

A.S. Guardians Emergency Procedure

Statement

The safety of our students is our main priority. A.S. Guardians acknowledges that there may be situations out of our control that require planning for. This plan outlines what A.S. Guardians will do in the event of an emergency. (Please note that the scenarios are not exhaustive.)

Emergency Procedure

Dealing with an emergency

It is important that staff who receive an emergency call keep calm and remember to note all of the information provided. You may need to provide reassurance and support to the informant as they may be upset, suffering from shock or may panic.

- Ascertain out what has happened, gathering as much information as you can;
- Discuss with the informant what action needs to be taken and by whom;
- Keep a written record of the information and of any actions taken. (A template for recording incidents is included at end of this plan);
- The Directors should be informed immediately about the situation.

Specific scenarios

Please note that specific scenarios may require a bespoke plan that will include further details on how we will handle the issue. Where this is the case A.S. Guardians will circulate the plan with all relevant parties.

Cancelled Flights

When a student's flight is cancelled in the UK A.S. Guardians will arrange for suitable care to be provided. If necessary students will be accommodated in an emergency homestay until it is possible to travel. Where a student is waiting at an airport without a member of our staff, students are required to contact A.S. Guardians as soon as they are aware that their flights have been cancelled. Parents will be kept fully informed of the situation. A.S. Guardians will liaise with the airline and parents to re-arrange the flights.

Pandemic/Contagious Outbreak

Pandemics can cause major disruption to travel and schooling. It is important in such events to take advice from the government, Public Health England and the

World Health Organisation. AEGIS provides guidance for members to follow as a situation develops. Usually, in a pandemic it is important to restrict movement so as not to spread the disease further. That means boarding school students would usually remain at school. In the event of a pandemic A.S. Guardians may not be able to offer homestay accommodation as this could place students, homestay families and the wider community at risk. A.S. Guardians will work with parents to find flights to home countries where required.

A.S. Guardians will work with schools to meet students' needs during a pandemic. This could be by helping to support students to learn remotely as directed by the school.

A.S. Guardians will work with parents and schools to find suitable quarantine accommodation for students where required.

Serious injury or death of a student

The serious injury or death of a student is extremely distressing for all concerned.

A.S. Guardians will:

- Liaise with medical staff and police
- Keep parents informed
- Help parents arrange flights
- Handle any media enquiries
- Liaise with schools and any other external agencies where required
- If required, assist parents with repatriation and flights home
- If required, assist parents with funeral arrangements

Terrorist incident

Schools will have their own lockdown procedures to ensure the safety of students in the event of a terror attack. In the event of a terror attack taking place in the UK when a student is staying at a homestay, A.S. Guardians will follow the guidance provided by the UK government and the police. Unless instructed otherwise, students will be asked to remain in the homestay and not to go out unaccompanied by their host family. In such a situation A.S. Guardians will assess the risks and act accordingly.

Fire

In the event of a fire at a homestay, after dealing with the emergency by calling the fire brigade, the homestay is expected to inform A.S. Guardians. Students will be moved to a different homestay until the accommodation is refurbished. A.S. Guardians will visit the homestay to check the suitability of accommodation before any students return.

School closures

There are many reasons why a school may close. These could be temporary, such as due to weather or a staff shortage, or permanent, for example due to bankruptcy. Unless closure is due to a contagious disease (see pandemic guidance above), A.S. Guardians will provide emergency accommodation for students with their homestays*.

Requests from schools to remove a student

A.S. Guardians has a plan in place for any student who cannot be accommodated by the school due to illness, disciplinary action or any other cause. A.S. Guardians will arrange for emergency homestay accommodation to be provided and make

any necessary travel arrangements. We will keep parents/agents informed of student needs to be housed in temporary emergency accommodation.

Emergency Homestay Accommodation*

Please note that emergency homestay placements may not necessarily be with the students’ usual homestay but will be with one of our vetted homestays who provide high levels of care. These homestays may be a greater distance from the school. Wherever possible we will place students with their usual homestay, if they have one.

Contact Details

Contact Details- other organisations

- Police Tel: 999 (24 hour)
- Tel: 101 (24 hour, non-emergency number)
- Fire & Rescue service Tel: 999 (24 hour)
- Ambulance service Tel: 999 (24 hour)
- National Health Service Tel: 111 (24 hour)
- AEGIS Tel: 01453 821 293
- Foreign & Commonwealth Office Tel: 0207 008 1500 (24 hour, consular assistance)
- Environment Agency Tel: 0345 988 1188 (24 hour Floodline)
- Met Office Tel: 0370 900 0100 (24 hour, weather desk)
- Health and Safety Executive Incident Contact Centre: 0345 300 9923 (Monday to Friday 8.30am until 5pm) Out of hours duty officer (24 hour): 0151 922 9235
- www.hse.gov.uk
- Public Health England www.gov.uk/government/organisations/public-health-england Main Switchboard: 020 7654 8000
- Email: enquiries@phe.gov.uk
- World Health Organisation <https://www.who.int/>

Appendix 1: Incident Form

CHILD PROTECTION RECORD – Report of a Concern

Date of record:			
Date of incident:			
Name of referrer:		Role of referrer:	

Student name:			
Details of concern:	<ul style="list-style-type: none"> • <i>use initials for other children / young people involved, unless there is a specific need to name them in full</i> • <i>contemporaneous notes, if taken, may be attached to this form</i> 		
Reported to:		Role of person reported to:	
Signed:			

For DSL/ DDSL use:

Action taken:		Advice sought: <i>(from whom and what was advice given)</i>	
Concern / referral discussed with parent / carer?		<i>If not, state reasons why – if yes, note discussion with parent</i>	
Referral made:		<i>If not, state reasons why – if yes, record to whom and any action agreed</i>	

Feedback to referring member of staff or homestay:		<i>By whom</i>
Response to / action taken with student:		<i>By whom</i>
Name and contact number of key workers:		
Name and contact details of GP:		
Other notes / information / concerns: Any other action required:		

Review

We are committed to reviewing our plan and good practice annually.

This emergency plan was last reviewed on: 11th January 2024

Signed: