

# **Vimala College (Autonomous)**

## **Thrissur**



# **Emergency and Critical Incident Management Policy**



**VIMALA COLLEGE (AUTONOMOUS), THRISSUR**  
**KERALA 680009**

<b>Policy No.</b>	VC/ Policy/21				
<b>Policy Name:</b>	Emergency and Critical Incidents Management Policy				
<b>Drafted by</b>	Internal Quality Assurance Cell (IQAC) in consultation with respective Working Committee	<b>Adopted:</b>	2019-20	<b>Revised:</b>	2020-21
<b>Approved by</b>	Governing Council	<b>Date:</b>	08 April 2021		
<b>Next Revision</b>	2022-23				



  
**PRINCIPAL IN-CHARGE,**  
**VIMALA COLLEGE**  
**(AUTONOMOUS)**  
**THRISSUR - 680 009**

1. **Preamble:** Vimala College (Autonomous) is committed to provide safe learning environment and secure workplace for its internal and external stakeholders. The College gives utmost priority to the health and safety of the students, faculty, administrative and support staff. The College has well formulated procedures to minimise hazards and risks and to keep the entire campus a safe place to learn and live.

## 2. Purpose and Scope

Emergencies and critical incidents can adversely affect the functioning of the institution and its stakeholders, physically and psychologically. The purpose of this policy is to ensure Vimala College prepares for and effectively responds to emergency situations and critical incidents through the appropriate strategies and use of resources. The prevention and effective management of emergency situations and critical incidents can assist to minimise the negative impact of an unexpected event. This policy applies to all staff, students, and visitors.

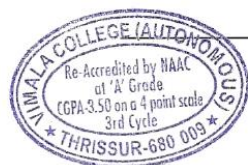
This policy also covers the procedures to be followed in case of sudden onset of illness for a student or staff while they are in the campus

## 3. Definitions:

An emergency is an unplanned or imminent event that affects or threatens the health, safety or welfare of people, property and infrastructure, and which requires a significant and coordinated response. The defining characteristic of an emergency event or situation is that usual resources are overwhelmed or have the potential to be overwhelmed.

Emergencies may be a specific event with a clear beginning, end and recovery process, or a situation that develops over time and where the implications are gradual rather than immediate.

**Emergency management** is the coordination of an emergency response and management of recovery. The aim of emergency management is to minimise physical and psychological impacts on all parties and to minimise damage to assets, operations, reputation and staff productivity.



**A critical incident** is an unexpected traumatic event, involving personal or professional threat, which evokes extreme stress, fear or injury. Providing appropriate supports following a critical incident is part of emergency management.

**A traumatic event** is one in which a person experiences, witnesses or is confronted by experiences that involve actual, threatened or perceived death or serious injury and/ or threat to own or others physical and emotional integrity. The person's response may then include intense fear, feelings of helplessness and horror, which impact on their sense of 'self'

### 3. Principles

Emergency management planning is being prepared for events or incidents that stretch our ability to cope beyond normal day-to-day capacity.

The organisation is committed to the protection of students, staff, visitors, during emergencies.

Vimala College swiftly and effectively responds to emergency situations, with the foremost goals of preserving life, protecting the college's property, and restoring operations as quickly as possible.

Critical incidents can be a threatening experience and appropriate supports are required to minimise long term effects arising from exposure to the trauma.

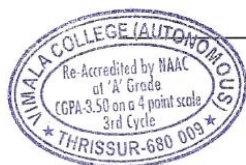
### 4. Outcomes

Emergency situations are prevented as far as practical. The negative impacts of emergency situations and critical incidents are minimised through effective management

### 5. Functions and Delegations:

#### **Internal Quality Assurance Cell:**

Develop and Review Emergency and Critical Incident Policy. Compliance with Emergency and Critical Incident Policy.



Coordinate staff training in emergency and critical incident, such as fire response, building evacuation, etc

**Governing Body:**

Ensures development and implementation of Emergency and Critical Incident Policy. Ensures potential disaster and emergency situations are identified, and appropriate emergency management plans are in place.

**Principal:**

Lead responsibility for implementation of emergency and critical incident procedures, including identification of potential situations, developing, documenting and communicating response plans, reporting on actual situations, and reviewing policy and procedures following a disaster or emergency situation.

**Staff:** Compliance with Emergency and Critical Incident Policy. Contribute to the development of Emergency and Critical Incident Policy.

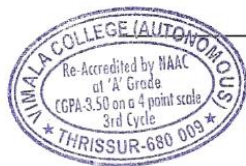
**Office Superintendent:** Coordinate emergency evacuation drills

## 6. Risk Management

All staff and students should be trained in disaster and emergency response. Emergency evacuation drills are undertaken in all sites. This could be organised in collaboration with District Fire and Rescue services. Disaster and emergency management plans are reviewed annually and/or following the event of a disaster or emergency. As far as possible, traumatic events are prevented, and the impacts of trauma are minimised following traumatic events.

