



VIA's Emergency Response Plan

for Campus C, Ceresbyen 24,
8000 Aarhus C



CONTENTS

1	Aim	3
2	Target group	3
3	Organising the emergency response	4
3.1	Procedure for updating the Emergency Response Plan	4
3.2	Procedure for disseminating the Emergency Response Plan	4
3.3	Planning and implementation of drills	4
3.4	Emergency Response Plan for teaching venues	5
3.5	Key personnel – staff with skills within physical or psychological first aid	5
4	Local Working Environment Committee on Campus C	5
4.1	Summary of responsibility and role distribution	6
5	Location of defibrillator(s)	7
6	Coordinating of handling and resources	7
6.1	Incidences outside of opening hours	7
6.2	The central crisis response group in VIA	7
7	Evacuation and meeting points	8
7.1	Evacuation help – green and red first aid boxes	8
8	Fire alarm signal – general instructions	9
9	Emergency Response Areas – Action Cards and QR codes	9
10	After a serious incident – psychological first aid	9
11	Communication in the event of an incident	10
12	Death among students and staff	12
13	Appendix 1: Key personnel/telephone numbers in the emergency response team	13
14	Appendix 2: Location of defibrillators	14
15	Appendix 3: Overview of meeting points – as well as locations of green and red first aid boxes	14
16	Appendix 4: Action Cards	15
17	Appendix 5: Guide for handling death among <i>students</i> in VIA	21
18	Appendix 6: Guide to handling a death among <i>staff</i> in VIA	23

Emergency response plan for VIA Campus C

1 Aim

The emergency plan for Campus C must be applied in the event of unexpected incidents, such as fire, personal injury, threatening behaviour, physical and psychological first aid, where there is a need for emergency measures to come into force and that can handle the situation.

As a supplement to the emergency response plan, it is the responsibility of the Local Working Environment Committee (LWC) to prepare a "quick guide" version of the instructions included in the Emergency Response Plan. It is also LWC's responsibility to keep the quick guide version constantly updated. The quick guide versions are hung in central gathering areas on Campus C, where staff and students often spend time (staff rooms, auditoriums, canteen area, teaching rooms, lifts, etc.).

The quick guide versions are to support staff's and students' knowledge of the overall emergency response plan.

2 Target group

The emergency response team at Campus C consists of key personnel in relation to serious unexpected incidents. As a starting point, the emergency response team comprises managers and staff in Facility Management. Moreover, all members of the Local Working Environment Committee (LWC) as heads of education programmes and function managers have a particular obligation to familiarise themselves thoroughly with the Emergency Response Plan.

All staff and students at Campus C have a responsibility to be alert in relation to unexpected events, including being able to take action in the event of unexpected events.

Therefore, everyone at Campus C is also to receive information about and be aware of instructions for specific unexpected events.

3 Organising the emergency response

On Campus C, LWC is the main body responsible for the elements of the Emergency Response Plan, including the responsibility for preparing an Emergency Response Plan (in English too).

However, it is always the facility manager on all campuses/entities who is responsible for all extinguishing and safety equipment being approved, accessible and functional. It is also the facility manager's responsibility that necessary checks of the safety systems are observed and conducted. Furthermore, the facility manager is responsible for maintaining the contents of the green and red boxes in connection with evacuation (see Section 7).

3.1 Procedure for updating the Emergency Response Plan

LWC is responsible for the Emergency Response Plan being adjusted and updated continuously as needed – at least every two years

3.2 Procedure for disseminating the Emergency Response Plan

Staff / students

It is the responsibility of the chairperson of LWC to ensure that all staff, including all new employees, are informed about and, if necessary, trained in the Emergency Response Plan as well as any changes thereto.

It is the responsibility of all heads of education programmes to ensure that all students on their own education programme are informed about the Emergency Response Plan and changes thereto.

The dissemination procedure is:

- Dissemination to students and staff must take place no later than 1 month after they have started
- Dissemination must be repeated to the students and staff every 2 years.

The Emergency Response Plan must also be available on MyVIA and on the Staff Portal.

