

## Chapter 14 - Emergency procedures

### SUMMARY OF KEY POINTS – see rest of chapter below for full details

Schools/establishments and visit leaders should prepare for possible emergencies during offsite visits by having the following in place:

- a **critical incident policy** that includes dealing with emergencies during offsite visits;
- an **action checklist for Visit Leaders\* to follow** if an incident occurs during an offsite visit;
- an **“Emergency Contact” list\* that records all key telephone numbers** that leaders might require;
- a **list of parent and next of kin telephone contacts\*** (it might be helpful to establish a “telephone tree” that will allow important information to be passed on quickly);
- **items marked \* above should be carried or immediately accessible to leaders throughout the visit/activity;**
- an **adequate number of trained first aid personnel and first aid equipment;**
- **one or more responsible Emergency Home Contact(s)** who are available throughout the visit at base who can provide support and can act as a central liaison and communications link;
- a **“Request for Assistance” form** which can be used to summon help if an emergency occurs in a remote location;
- an **action checklist for Managers/Headteachers and/or Emergency Home Contacts** to follow in the event of a Group Leader reporting an emergency during a visit;
- an **incident log sheet for recording telephone calls and actions;**
- **details of the insurance company’s emergency helpline.**

**Accidents, incidents, or dangerous occurrences must be recorded and reported** in accordance with the Council's accident and incident reporting procedures. Significant incidents and issues of concern must also be brought immediately to the attention of the LA Educational Visits Officer and Safety Services.

**In major emergencies, a range of Council agencies will be available to provide support.** The Local Authority provides the following Emergency 24-hour Contact line: 01482 392999

**After any major incident (including near misses), managers should undertake a thorough review of the incident and their emergency procedures,** so that appropriate lessons can be learned and shared with others if necessary.

**14.1 What preparations should be made to deal with possible emergencies during visits?**

- Preparations for possible emergencies during offsite visits should include:
  - a critical incident policy that includes dealing with emergencies during offsite visits;
  - an action checklist (\* see below) for Visit Leaders to follow if an incident occurs during an offsite visit, including a template for recording all emergency contact numbers (see appendices VGA 14.1 “Accident and Emergency Procedure Flowchart” Form A1 and VGA 14.2 “Emergency Contact Numbers Form A2 – these forms are best printed back to back - and/or VGA 14.3 “Emergency Action Cards”);
  - a “Request for Assistance” form (A5) (\* see below) which can be used to summon help in an emergency that occurs in a remote location (see Appendix VGA14.6 – this is best kept in the first aid kit)
  - an action checklist (\* see below) for Managers/Headteachers and/or Emergency Home Contacts to follow in the event of a Group Leader reporting an emergency during a visit (see Appendix VGA 14.4 Form A3);
  - an incident log sheet for recording telephone calls and actions (see Appendix VGA 14.5)
- Items marked \* above should be carried or immediately accessible to leaders throughout the visit/activity.
- School Managers and Visit Leaders should be aware of, and comply with the Local Authority recommendations given in the document “Guidance to Schools on Managing Critical Incidents”. Accidents, incidents, or dangerous occurrences must be recorded and reported in accordance with the Council's accident and incident reporting procedures. Significant incidents and issues of concern must also be brought immediately to the attention of the LA Educational Visits Officer and Safety Services.
- For further information, see the Outdoor Education Adviser Panel national guidance via <https://www.oeapng.info>

**14.2 Local Authority Emergency Contact numbers**

- The Local Authority provides the following Emergency 24-hour Contact line: 01482 392999
- This number will provide access to a wide range of Local Authority support and guidance in the event of a serious incident.
- Managers/Headteachers, EVC's and Group Leaders should note that for visits at weekends and during holiday periods, some of the Council's key support personnel may themselves be away and unavailable to assist in an emergency.
- In the event of a serious incident, the Local Authority will appoint a Lead Manager to take charge and establish a Critical Incident Management Team (CIMT) to coordinate the employer's central response.

**14.3 How should Group Leaders prepare for emergencies during educational visits?**

- Throughout the plans and preparations for a visit the Group Leaders should always give careful thought to:
  - “What could go wrong?” (risk assessment);
  - “What can be done to prevent it going wrong?” (risk management), and
  - “What if it did go wrong?” (emergency planning).
- Leaders should not be paranoid, but appropriate consideration should be given to contingencies that might be required if things went wrong, for example whilst:
  - travelling (e.g. an vehicle accident or breakdown, or a group member becoming ill onboard the coach);
  - staying at a centre (e.g. if a group member becomes seriously ill during the night);
  - participating in a activity (e.g. an injury to a group member in a remote location which does not have a mobile phone signal).
- Particular thought should be given to the possible implications (especially with regard to staffing and supervision levels) if a member of staff has to depart for any reason (e.g. to return home or to accompany a group member to hospital).

