



International Student 24/7 Emergency Contact Procedures

1. Provision of an emergency contact number

- (a) The emergency contact number will be by means of a dedicated mobile phone number. It will not be any staff member's personal mobile number.
- (b) The emergency phone will be carried by the staff member on duty.
- (c) The emergency contact number will be made available to students and caregivers in the following ways:
 - a. On a laminated card provided to caregiving parent during orientation
 - b. In the Parent Information Booklet provided to caregiving parents

2. Staffing the emergency contact

The emergency contact number will be a dedicated mobile phone number.

- (a) The emergency contact will be staffed by the following staff member(s):
International Student Co-ordinator, **and when unavailable the Principal or a Deputy Principal will take the phone.**
- (b) When on duty as the emergency contact, the staff member will keep the emergency phone on and within earshot at all times.
- (c) Staff members will not be required to hold the emergency phone during periods of annual leave or sick leave.

3. Important Information held by emergency contact staff members

- (a) Telephone numbers pre-loaded on the emergency phone will include:
 - i. personal mobile number for the (International Student Co-ordinator)
 - ii. personal mobile numbers for all members of the Senior Leadership Team
 - iii. telephone number for the emergency services
 - iv. telephone numbers for local taxi companies
 - v. mobile number for the Board chairperson
 - vi. contact number for NZQA
- (b) Staff members holding the emergency phone will also hold the following information in hard copy:
 - i. contact details for all current residential caregivers including parents if the school has students under 10
 - ii. contact details of all current international students' natural parents
 - iii. copies of all current international students' passports
 - iv. all current international students' insurance policy details
 - v. details of any medical conditions of all current international students

4. In the case of an emergency phone call



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- (a) The staff member on duty should call the emergency services if this has not already been done and is needed.
- (b) The staff member should take whatever other steps are necessary to assist the student or parent.
- (c) The staff member on duty should notify the International Student Co-ordinator of the emergency, either immediately or the following day, depending on the circumstances.
- (d) The International Student Co-ordinator should notify the Principal, if deemed necessary.
- (e) When the emergency has been resolved, the International Student Co-ordinator should document what occurred and the school's response.