

**Department of Applied Social Studies
City University of Hong Kong**

Crisis Management Plan for Overseas Student Activities

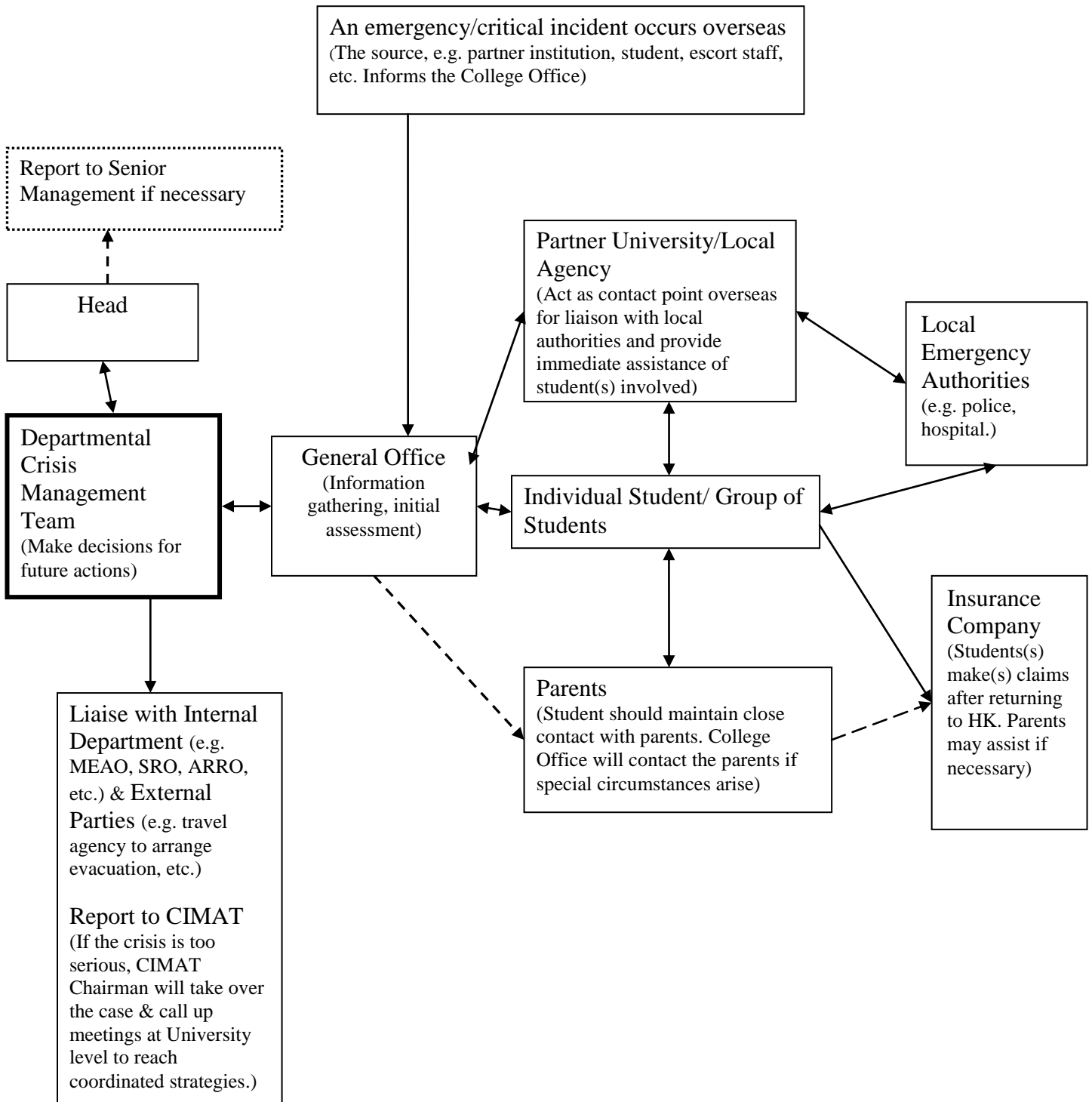
- 1. The Department of Applied Social Studies (Crisis Management Team (SSCMT)) will handle emergency responses of overseas student activities at departmental level. The team comprises:**
 - (1) The Chair – by the respective Programme Leader (or Associate Programme Leader or a designated faculty member)
 - (2) SS Coordinator for Internship or Student Exchange
 - (3) Course Leader, if applicable
 - (4) Departmental Executive Officer
 - (5) Clerical staff responsible for the concerned Programme

- 2. In the event of an emergency or critical incident:**
 - (1) The clerical staff handling the case will be responsible for gathering relevant background information.
 - (2) After an initial assessment, they will inform the SSCMT about the incident.
 - (3) The SSCMT will:
 - i. Contact the students and respective agencies
 - ii. Liaise with parents and local authorities (if necessary).
 - (4) The Chair of SSCMT will make decisions on suitable course of action such as:
 - i. Call up a meeting
 - ii. Communicate with various departments/units (e.g. CIMAT, MEAO)
 - iii. Alert the Head of SS and/or the Critical Incident Management Team (CIMAT) of CityU.
 - (5) The Clerical staff responsible will keep the involved parties posted of the development.

- 3. Categories of Crisis or Critical Incident includes:**
 - (1) Serious illness or injury (physical/mental)
 - (2) Criminal offence or disruptive behaviour
 - (3) Natural disaster or epidemic
 - (4) Political unrest or terrorist threat
 - (5) Or other critical incidents considered to be appropriate by the SSCMT

- 4. The flowchart of crisis or critical incident management is summarized in Chart 1.**

Chart 1: Crisis Communication Flowchart



SS – Emergency Contact Information

Emergency Contact – SS General Office

	Phone	E-mail
General Office (SS)	3442-8991 / 3442-8996	ssgo@cityu.edu.hk

24-hour CityU Emergency Contact

	Phone
CityU Security	3442-8888

Applied Sociology

	Phone	E-mail
Programme Leader: Dr. Ho Wing Chung	3442-8134	wingcho@cityu.edu.hk
Asso Programme Leader: Dr. Bryan Wong	3442-9183	pnwong@cityu.edu.hk

Criminology

	Phone	E-mail
Programme Leader: Dr. Lena Zhong	3442-8767	ylzhong@cityu.edu.hk
Asso Programme Leader: Dr. Lennon Chang	3442-2583	yklchang@cityu.edu.hk

Psychology

	Phone	E-mail
Programme Leader: Dr. Christopher Cheng	3442-8832	chris.cheng@cityu.edu.hk
Asso Programme Leader: Dr. Ben Li	3442-8261	ben.li@cityu.edu.hk

Social Work

	Phone	E-mail
Programme Leader: Dr. Alice Chong	3442-8765	alice.chong@cityu.edu.hk
Asso Programme Leader: Dr. Esther Chow	3442-9069	esther.chow.ss@cityu.edu.hk