it may be deemed necessary to share information with a third party such as the emergency services without a student's permission. This should only be done in exceptional circumstance, in "life or death" situation where it is in the individual's vital interests to do so. This should be done in consultation with the relevant line manager and/or the advice from [Governance & Compliance](#).

In these rare instances, strictly limited information proportionate to the situation that has arisen may be disclosed to University staff or third parties, including health care professionals. If any such data is to be provided by email rather than verbally, this must be done appropriately and by taking the necessary precautions; by marking any message as

strictly confidential and externally by encrypting the email in accordance with University policy. All information must be stored in line with the University's [Data Protection Code of Practice](#). Further information can be obtained from [Governance & Compliance](#).

Support for staff and students

Depending on the circumstances, individuals (for example fellow students or tutors) may wish to talk in confidence and require support in respect of their own concerns and feelings, either immediately or some time later. The [Head of Student Wellbeing & Inclusion](#), [the Head of Student Counselling](#), [Human Resources](#) & [ENSA](#) can all advise on appropriate sources of support.

POTENTIAL TERRORIST INCIDENT

This procedure is to instruct staff, students and visitors in the correct method of reporting potential terrorist incidents including “Bomb Threat” calls, and the consequent action required.

Action by all staff, students and visitors:

Reaction

- ❑ Trust your instincts and if you believe someone to be acting suspiciously, report it, no matter how small or insignificant you believe that action to be.
- ❑ Every threatening call, message or suspicious activity is to be treated as a serious threat until proved otherwise.

The Procedure

- ❑ **Contact Central Security Control x4444 (0131 455 4444)** and give as much detail as possible. Central Security Control will log the call and initiate an appropriate response in accordance with agreed procedures.

“Bomb Threat” Calls

- ❑ By far the majority of “bomb threats” are made by telephone. All telephone operators and receptionists are given specific, special training for incidents of this nature.
- ❑ However, it has been known for threatening calls to be received by any member of staff e.g. Personal Assistants, Secretaries and Department Heads etc. The course of action to follow in such a case is outlined below.

Call to Any Member of staff, student or visitor

- ❑ As soon as the nature of call becomes apparent, individual receiving call to endeavour to keep caller talking, by asking them where the bomb is located, when will it go off and what is it. Call receiver should note details so far as is possible.

- ❑ When message ends, write down as much information on call as possible. The following checklist can assist

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/541586/Bomb_Threats_Form_5474.pdf
- ❑ **Contact Central Security Control x4444 (0131 455 4444)** and give details of the call. Central Security Control will log the call and initiate an immediate emergency response in accordance with agreed procedures.
- ❑ Stand by to brief Security/Police when they arrive on campus.

Action by Management Staff

- ❑ Be briefed by Central Security Staff and liaise with the Police as required.

The incident will be managed by a designated senior member of staff from Property & Facilities. All Staff, Students and Visitors must observe their instructions.

Please Note:

Safe Return into Areas Affected

Access to areas directly affected by incident may remain restricted until all necessary investigations; reporting and reinstatement are carried out. The senior officer with responsibility for Property & Facilities or specialist at the incident will establish the details of any continuing restrictions.

No remedial action should be attempted when there is still a danger of injury or further damage.

Only when the senior officer with responsibility for Property & Facilities, in consultation with Police Scotland and Property and Facilities, has advised when the incident is closed will restrictions be lifted and normal service resumed.

Edinburgh Napier University

Emergency Action Card 14

Procedure on Reporting a Missing Student

This procedure sets out a process to ensure the University has an effective and proportionate response to any student reported or suspected of being missing.

Action to be taken by all Staff:

Investigating a Report of a Missing Student

Initial Reporting

- ❑ Where concern about a student is expressed by Police Scotland, the enquiry should be referred immediately to the Director of Student Services and Academic Registrar.
- ❑ Where concern is raised by anyone other than Police Scotland, the member of staff should also, in the first instance, refer the concern to the Director of Student Services and Academic Registrar to check whether the student is still registered at the University.
- ❑ Any person who raises a concern over a potentially missing person should also be advised that whilst the University will undertake an internal investigation, they can also raise their concerns directly with [Police Scotland](#), without having to wait 24 hours before doing so.

