



Crisis and Disaster Management Unit Regulations

Faculty of Nursing - Benha University

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Introduction

Safety and security are the ultimate goals of every individual in this life. Therefore, people strive with all available means and tools to achieve these goals, particularly to protect themselves and those around them from the type and magnitude of danger or disaster. Addressing crisis and emergencies, whether through preparation, anticipation, or response, falls under the responsibility of the Crisis and Disaster Management Unit. This unit is tasked with ensuring comprehensive protection for individuals and facilities. To achieve this, it is essential to develop scenarios for various crisis, as well as evacuation plans designed to help protect lives in the face of potential and sudden damage, and to outline the necessary actions to take should such an event occur.

Some concepts related to crises and disasters:

The concept of Crisis:

Crisis is a disruption that materially affects the college system and threatens the main assumptions upon which the system is based. The existence of a crisis requires two essential conditions:

- 1- That the entire system is subjected to such a severe impact that its unity is disrupted.
- 2- That the assumptions and axioms held by the members of the college become subject to challenge.

The concept of disaster:

A disaster is a situation that has actually occurred and led to destruction and serious losses in human and material resources. Its causes are either human or natural, and it usually occurs without prior warning, and requires taking extraordinary measures to return to a state of stability.

The Concept of Crisis and Disaster Management:

Crisis management focuses on mitigating the negative impacts associated with a crisis, identifying sources of risks and threats, and eliminating their causes or minimizing the resulting human, material, and moral losses. This requires the use of a highly sensitive early warning system to detect all genuine warning signals and to develop proactive plans for preparedness and prevention of potential crisis. Therefore, crisis management encompasses all the means, procedures, and activities that an organization implements continuously in the pre-crisis, during, and after-crisis phases.

Unit Vision:

To be a leading unit within the university in planning and implementing crisis and disaster management standards and procedures.

Unit Mission:

To develop and implement necessary plans and enhance the efficiency of all college personnel in securing the work environment to protect lives, equipment, and property, and to take measures to control the negative impacts of crises and disasters and reduce risks through training and preventative programs.

Unit Strategic Objectives

General Objective:

To achieve security and safety standards and protect lives and property.

Specific Objectives:

- 1- To take preventive measures to mitigate the occurrence of crisis.
- 2- To plan in advance for crisis response and management.
- 3- To develop plans and scenarios for dealing with crisis.
- 4- To raise awareness of crisis and disaster management, including how to implement response and relief efforts and prepare for events by training faculty members, their assistants, and staff through crisis simulations.
- 5- To work on upgrading early warning and monitoring systems.

The College's Crisis and Disaster Management Unit Needs:

- 1- Establishing a crisis and disaster management operations room equipped with modern communication devices (telephone, fax, wireless, computer, printer).
- 2- Creating a diagram of the college's facilities and infrastructure, showing buildings, facilities, and sports fields, and clearly indicating the fire, electricity, sewage, water, natural gas, and telephone networks.
- 3- Maintaining a crisis log to document all situations the college considers crises or disasters that could threaten its existence, serving as a historical record for the college.
- 4- A Crisis Management Awareness Team: In addition to the organizational structure of the Crisis and Disaster Management Unit,

smaller crisis and disaster management teams must be formed in the areas most vulnerable to such events. The approach is based on the principle that those closest to the crisis or disaster are best equipped to resolve it or provide the appropriate solution. This applies to all areas most vulnerable to crises or disasters, such as the chemistry lab, the road laboratory, the workshop technology unit, and electrical distribution panels. The scientific department or unit forms a specific team to assist the main crisis or disaster management team.

5-Using scientific methods to deal with it, such as simulation and scenarios. A scenario is a set of assumptions related to a situation in a specific area, which the system analyzes and studies, helping to develop perceptions of the crisis and find multiple options for objective solutions. The apparent imitation of a phenomenon aims to explain and predict its behavior, or it is a quantitative method that aims to describe the system's influence by developing a model that shows how the factors affecting competition interact and what that factor is, focusing on how this model can reduce the actual movement of the real system.

