



Emergency Procedures

The safety of our students is our main priority. Kew Learning acknowledges that there may be situations out of their control that require planning for. This plan outlines what Kew Learning 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)
- Min You, Kew Learning Manager, 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 Kew Learning will circulate the plan with all relevant parties.

Cancelled Flights

When a student's flight is cancelled in the UK, Kew Learning will arrange for suitable care if the student is unable to remain at school. If necessary, students will be accommodated in an emergency host family 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 Kew Learning as soon as they are aware that their flights have been cancelled. Parents will be kept fully informed of the situation. Kew Learning 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. 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, Kew Learning may not be able to offer host family accommodation as this could place students, host family families and the wider community at risk. Kew Learning will work with parents to find flights to home countries where required. Kew Learning will work with schools to meet students' needs as best they can during a pandemic. This could be by helping to support students to learn remotely as directed by the school. Kew Learning will work with parents and schools to find suitable quarantine accommodation for students where required.

Serious Injury or Death of a Student

Serious injury or death of a student is distressing for all concerned.

Kew Learning 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 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 host family, Kew Learning will follow the guidance provided by the UK government and the police. Unless instructed otherwise, students will be asked to remain with the host family and not to go out unaccompanied by their host family. In such a situation, Kew Learning will assess the risks and act accordingly.

Fire

In the event of a fire at a host family, after dealing with the emergency by calling the fire brigade, the host family is expected to inform Kew Learning. Students will be moved to a different host family until the accommodation is refurbished. Kew Learning will visit the host family 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), Kew Learning will provide accommodation for students with their host families*.

Illness

It is the school's responsibility to communicate with Kew Learning in the first instance to advise on the severity of the student's illness. If the student is suffering from an illness that is too severe to be cared for at school, Kew Learning should consider alternatives, such as hospitalisation in advance of taking any further action.

If the school is unable to accommodate the student but the student's illness is not so severe that they require hospitalisation, Kew Learning will attempt to organise emergency accommodation for the student so long as the student does NOT have a contagious illness that could compromise the wellbeing of host family or their family.

Kew Learning will not accept any sick child into their care without having first sought permission from the students' parents who are required to sign a medical release form to protect Kew Learning should the student become seriously ill or worse.

Once the Host family and Kew Learning considers the student fit to return to school, (i.e. they have had a normal temperature or haven't been sick for 24 hours), they should do so immediately in order not to disrupt the student's studies, more than is necessary.

Disciplinary

If the student is suspended from school for a period that does not make it feasible to return home, then it is Kew Learning's responsibility to find safe accommodation for the student.

Kew Learning may contact the student's usual host family but if they are unable to have them then the student will be accommodated in an emergency host family.

Kew Learning should maintain regular contact with the student's parents throughout. If the suspension is due to last for a week or more, Kew Learning should discuss with the parents, the option of the student returning home.

Emergency Host family Accommodation*

Please note that emergency host family placements may not necessarily be with the students' usual host family but will be with one of Kew Learning's other vetted host families.

Emergency Contact Details – Kew Learning

DSL – Min You 07535527756 or office@kewlearning.co.uk

Kew Learning 24-hour emergency number is 07535527756 (Min You)

Contact Details – Other Organisations

Organisation	Contact Details
Police	Tel: 999 (24 hour) Tel: 101 (24 hour, non-emergency number)
Fire & Rescue	Tel: 999 (24 hour)
Ambulance	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 & 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-healthengland Main Switchboard: 020 7654 8000 Email: enquiries@phe.gov.uk
World Health Organisation	https://www.who.int/

Local Safeguarding Partnership – Kingston & Richmond Safeguarding Children Partnership	Tel: 07834 386459 Email: lscb-support@kingrichlscb.org.uk Kingston & Richmond Safeguarding Children Partnership c/o London Borough of Richmond upon Thames 44 York Street (Ground Floor) Twickenham TW1 3BZ
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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.

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?			
Has anyone been injured? YES/NO If yes, where have they been taken?			
Have the emergency services been informed? YES/NO If yes, what instructions have they given?			
Who has been informed? (Tick which apply)			
Min You (manager)	<input type="checkbox"/>	Police	<input type="checkbox"/>
Parents	<input type="checkbox"/>	Ambulance Services	<input type="checkbox"/>
Host Families	<input type="checkbox"/>	Fire Services	<input type="checkbox"/>
Agents	<input type="checkbox"/>	Local Safeguarding Partnership/LADO	<input type="checkbox"/>
School	<input type="checkbox"/>	Health and Safety Executive	<input type="checkbox"/>

