Crisis management plan at the Department of NVS

Dnr. 1-845/2023

Applies from 2023-09-07

Revised 2025-10-17

Karolinska Institutet

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Purpose and focus

This Crisis management plan supplements the Karolinska Institutet (KI) Crisis and disaster management plan**.** Its purpose is to ensure preparedness in the event that an unforeseen and serious incident affects, or risks affecting, staff and/or students at the department.

The plan is updated biannually. Crisis situations are handled in accordance with KI's central Crisis and disaster management plan.

Together with training and exercises (e.g., fire safety, work environment, general security), the plan aims to:

- ensure clear and coordinated leadership during serious incidents of varying scope
- contribute to the development of routines to control the sequence of events and minimize harm and consequences
- complement national crisis and disaster preparedness

The crisis management phases at NVS
NVS adheres to KI's three crisis phases:

1. Acute phase: Protect lives, take immediate measures to limit damage, and convene the crisis management organization.

2. Crisis management phase: Provide crisis support to staff and students, ensure that prioritized processes function, and communicate both internally and externally.

3. Recovery phase: Handle additional work created by the crisis and take advantage of lessons learned.

Guiding principles for crisis management at KI and NVS

- Care for individuals
- Swift and clear action
- Preservation of trust in KI and the Department of NVS

Definition of a crisis

A crisis is defined as an event in which previous experience and learned behaviors are insufficient to understand or manage the situation, and the event may have serious consequences for the organization or individuals within it.

"A severe situation, often arising suddenly, involving personal, material, ethical, or trust-related damage, or with an imminent risk that such damage may occur. Alternatively, a severe situation that develops through a gradual, creeping process."

Events requiring immediate, coordinated measures to minimize consequences are handled by KI's Central crisis management group.

Events affecting only the operations within the department are handled by the Head of Department and NVS's Crisis management group. Generally, the Head of Department informs the KI President, who decides whether the crisis should be handled at the KI's central crisis management level.

Responsibility in a Crisis

Responsible parties must possess knowledge of crisis management and have the authority to make necessary decisions. Responsibility for handling incidents typically follows NVS's established decision-making and delegation structure. For incidents meeting the definition of a crisis, the NVS Crisis management group is activated.

NVS Crisis management group

The Crisis Management Group consists of: **Head of Department (**Crisis lead), **Head of Administration,** and **HR Manager.** If students may be affected, the **Departmental Director of Education (GUA)** is included. Other roles may be added depending on the nature of the crisis, for example the Director of Doctoral Studies. The Head of Department is responsible for organizing the operational work during a crisis. Group members must always be reachable and prepared for activation. Substitute members follow NVS's staffing plan.

Responsibility for communicating the Crisis management plan
The Head of Department ensures that all staff, via division heads, know the crisis plan and where to find it. The GUA ensures that all students, via programme directors and division heads (for independent courses know the crisis plan and where to find it.

The Programme Committee for the Study programme in Medicine maintains a separate crisis plan.

Contact Information — NVS Crisis management group

Function	Person	Contact
Head of Department (Crisis Lead)	Maria Ankarcrona	08-524 835 77 • maria.ankarcrona@ki.se
Head of Administration	Carin Ullman	08-524 836 70 • carin.ullman@ki.se
HR Manager	Mona Hellstadius	08-524 868 14 • mona.hellstadius@ki.se

Contact information — Other key functions:

- Emergency services (SOS Alarm): 112
- KI Security (Väktare): Campus Solna: 08-524 864 29; BioClinicum: 08-123 888 88; Campus Flemingsberg: 08-524 860 60
- KI Central Crisis Management
- Avonova Occupational Health Services
- Chemical Safety Officer: Cecilia Dominguez, 08-524 821 97; Specialty Chemist (for consultation during chemical spills): Daytime: 010-445 648, (Other hours: 070-560 75 17)

When something happens

Events resulting in material/physical damage or accidents
In an acute danger to life, health, or property: **Call Emergency Services (112)** for fire services, ambulance, or police. Also contact your manager, the Head of Department, Head of Administration, GUA, or a member of the NVS Crisis management group.

For guidelines on handling threats, violence, or accidents, refer to NVS Flowchart. Checklists (e.g., in case of death, threats) are also available through the above link.

Information for exchange students can be found on the KI student portal.

Events resulting in non-material/psychosocial harm
Be attentive to individuals who may experience psychosocial difficulties or crises. Encourage them to contact their manager, the Head of Department, Head of Administration, or NVS HR.

Students may contact the course coordinator or teacher, programme director, student safety representative, GUA, or division head.

If additional support is needed, Student Health Services, Occupational Health Services, or KI's Central HR may be consulted.

Information on emotional reactions during crises is available via external KI-linked resources (only available in Swedish).

Documentation

All events and actions must be documented continuously and followed up, according to Appendix 1: Crisis management group routine for crisis handling.

Information dissemination

During a crisis, it is essential that all affected parties receive correct information as quickly as possible. Oral communication is preferred, but written information through e-mail, NVS website, or course pages may at times be required as an additional complement.

To ensure that everyone receives the information in the appropriate way, the information flow during a crisis follows the same communication channels as other management information.
For acute events, the Head of Department may inform all staff directly. The image below shows how the information is disseminated.

If staff or students from other KI departments are involved, their Heads of Department must be informed. External parties (e.g., next of kin) may also need to be notified.

