



Emergency Evacuation / Closure Procedure

Speak Like A Native will make every effort to run its sessions but in exceptional circumstance, we may need to close at short notice.

Possible reasons for emergency closure / cancellation of service include:

- Severe weather conditions
- Heating system failure
- Electricity and lighting failure
- Burst water pipes
- Fire or bomb scare / explosion
- Death of a member of staff or child
- Assault on a member of staff or child
- Serious accident or incident

In the event of an emergency, our primary concern will be to ensure that both children and staff are kept safe. If it is necessary to evacuate premises where a Speak Like A Native session is taking place, the following steps will be taken:

- If necessary a guide will contact the emergency services
- All children will be escorted from the building to the assembly point using the nearest safe exit
- No attempt will be made to collect personal belonging or to re-enter the building after evacuation
- A nominated member of staff will check the premises and will collect the register and emergency contact details providing this does not put anybody at risk
- The register will be taken and all children and staff accounted for
- If any person is missing from the register, the emergency services will be informed immediately
- The management team will contact parents to collect their children. If the register is not available, the team will use the emergency contact list kept at head office
- All children will be supervised until safely collected
- If after every attempt a child's parents or carers cannot be contacted, follow the Uncollected Child procedure.