University of Kent, Commercial Services: Mitigation of conference guest illness or fatality plans
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Commercial Services – Action in the event of Meningococcal Disease Plan 

Commercial Services – Death of a conference guest Procedural Guide 

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Commercial Services – Management of a Communicable Disease Plan

1. Introduction

Commercial Services recognises that, now or in the future, some communicable diseases may present a threat to the health of members of and guests of the University community. The following plan supports the communication between various offices within the University of Kent and the Kent Surrey Sussex Public Health England Centre, now part of Public Health England, to ensure effective management of communicable disease incidents. The plan refers to a number of definitions, the identification and notification of a communicable disease, communication with various parties, the key roles and responsibilities and an emergency contact list.

This document concerns the general management of all communicable diseases, however, specific protocols have be developed for certain communicable diseases for example meningitis / meningococcal disease.

2. Definitions

For the purpose of this plan communicable diseases are defined as infectious diseases that are spread from person to person through a common vehicle, for example food, water or intravenous fluids, contact, airborne transmission or via an insect vector.

Food poisoning can be caused by eating something that has been contaminated with germs and some types of food poisoning are contagious.

3. Reportable communicable diseases

Certain communicable diseases are especially problematic on campus-based universities due to the close proximity of individuals to one another. Communicable diseases include, but are not limited to:

- Hepatitis A
- Measles
- Meningococcal infections
- Pertussis
- Rubella
- Tuberculosis
- Mumps
- Norovirus
- Food Poisoning (where certain bacterial viruses or parasites are the cause)

A reportable communicable disease may also include isolated cases of, for example, meningitis. **Suspected food poisoning must be reported if two or more cases are identified.**
4. Serious Incident Response Planning and Management

The University has a Serious Incident Response Plan (SIRP) and various Business Continuity Plans for example the Commercial Services Business Continuity Plan. These plans are used to ensure arrangements are in place to help the organisation respond to a range of potential crisis situations. This plan must be read and may be used in conjunction with the Commercial Services Business Continuity Plan and the SIRP in the event that a crisis situation is declared. Any decisions made in relation to the outbreak will be taken by the Outbreak Control Team, chaired by a Consultant in Communicable Disease Control from the Kent Surrey Sussex Public Health England Centre.

5. Identification

The identification of an individual with a communicable disease is typically disclosed in one of the following ways:

1. self-reporting by the individual verbally or by completing a questionnaire for investigation of food poisoning/gastro enteritis.
2. via the Kent Surrey Sussex Public Health England Centre or public health bodies in other areas.
3. via the University Medical Centre after a consultation.
4. via a General Practice (GP) or hospital locally or otherwise.

The University Medical Centre is held on retainer by Commercial Services. This means that during some hosted conferences held at the University attending residential guests can have access to a GP if necessary. Telephone consultations with a GP at the Centre are offered to any residential conference guest should they require one and it can be facilitated. If a case is diagnosed by the University Medical Centre, or local health care provider, the Kent Surrey Sussex Public Health England Centre must be notified.

The Kent Surrey Sussex Public Health England Centre works alongside the NHS, local authorities and emergency services, providing specialist support in communicable disease infection control and emergency planning.
6. Notification

Any member of staff made aware of a case of a communicable disease or suspected food poisoning occurrence must confirm the source and gather as much information as practically possible from the person reporting the infection, including:

- Name of individual with symptoms
- Address
- Contact numbers
- Reason for visit
- Organisation they are representing
- Current location
- Current condition
- Has there been any international travel in the weeks prior to arriving at the University of Kent and if so where?
- Has medication been administered?
- Has medical help already been sought?
- Name of individual reporting the case
- Contact address if relevant
- Contacts numbers
- Email address

The member of staff concerned must inform the University Medical Centre. Out of hours the University Medical Centre should be contacted via the duty doctor, who can be contacted via Campus Security.

