

Emergency Procedure 2026-2027

1.Statement

The safety of our students is our main priority.

Amber Guardianships acknowledges that there may be situations beyond our control that require emergency planning. This plan outlines what Amber Guardianships will do in the event of an emergency. (Please note that the scenarios are not exhaustive.)

2.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 any actions taken. (A template for recording incidents is included at the end of this plan);
- Joey Tang, Operations Manager and Designated Safeguarding Lead (DSL), and Harry Lee, CEO of Amber Education Ltd., should be informed immediately where appropriate.
- The following 24-hour emergency telephone number is provided to all students, parents, staff, homestays and partner schools to connect them to us, who will have the necessary experience, training and access to any records to assist with their enquiries.

Primary Emergency Contact: Joey Tang (24/7)

Secondary Emergency Contact: Louisa Cheung (24/7)

3.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 Amber Guardianships will circulate the plan to all relevant parties.

3.1 Flights Cancellation

When a student's flight is cancelled in the UK, Amber Guardianships will arrange for suitable care. If necessary, students will be accommodated in an emergency homestay until it is possible to travel. When a student is waiting at an airport without a member of our staff, students are required to contact

Amber Guardianships as soon as they are aware that their flights were cancelled. Parents will be kept fully informed of the situation. Amber Guardianships will liaise with the airline and parents to rearrange the flights.

3.2 Pandemic/ Contagious Outbreak

Pandemics can cause major disruption to travel and schooling. It is important in such events to take advice from the government, UK Health Security Agency (UKHSA) and the World Health Organisation. AEGIS provides guidance for members to follow. This is regularly updated as a situation develops. Usually, in a pandemic, it is important to restrict movement so as not to spread the disease further. That means boarding school students would usually remain at school. In the event of a pandemic, Amber Guardianships may not be able to offer homestay accommodation as this could place students, homestay families and the wider community at risk. Amber Guardianships will work with parents to find flights to home countries where required. Amber Guardianships will also work with schools to meet students' needs during a pandemic. This could be by helping to support students to learn remotely as directed by the school. Amber Guardianships will work with parents and schools to find suitable quarantine accommodation for students where required.

3.2.1 Contingency Care Plan for Pandemic Occurrences

Amber Guardianships' response to any boarding students in our care being affected by exposure to pandemic occurrences whilst in the UK will follow the AEGIS Contingency Care Plan for Pandemic Occurrences guideline.

Included in such incidences could be the Covid-19, a reoccurrence of the H1N1 Virus of Swine Flu, or serious influenza outbreaks. The contingency plan is designed to give a suggested solution to a potential problem; and to set out and explain the limitations of Amber Guardianships.

Term Time - contracting an infectious or contagious illness in school during term time and the school remaining open

Research shows that the majority of schools have a contingency plan to care for any overseas boarding student in their school who may contact a pandemic-type virus during term time whilst the school remains open. Whilst preferring such students to go home and be cared for by parents/education guardians if the students are well enough to travel, nevertheless the schools do not insist on the student being removed when contagious and unwell and indeed recognise this is not always possible. However, some schools state in their guidelines that should an overseas student contact with a contagious or infectious illness then they expect the parents/education guardian to remove that student immediately with no apparent flexibility or understanding that this may not be feasible and could contravene the advice given by the Department of Health at that time.

Whilst respecting that schools have the right to publish their individual policies relating to a pandemic situation, Amber Guardianships wishes to clarify that guardianship organisations may not always be able to fulfil such policy requirements.

It is therefore understood that should Amber Guardianships be asked by the school to rehouse a sick student if well enough to travel and has parental permission, then we should try and accommodate the request. However, schools must accept that if we are unable to carry out the request then the school must care for the student on school premises.

Term Time: Where a school closes due to pandemic outbreak

It is accepted that if a school closes, Amber Guardianships will collect any healthy children and accommodate them in the normal way. Amber Guardianships will work with schools, parents and relevant agencies to support students affected by a pandemic outbreak. However, if we are unable to accommodate them in a host family, a contingency plan to take them under our care will become effective. We will ask for parental permission and medical advice before removing the students if they are unwell so as not to put the children's health at risk nor jeopardise any agreement with the parents.

