



Tti School of English-Emergency Action Plan

The Tti Emergency Action Plan is intended to assist students, parents, staff and agents to understand our procedure during an emergency situation. An emergency situation could be either natural (e.g. hurricane), or man-made (e.g. terrorism).

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.

General Planning

The Principal and Director of Studies will be the “Incident Managers”, unless one of them is not available and then it will be the Directors and Senior Registrar in that order.

In the event of an emergency all staff will be notified as soon as is practically possible.

If the emergency takes place during school hours, such as fire, the Tti Health and Safety advice will be followed and the school evacuated as per this emergency procedure.

The school office will be the central liaison point for all incidents, as this is where the phone and other communication lines are based. It may be most appropriate to use dedicated mobile phones to separate incoming and outgoing calls.

Those dealing with incoming calls should provide an agreed factual statement along with reassurance of action being taken at the incident site. It is important to avoid speculation or developments unless you are confident that they will be available.

Responsibilities of Key Staff

Principal

- ! To coordinate emergency response and liaise closely with other key staff members
- ! To inform and update the school Directors 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 the Principal and Director of Studies.
- ! To advise on whether and when it is safe to return to the school for classes.

Director of Studies

- ! To contact all academic staff 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 Senior Registrar to establish the well-being of existing students
- ! To maintain a list of all teachers' contact details on the SRE
- ! 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

Senior Registrar

- ! To pass on to the Principal 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.

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.

Contacting Existing Students, Their Agents, and Their Emergency Contacts

Our students are typically far from home and Tti School of English 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 info@ttischool.com | Emergency Tel (24 hours) +44 (0)78899 677528 |
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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.ttischool.com and or our Social Media platforms (Facebook and Twitter)

Additional Measures

Publicity

The Principal will keep the Directors updated and messages will be posted on our website and Facebook page. The Principal 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 office

- ! Buy time, e.g. the Principal is not available, but will call you back.
- ! Only the Principal and or Directors 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 Principal 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.