**STAFF MUST NOT DELAY IN CONTACTING THE UNIVERSITY MEDICAL CENTRE EVEN IF ALL OF THE ABOVE DETAILS ARE NOT AVAILABLE.**

7. Outbreaks

Where there are two or more confirmed/probable cases of the same communicable disease or food poisoning incidence occurring within a defined period, and for which a common link can be determined, then an ‘outbreak’ may be declared and must be reported via Canterbury Environmental Health Department to Kent Surrey and Sussex Public Health England who will confirm the ‘outbreak’ status. Kent Surrey Sussex Public Health England centre will confirm the ‘outbreak’ status.

In the case of an outbreak of an infectious disease, the Kent Surrey Sussex Public Health England Centre Outbreak Control Plan will come into effect. This plan should be used in conjunction with that of the Public Health England and possibly the Commercial Services Business Continuity Plan and the University’s Serious Incident Response Plan.

8. Outbreak Control Team

The role of the Outbreak Control Team will be to coordinate the University’s response. The establishment of an Outbreak Control Team is the responsibility of the Kent Surrey Sussex Public Health England Centre, which will liaise directly with the Director of Commercial Services. Where it is not felt necessary to establish an Outbreak Control Team, responsibility for managing the incident will rest with the Director of Commercial Services.
Membership of the Outbreak Control Team

Kent Surrey Sussex Public Health England Centre Members

- Chair – Consultant in Communicable Disease Control (CCDC)
- Microbiologist
- Communications Manager
- Health Protection Nurse/Practitioner
- Environmental Health Officer
- Others identified as necessary by the CCDC

University of Kent Members

- Director of Commercial Services
- Director of Corporate Communications
- Director of Safety, Health and Environment
- Director of Estates
- Medical Centre Officer
- Director of Student Services (if necessary)

The Outbreak Control Team may call on other members of staff at any stage during an outbreak.

The Outbreak Control Team will convene in a designated control centre on campus large enough to facilitate all team members, the Director of Commercial Services will source this facility which will act as the operations centre throughout the outbreak.

9. Communication

If an outbreak is declared by the Kent Surrey Sussex Public Health England Centre, the Director of Commercial services will inform the following post holders:

- Vice-Chancellor
- Pro-Vice Chancellor
- Director of Corporate Communications
- Corporate Resilience Manager
- Director of the Safety, Health and Environment
- Director of Estates
- Director of Student Services (if necessary)

Liaison with the Kent Surrey Sussex Public Health England Centre will be through the Director of Commercial Services. Formal statements relating to the outbreak shall only be released from the Corporate Communications Office, in consultation with Kent Surrey Sussex Public Health England Centre.

The Director of Commercial Services will keep the Vice-Chancellor informed at all times.

All staff must adopt a NO COMMENT policy. Any communications must be agreed by the Director of Commercial Services and Corporate Communications before release.
10. Review of the incident
An outbreak wash-up meeting will be held after the event to review all actions taken and the effectiveness of this plan, all lessons learned will be implemented accordingly. The meeting will be convened by the Director of Commercial Services.

11. Key roles and responsibilities
Please note that in all cases a designated deputy should be available in the absence of the named responsible post holder.

<table>
<thead>
<tr>
<th>Director of Commercial Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>To act as the University point of contact for communications with Kent Surry Sussex Public Health England Centre and the NHS local team. To provide support and assist the Kent Surrey Sussex Public Health England Centre/NHS local team in disseminating advice to members of the University community as required.</td>
</tr>
<tr>
<td>To advise and update members of the Executive Group and the Director of Corporate Communications on any changes to the situation, as information becomes available.</td>
</tr>
<tr>
<td>To source an outbreak operations centre if required.</td>
</tr>
<tr>
<td>To facilitate the identification of close contacts to the individual and manage appropriate action as advised by the Kent Surrey Sussex Public Health England Centre. To ensure next of kin are contacted if required to do so.</td>
</tr>
<tr>
<td>To set up a helpline if necessary.</td>
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<tr>
<td>To brief and equip staff (Housekeeping) to take protective measures.</td>
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<tr>
<td>To source alternative accommodation if required.</td>
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<tr>
<td>To ensure that cleaning protocols are in place and that relevant staff are deployed to provide extra cleaning if necessary.</td>
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<tr>
<td>To communicate with PCO’s to ensure that all outbreak information and action being taken is shared.</td>
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<thead>
<tr>
<th>Director of Corporate Communications</th>
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<tbody>
<tr>
<td>To deal with the media and internal communications, consulting the Director of Commercial Services when appropriate.</td>
</tr>
<tr>
<td>To issue formal statements and coordinate the use of University announcements, both internal and external.</td>
</tr>
<tr>
<td>To work with Commercial Services on key messages to be communicated to the University community via a possible helpline, social media or other relevant technologies.</td>
</tr>
</tbody>
</table>
Director of Safety, Health and Environment