Holiday Time

Amber Guardianships accepts that any student contracting a pandemic type virus who cannot travel home or go to a host family during exets/half terms/longer holidays, is our responsibility. We also accept that should a student fall ill whilst at a host family they are under the care of the guardianship and remain so until the student is well enough to return to school, even if this extends beyond the holiday period into term time. If a school is closed and students are unable to travel, an emergency plan will be in place to enable us to take the student under our care until such time that the student is fit enough to either return home or go to school.

In light of the Severe Acute Respiratory Syndrome (SARS) epidemic in 2003, and the Swine flu pandemic of 2009, if an outbreak of any infectious or contagious disease is reported in the country that the student resides, parents may be asked to certify that their child has not suffered from any illness or signs of illness in the three months preceding their entry to the UK and that, as far as parents know, their child has not been in contact with anyone suffering from any infectious or contagious disease before Amber Guardianships agrees to accept the student into our care. Amber Guardianships may undertake one or any of the following actions should cases of such diseases be reported: to require that the child be medically examined before being sent to the UK, and a medical certificate be issued to state that the risk of carrying any infectious or contagious disease is minimal. Any medical certificate provided must be in English.

If the child refuses to be medically examined upon request, Amber Guardianships will review whether it is safe and appropriate for the guardianship arrangement to continue. To refuse to accept the student into our care if the medical examination suggests the likelihood of exposure to any infectious or contagious disease or if we have any reason to suspect that the student may have been exposed to any infectious or contagious disease.

Once the student has arrived in the UK, we will make every effort to find accommodation for the student, if accommodation arrangements become unavailable or unsuitable for safeguarding or health reasons including the school closing due to a pandemic or contagious outbreak, we will accept the student into our care for the sole purpose of arranging the student's travel home. The cost of the return airfare and any costs incurred accommodating the student in such circumstances will be reimbursed by the parents.

3.3 Injury or death of a student

Serious injury or death of a student is distressing for all concerned. Amber Guardianships will:

- Liaise with medical staff and police
- Keep parents informed
- Help parents arrange flights
- Coordinate media enquiries appropriately in consultation with relevant authorities and families

- Liaise with schools and any other external agencies (such as LSP) where required
- If required, assist parents with repatriation and flights home
- If required, assist parents with funeral arrangements

When informing the parents if the child dies because of an accident or illness, Amber Guardianships will inform them of the situation and alert them to the distress their children may be suffering.

- Providing opportunities for staff to talk about their emotions.
- Providing help to the parent, and liaison with the school on the collection of the student's personal belongings.
- Providing help to the parents, on the termination of the guardianship contract.

3.4 Missing Student

Amber Guardianships Missing Children Policy in *AG Safeguarding and Child Protection Chapter 7* is designed to be implemented in cases where students are believed to be absent or missing whilst under the care of Amber Guardianships. The purpose of the policy is to help locate the student using the fastest and safest means possible and return them to an agreed and approved location. Amber Guardianships is wholly committed to safeguarding and promoting the welfare of all students under our Guardianship and this policy should be read by both host families and Amber Guardianships staff in conjunction with our Safeguarding Policy and the government guidance Children Missing Education.

Please do let us know if you would want us to issue you with a hard copy of this guidance.

Link to:

Children Missing Education statutory guidance:

<https://www.gov.uk/government/publications/children-missing-education>

Report or find a missing person:

<https://www.gov.uk/report-missing-person>

Amber Guardianships will respond appropriately to any reports of unauthorised absence or of missing students. After each report, Amber Guardianships will assess and update (if necessary) this policy to minimise the risks in future. Where criminality is associated with the absent or missing student, this will be reported to the police by the Designated Safeguarding Lead, Joey Tang. In accordance with the National Policing Improvement Agency, [current national police guidance relating to missing children and young people](#) will help determine whether a student is absent or missing.

3.5 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 homestay, Amber Guardianships will follow the guidance provided by the UK government and the police. Unless instructed otherwise, [students and host families will follow official police and government emergency guidance, including lockdown or shelter-in-place instructions where appropriate](#). In such a situation Amber Guardianships will assess the risks and act accordingly.

3.6 Fire

In the event of a fire at a homestay, after dealing with the emergency by calling the fire brigade, the homestay is expected to inform Amber Guardianships. Students will be moved to a different homestay until the accommodation is refurbished. Amber Guardianships will visit the homestay to check the suitability of accommodation before any students return.

3.7 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), Amber Guardianships will provide accommodation for students with their homestays.