3.3 Planning and implementation of drills

LWC is also responsible for ensuring that all key personnel in the emergency response team (see Appendix 1) understand their individual responsibilities where any may exist (e.g. through drills). Therefore, at least every two years, LWC must ensure that a drill is planned and conducted in which the Emergency Response Plan or significant parts thereof are tested on Campus C. Drills and exercises are carried out in collaboration with Facility Management. LWC is responsible for the plan being evaluated after drills and/or exercises and after incidents where the Emergency Response Plan is or should have been implemented.

3.4 Emergency Response Plan for teaching venues

It is the responsibility of the relevant head of education programme to ensure that separate emergency response plans are made for their own teaching venues and their use. Teaching venues are teaching rooms that require particular aids, e.g. physics and chemistry rooms, school kitchen, woodwork room, biology room etc. where additional emergency responses are required in connection with incidents. Adjustment and maintenance of such emergency response plans is also the responsibility of the relevant heads of education programmes.

3.5 Key personnel – staff with skills within physical or psychological first aid

On Campus C, emergency responses are organised with staff who have skills within physical and psychological first aid, and whose telephone numbers appear on a list available in the reception.

4 Local Working Environment Committee on Campus C

On Campus C, a joint working environment committee (LWC) has been set up to see to the overall coordination of the working environment efforts as well as handle the general and principled topics.

The members of LAU are (1. July 2024):

Dorthe Bay Sørensen (DBS), Studie service
Gitte Dahm (GIDA), Facility Management
Hanne Laursen (HALA), Pædagoguddannelsen
Henrik Richardy Christensen (HC), Value Change Management
Janne Klok (JKL), Pædagoguddannelsen
Jesper Dalhoff (JDAL), Bibliotek
Lene Klement Lindblad (LIND), Læreruddannelsen
Lotte Svane Strange Petersen (LOSV), CFU
Nina Særkjær Olsen (NISO), Socialrådgiver
Rene Lindbjerg Andersen (RELA), Campusleder og formand for LAU
Sidsel Daubjerg Overgaard (SDAU), Campuspartner
Steen Bendsen Poulsen (STPO), Bygningskonstruktør
Søren Bang-Kristjansen (TJAN), Administrationsbachelor og SAK
Thomas Bertelsen (TBER), Facility Management

The duties of the Working Environment Committee/ *TRIO* in crisis situations are:

- to provide first aid to the extent possible
- to have knowledge of the location of defibrillators, first aid material, etc.
- to help cordon off areas, clear fire access roads, guide emergency vehicles in, etc.

4.1 Summary of responsibility and role distribution

The following table provides a summary of the above responsibility and role distribution.

Chairperson of LWC/TRIO	<ul style="list-style-type: none">- Has overall responsibility for ensuring that all staff and all new employees are informed about and, if necessary, trained in the Emergency Response Plan and changes thereto, including ensuring that its dissemination is repeated to staff- Responsible for publication of the current Emergency Response Plan on MyVIA and Staff Portal
LWC/TRIO	<ul style="list-style-type: none">- Main body responsible for the elements of the Emergency Response Plan- Responsible for ongoing adjustments and updating of the Emergency Response Plan – at least every 2 years- Responsible for ensuring that all key personnel on the emergency response team understand their responsibilities- Responsible for planning and carrying out the necessary drills and exercises- Responsible for ensuring that an alarm drill is carried out at least every 2 years for the emergency response team's key personnel- Responsible for the Emergency Response Plan being evaluated after drills, exercises and incidents- Responsible for preparing quick guide versions of the Emergency Response Plan (in English too where deemed necessary)
Facility manager	<ul style="list-style-type: none">- Responsible for ensuring that the emergency telephone is always answered – including outside of open hours- Responsible for ensuring that all extinguishing and safety equipment is approved, accessible and functional- Responsible for ensuring that necessary checks on the safety systems are observed and carried out- Responsible for maintaining the contents of the green and red first aid boxes
Heads of education programmes and function managers	<ul style="list-style-type: none">- Has overall responsibility for ensuring that students on their own education programme are informed about the Emergency Response Plan and changes thereto, including ensuring that dissemination is repeated to the students- Responsible for making an Emergency Response Plan for their own teaching venues- Responsible for ensuring that VIA's students and staff who are visited by e.g., a kindergarten or school class, are instructed in the instructions

5 Location of defibrillator(s)

There are defibrillators on Campus C. The location can be found in Appendix 2.

