

## EMERGENCY ACTION PLAN POLICY 2023

### LANGUAGE UK, CANTERBURY, KENT.

We recognise the importance of establishing clear guidelines and strategies to react to any school-related emergency.

A detailed plan is needed to ensure that all involved have clearly stated roles of responsibility. This will ensure that actions, such as contact with staff, students, agents, homestays, other LanguageUK stakeholders, the media and any emergency agencies are catered for correctly.

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 the next of kin of each individual student and member of staff and that excursion and activity leaders have access to this information.

The Principal, Head of Safeguarding & Administration and Director of Studies all have access to the school database on their laptops, tablets or mobile phones so can readily access this information when needed 24/7.

#### **THE DEFINITION OF AN EMERGENCY RELATED / CRITICAL INCIDENT IS:**

An incident or situation involving trauma, fatality or serious injury, or risk thereof, to an individual or individuals, or serious damage to either LanguageUK property or LanguageUK business activities. By its very nature, the former can be sudden, and unpredictable and is often outside the range of normal human experiences. It also covers any individual going missing for a significant/unacceptable period. Any such events are likely to have significant emotional and/or organisational consequences.

An emergency incident can be clarified as an unexpected event that affects the school community, and which causes disruption on a scale that is beyond the normal coping capability of the school. The emergency incident may involve significant threat, damage, or injury to property and individuals, and may have long-term impacts on students, staff, and parents.

The following are examples of emergency incidents which may impact on the school and necessitate the activation of the emergency action plan.

- A fire within the school or nearby premises
- A serious accident involving students and/or staff, on/ off-site

- Death of a student or member of staff
- Kidnap or disappearance of a student or member of staff
- A terrorist attack, or violent intruder on or nearby school premises
- Chemical or toxic substance release on or off-site
- An epidemic such as meningitis
- Severe weather events such as flood, high winds, extreme storms etc.
- Pandemic flu

There may also be specific hazards that pose particular risks to schools. For example, this may be a chemical store/ laboratory within the school site or hazards external to the school site such as proximity to an industrial site, river, or major road. These hazards should be risk assessed and special response strategies incorporated into the plan.

We also recognize the need and value of ongoing training to all staff as appropriate to minimize the effects of emergency situations.

We have established protective actions for life safety, which include:

- Evacuation - Fire
- Sheltering - Hurricane
- Shelter-In-Place – serious traffic accident nearby with toxic spillage
- Lockdown – violence, shooting, terrorism.
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**The LanguageUK Emergency Action Plan** is intended to assist agents, students, parents, and staff to understand our procedure during an emergency situation if LanguageUK is closed due to extenuating circumstances, such as disasters, either natural (e.g. hurricane), or man-made (e.g. terrorism). Please note that this procedure is intended as a guideline only, as every situation is different and may require a different response.

### **Violent intruder**

All visitors to the school will be required to wear an identification lanyard. Any non-member of staff found in school without a lanyard will be challenged and accompanied to reception. If an intruder refuses to co-operate, staff will inform the most senior member of staff immediately.

The police will be called as a matter of routine if an intruder refuses to cooperate with school staff. In the event of a hostage-type situation, the members of staff involved will try to remain calm, avoid confrontation and concentrate on the welfare of pupils until the police or other emergency services can be summoned. On no account will any member of staff attempt to use force to attack or evict an unwelcome intruder.

### **Other Emergencies**

In the event of any other form of emergency in a classroom or some other area in the school staff will inform the Principal or next most senior member of staff immediately so that appropriate action can be taken.

## **EMERGENCY EVACUATION PROCEDURES**

### **DESIGNATED PLACE OF SAFETY AND EVACUATION**

**RV 2 at the Green, Ivy Lane, adjacent to underpass of St Georges Street at the junction with St George's Street**

**Leave the building as directed, either through the street entrance or via the rear car park and turn right into St George's Street. Proceed for 100 metres before coming up to a grassy area bordered by Ivy Lane to the right and a major roundabout subway system offering multi-routes through the city centre. Remain at the first public bench and await instructions.**

Individual members of staff will ensure the safe evacuation of all pupils for whom they are responsible, to the previously designated place of safety. When an alarm sounds, pupils will be marshalled in an orderly fashion following the nearest available escape route and, if possible, all windows and doors should be closed as they exit the building. Pupils and staff will assemble at the predetermined place of safety, on the yard designated standing in specific team base classes. On arrival, names will be checked against the attendance register. If someone is missing the building will not be re-entered under any circumstances. The information will be given to the most senior member of the emergency services so that a search can be instigated. Nobody will re-enter any building until given express permission to do so by the senior officer of the emergency services. If weather conditions are inclement a decision to move pupils to other local buildings will be taken only after the role-call has been completed and following consultation with the emergency services.

