

Emergency Response Policy

All key Academic Families staff have a company mobile and are contactable 24/7 in an emergency.

Primary contacts for the student, parents and hosts are the Guardianship Manager or Area Managers who are contactable 24/7 for emergencies.

Office hours are 9am – 5pm Monday to Friday and all landline calls ring on the VOIP phone system with extensions in the office, the Managing Director’s home office and on staff mobile apps. There is a call forwarding protocol to a sequence of staff mobiles if the call is not answered on the VOIP system.

Out of hours parents, hosts and students have the emergency numbers in their handbooks but they still tend to contact their primary contact.

In an emergency, the primary contact will initiate a conference call with the Managing Director and Child Protection Officer who will then initiate the correct incident procedure.

- Safeguarding Policy
- Child Protection Policy
- Absent or Missing Student Policy
- Travel Arrangement Procedure
- School Exclusion Policy
- Covid-19 Policy

Who to contact

Roni Jennings, Child Protection Officer

roni@academicfamilies.com mobile +44 (0) 7532 414191

or

Lorna Clayton, Assistant Child Protection Officer

lorna@academicfamilies.com +44 (0) 7734 849554