

Emergency Management Policy

The information has been put together by UKCE Emergency Response Team. The format of this policy was adapted from the English UK template emergency plan.

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1. Policy Statement

Aims:

- To preserve life and to reduce the risk of serious harm by having an Emergency Response Team
- To have an Emergency Plan in place which sets out the steps needed to ensure that the emergency/incident is dealt with as efficiently and sensitively as possible.
- To give guidance on the range of sources of information and support available during the incident and after the incident

Definition:

An incident, either on or off site, where a student, staff member or anyone connected to the school has:

- suffered a life threatening injury or fatality
- is at serious risk of the above
- has gone missing for a significant, unacceptable period of time.

An emergency situation can occur as the result of an incident which has consequences beyond the normal coping mechanisms of the on-site school staff or the team leading an off-site visit. It could be the result of a serious road or rail crash, freak weather, a crowd that has gone out of control (violent demonstration), a serious equipment malfunction / collapse, (e.g. at a theme park, or a gas explosion), a random violent attack carried out by a lone person – or a planned terrorist attack, a bomb scare in the school or in the vicinity of the school or if a suspicious package has been delivered. Emergency Procedures should aim to cover all eventualities.

Background:

- At UKCE, we recognise the importance of carrying out risk assessments on every activity and visit and on our school buildings so that we can establish clear guidelines and strategies to react to any school related emergency.
- We recognise the need for on-going training in emergency procedures for all staff and especially for those leading or participating in activities. Initial training happens during inductions and staff are reminded of procedures annually by the Head of Studies and Operations Manager.
- We recognise the need to ensure that administrative procedures are strictly adhered to including ensuring that we have all students' mobile phone numbers and the emergency contact numbers for each individual student and member of staff.
- There is a UKCE ERT (Emergency Response Team) and an established chain of command and all involved have clearly stated roles of responsibilities (See Emergency Plan). This will ensure that actions, such as contact with staff, students, agents, homestays, stakeholders and the media and any emergency agencies are handled correctly.
- We recognise the need to keep accurate records throughout an emergency to show how things unfolded and how they were handled.

2. UKCE's Emergency Response Team

Emergency Lead:

1. Chief Executive
2. Operations Manager
3. Head of Studies

Emergency support:

- Direct Sales Manager
- DSL and Academic Registrar
- Business Development Managers

UKCE First Aiders:

- Neil Harvey
- Keyla Porras
- Beren Rashit
- Oscar Czerniawski
- Lara Selwyn Kogan
- Stephanie Day
- Gianluca Di Luciano
- Paul Mills
- Brenda Savelski

Fire Marshalls and Designated Emergency Staff Members:

- Gianluca Di Luciano
- Stephanie Day
- Keyla Porras
- Neil Harvey
- Paul Mills
- Brenda Savelski

UKCE Welfare and Safeguarding team:

- Stephanie Day (Designated Safeguarding and Prevent Lead and Lead Welfare Officer)
- Beren Rashit (Deputy Safeguarding Lead)

- Gianluca Di Luciano (Welfare Officer and Designated Safeguarding Staff)
- Laura Villa (Welfare Officer and Designated Safeguarding Staff)
- Brenda Savelski (evening) (Welfare Officer and Designated Safeguarding Staff)

3. Control centre

When/if there is an emergency incident, there will be a designated control centre where the Emergency Response is managed. Which room is used as the control centre depends on when and where the emergency happens.

It can be:

- Chief Executive's office (UKCE) + home
- Sales and Marketing Office (UKCE) + home
- Academic Office (UKCE)
- UKCBC Head Office (Liverpool Street Campus)

The control centre needs:

- Landline, mobile, email (internet/wifi)
- Lockable door, blinds (when necessary)
- Student data hardcopy (in case wifi/internet is down)- printed weekly and kept in locked cabinet
- 'Emergency Plan' file (online and hard copy)
- Logs
- Weekends:
 - Transfer and arrival and new student details (need info on the Friday)
 - Copy of relevant risk assessments

The student data includes:

- Student name
- Date of birth
- Nationality
- Mobile
- Email address
- Homestay – name + mobile
- Emergency contact details - parent, guardian next of kin – someone who speaks English
- UKCE emergency response team contact details

Risk assessments are in place for all activities and excursions, checked by Social Programme Coordinator (Senior Teacher) Keyla Porrás Reyes.