To provide advice and participate in the dissemination of information as required, including specific health promotion information.

To provide advice, information and support to staff as required.

To assist with training, providing support and information (e.g. for helpline staff or those coming into contact with students who may be unwell).

To advise managers and staff on protective measures.

To advise on and update procedures for seeking medical attention and advice.

Director of Estates

To support the activation of a helpline if necessary and provide assistance as and when required.

University Medical Centre Representative

In collaboration with the Kent Surrey Sussex Public Health England Centre and/or National Health Service local team to advise the University management team, through the Director of Commercial Services, on any medical issue relating to the incident.

To respond to those on campus with health concerns.

Head of Security

To oversee the response from Campus Security staff and to ensure that protocols are followed, and that contact details of key staff are kept up to date and accessible.

To brief and equip staff to take protective measures where necessary.
### Director of Student Services (if necessary)

Student Services has a communicable disease management plan which will be activated alongside this one if necessary.

- To provide support and assist the Kent Surrey Sussex Public Health England Centre/National Health Service local team in disseminating advice and information to staff and students as required.
- To ensure that next of kin are contacted if requested to do so.
- To assist with the setup of a helpline if necessary.

**OTHER UNIVERSITY STAFF MAY BE ASKED TO JOIN THE OUTBREAK CONTROL TEAM AT ANY STAGE.**

Outside of the University there will be a response from:

- Kent Surrey Sussex Public Health England Centre
- NHS England – South
- Canterbury City Council Emergency Planning and Business Continuity
12. Emergency contact numbers

University contacts:

During Normal Office Hours (09.00 – 17.00)

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Telephone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director of Commercial Services</td>
<td>Kevin Stuckey</td>
<td>01227 82(3890)</td>
<td><a href="mailto:K.M.Stuckey@kent.ac.uk">K.M.Stuckey@kent.ac.uk</a></td>
</tr>
<tr>
<td>*Deputy to the Director of Commercial Services</td>
<td>Keith Williams</td>
<td>01227 82(7166)</td>
<td><a href="mailto:K.K.Williams@kent.ac.uk">K.K.Williams@kent.ac.uk</a></td>
</tr>
<tr>
<td>*Deputy to the Director of Commercial Services</td>
<td>Liam Cairns</td>
<td>01227 82(3599)</td>
<td><a href="mailto:L.Cairns@kent.ac.uk">L.Cairns@kent.ac.uk</a></td>
</tr>
<tr>
<td>Human Resources Manager</td>
<td>Sarah Williams</td>
<td>01227 82(7903)</td>
<td><a href="mailto:S.Williams@kent.ac.uk">S.Williams@kent.ac.uk</a></td>
</tr>
<tr>
<td>Health &amp; Safety and Food Safety Advisor</td>
<td>Dave Jordan</td>
<td>01227 82(4311)</td>
<td><a href="mailto:D.E.Jordan@kent.ac.uk">D.E.Jordan@kent.ac.uk</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td>07455 908661</td>
<td></td>
</tr>
<tr>
<td>Director of Safety, Health and Environment</td>
<td>Bernard Angus</td>
<td>01227 82(7070)</td>
<td><a href="mailto:B.Angus@kent.ac.uk">B.Angus@kent.ac.uk</a></td>
</tr>
<tr>
<td>Director of Estates</td>
<td>Peter Czarnomski</td>
<td>01227 82(3611)</td>
<td><a href="mailto:P.Czarnomski@kent.ac.uk">P.Czarnomski@kent.ac.uk</a></td>
</tr>
<tr>
<td>Head of Security</td>
<td>Mark Arnold</td>
<td>01227 82(3829)</td>
<td><a href="mailto:M.C.Arnold@kent.ac.uk">M.C.Arnold@kent.ac.uk</a></td>
</tr>
<tr>
<td>Director of Student Services</td>
<td></td>
<td>01227 82(4130)</td>
<td><a href="mailto:directorstudentservices@kent.ac.uk">directorstudentservices@kent.ac.uk</a></td>
</tr>
<tr>
<td>Corporate Communications</td>
<td></td>
<td>01227 82(3985)</td>
<td><a href="mailto:communications@kent.ac.uk">communications@kent.ac.uk</a>, <a href="mailto:pressoffice@kent.ac.uk">pressoffice@kent.ac.uk</a></td>
</tr>
<tr>
<td>University Medical Centre</td>
<td></td>
<td>01227 469333</td>
<td><a href="mailto:mcentre@nhs.net">mcentre@nhs.net</a></td>
</tr>
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</table>