Initial Investigation (to be completed within 48 hours)

- ❑ If it is determined that the student is still registered at the University, the Director of Student Services and Academic Registrar will nominate a relevant local officer (hereafter referred to as the Investigating Officer) who will, in liaison with the student's Personal Development Tutor, initially investigate the absence.
- ❑ The initial investigation will be proportionate to the nature of the concerns raised regarding the missing student.
- ❑ Any unplanned absences which cause concern will be investigated (without raising any undue alarm) at the local level (i.e. within the student's School). This may include emailing, telephoning and writing to the student, as well as reviewing social media activity and engagement with university academic systems (via SITS).
- ❑ Key information should be gathered as soon as possible through the [Missing Person's Action Sheet](#). Information gathered by the Investigating Officer should include as a minimum:
 - The student's details, including ID, programme, year or any other data that would positively identify them;
 - The student's current address (term time and permanent) and any means of contacting them (e.g. preferred email address, mobile, landline, etc.);

- Whether the student is staying in University accommodation (this can be determined by contacting the [Student Accommodation team](#));
 - The contact details of the person raising the concern;
 - The nature of the reporting persons concern.
- As appropriate this may also include:
- Whether their absence is typical or out of the ordinary;
 - Details of the steps already taken to try to contact the “missing” student, together with outcomes;
 - Where and when they were last seen and by whom;
 - Any known social media contact points;
 - Their state of mind when the “missing” student was last seen, together with any reason why there might be concern for their safety and welfare.
- No contact at this stage will be made with parents, emergency contacts or other third parties external to the University.
- The Investigating Officer will contact the [Head of Student Wellbeing & Inclusion](#) to determine whether the student is known to their team. If the student is known to the Student Wellbeing & Inclusion team, that team may make further attempts to locate the student and to assess the possible level of risk involved.
- Based on the information gathered at this stage the Investigating Officer – with appropriate support from the Head of Student Wellbeing & Inclusion - will undertake a [risk assessment](#) to determine whether the student is high risk. The possible outcomes of the risk assessment are:
- Further information has come to light and the student is not missing;
 - The student is possibly missing and is assessed as being low risk;
 - The student is possibly missing and is assessed as being high risk.
- The Director of Student Services and Academic Registrar (or their nominee) will review the risk assessment to assess:
- if there is on balance a concern that a student may be genuinely missing; and
 - whether the student is assessed as being high or low risk; and
 - whether the student continues to fail to make contact with the University.
- Based on this review the Director of Student Services and Academic Registrar will decide to:
- take no further action at this time;
 - recommend further internal actions the University may take;
 - report the matter to the student’s recorded Emergency Contact.
- In some exceptional circumstances, the matter may be raised directly by the University with Police Scotland. Advice should be taken from Governance Services in this instance, as the University would only disclose the student’s details to a third party if they were convinced beyond any reasonable doubt that this would be in the vital interest of the student. Any subsequent contact and liaison with the Police will normally be conducted by a member of the [Governance Team](#).

- If the student is a non-EU national, the Visa & International Support team will be kept informed of the situation.

Missing Students: Special Cases

There are special procedures for dealing with the following cases:

- Students on Exchange for Placements Abroad;
- Students Travelling for University- Sponsored Activities;
- Known Emergencies.

For students travelling abroad as part of their studies, a Pre-Trip Information Sheet should be completed prior to departure. A copy of this should be held by the relevant School and staff member in charge of the groups.

Action After Locating a Missing Student

- Assuming that the student is located and their safety and general wellbeing assured, if appropriate the School will remind them of the expectation that students are in attendance and that they should let someone know if they are planning an absence. There may also be a need to support the student coming back to their studies either immediately or after a period of interruption. Signposting to support to address any underlying difficulties should also be offered.
- If a student is found to have been harmed, or be seriously ill, contact with relatives is normally made by Police Scotland or hospital staff.
- If a student is a non-EU national, the student should be advised to speak to a member of the [Visa & International Support team](#) as soon as possible.
- The Director of Student Services and Academic Registrar (or their nominee) will advise those departments or staff involved in the initial investigation that the student is no longer missing.
- In the event that the student is found to have died, the University will endeavour to handle any death in a sensitive and appropriate manner, following the [Notification of Death Procedure](#).

Support for Students & Colleagues

- Depending on the circumstances, individuals (for example fellow students or tutors) may wish to talk in confidence and require support in respect of their own concerns and feelings, either immediately or some time later. The Director of Student Services and Academic Registrar, Head of Student Wellbeing & Inclusion, Human Resources & ENSA can all advise on appropriate sources of support.

Administration and Records Management

- All actions taken and information obtained should be contemporaneously recorded with dates and times. Details of where this information was obtained and contact numbers should also be recorded.
 - Information collected during the initial investigation should be stored securely by the person leading this part of the investigation.
 - Information gathered in subsequent stages of the investigation should be stored by the Director of School Support Service & Academic Registrar or his/ her nominee.

- All information must be stored in line with the [University's Data Protection Code of Practice](#).

Please note:

The University's processing of personal data about students must conform to the principles of current data protection legislation. Where there is a genuine concern about a student's welfare their information can be shared on a strictly need to know basis, if this is in the vital interests of the student.

In order to avoid unnecessary distress to the student's family, in most circumstances, they need not be contacted before initial enquiries have been completed and as much clarity as possible about the student's absence has been obtained.

