

Emergency Procedure Policy

Statement: The safety of our students is our main priority. OPDS acknowledges that there may be situations out of their control that require planning for. This plan outlines what OPDS will do in the event of an emergency (please note that the scenarios are not exhaustive).

Dealing with an Emergency: It is important that staff who receive an emergency call keep calm and remember to note all of the information provided. You may need to provide reassurance and support to the informant as they may be upset, suffering from shock or may panic.

- Ascertain what has happened, gathering as much information as you can;
- Discuss with the informant what action needs to be taken and by whom;
- Keep a written record of the information and of any actions taken. (A template for recording incidents is included at the end of this plan);
- Sunny Field, Managing Director, should be informed immediately about the situation.

Specific Scenarios: Please note that specific scenarios may require a bespoke plan that will include further details on how we will handle the issue. Where this is the case, OPDS will circulate the plan to all relevant parties.

Cancelled Flights: When a student's flight is cancelled in the UK OPDS will arrange for suitable care if the student is unable to remain at school. If necessary, students will be accommodated in an emergency host family until it is possible to travel. Where a student is waiting at an airport without a member of our staff, students are required to contact OPDS as soon as they are aware that their flight has been cancelled. Parents will be kept fully informed of the situation and OPDS will liaise with them and the airline to re-arrange the flight(s).

Pandemic/ Contagious Outbreak: Pandemics can cause major disruption to travel and schooling. It is important in such events to take advice from the government, Public Health England and the World Health Organisation. AEGIS provides guidance for members to follow which is regularly updated as a situation develops. It is usually important to restrict movement so as not to spread the disease further. Boarding school students would usually remain at school and OPDS may not be able to offer host family accommodation as this could place students, host family families and the wider community at risk. OPDS will work with parents to find flights to home countries where required. and with schools to meet students' needs as best they can. This could be by helping to support students to learn remotely as directed by the school. OPDS will work with parents and schools to find suitable quarantine accommodation for students where required.

Serious Injury or Death of a Student: Serious injury or death of a student is distressing for all concerned. OPDS will:

- Liaise with medical staff and police
- Keep parents informed
- Help parents arrange flights
- Handle any media enquiries
- Liaise with schools and any other external agencies (such as LSP) where required

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Registered Office: 308 High Street, Croydon, Surrey, CR0 1NG. Registered in England & Wales No. 4480329. VAT Number: 194 9972 35

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- If required, assist parents with rehabilitation and flights home
- If required, assist parents with funeral arrangements

Terrorist Incident: Schools will have their own lockdown procedures to ensure the safety of students in the event of a terror attack. In the event of a terror attack taking place in the UK when a student is staying at a host family, OPDS will follow the guidance provided by the UK government and the police. Unless instructed otherwise, students will be asked to remain in the host family and not to go out unaccompanied by their host family. In such a situation OPDS will assess the risks and act accordingly.

Fire: In the event of a fire at a host family, after dealing with the emergency by calling the fire brigade, the host family is expected to inform OPDS. Students will be moved to a different host family. OPDS will visit the host family to check the suitability of accommodation before any students return.

School Closures: There are many reasons why a school may close. These could be temporary, such as due to weather or a staff shortage or permanent, for example due to bankruptcy. Unless closure is due to a contagious disease (see pandemic guidance above), OPDS will provide accommodation for students with their host families*.

Illness: It is the school's responsibility to communicate with OPDS in the first instance to advise on the severity of the student's illness. If the student is suffering from an illness that is too severe to be cared for at school, OPDS should consider alternatives, such as hospitalisation in advance of taking any further action.

If the school is unable to accommodate the student but the student's illness is not so severe that they require hospitalisation, OPDS will attempt to organise emergency accommodation for the student so long as the student does NOT have a contagious illness that could compromise the wellbeing of host family or their family.

OPDS will not accept any sick child into their care without having first sought permission from the students' parents who are required to sign a medical release form to protect OPDS should the student become seriously ill or worse.

Once the Host family and OPDS considers the student fit to return to school, (i.e. they have had a normal temperature or haven't been sick for 24 hours), they should do so immediately in order not to disrupt the student's studies, more than is necessary.

Disciplinary: If the student is suspended from school for a period that does not make it feasible to return home, then it is OPDS responsibility to find safe accommodation for the student.

OPDS may contact the student's usual host family but if they are unable to have them then the student will be accommodated in an emergency host family.

OPDS should maintain regular contact with the student's parents throughout. If the suspension is due to last for a week or more, OPDS should discuss with the parents, the option of the student returning home.

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Emergency Host family Accommodation*

Please note that emergency host family placements may not necessarily be with the students' usual host family, but will be with one of OPDS' other vetted host families.

Contact Details - OPDS

General enquiries	
Telephone (Monday to Friday: 09:30 - 18:00)	0208 660 8869
Email	Guardian@opds.co.uk
Emergencies 24/7	
Telephone (Weekdays 18:00 - 09:30 and Weekends or Bank Holidays 24hrs)	0784 230 3240
Safeguarding concerns	
Designated Safeguarding Lead (DSL) Candy Edwards	candy.edwards@opds.co.uk 0759 950 2280 0203 475 9385
Deputy Designated Safeguarding Lead (DDSL) Sunny Field	sunny.field@opds.co.uk 0793 689 9333 0203 475 9381
Prevent Lead and Host Family Manager Andrea Sherlock	andrea.sherlock@opds.co.uk 0203 475 9384

Emergency Contact Details - other organisations

Organisation	Contact details
Police	Tel: 999 (24 hour) Tel: 101 (24 hour, non-emergency number)
Fire & Rescue service	Tel: 999 (24 hour)
Ambulance service	Tel: 999 (24 hour)
National Health Service	Tel: 111 (24 hour)
AEGIS	Tel: 01453 821 293
Environment Agency	Tel: 0345 988 1188 (24 hour Floodline)
Health and Safety Executive	Incident Contact Centre: 0300 790 6787 (Monday to Friday 8.30am until 5pm) Out of hours duty officer (24 hour): 0151 922 9235 www.hse.gov.uk
Local Safeguarding Partnership	Tel: 020 8255 2888 / 0208 726 6400 (Emergency Duty Service) Croydon Council Single Point of Contact (SPOC)

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