



## **Incident Response and Crisis management policy**

Providing a safe environment for our students, staff and wider community is a primary concern of Orlando Village. In order to achieve our goal of ensuring you are protected and properly supported should an emergency occur; we need you to take responsibility for familiarising yourself with our emergency procedure. An emergency in our accommodation is any accidental or deliberate incident that could threaten the safety of our tenants, property or environment. In the event of an emergency, you should refer to your Welcome Pack and dial the contact number provided depending on the occurrence.

### **1. Introduction**

1.1 The following provides examples of possible situations that would trigger the invocation of the Incident Response & Crisis Management Plan:

- Staff, students or visitors killed (or remain in lethal danger) whilst at Orlando Village.
- Serious injury or illness affecting multiple staff or students at Orlando Village.
- Serious safety or welfare concerns affecting multiple staff or student's whilst at Orlando Village.
- Widespread disruption to normal operations for an extended period (whether caused by fire, flood, power outage, severe weather, student protest, strike action, cyber-attack or terrorist incident).
- Any incident that threatens the reputation of Orlando Village (for instance actual or potential adverse coverage in the local or national press or on social media).
- Multiple factors that when combined constitute a crisis.

### **2. The Management policy**

2.1 This policy works to minimise disruption and prevent worsening of the situation.

2.2 This Plan is designed to:

- Provide guidance and direction in the event of an emergency.
- Safeguard property.
- Protect the operation and reputation of the company.
- Provide guidance on when to implement a major incident emergency response.

2.3 Although this policy concentrates on responding to reasonably foreseeable incidents, it is flexible enough to form the basis of a response to any unpredicted scenario. Incidents and emergencies are categorised depending on severity.

2.4 This policy includes a system of escalation from office staff to a full crisis management team depending on the circumstances of the incident.

### **3. Who to contact**

3.1 Our onsite security, or on call member of staff are available to contact outside of normal office hours on the contact number provided in the Welcome pack.

3.2 In severe cases, the staff attending the emergency will communicate with, and be directed by, the emergency services in attendance until those emergency services relinquish control of the situation.

### **4. What happens next**

4.1 When the office staff/security/on call staff member are notified of any incident that constitutes an emergency or disaster, they will:

- Ensure there is no immediate danger to themselves or to tenants.
- Assess the severity of the incident.
- They will decide if the incident can be contained and dealt with by emergency services (for example, an accident where a tenant is taken to hospital and is being cared for by others). In reaching this decision, the member of staff may choose to not attend the site of the incident.
- Determine if backup staff are required to attend to help deal with the incident and the aftermath, or if they can deal with this as an operational incident which does not require escalation.
- Contact backup staff if needed. A plan of action and specific duties will be allocated to staff by the most senior member of staff in attendance. This will include: support to the emergency services, support to directly affected tenants, support to other tenants within the vicinity, support to staff attending, contact with third parties (such as family members, flatmates etc as appropriate to the situation), and assessment of building works necessary to make the area safe and secure.

4.2 The Director(s) will be informed of the incident once an assessment has been made of the severity.

### **5. External Agencies**

5.1 Dependant on circumstances, other external agencies will also be involved, including (but not limited to):

- The institution of the tenant (where a student is adversely affected by the incident).
- Police may be involved to offer assistance.
- An on-call doctor or ambulance staff would be involved where the incident included a communicable disease.

5.2 If a tenant is hospitalised, a member of staff would attend the hospital to update them on the progress of the incident, ensure they have means of communication (i.e., providing a phone charger if necessary), ensure they have return transport to their accommodation (or temporary accommodation in the event of building damage), and provide contact details for support services they could access. If the tenant could not receive visitors, that member of staff would ensure the hospital personnel have the relevant details to pass on.

## **6. Shared Information**

6.1 In the case of an emergency, sensitive information may be shared with relevant outside organisation such as the first responders or police. For any student under the age of 18, their parent or guardian will be contacted.