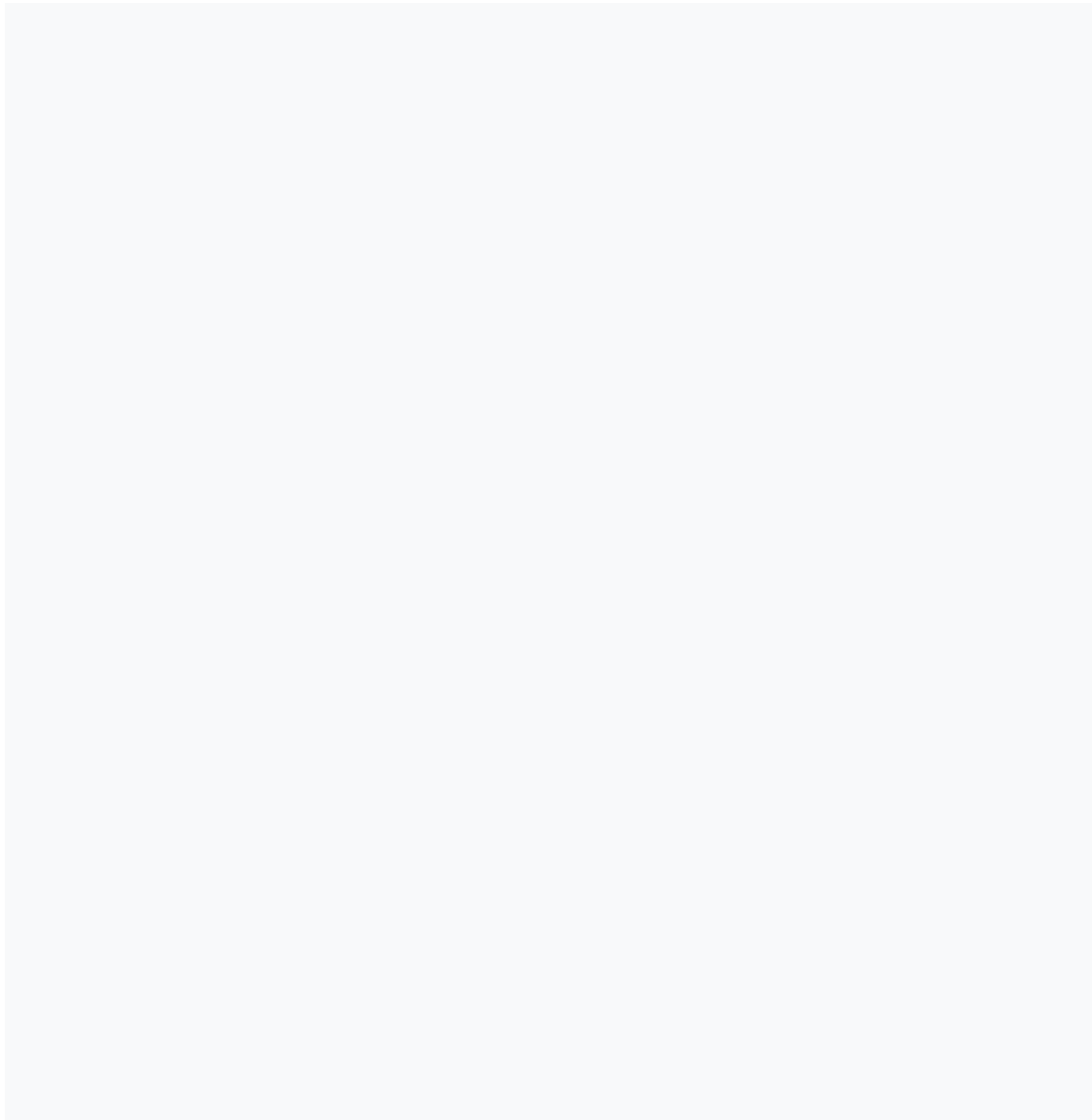
6- Preventive Forecasting: Preventive forecasting must be adopted as a fundamental requirement in crisis management through proactive management—that is, management based on predictive and early warning thinking—to avoid crises early on by formulating an acceptable preventive system based on initiative and innovation, and training staff on it. However, success in crisis management requires several factors, including:

1. Establishing and developing a specialized administrative system that enables the college to identify, analyze, and develop solutions for problems in coordination with relevant experts.
2. Making crisis planning an integral part of strategic planning.
3. The necessity of conducting training programs and workshops for employees in the field of crisis management.
4. The necessity of periodically evaluating and reviewing crisis management plans and testing them under conditions similar to actual crisis situations, thus enabling individuals to learn to work under pressure.
5. Emphasizing the importance of having an effective early warning system.
7. The organizational structure of the Crisis and Disaster Management Unit.