*Approved Deputy to act as Director if the Director of Commercial Services is unavailable.
University contacts:
Out of Office Hours

<table>
<thead>
<tr>
<th>Campus Security Emergency</th>
<th>01227 82(3333)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><a href="mailto:security@kent.ac.uk">security@kent.ac.uk</a></td>
</tr>
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</table>

THE VICE CHANCELLOR’S OFFICE MAINTAINS A CONFIDENTIAL LIST OF EMERGENCY CONTACT NUMBERS OF SENIOR STAFF, THIS LIST IS MADE AVAILABLE TO CAMPUS SECURITY.

Other contacts:

<table>
<thead>
<tr>
<th>Kent Surrey Sussex Public Health England Centre</th>
<th>0844 225 7968 - Office Hours</th>
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<tr>
<td></td>
<td>0844 967 0085 - Out of Hours</td>
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<tr>
<th>NHS England – Region South</th>
<th>01634 335020</th>
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<tbody>
<tr>
<td></td>
<td><a href="mailto:england.contactus@nhs.net">england.contactus@nhs.net</a></td>
</tr>
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<table>
<thead>
<tr>
<th>Ambulance</th>
<th>999 (if on campus call Campus Security to facilitate this)</th>
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<table>
<thead>
<tr>
<th>University Medical Centre (Canterbury)</th>
<th>01227 469333</th>
</tr>
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<tbody>
<tr>
<td></td>
<td><a href="mailto:mcentre@nhs.net">mcentre@nhs.net</a></td>
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<tr>
<th>Kent and Canterbury Hospital</th>
<th>01227 766877</th>
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<table>
<thead>
<tr>
<th>Medway Maritime Hospital</th>
<th>01634 830000</th>
</tr>
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</table>

<table>
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<tr>
<th>William Harvey Hospital</th>
<th>01233 633331</th>
</tr>
</thead>
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<table>
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<tr>
<th>NHS Direct</th>
<th>111</th>
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<table>
<thead>
<tr>
<th>Canterbury Environmental Health</th>
<th>01227 862022 / 781879</th>
</tr>
</thead>
</table>
Commercial Services – Action in the Event of:

A. A single confirmed or probable case of meningococcal disease

B. Unrelated cases of meningococcal disease

C. A confirmed cluster of meningococcal disease
A. Action for a single confirmed or probable case of meningococcal disease

A confirmed case is a clinical diagnosis of meningococcal meningitis or septicaemia which has been confirmed microbiologically by culture or non-culture methods.

A probable case is a clinical diagnosis without microbiological confirmation where the clinician and public health doctor judge that meningococcal disease is the most likely diagnosis.

B. Action for dealing with unrelated cases of meningococcal disease

Cases of meningococcal disease will normally be deemed unrelated if any of the following circumstances apply:

- Two confirmed or probable cases in different academic terms.
- Two confirmed cases due to different strains, whatever the interval between.
- Two confirmed or probable cases with no evidence of any common links in spite of intensive enquiry (e.g. no social contact, different college residence, different courses), whatever the interval between.
- Two possible (or one possible and one confirmed/probable case) whatever the interval or link between them.