The Social Programme Coordinator, Keyla, ensures specific risk assessments are signed off by the activity leader for each particular event before it takes place.

All location risk assessments have the name, address and Social Programme phone number.

If someone goes missing and does not return to the meeting point at the allotted time, then the teacher will have had guidance as to how long they should wait before taking further action. The action will depend on the age of the student and the location (near water, busy city centre unknown to students etc). If the child is under 18 then the activity leader will ring the emergency UKCE phone and notify a senior member of staff who will take charge of the situation and notify persons if needed.

When security threat levels are high, the social Programme Coordinator will check venue and local authority websites. For London she will check <https://tfl.gov.uk/> (major works and events page) and will consider the destination/venues' likelihood of risk also taking into consideration one-off events including demonstrations, extreme weather, major football match and concerts.

The Academic Registrar and the Social Programme Coordinator will consider alternative destinations when necessary and in case things have to be changed at the last minute, will have an alternative in mind.

In social programmes, we will always have a meeting point identified and students will be informed of its whereabouts before/if they disperse.

Venues – if attending a venue (sports events, theatres, cinemas etc) the activity leader will identify exits and a nearby emergency meeting points upon arrival. Suitable safe refuges will include parks and hotels depending on the location.

If there is more than one member of staff running the excursion/activity, one will be identified as taking the lead role and the other has the back-up role – usually the lead will be notified by the Academic Registrar, who is a member of the UKCE emergency response team.

The teacher will have a list with the students' contact details and UKCE's emergency phone number as well as a charged mobile phone and a first aid kit.

4. Off-site – responding to an emergency

The exact response will depend on the situation, but if there is a terrorist attack, the aim is to preserve lives, so staff and students should all know to:

Make sure all group members are safe – check who is with him/her

- Determine if any members of the group are unaccounted for.
- If anyone is injured, establish extent of injuries.
- Contact relevant emergency services – they will want to know their name, the school name, location, type of emergency, number of injured, action so far
- Contact Control Centre - school emergency number or if you can't get through, the CEO.
- The teacher may need to contact all the students in the group and other staff members as quickly as possible, to advise them of the incident and the possible need to return to the original meeting point immediately, or to go immediately to the alternative pre-arranged meeting point, or to go to a safe refuge such as a known hotel.

- Do not contact parents, agents or speak to the Media – the control centre will manage this.
- Discourage students from taking photos or calling friends and family as misinformation and rumours can cause upset.
- When safe, move away from scene of emergency to the pre-identified safer location
- Start keeping records using emergency log. Record date, time, what happened and action taken, reported by and reported how.
- Maintain contact with control centre and emergency services (when necessary)
- If casualties are going to hospital, ensure identified adult accompanies them, taking full medical information and any medication.
- Keep monitoring and reviewing the situation and keep Control Centre informed.
- Aim to return to group meeting place as soon as is practical.
- Keep logging a detailed time record.

The Control Centre – the lead should:

- Open Emergency Plan file and follow steps for particular incident.
- Have Emergency Lead 1 assuming control. If not able, then Lead 2 should start real-time log of all events and communications showing time, names of those involved and actions taken.
- Log all incoming calls about the emergency.
- Assess situation based on information given by leader - establish extent of any injuries.
- Confirm who exactly is with the teacher so you can determine who has not been accounted for.
- Identify unaccounted staff and students and establish contact. Start first with staff members, (call initially then text or WhatsApp). Establish where they are, who they are with, if they are safe, if anyone is injured (and the extent)
- Make sure you have a complete list of whereabouts and possible injuries for everyone on the excursion/activity.
- Confirm which emergency services have been called.
- Brief other member of UKCE's Emergency Response team.
- Determine what if any support is needed at scene of emergency. Are more staff needed to accompany casualties to hospital? How practical is it to get them there quickly?.
- Go online to find and continually monitor information and help available in area of the emergency – for example the offer of beds, food, shelter and support.
- Ensure everyone at the emergency site has enough sustenance to keep going.
- Prepare for the return of the students – how will they get home? Bus, train, taxis?
- Do they need food, drink, medication or cash? Decide how to get it to them.
- Contact accommodation providers so they are at home and prepared to receive them
- When everything is under control, inform all stakeholders including parents, emergency contacts, agents, other members of staff – focus on the many acts of kindness that happened rather than the unpleasantness.
- Consider emotional needs and arrange for counselling for students and staff which may be required immediately and/or later on – refer to UKCE's welfare team.
- Collect all records and compile in a coherent way.
- Review emergency procedures – did those involved feel they had sufficient information, support and training.