Equipment and supplies for achieving security and safety

- A crisis and disaster management room
- A computer and printer
- An alarm system throughout the college
- 1.5-inch fire hydrants in all college buildings and pipes for fire extinguishers
- A large 60-cubic-meter water tank near the college for use in case of water outages
- A 6-kilogram powder fire extinguisher
- Emergency stairs and doors

- Bars on windows and side entrances
- Metal filing cabinets in administrative and academic departments for storing documents
- Permanent security personnel assigned to protect the college
- A fully equipped medical clinic to address health risks
- Double protection for exam control rooms
- A main electrical switchboard suspended throughout the college
- Stairs secured to meet specifications
- Emergency stairs leading to an open area



Article (1) Structure of the Board of Directors of the Crisis and Disaster Management Unit

Name	Academic degree	Position
Prof. Dr. Marwa Mostafa Ragheb	Dean of the College	Chairperson
Prof. Dr. Faten Shafiq Mahmoud	Vice Dean of the College for Community Affairs and Environmental Service	Chairperson
Prof. Dr. Manal Hamed Mahmoud	Director of the Crisis and Disaster Management Unit	Chairman of the Board
Assist. Prof .dr .Ola Ahmed Mohamed	Assistant Professor of Medical-Surgical Nursing	Vice of Chairman of the Board
Dr. Noura Mohamed Ahmed	Lecturer in the Department of Community Health Nursing	Member
Dr .Hala El-Sayed Ibrahim	Assistant Lecturer of Medical-Surgical Nursing	Member
Dr. Eman Abdel-Wahab Ahmed	Assistant Lecturer of Medical-Surgical Nursing	Member
Dr. Hend Mohamed Abdel-Azim	Assistant Lecturer of Obstetrics and Gynecology Nursing	Member
Mr. Mahmoud Azab	General Director of the College	Member
Dr. Ruwaida El-Sayed Mahmoud,	Head of Medical Care	Member
Ms. Abeer Abdel-Wahab	Legal specialist	Member
Mr. Hussein Idris El-Naggar	Head of Security at the College	Member
Mr. Reda Abu Zeid	Responsible of Civil Protection	Member
Mr. Mohamed Ezzat Mohamed	Responsible of Civil Protection	Member
Mr. Mahrous Saeed Agami,	Responsible of Civil Protection	Member
Mr. Hassan Fawzy Abdel-Rahman,	Responsible of Civil Protection	Member
Abdel-Rahman Samir Sabry	Fourth Year Student	Member

Article (2): Objectives of Establishing the Crisis and Disaster Management Unit at the College

The objectives of the Crisis and Disaster Management Unit at the College are defined as follows:

- 1- Developing a list of potential threats and risks and prioritizing them according to their importance.
- 2- Avoiding the surprise associated with the occurrence of risks or crises through continuous and accurate monitoring of potential threat and risk sources, detecting early warning signals, and ensuring their timely delivery to decision-makers to take the necessary actions.
- 3- Developing emergency plans, early warning systems, and necessary preventive measures to attempt to prevent crises, determining the communication plan with relevant parties, methods for recovery and return to normalcy, learning methods, and analyzing strengths and weaknesses in the prevention and response process to evaluate the performance of various agencies.
- 4-Making good use of available time for response by minimizing the time required to make decisions regarding prevention and intervention.
- 5- Efficiently utilizing available resources and ensuring their rapid deployment to address the crisis.
- 6- The ability to proactively manage the crisis rather than reactively, while maintaining a positive image with stakeholders and the community.
- 7- Treating victims and their families (in case of injuries) with respect and boosting the morale of those affected.

8- Drawing lessons from past crises and improving future response strategies.