ACTION

1. Inform & liaise with University Medical Centre.
2. Inform & liaise with Director of Commercial Services, who will inform the Executive Group and Director of Corporate Communications.
3. Arrange for close contacts to be alerted and offered antibiotic prophylaxis and vaccine where appropriate.
4. Organise the issuing of prophylaxis and administration of vaccine to close contacts if necessary.
5. Provide public health information and advice to University of Kent contacts.
6. Issue information letter within 24 hrs to guests/staff who have been in close proximity to the individual.
7. Consider issuing information to all guests/staff.
8. Consider arranging meeting for guests/staff in same vicinity of the individual.
9. Consider alerting national meningitis charity helpline.
10. Alert all GPs serving University of Kent students.
12. All press calls coming in to University to be directed to the Press Office: University spokesperson on standby.

RESPONSIBILITY

Consultant in Communicable Disease Control, Kent Surrey Sussex Public Health England Centre (KSS PHEC). (In the event of any office within the University being alerted about a case(s) of meningitis, it is the responsibility of that office to contact the Medical Centre).

University Medical Centre/KSS PHEC.

Consultant in Communicable Disease Control, KSS PHEC with support from the Director of Commercial Services.

Consultant in Communicable Disease Control, KSS PHEC.

Consultant in Communicable Disease Control, KSS PHEC.

Consultant in Communicable Disease Control, KSS PHEC to issue letter. Director of Commercial Services to co-ordinate, working closely with Corporate Communications, Medical Centre and other departments as appropriate.

Consultant in Communicable Disease Control, KSS PHEC to issue letter. Director of Commercial Services to co-ordinate, working closely with Corporate Communications, Medical Centre and other departments as appropriate.

Medical Centre/Director of Commercial Services with support from other departments as appropriate.

Consultant in Communicable Disease Control, KSS PHEC.

Consultant in Communicable Disease Control, KSS PHEC (nb all GPs in area are automatically alerted by the Consultant in Communicable Disease Control).

Director of Corporate Communications in conjunction with KSS PHEC Communications Director/Manager.

Director of Corporate Communications.
## C. Action for the management of clusters of meningococcal disease

**A cluster** is defined as two or more cases of meningococcal disease occurring in the university within a four week period.

