

Incident Management Plan

Incident Response Team (Student Affairs)

Last updated: 2 December 2022

LINGNAN UNIVERSITY
Incident Response Team on Student Affairs
Procedures in Handling Incidents

Case Level:

Level 1: No immediate life-threatening incidents;

Level 2: Physical and psychological harm, with high possibility of such harm being noticed by outsiders, and exposed to media

Level 3: Life-threatening incidents or Death of students

Risk Categories

Step 1:

		Severity of Impact / Consequence		
		Low Severity	Moderate Severity	High Severity
Frequency	High (Probable)	Moderate Incident	Crisis	Crisis
	Medium (Possible)	Limited Incident	Moderate Incident	Crisis
	Low Frequency (Remote)	Limited Incident	Limited Incident	Moderate Incident

*** IMPORTANT REMINDERS to All Staff Handling the Incidents**

1. Verify Information and identify with relevant stakeholders first before taking actions. This is to avoid acting on misleading information.
2. Update students timely in order to show care and build trust, as well as to prevent misrepresentation by external parties.

Incident	Level / Risk Categories/ Remarks	Procedure	Responsible parties within IRT	Timeframe
1 Alcohol and drug overdose (with possible life threatening consequence)	1 – 2 / Limited Incident	<ol style="list-style-type: none"> 1. Involved parties (unit/department/hostel) inform Comptroller's Office/Facilities Management Department (CO/FMD). 2. CO/FMD will assess the severity of the situation and make the decision whether Police and OSA (for local and non-local degree seeking students) / OGE (for exchange students) will be called. 3. Depending on the case nature, OSA will alert IR Team (Core). AVP (Student Affairs) will decide if other IR Team Member(s) should be involved to help; and if the incident should be reported to Crisis Management Team. 4. After the student is stabilized, OSA/OGE will interview the student and decide whether to inform student's parents, home institution (if applicable), Academic Departments and Warden Office, and recommend student concerned to process necessary insurance claims. 5. The involved unit/ department/ hostel will consider if the case should be referred to Student Disciplinary Committee (SDC) or any other disciplinary action should be taken against the student(s) including suspension/ expulsion from student hostel(s). 6. AVP (AQA and Internationalization) (for exchange students)/ AVP (Student Affairs) (for non-local degree seeking students) will decide whether the student 	Involved unit CO/FMD OSA AVP/SA OSA/OGE Involved unit AVP/AQA & I / AVP/SA	Immediately 12 hours 6 hours 6 hours 3 days 2 weeks 2 weeks