6 Coordinating of handling and resources

If serious incidents occur on Camus C, the most important thing is that the accident is stopped and that the most necessary things are taken care of. Next, the primary key persons are the managers and staff within Facility Management. Other persons who must carry out special tasks in connection with evacuation and serious personal injury both before, during and after the incident, depend on the time of day, staffing plan and the circumstances of the emergency.

In the event of serious incidents on Campus C, it is always important to ring to Alarm 1-1-2 and then the emergency telephone +45 8755 0012.

In the event of minor building damage, theft, vandalism, or burglary, it is important to call the emergency number +45 8755 0012.

6.1 Incidences outside of opening hours

If serious incidents occur outside of Campus C's opening hours, ring the emergency telephone +45 8755 0012.

6.2 The central crisis response group in VIA

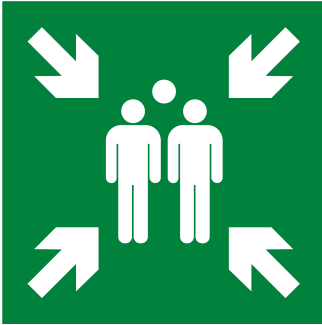
In addition to the local crisis response groups, VIA is organised with a central crisis response group for handling major crises, which is led by five people.

Vice Rector/President Corporate Administration (Chairperson)	Kirsten Suhr Bundgaard	tel. 8755 1018
Head of Communication	Henrik Varmark	tlf. 8755 1416
Head of IT and Digitalisation	Bjarne Grøn	tlf. 8755 0519
Head of HR	Sidsel Harder Nybo	tlf. 8755 1099
Head of Facility Management	Jan Bagger Severinsen	tlf. 8755 0820

The transition from local emergency response to full crisis response occurs when, for example, other locations are involved in an incident, or the press and social media are involved in the matter or when the police and other authorities are involved.

An annual meeting is held in which local crisis response teams and the central crisis response group at VIA participate. It is the central crisis response group at VIA that is responsible for calling an annual meeting with the local emergency response groups.

7 Evacuation and meeting points



In the event of incidents, such as fire, bomb threats or major building damage where it is necessary to evacuate the building, proceed to a meeting point via the nearest escape route. The individual employee/student is responsible for knowing where the nearest escape route and meeting point are.

An overview of Campus C's meeting point areas can be found in Appendix 3.

Escape routes on the Campus/entity are marked with green signs:



The operations manager for FM and FM employees who are present on campus appoint a person in charge of the assembly area and take on colored vests. Their instructions must be followed.

The meeting places are organized and managed by the Operations Manager for FM or an FM employee, which means that the people with vests are responsible for the meeting place. Including directing people away from the exits and on to the assembly point. FM passes on information to the emergency manager from the Emergency Department.

Colored vest informs everyone outside/at the assembly point when the emergency services/police have said OK so that the building can be accessed again.

7.1 Evacuation help – green and red first aid boxes

Red and green first aid boxes have been set up at the following locations on Campus C (see Appendix 3).

Green box

Contains first aid products etc.

Red box

Contains 1-1-2 fire extinguishers, a torch, blue and yellow vests and action cards for the various situations as well as a floor plan of the building in question.

8 Fire alarm signal – general instructions

When the security telephone is notified of an incident, the duty of the security guard (Operations Manager for FM or FM employee) is to ensure that a warning to leave the building is given over the public address system.

In the event of a fire, a warning is given through loudspeakers (automatic voice warning) only in the building where the fire is detected. The emergency services can via the warning system extend the evacuation to one or more of the other buildings if deemed necessary.

When you hear the alarm signal or shouts of fire:

- Search for the nearest exit.
- Do not use the lifts.
- Proceed to the meeting point Bryggertorvet

9 Emergency Response Areas – Action Cards and QR codes

Action Cards and QR codes have been prepared for the following areas and can be found in Appendix 4.

- a. Fire
- b. Personal injury
- c. Threatening behaviour/school shooting
- d. Bomb and terrorist threats
- e. Self-injuring incidents physical/online
- f. Psychological first aid

The red first aid box contains a laminated set of the different action cards, which is to be used in the various incidents.

10 After a serious incident – psychological first aid

After a serious incident, there may be a need to provide a form of humanitarian support aimed at a person who has been through – or witnessed – a violent incident.

