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## English Path Emergency Action Plan

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The English Path Emergency Action Plan is intended to assist students, parents, staff and agents to understand our procedure during an emergency situation.

Emergency definition:

1. An event or accident that involves death or serious injury to English Path customer(s), staff or agents, including situations where third parties are seriously injured by EP customers or staff.
2. Serious incident affecting our customers, staff or industry, e.g. natural disaster, act of terrorism, crisis affecting a competitor etc.

This policy is not intended to be prescriptive or to attempt to cover all possible events. A major fire on the premises or a serious accident on a social programme activity each require different types and scales of response. However, there is evidence that where a school has anticipated a major critical incident and made plans for managing a response, it is likely to handle the actual event more effectively and confidently.

This policy will aim to identify:

- Who will assume key roles.
- That checklists and procedures are in place.
- That contact lists are accurate.
- That there is a tested framework for communications.

## **Responsibilities of Key Staff**

### **Head of Operations UK**

- To coordinate emergency response and liaise closely with other key staff members
- To inform and update the Managing Director as the situation develops
- To ensure at all times a record of home telephone numbers, mobile phone numbers and email addresses of all administrative staff and management is maintained in order to contact staff in the event of the emergency. This information should be kept confidential to Head of Operations and Managing Director.
- To advise on whether and when it is safe to return to the school for classes.

### **Global Head of Academics**

- To contact all academic staff (with the support of all Academic Coordinators) and instruct them, accordingly, considering such issues as when to return to work, whether the school buildings are safe to use and accessible

- To liaise with the Student Services Team to establish the well-being of existing students
- To maintain a list of all teachers' contact details

### **Student Services Officer**

- To pass on to the Head of Operations UK emergency contact information of any students who are unaccounted for
- To contact agents, and wherever possible the students' families and/or prospective students who may be affected by the emergency and keep them informed about our response and the well-being of their students
- To contact agents or emergency contacts of students who remain unaccounted for
- To contact and update Host International (host family agency) and residences about the emergency and the way we are dealing with it.

### **Preparation**

Our students are typically far from home and English Path has a duty of care to keep their families fully informed about their welfare. Therefore, it is essential that accurate information about the emergency, and those affected, is passed on to agents and/or emergency contacts at the very earliest opportunity. Those contacted will need to know the nature of the emergency, how the students are affected, when to expect the school to reopen, and how to contact the school.

- Every manager – HoD (Head of Department), BDM (Business Development Manager), Academic Coordinator – to make sure that all contact numbers are up to date in the Emergency Weekly Report.
- Training sessions to be held for all staff on what to do in an emergency annually pre summer period. Go through how we act, how we use the emergency contact lists, how we establish whereabouts of all students etc. Do not forget to emphasize compassion, reassurance and service levels for students and parents.
- Use our EP WhatsApp group to communicate easily between all staff members.
- During pre-departure meetings, inductions and group leader briefings; encourage students to remain in contact with their parents at home and with English Path staff members in the destination, in order for us to be up to date of their whereabouts (i.e.: weekend trips).
- Refer to the staff organogram which includes all staff in order to quickly get out an important message within the team.

### **General Operational Procedures**

- Admissions pre-arrival and Student Services Post Arrival to maintain up to date contact information for all students in CLASS including accommodation address in the UK and in their home country, mobile number and emergency contact details.

