# Emergency Card

## Emergency Card (Visit Leader)

This ‘card’ must remain with the Visit Leader at all times on a visit.

The Visit leader is the principal person responsible for handling emergencies. If they are injured this responsibility is passed to the deputy leader.

**In the event of a significant incident or accident that does not involve serious injury or fatality, and/or is not likely to attract media attention,** the Visit Leader should seek advice from their establishment/school emergency contact(s). This should normally include a member of Senior Management of the establishment/school.

**In the event of an incident that does involve serious injury or fatality, and/or is likely to attract media attention,** the Visit Leader should adopt the following protocol:

1. Assess the situation; approach with care
2. Safeguard uninjured members of the group (including self);
3. Attend to any casualties; Note the names, injuries and treatment being given as it will be required by the emergency services.
4. Call emergency services, if appropriate. (999 or appropriate local number if abroad, Europe 112, North America 911).
5. Contact your school, EVC or Home Contact (see below) and seek further advice. If you are unable to do this, the LA will contact your establishment on your behalf.
6. **Contact the LA Emergency Contact Number** to report the incident and request assistance if appropriate

Slough Borough Council Emergency Contact: 01753 875900

Be prepared to give:

* Your name and Establishment/Group
* Phone number & back up phone numbers
* Exact Location
* Nature of Incident
* Number in the Group

You will be called back as soon as possible so try not to make outgoing calls until contact is made. You will be given advice and asked what the LA can do to support you.

Then:

* If practicable, delegate party leadership to the Deputy Leader, in order that you can be contactable at all times, and to enable you to coordinate all necessary actions;
* You should be provided with a dedicated number to refer all press, media, parental, or other enquiries to the LA/School and for continuing contact with the LA/School during the incident. (As appropriate)
* The school should take responsibility for contacting parents and family members
* Wherever possible, prevent group members from using telephones or mobiles, or going on-line until such time as this has been agreed by the LA and / or Head Teacher;
* Do not allow any member of the group to discuss liability with any other party.
* Do not discuss the situation with the media – refer them to LA or School.

**When the incident is under control:**

* Seek further and full details of the incident (including photographs), how and why it happened so far as can be established at this stage; ensure you obtain witness names and contact details.
* Maintain a detailed written log of all actions taken and conversations held, together with a timescale – It may be appropriate to ask someone else to do this;
* Contact the British Consulate / Embassy if abroad.
* Ensure that you keep all receipts for the insurance company
* Complete an accident report form as it may require to be reported to the HSE.

| Name | Home | Mobile |
| --- | --- | --- |
| Establishment/ School |  |  |

If the visit will be outside normal establishment hours:

| Name | Home | Mobile |
| --- | --- | --- |
| Establishment / School ‘Home’ Contact |  |  |
| Head of Establishment / School |  |  |
| Chair of Governing Body (optional) |  |  |

## Emergency Card (To be held by the school)

For visit that take place outside normal establishment hours.

**This ‘card’ or equivalent must remain with the establishment/school emergency contact(s) at all times, particularly if access to EVOLVE is not possible.**

**The establishment’s Emergency Home Contact(s) should have all visit information, including itinerary, venue details, names, medical information and emergency contact details for all participants including staff.**

In the event of being contacted by the Visit Leader (or other member of staff involved in a visit), you should:

* Confirm the phone number at which the caller can be contacted back on;
* Note their location;
* Determine the nature of the emergency;
* Determine the type of help required.

**If the incident does not involve serious injury or fatality, and/or is not likely to attract media attention:**

* Provide the required assistance if possible;
* Seek further advice or pass on details to other establishment contacts who may be able to assist.

**If the incident does involve serious injury or fatality, and/or is likely to attract media attention:**

* Inform the Visit Leader that someone will phone him/her back as soon as possible;

**It is the responsibility of the School to contact the LA if the Visit Leader has not already done so. If you are not 100% positive that the LA has been contacted, please contact Slough Borough Council** 01753 875900 **and state that you require immediate assistance from the Emergency Response Team. Give brief details of the incident.**

* Your details will be taken and you will be phoned back as soon as possible;
* You should also contact the Head of Establishment/school (if this is not you);
* A LA Response Team will be brought into action to support the party, the establishment, and the parents. Teams of senior officers are briefed for this role and will provide continuous support from the moment the emergency occurs. The team would operate from the Emergency Control Centre and the Head of Establishment/School or a senior member of staff may be asked to join the team immediately;
* The Head of Establishment/School should consider the appropriate time to contact the parents of the participants involved on the visit. Advice and support can be sought from the LA in dealing with this.
* The Response Team will form a continuous link with the affected group, and depending on the level of emergency will send a senior officer(s) to the incident location. The Response Team will direct all actions; provide links with the media, rescue agencies, tour operators, insurance companies, etc. As appropriate the Response Team would arrange for the return of the party or arrange other transport where required;
* You will be provided with a dedicated number to refer all press, media, parental, or other enquiries to the School / LA and for continuing contact with the LA during the incident as appropriate.
* The School / LA will give accurate and periodic information through press releases, will arrange interviews, and will attempt to reduce media pressure from the incident, establishment, and parents. If appropriate, support and counselling will be arranged for families, participants and staff.
* Determine whether the incident requires to be reported to the HSE.
* Refer to the Rainbow Plan.

| Name | Home | Mobile |
| --- | --- | --- |
| Head of Establishment |  |  |
| Deputy Head of Establishment |  |  |
| Chair of Governing Body (optional) |  |  |
| Other/EVC |  |  |

## Contacts

| Name | Contact Details |
| --- | --- |
| EVOLVE | [EVOLVE - Choose Service (edufocus.co.uk)](https://evolve.edufocus.co.uk/evco10/unknown.asp) |
| Corporate Health & Safety | 01753 875046 or 01753 875742  [healthandsafety@slough.gov.uk](mailto:healthandsafety@slough.gov.uk)  [Bhavini.ranu@slough.gov.uk](mailto:Bhavini.ranu@slough.gov.uk)  [Shameem.din@slough.gov.uk](mailto:Shameem.din@slough.gov.uk)  [Georgina.watson@slough.gov.uk](mailto:Georgina.watson@slough.gov.uk) |
| Insurance Officer (where trip is insured via SBC) | Philip Watkins:  07411810934 Philip.watkins@slough.gov.uk |
| LA Emergency Contact  (24 hour) | Slough Borough Council  01753 875900 |