

## UK Host Family Emergency Phone Protocol

UK Emergency Phone number: **07771 797790**

*In the case of an emergency, please call **999** for the emergency services.*

*Then call, please do not text, the above number to speak to a member of the EF team.*

All full time members of the UK and Ireland teams will take turns with the phone . Please call the above number only for emergency help.

Our goal is to afford our students and host families the best cultural exchange experience possible in the UK. There may be times when situations arise and additional support from the EF team is required.

Below is an outline of our commitment to providing out-of-hours support when needed, along with some examples of situations that could arise and what could be classified as an emergency.

Where possible, we ask you to wait until the next business day to speak to a member of the team, as situations can be resolved faster and more effectively during working hours. For further information, please reach out to your Programme Advisor.

### **Our Emergency Phone Commitment:**

- A member of EF High School Exchange Year always has the Emergency phone with them
- In case the phone is not answered immediately, a member of our team will call back within the hour
- The member of staff will advise and assist you on how to deal with the situation

When to Call the Emergency Number	When Not to Call the Emergency Number
The student needs immediate medical attention or emergency hospital care.	To discuss student academic progress. This should be communicated to your Programme Advisor during the week.
The student has not come home or has missed their last mode of transportation.	To ask for permission for your student to attend a sleepover, trip or event. This should be communicated to your Programme Advisor during the week.
The student has been involved in an alcohol/drug- related incident.	For enquiries about payments. This should be communicated to your Regional Manager during the week.
The student has been involved in a crime.	For host family vacations or trips away. This should be communicated to your Programme Advisor during the week.
The student needs to be moved from the host family home immediately and this cannot wait until the next business day.	To contact any staff member after hours for any non-emergency situation.