**14.4 Emergency planning for accidents and emergencies**

- Group Leaders are advised to prepare for accidents and emergencies by establishing and having immediate access throughout the visit to the following:
  - an “Emergency and Accident Procedure” flow chart, to act as a practical aide-memoir for group leaders to follow in the event of an incident, highlighting the key things to remember (see Appendix VGA 14.1 for an example form),
  - an “Emergency Contact” list that records all the key telephone numbers that leaders might require (see Appendix VGA 14.2 for an example form); N.B. It is recommended that these 2 forms are photocopied back-to-back and each leader keeps a copy on them throughout the visit (Appendix VGA 14.3 has smaller Emergency Action cards that can be carried by all leaders in their wallets, if preferred);
  - one or more responsible Emergency Home Contact(s) who are available throughout the visit at base who can provide support and can act as a central liaison and communications link (see details in section 14.20);
  - a list of parent and next of kin telephone contacts (it might be helpful to establish a “telephone tree” that will allow important information to be passed on quickly);
  - an adequate number of trained first aid personnel and first aid equipment - the first aid kit should include an Accident Report Form (see Appendix VGA 14.6) in the event of a messenger being sent for help
  - means of contacting help (e.g. mobile phone, whistle, torch etc.)
  - spare clothing if appropriate (e.g. in cold or wet conditions);
  - means of providing emergency shelter (e.g. survival bag or bothy), if appropriate (e.g. in remote locations);

**14.5 Why do Group Leaders need to consider an emergency procedure?**

- In spite of good planning and organisation, serious accidents and emergencies can occur during any visit. Serious incidents on offsite visits are fortunately very rare but, however unlikely, leaders should be prepared for emergencies before the group leaves, so that the impact and trauma of such an event on all concerned is minimised.
- Careful planning for such eventualities enables a greater sense of control and calm to be established from the outset of an incident, and helps to ensure that:
  - leaders and group members know immediately what is required, and can act calmly and efficiently, following a clearly laid-out plan;
  - there is less panic and more clarity of thought, allowing for sensible judgements to be made;
  - any casualties are dealt with quickly and effectively;
  - no further accidents occur;
  - external help is accessed quickly;
  - only essential and factually correct information is passed on, and only to the right people;
  - parents and other key personnel are informed at the correct time, and by appropriate staff;
  - the initial shock and trauma experienced by the rest of the group and staff is kept to a minimum;
  - the long-term impact of the incident is softened for all, in the knowledge that nothing more could have been done;
  - any later investigation into the incident would clearly demonstrate the preparedness and foresight of the Leaders, and their effective management of the incident.

**14.6 What is the purpose of an “Emergency and Accident Procedure” action plan (see Appendix VGA 14.1 for an example form) and “Emergency Contact” list (see Appendix VGA 14.2 for an example form)?**

- The main aim of the action plan is to produce a simple but precise guide that enables leaders to quickly access key information and to easily follow recommended procedures, even in the midst of a traumatic and stressful incident.
- Leaders can ensure that both forms are immediately available by placing them back to back on one sheet of A4 paper.
- The action plan needs to provide sufficient detail, but this must not be at the expense of clarity, as the plan must provide practical and easy-to follow guidance in an emergency.

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- The emergency contact list should include sufficient information for each specific visit (the proforma in Appendix VGA 14.2 provides space for a wide number of contacts, but some of these may not be relevant for all visits).
- Appendix VGA 14.3 has smaller Emergency Action cards that can be carried by all leaders in their wallets, if preferred.
- As the action plan and contact list should be accessible in an emergency, it is a good idea for the Overall Group Leader to carry a copy with them (perhaps inside the first aid kit), and also to be available for each sub-group leader if the main party divides into smaller groups.
- The two forms may hopefully never be needed but, in the event of a real emergency, they can be an invaluable guide, enabling the leaders to focus on the highest priorities, to get help quickly, and to communicate clearly.
- Schools/establishments may wish to design their own standard action plan and contact list that is generally applicable to all their offsite visits but managers should ensure that all contact details are kept up to date.
- For residential and overseas visits (or day visits out of school hours), the Visit Organiser will usually need to adapt the standard emergency plans to the circumstances of the particular visit, so that additional and specific information (e.g. the names and contact details of the Emergency Home Contacts, and the nearest doctor) is included.

#### 14.7 The Emergency Home Contact's role

- Part of the planning for emergencies involves the establishment of one or more Emergency Home Contact(s). The role of the Emergency Home Contact is to act as the central liaison and communications link between the group, on the one hand, and the school/establishment, parents/guardians and Local Authority, on the other.
- The Emergency Home Contact may also help to overcome any difficulties that arise during the visit which require liaison with parents/guardians or the school/establishment (e.g. a homesick child wants to return home etc.).
- The Emergency Home Contact should ideally be contactable at all times as they will normally be the first contact point in the case of an emergency.
- The Emergency Home Contact should have immediate access to all the visit details, including:

##### For all visits

- an accurate list of all the group members (including leaders);
- medical consent information;
- the group's programme/itinerary;
- contact details of the young peoples' parents/guardians;
- contact details (e.g. mobile phone number) of the Overall Group Leader (and other leaders if appropriate);

##### in addition, for Category 3 (UK residential) and 4 (overseas) visits

- name of group's accommodation and contact details;
- other details about the visit plans;
- contact details of the tour operator (if applicable);
- copies of insurance documents and contracts with travel operators;
- contact details of the adult leaders' next of kin;
- 24-hour contact details of the Manager/Headteacher (and for schools the Governor representative (or their delegated deputies), and other relevant senior staff;
- contact details of the Local Authority emergency helpline.
- For Category 3 and 4 visits, it is recommended that the Manager/Headteacher should also have immediate access to the same information as above.

#### 14.8 Choosing a suitable Emergency Home Contact

- The role of the Emergency Home Contact is crucial in an emergency so it is important that the person chosen for this responsible position:
  - is an employee of the school/establishment with good links to other staff members (and for schools, the Governors);

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- is mature, responsible and able to cope competently and calmly in a crisis;
  - has some personal knowledge of the group, the leaders, and ideally the parents/guardians of the group members;
  - communicates well with others;
  - is sensitive and diplomatic;
  - is fully briefed to know what to do in the event of an emergency;
  - does not mind taking on a role which can be somewhat restrictive;
  - is available and accessible throughout the period that the group is away;
  - has all the relevant information to hand which may be required in an emergency.
- If the Emergency Home Contact is not available throughout the visit, or is likely to be non-contactable for long periods, it is sensible to establish more than one Home Contact, so that someone is always available to contact.
  - If the Manager/Headteacher will not be accessible to contact during a visit, arrangements should be made for a competent senior staff member to deputise (someone who has the authority to make significant decisions).

