

## **Crisis management**

Sometimes unwanted and unexpected events happen, however hard we work to achieve a good work environment. There may be a crisis situation, you or someone close to you may be exposed to threats or violence, or a colleague or other person you are close to may die.

If and when such a situation arises, there are procedures and action plans in place to help and support you as an employee.

### **Crisis**

A crisis is an unwanted event and situation that cannot be handled or resolved by using the procedures and experience we already have. The three types of unwanted events that can result in crises are

- violence, accidents and sabotage
- misconduct and maladministration
- ethical and moral crimes

The University has a special crisis organisation that provides support to units and departments if their resources are insufficient or if the crisis affects the university as a whole. Each department or unit must be prepared to cope with the minor crises that may arise, such as the death of their staff or students.

If you experience or hear of something that could be considered a crisis and you want to get in touch with the crisis management team at the university, you can always call **+46 (0)90 786 97 00**.

Want to know more about the crisis organisation, or to see examples of possible crisis situations? Read more in the document entitled "Umeå University crisis management system".

### **Threats and violence**

Unfortunately, situations involving violence or threats can occur at our workplace. It is therefore important that we are all prepared and that we know how to react to and deal with a threatening situation in the best way.

*If you, as an employee, find yourself or see someone else in a threatening or violent situation, you should inform your manager immediately! If there is immediate danger to life and health, you or a nearby colleague should call 112 immediately.*

If you would like to know more about the university's procedures and action plans with regard to threats and violence, you can read more in "Action plan for threats and violence at Umeå University".

### **Death**

If a crisis should arise through the death of a student or employee, support can be obtained for all through our occupational health care service, Feelgood. You can also find support and advice in our action plan "Handling bereaved students or staff". Students will find support through Student Health Service.

For major accidents or disasters that may involve death, the university's crisis organisation will also be involved. You can read more about this in the document entitled "Umeå University crisis management system".

### **Crisis readiness**

The University Crisis Management Group consists of at least seven persons and you will get in contact with them via the University alert number **090-7869700**.

The Crisis Management Group is available to the Communal Emergency Services and the Police in order to convey necessary information to aid rescue operations.

**The Academy of Fine Arts** shall have a well prepared readiness in case of a crisis. The Crisis Management Group at the Academy consists of the Head of Department, the Coordinator, the Administrative Secretary and the Student Work Environment Representative (SAMO).

The purpose is for all within the organization to know where to turn in case of a crisis. The Crisis Management Group shall be prepared to handle a crisis for all proper actions to be taken.

You will find additional information on:

<http://www.student.umu.se/under-studietiden/studiemiljo-och-lika-villkor/sakerhet/kris/#>

<http://www.student.umu.se/under-studietiden/studenthalsan/>

<http://www.feelgood.se/enheter/umeaa-tvistevaegen/feelgood-umeaa-tvistevaegen/>

<https://www.aurora.umu.se/Stod-och-service/fordjupningar/fordjupningsomrade/fordjupning-chef/verksamhetsfragor/krishantering/>

<https://www.aurora.umu.se/Anstallning/arbetsmiljo-halsa-och-lika-villkor/kris-hot-vald-och-dodsfall/>

<http://www.umu.se/regelverk/sakerhet>