Article (3): Responsibilities of the Crisis and Disaster Management Unit

The responsibilities of the Crisis and Disaster Management Unit at the college are defined as follows:

- 1- Gathering and analyzing information to help develop scenarios, explore various challenges, and assess their potential to escalate into crises in preparation for addressing them.
- 2- Anticipating reactions in each situation according to the variables so that the crisis can be contained without resorting to forceful methods whenever possible.
- 3- Preparing comprehensive studies of the cognitive, psychological, and ideological factors among those who create crises in order to predict their behavior when a crisis occurs.
- 4- Continuously studying public opinion resulting from the crisis and any changes that occur within it.
- 5- Continuous coordination with relevant authorities and establishing rapid communication channels with them.
- 6- Ongoing efforts to develop the skills and capabilities of employees at all levels and train them to participate in decision-making and implementation through simulations of past and anticipated crises and by holding seminars and training courses.

7- Coordination with specialized crisis management centers and the exchange of information and opinions, whether these centers are local or regional.

Article (4): Formation of the College's Crisis and Disaster Team

1- The Crisis Management Team is headed by the College's Vice Dean for Community Service and Environmental Development.

2- The Director of the unit at the College .

3- Representatives from the College's academic departments who participate in preparing, planning, and responding to potential crises in their respective departments.

4- The College Secretary.

5- The College Assistant.

6- The College Security Chief.

7- The Environmental Awareness Officer.

Role and tasks of the crisis and disaster management unit

Crisis Management Team Leader:

The team leader must possess certain characteristics and qualities that are essential for the mission's success, most notably:

1. Complete courage to face risks.

2. Optimism, self-confidence, and determination to confront and overcome the crisis.

3. Developing and strengthening managerial relationships with team members.
4. Empathy and understanding of the situation the team is facing.
5. Making appropriate decisions in a timely manner
7. The ability to anticipate the course and direction of a crisis.
8. Developing the necessary plans to address the crisis based on available information.

Characteristics of Crisis Management Team Members:

- ✧ The ability to intervene skillfully in a crisis.
- ✧ Resilience from the events of the crisis, both psychologically and emotionally.
- ✧ Determination to carry out orders regardless of the resulting risks.
- ✧ Self-sacrifice, coupled with a strong sense of loyalty and belonging to the administrative entity.
- ✧ Achieving a high level of horizontal and vertical communication, and fostering freedom of thought and discussion on all matters and possibilities.
- ✧ A small team size and its suitability for the required tasks.
- ✧ The team's diverse specializations, along with the ability to collaborate and work as a team.
- ✧ Flexibility and the ability to act swiftly, operating outside of rules and regulations. Effective coordination and communication between the crisis team and leadership levels to prevent any errors or problems during crisis response. Communication technology

and its capabilities (mobile phones, email, etc.) are undoubtedly crucial.

Chairman of the Board:

The Chairman of the Board shall have the following duties and powers:

- 1- Convening the Board of Directors for its regular (monthly) session or any emergency meeting.
- 2- Chairing Board of Directors meetings and signing its resolutions.
- 3- Deciding on urgent matters that cannot be postponed, provided that these are presented to the Board at its next meeting.
- 4- Performing any other duties assigned by the Board of Directors.

Vice Chairman of the Board:

The Chairman of the Board shall have the following duties and powers:

- 1- Responsible to the Board of Directors for the proper performance of the executive and administrative staff.
- 2- Submitting technical and financial reports to the Chairman of the Board.
- 3- In the Chairman's absence, he shall have the same powers as the Chairman.
- 4- Performing any other duties assigned by the Board of Directors.

Unit Manager Responsibilities:

1. Supervising the unit's operations.
2. Implementing council decisions and submitting reports to the college's Vice Dean for Community Service and Environmental Development.
3. Preparing the unit's activity plan.
4. Preparing the annual report on the unit's activities and periodic progress reports.
5. Proposing the engagement of experts to carry out tasks within the unit's purview.
6. Proposing amendments to the regulations to better serve the unit's operations.

Executive Director of the College Quality Unit Responsibilities

1. Monitoring security and safety procedures.
2. Conducting periodic reviews of the unit's files.
3. Following up on unit meeting minutes and including them in quality records.