#### 14.9 Emergency contact information held by the Overall Group Leader during the visit

- The Overall Group Leader should always have relevant group information accessible to them during a visit, and should ensure that other appropriate staff members have group lists, parent/guardian contact details, relevant consent form information, and emergency telephone contact details.
- Appendix VGA 14.2 “Emergency Contact Numbers” provides a suggested format for the recording of all relevant emergency numbers.
- It is good practice for the Deputy Group Leader to have a duplicate set of information of their own, but if this is not considered necessary, the master set should be accessible at all times.
- For overseas visits, the Overall Group Leader is recommended to have (kept in a waterproof bag) photocopies of all passport data pages, tickets and other important documents in case the originals are lost. Passport photographs of each group member might also be taken.
- The Leader(s) must also carry details of the insurance company’s emergency helpline.

#### 14.10 Emergency contact information available to parents/guardians during the visit

- Arrangements should also be made so that parents/guardians can contact the party in an emergency. Contact should normally be made via the Emergency Home Contact, but parents/guardians should also normally be given contact details of the accommodation base or the Overall Group Leader so that direct contact can be made in a real emergency.
- During residential visits, parents/guardians should normally be asked not to contact their children directly, but to communicate any urgent information or concerns via the Overall Group Leader. Group members should also be instructed not to contact their parents/guardians directly, but to communicate any urgent information or concerns via the Overall Group Leader.

#### 14.11 Who takes charge in an emergency?

- All those involved in the visit, including leaders, group members, and their parents, should understand who will normally take charge in an emergency and what they are expected to do. The Overall Group Leader is the person who will normally take charge in an emergency and will ensure that emergency procedures are in place and that back up cover is arranged.
- The Overall Group Leader should liaise with the Emergency Home Contact, the representative of the tour operator (if applicable), and all other key personnel. If the Overall Group Leader is not available, the Deputy Group Leader will normally assume responsibility.

#### 14.12 Accident and Emergency Procedures for the Overall Group Leader (see Appendix VGA 14.1 for practical action plan)

- In an incident a lot can happen very quickly, and the Visit Leaders should be able to assess situations and make sensible decisions promptly. The Overall Group Leader should be

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prepared to delegate responsibilities, e.g. contacting emergency services, tending the injured, etc, in order to maintain an overview and take charge until help arrives.

- If an emergency occurs during an offsite visit the following action should be taken:
  - establish the nature and extent of the emergency as quickly as possible;
  - ensure that all the group members are accounted for, safe and looked after;
  - establish the names of any casualties and get immediate medical attention for them;
  - telephone or send for external assistance (e.g. mountain rescue/ambulance) if required (see Appendix VGA 14.6 “Request for assistance” form A5 – this form can be kept in the first aid kits, and is then available if a messenger needs to be sent to obtain external assistance)
  - assign roles and responsibilities to other staff and group members, as appropriate;
  - ensure that a suitable adult (preferably someone they know) accompanies casualties to hospital;
  - ensure that contact can be maintained easily with the adult who is accompanying the young person to hospital (e.g. ensure the adult has a mobile phone, and that all parties have knowledge of each others’ phone numbers);
  - ensure that the rest of the group are adequately supervised at all times, kept together, and returned to base at the earliest opportunity;
  - arrange for one responsible adult to remain at the incident site to liaise with emergency services until the incident is over;
  - ensure that the rest of the group have understood what has happened and appreciate the implications for the rest of the visit;
  - restrict group access to telephones and mobile phones until permission is given to do otherwise (news travels quickly, and distorted versions of a story can cause immense distress and damage);
  - notify the police if necessary;
  - inform the Emergency Home Contact whose contact number should be accessible at all times during the visit;
  - notify the Manager/Headteacher of the incident, including: nature, date and time of incident; location of incident; names of casualties and details of their injuries; names of others involved;
  - so that parents/guardians can be reassured, maintain a record of any action taken so far, and action yet to be taken (and by whom);
  - notify insurers, especially if medical assistance is required (this may be done by the Emergency Home Contact);
  - notify the provider/tour operator (this may be done by the Emergency Home Contact);
  - ascertain telephone numbers for future calls;
  - write down accurately and as soon as possible all relevant facts and witness details and preserve any vital evidence;
  - keep a written account of all events, times and contacts after the incident;
  - complete an accident report form as soon as possible;
  - contact HSE or local authority inspector, if appropriate;
  - no-one in the group should speak to the media, unless specifically authorised to do so;
  - names of those involved in the incident should not be given to the media as this could cause distress to their families.
  - media enquiries should be referred to a designated media contact, normally within the Local Authority;
  - no-one in the group should admit or discuss legal liability with other parties;
  - notify the British Embassy/Consulate if the emergency occurs abroad;
  - the incident should be reported to the Local Authority (including the LA Educational Visits Officer tel 01482 392417) within 24 hrs of the incident and full details should be submitted as soon as possible using the appropriate Accident Report form.

#### **14.13 Emergency procedures for the Emergency Home Contact and/or Manager/Headteacher (see Appendices LGA 14.4 and 14.5 for practical action plans)**

- The school/establishment should establish clear procedures for dealing with emergencies/critical incidents, and it is good practice to occasionally test the effectiveness of these procedures in a trial-run.