See useful instructions regarding psychological first aid on the action card in Appendix 4. In serious situations, psychological first aid should be carried out by trained persons – these are listed in the reception.

11 Communication in the event of an incident

In the event of an incident, communication measures must be launched. The purpose of the measure is to:

- Support the crisis management as best as possible
- Strive for people on campus to receive information on the incident as quickly as possible through internal communication channels (internal communication is prioritised over external communication)
- Respect the press/outside world's need for information
- Ensure briefing by management, so managers are informed and prepared to speak
- Ensure choice of spokesperson

The internal communication can be general, but can, after a concrete assessment of the need, be differentiated to target select groups. General information can also be supplemented with special information for affected staff, students or guests.

In the event of incidents of a less violent nature

In connection with unexpected incidents on a smaller scale, in most cases only internal communication will be needed. These can be events such as:

- personal injury
- vandalism
- burglary
- theft
- threatening or violent behaviour

In such contexts, based on the nature of the incident, the FM manager and the chairperson of LWC will be responsible for assessing:

- When is there a need to communicate?
- What is needed to communicate?
- How to communicate?

The FM manager and the chairperson of LWC must inform LWC/campus management about the incident.

In the event of serious incidents of a violent nature

The media will have a particular interest in unexpected events of a larger scale and serious nature such as:

- deaths
- bomb and terrorist threats
- major fires
- violent threatening behaviour

Therefore, you can predict that the media will very quickly broadcast news of such incidents. In those cases, it is particularly important that internal communication is prioritised over external communication, so confusion and unrest in VIA/on Campus C is avoided to the greatest possible extent.

The timing of internal and external communication must be coordinated through dialogue with authorities, such as the police and fire brigade, who may have their own assessment of which action is best in a given case. In that case, communication will follow the instructions of the authorities.

In serious situations, VIA's Communication Department takes over the communication measures at Campus C. Incidents of such nature affect the whole of VIA, and it is, therefore, crucial that communication is handled jointly for the entire organisation, so the communication needs of all VIA's stakeholders are coordinated. This means that VIA's Communications Department will be responsible for the management and coordination of the internal and external communication needs.

In such cases, a task force will be set up in relation to internal and external communication consisting of employees from the Communications Department and representatives from LWC and/or campus management – typically the chairperson of the campus management. It is necessary that a person with managerial decision-making power on campus participate in the coordination of communication measures.

Based on the nature of the incident, the following is assessed:

- When is there a need to communicate?
- What is needed to communicate?
- Who speaks to the media and staff on behalf of VIA?
- How to communicate?

In the event of serious incidents, the following persons from the Communications Department can be contacted:

1	Henrik Varmark	Kommunikationschef	VAR@via.dk	8755 1416
2	Kiri Kesby	Journalist and communication adviser	KIKE@via.dk	8755 1461/ 2049 9030
3	Anna Ribold Hagemann	Head of PR and internal communication	ARIB@via.dk	8755 1463

After the incident

When the danger has passed and there is no longer any risk of injury to people or damage to buildings, this must also be communicated in a coordinated manner. At a minimum, general information is given to all staff, students and, if applicable, guests about the incident. Which form of communication will be most appropriate is selected based on the nature of the incident.

The information must convey at least:

- the sequence of events (what happened?)
- that the danger has passed
- offer crisis assistance/psychological first aid

VIA's Communications Department attends to this service, which, depending on the nature of the incident, is carried out in collaboration with LWC and/or campus management. If there is a need to debrief the staff, students, guests and relatives

involved, the Communications Department will participate in the coordination of the debriefing in close collaboration with the relevant management on campus.

Afterwards

When the incident is over, the FM manager and the chairperson of LWC must assess the need to inform relevant staff, guests, students and relatives. In relation to this, the FM manager and the chairperson of LWC must assess whether there is a need to offer crisis assistance, and if so, this must be communicated together with the other information.

The chairperson of campus management, in collaboration with campus management, is responsible for assessing whether there is a subsequent need for general information on campus as well as assessing the need to contact the press. In such a case, press management must be planned and a spokesperson selected in collaboration with the chairperson of campus management and campus management, possibly with the help of VIA's Communications Department.

