



# English in Totnes

A boutique language school in beautiful Devon

## English in Totnes Emergency Action Plan 2026

The English in Totnes Emergency Action Plan is intended to assist agents, students, parents and staff to understand what the procedure will be during an emergency situation if the Gate House is closed due to extenuating circumstances, if there is an emergency in Totnes and or if there is an emergency when students are out on an excursion, whether planned by the school or with their group leader. These emergencies cover eventualities such as disasters, either natural (e.g. hurricane), or man-made (e.g. terrorism, a road or rail crash, a violent demonstration, serious equipment malfunction etc).

Please note that this procedure is intended as a guide only, as every situation is different and may require a different response.

English in Totnes Crisis Manager: Sady Thomas

English in Totnes Press Officer: Paul Hawthorne

### Business Interruption by unavailability of premises

In the case of the premises being temporarily unavailable for a period of time, alternative space for classroom and an office we be rented for classrooms and offices, potentially with the same landlord. Premises will be located as close as possible to the existing centre at the Gatehouse 2 High Street TQ9 5RZ. In the case of summer schools we would take advantage of state and private school premises vacated outside of school terms.

### Responsibilities of Key staff

#### School Directors

- ☐ To coordinate emergency response and liaise closely with other key staff members
- ☐ To ensure at all times that they maintain a record of home telephone numbers, mobile phone numbers and email addresses of all office staff to contact in the event of the emergency. This information will be kept confidentially by the Office Manager and Academic Manager.
- ☐ To update school website with a special notice on the homepage providing information or contact details in event of emergency

#### Academic Manager

- ☐ To contact all academic staff and instruct them accordingly, considering such issues as when to return to work, whether the school buildings are safe to use and accessible
- ☐ To liaise with Office Manager to establish the well-being of existing students
- ☐ To maintain a list of all teachers' contact details on shared office dropbox (password-protected)



English in Totnes, Gate House, 2 High Street, Totnes, TQ9 5RZ

T: +44 (0)1803 865722, E: [info@englishintotnes.com](mailto:info@englishintotnes.com),

W: [www.englishintotnes.com](http://www.englishintotnes.com)

Registered in England and Wales. Company no: 07116300. Registered at the above address.



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## Office Manager ☐

- To contact all current students and update them on the nature of the emergency and how it affects the school including whether we are running classes and whether the building is safe to use and accessible
- To contact and update host families about the emergency and the way we are dealing with it
- To establish the well-being of existing students
- To advise on whether and when it is safe to return to the school for classes
- To provide email and telephone responses with an update on the latest information we have

## School Directors

☐ To contact agents, and wherever possible the students' families and/or prospective students who may be affected by the emergency and keep them informed about our response and the well-being of their students

## Information for Staff

All efforts will be made to keep staff updated on the status of the emergency and staff should check emails regularly for the latest information on closure of the school and when it is expected to reopen. Where there is a breakdown in communication staff should follow official advice on TV and radio as to whether or not it is safe to travel. At all times, staff should exercise discretion and not travel if they feel it is unsafe to do so.

## Contacting Existing Students, their Agents and their Emergency Contacts

Our students are typically far from home and English in Totnes (EiT) has a duty of care to keep their families fully informed about their welfare. Therefore, it is essential that accurate information about the emergency, and those affected, is passed on to agents and/or emergency contacts at the very earliest opportunity. Those contacted will need to know the nature of the emergency, how the students are affected, when to expect the school to reopen, and how to contact the school.

## Emergency Point of Contact for Agents, Students, and Other Concerned Parties

### School Emergency Email

(24 hours)

info@englishintotnes.com +44 (0) 7760 309246

Note: In the event that communications are affected and the above contact is unreachable, all enquiries should be directed via the School Directors:

☐ Email: margieandpaul@englishintotnes.com



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## **Additional Measures**

### **Publicity**

The Office Manager will keep the School Directors updated and messages will be posted on the EiT website and Facebook page.

### **Important Note**

In the event of an emergency, the Office Manager and other key staff members are able to access the Fidelo database remotely to access student information. However, the effective implementation of this procedure requires up-to-date information on students and staff. Therefore it is vital that details of current students are entered weekly following intake of new students and that regular checks are made to ensure that these details remain up-to-date.



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