## 7. Policy Implementation

All staff have access to and are familiar with policies and procedures relating to disaster emergency management. All staff has information which outlines actions to follow for various disaster and emergency situations and are supported to undertake training for specific roles in emergency and critical incident.



## 8. Policy Detail

Vimala College identifies, prevents and manages disaster and emergency situations within its sphere of responsibility and influence, until the arrival of appropriate emergency services. A range of emergency situations may occur on the premises with the potential to impact on the safety of staff, students, visitors, including:

- fire - gas or water leak
- vehicle and other accidents
- chemical, radiation or biological spill
- storm
- earthquake
- bomb threat
- civil disorder or illegal occupancy
- hostage or terrorist situation
- death
- robbery
- physical (including sexual) assaults.

## 9. Risk Assessment

Vimala College uses risk assessment processes to identify and control barriers to effective emergency management. Staff, students and visitors are expected to behave in a way which minimises the risk of emergencies occurring.

## 10. Preparedness

The Emergency Situation Checklist supports the organisation to prepare for potential disaster and emergency situations and is reviewed on yearly basis.

Disaster and emergency management plans are reviewed yearly basis.



All staff and students are provided with training to ensure they are familiar with implementation of disaster and emergency management plans.

All staff, and students familiarise themselves with emergency evacuation procedures, including their responsibilities and the emergency evacuation assembly point.

All fire safety activities undertaken by the organisation are recorded and reviewed to identify gaps in training, knowledge, equipment or processes. Fire activities include, but are not limited to, fire safety training, drills and exercises, records of maintenance and inventories of equipment kept.

Where relevant, all staff and students familiarise themselves with techniques to minimise physical and emotional harm from other people.

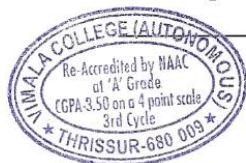
## 11. Response

When a disaster or emergency situation arises, the primary aim of the response is to ensure the safety of all people on the premises, preserve life and protect property. Vimala College initiates recovery and aims to restore operations as quickly as possible.

The availability of critical incident debriefing is an essential component of the College's approach to emergency management. When required, supportive counselling is provided to staff and students who are affected by an emergency or critical incident within two hours of the event (for defusing and mobilisation) and then within 48 to 72 hours (for critical incident debriefing). This service will be provided by the counsellors in the College's Family Counselling Centre or any faculty who are trained in providing counselling.

## 12. Emergency and Critical Incident Procedures

Staff and students who experience a critical incident related to their involvement with Vimala College should immediately inform where possible their head of the department (in case of faculty), Office superintendent (in case of administrative and support staff) and tutor (in case of students). If this is not possible they should immediately inform the Dean of Faculty and Students or Vice Principal or Principal.



### 13. A Critical Incident Report:

- is to be completed by the staff member involved in the incident or notification of the incident.
- is to contain as much information as possible and indicate the people directly involved in the incident.

The staff member who receives the report will ensure that the person(s) identified in the critical incident receives all appropriate support. They are to contact emergency services where required and must contact the Principal or Office Superintendent immediately.

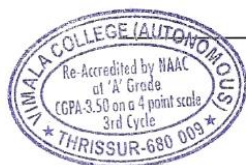
The Principal in conjunction with the Office superintendent will assess the Critical Incident and implement a plan of action to follow up the Critical Incident.

Where required, a meeting of the Staff Council will be organised to determine issues and responsibilities relating to:

- Assessing risks and response actions
- Liaison with emergency and other services
- Contact with the affected person's relatives and other supports
- Liaison with other organisations
- Counselling and supporting staff, and students and consumers not directly involved in, but affected by, the incident.
- Media management (if required)
- Where appropriate Vimala College may be required to provide support to the family in the form of: making arrangements for hospital or repatriation

The College conduct a review of actions arising from the above meeting to ensure:

- Follow up such as de-briefing, counselling and prevention strategies have been completed.
- Relevant people have been informed of all outcomes from the incident (Police etc.)





- A recommendation as to the response to the critical incident is documented and included in the quality improvement cycle
- Further follow up required is documented and responsibilities allocated to appropriate staff.

#### 14. Evacuation

In the event of an alert to evacuate - either verbal or information through College's Public Address system and the threat is not immediate, all staff, students, and visitors:

- Proceed along designated routes to the designated assembly area(s), Basket Ball Court in front of the College
- Ensure assistance is provided to people with disabilities and/or special needs
- Vimala College to collect visitor sign-in and staff attendance registers and direct people to assembly point

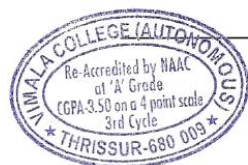
Additional guidelines for threat of fire

- In the event of a fire threat and if it is safe to do so, close all doors and windows and turn off power supply before leaving the premises.
- Additional guidelines for bomb threat
- In the event of a bomb threat and the threat is not immediate, open all doors and windows before leaving the premises.

