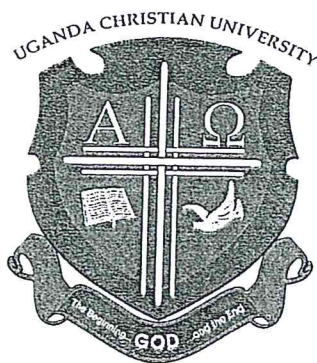


UGANDA CHRISTIAN UNIVERSITY

CRISIS RESPONSE PLAN POLICY



A Centre of Excellence in the Heart of Africa

Policy schedule

Policy Title	Crisis Response Plan Policy
Policy Lead Contact	Crisis Response Coordinator
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Policy linkage	
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UGANDA CHRISTIAN UNIVERSITY

CRISIS RESPONSE PLAN

The purpose of this plan is to outline the process and procedures to be followed in the event of a crisis on the campus of Uganda Christian University. A *crisis* is defined as any life-threatening event or situation in which the residents and/or employees of the University demand *emergency* care and/or protection. The "Crisis Response Plan" is one to be followed by University personnel in response to various types of traumatic events such as an on-campus or off-campus death of a member of the campus community, a crime-related incident, a natural disaster, political or economic crisis, or other life-threatening situations. It can also include controversies, demonstrations, or riots resulting from matters of security, Management practices, controversial decisions and other public relations threats to the University.

No plan can be developed to meet every crisis; however, the procedures briefly outlined on these pages, if activated, are flexible enough to form the basis of a coordinated plan.

All University departments shall work together to make the plan effective in any crisis.

INITIAL RESPONSE

When any person on campus becomes aware of an emergency, he/she should:

- Take appropriate local action, e.g. throw water on a fire, give first aid in case of a patient.
- Call Campus Security immediately on 077-770818, the Crisis Response Coordinator (CRC) on 0772-770807, any member of the Crisis Response Team (CRT) or the University Switchboard on 041-290828. Security can be reached using the intercom number 818, the CRC on 807 and the Switchboard on 800.
- If the emergency requires off-campus authorities, call 999 (UTL landline) or 112 (mobile).

DETERMINATION OF CRISIS

Upon notification, the CRC will notify the Vice Chancellor, who will declare whether and what kind of a crisis exists or will convene the Cabinet for further consultation. If the Vice Chancellor is off-campus at the time of crisis, any Deputy Vice Chancellor can convene a meeting of the Cabinet to declare a crisis.

Likewise, the Vice Chancellor or his Cabinet will declare the end to any particular crisis.

During the crisis, the Vice Chancellor will be kept in regular updated information by the CRC until it is declared over.

If the Vice Chancellor determines that the crisis is of lesser importance, he may assign a Deputy Vice Chancellor to coordinate with the CRC.

ACTIVATING THE CRISIS RESPONSE TEAM

Upon declaration of a crisis by the Vice Chancellor or his Cabinet, the CRC will take any immediate steps required and convene the CRT. The Coordinator is appointed by the Vice Chancellor and reports to him or to his designated substitute. The CRC and CRT will then respond to the situation as outlined in the "Crisis Response Procedure" below.

IMPORTANT CONTACT INFORMATION

The following names and contact numbers may be necessary for handling a particular crisis. Please keep these names and contacts available.

The main contact Number is the University Switchboard **041-290828**. The main Fax Number is **0414-290800**.

A. UNIVERSITY OFFICIALS

1. VICE CHANCELLOR'S CABINET

Position	Name	Mobile No.
Vice Chancellor	Rev. Can. Dr. John Senyonyi	0772-770801
Deputy Vice Chancellor (Finance & Administration)	Dr. Florence Bakibinga Sajjabi (Mrs)	0772-770802
Deputy Vice Chancellor (Academic Affairs)	Rev. Can. Dr. Alex Kagume	0772-770803
Deputy Vice Chancellor (Development & External Relations)	-	0772-770804
Dean, School of Research & Postgraduate Studies	-	0772-770813
Director of Student Affairs	Rev. Milton Tweheyo	0772-770808

2. UNIVERSITY COUNCIL EXECUTIVE COMMITTEE

Position	Name	Mobile No.
Chairman, University Council	The Rt. Rev. Dr. Michael Kyomya (Bishop of Busoga Diocese)	0752-410503
Vice Chairman, University Council	Mr. Hilary Obonyo	0772-559033
Chairman, Planning & Devpt. Board	Can. Edward Seth Mungati	0772-455983
Chairman, Finance Board	Mr. Samwiri Njuki	0752-767254
Chairman, Appointments & Staff Welfare Board	Mr. Edward Gaamuwa	0772-752183
Chairman, Student Affairs' Board	Kedrace Turyagyenda (Mrs)	0772-308682

3. UNIVERSITY CHANCELLOR

Position	Name	Mobile No.
The Archbishop of the Province of the Church of Uganda	His Grace Henry Luke Orombi	

B. CRISIS RESPONSE TEAM

Position	Name	Mobile No.
Crisis Response Coordinator	Rev. Can. Frederick J. Baalwa	0772-770807
Director of Student Affairs	Rev. Milton Tweheyo	0772-770808
Head of Security (Security Foreman)	Mr. Joachim Serugoba	0772-770818
Estates Manager	Mr. Daniel Tumusiime	0772-770819
Director of Health Services	Dr. John Mutumba	0772-770825
Female Warden	Bridget M.K. Mugasira (Mrs)	0772-770824
Public Relations Officer	Mr. Vincent Mugaba	0772-770831
President, Students' Guild		
Switchboard Operator/Receptionist	Mrs. Rosette Bujingo	0712-418380
Secretary	Irene Nakakuyu Matsanga (Mrs)	0712-553366

N.B. Members of the CRT may delegate responsibility to a deputy, or in their absence, may be represented by a deputy.