			is required to return home; and whether staff should accompany the student in case the parents are not available to pick up students in Hong Kong.		
			* If the student possesses/ takes illegal drug, then follow the procedure of incident 5.		
2	Distressed/ disruptive behavior of students/ attempted suicide (Level 1 to Level 2)	1 – 2 / Moderate Incident Appendix 1 & 2	<ol style="list-style-type: none"> 1. If it is <u>during office hours</u>, involved parties shall inform CO/FMD and OSA. 2. CO/FMD and OSA Counsellor will try to calm down the student. Counsellor will also judge whether the student is required to have the care of his/ her parents or receive immediate medical attention. CO/FMD will decide if Police has to be called. If necessary, OSA will call the parents. 3. If the student is an exchange student, OGE will be informed as well. 4. Depending on the case nature, OSA will alert IR Team (Core). AVP (Student Affairs) will decide if other IR Team Member(s) should be involved to help; and if the incident should be reported to Crisis Management Team. 5. If the student is sent to hospital, OSA Counsellor will follow up. 6. OSA/OGE will identify the student's needs and provide assistance. 7. Warden Office and OSA will re-arrange hostel rooms for students involved, if necessary. 8. After the student is stabilized, OSA/OGE will interview the student and decide whether to inform student's parents, home institution (if applicable), Academic Departments and Warden Office, and recommend student concerned to process necessary insurance claims. 9. AVP (AQA and Internationalization) (for exchange students) and AVP (Student Affairs) (for non- local degree seeking students) will decide whether the student is required to return home; and whether staff should accompany the student in case the parents are not available to pick up the student in HongKong. 10. If it is <u>after office hours</u>, CO/FMD and Warden Office staff will try to calm down the student. Hostel staff will also judge whether the student is required to have the care of his/ her parents or receive immediate medical attention and may call OSA Counsellor for advice. CO/FMD will call the Police if required. If the student is an exchange student, OGE will be informed as well. If there is no urgent medical need, hostel staff will keep an eye on him/ her. If necessary, hostel staff will call the parents. For attempted suicide case, CO/FMD will inform IRT-SA. Warden Office will inform AVP(Student Affairs), Director of Student Affairs and the Secretary of IRT-SA. AVP (Student Affairs) will decide if other IR Team Member(s) should be involved to help; and if the incident should be reported to Crisis Management Team. 11. If the student is sent to hospital, Warden Office staff will follow up. 12. OSA Counselor will meet with the student on the following working day and work with hostel staff for after-care. Steps 5–9 staff then follow. 13. The involved unit/ department/ hostel will consider if the case should be referred to SDC or any other disciplinary action should be taken against the student(s) including suspension/ expulsion from student hostel(s). 	<p>Involved unit CO/FMD & Counsellor</p> <p>OGE OSA AVP/SA</p> <p>OSA OSA/ OGE OSA/WO</p> <p>OSA/OGE</p> <p>AVP/AQA & I/ AVP/SA</p> <p>CO/FMD & WO</p> <p>CO/FMD & WO</p> <p>WO Counsellor</p> <p>Involved Unit</p>	<p>Immediately Immediately</p> <p>Immediately 6 hours 6 hours</p> <p>1 day 2 days 3 days</p> <p>3 days</p> <p>2 weeks</p> <p>Immediately</p> <p>Immediately</p> <p>Immediately Immediately</p> <p>2 weeks</p>

3	Student alleged to be an attacker or victim of assault	1 – 2 / Moderate Incident	<ol style="list-style-type: none"> 1. If the assault has happened on campus, follow Steps 2-11. If the assault has happened off-campus, OSA will alert the IR Team (Core). Steps 5 – 11 shall then follow. 2. Involved parties (unit/department/hostel) inform CO/FMD. 3. CO/FMD will inform OSA (for local and non-local degree seeking students) /OGE (for exchange students). The involved unit/ department/ hostel, in consultation with OSA/OGE, will assess the severity of the situation and consult the victim’s opinion whether the case should be reported to the Police. If the student is an alleged attacker, the involved unit/ department/ hostel, in consultation with OSA/OGE, will assess the severity of the situation and decide whether the case should be reported to the Police. 4. Depending on the case nature, OSA will alert IR Team (Core). AVP (Student Affairs) will decide if other IR Team Member(s) should be involved to help; and if the incident should be reported to Crisis Management Team. 5. The involved unit/ department/ hostel staff may accompany the student to Police Station upon student’s request. 6. OSA Counsellor will standby to provide emotional support for the student. 7. OSA/OGE will identify the student’s needs and provide assistance. 8. Warden Office and OSA will re-arrange hostel rooms for students involved, if necessary. 9. OSA/OGE will interview the student and decide whether to inform student’s parents, home institution (if applicable), Academic Departments and Warden Office, and recommend student concerned to process necessary insurance claims. 10. The involved unit/ department/ hostel will consider if the case should be referred to SDC or any other disciplinary action should be taken against the student including suspension/ expulsion from student hostel(s). 11. AVP (AQA and Internationalization) (for exchange students)/ AVP (Student Affairs) (for non-local degree seeking students) will decide whether the student is required to return home; and whether staff should accompany the student in case the parents are not available to pick up students in Hong Kong. 	<p>OSA</p> <p>Involved unit CO/FMD Involved unit</p> <p>OSA</p> <p>Involved unit</p> <p>Counsellor OSA/OGE</p> <p>OSA/WO</p> <p>OSA/OGE</p> <p>Involved unit</p> <p>AVP/AQA & I/ AVP/SA</p>	<p>2 hours</p> <p>Immediately 12 hours 1 day</p> <p>6 hours</p> <p>Immediately</p> <p>Immediately 1 week</p> <p>3 days</p> <p>2 weeks</p> <p>2 weeks</p> <p>2 weeks</p>
4	Student alleged to be a harasser or victim of harassment	1 – 2 / Moderate Incident	<ol style="list-style-type: none"> 1. If the harassment has happened on campus, follow Steps 2-11. If the harassment has happened off-campus, OSA will alert the IR Team (Core) and EOC. Steps 5 – 11 shall then follow. 2. Involved parties (unit/department/hostel) inform CO/FMD. 3. CO/FMD will inform OSA (for local and non-local degree seeking students)/OGE (for exchange students). The involved unit/ department/ hostel, in consultation with OSA/OGE, will assess the severity of the situation and consult the victim’s opinion whether the case should be reported to the Police. If the student is an alleged harasser, the involved unit/ department/ hostel, in consultation with OSA/OGE, will assess the severity of the situation and decide whether the case should be reported to the Police. 	<p>OSA</p> <p>Involved Unit CO/FMD Involved unit</p>	<p>2 hours</p> <p>Immediately 12 hours 1 day</p>