<table>
<thead>
<tr>
<th>ACTION</th>
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<tbody>
<tr>
<td>1. Inform &amp; liaise with University Medical Centre.</td>
</tr>
<tr>
<td>2. Inform &amp; liaise with Director of Commercial Services, who will inform the Executive Group and Director of Corporate Communications.</td>
</tr>
<tr>
<td>3. Convene Outbreak Control Team*.</td>
</tr>
<tr>
<td>4. Issue information within 24 hours to all guests and staff in the vicinity of the individual if relevant.</td>
</tr>
<tr>
<td>5. Consider issuing information to all guests and/or staff.</td>
</tr>
<tr>
<td>6. Alert GPs, hospital doctors, emergency admissions, A&amp;E departments etc.</td>
</tr>
<tr>
<td>7. Route all University of Kent press calls to Press Office.</td>
</tr>
<tr>
<td>8. Make and maintain contact with the affected family(ies).</td>
</tr>
<tr>
<td>9. Contact other local HE providers.</td>
</tr>
<tr>
<td>10. Define target group for prophylaxis (preventative medicine or course of action).</td>
</tr>
<tr>
<td>11. Set up a meeting with target group then organise antibiotics and vaccination as necessary.</td>
</tr>
<tr>
<td>12. Activate Helpline** and give key messages.</td>
</tr>
<tr>
<td>13. Notify the National Meningitis Trust and Meningitis Research of outbreak and ask for support.</td>
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<table>
<thead>
<tr>
<th>RESPONSIBILITY</th>
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</thead>
<tbody>
<tr>
<td>Consultant in Communicable Disease Control, Kent Surrey Sussex Public Health England Centre. (In the event of any office within the University being alerted about a case(s) of meningitis, it is the responsibility of that office to contact the Medical Centre).</td>
</tr>
<tr>
<td>University Medical Centre/KSS PHEC.</td>
</tr>
<tr>
<td>Consultant in Communicable Disease Control, KSS PHEC.</td>
</tr>
<tr>
<td>Consultant in Communicable Disease Control, KSS PHEC to issue letter. Director of Commercial Services to co-ordinate, working closely with Corporate Communications, Medical Centre and other departments, as appropriate.</td>
</tr>
<tr>
<td>Consultant in Communicable Disease Control, KSS PHEC to issue letter. Director of Commercial Services to co-ordinate, working closely with Corporate Communications, Medical Centre and other departments, as appropriate.</td>
</tr>
<tr>
<td>Consultant in Communicable Disease Control, KSS PHEC.</td>
</tr>
<tr>
<td>Director of Corporate Communications.</td>
</tr>
<tr>
<td>Director of Commercial Services.</td>
</tr>
<tr>
<td>Director of Commercial Services.</td>
</tr>
<tr>
<td>Consultant in Communicable Disease Control, KSS PHEC.</td>
</tr>
<tr>
<td>Consultant in Communicable Disease Control, KSS PHEC.</td>
</tr>
<tr>
<td>Director of Commercial Services and Director of Estates, working closely with the Director of Corporate Communications.</td>
</tr>
<tr>
<td>KSS PHEC and/or University Medical Centre.</td>
</tr>
<tr>
<td>Director of Corporate Communications in conjunction with KSS PHEC Communications Director/Manager.</td>
</tr>
</tbody>
</table>
**Outbreak Control Team Membership**

**KSS PHEC Members**
- Chair – Consultant in Communicable Disease Control (CCDC)
- Microbiologist
- Communications Director/Manager
- Health Protection Nurse/Practitioner
- Environmental Health Officer
- Others identified as necessary by the CCDC

**University of Kent Members**
- Director of Commercial Services
- Director of Corporate Communications
- Director of Safety, Health and Environment
- Director of Estates
- Director of Student Services & Senior Master (Student Services have a Meningococcal disease plan that will run alongside this one if necessary)
- Medical Centre Officer

The Outbreak Control Team will convene in the Senate Building which will act as the operations centre throughout the situation.

The Consultant in Communicable Disease Control is spokesperson for the Kent Surrey Sussex Public Health England Centre (KSS PHEC, part of Public Health England). The Kent Surrey Sussex Public Health England Centre Communications Director/Manager is responsible for liaising with the media.

**Helpline**

This will be sited in Senate Committee Room 2.
The telephone number will be 01227 827999.

Kent Surrey Sussex Public Health England Centre (Part of Public Health England)

Level Two
Civic Centre
Tannery Lane
Ashford
TN23 1PL

E: hpu-kent@phe.gov.uk
T: 0844 225 7968
F: 01233 639747
www.hpa.org.uk
Commercial Services – Death of a conference guest
Procedural Guide

1. Introduction
In the tragic event of the death of a guest whilst on campus, it is vital that the University has clear and coherent procedures in place, thus facilitating a response which is both compassionate and efficient.

It is important that the University reacts to the death in a way that fully acknowledges the loss and that deals sensitively with the aftermath in a way that supports the bereaved - both the individual’s immediate family and colleagues, as well as the wider university community.

A rapid and sensitive response to the death not only fulfils the need to observe the requisite legalities, but also ensures that an ethos of comprehensive care and compassion is engendered and communicated to all those who have been in some way affected by this sad news.

The University, by responding in a sincere, culturally sensitive and well-organised way, can be perceived to be very much a unified entity, an institution greater than the sum of its parts.

This guidance note outlines the procedure that should be followed in the case of the death of a guest on a University campus.

The circumstances surrounding each death will be different and we therefore cannot write procedures which detail how we respond to all possible eventualities.