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- Schools/establishments should bear in mind that their contact lines will become busy in the event of an incident and that the provision of alternative numbers to ring would be useful.
- It might be essential in the event of an incident to establish an additional telephone line that does not accept incoming calls. As part of their overall planning for emergencies, school managers should consider establishing a separate telephone line with an unpublished emergency number (reserved for outgoing calls).
- It is recommended that prior contingencies are made for this in the school/establishment's Critical Incident Plan. The Incident Response Checklist provides guidance and a framework for managing a serious incident.
- Managers/Headteachers or Emergency Home Contacts co-ordinating the response to a serious incident back are recommended to use the Incident Response Checklist contained in Appendices VGA 14.4 and VGA 14.5, and/or the Emergency Incident Log Sheet in the Local Authority document "Guidance to Schools on Managing Critical Incidents" – both provide means for recording all relevant communications whilst dealing with an incident.
- The Manager/Headteacher and/or the Emergency Home Contact should carry out the following procedures, recording all events and actions on the incident log-sheet:
  - Obtain facts and information regarding the incident and any casualties;
  - Ensure that appropriate emergency services have been called for;
  - Establish if any additional assistance is required from the home base;
  - Confirm who is in charge at the scene, and check if any back-up staff are available or required;
  - Notify and inform Manager/Headteacher (and for schools the Chair of Governors, if appropriate) of incident details;
  - Notify and inform parents/guardians of the casualty (and parents/guardians of other group members, if appropriate);
  - Notify and inform Local Authority, if appropriate (e.g. Emergency Helpline, Educational Visits Officer, Press Office etc.) – the Local Authority must be informed within 24 hours of all serious incidents;
  - Notify and inform other relevant staff members (and their next of kin, if appropriate)
  - The Local Authority should be able to offer considerable support and guidance (e.g. media liaison, emotional/psychological support etc.), if required;
  - All the above should be kept as well informed as possible at all stages of the emergency;
  - Establish with the Group Leader/Manager/Headteacher/Governor/Local Authority who will be responsible for dealing directly with the media, and who internally will liaise with the Council Press Office – for serious incidents, all enquiries should normally be referred to the Council Press Office;
  - Arrange a meeting to allocate tasks;
  - Set up a separate telephone line (with a different number) to liaise directly with those at the scene;
  - Liaise with LA Media contact and ensure that names of casualties, or other incident details, are not released until authorised to do so (this will be after all relevant staff and parents/guardians have been informed).
  - Brief other staff if appropriate on the known facts regarding the incident. Instruct them on what information can be released or advise them to refer all calls to the Council Press Officer.

#### 14.14 Emergency procedures - reporting and reviewing incidents

- Accidents, incidents, or dangerous occurrences must be recorded and reported in accordance with the Council's accident and incident reporting procedures. Visit Organisers should take copies of the Accident Incident Form (AIF) and the Accident Incident Investigation Form (AIIF) – or equivalent - with them to record details of any accident (refer to guidance provided by the Local Authority's Safety Services). Serious incidents involving hospitalisation or attendance by the emergency services must be reported as soon as possible (always within 24-hours) to the Local Authority Safety Services and the LA Educational Visits Officer.
- Leaders involved should prepare a full written account of the incident as soon as possible afterwards while the details are still fresh in the memory, noting all events and times. Record the names and details of any witnesses and, if possible, obtain a signed, written

account from them. Any significant items of equipment involved in the incident must also be kept for examination.

#### **14.15 Emergency procedures - incidents on overseas visits**

- If abroad, it may be necessary for the group to comply with local accident reporting procedures in the country where the accident occurs. Local Police or the British Consulate should be able to advise on these procedures.
- If the incident involves a major injury, condition or fatality, the British Consulate should be informed.
- If the incident is the subject of a police investigation abroad, the British Consulate will assist British subjects in obtaining legal advice.

#### **14.16 Emergency procedures - insurance**

- For insurance purposes, obtain and retain receipts and other documentation relating to any claim. Photographs and witness statements may also be helpful.
- Report any loss or theft of property to the local police within 24 hours of the incident and obtain written confirmation of this.

#### **14.17 Emergency procedures - media contact**

- In the initial stages of a serious incident, the LA's Press Office should be contacted through the Local Authority's 24 hr Emergency Helpline: 01482 392999
- The LA's Press Office is trained and experienced in media contact and will liaise with the Emergency Home Contact, the Manager/Headteacher, the Overall Group Leader, the LA Educational Visits Officer, and, where appropriate, the Police and other Emergency Services. All media enquiries should be referred to the LA Press Office.
- The name of any casualty should not be given to the media until agreed by all authorities that it is reasonable to do so. If the media requests comment at the scene of the incident, enquiries should be referred to the Press Office, who will liaise with the Manager/Headteacher and Emergency Home Contact.
- Caution is required in the preparation of any press statement, as legal proceedings may follow an accident (e.g. against a coach company, travel operator, hotel, etc). Under no circumstances should comments relating to liability be made. Information passed to the media should be concise and factual. Group members should be instructed not to speak to the media. The press will understand that an investigation will be needed and that it is prejudicial to comment in detail at this stage. It is reasonable to express concern for those injured and demonstrate that everything possible is being done.

#### **14.18 Emergency procedures - emotional/psychological support after a serious incident**

- In the event of an accident, young people will need help in coping with shock or trauma. This may also apply to leaders, families and other members of the group.
- The Critical Incident Procedures should ensure that appropriate help is given. School Visit leaders and the Emergency Home Contact should be aware of the Local Authority guidance given in "Guidance to Schools on Managing Critical Incidents".
- It should be emphasised that in the cases of a major emergency, a range of Council agencies will be available to provide support and help to those concerned.