			<ol style="list-style-type: none"> 4. Depending on the case nature, OSA will alert IR Team (Core). AVP (Student Affairs) will decide if Equal Opportunities Committee (EOC) and/or other IR Team Member(s) should be involved to help; and if the incident should be reported to Crisis Management Team 5. The involved unit/ department/ hostel representative may accompany the student to Police Station upon student's request. 6. OSA Counsellor will standby to provide emotional support for the student. 7. OSA/OGE will identify the student's needs and provide assistance. 8. Warden Office and OSA will re-arrange hostel rooms for students involved, if necessary. 9. OSA/OGE will interview the student(s) and decide whether to inform student's parents, home institution (if applicable), Academic Departments and Warden Office. 10. The involved unit/ department/ hostel will consider if the case should be referred to SDC or any other disciplinary action should be taken against the student(s) including suspension/ expulsion from student hostel(s). 11. AVP (AQA and Internationalization) (for exchange students) and AVP (Student Affairs) (for non- local degree seeking students) will decide whether the student is required to return home; and whether staff should accompany the student in case the parents are not available to pick up the student in Hong Kong. 	<p>OSA AVP(SA)</p> <p>Involved Unit</p> <p>Counsellor OSA/OGE</p> <p>OSA/WO</p> <p>OSA/OGE</p> <p>Involved unit</p> <p>AVP/AQA & I/ AVP/SA</p>	<p>6 hours 6 hours</p> <p>Immediately</p> <p>Immediately 3 days</p> <p>3 days</p> <p>1 day after the incident stabilized</p> <p>2 weeks</p> <p>2 weeks</p>
5	Student is accused of a serious crime	1 – 2 / Moderate Indent	<ol style="list-style-type: none"> 1. Assuming the case has been reported to the Police, involved parties (unit/department/hostel) which have knowledge of the case shall report to OSA. 2. OSA will alert IR Team (Core). AVP (Student Affairs) will decide if other IR Team Member(s) should be involved to help; and report the incident to Crisis Management Team. 3. OSA will identify the student's needs and provide assistance. 4. OSA Counsellor will standby to provide emotional support for the student. 5. Warden Office and OSA will re-arrange hostel rooms for students involved, if necessary. 6. OSA will consider if the case should be referred to SDC or any other disciplinary action should be taken against the student(s) including suspension/ expulsion from student hostel(s). 7. OSA/ OGE will interview the student and decide whether to inform student's parents, home institution (if applicable), Academic Departments and Warden Office. 	<p>Involved unit</p> <p>OSA AVP/SA</p> <p>OSA Counsellor OSA/WO</p> <p>OSA</p> <p>OSA/OGE</p>	<p>Immediately</p> <p>6 hours 6 hours</p> <p>3 days Immediately 3 days</p> <p>2 weeks</p> <p>1 day after the incident stabilized</p>
6	Missing Student	1 -2 / Moderate Incident	<ol style="list-style-type: none"> 1. Involved parties (unit/department/hostel) will inform OSA. 2. OSA will request REG and departmental secretary to help check the attendance record. OSA will also check the student's record of residence in hostel and participation in extra-curricular activities. Someone who is personally close to the student, such as classmates, professors, tutors, will try to approach the student/ family members (if necessary) first. Parties 	<p>Involved Unit OSA & REG</p>	<p>Immediately Immediately</p>