Preparing Staff, Students and Group Leaders for an emergency:

CitizenAid App:

The CitizenAID App will reduce the anxiety from difficult decision making in an unfamiliar situation. Follow the logical steps to do the right things in the right order.

The CitizenAID app is free to the UK public and is designed initially for use in the UK. Access is left open internationally for the wider public good, but recognising there is detail that relates only to the UK (such as emergency service phone number). Additional country versions will be developed dependent on demand.”

This App provides essential, relevant and up to date information for all staff, group leaders and students. This app is promoted to leaders during their induction, to students in the student handbook and induction, and also to staff.

5. On-site emergency procedures

UKCE has fire safety and emergency evacuation procedures in place for when students and staff have to exit the school buildings as quickly as possible on hearing the fire alarm. This could be in case of fire, or of a bomb threat to the school or of a suspicious package being discovered in one of the school buildings.

UKCE also has ‘lockdown’ procedures in place for when we have to keep the staff and students safe inside our school buildings

Lockdowns fall into two categories:

Partial lockdown: when we have to secure the building and keep the students safe inside the buildings but not necessarily in locked rooms. A partial lockdown could occur in such cases as a bomb threat in the neighbourhood, freak weather conditions or civil unrest.

Full lockdown: when staff and students have to be kept safe in locked rooms within buildings. This could occur if one or more person seeks or gains access to our premises with the intention of causing harm to those inside

5.1 Partial lockdown

Background: To discourage random entry, the school’s door can only be opened with a valid ID can access the school.

If a partial lockdown is in place:

- Emergency Response team to go to every floor advising staff and students that a partial lockdown is in place.
- Staff and students must remain in their classrooms or return to their classrooms if the incident takes place in break times.
- At this stage, classroom doors should not be locked.

- Staff shut the main front doors and close any open windows, blinds, shutters and curtains.
- Identify the Emergency Response lead (CEO) and set up control centre and start log as time allows and when it is safe to do so.
- Teachers take a register of all students in their class. The names of anyone (staff or student) not in the school building must be noted
- Staff and students off site are contacted and told not to return to the Centre until advised otherwise.
- Exit from the building should be discouraged – the name(s) of anyone insisting on leaving should be noted in the register
- Lead determines whether students and staff should all move to a pre-selected areas (top floors).
- Notify the appropriate emergency services. Seek advice.
- Go online to find updates of the situation in the area.
- In the event of a chemical emergency, turn off the heating.
- Wait for the all clear from a credible source before advising staff and students that it is safe to go home.
- Notify stakeholders appropriately

5.2 Full lockdown

Full lockdown aims to restrict access to an intruder and prevent students and staff from moving into danger areas, thereby reducing the number of casualties and giving the emergency services time to respond.

Background

- All the classrooms can be locked from inside.
- When we considered the risks involved, we realised that the danger might come from within a classroom, either from one of our students or from someone who has already gained access to a classroom. We therefore have a master key which can unlock all doors from the outside.

Full lockdown procedure

- If an identifiable threat attempts to come in through the main door and has been identified by the office staff who can see what is happening on the CCTV, a staff member will then alert the CEO. Teachers will get a text asking them to lock themselves and their students in the classroom.
- If the intruder has accessed the locked internal door (either a student has let him in or he has been mistakenly buzzed through by the office staff), then again office staff will lock themselves in reception and call teachers asking them to lock themselves and their students in the classroom.
- If staff or students become aware that there is an intruder, they must go to the closest classroom and lock the door from the inside and drop the blinds.
- Lights should be turned off and mobiles put on silent – everyone should be as quiet as possible and remain there until notified it is safe to come out by known staff
- The person responsible for declaring the lockdown reversal (normally the lead, lead 2 or lead 3) should only do so having consulted the police

- Staff should provide reassurance to students at this stage.
- The lead should fill out the emergency log as soon as it is safe and practical to do so.
- Together with the other members of the emergency team, the lead should consider the emotional needs of students and staff and should arrange for counselling – refer to UKCE’s welfare officers.
- The emergency team should inform all stake holders including parents, agents, homestay providers and all staff whether or not teaching at the school at that time

6. Dealing with a Fatality

- The staff member who first discovers / learns of the fatality will call the emergency services and inform the DSL/deputy DSL and the Chief Executive and the Operations Manager.
- The Operations Manager will be the main contact for the site and will keep a record of steps taken.
- Next of kin will be informed by the DSL in the case of an individual.
- One of the Business Development managers, also a member of the Emergency Response Team, will inform the agent of the fatality, they will update the school.

