

Emergency Contingency Plan

Review frequency:	Date of last review:	Date of next review:
Annually	09 May 2020	09 May 2021

Version Date	Version Ref	Revision History	Reviser	Approved By	Review Date
Feb 2020	1	Final live version	Director/DSL	Director/DSL	May 2021

This plan:

a) is to be implemented in the case of a medical outbreak in schools requiring children to leave the school environment but preventing them from returning to their home countries

b) is to be implemented in the case of a major incident impacting transportation of our young people in the UK - whether leaving for their home countries or returning to the UK

c) is to be implemented in the case when force majeure impacts the young person's ability to either remain in the UK to study or to the ability to return home.

d) is to be implemented in a death of a young person

PLAN A - MEDICAL OUTBREAK – IN SCHOOL/UNIVERSITY

This refers to those pupils at boarding schools or universities under the age of 19 years in full time education. It should be used for those situations where pupils are required to leave the school in an emergency.

Implementing this plan will ensure that the pupil is placed in a safe environment and suitable accommodation for the time required. Berkeley Guardians has host families who have been employed using the Safer Recruitment Process and these families will be utilised to support those impacted pupils.

Procedure:

1. In the event of an emergency situation - BG staff should gather the following information:
 - a. Name of referrer
 - b. School
 - c. Name of pupil
 - d. Reason for need
 - e. Dates of need
2. This information should be immediately passed to Jo Clark - director in charge of emergency procedure and in her absence - Karen Pickles (director)
3. Parents should be informed of the situation & intended outcome discussed with them to ensure that they are supportive of measures being taken
4. Host families will be informed and dates of need checked
5. Pupils will be allocated using the matching system, where possible
6. Schools to be informed as soon as possible and certainly as soon as the above has been completed - by email and phone if possible.
7. Schools should be informed of the details of the host family for each affected child and the transport arrangements which have been put in place to remove the pupil(s) from the school
8. Guardian Angels to be informed as soon as feasibly possible to ensure that the pupil is checked on arrival at the homestay

NB

Should a medical procedure be required, a GP or hospital appointment made - all details should be sent from school in writing to Berkeley Guardians so that all measures required can be taken to keep the pupil safe

PLAN B - TRANSPORT MAJOR INCIDENT

This plan is to be used for a major incident which impacts the arrival or departure of a pupil; for example closure of an airport due to severe weather conditions whilst that pupil is in transit thereby preventing onward travel.

This procedure should ensure that the pupil is recovered and taken to suitable and safe accommodation. All plans to effect this will be taken with parents, school, transport companies involved.

If this situation happens outside the UK:

1. Berkeley Guardians would not be expected to travel with the pupil from outside the UK to the UK; but should there be an issue which is preventing the pupil's return, Berkeley Guardians should take all possible steps to work with the authorities, parents & school involved to deliver the pupil safely to their destination or another agreed safe place.
2. If it is a serious incident, there will be helplines provided and Berkeley Guardians will use social media and the authorities to access these. If the pupil requires overnight accommodation due to the incident, Berkeley Guardians will be in direct contact with parents to ensure that the pupil is safe and will arrange (if required by parents) suitable accommodation.

If this situation happens within the UK:

1. Berkeley Guardians will always allow plenty of time to access the airports for check-in to allow for delays in traffic, weather conditions or accident delays
2. Should a pupil's flight be cancelled or missed due to an incident, Berkeley Guardians would make it their responsibility to keep the pupil safe.
3. If the pupil requires accompanying to the airport then Berkeley Guardians will arrange for the pupil's Guardian Angel to remain with the pupil until they are able to continue with their journey (for example until they have completed security clearance at an airport or safely aboard a departing train/coach).

PLAN C – FORCE MAJEURE

Force majeure are events with natural causes directly and exclusively without human intervention and that could not have been prevented by any amount of foresight or planning that reasonably would not have been expected, such as extreme weather conditions and pandemics.

If this situation was to occur either inside the UK or globally yet impacting or expected to impact the UK then Berkeley Guardians would instigate the following procedure:

1. Provide a statement to partner schools, agents, parents/carer, students and staff – based on governmental advice with due regard to current legislation and guidance.
2. Keep up to date with the current legislation and guidance.
3. Have regard to Plan A or Plan B procedures if it applies.
4. Director to prepare immediate contingency plan to adapt to the issue in hand if required.
5. If schools close and students are not in a 'at risk' category (e.g. infected from COVID-19). Host family accommodation to be found until they can return to school or return home. Berkeley Guardians to liaise with the school, parents/carer, agent on transport home.

6. If a student is in a 'at risk' category then it would be the responsibility of the school to enable self-isolation (as current guideline dictates).