			<p>involved should try not to give the student a wrong impression that his/her privacy has been breached.</p> <ol style="list-style-type: none"> OGE (for exchange students) will seek help from his/her friends to locate the student. If the above efforts fail to locate the student, OSA/ OGE will inform the parents of the student and suggest the parents to report the case to the Police. OSA will alert IR Team (Core). AVP (Student Affairs) will decide if other IR Team Member(s) should be involved to help; and report the incident to Crisis Management Team. OGE (exchange students)/ OSA (local and non-local degree seeking students) will contact the Consulate (if applicable), parents, home institution (if applicable) and collaborate with the Police. 	<p>OGE</p> <p>OSA/OGE</p> <p>OSA</p> <p>OSA/OGE</p>	<p>Immediately</p> <p>Immediately</p> <p>Immediately</p> <p>Immediately</p>
7	Serious illness/injury	1 – 2 / Moderate Incident	<p>Serious illness</p> <ol style="list-style-type: none"> Involved parties (unit/department/hostel) will inform CO/FMD. . CO/FMD will call ambulance and unit/department/ hostel representative will accompany the student to hospital. OSA will alert IR Team (Core). AVP (Student Affairs) will decide if other IR Team Member(s) should be involved to help; and report the incident to Crisis Management Team and the Health, Safety and Environment Committee which will take appropriate actions as required. OSA will notify the department, hostel, and student's family. <p>Serious Injury</p> <ol style="list-style-type: none"> Follow Steps 1 – 4 OSA/OGE will pay visit to the student in hospital and provide necessary support, contact parents, partner institution (if applicable), and recommend student concerned to process necessary insurance claims. AVP (AQA and Internationalization) (for exchange students) and AVP (Student Affairs)(for non- local degree seeking students) will decide whether the student is required to return home; and whether staff should accompany the student in case the parents are not available to pick up the student in Hong Kong. 	<p>Involved Unit CO/FMD & WO</p> <p>OSA AVP/SA</p> <p>OSA</p> <p>OSA/OGE</p> <p>AVP/AQA & I/ AVP/SA</p>	<p>Immediately</p> <p>Immediately</p> <p>Immediately</p> <p>Immediately</p> <p>Immediately</p> <p>2 weeks</p>
8	Massive Food Poisoning	1 – 2 / Moderate Incident or Crisis Appendix 3 & 4	<ol style="list-style-type: none"> Involved parties (unit/department/hostel) will inform CO/FMD. CO/FMD will call ambulance and unit/department/ hostel representative will accompany the student(s) to hospital. OSA will alert IR Team (Core). AVP (Student Affairs) will decide if other IR Team Member(s) should be involved to help; and report the incident to Crisis Management Team and the Health Safety and Environment Committee which will take appropriate actions as required. The unit/ department/ hostel will report the case to the HKSAR Food and Environmental Hygiene Department. CO/FMD will arrange the sterilization of the concerned area within 24 hours. 	<p>Involved Unit Involved Unit/CO/FMD</p> <p>OSA AVP/SA</p> <p>Involved Unit</p> <p>CO/FMD</p>	<p>Immediately Immediately</p> <p>6 hours</p> <p>1 day</p> <p>1 day</p>