7. Communication

How we communicate and who we communicate with is key for the reputation of the school and the welfare of those affected by the incident. We need the communication to be professional, supportive, appropriate, factual and speedy. The detail of what is communicated will depend on who you are communicating with. Prepare factual and reassuring (if possible) statements. No conjecture. No personal opinions. No rambling - brief communication is better.

- Emergency Response Team WhatsApp group: All members of the team are part of a WhatsApp group which is to be used only in case of emergency.
- During an excursion/activity: The teacher always has a list with everyone’s names and phone numbers.
- After an incident, the telephone is the best method for the Emergency Lead to communicate with key stakeholders, particularly with the families and agents of those involved. Email can be used to communicate with stakeholders not personally involved.

Be prepared to give regular updates.

Emergency lead will need assistance from the other members of the Emergency team to disseminate information.

Who to contact? (preferably in this order)

- The Chief Executive will inform all members of UKCE’s Emergency Response team and Head Office (UKCBC).

- The Emergency Response Team will inform:
 - Next of kin + agents of any serious casualties
 - Next of kin and agents of non-serious casualties
 - Email to all other agents whose students were not involved. All staff - quick email giving need-to-know information – tell them not to talk to any outside organisations and always refer the press to the emergency lead
 - Students – all students in the school at the time
 - Homestays
 - Residential staff

The Media

The Emergency Lead (CEO) must be prepared and ready to communicate with the press. In the absence of the CEO, the following chain of responsibility will be followed:

1) Operations Manager 2) Head of Studies

With the press, it is very important to be factual and positive (if possible). Remember - no conjecture, no personal opinions, no rambling - brief communication is better.

Points to note when dealing with the media:

- Consult with English UK Helpline before making any comment or releasing a statement.
- Try to have another person with you, to monitor the interview.
- If possible, agree an interview format i.e. establish what the interviewer wants to ask.
- Be prepared to think on your feet, but try to decide beforehand what you want to say.
- Do not read it out from a script.
- Remember you could be quoted on anything you say to a journalist, even if it is not part of the formal interview.
- Be prepared to say you cannot comment.
- Do not over elaborate.
- Refuse requests for photographs.
- Check where the interview/camera team go when the interview is over.

8. Documents and keeping records

Vital so that emergencies can be handled effectively. Kept In UKCE' file.

8.1 Emergency Plan File

It includes the following documents -

- Emergency contact details. Includes staff emergency contacts (next of kin).
- Outline of UKCE's Emergency Team. Lines of command and roles and responsibilities
- Response procedures for full and partial lockdowns
- Procedures/ guidance for evacuation, lockdown, school closure.
- Student data sheet – summary of hard copy information held updated weekly (always on Tuesdays), includes students' names, contact details and next of kin's contact details.
- Emergency Action Plan

8.2 Pre-activity Documents – hard copy information given to staff before going on activity (and held by the emergency lead):

- Risk assessment for specific visit,
- Students' details list,
- Guidance for activity leaders during off-site excursion/activity (spoken)
- UKCE's emergency phone number

9. Emergency Response Training

- Emergency Lead runs training session with Emergency Management Team
- Head of Studies rolls out Emergency Training to all teachers on Friday's Teachers' meeting and with all new teachers as part of their Induction.
- Operations Manager rolls out Emergency Training to all Office Staff.
- Evacuation procedures are included in UKCE's student handbook and online induction
- Emergency procedures and students and staff awareness of what to do in an emergency situation are audited annually by Head of Studies and Operations Manager.
- Annual Emergency refresher training for all staff.

10. Emergency Plan

There are 4 copies of the Emergency Plan. 2 are kept in files in the offices of the Operations Manager and the Academic Office and two are kept in their homes

Reviewed in December 2019

Reviewed annually or more often if required.

