

# Guardians — UK —

## Emergency Contingency Policy

This policy contains the outline plans and procedures to be implemented in the case of a major incident or emergency such as:

- the death of a student or students
- a serious accident affecting a student or students
- an incident that affects the repatriation of a student to their home, such as the transportation of a student within or outside the UK
- an epidemic or pandemic which prevents the student from either being at school or repatriated to their home.

In the event of such a major incident or emergency, the Director will be nominated as the person responsible for the contingency plan.

Guardians UK emergency number +44 (0) 1823 703199 (extension 1) is given to all relevant parties and is staffed 24 hours a day. In the event of a major incident affecting multiple students, further numbers will be allocated as necessary.

### **The death of, or serious accident affecting, a student or students**

The following procedure will be put into place:

1. Establish the nature and extent of the emergency. Ensure we have facts.
2. Establish the name(s) of the injured and call whichever emergency service is required if relevant.
3. Advise senior staff of the incident and that the emergency plan is in operation.
4. If relevant, ensure that a responsible adult accompanies student(s) to hospital. Consider need for a competent speaker of student's first language to go too. The nominated member of Guardians UK senior management will contact parents, school or police as appropriate. It is highly desirable that clear facts relating to the incident, with no hysteria, supposition or hearsay, are given to parents and authorities from a single source.
5. A record must be kept of all incoming and outgoing calls so that it is clear who has been contacted and what has been said.
6. In the event of a fatality, it is the role of the police to contact the appropriate embassy in London, who will then inform the family of the death of their relative.

Website: [www.guardiansuk.com](http://www.guardiansuk.com) Email: [info@guardiansuk.com](mailto:info@guardiansuk.com) Tel: +44 (0)1823 703199

7. The student(s)' Personal Accident cover may or may not include repatriation of body expenses. In liaison with the school, Guardians UK will communicate with the family over this and associated issues.
8. In due course, Guardians UK will make plans, where appropriate, for visits to hospitals, attendance at the funeral or memorial services; seek help from outside professionals for counselling support for all those affected; anticipate the need to support staff and other students for some considerable time after the event; review and amend this policy in the light of experience.

### **An incident that affects the repatriation of a student to their home, such as the transportation of a student within or outside the UK**

This plan applies to students who are affected by a major incident which, for example, closes an airport while they are in transit, making their onward journey impossible or badly delayed. The overall plan is to move the student to a safe place and if necessary, to safe accommodation, depending on whether the incident takes place within or outside the UK. All plans are made in cooperation with the school, parents, transport companies and any authorities involved in the incident.

#### 1. An incident within the UK

Guardians UK allows extra time to travel to airports to allow for travel problems or problems at the airport. We plan arrival time to be 3 hours prior to the departure of the flight. If a student's flight is cancelled or missed due to an incident, we will transport the student to be accommodated at a host family or other appropriate accommodation until their flight is rebooked and then transport them back to the airport.

#### 2. An incident outside the UK

We will remain in contact with parents, school, student, host families, drivers and authorities as relevant if a student is stranded at an airport when travelling to the UK or back home. Although we are not able to travel to meet the student, we will liaise with all parties, set up a helpline and act as a point of contact for all concerned until the incident is over.

If the student is stranded overnight, we will, on the request of parents, arrange for hotel accommodation if the airline or authorities are unable to do so.

### **An epidemic or pandemic which prevents the student from either being at school or repatriated to their home**

If there is an outbreak of an infectious or contagious disease in the country from where a student is travelling to the UK, Guardians UK reserves the right to refuse to accept the student into our care. If the student has arrived in the UK ill, we will make every effort to find host family accommodation for them. If the school or host family refuse to accept the student, we will care for them ourselves for the sole purpose of arranging the student's travel home as soon as possible, at the expense of the parent. If the student becomes ill after arriving at the school and the school is unable to care for them, we will make every effort to find host family accommodation for them and, if this proves impossible, we will care for them ourselves until they are well enough to either go back to school or go home at the expense of the parent.

**Other occasions when a student may need alternative accommodation**

Although not necessarily an emergency, we will also accommodate a student who cannot be accommodated by the school due to illness, disciplinary action or any other cause. This will be done by contacting the student's normal host family. If this family cannot accommodate the student, other host families will be contacted. In the unlikely event that no host family can accommodate the student, they will be accommodated at the home of the Guardians UK Director until alternative arrangements can be made.