## Routine Precautions

The Alarm System The school will ensure that the alarm is clearly audible in all areas throughout the school. The alarm will be tested weekly when the school buildings are not in use. The alarm equipment will be serviced annually. The site manager and administration Manager will maintain a written record of all testing and service procedures undertaken. The alarm will be able to be activated from clearly marked call buttons located throughout the school. Call buttons will be tested on a weekly rotation by the site manager.

Evacuation Routes, Evacuation routeways and exit doors will always be signposted and kept clear. A plan of the route way from every room in the school will be displayed by or near the doorway together with a plan of the designated safe evacuation assembly locations. Members of staff will ensure that they are familiar with alternative escape routes in case the designated primary route is impassable.

## Fire Drill

**A practice fire drill and full school evacuation will be held during the first week of every quarter without prior notice.**

Fire Fighting Equipment Fire-fighting equipment will be located throughout the school. Different appliances are designed for different applications and staff will receive training in the safe operation of portable fire-fighting equipment and the appropriate application for items. Fire extinguishers will be used mainly for the purpose of clearing a safe pathway to an exit.

There are **5 fire exits** contained within the educational building, each marked with an appropriate number. All fire exits lead to an internal courtyard and parking area with access to residential accommodation with additional fire escapes (2).

This area will be known as **DESIGNATED PLACE OF SAFETY AND INTERNAL EVACUATION POINT RV2**

A map of internal fire exits will be contained in a separate file and all members of staff will have displayed in their classrooms internal maps and plans showing locations.

## Defibrillator

Consideration and advice will be sought as to the availability, location, and training in respect of this equipment.

**Nearest defibrillator AED WAITROSE, Canterbury Hospital, Kent and Fire Rescue, and Marlowe Theatre.**

## Responsibilities of Key staff

Staff Responsibilities In the event of an evacuation: school personnel will have the following specific responsibilities.

**School Principal or DSL** will call the fire brigade or police as necessary and be available to meet and brief the emergency services on arrival.

**The school site manager** or most senior member of the administration staff will identify the zone where an alarm has been activated and provide this information to the most senior member of staff.

**Individual members of staff** with direct responsibility for students will immediately ensure their safe evacuation to the designated place of safety. The school administration officer will collect the class registers from the designated central location and distribute them to the class teachers. Class teachers will check the attendance registers and immediately communicate the names of any students who are unaccounted for to the Director of Studies or most senior member of staff.

## Additional responsibilities

### School Principal

To coordinate emergency response and liaise closely with other key staff members. To inform and update LanguageUK owners/senior management as the situation develops. To ensure always that they maintain a record of home telephone numbers, mobile/cell phone numbers, and email addresses of all administrative staff and management to contact in the event of an emergency. This information should be kept confidential to the School Principal, Designated Safeguarding Lead and Director of Studies.

### Director of Studies

To contact all academic staff and instruct them, accordingly, considering such issues as when to return to work, and whether the school buildings are safe to use and accessible to liaise with registrar/admissions and student services to establish the well-being of existing students

To maintain a list of all teachers' contact details and to provide an updated copy to the DLS and HR quarterly.

### Assistant Director of Studies

To assist or deputize for the Director of Studies as required

### **Student Services and Admissions**

To contact all current students and update them on the nature of the emergency and how it affects the school including whether we are running classes and whether the building is safe to use and accessible

To pass on to the registrar 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

### **Accommodation – Homestay & Residences**

To contact and update host families and residences about the emergency and the way we are dealing with it. To liaise with student services to establish the well-being of existing students. To advise on whether and when it is safe to return to the school for classes.

Head office. To update the group website with a special notice on the homepage providing information or contact details in the event of emergency.

To provide email and telephone responses with an update on the latest information we have.

