



EMERGENCY PROCEDURE POLICY

Sunshine365 Limited

V1.1
Dec,2025

1. Purpose

The purpose of this policy is to establish clear procedures to protect the health, safety, and welfare of students under Sunshine365 limited (“Sunshine365”) in the event of an emergency or critical incident.

Emergencies may include — but are not limited to — medical incidents, missing students, serious accidents, fires, natural disasters, transport failures, security threats, or welfare crises.

2. Policy Statement

Sunshine365 is committed to:

- Responding to emergencies **promptly and effectively**;
- Ensuring the safety and wellbeing of students, staff, and homestays;
- Maintaining **clear communication** with parents, schools, and authorities; and
- Recording and reviewing all incidents to prevent recurrence.

Every member of staff and homestay family is expected to understand and follow this policy.

3. Scope

This policy applies to:

- All students under Sunshine365 guardianship
- All Sunshine365 staff, local coordinators, homestays, and volunteers
- Any third-party transport or accommodation provider acting under Sunshine365’s instruction

4. Emergency Principles

- 1) **Preserve Life:** Protect students and others from harm.
- 2) **Call for Help:** Contact emergency services immediately where risk exists.
- 3) **Stay Calm and Communicate Clearly.**
- 4) **Record Key Information and Actions Taken.**
- 5) **Report Immediately to the DSL or Director.**

5. Emergency Contact Information

24-Hour Emergency Phone (All Stakeholders): [0044 (0) 7553165318]

Designated Safeguarding Lead (DSL): Dongmei Wang – [0044 (0) 7553165318]

Director: [Baofeng Song] – [0044(0) 7553165318]

Emergency Services: 999 (Police, Ambulance, Fire)

This contact list must be **displayed in all homestays** and provided to every student, parent, and partner school.

6. Types of Emergencies and Procedures

a) Medical Emergency

- Call **999** for ambulance or appropriate service.
- Provide first aid if trained and safe to do so.
- Contact the **DSL** and **parents** immediately.
- Accompany student to hospital if necessary (staff or homestay).
- Record incident details on an **Incident Report Form**.

b) Missing Student

- Follow the full procedure in *Document #8 – Missing Student Policy*.
- Contact DSL and police if student unaccounted for within 1 hour or earlier if high-risk.

c) Fire or Property Emergency

- Evacuate immediately and assemble at the designated meeting point.
- Call **999 (Fire Service)**.
- Account for all occupants; do not re-enter the property.
- Notify DSL and Director after safety confirmed.

d) Transport Accident

- Ensure all passengers' safety; move to a safe area.
- Call **999** if injury or damage occurs.
- Contact the **DSL** and **parents**.
- Complete an incident report once safe.

e) Natural Disaster / Local Crisis

- Follow local authority advice (e.g., shelter in place or evacuation).
- Maintain contact with students and schools.
- Update parents and schools regularly through DSL.

f) Welfare or Behavioural Crisis

- Remove student from immediate danger.
- Report to DSL for assessment and safeguarding decision.
- Arrange professional support or medical care as needed.

g) Death of a Student

In the event of the death of a student, Sunshine365 will follow a sensitive, structured response:

- Emergency services (999) must be contacted immediately if the death occurs suddenly or unexpectedly
- The Designated Safeguarding Lead (DSL) and Director must be informed without delay
- Parents will be informed as soon as possible by the Director or DSL, in liaison with relevant authorities
- Sunshine365 will cooperate fully with the police, coroner and any other statutory agencies
- Support will be offered to students, homestays and staff affected by the incident
- All actions and communications will be fully documented

Sunshine365 will manage all communications carefully and respectfully, ensuring confidentiality and cultural sensitivity.

h) Pandemic or Widespread Health Emergency

In the event of a pandemic or widespread public health emergency, Sunshine365 will:

- Follow UK Government and Public Health England guidance
- Work closely with schools, homestays and local authorities to safeguard students
- Ensure appropriate medical care, isolation or alternative accommodation where required
- Maintain regular communication with parents and partner schools
- Review risk assessments and emergency arrangements as the situation develops

Sunshine365's priority during a pandemic is to protect student welfare while ensuring clear communication and continuity of care.

7. Roles and Responsibilities

Role	Responsibilities
Director	Oversees emergency response, ensures insurance and crisis procedures are current.
DSL	Coordinates all welfare-related emergencies and maintains contact with external agencies.
Local Coordinators	Implement procedures on-site, support homestays and students, report updates to DSL.
Homestays	Follow emergency steps, contact emergency services first if risk to life, then inform Sunshine365.
All Staff	Know procedures, emergency numbers, and how to complete an incident report.

8. Communication Protocol

- The **DSL or Director** will act as the central point for communications.
 - All information must be factual, not speculative.
 - **Parents, schools, and AEGIS** (if significant) will be informed promptly.
 - **Media contact** (if any) must be approved by the Director only.
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9. Record Keeping

For every emergency, Sunshine365 maintains:

- Completed **Incident Report Form**
- Chronology of actions taken and communications made
- Police/medical report (if applicable)
- Post-incident review and recommendations

Records are stored securely for a **minimum of 7 years**.

10. Post-Incident Support

- Debrief sessions for affected students, homestays, and staff.
 - Psychological support offered through counselling or GP referral.
 - Incident reviewed by DSL and Director within 5 working days.
 - Lessons learned feed into training and risk assessment updates.
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11. Training

- All staff and homestays receive annual training in emergency procedures.
 - Mock drills may be carried out as part of training for coordinators and hosts.
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12. Monitoring and Review

- The DSL and Director review all emergency incidents annually.
 - Policy reviewed every 12 months or following a serious incident or regulatory change.
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13. Approval

- **Date Published:** October 2025
- **Next Review Date:** October 2026

- **Approved by:** Director, Sunshine365 Limited
- **Designated Safeguarding Lead:** Dongmei Wang
- **Signature:** _____
- **Date:** _____