Duties of Department Heads at the College:

1. Inspecting the laboratories of each department.
2. Monitoring security and safety procedures in classrooms during the academic day.

Duties of the College General Director:

1. Monitoring security and safety procedures in the work environment.
2. Inspecting the college building.
3. Monitoring incoming and outgoing correspondence from the university administration.

Duties of Medical Care Officers:

1. Developing preventative programs.
2. Raising health awareness, particularly in the field of preventative medicine, in the event of epidemics.
3. Ensuring the availability of necessary first aid resources in the event of a disaster.
4. Coordinating with relevant authorities, especially hospitals, to establish a mechanism for handling emergencies.
5. Conducting regular first aid training courses (every six months) for workers and administrators.
- 6- Monitoring occupational injuries affecting college staff, students, faculty members, and their assistants.
- 7- Identifying occupational hazards and resulting illnesses for:
 - Faculty members, their assistants, and students.
 - Administrative staff.
 - Workers (skilled trades - support services).
 - Developing a plan for preventing and controlling occupational hazards (awareness, training, provision of safety equipment, etc.).

Responsibilities of the Monitoring and Alarm Management Officer:

- ‖ Developing innovative response and monitoring systems
- ‖ Monitoring the functionality of alarm equipment

Responsibilities of the Engineering Department:

- ‖ Implementing security and safety procedures for the facilities and the college building, including entrances, exits, and escape routes.

Responsibilities of the Operations ,Training and Evaluation Management :

- ‖ Ability to develop diverse programs based on occupational safety standards
- ‖ Conducting periodic performance evaluations for each seminar or workshop

The duties of the Civil Protection Officer:

- Review fire extinguishers in all college buildings to ensure their adequacy, efficiency, and proper placement.
- Conduct regular inspections of fire extinguishers to ensure their operational readiness and forward any empty ones to the Civil Protection Department for refilling.
- Regularly inspect fire hydrants and repair any damaged ones to ensure they are always operational.
- Provide the necessary protective equipment for the college firefighting team and ensure it is easily accessible.

- Review the availability of alarm systems in newly constructed buildings.

Civil Protection Officer Qualifications

- Ability to direct and lead personnel.
- Ability to plan and follow up.
- Creative thinking.
- Self-motivated to complete tasks on time and with high efficiency.
- Preparing statistics and data related to firefighting equipment.

Required Training:

Courses in Civil Protection (Firefighting - Civil Defense)

Unit Members' Duties:

- Following up on administrative matters related to the unit's work.
- Preparing incident reports for submission to the college administration for discussion and the development of recommendations aimed at reducing incidents.
- Recording minutes of unit meetings.
- Documenting all situations considered crises that could threaten the college's operations in the crisis log.
- Receiving calls and managing unit communications.
- Updating unit news on the unit's website.

Personal Qualities:

- Ability to work under pressure.
- Ability to follow up.
- Ability to remain calm and composed during crises.

Required Training:

Modern Secretarial Skills – International Computer Driving Licence (ICDL)

Responsibilities of a Legal Specialist:

-Tasked with reviewing the crisis plan and the legal aspects of any decisions, instructions, and orders that must be issued regarding the crisis and its consequences.

Unit activities :**Safety and securing the work environment through:**

- Preparing plans to protect and secure college facilities.
- Developing emergency and evacuation plans and implementing scenarios that simulate how to respond in the event of a crisis.
- Continuous communication and cooperation with the university's Civil Defense and Protection Unit.
- Ensuring the functionality of fire suppression systems and their compliance with specifications.
- Developing monitoring and surveillance plans.
- Developing and implementing training programs.

Security and Safety Procedures during the study Day

-Monitoring the implementation of security and safety standards in all academic and administrative departments of the college.

- Assessing potential risks and crises.