#### **14.19 Emergency procedures - recording and learning from near accidents**

- After any major accident, managers should undertake a review of the incident and their emergency procedures, and should share the findings with the Local Authority for the benefit of other schools/establishments. In the event of a serious incident a range of support will be available, through the Local Authority, to help with this review. It is also good practice to record and learn from near accidents (sometimes known as "near misses").
- EVCs and Managers/Headteachers should establish a system for doing this and should consider how best to share the learning outcomes of such incidents with other staff and with the Local Authority so that other schools/establishments can benefit from lessons learned.
- Further advice and training on this issue is available from the LA Educational Visits Officer.

#### **14.33 Emergency procedures – LA response to a serious incident during an offsite visit**

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- The Local Authority officer who first receives notification of a serious incident (for example, the death or serious of a child) during an offsite visit should ensure that all the following LA personnel and teams are informed as soon as possible:
  - Principal Improvement Adviser (for either Primary or Secondary schools)
  - Inclusion and Access Manager
  - Educational Visits Officer
  - Safety Services
  - Insurance Services
  - Press Office
  - LSCB
  - Chief Executive
  - Director of CFAS
  - Head of Improvement and Learning
- A Lead Manager will be appointed to act as the main link with the school/establishment to ensure that all necessary support is provided, appropriate investigations are carried out, and any relevant actions taken.
- The appropriate Head of Service will be designated to chair a Critical Incident Management Team comprising representatives of the teams mentioned above and the Insurance and Legal teams, together with the school/establishment's Headteacher/Manager and Educational Visits Coordinator.
- Following the investigation, a final report should be submitted to CFAS DMT.

## ACCIDENT AND EMERGENCY PROCEDURE (FORM A1)

### Serious Accident/Emergency

e.g. requires outside assistance – doctor/Hospital, mountain rescue etc.)

- Establish nature and extent of emergency.
- Ensure your own safety and that the rest of the group are accounted for, safe and supervised.
- Provide urgent first aid required to preserve life and prevent situation worsening.
- Assign other roles/responsibilities to other staff and group members.
- Agree who will be responsible for notifying Emergency Services.
- Ensure NO unauthorised telephone calls – prevent use of mobile phones etc.

Can the Emergency services be contacted by phone from the scene of the accident?

No

Yes

#### Send responsible persons (preferably more than one) with written message

- Give incident details inc. precise location (use accident report form in first aid).
- Ensure messengers have directions where/how to locate phone/access help.
- Instruct action to take afterwards.

#### Phone Emergency Services

- Give incident details inc. precise location.
- Clarify action already taken.
- Agree what action is planned/required.
- Do not change plans without further notification.
- Ensure services can locate and access site

#### Phone Overall Group Leader (if not already present) – see telephone numbers overleaf

- Give full details, as above for Emergency Services.
- Agree staff roles/responsibilities and strategy for safe evacuation/return of casualty and group.
- Decide who is responsible (usually Group Leader) for further notification e.g. Headteacher.
- Check contact details and agree contact times. Do not change plans without further notification.

#### Evacuate casualty to doctor/hospital, accompanied by responsible adult.

- Ensure accompanying adult has money, and can contact and be contacted (e.g. check mobiles).

#### Ensure continued supervision, support and reassurance for all group members.

- Abort activity if appropriate, and return to base with rest of group.

#### Do not allow anyone in the group to contact or give statements to the Media

- Do not divulge name of casualty.
- Do not give interviews/statements - refer all enquiries to the LEA Press Office (see overleaf).

#### The Overall Group Leader (or delegate) should notify the following a.s.a.p. (in an order appropriate to the circumstances – keep a record of the time contact is made):

- Other group leaders involved on the visit
- Emergency Home Contact (s)
- Headteacher (or Deputy, if not available)
- Parent(s) of the casualty(ies) (and other parents if appropriate)
- The manager of the accommodation base (if applicable)
- Tour Operator/Reps (especially if abroad)
- Insurance company (especially if abroad)

#### Record full written details of the incident as soon as possible afterwards

- Include names, addresses, signatures and statements of any witnesses
- Keep any equipment involved in the incident for any subsequent enquiry (photos may also help)
- Notify other relevant personnel e.g. LA, HSE, Police, Embassy (if abroad) – see list overleaf

**EMERGENCY CONTACT NUMBERS**

**All Emergency Services** (inc. Mountain Rescue) **999** (UK) or **112** (mobile phone anywhere in E.U.)

Time of contacts:

**Local Doctor** Location: \_\_\_\_\_

Name: \_\_\_\_\_ Tel. \_\_\_\_\_ Time of contacts: \_\_\_\_\_

**Nearest Hospital** (with Accident/Emergency) Location: \_\_\_\_\_

Tel. \_\_\_\_\_ Time of contacts: \_\_\_\_\_

**Overall Group Leader**

Name: \_\_\_\_\_ Mobile No. \_\_\_\_\_ Time of contact: \_\_\_\_\_

**Deputy/Assistant/Volunteer Leaders**

Name: \_\_\_\_\_ Mobile No. \_\_\_\_\_ Time of contact: \_\_\_\_\_

Name: \_\_\_\_\_ Mobile No. \_\_\_\_\_ Time of contact: \_\_\_\_\_

Name: \_\_\_\_\_ Mobile No. \_\_\_\_\_ Time of contact: \_\_\_\_\_

Name: \_\_\_\_\_ Mobile No. \_\_\_\_\_ Time of contact: \_\_\_\_\_

Name: \_\_\_\_\_ Mobile No. \_\_\_\_\_ Time of contact: \_\_\_\_\_

Name: \_\_\_\_\_ Mobile No. \_\_\_\_\_ Time of contact: \_\_\_\_\_

**Emergency Home Contact(s)**

Name: \_\_\_\_\_ Time of contact: \_\_\_\_\_

Home no. \_\_\_\_\_ Mobile No. \_\_\_\_\_

Name: \_\_\_\_\_ Time of contact: \_\_\_\_\_

Home no. \_\_\_\_\_ Mobile No. \_\_\_\_\_

**School Office**

Tel. \_\_\_\_\_ Time of contact: \_\_\_\_\_

**Headteacher**

Name: \_\_\_\_\_ Time of contact: \_\_\_\_\_

Home no. \_\_\_\_\_ Mobile No. \_\_\_\_\_

**Deputy Headteacher**

Name: \_\_\_\_\_ Time of contact: \_\_\_\_\_

Home no. \_\_\_\_\_ Mobile No. \_\_\_\_\_

**School Educational Visits Coordinator**

Name: \_\_\_\_\_ Time of contact: \_\_\_\_\_

Home no. \_\_\_\_\_ Mobile No. \_\_\_\_\_

**Chair of Governors**

Name: \_\_\_\_\_ Time of contact: \_\_\_\_\_

Home no. \_\_\_\_\_ Mobile No. \_\_\_\_\_

**Tour Operator/Travel Company**

Name: \_\_\_\_\_ Time of contact: \_\_\_\_\_

Main Office no. \_\_\_\_\_ Local Rep.no. \_\_\_\_\_

**Accommodation Base (hotel, activity centre, youth hostel etc.)**

Name: \_\_\_\_\_ Time of contact: \_\_\_\_\_

Main Office no. \_\_\_\_\_ Manager \_\_\_\_\_

**Insurance Company**

Name: \_\_\_\_\_ Time of contact: \_\_\_\_\_

Claims \_\_\_\_\_ Legal Advice \_\_\_\_\_

**ERYC 24 hour Contact Number**

Time of contact: \_\_\_\_\_

Tel (24 hr line) 01482 392999

**ERYC Press Office**

Time of contact: \_\_\_\_\_

Tel (Office hours) 01482 391441

**ERYC Educational Visits Officer**

Time of contact: \_\_\_\_\_

Tel (Office hours) 01482 392417

**Humberside Police HQ**

Time of contact: \_\_\_\_\_

Tel (Office hours) 01482 326111/999

**HSE Incident Contact Centre**

Time of contact: \_\_\_\_\_

Tel (Office hrs) 0845 300 9923 Fax (24 hours) 0845 300 9924 Email: riddor@natbrit.com

**British Embassy or Consulate (in UK)** UK Home Office (ask for "Consular Protection" of country)

Tel. 0870 0001585 Time of contact: \_\_\_\_\_

**British Embassy or Consulate (within countries visited)** Location: \_\_\_\_\_

Tel. \_\_\_\_\_ Time of contact: \_\_\_\_\_

<p style="text-align: center;"><b>EMERGENCY ACTION CARD</b></p> <ul style="list-style-type: none"> <li>➔ Take charge, assess the situation, prevent worsening, deploy other staff</li> <li>➔ Ensure own safety, safeguard and supervise all other group members</li> <li>➔ Establish injuries, give first aid, call 999 or 112 (EU mobiles), if required</li> <li>➔ If no phone, send responsible person(s) to get help (give written details)</li> <li>➔ Maintain calm. Continue to reassure and care for injured and rest of group (food/shelter). Control information – DO NOT allow calls home</li> <li>➔ Evacuate casualty, accompanied by an adult (ensure remain contactable)</li> <li>➔ Inform Leaders/Emergency Contact/School/LA (Tour Rep? Insurance?)</li> <li>➔ Maintain liaison, ensure parents informed, keep records/notes/photos</li> <li>➔ Agree recovery plan. NO statements - direct media to ERYC Press Office</li> </ul>	<p style="text-align: center;"><b>EMERGENCY ACTION CARD</b></p> <ul style="list-style-type: none"> <li>➔ Take charge, assess the situation, prevent worsening, deploy other staff</li> <li>➔ Ensure own safety, safeguard and supervise all other group members</li> <li>➔ Establish injuries, give first aid, call 999 or 112 (EU mobiles), if required</li> <li>➔ If no phone, send responsible person(s) to get help (give written details)</li> <li>➔ Maintain calm. Continue to reassure and care for injured and rest of group (food/shelter). Control information – DO NOT allow calls home</li> <li>➔ Evacuate casualty, accompanied by an adult (ensure remain contactable)</li> <li>➔ Inform Leaders/Emergency Contact/School/LA (Tour Rep? Insurance?)</li> <li>➔ Maintain liaison, ensure parents informed, keep records/notes/photos</li> <li>➔ Agree recovery plan. NO statements - direct media to ERYC Press Office</li> </ul>
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**CONTACT NUMBERS**