PLAN D – DEATH OF A YOUNG PERSON/FAMILIAR ADULT

On a notification of a death of a young person in the care of Berkeley Guardians from a member of staff, parent/carer, young person or any other the DSL/DDSL must be notified immediately who will then: -

1. Firstly, verify the information which is extremely important (e.g. from family members or local authorities).
2. Next, determine what information the family would like to have disclosed (or what information has already been released publicly from a reliable source).

Notification

Once the death has been verified, notify the School, agent, Berkeley Guardians staff and it may be necessary to inform other young people that are in the care of Berkeley Guardians.

1. Notify staff and School

Meet at the start of the day with staff and the School to discuss what is known about the death. This gives staff and the School an opportunity to ask any questions they wish and to prepare themselves before they see other young people that they may be looking after. If a member of staff does not feel able to talk to his/her young person about the death, DSL/DDSL should be available to step in or assist with the notification.

2. Notify Young Person Face-to-Face with Familiar Staff:

If a member of Berkeley Guardians adults has died, another adult who is familiar with the young person (normally DSL/DDSL) will notify the young person. This adult will remain in close contact with the young person and provide support as required.

3. Prepare a Statement for a Young Person:

Adults often struggle with what to say. With a prepared statement, staff can give the same information to all young people simultaneously. Every effort should be made to ensure that all young people are present/available at the time this information is shared. Include information about the availability of mental health and support services and how young people may access those services.

4. Prepare a Statement for Parents/Carers and Agents:

Draft a letter to be emailed to parents/carers and agents to notify them about the death and what services are being offered to young people and families. Assure parents/carers and agents that support services are available.

Funeral and memorial services – Parents/carer permission will be sought if their child wishes to attend a funeral or memorial service.

Support

1. Provide support and offer other counselling services to both staff and our young people
2. Identify young people that maybe at higher risk for emotional distress

Berkeley Guardians Will: -

1. **Listen** – to what the young person wants to share. It may be difficult but just listening can be a powerful healing force.
2. **Protect** – the young person from becoming re-traumatized. Sometimes other young people may ridicule or bully students who are highly emotional or cry.
3. **Connect** – with the young person(s) who have suffered a loss by asking how they are doing; checking in with them on a regular basis; letting them know that we are available to listen; or giving them positive feedback about their achievements
4. **Model** – adult behaviour that shows young people how responsible adults react to loss and respond to a crisis. Adults may grieve, but they continue to act with consideration and maintain calm routines.
5. **Counsellors** - can teach young people about the normal signs and symptoms of grief and/or trauma so that young people can assess and understand their own behaviour and learn new ways of coping. Berkeley Guardians will provide information for counselling support.

Special Circumstances

1. Suicide of a Young Person:

The suicide of a young person creates unique issues for Berkeley Guardians staff.

- a) Clarify with family about information they wish to disclose about the cause of death but be aware if information has already been shared publicly by a reliable source.
 - b) Identify young people considered at greatest risk for mental health distress. (especially any young person who may have known of the plan or young person who may become “scapegoats” after the death.)
 - c) Educate young people, staff, parents/carers and agents about warning signs and symptoms of suicide and distribute broadly information about hotlines and support services.
 - d) Encourage young people to seek help; de-stigmatize and legitimize the importance of mental health services and communication with others who can help.
 - e) While being sure to acknowledge the individual who died, avoid romanticizing or glamorizing suicide.
 - f) Minimize media coverage of the suicide.
 - g) Be aware of any suicides in the larger community by maintaining good communication with schools, community mental health providers/agencies, and the police.
2. Other Situations When the Family May Not Wish to Disclose the Cause of Death (e.g., drunk driving or other alcohol-related death, overdose, related to self-inflicted or intentional asphyxiation):

As with any death of a young person, initiate this plan and support services. Like suicide, the death may present a “window of opportunity” to educate young people, staff, parents/carers and agents about life-threatening behaviours and their consequences. Many of the issues to consider with suicide will also apply to these circumstances.

3. Circumstances in Which Berkeley Guardians Liability May be at Issue:

Although the circumstances of the death do not have to be discussed, the death itself will need to be addressed and support services provided to staff and young people. Sending letters to parents/carer and agents alerting them of the death as well as available services remains important.

Berkeley Guardians Emergency Phonenumber will remain active 24/7 and should our phone line be unavailable unexpectedly we will ensure alternative phone numbers or emergency contact measures (e.g. manned email/WhatsApp) are published as soon as practicably possible.

During the course of the incidents or outbreaks, Berkeley Guardians will be communicating with all parties concerned (school, parents, homestay, drivers) but especially the pupils impacted to ensure they feel safe and reassured.

All those involved should complete a feedback report. The directors will use these reports to enhance and improve their response in the future.