• First: Regarding entrances and exits:

1. Securing all entrances with safety systems (sufficient security personnel, cameras, locks, iron gates, and high fences).
2. Inspecting for prohibited items at the main gates.
3. Recording daily visits.
4. Recording any devices or equipment entering the college, including the reason for purchase and the name of the supplying company.
5. Record the presence of leaders and department heads, in particular.
6. Verify student identity upon entry.
7. Upon exit, note and record any emergencies, especially delays and their causes.
8. Upon exit, ensure that no equipment, machinery, or devices are removed from the college without permission for reasons such as repairs.
9. Ensure that escape route keys are present and not locked.
10. Identify emergency entrances and exits, including gate numbers and the sections they serve.
11. Place fire extinguishers near entrances.
12. Display directional signs and a map of the college at main entrances.
13. Display a sign indicating the contents of each floor of the building, including administrative departments, academic departments, and laboratories.

14. Display a sign outlining the college's rules and regulations, and the penalties for violating them.

Second: Inside the Classrooms

1. Clearly define the entrances and exits of the classroom.
2. Ensure adequate lighting.
3. Ensure adequate ventilation.
4. Ensure the classroom size is appropriate for the number of students.
5. Provide comfortable and suitable seating for the number of students.
6. Verify the functionality of all equipment in the classroom.
7. Ensure the functionality of electrical switches and fans.
8. Maintain a clean environment.
9. Provide appropriate types of fire extinguishers in the classroom.
10. Display signs for students on how to use fire extinguishers.
11. Display signs for students on how to enter and exit the classroom.
12. Display signs on evacuation procedures.
13. Display signs outlining the student's role and responsibilities in emergencies.
14. Train students on how to escape in emergencies.
15. Closing and securing halls in the event of a threat to student safety and security, such as in cases of thuggery or vandalism.

• Third: Regarding spaces within the college:

1. Monitoring student communication within the college.

2. Displaying student ID cards within the college.
3. Implementing an electronic alert system to report dangers that threaten student safety and security.
4. Installing cameras to monitor events outside the college walls.
5. Training security guards and improving their performance in dealing with students and student emergencies.
6. Developing scenarios for problems and crises, especially during the school day, such as theft, fights, and other incidents.
7. Providing sufficient directional signs for exiting, entering, and accessing different areas within the college.
8. Providing maps for each floor and its components, as well as a general map of the college indicating assembly points.
9. Installing alarm systems.
10. Sufficient fire extinguishers must be available.
11. Instructional signs on how to use fire extinguishers must be displayed.
12. Instructional signs on how to implement evacuation procedures in emergencies must be displayed.
13. Water coolers must be available.
14. The area must be clean, well-maintained, and free of obstructions such as tables.
15. A reception and information office must be located near the entrance.

• **Fourth: Regarding Laboratories**

1. A clean environment must be provided.
2. Adequate lighting must be provided.
3. Adequate ventilation must be provided.
4. Suitable groupings must be provided for the available space, with horizontal and temporal expansion in the schedules.
5. Hand washing facilities must be provided.
6. Appropriate and sufficient fire extinguishers must be provided in each laboratory.
7. Entrances and exits to the laboratory must be clearly marked.
8. Instructional signs on the use of fire extinguishers, the implementation of the evacuation plan, and escape routes in emergencies must be found.
9. Schedules should be clearly marked with times for both students and faculty members to avoid scheduling conflicts.
10. Sufficient waste bins should be provided, designated for each type of waste.

• **Fifth: Regarding Practical Training in the Hospital**

1. Students should be trained on how to use the various fire equipment available in the hospital.
2. Students and faculty should be trained on how to prepare for and respond to crises and problems in the hospital, such as fights, and how to handle them.
3. A twinning agreement should be established between the Crisis and Disaster Management Units in the Colleges of Nursing and the student

training location, regardless of its location, to provide students with brochures and information on hospital safety and security protocols.

4. Students should be familiarized with evacuation plans for their training locations to practice them.

5. Students should be familiarized with different types of waste.

6. Adherence to infection control protocols

7. Student vaccinations

8. Adherence to the uniform policy

9. Display of student ID cards

10. Multiple supervisors for clinical training at the hospital

11. A designated changing room for students, where they can store their bags and belongings, and a rotating guard duty room.

Sixth: Regarding the College Community

1. Continuously training the college community on the latest security and safety procedures.

2. Dealing firmly with any aggressive behavior or actions that occur inside or outside the college premises during the academic day.

3. Adhering to the college's security and safety regulations.

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Ragheb