			<p>6. The University Health and Safety Officer will issue an email to alert the University community about food safety within 24 hours.</p> <p>7. The head of the unit/ department/ hostel will issue a certifying letter for student(s) to apply sick leave with their professors, if applicable.</p> <p>8. The head of the unit/ department/ hostel, and OSA/ OGE will pay visit to the student(s) in hospital and provide necessary support, contact parents, partner institution (if applicable), and recommend student(s) concerned to process necessary insurance claims.</p>	CO Involved Unit Involved Unit	1 day 2 days 3 days
9.	Death of Student	3 / Crisis	<p>Sudden death/ Suicide on campus</p> <p>1. Parties involved (unit/department/hostel) shall inform CO/FMD.</p> <p>2. OSA will alert IR Team (All). AVP (Student Affairs) will report to Crisis Management Team and invite relevant IR Team members to help.</p> <p>3. CO/FMD calls the Police.</p> <p>4. Keep witnessing student(s) in a room close to the scene to aid the investigation of the Police; and arrange OSA colleagues to accompany them.</p> <p>5. Warden Office staff member(s) as decided by the Warden Office will take care of the roommate(s) of the deceased student (if the deceased student is a hostel resident).</p> <p>6. Check the contact number of the parents via BANNER or counsellor's case file. OSA calls the parent and invites him/ her to the hospital. The news about the death of the student shall be delivered by the Police and the doctor upon arrival of the parent(s) at the hospital.</p> <p>7. OGE (exchange students)/ OSA (local and non-local degree seeking students) will contact parents, partner institution and the Consulate (if applicable).</p> <p>8. A Warden Office staff member (if the deceased student is a hostel resident) as decided by the Warden and an OSA colleague will accompany the deceased student in the ambulance.</p> <p>9. AVP/SA and DSA will go to the hospital to render support and care for the parent(s). If the deceased is an exchange student, AVP (AQA and Internationalization) and Director of OGE will go to the hospital.</p> <p>10. OIAPA will respond to the press.</p> <p>11. PO/ OIAPA will send an email to all staff and students under the name of the President about the incident and the follow-up work via PO / OIAPA email account on the same day.</p> <p>12. OSA will follow up with high risk case(s) on hand and alert respective Warden Offices as appropriate. Also identify student(s) who are close friends of the deceased students and offer counselling support on the same day.</p> <p>13. OSA re-arranges hostel places for affected students on the same day.</p> <p>14. OSA will take charge of the aftercare/ debriefing work on the same day for the hostel; and also for the academic department and the university community the following day.</p>	Involved unit OSA AVP/SA CO/FMD OSA WO OSA Counsellor OSA/OGE OSA/WO AVP/AQA & I/ AVP/SA & DSS OIAPA PO/ OIAPA OSA/WO OSA/WO OSA	Immediately Immediately Immediately Immediately Immediately Immediately Immediately Immediately Immediately Immediately Immediately 1 day Immediately Immediately Immediately 2 days

			<p>15. IR Team designates a staff member to accompany student's parents to Hong Kong/ receive students' parents in Hong Kong. OSA/OGE designates a staff member to help the parents with funeral services and any follow up work.</p> <p>16. OSA will email all staff and students under the name of the Associate Vice-President (Student Affairs) about the memorial services and funeral services (if available) within 72 hours of the incident.</p> <p>17. The President and AVP(SA) attend the funeral services on behalf of the University. If the deceased student is an exchange student, AVP (AQA and Internationalization) will attend.</p> <p>If off-campus, follow the above procedures except steps 3 & 4</p>	<p>OSA/OGE</p> <p>OSA</p> <p>P AVP/AQA/ AVP/SA</p>	<p>1 week</p> <p>3 days</p>
10	Large number of students being arrested owing to participation in protests, demonstrations, etc.	1 – 2 / Crisis	<p>1. OSA will alert IR Team (All). AVP (Student Affairs) will report to Crisis Management Team and invite relevant IR Team members to help.</p> <p>2. Two teams consisting of OSA staff members and IR Team members (if applicable) will be formed. One team will visit students in police stations and provide counselling support; and the other team will visit students who are in hospital(s) owing to injury.</p> <p>3. Legal advice for students will be sought as far as possible.</p> <p>4. CMT will consider if a mass email to call for evacuation of students and staff at the scene is necessary and a line the University will take in response to press enquiries. OIAPA will prepare the draft and issue.</p> <p>5. After the incident is settled, OSA will follow up with students to render counselling support and legal advice.</p> <p>6. OSA will consider if the case should be referred to SDC or any other disciplinary action should be taken against the student(s) including suspension/ expulsion from student hostel(s).</p>	<p>OSA AVP/SA</p> <p>OSA</p> <p>OSA OIAPA</p> <p>OSA Counsellor</p> <p>OSA</p>	<p>Immediately</p> <p>Immediately</p> <p>Immediately 3 days</p> <p>2 weeks</p> <p>2 weeks</p>
11	Student is suspected of violation of any Hong Kong Laws (including National Security Law), or violation of the Guiding Principles on the Use of University Premises and Facilities	3/ Crisis	<p>1. Involved parties (unit/department/ hostel) which have knowledge of the case shall report to OSA.</p> <p>2. OSA will report it to IR Team (Core). AVP (Student Affairs) will decide if other IR Team Member(s) should be involved for dealing with the issue; and report the incident to Crisis Management Team (CMT).</p> <p>3. CMT will decide the nature of the case in relation to (1) violation of various Hong Kong Laws (including National Security Law); or (2) violation of the Guiding Principles on the Use of University Premises and Facilities:</p> <p>If the nature of the case is (1), CMT will decide which of the following action(s) to be taken:</p> <p>a. Remove immediately any suspected materials on the university premises/facilities.</p> <p>b. Suspend immediately the use of the venue for holding the activity/ stop immediately activities organized or to be organized by them / stop distribution of illegal materials / stop shouting illegal slogans, whichever is applicable.</p>	<p>Involved unit</p> <p>OSA AVP/SA</p> <p>CMT</p> <p>CMT</p> <p>CO/FMD</p> <p>CO/FMD</p>	<p>Immediately</p> <p>Immediately</p> <p>Immediately</p> <p>Immediately</p> <p>Immediately</p> <p>Immediately</p>

