



EMERGENCY ACTION PLAN

Reviewed January 2019
Next review due January 2020

Introduction

This document provides guidance for teachers and other staff who may be involved in a serious or major incident affecting King Stage Learning Centre.

Major incidents include:

- a transport accident involving the death/serious injury of a student or member of staff
- a serious incident in the community witnessed or experienced by students or staff
- an incident attracting major media attention
- a violent incident in King Stage Learning Centre, including those involving intruder(s)
- a disaster, such as fire or flood
- civil disturbance or terrorism
- a hostage situation

This document is intended to be used as an emergency tool to help eliminate the possibility of overlooking essential actions.

The guidance in this Emergency Action Plan is intended to alert responsible persons to the actions they should take when an emergency arises. However, the document does not provide guidance on the preventative measures which should have been taken as a matter of course, or in advance of a particular event.

The Action Plan is supported by the following procedure documents, provided to all staff.

On-site Emergency Procedure

In the event of an emergency on-site at King Stage Learning Centre, follow the Fire Evacuation Procedure. Go to the Assembly Point.

The Director will take charge: **Kady Dombia**

If she is unable to do so, the following people will take charge: **Roberta Tolu and Rosemary NICOLS**

If necessary, call the Emergency Services

Fire, Ambulance, Police 112 or 999

Give

- your name and the name of King Stage.
- your mobile phone number and King Stage number
- your location
- type of emergency
- number of injured
- and action taken so far



Fire/Emergency Evacuation Procedure

Provided in the Teaching and Support Staff Handbooks, in the Reception Office, Academic office and on notice boards (Fire Instructions). If possible, the following should be carried by King Stage Learning Centre members of staff during a fire evacuation.

- Class Register and On-site Emergency Procedure
- A means of recording events/actions – what/who/where/when (smartphone or pen and paper)
- Charged mobile phone and first aid kit

Guidance for King Stage Learning Centre directors following a major on-site incident

During the emergency, King Stage Learning Centre director Kady Doumbia will lead operations, form crisis team and manage all communication. She will be supported by the administrative head Roberta Tolu

Operations at the Main office Centre will include:

Communication with emergency services, students, staff and media.

Communication with the emergency services

King Stage Learning Centre director will provide as much information as possible to the emergency services and maintain this contact throughout the incident. They will establish a log/record of information to include incident details, number of injured and action taken.

Communication with students

King Stage Learning Centre director will provide information, reassurance and advice to students and will:

- try to establish contact with each student and if uninjured/affected, advise short phone call/message to their emergency contact to say: 'I'm safe'
- update students on the emergency and how it will affect them and the course
- arrange briefing meetings if appropriate

Communication with the Media

King Stage Learning Centre director will:

- deal with the media and ensure that all staff are aware of this arrangement. There will be pressure from the media wishing to talk to those directly involved.
- brief reception staff on known facts and information which can be released.
- prepare short statements including emergency contact details, which can be posted on King Stage Learning Centre website, Facebook page and Twitter feed, manage and acknowledge responses
- prepare answerphone message

Advice for communication with the media

- stick to the facts or say 'I don't know'
- be sympathetic: "Our thoughts are with etc"
- do not speculate or apportion blame
- remember that interpretation or understanding may be exaggerated or quoted as hard fact



- try to avoid “no comment” - unless the question relates to legal/criminal matters. It can be taken as an unhelpful, negative answer as in “refused to comment”
- do not be afraid to say “I don’t know”
- try to obtain an answer for a later response
- tell the truth
- be confident, positive and helpful towards the media
- be informed - make sure that you know as much as possible in order to answer questions such as:

- o What happened, when and where?
- o Are there any injuries or fatalities?
- o How many students/staff were present when the incident happened?
- o Has everyone been accounted for?
- o What action is being taken?
- o What advice do you have for next of kin/local residents?
- o When will normality be restored?

Operations at the Main office Centre will also include:

1. Making arrangements for support, food and water for students/staff
2. Establishing reception facilities at King Stage
3. Managing activities of the Crisis Team and bringing in extra support as necessary
4. Real-time written log of events/actions and responses (what/who/where/when), accident reports
5. Obtaining legal advice.

Guidance for King Stage Learning Centre directors in the aftermath of a major incident

There are many considerations in the aftermath of a major incident. It is the responsibility of King Stage director to ensure that actions are carried out by the most appropriate people with relevant skills.

- The director should consider what may have been lost - not only lives but also resources, coursework, personal property, relationships.
- Hospital visits, contact with families of the injured and bereaved, including funeral protocols should be arranged with appropriate sensitivity.
- Spontaneous memorials/planned memorials/anniversaries and remembrances should be well-managed.
- Account should be taken of students/staff involved/affected by the incident as they may experience long lasting distress.
- Re-entry to King Stage of injured students/staff should be handled with care and sensitivity.

Emergency contact details:

King Stage Office +44 (0) 2086 946165

King Stage Email info@king-stage.com