Where prompt action is required out of normal office hours, Central Security Control should be contacted in the first instance on **0131 455 4444**.

SEWERAGE – FAILURE OF SYSTEM

The procedure sets out the actions staff, students and visitors should take to deal with the failure, blockage or overflow of the sewerage drainage system.

Action by all staff, students and visitors:

- ❑ **Contact Property and Facilities service desk x5000(0131 455 4444)** and give details of the suspected leak, location, and action taken. Property and Facilities service desk initiate an immediate emergency response.
- ❑ Property and facilities service desk will arrange for the area to be cordoned off. Do not enter this area as there may be additional risks associated with subsidence and exposed utility services.
- ❑

The incident will be managed by a designated senior member of staff from Property & Facilities. All Staff, Students and Visitors must observe their instructions.

Please Note:

Safe Return into Areas Affected

Access to areas directly affected by incident may remain restricted until all necessary investigations; reporting and reinstatement are carried out. The senior university officer with responsibility for Property & Facilities or specialist at the incident will establish the details of any continuing restrictions.

Only when the senior officer with responsibility for Property & Facilities has advised when the incident is closed will restrictions be lifted and normal service resumed.

STORM OR STRUCTURAL DAMAGE

The procedure sets out the actions staff, students and visitors should take to deal with sudden storm or structural damage.

Action by all staff, students and visitors:

- ❑ **Do not** approach the damaged area or attempt to remove any debris.
- ❑ **Contact Property and Facilities Helpdesk 4444 (0131 455 4444)** and give details of the , location, campus and what type of damage has occurred. . Property and Facilities service desk will initiate an immediate emergency response.

The incident will be managed by a designated senior member of staff from Property & Facilities. All Staff, Students and Visitors must observe their instructions.

Please Note:

Safe Return into Areas Affected

Access to areas directly affected by incident may remain restricted until all necessary investigations; reporting and reinstatement are carried out. The senior officer with responsibility for Property & Facilities or specialist at the incident will establish the details of any continuing restrictions.

Only when the senior officer with responsibility for Property & Facilities has advised when the incident is closed will restrictions be lifted and normal service resumed.

SUSPICIOUS ITEMS/POSSIBLE LETTER BOMB

This procedure is to instruct staff, students and visitors especially mailroom/stores staff, secretaries and library staff on the safe handling of suspicious items (including unattended luggage, equipment etc) and letters that may contain a) explosive, b) incendiary, c) other objects designed to injure or alarm.

Action by all staff, students and visitors:

The Procedure

Source of threat:

- ❑ Unattended items in communal areas with no obvious owner should be treated as suspicious until proven otherwise.
- ❑ An unattended item can be characterized as “an object without a discernable owner but which is, in other respects, typical of what might be found legitimately at that location”.
- ❑ To assist in determining whether or not an unattended item is suspicious, you should always apply the HOT principle:

Hidden- Has the item been hidden?

Obviously suspicious- is the item obviously suspicious?

Typical- is the item typical (or more likely) not typical of the environment

- ❑ Letter or package bombs can be expected from a number of minority action groups as well as terrorist organisations. Past experience shows that action from minority groups tends to come in “waves”, but isolated incidents are also possible.
- ❑ Any postal container, be it package or letter envelope, could contain an explosive or incendiary device, so size or slimness is not a relevant identifying feature. In the interest of predictability, postal staff will be given specific, specialised training to recognise and take action where considered necessary.

What should you do if you discover an Unattended Item with no obvious owner?

- ❑ Do not touch the item or attempt to take it out of the building or place in water/cover with sand.
- ❑ Order all other staff out of area – and rooms on either side of room.
- ❑ **Contact Central Security Control x4444 (0131 455 4444)** and give details of the damage, location, and action taken. Central Security Control will log the call and initiate an immediate emergency response.
- ❑ Leave the room, locking the door behind you, barring entry to others by physical obstructions/warning notice until relieved by Security Staff (ensuring unhindered access to authorised personnel)

❑

What should you do with a Suspicious Letter/Package?

- ❑ Do not move the parcel/letter after identification; attempt to take it out of the building or place in water/cover with sand.
- ❑ Order all other staff out of area - and rooms on either side of room.
- ❑ **Contact Central Security Control x4444 (0131 455 4444)** and give details of the damage, location, and action taken. Central Security Control will log the call and initiate an immediate emergency response.
- ❑ Leave the room, locking the door behind you, barring entry to others by physical obstructions/warning notice until relieved by Security (ensuring unhindered access to authorised personnel)
- ❑ Once an item has been found and deemed to be suspicious, Police Scotland will ask for the following information:

WHAT (has been found)?

WHERE (was it found)?

WHEN (was it found)?

WHY (is it suspicious)?

WHO (found it)?

The incident will be managed by a designated senior member of staff from Property & Facilities. All Staff, Students and Visitors must observe their instructions.

