

BOAZ Education Emergency Procedure

Statement

The safety of our students is our main priority. *BOAZ Education* acknowledges that there may be situations out of their control that require planning for. This plan outlines what *BOAZ Education* 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 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 *Director* 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 *BOAZ Education* will circulate the plan to all relevant parties.

Cancelled Flights

When a student's flight is cancelled in the UK *BOAZ Education* will arrange for suitable care. 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 *BOAZ Education* as soon as they are aware that their flights have been cancelled. Parents will be kept fully informed of the situation. *BOAZ Education* will liaise with the airline and parents to rearrange 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, UK Health Security Agency and the World Health Organisation. AEGIS provides guidance for members to follow. This is regularly updated 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 *BOAZ Education* may not be able to offer homestay accommodation as this could place students, homestay families and the wider community at risk. *BOAZ Education* will work with parents to find flights to home countries where required. *BOAZ Education* 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. *BOAZ Education* will work with parents and schools to find suitable quarantine accommodation for students where required.

BOAZ Education has a specific policy that outlines our procedures for dealing with a pandemic.

Serious injury or death of a student

Serious injury or death of a student is distressing for all concerned. *BOAZ Education* 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 (such as LSP) where required
- If required, assist parents with rehabilitation 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, *BOAZ Education* 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 homestay. In such a situation *BOAZ Education* 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 *BOAZ Education*. Students will be moved to a different homestay until the accommodation is refurbished. *BOAZ Education* 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), *BOAZ Education* will provide accommodation for students with their homestays*.

Requests from schools to remove a student

BOAZ Education has a plan in place for any student who cannot be accommodated by the school due to illness, disciplinary action or any other cause.

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.

Emergency Contact Details - Guardian Organisation staff

| Organisation | Contact details | Comments |
|--------------|--|----------|
| Eric Chung | 075 3535 2242 / eric@boazedu.com | |
| Grace Yeo | 020 8942 9927 / grace@boazedu.com | |

Contact Details- other organisations

| Organisation | Contact details |
|-------------------------------|--|
| 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 HSE: Information about health and safety at work |
| UK Health Security Agency | UK Health Security Agency - GOV.UK (www.gov.uk) |

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| | <p>Main Switchboard: 020 7654 8000</p> <p>Email: enquiries@ukhsa.gov.uk</p> |
| World Health Organisation | World Health Organization (WHO) |
| Insurance company | <p><i>Hiscox Insurance</i></p> <p><i>Tel: +44 20 7964 0500 / 0800 711 7156</i></p> <p><i>Email: customer.relations@hiscox.com</i></p> |
| Local Safeguarding Partnership | <p><i>Kingston and Richmond Safeguarding Children's Partnership (KRSCP)</i></p> <p><i>Telephone: 07834 386459</i></p> <p><i>Email: lscb-support@kingrichlscb.org.uk</i></p> |

Incident record form

Staff should complete this form when receiving information about an emergency incident. Please ensure that you obtain and record as much information as possible.

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|---|--|---|--|
| Name of informant: | | Date and time of call: | |
| Contact details of informant: | | | |
| Date and time of incident: | | | |
| Nature of Incident: | | | |
| Location of incident: | | | |
| Who is involved? | | | |
| Ascertain whether anyone has injuries and if so where have they been taken to? | | | |
| Have the emergency services been informed? If so, what instructions have they given? | | | |
| Who has been informed: <i>(Tick which apply)</i> | | | |
| Owner/Director of Guardianship Organisation | | Police | |
| Parents | | Ambulance services | |
| Homestays | | Fire services | |
| Agents | | Local Safeguarding Partnership/ LADO | |
| School | | Health and Safety Executive | |
| Students | | Media | |
| AEGIS | | Other: <i>(Please add)</i> | |
| Action to be taken: | | | |

