



## **Emergency Procedures**

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### **1. Introduction**

My Guardians has Emergency Procedures in place to deal with emergencies. For cases of emergency, My Guardians will provide all students, parents, homestays and partner schools with a 24-hour emergency contact number which will connect them to a suitable member of staff who will have the necessary experience and access to any records to assist with their enquires.

- In case of emergencies, you should ring 07919426660. Mrs Irina Bowman, Designated Safeguarding Lead (DSL), will be in charge of contacting parents, students, schools and host families when an emergency arises.

My Guardians will act accordingly to the emergency procedures in place that shows how they would deal with any reasonably foreseeable emergencies e.g. health pandemic, missing student and death of a student etc.

### **2. Procedures for Medical Outbreaks**

These procedures refer to all our guardianship students residing at boarding schools and should be used for those situations where students are required to leave the school in an emergency. By following this plan we will ensure that our students will be placed in suitable accommodation for the time required.

My Guardians has host families who have been checked by us, they host our students for exeat and half terms and these host families are asked to accommodate students for cases of emergencies.

### **Procedure**

In the event of an emergency My Guardians personnel should gather the following information:

- Name of the student
- Name of the person who contacted us and the name of the school
- Reason and dates to leave school and boarding house
- This information should be immediately passed to Irina Bowman, DSL, who is in charge of the emergency procedure
- We will contact the parents and discuss with them what school and we plan to do, to make sure that parents agree with measures taken by the school and My Guardians
- Host families will be informed, dates and plans checked and agreed upon
- Schools to be informed by email and phone as soon as the above has been completed. Schools should be informed of the details of the host family where students will be staying and transport arrangements
- My Guardians will check that each student arrived in the host family safely
- A doctor's or hospital appointment made if required, while a student is staying with a host family. All

details should be sent from school in writing to My Guardians so that all measures required can be taken to keep the student safe

### ***3. Illness and Disciplinary Actions***

The above procedures will also be applied when a student is ill (but not contagious) and cannot be accommodated at a school medical centre for some reasons – for instance, the medical centre is full, or some schools prefer younger students to leave schools and be cared by host families. If this is the case then we might follow school advice but first of all will seek parents' permission to place their child to host family, rather than the child to be looked after by medical staff at school. If both parents and school agree that it is in the best interest of a student to be placed with a host family, then we will arrange a homestay. Where possible, a student will be placed with a host family where he or she usually stays for exets and half-term breaks.

In case of disciplinary actions when a student should leave school we also follow the procedures above and place a student with one of our host families.

### ***4. Procedures for Transport Major Incidents***

These procedures will be used for a major transport incident, which affects the arrival or departure of our guardianship students, for example, closure of an airport due to severe weather conditions whilst students are in transit thereby preventing further travel.

If such a situation occurs we will ensure that the student is taken into a suitable host family arranged by us. If travel to a chosen host family is not possible due to transport or weather condition we will discuss with parents alternative accommodations. We will also discuss this situation and all possible options with parents, school, and transport companies involved to make sure all parties agree on the outcome of the situation.

#### ***If this situation happens within the UK:***

- My Guardians will always allow plenty of time for a student to access the airports for check-in to allow for delays in traffic, weather conditions or accident delays
- Should a student's flight is cancelled, delayed or missed due to an incident, My Guardians would take care of the student, keep the student safe and find suitable personnel and accommodations preferable with host families to look after the student
- If the student requires accompanying to the airport then we will arrange for a representative to remain with the student until they can continue with their journey (for example until they have completed security clearance at an airport or safely aboard a departing train)

#### ***If this situation happens outside the UK and the student is not returning to the UK in time for the start of term in September:***

- My Guardians will be in contact with parents for updates and will inform the school of possible delays with the student's arrival. We will contact local authorities and transport if required. We will stay in contact with all parties involved and take all possible steps for students to safely arrive in the UK.

### ***5. Emergency Procedure for Missing Student***

My Guardians team could be contacted by schools, host families, taxi companies or other members of its personnel, if our guardianship student is missing. Immediate actions will be taken when My Guardians is notified that a child is lost or has gone missing.

Please refer to our Missing Student Policy, which will be attached to this document.

### ***6. Force Majeure – Current Pandemic***

My Guardians is working with our partner schools to ensure that students are safe during this

difficult pandemic time. We are committed to ensuring a safe return to school for our students in March/April 2021 and throughout the academic year. My Guardians continue to monitor the situation and follow the advice of Public Health England (PHE) Guidance for residential educational settings. We also follow the advice and are part of Safe Schools UK who, in turn, refer to the Boarding Schools' Association (BSA) and follow their COVID-Safe Charter.

***My Guardians shall follow this procedure:***

1. Provide a statement to partner schools, parent, students, based on governmental advice and following to current legislation and guidance
2. Keep up to date with the current legislation and guidance
3. Issue and update immediate contingency plan to adapt to the situation as required

In case of schools closure and students are not in 'at risk' category (not COVID-19 infected), then host family accommodation to be found until they can return to school or return home. My Guardians shall stay in close contact with partner schools, parents, and students and arrange transport home.

If a student were in 'at risk' category then it would be the responsibility of the school to enable self-isolation, as current government guideline states.

***7. Death of Student***

On notification of a death of a guardianship student from a member of staff, parent, another student, the Designated Safeguarding Lead (DSL) must be notified immediately who will then check the correctness of the information from family or school or local authorities and what information they wish to disclose to other members of the community.

Once the fact of death has been verified, DSL of My Guardians will prepare a Statement notifying its personnel, guardianship students and school about the death. This statement will also include information about the availability of mental health and support services and how other students, friend and relatives may access those services. The statement will be sent or read to all relevant sides.

My Guardians will offer support and other counselling services to all personnel and other guardianship students. Our emergency contact number will be available to everyone involved.

During all emergencies such as illnesses, disciplinary actions, death, incidents or outbreaks, we will be communicating with all parties concerned (school, parents, homestay, drivers), and especially with our guardianship students so they feel safe, cared for, supported and well informed.

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