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## **2 - Emergency Procedures**

Staff, whether visiting staff or centre staff, have a legal Duty of Care. For all situations involving participants they should take charge.

### **MAJOR INJURY TO PERSON IN THE CENTRE.**

- 1 **Make** sure casualty and others are safe. Administer first aid and make comfortable. Assess situation effectively including; group away from scene; other staff involved if needed.
- 2 **Get** to a phone (Office, Kitchen, Wainwright Room or mobile), dial 999 and ask for the appropriate emergency service.
- 3 **As** soon as convenient contact Andy Sallabank (01229 581880 or 07971 244812), Jen Steventon (07528 905003), Mac Knowles (01229 582278 or 07811873907), Richard Croft (015394 49083 or 07876 781594) or Johan Hoving 07741 287693).
- 4 If someone else employs the injured person, then we are not responsible for reporting the injury to RIDDOR/HSE.
- 5 **With** a Thurston staff member write out an accident report as soon as possible. Ensure casualty's consent form is photocopied and attached.

### **EMERGENCIES WHERE ADVICE OR ASSISTANCE IS REQUIRED, e.g. unwelcome visitors, illness and minor injuries or emergencies not involving personnel.**

- 1 **Ensure** group and staff are safe and secure then:
- 2 If you think that the situation requires it, get to a phone, dial 999 and ask for the appropriate emergency service.
- 3 **Illness** or injury – assess:
  - a) Put to bed and monitor (phone doctor or 111 if necessary)
  - b) Take to doctor in Coniston (route in visiting staff file). Contact Thurston staff if transport required.
  - c) Take to, or arrange to be taken, to hospital (route in file). If taking to hospital contact Thurston staff (telephone numbers above).
- 4 **For** emergencies such as floods, burst pipes, electrical failure, fire alarm problems etc. phone Andy Sallabank, Richard Croft, Mac Knowles, Jen Steventon or Johan Hoving (telephone numbers above). If this does not work there is a list of emergency numbers in the visiting staff file.

### **EMERGENCIES INVOLVING GROUPS AWAY FROM THE CENTRE.**

- 1 **Make** sure casualty and others are safe. Administer first aid and make comfortable. Assess situation effectively including; group away from scene; other staff involved if needed.
- 2 **Get** to a phone, dial 999 and ask for the appropriate emergency service.
- 3 **As** soon as convenient contact Thurston OEC (015394 41218) and Andy Sallabank (01229 581880 or 07971244812), Jen Steventon (01229 861872 or 07528905003), Mac Knowles (01229 582278 or 07811873907), Richard

Croft (015394 49083 or 07876 781594) or Johan Hoving 07741 287693) giving details.

- 4 If a major change of plan or venue is necessary the instructor should contact the centre.
- 5 Leaders should carry a mobile phone when away from the centre.
- 6 If you are at the centre you may be contacted to arrange back up or to arrange transport from the centre.
  - a) Ask for specific instructions - write them down and the time.
  - b) Ask for a contact number to call back - write it down.
  - c) Call back and report what you have been able to do.
  - d) If necessary try to contact Andy Sallabank, Richard Croft, Mac Knowles, Jen Steventon or Johan Hoving.
- 7 Do not talk to the media, or anyone purporting to be a relative, etc. Take their name, number and inform them we will phone back if there is any information appropriate to them.
- 8 It may be prudent to collect mobiles from group members until the situation is clarified. Visiting leaders and all group members need to be made aware of the need for confidentiality.
- 9 The instructor must contact the centre as soon as possible.
- 10 Write out an accident / incident report as soon as possible  
(These procedures are displayed by the phone in the office and in the kitchen.)

#### **GROUPS NOT ARRIVING BACK AT THE CENTRE**

- 1 If you have not heard from a group by 5.30pm (or a time previously arranged with the instructor) assume that the group may require assistance.
- 2 It is **vital** that instructors who are delayed with their group make every effort to contact the centre.
- 3 On a standard course the Head of Centre, or person deputising, will not leave the centre until all groups are safely back.
- 4 If a Thurston instructor is not available a responsible adult may be required to set any emergency procedures into action.

In the first instance ring Andy Sallabank (01229 581880 or 07971244812), Jen Steventon (07528905003), Mac Knowles (01229 582278 or 07811873907), Richard Croft (015394 49083 or 07876 781594) or Johan Hoving 07741 287693).

If none of the above is possible you may have to call the appropriate emergency services. If you require Mountain Rescue call 999 and ask for the police.
- 5 If you are the only instructor at the centre, or you are off site with a group and not returning to the centre, a contact person should be arranged who knows what you are doing. The venue and return time should be known to that person. They will also need to know what procedures to set in action if you are late or a problem arises.