To liaise with local centre management to ensure we have the latest information.

### **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 the closure of the school and when it is expected to reopen. In the case of organised travel, where there is a breakdown in communication, staff should follow official advice on TV, radio and Internet as to whether it is safe to travel. At all times, staff should exercise discretion and not travel if they feel it is unsafe to do so.

### **Contacting Existing Students, their Agents, and Their Emergency Contacts**

Our students are typically far from home and Language UK 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.

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

### School Emergency Email Emergency Telephone (24 hours)

Language UK +44 (0) 7467144234

Note: If communications are affected, and the above contacts are unreachable, all enquiries should be directed via LanguageUK Head Office:

Email: [info@languageuk.com](mailto:info@languageuk.com)

### Additional Measures

#### Publicity

The Marketing Department will keep Head Office updated and messages will be posted on the LanguageUK website and Facebook page. Head Office may also take additional steps as necessary to inform/contact students and their agents. Dealing with the Media It is probable that some media interest will follow an emergency incident. Any media requests for information will be directed to the most senior member of staff in the school. No members of staff, or pupils, will give interviews or express an opinion or comment on any written or printed material without the express permission of the most senior member of staff in school. Following a major incident, the school will call on the support of the local authority press and public relations professionals.

### EMERGENCY SERVICES

**Police.** In an emergency dial 999

Canterbury Police Station, Old Dover Rd, Canterbury CT1 3JQ

**Phone:** 01622 690690

**Fire.** In an emergency dial 999

Upper Bridge St, Canterbury CT1 2NH

**Phone:** 01622 692121

**Ambulance.** In an emergency dial 999

Ann Robertson Centre, 55 London Rd, Canterbury CT2 8HQ

**Phone:** 0844 770 4800

### Important Note

In the event of an emergency, the Principal and other key staff members can access the class database remotely to access student information on Freshworks. 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 the intake of new students and that regular checks are made to ensure that these details remain up to date.

Review of Emergency Policy As part of the regular review of safety and risk assessment this emergency policy will be kept under continual review by the governing body.

### List of LanguageUK Crisis Management Team with contact details.

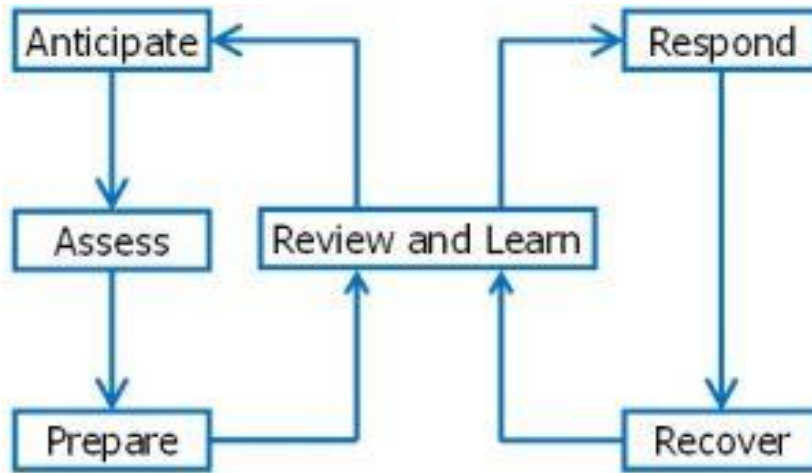
1. Kerem Sahin: ksahin@languageuk.com
2. Prof.Ece Inan: einan@languageuk.com - Safeguarding&Welfare Number 07341906859
3. Stuart Duvall: sduvall@languageuk.com

### List of Fire Wardens

1. Chris Hopson (ADoS)-responsible for 1<sup>st</sup> Floor Evacuation
2. Temi Liadi (Finance)- responsible for Ground Floor Evacuation
3. Max Durden (Admissions)- responsible for 2<sup>nd</sup> Floor Evacuation



LanguageUK emergency response criteria which we all abide by.



Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Policy review date: October 2023 (EI) \_\_\_\_\_

Written December 2019  
Reviewed October 2020  
Reviewed November 2021  
Reviewed November 2022  
**Last Reviewed October 2023**

## Appendix A

Photos of emergency Fire Exits

Photos of RV1 and RV2 in case of evacuation

Map of school and RV1







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