

Guidelines of Campus Crisis Management at National Changhua University of Education

Approved at Administrative Meeting on Apr.11, 2007
Amended and Approved at Administrative Meeting on Apr.8, 2009
Amended and Approved at Administrative Meeting on Apr.18, 2012

1. Basis:

These Guidelines were regulated pursuant to MOE's Document of Taiwan Military Ref No. (2) 0990050406D "Disasters Management of School at All Levels" promulgated on April 19, 2010.

2. Purposes:

- 2.1 To provide students with a safe and peaceful study environment and to cope with emergencies and disasters in order to ensure students' security and safety in the campuses.
- 2.2 To prevent unusual accidents, manage occasional incidents and reduce damages with higher capacity.
- 2.3 To establish "Campus Security Report Center" (hereinafter referred to as CSRC) to assist in campus crisis in time by means of report, instruction, control, coordination and command.

3. Crisis Categories:

- 3.1 Natural Disaster: the unpredictable, non-human made disasters such as typhoon, earthquake, flood, or fire.
- 3.2 Accident: the unpredictable ones that cause severe injuries such as traffic accidents (on the road, sea or in the sky), mountain accident, acute illness infection, food poisoning, building collapsed, drowning, or sports injuries.
- 3.3 Crime: such as fight with weapons, theft, murder, robbery, extortion, sexual harassment, sexual assault, fraud, or manufacturing pistols and bullets without authorization.
- 3.4 Self-harm: the behaviors that harm oneself or others such as suicide, self-mutilation or all kinds of violence.
- 3.5 Other serious misconduct: involve in the actions or events of illegal gathering, protest, demonstration, strikes, or trouble-making that cause severe harms to our school, society and state.

4. Teams and Duties at CSRC:

A total of five teams including Decision Making, Operational Control, Administrative Support, Press, and Guidance are organized to be in charge of major campus crisis management as well as emergency command.

- 4.1 Decision Making Team comprises President, Vice President, Chief Secretary, Dean of Academic Affairs, Dean of Student Affairs, Dean of General Affairs, Dean of Research and Development, Dean of College of Extension Education, and Director of Student Psychological Counselling and Guidance Center (hereinafter referred to as SPCGC).
- 4.2 Operational Control Team comprises Dean of Student Affairs; Director of Military Education Office, Chiefs of Guidance and Counseling Section, Extracurricular Activities Section, Student Housing Section; all Military Training Instructors and campus security staff.
- 4.3 Administrative Support Team comprises of Dean of General Affairs; Chiefs of Property Management Section, Environmental Protection Section, Construction and Maintenance Section, Documentary Section, Cashier Section; Campus Security Supervisor, Director of Health Center.
- 4.4 Press Team comprises Chief Secretary and Senior Executive Officers.
- 4.5 Guidance Team comprises SPCGC and counselors.

※See Annex 1 for the duties of each team.

5. Implementation Instructions:

5.1 Assembling an emergency team

- I. Team Members: including CSRS's Decision Making Team and the persons involved if necessary.
- II. Meetings:
 - a) Members are convened by Director-General of CSRC to hold meetings if necessary or

under President's instruction after being ratified by President.

- b) Chair of the meetings will be either President, Vice President; or Director-General of CSRC.

III. Duties:

- a) To evaluate situations and discuss solutions.
- b) Director-General of CSRC gives instructions, assigns tasks and supervises the execution of associated units at CSRS in accordance with the guidelines above.
- c) To designate associated management units to finish their reports/ records and notify family of the person involved.
- d) To review the result and resolve if the case should be closed.
- e) To coordinate and contact press media and release news.
- f) To report the whole process of management to President and submit the details to MOE's CSRC.

5.2 Emergency evacuation command: instructions for evacuation at gathering venues in the campuses:

I. Commanders at the venue:

- a) Personnel on duty of Office of Student Affairs shall arrive at the venues of school-wide gatherings such as weekly assembly or a sports game on time as ex-officio evacuation commander. If the personnel on duty is unable to be present, he/she shall report it in advance and arrange a deputy as the personnel on duty of the day.
- b) For non-school-wide gatherings, the person-in-charge of the gathering shall appoint an evacuation commander or take on the duty by him/herself.

II. Emergency evacuation:

- a) When an emergency incident occurs, commander is authorized to take charge of evacuation without instructions from the person-in-charge of the event if the situation is serious or urgent.
- b) Faculty at the scene shall assist commander in evacuation in which students shall be prioritized.

5.3 Emergency measures:

If the emergency incident occurs in the campus or in the neighborhood within a short-distance drive, the person-in-charge of each administrative unit, personnel on duty, and security guards of our university shall inform the nearest colleagues immediately for them to report it to the higher authorities and arrive at the scene as soon as possible; or try to rescue casualties, segregate or tear down the dangerous items as the necessary measures after the incident is reported.