Visit Leader & other contacts: \_\_\_\_\_  
\_\_\_\_\_

Emergency Home Contact 1 (name): \_\_\_\_\_

Day-time Tel: \_\_\_\_\_

After-hrs Tel: \_\_\_\_\_

Emergency Home Contact 2 (name): \_\_\_\_\_

Day-time Tel: \_\_\_\_\_

After-hrs Tel: \_\_\_\_\_

**LA 24hr Emergency Contact telephone numbers:  
01482 392999**

**CONTACT NUMBERS**

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After-hrs Tel: \_\_\_\_\_

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01482 392999**

**CHECKLIST FOR SENIOR MANAGER/HEADTEACHER (and/or EMERGENCY HOME CONTACT) RESPONDING TO AN INCIDENT DURING AN OFF-SITE VISIT (Form A3)**

Your name:	Your position:	Date:	Time

**BACKGROUND:**

- Advice for leaders dealing with emergencies whilst on off-site visits is provided in Section 14 of ERYC Offsite Visits Guidelines and, during a visit, all group leaders should have immediate access to forms A1 and A2 (a flowchart that outlines emergency procedures and emergency contact details) or similar.
- This checklist provides guidance for a Senior Manager/Head Teacher (back at home) dealing with an emergency during an offsite visit. Schools/establishments should integrate this advice into their general emergency or critical incident management plan.
- When any group is on an off-site visit, the Senior Manager/Head Teacher (or a deputy or senior teacher if the Head is on the visit or is unavailable) should provide 24-hour emergency contact for the group. The Senior Manager/Head Teacher or Emergency Home Contact must have readily available details of the visit, including a list of all involved, contact arrangements with the group, and day and night contact details of parents and staff next-of-kin.
- Copies of the visit approval form(s), attendance list, visit details, parental consent forms and the staff contact list should provide the necessary information. On residential or after-hours visits, the Senior Manager/Head Teacher or Emergency Home Contact will need to have access to this information at home. Make sure that emergency arrangements will work after hours, at weekends and during holiday periods if visits are taking place at these times.

**PLEASE NOTE:**

The nature of your response will depend on the scale and seriousness of the incident. Not all this guidance will be relevant in every circumstance.

**ACTION:**

1. Maintain a written record of your actions using this pro forma and attached log sheet.
2. Offer reassurance and support. Be aware that all involved in the incident may be suffering from shock and may not act rationally or in their normal manner.
3. Find out what has happened. Obtain as clear a picture as you can:

**Who has informed you of the incident? (usually the Overall Group Leader)**

Name:	Status:	Telephone Number:	Additional Tel Number(s):
Where are they now and where are they going?			

N.B. Remind the group leader to follow the emergency procedures in the Visits Guidance.

**Confirm details of the visit/activity during which incident occurred (check with details included in EV Approval/EVOLVE form):**

Location and nature of activity/visit:			
Name of Overall Group Leader:		Contact telephone number(s) of Overall Group Leader	Accommodation base: Mobile: Phone box:
Total number of people on the visit:	Young People:	Staff:	Other Adults:

**Details of the incident:**

Date and time of incident:		Location:	
What has happened?			
People affected:	Name:	Injury:	Where they are / will be taken to:
Emergency Services involved and advice they have given:			
Names and locations of hospitals involved:			
Present and planned arrangements for remainder of pupils at the incident:			
Name of person in charge of the group at the incident:		Telephone Number(s):	

**Who to inform** (Remember to keep a record of who is informed and of what on the log sheet so that people are not called twice).

Actions	Tick if done
<b>Headteacher/Senior Manager</b> – If not already involved/informed. Give full details	<input type="checkbox"/>
<b>Staff</b> - Depending on time and scale of the incident, inform relevant staff so that you can delegate tasks.	<input type="checkbox"/>
<b>Parents/guardians of any injured group members</b> - Immediately inform these parents of what has happened and where their son/daughter is. <b>Record</b> what their plans are, e.g. to travel to their son/daughter, any assistance they need and any means of communications with them (e.g. mobile phone number). In event of a major incident the police may give advice regarding naming badly injured people or fatalities. You may also need to inform next-of-kin of any staff who have been involved.	<input type="checkbox"/>
<b>Parents/guardians of any other young people on the visit</b> but not directly involved in the incident. Decide which parents/guardians should be informed and by who and contact them as appropriate. Parents/guardians should first hear of the incident from the school/establishment (or from the visit leader), not from hearsay or from the media. Information given must be limited until the facts are clear and all involved parents/next of kin are informed.	<input type="checkbox"/>
<b>Chair of Governors (schools).</b> Contact and inform the Chair of Governors.	<input type="checkbox"/>
<b>The LA.</b> Initial contact should be made via the 24 hour LA Emergency Contact line 01482 392999 Details of the incident will then be passed to the Director of CFAS, ERYC Educational Visits Officer and/or other relevant Council staff. The Council will also help to coordinate the following support if appropriate:	<input type="checkbox"/>
<b>Assistance at school/establishment or at the site of the incident</b> by LA officers, and/or others who may be able to provide support and expertise.	<input type="checkbox"/>
<b>Provision of extra communications.</b> In a major incident, the school/establishment may be inundated with calls from distressed parents and others. Extra telephones, fax lines, radio communication and other emergency support can be made available. In a major incident, an independent outside line is vital to ensure two-way communications.	<input type="checkbox"/>
<b>Help with arranging travel and transport</b> between the incident, parents and the establishment/school (the LA Transport Services Group 01482 395521 may be able to assist)	<input type="checkbox"/>
<b>Contacting Council Press Office</b> and arranging for them to deal with media enquiries and a press release (tel. 01482 391441)	<input type="checkbox"/>
For an incident occurring in another UK local authority, establishing links with that authority or, for an incident occurring abroad, communication via the Foreign Office (020 7270 1500), to British Consulate and foreign police and emergency services.	<input type="checkbox"/>
<b>Insurers (if the group is abroad).</b> If the visit is abroad, and the incident results in substantial medical or other expense, contact ERYC Insurance Team Tel: 00 44 (0)1482 394195. Any other insurers and tour operators used should be informed as soon as possible.	<input type="checkbox"/>
<b>Other young people from the school/establishment and their parents/guardians.</b> Decide what information you should give. Remember that information given must be limited until the facts are clear and all involved parents/next of kin are informed. In the event of a serious incident consider how to tell others and what support (e.g. from the LA Psychology and Behaviour Support Service - 01482 392254) distressed children and adults may require. Staff and pupils should be told to avoid talking to the media or spreading the story unnecessarily (particularly via use of mobile phones).	<input type="checkbox"/>