			<p>c. Liaise with student being suspected of possible violation of NSL (for example cancellation of the activity).</p> <p>d. Report to the Police.</p> <p>e. Refer to SDC after legal proceeding is completed (if applicable)</p> <p>If the nature of the case is (2), CMT will decide which of the following actions to be taken:</p> <p>a. Liaise with students or student bodies responsible for posting or displaying the materials/organizing or to be organizing that are in violation of the Guiding Principles on the Use of University Premises and Facilities (e.g., the University's policy against any activities on campus that are suspected of promoting Hong Kong independence).</p> <p>b. Issue a written reminder to students or student bodies concerned about the deadline of removing the materials/ cancellation of the activities, usually within 3 days after the written reminder.</p> <p>c. If no action has been taken by students or student bodies, CO will take appropriate actions such as removal of the materials, suspension of use of the venue, stopping immediately activities organized, to be organized by them, distribution of illegal materials or shouting illegal slogans, whichever is applicable.</p> <p>d. Refer to SDC.</p> <p>4. OSA will identify the student's needs and provide assistance as appropriate.</p> <p>5. OSA Counsellor will standby to provide emotional support for the student.</p> <p>6. OSA/ OGE will interview the student (if possible), decide whether to inform student's parents, home institution (if applicable), Academic Departments and Warden Offices.</p> <p>7. OIAPA will respond to inquiries from the press.</p> <p><i>If the case occurred off-campus, follow 3(1)d, 4 to 7.</i></p>	<p>OSA/ Involved unit CO/FMD Involved unit</p> <p>CMT</p> <p>OSA</p> <p>OSA</p> <p>CO</p> <p>Involved unit</p> <p>OSA</p> <p>Counsellor OSA/OGE</p> <p>OIAPA</p>	<p>Immediately</p> <p>Immediately 1 week</p> <p>Immediately</p> <p>1 day</p> <p>Immediately</p> <p>Immediately</p> <p>1 week</p> <p>3 days</p> <p>Immediately 1 day after the incident stabilized</p> <p>Immediately</p>
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Note

1. The purpose of having a student/ staff to accompany the injured or sick student to hospital is to sooth the student in need and contact his/ her parents.
2. In case of emergency, Wardens or the persons with authorization from the Warden, or security officer in the presence of a witness could open the hostel resident's room without the resident's consent.
3. Personal data of students could be released to relevant third parties if he/ she (a) gives verbal consent in doing so; or (b) has potential threat to him/herself or others. According to legal advice, it is also the duty of the University to volunteer information to the parents of students under the age of 18.