12 Death among students and staff

In order to ensure a uniform and ethically defensible procedure in connection with death among students and staff at Campus C, Appendices 5 & 6 provide guidance on how to handle such a situation.

13 Appendix 1: Key personnel/telephone numbers in the emergency response team

Navn / Titel	Telefonnummer	Lokalnr.	Enhed/Lokale
Vagttelefon (døgnbemandet)	87 55 00 12	50012	FM – B1.04
Carsten Lundberg. Driftsleder for FM (CLUN)	87 55 07 91	50791	FM – B1.03
Thomas Bertelsen. Teamleder i FM (TBER)	87 55 08 80	50880	FM – B1.02
Reception	87 55 09 00	50900	FM – B1.01
Førstehjælp			
A list of key persons who can provide first aid is available at the reception			
Psykisk førstehjælp			
A list of key persons who can provide psychological first aid is available at the reception			
LAU – medarbejderrepræsentanter			
Hanne Laursen (HALA)	87 55 35 16	53516	D2.14
Dorthe Bay Sørensen (DBS)	87 55 30 24	53024	B5.02
Gitte Dahm (GIDA)	87 55 09 15	50915	B1.35
Henrik Richardy Christensen (HC)	87 55 44 08	54408	A5.01
Jesper Dalhoff (JDAL)	87 55 17 55	5755	Bibliotek
Lotte Svane Strange Petersen (LOSV)	87 55 28 37	52837	B2.01
Steen Bendsen Poulsen (STPO)	87 55 40 70	54070	B3.15
LAU – Ledelsesrepræsentanter			
Søren Bang-Kristjansen (TJAN)	87 55 17 43	51743	B6.13B
Thomas Bertelsen (TBER)	87 55 08 80	50880	B1.02
Janne Klok (JKL)	87 55 34 46	53446	D3.07
Lene Klement Lindblad (LIND)	87 55 31 50	53150	B4.10
Nina Særkjær Olsen (NISO)	87 55 33 26	53326	
Rene Lindbjerg Andersen. Formand for LAU	87 55 40 01	54001	B5.13
Øvrige relevante			
Sidsel Daubjerg Overgaard. Campuspartner	87 55 40 08	54008	B5.12
Telefonnumre til eksterne instanser			
Lægevagten	70 11 31 31		
Alarm	1-1-2		
Politi (hvis hændelse ikke kræver akut udrykning)	1-1-4		
Aarhus Taxa	89 48 48 48		

Date: 04.07.24

14 Appendix 2: Location of defibrillators

There are defibrillators in atria A, B, C, D and E. The defibrillators are located closest to the main entrance.

There is a defibrillator in Building A, Level 3

There is a defibrillator in Building B, Level 4 on the wall across from Building E

There is a defibrillator at the 3 sports halls

At the address <https://hjertestarter.dk/find-hjertestartere/find-hjertestartere#> you can find directions for the individual defibrillators

At this address you can find a link to the defibrillator app where you can get quick access to directions to the nearest defibrillator.

<https://hjertestarter.dk/find-hjertestartere/copy-of-hjertestarter-app-paa-din-mobil>

15 Appendix 3: Overview of meeting points – as well as locations of green and red first aid boxes

The meeting place is on Bryggertorvet in front of the canteen next to Building B.

Red and green first aid boxes are located closest to the main entrances in Buildings A, B, C, D, and E

16 Appendix 4: Action Cards

Find vejret frem
VIA University College



Action Card

Fire



Upon alarm

- Proceed to the nearest exit

Without alarm

Immediately once the incident is detected

- Warn others by pressing one of the red fire buttons (if present)
- Ring 1-1-2 Alarm/shout loudly: FIRE!
- Everyone has a duty to raise the alarm if smoke or flames are detected
- Call the hotline on **+45 8755 0012** (there are helpful resources in the red and green boxes)



Evacuation

- Evacuate the building – close doors/windows on the way out
- Get everyone (be clear) but remember your own safety
- Avoid smoky rooms. Crawl under the smoke if that is the only way out
- If you can't get out- close doors to the fire and look for windows where the fire brigade can see you



Extinguish

- Try to extinguish the fire- if possible
- Use water (not on electrical fires or burning liquids)
- Use a powder extinguisher or smother the fire with a fire blanket or similar
- Close doors and windows- in your vicinity



Meeting point

- Proceed to the agreed meeting point Bryggertorvet and await instructions from the fire brigade.