5.4 Timing for requesting interventions from the police and investigators:

- I. It is necessary to call the police for help to rescue casualties if any emergency incidents of natural disaster, accident, crime, or self-harm occurs. If there is devastated damages on school property or if campus safety and security is under risks, every one shall call 119 for help without being instructed.
- II. Any illegal gatherings or protests not originated by faculty and students of our school shall be taken pictures or filmed by Office of General Affairs for collecting evidence. After being instructed by President, the school will ask the police and investigators to intervene.
- III. The police and investigators will be requested to intervene after emergency team has reached a resolution if there are illegal acts or gatherings, protests, strikes, or trouble-making that risk campus security and are originated by faculty and students of our school with the following situations:
 - a) when the police or investigators hold a search warrant and talk to the associated unit in the school after the illegal act is confirmed by the police;
 - b) if life of our faculty and students is in danger;
 - c) if school property is under risks that might cause huge loss;
 - d) when the majority of our faculty and students' daily routines for both life and study are being severely interfered.

5.5 Relevant contact numbers are listed on Annex 2; standard procedure for campus crisis management is attached as Annex 3.

6. The Enforcement Rules shall be stipulated by Office of Student Affairs.
7. The Guidelines shall go into effect after being approved by Administrative Meeting and ratified by President. The same procedure shall be applied to the amendments likewise.

Annex 1

Duties of Each Team at CSRC of National Changhua University of Education

Team	Job Title	Team Members	Duties
Decision Making Team	Convener	President	Convenes Emergency Teams and commands as well as supervises overall campus security management.
	Deputy Convener	Vice President	Assists Head of Team in convening each Emergency Team and commands as well as supervises overall campus security management.
	Director-General	Dean of Student Affairs	
	Vice Director-General	Dean of Academic Affairs	
		Dean of General Affairs	
		Dean of R&D	
		Dean of College of Extension Education	
		Director of SPCGC	
	Chief Secretary	Is the spokesperson of campus security issues.	
Operational Control Team	Head of Team	Dean of Student Affairs	Is in charge of the operations of disaster management mechanism based on Decision Making Team's instructions.
	Deputy Head	Director of Military Education Office	Assists Head of Team in carrying out the overall operations of disaster management mechanism and coping with affairs of CSRC.
		Chief of Guidance and Counseling Section	
		Chief of Extracurricular Activities Section	
		Chief of Student Housing Section	
Team Member	Military Training Instructors and campus security staff	Takes turn to be on duty at CSRC and to cope with disasters and incidents of campus security.	
Administrative Support Team	Head of Team	Dean of General Affairs	Is in charge of instructions, promotion, coordination and management for hardware equipment damages.
	Deputy Head	Campus Security Supervisor	Assists Head of Team in instructions, promotion, coordination and management for hardware equipment damages.
	Team Member	Chief of Property Management Section	coordinates and copes with hardware equipment damages.
		Chief of Environmental Protection Section	
		Chief of Construction and Maintenance Section	
		Chief of Documentary Section	
		Chief of Cashier Section	
	Director of Health Center	Manages affairs of injury classification and first aids	
Press Team	Head of Team	Chief Secretary	Is in charge of media communications and speaks for campus security issues.
	Team Member	Senior Executive Officers	Assists Head of Team in media communications and news writing.
Guidance Team	Head of Team	Director of SPCGC	Is in charge of all relevant counselling matters regarding campus security.
	Team Member	Counselors	Provides support on psychological counselling work regarding campus security by following the instructions of Head of Team.

Annex 2

Contact Numbers for Campus Crisis Management

Authorities & Supportive Units	Telephone Number
MOE's CSRC	(02)3343-7855 、 3343-7856
Anti-Fraud Hotline	165
Women & Children Protection Hotline	113
Changhua County Police Department	110
Changhua Precinct	(04)722-2439
Criminal Investigation Section	(04)722-2212
Traffic Police Brigade	(04)724-3490
Guashan Police Station	(04)728-4292
Taihe Police Station	(04)723-7560
Dazhu Police Station	(04)738-1107
Changhua Station, Investigation Bureau	(04)723-6116
Changhua Reserve Command	(04)722-2617
Changhua China Youth Corps	(04)723-1157
Changhua Military Police	(04)724-5889
Changhua Fire Department	119
ER of Changhua Christian Hospital	(04)725-5123
ER of Show Chwan Memorial Hospital	(04)723-8196
Legal consultants	(04)725-1133 、 0935681296

Annex 3: Standard Procedure of Campus Crisis Management

1. Assignments: campus crisis prevention and management

2. Organizer: Office of Student Affairs

3. Co-Organizer: Office of the Secretariat, Office of Academic Affairs, Office of General Affairs, Office of Research and Development, College of Extension Education, and SPCGC