C. COMMUNITY AGENCIES

AGENCY	NAME OF OFFICER	MOBILE NO.
Mukono Police Department Emergency		
Mukono Fire Department Emergency		
Mukono Health Department		

CRISIS RESPONSE PROCEDURE

When a crisis occurs on campus, each member of the Crisis Response Team and other members of the community have particular responsibilities as listed below:-

1. THE CRISIS RESPONSE COORDINATOR

The CRC should do the following: -

1. Contact Campus Security to take necessary and appropriate action to secure area and protect campus personnel.

2. Notify a Crisis Response Team member who will activate the phone tree to other members of the team and other persons as necessary.
3. Contact the Switchboard Operator/Receptionist to open telephone and Fax lines and to instruct her how to route incoming calls.
4. In case of injury requiring hospitalization, contact the Director of Medical Services to attend to victim(s), family, and friends. In case of fatality, refer to *“Protocol at Time of Death”*.
5. Confer with the Vice Chancellor or deputed administrator as necessary about the situation and seek consultation with Cabinet members when critical decisions need to be made. These, at their discretion, will call the Chairman of Council or the Vice Chairman of Council.
6. Contact the DVC (Academic Affairs) if a faculty meeting is to be called for the purpose of disseminating information that needs to be communicated to classes. The DVC (Academic Affairs) will ensure that lecturers directly affected by a tragedy or fatality will receive timely notification.
7. Oversee communication with family members of those involved. The CRC will designate one family member as a contact person for each family involved and determine what facts the family members want revealed in order to ensure that the family's situation is handled with utmost respect.
8. Work with Campus Security and community agencies that may be involved in assisting in the crisis.
9. Contact the appropriate Faculty Dean/Department Head to facilitate a process for designing make-up work or withdrawal.

2. THE CRISIS RESPONSE TEAM

The CRT should do the following:-

1. The first member reached by the Coordinator will activate the phone tree to contact other members of the CRT.
2. Team members will meet immediately in Thelma Hall to accept responsibilities delegated by the Coordinator. If Thelma Hall is unavailable, the alternate site will be the Vice Chancellor's Parlour. If these are not available, an appropriate alternate venue will be communicated immediately.
3. Team members will ensure that direct support services are provided to those in distress, including roommates, and other students who are close associates.
4. They will relay confidential information pertaining to the crisis to the Coordinator.
5. They will monitor the situation and provide other follow-up services as necessary after the crisis has subsided and will refer any student who may need follow-up support to the Coordinator.
6. They will organize campus traffic flow to minimize congestion.

3. THE PUBLIC RELATIONS OFFICER

The PRO should do the following: -

1. See that staff and students are informed of the time and place of any crisis-related meetings or information as soon as possible.
2. Prepare a news release (with regular updates) to appropriate media organizations and instruct the Switchboard Operator/Receptionist as to appropriate statements to be made over the phone.

3. Announce the plan for disseminating further information during the day (notes in mailboxes, e-mail, voice mail, meetings, chapel services).
4. Keep Cabinet members informed as a response to the crisis unfolds.
5. Establish, as necessary, a room for media-briefing area and provide for services supportive of media activity.
6. Provide for the video and/or photographic documentation of all scenarios and contexts associated with or relevant to the crisis.
7. Nkoyoyo Hall or Principals' Hall (depending on size of crisis and availability) will be available as a communication site and refreshment center respectively during a crisis.

4. STAFF MEMBERS AND STUDENT GUILD OFFICERS

Staff Members and Student Guild Officers can do the following: -

1. Attend any meetings called by the VC, the VC's Cabinet, or the CRC to explain the circumstances of the crisis and give direction to staff and students.
2. Read any statement prepared by the Public Relations Office to University classes, if necessary.
3. Provide opportunity for staff and students to discuss the incident and to express their feelings.
4. Remind staff and students that they may be approached by people from the media. *However, staff and students are advised to refer the media to the Vice Chancellor or the PRO rather than giving misleading information that may aggravate the crisis.*
5. Identify students who are obviously in distress and talk to them or direct them to a group or individual counseling activity.
6. Request assistance from the CRT if a class has a large number of distressed students.
7. Staff members may shorten and restructure assignments when appropriate or postpone and reschedule tests/examinations and other projects as necessary.
8. Pray individually and pray in groups.

EVALUATION

Once the crisis is over, the CRT should submit a written evaluation of the crisis and steps taken, as well as recommendations for the future to the Vice Chancellor within two (2) working days of the end of the crisis.

*Approved by the Vice Chancellor
22nd May 2007*

Officers' details updated: 18th January 2011