Campus C

Address: Ceresbyen 24, 8000 Aarhus C

Hotline: +45 8755 0012



Action Card

Personal injury



Stop the accident

- Turn off machines/electricity/gas/anything else dangerous
- Move the injured person to safety



Life-saving first aid

- Ensure the person is breathing/clear the airways
- Stop major bleeding – use first aid equipment
- **If conscious – yes** – put in the recovery position
- **Breathing – no** – Start CPR
- **Start heart massage – 30 chest compressions and 2 breaths**
- **Get a defibrillator** (or get someone else to do it if necessary)



Raise the alarm

- Ring 112 – state what has happened and where you are ringing from
- Call for more help– if you are alone/too few
- Ask others to get the first aid kit in the green box
- Call the hotline (+45 8755 0012), which can meet the ambulance outside and show the way into the building.



Basic first aid

- Keep the injured person warm – get blankets/something else to protect against cold/rain/wind
- Cover wounds and lesions – use the first aid kit (green box)

If psychological first aid is needed– use the contact list in the emergency response plan. You find it in the reception.

Campus C
Address: Ceresbyen 24, 8000 Aarhus C
Hotline +45 8755 0012



Action Card

Threatening behaviour/ School shooting



Get away – if possible

- Get away from the school- away from the perpetrator (the sound of gunshots/screams)
- Use the nearest door/window to get away
- Don't make noise- so you can figure out where the "sound" is coming from
- If necessary, leave your belongings behind
- Help/warn others you meet

Barricades

- Seek a safe room
- Lock/block door/handle with tables/something else
- Draw the curtains
- Find cover behind stable building elements such as walls, radiators, pillars
- Use tables/furniture for additional coverage against weak building elements such as windows, partitions and doors
- Stay quiet, turn off sound and vibrate on youmobile phone



Raise the alarm

- Ring 112
- Ring the hotline +45 8755 0012



Hide

- Behind a pillar, wall, table/furniture that hides you and protects you from gunfire
- Stay quiet, turn off sound and vibrate on your mobile phone



Fight for your life – if necessary

- Use all your strength/inventory to defend yourself
- React explosively – as fast as you can
- Be strong- use maximum strength

Campus C

Address: Ceresbyen 24, 8000 Aarhus C

Hotline +45 8755 0012



Action Card

Bomb and terror threat



Bomb and terror threat inside the building

Evacuate

- Evacuate the building calmly- via the nearest exit
- If you have to stay in the building- proceed towards stairwells/walls (avoid open areas and glass)



Meeting point

- Proceed towards the meeting point: Bryggertorvet



Raise the alarm

- Ring the police 1-1-2
- Raise the alarm - ring the hotline +45 8755 0012
- Warn everyone in the area (ensure that everyone is out)

Bomb and terror threat outside the building

- Stay in the building until further notice
- If possible, seek upwards in the building away from external walls
- Search for safe areas without windows- such as stairwells and suchlike

Campus C
Address: Ceresbyen 24, 8000 Aarhus C
Hotline +45 8755 0012



Action Card

Self-harming incidents physical/online



Raise the alarm

- Ring 1-1-2 immediately if you suspect a selfharming incident (If possible, state where the person is)

What to do when in direct contact with the person self - harming

- Ask everyone else to log out (in the case of an online meeting)
- Ask the person if it's okay to film what they are doing
- Ask the person whether they have talked to a doctor, student counsellor, psychiatric crisis centre
- Ask the person whether there is someone else there with them
- Ask the person where that person is now
- Ask the person who can help them

Do not visit students in their own homes – only professionals should visit students in their own homes.

Evaluate

- Seek out defusing or debriefing

Campus C
Address: Ceresbyen 24, 8000 Aarhus C
Hotline +45 8755 0012



Action Card

Psychological first aid

Psychological first aid must be administered as soon as possible and must not be administered by someone who is themselves affected by the event in question- a victim is unable to help.

Stop the threat/incident

- Ensure the threat or danger is removed or those affected are removed from it. Call for help, if necessary.