It is expected that the senior managers involved in dealing with the University’s response should use their knowledge and experience collectively to respond to the situation as circumstances dictate.

2. Initial Communication
In the management of such a crisis, it is imperative that accurate information is relayed quickly to a range of people.

A multiplicity of diverse scenarios is possible, therefore it is important to have a clear set of guidelines in place to avoid confusion, duplication, or misinformation which can lead to extra distress at an already fraught time. It is vital that these procedures are quickly accessible.

Regardless of where the message originates, there should be a key post-holder to whom the news is immediately transmitted. In the event of this person being off-campus or otherwise unable to instigate procedures immediately, then his / her designated representative should be contacted without delay. **At this University, the key post-holder is the Head of Security, Campus Security. The Head of Security** must be informed about a guest's death as soon as possible after that death. This role is central to this whole process and they will direct operations at the scene during the first few days of the death occurring.

In the case of an accident the University has a duty to report this to the Health and Safety Executive so the **Director of Safety, Health and Environment** must be informed immediately the death is reported.

By using these guidelines, the appropriate staff members should be contacted. It is important that the skills and expertise available across the campus are used, and decisions quickly made on a rapid and accurate division of duties in accordance with the exigencies of the particular situation.
3. Death on a University Campus

In the event of a guest’s sudden death on campus, CAMPUS SECURITY (extension 3300) should be informed immediately by the staff member finding the body or being informed about the death.

In the event of the death being caused by an accident the Director of Safety, Health and Environment should also be immediately informed.

N.B. No one should be allowed to interfere with the body or the scene of the incident until police authority is given. Arrangements for formal identification of the body and notification of next of kin are the responsibility of Kent Police.

CAMPUS SECURITY will then:

- call the Police and Ambulance (call the Medical Centre during normal University hours)
- inform the Head of Security (or the appointed Deputy)
- or in case of unavailability, the duty Estates Manager
- inform the Director of Safety, Health and Environment
- inform the Director of Commercial Services.

The Head of Security, Campus Security (or the Deputy) will then:

- liaise with relevant external parties and agencies, such as the Police, the Coroner’s Office and legal representatives as appropriate
- gather all relevant information about the circumstances of the event to assist the authorities.

The Director of Safety, Health and Environment will then:

- Contact Health and Safety Executive and report the accident, if appropriate
- Initiate an investigation into the accident.

The Director of Commercial Services will then inform the following role holders of the death:

- a member of the Executive Group
- Director of Corporate Communications.
4. Individual roles and responsibilities

After these initial tasks, the following offices will assume the subsequent assignments:

Director of Commercial Services and the Director of Corporate Communications will work as a co-ordinating team to manage the University’s response.

<table>
<thead>
<tr>
<th>Director of Commercial Services</th>
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<tbody>
<tr>
<td>Responsibility for ensuring that the procedures are carried out as stated below and to monitor each incident with a view to policy and procedural implications.</td>
</tr>
<tr>
<td>Offer assistance to any of the above mentioned staff, in order to help them carry out their responsibilities.</td>
</tr>
<tr>
<td>Contact the family and / or partner of the deceased (after the Coroner / Police have informed the relevant person).</td>
</tr>
<tr>
<td>Draft a letter of condolence to the family and / or partner of the deceased.</td>
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<tr>
<td>Ensure appropriate practical and pastoral support is in place for family members as appropriate.</td>
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<tr>
<td>Ensure that the relevant Chaplains are notified and help console friends, relatives, colleagues.</td>
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<tr>
<td>Liaise with the Chaplains and appropriate parties to provide support and/or input for the funeral and / or commemorative service.</td>
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<tbody>
<tr>
<td>Ensure that all enquiries from the press or media, are directed to the Press Office so that they can be dealt with in such a way as to protect the bereaved relatives, fellow colleagues or staff and to safeguard the interests of the University.</td>
</tr>
<tr>
<td>Ensure that the Vice-Chancellor's office is kept informed.</td>
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</tbody>
</table>


The Director of Commercial Services will review this procedural guide following any death involving a conference guest, and may convene a meeting or request feedback from those involved.

Published June 2019