- Maintain an updated Emergency Report for on-call person that contains all relevant information (this is updated and emailed to all staff every week) such as:
  - All current student and accommodation and transfer providers contact information
  - Staff members' (permanent and temporary) contact information and next of kin (saved in a secure HR folder, accessed by HR)
  
- Have a well-defined procedure for establishing whereabouts of all students in the shortest possible time.
  - This should be done through checking registers (using CLASS) and then contacting remaining students via mobile or at their accommodation. Each student should have a direct contact with an EP staff member. Use the weekly emergency report if necessary.
  - Keep a clear log of who is accounted for
  
- List of staff members with key to school /building responsible to open the facilities in case of an emergency

**General rules to follow in the event of an emergency that takes place during office hours: Remain calm but act fast.**

1. Obtain the facts of the situation – clear and concise information with no opinions or judgments.
2. Who? What? Where? When? Why? How?
3. Assess the situation including who might be affected and establish contact with your line manager who should then contact the MD.
4. Establish whereabouts of all staff members. Ensure all staff contact their families/partners and next of kin.
5. Hold a meeting to brief staff of need to maintain calm and reassure students of safety in staying in current location – it may be advisable not to travel.
6. For individual student cases use Safeguarding log template to record details and update the document to CLASS.
7. BDMs to communicate relevant developments in home country so those also are entered to the flow of events in the emergency log. Focus on what has happened, who has been instructed /informed of what and next steps.
8. Operations staff to immediately establish whereabouts of all students. Use as many staff members as needed to do this as quickly as possible, but not exceeding six hours. Use the weekly emergency phone report.
9. Inform students that they are to phone their parents or guardians immediately and report to school if they have not succeeded. Keep list of students who have not been able to contact their parents and inform BDMs about these students.

10. Operation Management to be given continuous updates. They will keep BDMs informed about students' whereabouts and wellbeing. BDMs to keep parents informed. All relevant information and flow of events to be updated in report.
11. Centres to be opened at the weekend and beyond normal opening hours if appropriate as a general meeting place for students.
12. Arrange counselling service for the students, both by EP staff and professionals, if necessary.
13. Report to insurance company of any students injured or damage to the premises.

**General rules to follow in the event of an emergency that takes place outside office hours:**

1. Obtain the facts of the situation – clear and concise information with no opinions or judgments.
2. Who? What? Where? When? Why? How?
3. Assess the situation including who might be affected and establish contact with your line manager who should then contact the MD.
4. Operations staff to immediately establish whereabouts of all students. Use as many staff members as needed to do this as quickly as possible, but not exceeding six hours. Use the weekly emergency phone report.
5. Establish whereabouts of all staff members. Ensure all staff contact their families/partners and next of kin.
6. BDMs to communicate relevant developments in home country so those also are entered to the flow of events in the emergency log. Focus on what has happened, who has been instructed /informed of what and next steps.
8. Inform students that they are to phone their parents or guardians immediately and report to school if they have not succeeded. Keep list of students who have not been able to contact their parents and inform BDMs about these students.
9. For individual student cases use Welfare log to record details and update the document to CLASS.
10. Operation Management to be given continuous updates. They will keep BDMs informed about students' whereabouts and wellbeing. BDMs to keep parents informed. All relevant information and flow of events to be updated in CRISIS report.
11. Centres to be opened at the weekend and beyond normal opening hours if appropriate as a general meeting place for students.
12. Arrange counselling service for the students, both by EP staff and professionals, if necessary.

**General rules to follow in the event of an emergency that takes place during a social programme activity:**

1. Stay Calm
2. Assess the situation. (Establish the nature and extent of the emergency as quickly as possible and check for further danger)
3. Ensure you are safe. (You are the priority at this stage. If you become injured, you will not be in a position to help others)
4. Ensure the rest of the group is safe.
5. Establish the names of any casualties and get immediate medical attention for them. Monitor casualties' condition at all times.
6. Ensure that all group members who need to know are aware of the situation and are following the emergency procedures.
7. If possible, ensure that the casualty is accompanied to hospital, and that the rest of the group is kept together. Monitor the rest of the group at all times.
8. Notify the police if necessary.
9. Inform the contact person within EP, either the person holding the school emergency phone or Head of Operations or the Managing Director. The school emergency phone number is +44 (0) 7494002815.
10. Keep a record of all details of the incident. This should include nature, date and time of incident; location of incident; names of casualties and details of their injuries; names of others involved; action taken so far; action yet to be taken.
11. Ascertain names and telephone numbers for future calls – e.g. witnesses, police, hospitals etc.