Lingnan University
Office of Student Affairs/Counselling Service
Procedures for **24 hours hotline service for hostel staff**

Rationale

In order to enhance our counselling support and professional advice to hostel staffs in handling students' psychological emergency situation in hostels after office hours, we started to provide emergency mobile support service since September 2012. This emergency mobile is wholly **for Hall Wardens and Senior Tutors ONLY**, which they can reach our counsellors during emergencies that require advice on crisis handling.

New Emergency Mobile No.: 9344-3262

As it was reported that the mobile number was disclosed to a student, **a new mobile no. 9344-3262** is arranged with immediate effect.

Definition for Psychological Emergency Situation/Crisis

As mentioned in the induction programme for hostel staff on the level of handling students, crisis situation is in level 3 which warrants the attention of senior tutors and wardens. Examples of psychological crisis:

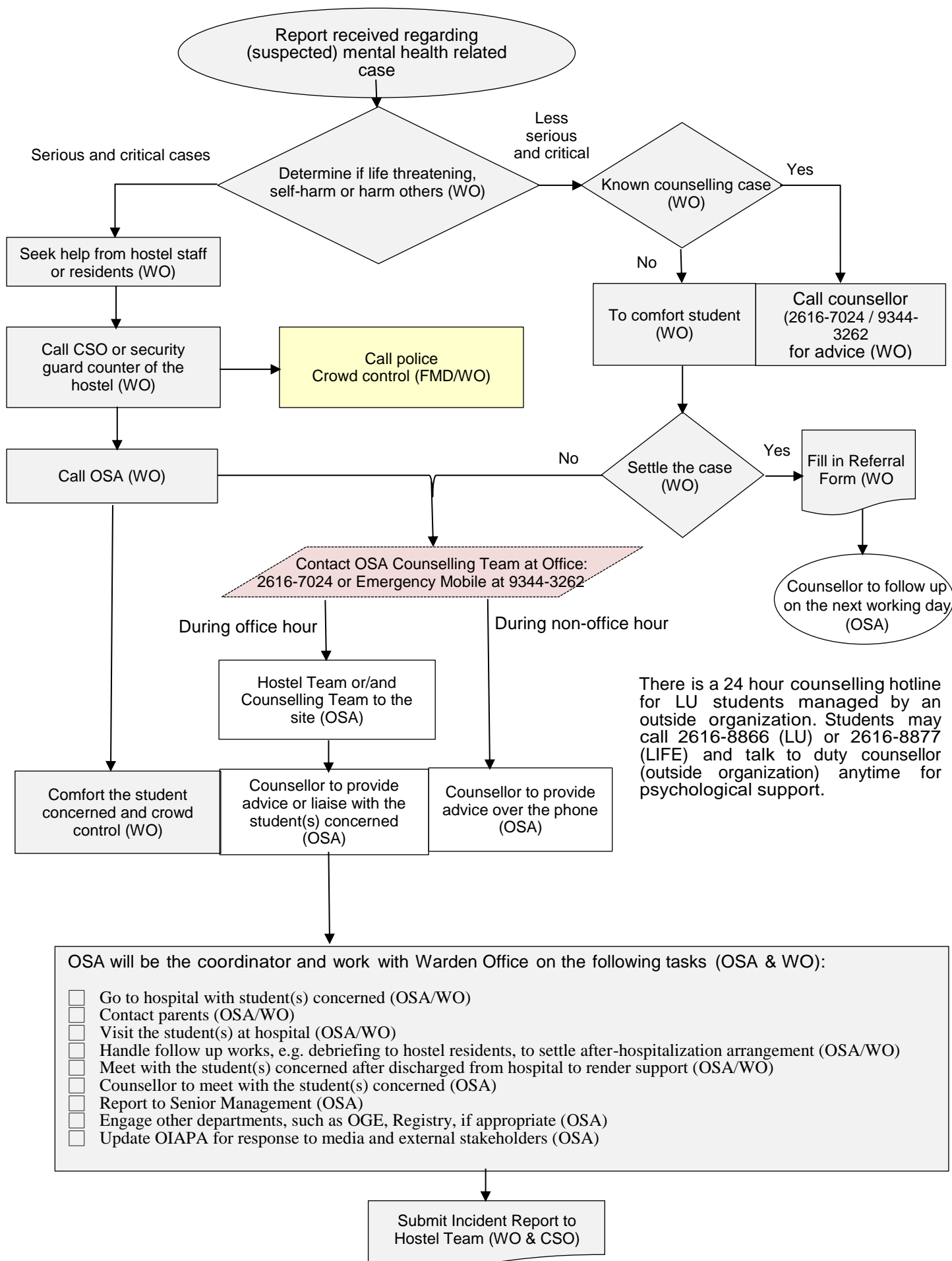
- Life Threatening/danger to themselves and others
- Attempted Suicide
- Aggressiveness or self-harm