Please Note:

Safe Return to the University

After an evacuation has been carried out, the Police will decide when staff can safely return to the building. Until this permission is received, personnel are not allowed to return to the premises.

Only when the senior officer with responsibility for Property & Facilities, in consultation with Police Scotland has advised when the incident is closed will restrictions be lifted and normal service resumed.

**Edinburgh Napier University
Emergency Action Card 18**

OVERSEAS CRISIS/INCIDENT RESPONSE PROCEDURE

The purpose of the protocol is to provide guidance to staff and students on what to do in an emergency incident when overseas on University business.

Protocol to be followed in the event of an incident

In accordance with the *Travel Overseas Policy for Staff and Students*, the traveller **MUST SIGN UP TO** the alerting and tracking systems provided by Crisis24/Guardaworld **and provide emergency contact details whilst overseas**. This provides the traveller with alerts and support from Crisis24/Guardaworld monitoring staff and access to a travel security hotline.

In case of emergency (a critical incident that could have negative consequences on your physical security, e.g. a tsunami, terrorist attack, etc.), you will immediately be alerted (by SMS and email) with information regarding the nature of the event and steps to take to ensure your personal security.

Travellers can also access **CRISIS 24 security hotline**, available 24 hours a day, seven days a week.

Travel Security 24/7 Hotline: +44 29 2066 2425

This number will put you in touch with a **security expert** who will be able to will advise on how to proceed in the event of an emergency and, if necessary, put you in contact with the relevant local authorities. If you have a medical emergency, security experts will put you in touch with UMAL Global Response who will assist with your enquiry.

University staff will be in contact with Crisis24/Guardaworld and will receive updates on the safety and security of staff and students overseas who may be caught up in an incident or require emergency assistance.

Data Protection/ GDPR

Information relating to a student or staff member's location and should not normally be shared beyond those staff who require it for their role or with students, or externally with third parties including parents or outside agencies without the staff member's express written permission.

On rare occasions it may be deemed necessary to share information with a third party such as the emergency services without a student or staff member's permission. This should only be done in exceptional circumstances, in "life or death" situations where it is in the individual's vital interests to do so. This should only be done in consultation with the relevant line manager and on the advice of [Governance & Compliance](#).

In these rare occasions, strictly limited information proportionate to the situation that has arisen may be disclosed to University staff or third parties, including health care professionals. If any such data is to be provided by email rather than

verbally, this must be done appropriately and by taking the necessary precautions- by marking any message as strictly confidential and externally by encrypting the email in accordance with University policy. All information must be stored in line with the University's Data Protection Code of Practice. Further information can be obtained from [Governance & Compliance](#).

INFORMATION TECHNOLOGY (IT) INCIDENT

This card sets out the steps for managing an IT incident, which is defined as a significant and/or sustained degradation of university services as a result of accidental or deliberate disruption to digital infrastructure, systems and/or data.

Categories of IT incident

An incident may be declared if the University is exposed to one or more of several IT-related incident categories which may be externally or internally triggered, and which could involve malicious activity such as cyber-attack. The incident may involve an attempt to gain unauthorised access to systems to steal and withhold legitimate access to data, with the intention of extorting a ransom for the return and avoidance of public disclosure of that data.

An incident may result in a loss of some, or all services provided by Information Services and/or data utilised by business users. Significant incidents will take multiple weeks or months of continuous work to recover from and therefore business continuity plans for schools and service areas may need to be in effect for an extended duration.

What to look for and immediate actions

An incident may be discovered by a staff or student member, who may not necessarily be a member of Information Services (IS) staff and may manifest itself in several ways. Outages of University systems which haven't been previously announced by IS should be reported so that they can be investigated. Anyone discovering or receiving a message from an attacker either claiming responsibility for or threatening a cyber attack should report this immediately.

Staff and students should be vigilant for signs of any unusual activity and report anything suspicious to the Information Services Service Desk on **ISServiceDesk@napier.ac.uk** or on **+44 (0)131 455 3000**.

Incident Management – threat of an incident or actual incident

IS will declare when there is a significant threat of an incident or when an incident has taken already taken place. The threat or incident will be managed in line with the University's established Emergency Management Procedures. The Incident Commander will be determined at the time the incident is declared and will liaise with the University's Gold and Silver Teams as appropriate in organising the University's response. The Director of Information Services is a member of the Gold Team and the Head of IS Infrastructure & Operations is a Silver Team member. A specific IS incident response team may also be convened under the Incident Commander which would organise the different actions required at an operational level to manage the IT incident.

The Incident Commander would be directed by the protocols and actions set out in the IS Incident Management Plan. The Incident Commander will establish the details of any continuing restrictions. Access to services affected by the incident are likely to remain restricted until all necessary investigations, reporting and reinstatement are carried out. The Incident Commander will declare when an incident is over.