

## **Crisis Management Policy**

The aim of Crisis Management at the college will be to:

1. Minimise any of the negative outcomes directly associated with a specific crisis.
2. To ensure the safety and continued wellbeing of the student body and any affected employees.
3. To enable the education of the student body to continue.
4. To ensure that all stakeholders – students, parents, employees, the local community etc. – are kept fully informed of all aspects of the crisis.

Crisis, by its very nature, is unpredictable and therefore specific responses cannot be provided for all possible eventualities. However, it is possible to provide a skeleton of the management infrastructure and building use for a broad range of crises.

When a crisis occurs a Crisis Management Team will be established which will comprise the Principal, Vice Principal, Assistant Principals and the Head of Boarding.

There will be the following specific responsibilities:

- a. The Principal for overall co-ordination and communication with the authorities and the public.
- b. The Vice Principal for internal administration and organization.
- c. The Head of Boarding for the logistics of relocation and buildings use/repair.
- d. The Assistant Principals for communication with parents and supporting the Vice Principal.

The College benefits from two teaching buildings, a large recreational building and several large boarding houses. This will enable the college to continue to function in the event of a number of conceivable situations e.g. one or more buildings being damaged by fire, by staggering teaching in one of the teaching buildings or distributing displaced students around a number of accommodation areas.

In the event of total/partial loss of an accommodation building, such as an incident involving fire, students would be relocated to an alternative appropriate building. Isolation, sanction and Sick Bay rooms would be brought into use, large single rooms would be temporarily used as doubles, large doubles as triples etc., and older students would be moved to any spare Senior House space. Where such a move would not be appropriate, or as a temporary emergency measure whilst spare furniture is being sourced, unused rooms at Bosworth Hall would be used – beds purchased locally and House Parent or Senior Staff would supervise.

The college caters its own food and, in the event of this not being possible, a local catering company (such as “Munchies”) would be used. College keeps a supply of dried and tinned food that will last for up to five days in case of emergencies.

## **THE MOST LIKELY CRISES TO OCCUR AND THE ACTIONS TO BE TAKEN ARE DESCRIBED BELOW**

### **Planning For an Outbreak of Norovirus and Other Infectious Diseases**

#### **Introduction**

Onset of the norovirus would be particularly problematic as it often occurs without notice and is extremely contagious. Where symptoms of other infectious diseases can be more readily identified, isolation can be implemented more effectively, thus reducing the likelihood of widespread infection. The unannounced onset of the norovirus through projectile vomiting is likely to create an extremely contagious area, with widespread infection a serious possibility.

#### **Procedures**

1. With an outbreak of the norovirus, the Crisis Management Team will be assembled to deal with the situation.

The Principal, together with the Nurse, will liaise with the local medical practice to ascertain any special requirements.

The Director of Admissions will be responsible for communication with parents.

2. Where straightforward symptoms of the norovirus (nausea, stomach cramping, diarrhoea) are identified in a student, the student will be immediately isolated in sick bay or own room (see below) and those steps outlined below put into place.
3. Where the onset is without warning and is in the form of projectile vomiting the student will be immediately isolated in the sick bay or his/her room (where the room is a double the other student will be moved to a different room)and:
  - The immediate space will be evacuated.
  - The space will be cleaned and disinfected by a member of the maintenance staff.
  - The space will be isolated for the next two days.

The student will:

- Be provided with food by a member of the maintenance staff, and
- Use isolated toilet and washing facilities

Where the number of student illnesses is such that the sick bays are full:

- Ill students will be confined to their room and, if in a boarding house, supervisors will be put in place during the daytime.

Where the site of the onset is in one of the college dining areas, that area will be closed and provision will be made for meals to be provided by outside catering companies.

4. There will be a daily meeting of the EPT to assess developments, conduct Risk Assessments and develop strategy.
5. There will also be a daily assessment of the impact of the outbreak on teaching and other college activities. Should a significant number of teachers be affected, either directly or indirectly due to family commitments, classes will be amalgamated, as necessary. Should a significant number of catering staff be affected, a simpler but nutritious menu will be provided using more commercially produced foods.
6. With diseases with a longer quarantine period, such as 21 days with Ebola, appropriate arrangements are planned to provide isolation for students. Advice from the Medical Centre and Home Office is sought and implemented. This is coordinated by the Principal, Nurse and Director of Admissions.

### **Closed Airports**

In the event of planes not being able to fly due to, for example, volcanic ash, and students therefore being unable to return home for vacation, some or all of the Boarding Houses would be kept open.

We have a large number of trained Boarding staff who would be able to supervise. In the unlikely event that Boarding staff could not cover, several teaching staff have sufficient knowledge of Boarding practices and would be able to cover the supervising of accommodation.

### **Bad Weather**

In the case of bad weather e.g. snow, a skeleton staff live in walking distance of college and would be available to supervise students. If day students are unable to get home, they would be accommodated within the Boarding Houses. A system of communication to Staff has been devised – the ‘telephone tree’.

### **Activity/Trip Crisis**

#### **Context**

- All trips and outside activities will have been subject to a risk assessment.
- The mobile telephone numbers of all students will be held on file and by the trip organizer.
- The accompanying staff will have a mobile telephone.
- The accompanying staff will be familiar with the procedures to follow in the event of an incident.

#### **Actions**

1. In the event of a serious incident this will be communicated to the college at the earliest opportunity. If there is significant incapacity such that members of the party are not able to communicate with the college it is anticipated that the police service will do this.
2. If he or she is able, the accompanying member of staff will initially remain at the most appropriate location.
3. The EPT will be assembled and, with their roles as outlined above, except for the Head of Boarding (or another person designated by the Principal), will be responsible for travelling to the location of the incident and thereafter providing both information to the college and local support.

### **Serious Allegations**

If there are serious allegations made against a member of Boarding staff, it will be dealt with as described in the Safeguarding Policy. The Designated Safeguarding Lead will take advice from the local authority and, if necessary, the police. If this leads to a member of staff being suspended, cover staff will be used. In the unlikely event of cover staff not being available, senior teaching staff including ‘on call staff’ have enough knowledge of boarding procedures to step in and run the boarding houses in a safe and adequate manner. According to good practice, if a member of staff suspended lives in College accommodation, they will be expected to vacate their accommodation until investigations are complete and provided that the member of staff’s situation is satisfactorily resolved.

### **Significant Accidents**

If a student has a significant accident, medical help is summoned as appropriate. On Call Staff are available to either travel with a student in an ambulance or, if appropriate, meet the student at the local hospital. In this way house parents will never need to leave the rest of the boarders unsupervised. In the case of a member of staff having an accident, cover staff and, if necessary, senior staff are available for cover at very short notice

### **Complaints**

Complaints are dealt with under the Complaints Procedure. If a complaint necessitated a member of boarding staff being suspended from duty to allow the complaint to be investigated, cover staff or on call staff would be used.

**The safety of the students is given priority in all possible crisis situations.**