Guideline for Advice

Wardens are advised to call police and/ or ambulance directly in case the student is judged to have immediate risk or urgent medical need. If Wardens and Senior Tutors require professional advice and support from Counsellor for handling student cases, Counsellors will follow the guideline listed below in providing emergency counselling support via the **24 hours hotline service**.

- Counsellor will give advices over emergency mobile after assessing the situation in each phone call. The advices provided would help to facilitate the Warden concerned or the staff-in-charge to make the judgements.
- If the student concerned is found to have urgent medical need, concrete advice is to ask the hostel staff to contact FMD to call police/ ambulance service
- In cases where counsellor may not be able to pick up a phone call immediately, hostel staff is advised to leave voice message and the counsellor concerned should return call within an hour.
- Counsellor has to report to AD (Personal Development Section) and DSA immediately after receiving the emergency call, work closely with Hostel Team for support to the student and Warden Office, and report in the following counselling team meeting.

Handling (Suspected) Mental Health Related Case (Hostel)



SAMPLE

NOTICE

Ref: HSE0[REDACTED]/18-19
To: All Staff and Students
From: [REDACTED]
Acting Secretary to the Health, Safety and Environment Committee
Date: [REDACTED] 2019

Incident of Suspected Food Poisoning

Dear Colleagues and Students,

There was an incident of suspected food poisoning in [REDACTED] Hall (Hall [REDACTED]) after "Poon Choi" dinner on [REDACTED] 2019. The incident has been reported to the Food and Environmental Hygiene Department (FEHD). Campus Support Office has stepped up effort to conduct disinfection and thorough cleaning in [REDACTED] Hall (Hall [REDACTED]).

To prevent recurrence of the incident, organizers of event serving "Poon Choi" are advised to consider the following tips which can be found in the website of Centre for Food Safety:

- When ordering "Poon Choi," please patronize reliable and licensed suppliers with good hygienic conditions;
- Notify the supplier of the collection time when making an order and avoid early collection. Half an hour to one hour before consumption is preferred;
- Before consuming "Poon Choi," reheat it thoroughly till the core temperature reaches at least 75°C or bring it to a boil;
- Use communal chopsticks and spoons during consumption;
- Eat up all the food in one go to avoid repeated reheating.

Should you need more information, please visit the website of Centre for Food Safety at www.cfs.gov.hk .

Thank you for your kind attention.

Best Regards

[REDACTED]

Acting Secretary to the Health, Safety and Environment Committee

SAMPLE

學系 Department of

, 2019

Dear Colleagues,

I write to kindly request your special consideration for the class attendance and course assessment of students in the Hall (I) following the “Poon Choi” hostel dinner on March 19. Throughout the day of March 21, and the participating students were found to be suspicious of food poisoning, and several of them had to be sent to the Emergency Room or other clinics for further diagnosis, monitoring, and treatment. At present, many students are having compromised health conditions and are advised to take rest on March 22 and also over the weekend.

The Health, Safety and Environment Committee of our University has issued a campus circular regarding the incident (included in the next page). I would appreciate that you could grant special consideration related to the class attendance and course assessment of the students. I am sure that it is the responsibility of our students to later approach you and discuss further.

Thank you for your kind attention.

Yours faithfully,

Professor
Assistant Professor, Department of
Warden, Hall (I)