Assess the need for professional help

- If professional help is needed, you can get help by contacting the key people in Appendix 1 of the Emergency Response Plan or VIA's psychological assistance; Crecea at 2118 1811
- Keep an eye out for any noticeable changes in mood or behaviour.

Speak calmly to the person affected in a place where you won't be disturbed

- Bring the person affected to a quiet place where you can sit and talk briefly. Tell the person what you are doing (e.g., "I'm going to get a glass of water") and don't ask too many questions.

Be an active listener and let the person affected lead the conversation

- Accept repetitions and disjointed talk, don't correct the person
- DO NOT trivialise, DO NOT joke, DO NOT suggest alternative ways something could have been done
- Show positive authority: Assess the condition of the person affected

Help with the practical things – make a plan

- Include the manager if possible
- Contact the next of kin- the person affected should not be on their own.
- The person affected should not sleep within the first 6 hours after a violent incident
- Help with police report, if necessary, (within 3 days) and possibly notification of occupational injury (within 9 days)

Make a follow-up plan

- Reactions to violent incidents must not be forgotten, they must be followed up on.
- Invite to supportive follow-up interviews.
- If the reaction does not fade, professional help may be needed.

Campus C
Address: Ceresbyen 24, 8000 Aarhus C
Hotline +45 8755 0012

17 Appendix 5: Guide for handling death among *students* in VIA

The following guide is intended to help the responsible head of education programme and aims to create an overview of what the education programme can do in the event a currently active student dying or suffering a serious accident or illness. No two situations are the same, and you should therefore act with care and in accordance with the specific situation.

Head of education programme's responsibility for dealing with student death, serious accident or illness

The head of the education programme is responsible for ensuring that relevant measures are implemented, including how people should be informed of the situation and how widely information should be spread. Duties and responsibilities may be delegated.

If the head of education programme is informed of a student's death or serious accident, the dean for the area and Vice Rector/President Academic Gitte Sommer Harrits must always be informed: gish@via.dk

Help with communication

Communication can help with formulating and designing internal and external announcements, contacting the press and obituaries.

Contact: komm@via.dk as well as Vivian Voldgaard viav@via.dk or Kiri Kesby kike@via.dk

Informing staff and students of a student's death, serious accidents or illness

The first duty is to get official confirmation that a student has died or been involved in an accident.

For help with this procedure, contact:

Student Services: studieservice.jura@via.dk

Psychiatric support telephone (available 24/7): 78470470

Once it has been officially confirmed, the head of the education programme must decide whether VIA should inform fellow students and perhaps the media and, if so, what should be said specifically.

- In the event of a student's death, the next of kin are involved, if possible, in the assessment of how and what information is to be shared
- In the event of a student's serious accident or illness, the student is involved, if possible, in the assessment of how and what information is to be shared

The rules on confidentiality mean that, in general, the education programme may not share information on a specific student without consent, but depending on the circumstances, there may be a need to provide information about an incident.

Should rumours circulate among fellow students regarding a death or accident, the head of the education programme can, based on a concrete assessment, invite the fellow students to come to a chat with the whole group, even if the information about the death or accident has not been confirmed. The premise is simply that VIA does not know anything concrete, but the intention is to take care of those who are affected by the circulating rumours.

The head of the education programme is responsible for informing teachers and study counsellors about the incident before the students are informed.

It is important to ensure the necessary support for students and that all fellow students in groups and other academic and social communities are informed.

The student coordinator, study environment coordinator and campus partner may be able to help.

Consider the following when informing staff and students of a student's death:

- After informing people, you could read short, relevant passages from suitable literature, e.g. the hymnal or the Danish high school songbook
- Remembering the student with a minute's silence
- Whether fellow students or family should be involved in planning how and what information is to be shared.

Fellow students in the affected group(s) are informed in person so as to ensure that there is also someone to take care of those who may need help.

If they can only be informed in writing, e.g. because of holidays, there must always be one or more telephone numbers listed for a contact person on the education programme who the students can call for help should they need to talk to someone about the incident.

Joint Student Services will ensure that the death is registered in ESAS once the information appears in the Danish Civil Registration System (CPR). At the same time, Student Services will send an email informing the local Student Administration.

