



National  
Guidance

## First Contact Emergency Action Card

**If an Establishment adopts this 'card', it should make it available to any staff likely to take incoming phone calls from a Visit Leadership Team.**

*It is recommended that the card is printed, laminated, and a copy placed visibly in any office where such calls may be received.*

### On receiving a call

In the event of receiving an emergency call from a group on a Visit, remember they will be very stressed. You need to remain calm to be able to take down some key information without missing anything. Carry out the actions below, as appropriate:

1. Take down the following information:

Who is calling?
If you have more than one Establishment, which one are they from?
What is their role in the group (Visit Leader, Assistant Leader, Helper, Participant)?
What number can they be called back on should you be disconnected?
What has happened? What is the nature of the emergency?
What is the number and status of any casualties?
What is their current location?
What is the total number of people in the party?
Are they staying where they are or moving? If they are moving where to?

**Continue over**

What help do they require?
What time did the accident happen?
What time is it now? If the group is outside the UK, what is the time difference?

2. Reassure them and tell them they will be called back once you have contacted a senior manager (within 30 minutes).
3. Contact staff in the following priority order and give them the information you have noted.

*The table below should be completed with names and numbers of those who should be informed, in order of priority.*

Name	Telephone(s)	Mobile(s)

4. If you receive a call from the media or a Parent, refer them to a senior manager.