## 1. Media Management

<ul style="list-style-type: none"><li>• Introduce, if necessary, controls on entrances and telephones</li></ul>	<input type="checkbox"/>
<ul style="list-style-type: none"><li>• Ask the ERYC Press Office to deal with media enquiries and prepare a press statement to be agreed by the Director of CFAS and the Senior Manager/Head Teacher before release. Contact via the ERYC Press Office (01482 391440) or via the LA Emergency Contact lines (see above);</li></ul>	<input type="checkbox"/>
<ul style="list-style-type: none"><li>• At least initially, the school/establishment is advised to avoid responding to media enquiries and direct these to the LA Press Office.</li></ul>	<input type="checkbox"/>

## 2. Reporting of accidents

<ul style="list-style-type: none"><li>• Tell the staff involved to prepare a written report noting events and times. Inform the LA Safety Services Team on 01482 391110 who will advise on reporting procedures. Accident report forms should be completed and, in the event of serious injuries or a fatality, the Health and Safety Executive should be informed within 24 hours.</li></ul>	<input type="checkbox"/>
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## 3. Next Steps

<ul style="list-style-type: none"><li>• Review the incident and its implications with staff as soon as possible. Take advice from the LA's Educational Visits Officer and others on the range of support available to you from statutory and voluntary organisations. Arrange any immediate and longer-term support required e.g. help from the LA, counselling/ psychological support, legal advice from LA Legal Services Tel: 01482 393134, help from local churches or voluntary organisations. Monitor the situation and its effect on individuals for as long as necessary.</li></ul>	<input type="checkbox"/>
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**EMERGENCY PROCEDURES -  
INCIDENT LOG SHEET OF TELEPHONE CALLS (Form A4)**  
*(Record key information as it is received/given - photocopy for additional sheets)*

**NAME** ..... **DATE**.....  
**Nature of incident** .....  
**SHEET No** .....

Time	Name	Information	Action Required	Done (tick)
	From  / To			<input type="checkbox"/>
	From  / To			<input type="checkbox"/>
	From  / To			<input type="checkbox"/>
	From  / To			<input type="checkbox"/>
	From  / To			<input type="checkbox"/>
	From  / To			<input type="checkbox"/>

*(Keep all records with visit details in main office file, in case of later investigation)*

## Remote Accident and Emergency – “Request for Assistance” Form (A5)

- It is recommended that a copy of this form (and pencil) is kept at all times in the first aid kit with each group (if a smaller size is required, cut both tables out, and stick back to back – can also be laminated)
- If there is no means of contacting help from the site of the incident, and the leader needs to remain with the casualty, other leaders/group members may have to go for assistance, or to alert the emergency services.
- This form provides a template to record important details about the incident, to ensure that sufficient and correct information is communicated to the rescue services and/or relevant authorities.
- It is usually safer and preferable for more than one person to be sent for assistance, if possible.
- Ensure that those going for assistance are properly equipped, and know where/how to contact help
- Ensure this note is kept safe and protected from the elements (e.g. in plastic bag)

<b>Time of Incident</b> .....		
<b>Location of incident</b> (mark on map) & <b>Points of reference</b> (landmarks etc.).....		
.....		
<b>Grid Ref</b> .....		
<b>Terrain</b> .....		<b>Weather Conditions</b> .....
<b>Nature and details of incident</b>		
.....		
<b>Name(s) of Casualty(ies)</b>		
1.	Sex	Age
2.	Sex	Age
3.	Sex	Age
<b>Initial diagnosis of injuries/illness</b>	<b>Assessment of seriousness</b> (very serious/serious/moderate)	<b>First aid treatment given</b>
Casualty 1.		
Casualty 2.		
Casualty 3.		

<b>Total number of people at casualty site (including instructors)</b> .....	
<b>Name(s) of Instructor(s)</b> .....	
<b>Details of other adults remaining with casualty</b>	
<b>Number</b> .....	<b>Ages</b> .....
<b>Condition</b> .....	
<b>Details of other young people remaining with casualty(s)</b>	
<b>Number</b> .....	<b>Ages</b> .....
<b>Condition</b> .....	
<b>Other factors to consider (e.g. special/medical needs)</b> .....	
.....	
<b>Present plan for group at casualty site</b> .....	
.....	
Emergency equipment available to casualty and group members:	
Waterproof jackets.....(colour.....)	Survival bags.....(colour.....)
Waterproof trousers.....(colour.....)	Group shelter.....(colour.....)
Sleeping bags.....	Stoves.....
Torches.....	Whistles.....
Mobile phone & number.....	Warm clothes.....
Other.....	
Names and messengers sent to get help:	
1.....	.....
2.....	3.....
.....	4.....
What assistance is required?.....	
Any other information.....	
<b>Group is based at :</b>	<b>Tel. no</b> .....
<b>Who needs to be telephoned? (e.g. Emergency Services 999)</b>	