Consider the following in the event of a student's death

- Participation in the funeral or memorial service – by staff, fellow students – is coordinated, if possible, with the wishes of the next of kin
- Whether the education programme should send condolences
- Whether flags should be flown at half-mast on campus. Contact Facility Management. As well as information on the large screen about why flags are flying at half-mast.
- Whether there are particular practicalities that must be dealt with. For example, private belongings in lockers, returning IT backpacks, etc.
- How to discuss the incident with affected students and staff in the time afterwards.

Special cases

International students

If an international student studying temporarily in Denmark dies or is affected by a serious accident or illness, there may be a number of specific items of attention, particularly for students without a network in Denmark.

Fellow international students can be referred to the education programme's student counsellor. Contact a student counsellor at VIA or make an appointment at

[The Student Counselling Service \(srg.dk\)](https://www.via.dk/en/for-international-students/the-student-counselling-service)

Global Engagement should be informed and involved if it concerns international exchange students:

international@via.dk

Death abroad

If the education programme is informed of a student's death during a stay abroad whilst on exchange or internship, this guide can be followed when informing fellow students.

If a student dies during a study trip abroad, consider sending a member of staff out to the remaining group. The individual education programme pays for such help if there is no insurance cover.

Suicide

If a student takes their own life, assess the need for help for fellow students and staff who may be particularly affected: <https://www.livslinien.dk/paaroerende-og-efterladte>

Acute suicide risk: Call 112

Crisis help and psychological support for students and staff

VIA works with CRECEA. In the case of an urgent need for help, please contact the nearest manager.

Contact CRECEA on telephone 21181811.

The hotline is open 24/7.

The response time is 5 hours from time of request.

Together VIA and CRECEA assess the need for debriefing among the affected students and/or staff.

Inform CRECEA that you are ringing from VIA and give our EAN number: 5798000553286 and a "stedkode" (You can find EAN numbers and "stedkode" here (via.dk)). The individual education programme pays for such help.

Psychiatric support telephone (available 24/7): 78470470

Other – non-acute help

The Student Counselling Service: [The Student Counselling Service \(srg.dk\)](http://srg.dk)

You can refer to the Student Counselling Service if the student(s) needs to talk to someone.

The Student Counselling Service can also be contacted if a memorial service is to be held in the event of a death.

18 Appendix 6: Guide to handling a death among *staff* in VIA

Death announcement

The person who first becomes aware of the death contacts the deceased's manager.

It is important that, as soon as the death is known, the manager informs both HR and the closest colleagues/department in agreement with the next of kin. In certain cases, there may also be a need to inform all VIA staff.

It is the manager's duty to decide how the death announcement should be made. If necessary, consider whether the first notification (to those closest) is to be made in person by calling the staff together. However, this should always be supplemented with an email, as it can be difficult to gather everyone.

Whether students and close external collaborators should be informed of the death should be also be assessed.

Memorial service

The manager should consider how the deceased can be remembered in the workplace. It could be with a minute's silence, flowers on the person's desk, etc. The individual manager can decide that a letter of condolence is to be sent to the next of kin.

Crisis help

Depending on the circumstances surrounding the death, there may be a need to establish emergency crisis help for other employees. This will probably apply particularly to sudden deaths or if the death occurs as the result of an accident at the workplace or if the death occurs at the workplace. In both cases, HR is to be contacted as soon as possible on HR@via.dk.

Obituary

By agreement with the next of kin, an obituary can be issued internally in VIA and externally in print and digital media. It is recommended that the obituary waits for the date of the funeral service to be determined. After agreement with the next of kin, when the service is to take place

and whether the next of kin want it to be family only or if colleagues are welcome can be announced.

The Communication Department can be contacted at komm@via.dk regarding the formulation of an obituary and contacting the press.

Funeral service

For the funeral service, a wreath is always sent on behalf of VIA, cf. the guidelines on the Staff Portal under the HR department (insert a link if necessary).

The cost of the wreath is covered by your own budget, while it is the relevant personnel manager who is responsible for the practical aspects of purchasing etc.

When the date and time of the funeral service is known, Facility Management is contacted at viaservice@via.dk to arrange for flags to be flown at half-mast on the day in question until the service is over. It must also be decided whether it should be done exclusively on the individual campus/entity or at all VIA's addresses.

When flying the flag at half-mast, it should be communicated on campus/entity why the flag is being flown such.