



National  
Guidance  
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## Model Emergency Procedures for Visit Leaders

These model procedures are based on the guidance in OEAP National Guidance document [4.1c "Emergencies and Critical Incidents – Guidance for Leaders"](#). You are welcome to adapt them for non-commercial use in your establishment, provided that you acknowledge the source by including the following statement in your document: "*These procedures include copyright material from a model document published by OEAP National Guidance at [oeapng.info](http://oeapng.info).*"

In doing this, you should consider the STAGER variables (see OEAP National Guidance document [1b "Foundations"](#)):

- Staff – size and experience of the leadership team, participant/staff ratio, etc.;
- Timing – time of year, during or out of your establishment's working hours, etc.;
- Activities – what you plan to do;
- Group – number of participants and their age, behaviour, needs, abilities etc.;
- Environment – possible weather, nature of the venue/location/terrain etc.;
- Remoteness – from help and from the establishment.

In adapting the procedures, you should enter phone numbers and web addresses etc. that are relevant to the visit and your establishment.

You may find it useful to have standard procedures tailored for the different types of visits that the establishment organises (e.g., local visits, day visits further afield, activities in wild country, residentials, overseas visits).

All members of the visit leadership team should have easy access to a copy of the procedures throughout a visit (e.g., on laminated cards) and be able to act if there is a problem. If a visit involves remote supervision, participants should have an appropriate version of the procedures and be able to use them.

## Mount St Mary's College

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### Emergency Procedures

The sequence of actions depends upon the nature of the emergency.

#### Immediate Action

1. Ensure your own safety.
2. REMAIN CALM - Assess the situation.
3. If possible, delegate actions to other leaders and participants so you can keep an overview, and to allow concurrent activity.
4. Ensure the safety of the group. Make sure everyone is accounted for and adequately supervised.
5. Call relevant emergency services if necessary (see phone numbers below).
6. Carry out first aid to the best of your abilities.

#### First Aid

The aims of first aid are to

1. Preserve life:
  - a. Casualties need to be able to breath – if they are unconscious put them into a safe airway position.
  - b. Try to find and stop any serious external bleeding.
2. Prevent the condition worsening:
  - a. Protect the casualty from the environment - keep them warm and dry.
  - b. Monitor their condition.
3. Promote recovery:
  - a. Talk to them, reassure them, hold their hand, provide emotional support.

#### Missing Person

If someone is missing:

- Urgently check any hazards nearby, particularly water;
- Check the activity area, and the last place they are known to have been;
- Depending on the circumstances, try to contact them, for example:
  - by mobile phone, if they have one;
  - by shouting or blowing a whistle and then listening;
- If a child is missing for more than a short time, or if an adult is missing for long enough to cause concern, alert the emergency services and your Emergency Contact (see below);
- Check any key points (e.g., a previous meeting point; accommodation; your immediate destination) to which they may have gone;

- Consider what they might have done, or what might have happened to them, from the last time and place they were known to have been, and use this to plan further searching;
- Continue the search process until emergency services take over or the person is found;
- In consultation with your establishment's head/manager, decide whether to continue with the visit/activity while the search continues under the control of the emergency services or another member of staff.

### **Other Urgent Action**

Take stock and plan, delegating where possible.

Call your establishment's Emergency Contact (or if unavailable, your employer's Emergency Contact) if any of the following apply (see phone numbers below):

- You need support;
- The emergency services are involved;
- The incident is serious;
- Someone is missing;
- The press/media are involved.

They could need the following information:

- Who you are, which establishment you are from and what your role is within the group;
- The number you can be called back on;
- The nature of the emergency and details of the incident;
- What help you need;
- Whether the emergency services are involved;
- How many casualties there are and their status;
- The number of people in your party;
- Your location, and whether you plan to move.

Liaise with, and take advice from, the emergency services if they are involved.

Address the urgent needs of the group:

- Ensure adequate supervision;
- Ensure they understand what to do to remain safe;
- Physical needs, e.g., shelter, food and drink, transport;
- Emotional needs, e.g., remove them from the scene, provide reassurance and emotional support (they can often do this for each other), give them useful things to do, protect them from intrusion.

Control communications – prevent group members from using phones or social media unsupervised, or talking to the media, until the establishment, employer and affected parents have been informed, and explain to them the importance of not spreading inaccurate information.

Start a written log of actions taken and conversations held, with times.

### **Further Actions and Follow-Up**

Take stock again and re-plan the next phase – what have you forgotten?

Deal with any casualties who are in the care of the emergency services:

- Allocate a member of staff to accompany them to hospital;
- Keep track of who is where.

Consider the needs of yourself and fellow leaders – are you/they coping?

Liaise with your establishment or employer – hand over what you can to them, to reduce the stress on you.

Continue the written log with all details of the incident of the actions taken, including names and contact details of any witnesses.

Address the further needs of the group, for example:

- Information about the incident and what is happening;
- Toilets, washing facilities, clean/dry clothes;
- Transport;
- Accommodation;
- Contact with home.

Refer all media, parental or other enquiries to your establishment or employer.

Contact relevant agencies as necessary (via your establishment/employer if possible) – see numbers below.

Keep receipts for any expenses incurred – insurers will require these.

Report the incident using your employer's procedures.

## Useful Numbers

<b>Visit Leader</b>	
<b>Assistant Leader</b>	
<b>Establishment Emergency Contact</b>	
<b>Establishment – alternative numbers</b>	
<b>Employer Emergency Contact</b>	01246 433388
<b>Employer – alternative numbers</b>	DHM 07342 808734 EVC 07977 360947
<b>Emergency Services in UK</b>	999 or 112 <i>You can text 999 if you have previously registered to do this</i>
<b>Emergency Services in countries to be visited</b> <i>(in some countries there are different numbers for different emergency services)</i>	
<b>Foreign Office Consular Assistance</b>	+44 20 7008 1500
<b>Police (non-emergency) in UK</b>	101
<b>NHS advice line in UK</b>	111
<b>Travel Insurance Emergency Assistance</b>	
<b>Accommodation</b>	
<b>Tour operator / transport provider</b>	