#### 15. Fire

In the event of a fire:

- Contact fire emergency services.
- Alert the nominated fire warden and/or a senior staff member
- Evacuate people from the immediate area of the fire behind a rated fire door or outside the building
- Fight the fire with existing equipment if safe to do so



## 16. Bomb Threat

In the event of a bomb threat via phone call:

- Remain calm
- Record as much information as possible from the caller using questions and observations including:
  - What type of bomb is it?
  - How will it go off?
  - What does it look like?
  - When it set to go off?
  - Where is it?
  - When was it put there?
  - Who put it there?
  - Why was it put there?
  - Will it explode or will something be released?
  - If a substance is released, what is it? How much is there? How will it be released?
  - Observations about the caller: gender, age, accent?
  - Any background noise?

Contact police who can assist in determining if evacuation is required

- If instructed, evacuate staff, students, and visitors as for the above evacuation procedures
- Notify Heads of departments

In the event of a letter bomb (threat via postal mail):

- Do not disturb, move or touch the package if possible
- Contact police who can assist in determining if evacuation is required
- If instructed, evacuate staff, students, and visitors as for the above evacuation procedures
- Notify Heads of departments



## 17. Hold-up

In the event of a hold-up situation:

- Assume the offender is armed and that any firearms are loaded
- Comply with instructions given by the offender, doing no more or less than what you are told to do, and answer all questions asked
- Do not attempt to disarm or apprehend the offender

Take mental notes of details about the offender and any items that are touched by the offender

Immediately after the incident:

- Lock access doors to secure the area and prevent people from approaching
- Notify the police immediately
- Notify the heads of departments
- Attend to the post-incident needs of staff, students and visitors affected by the incident.

## 18. Earthquake

In the event of an earthquake:

If you are indoors:

- Remain indoors and seek shelter under strongly constructed tables, desks or door frames
- Keep away from windows, fixtures, furniture, and items that may become unstable
- Evacuate the premises if it is safe to do so.

If you are outdoors:

- Move quickly away from buildings, electrical structures and flammable products
- Proceed to designated assembly area if safe to do so.



After the earthquake:

- Check attendance at assembly area against the attendance registers
- Respond to injured people
- Check for gas leaks, power failure and any other hazard
- Turn off electricity, gas and water if it is safe to do so
- Prevent entry to premises if unsafe
- Contact and liaise with emergency services if required
- Notify Heads of departments

## 19. Flood

In the event of a flood:

- Do not enter the flood waters
- Eliminate potential electrical hazards
- Place high value equipment and records away from impending floodwaters if it is safe to do so
- Stay in a safe location while it continues to offer protection
- Evacuate consumers, staff, Board members, students, volunteers and visitors as for the above evacuation procedures.
- Contact and liaise with emergency services if required
- Notify heads of departments

## 20. Response to sudden onset of illness of Students in the Campus

If any Student(s) shows signs of illness which needs immediate health care

Teacher or staff excuses student(s) from classroom, and notify the class tutor.

Arrangements are to be made for student(s) to either go home or seek emergency medical attention as per the following guidelines:



**If the student doesn't need hospital care:**

- The student can be given care in the sick room arranged at the college campus.
- The tutor must inform her parents regarding the condition of the student.
- In case the parents come and pick up their daughter from the campus, the tutor must meet the parents and handover the student to them after getting a letter of absence from the parent.
- If the tutor is absent on that day, the above responsibilities to be performed by the Head of the Department.
- If the Head of the department is absent, the other teachers in the department should provide the above service to the student.
- Clean and disinfect areas that the ill student(s) occupied, if the teacher thinks it an infectious illness.

**If the student needs urgent hospital care:**

- The tutor must contact the parents to inform them. If the parents stay at a distant place and not in a position to come and pick up the student, the tutor along with another teacher from the college take the student to hospital emergency department. The tutor must notify this to the HoD and Dean of Student Welfare. Conveyance should be arranged by the tutor with the help of other teachers in the campus who are willing to drive the student and tutor to the hospital. Otherwise a taxi to be arranged.
- The tutor can decide the hospital considering the urgency and the nature of the problem. The nearby hospitals are Daya Hospital, Jubilee Mission Hospital and Aswini Hospital.
- The parents to be informed of the hospitalisation and tutor must handover the student to their parents on their arrival.



**If the student is a hostel resident:**

The tutor must inform the Dean of student welfare, who is also a warden of the hostel.

**Documentation:** Upon arrival from the hospital, the tutor should write and incident and intervention report of the care given to the student and file it in the department.

**Emergency contact numbers:**

**Daya Hospital:** 0487 247 5100

**Jubilee Mission Hospital:** 0487 246 4347

**Aswini Hospital:** 0487 661 2345

**Fire:** 101

**Police:** 100

**DISHA Helpline:** 1056

**Women's helpline Domestic Abuse:** 181

**Women's helpline (All India) - Women in Distress:** 1091



  
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