12. Refer any media enquiries should they arise to a designated media contact base within EP. Never speak to anyone in the media. Call the Head of Operations for advice.
  
13. Complete an accident and incident report form as soon as possible after the event on Life.
  
14. Notify insurers and solicitors, if appropriate, as soon as possible. This is likely to be done by Head of Operations or the Managing Director or whoever is at base.

Don't panic, the chances of anything adverse happening on your excursion is negligible, you are more likely to miss a train connection, or someone gets toothache; don't let this put you off, but bear what it holds in mind and always be prepared.

### **General rules to follow in the event of an elevated threat level (i.e. terrorism threat)**

1. Extra control that the on-call person has all relevant and up-to-date information in Weekly Emergency Report.
2. Managing Director to organize a meeting with all staff to re-iterate emergency procedures and importance of reassuring students.
3. Head of Operations to create email to be sent to Host International for host families advising them of need to reassure students and the importance of knowing their students' whereabouts – carefully worded to avoid any possible scaremongering.
4. Student Services to encourage students to remain in contact with their families in their home countries and with EP staff members.
5. BDMs to call agents/partners with departing students travelling back to an area with elevated threat level to reassure, show commitment and seriousness.
6. All students in destination should be given the possibility to easily contact their parents/ relatives to communicate their well-being. If necessary, school to be kept open with access to internet and telephones beyond normal opening hours.

### **Notes:**

1. Annual trial run to be held to test procedure for establishing whereabouts of all students and staff
2. If threat level is higher than usual, extra tests to be conducted



**Information for Staff**

All efforts will be made to keep staff updated on the status of the emergency and staff should check emails regularly for the latest information on closure of the school and when it is expected to reopen. Where there is a breakdown in communication staff should follow official advice on TV and radio as to whether or not it is safe to travel. At all times, staff should exercise discretion and not travel if they feel it is unsafe to do so.

**Emergency Point of Contact for Agents, Students, and Other Concerned Parties**

School	Emergency Email: info@englishpath.com	Emergency Tel (24 hours) +44 (0)749 400 2815
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**Note:** In the event that communications are affected, and the above contacts are unreachable, all enquiries should be directed via our website [www.englishpath.com](http://www.englishpath.com) and or our Social Media platforms (Facebook, Instagram, Tik Tok and Twitter)

**Additional Measures**

**Publicity**

The Head of Operations will keep the Managing Director updated and messages will be posted on our website and social media platforms. The Head of Operations may also take additional steps as necessary to inform/contact students and their agents.

**General Advice for dealing with the media**

Today’s media operate very quickly. They are likely to contact you before the contingency plan is in place. The following includes some key points:

Whatever the incident, and particularly if it involves injury or death the likelihood is that information will be sketchy at best and possibly inaccurate.

Prior to the arrival of the press

- Buy time, e.g. the Managing Director is not available, but will call you back.
- Only the Managing Director and Head of Operations are designated to talk to the press
- Be prepared to accept that a designated person may not be the most appropriate person to handle the situation in some circumstances.
- Do not talk to a journalist by yourself; have a colleague with you to take notes of what is said.
- Do not provide anything other than facts. Be sensitive about personal information
- Do not apportion blame or admit liability to anyone, even in conversation.
- Establish who you are talking to and their organisation (name of journalist and short notes of what you have said).

DO NOT SPEAK OFF THE RECORD

**Important Note:**

In the event of an emergency, the Head of Operations and other key staff members are able to access the database remotely to access student information. However, the effective implementation of this procedure requires up-to-date information on students and staff. Therefore, it is vital that details of current students are entered weekly following intake of new students and that regular checks are made to ensure that these details remain up-to-date.

This policy, guidelines and checklists will be reviewed every six months. This will help to ensure that the plan is a working document and kept up to date.