3.8 Other Emergency Situations

In other emergency situations, for example, if the student cannot be accommodated by the school due to illness, disciplinary action or any other cause, [Amber Guardianships will coordinate emergency travel and accommodation arrangements in partnership with parents, schools and relevant agencies.](#)

Amber Guardianships will arrange emergency homestay accommodation for them. If parents cannot be contacted, Where immediate welfare or safeguarding needs arise and parents cannot initially be contacted, [Amber Guardianships may arrange emergency support in the student's best interests.](#), e.g. accommodation or taxi transfers. In these cases, Amber Guardianships will be charged from the Emergency Fund Account. In the case of Basic guardianship packages, the parents need to agree to pay the fees for the additional services.

How Amber Guardianships responds

In the event of such a major incident or emergency, Joey Tang, Operations Manager will be the person responsible for the contingency plan. Our emergency number will be given to all relevant parties and, as always, will be staffed 24 hours a day. In the event of a major incident affecting multiple students, further numbers will be allocated as necessary.

Emergency Homestay Accommodation

Please note that emergency homestay placements may not necessarily be with the students' usual homestay, but will be with one of our vetted homestays who meet Amber Guardianships safeguarding, suitability and welfare standards. These homestays may be a greater distance from the school. Wherever possible we will place students with their usual homestay.

Emergency Homestay Accommodation is arranged by Amber Guardianship with Local guardians / Area Coordinators, or host provider Host International. Our local guardians/Area Coordinator will provide emergency homestay/quarantine for our students.

Emergency Contact Details - Organisation staff

Organisation/person	Contact details	Comments
Minqian Li	bobo.li@amberedu.co.uk 07518 853380	South of England
Christine Kwong	Christine.kwong@amberedu.co.uk 07472 459790	North of England

Joey Tang	joey.tang@amberedu.co.uk 07939 682757	Midlands/National
Louisa Cheung	louisa.cheung@amberedu.co.uk 07534 769764	Wales

Contact Details- other organisations

Organisation	Contact details
Police	Tel: 999 (24 hours) Tel: 101 (24 hours, non-emergency number)
Fire & Rescue service	Tel: 999 (24 hours)
Ambulance service	Tel: 999 (24 hours)
National Health Service	Tel: 111 (24 hours)
AEGIS	Tel: 01453 821 293
Foreign & Commonwealth Office	Tel: 0207 008 1500 (24 hours, consular assistance)
Environment Agency	Tel: 0345 988 1188 (24 hours Flood-line)
Met Office	Tel: 0370 900 0100 (24 hours, weather desk)
Health and Safety Executive	Incident Contact Centre: 0345 300 9923 (Monday to Friday 8.30am until 5pm) Out of hours duty officer (24 hour): 0151 922 9235 www.hse.gov.uk
UK Health Security Agency (UKHSA)	UK Health Security Agency - GOV.UK Main Switchboard: 020 7654 8000 Email: enquiries@phe.gov.uk
World Health Organisation	Website: https://www.who.int/
Insurance company	The Kays Building, The Tything, Worcester, WR1 1HD. Office Tel: 01905 27775 Web: www.sjlins.co.uk
Local Safeguarding Partnership	Hammersmith & Fulham, Kensington & Chelsea, Westminster, First Floor, Kensington Town Hall, Hornton Street, London W8 Tel: 07739 315 388

Incident Record Form

Staff should complete this form when receiving information about an emergency incident. Please ensure that you obtain and record as much information as possible.

Name of informant:		Date and time of call:	
Contact details of informant:			
Date and time of incident:			
Nature of Incident:			
Location of incident:			
Who is involved?			
Ascertain whether anyone has injuries and if so where have they been taken to?			
Have the emergency services been informed? If so, what instructions have they given?			
Who has been informed: <i>(Tick which apply)</i>			
Owner/Director of Guardianship Organisation		Designated Safeguarding Lead (DSL)	
Parents		Police	
Homestays		Ambulance services	
Agents		Fire services	
School		Local Safeguarding Partnership/ LADO	
Students		Health and Safety Executive	
AEGIS		Media	
Other: (Please add)			
Action to be taken:			

Incident record: Specific Contact Details-for completion during an emergency

This table can be used to record any additional contact details required for a specific emergency.

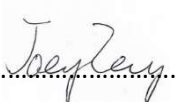
Organisation	Contact details	Comments

Review

We are committed to reviewing our policy and good practice annually.

This policy was last reviewed in May 2026

Version number: v6.2

Signed: 

Next review date: May 2027