



National  
Guidance

## Establishment Management Emergency Action Card

**This card may be used by the Establishment's Emergency Contact and managers, when called upon to take charge of managing an emergency on an off-site visit.**

*It is recommended that this card is carried by the Emergency Contact for any visit, and that it is printed, laminated, and a copy placed visibly in the Establishment's office.*

### On receiving a call

In the event of being alerted to an emergency on an off-site visit use the following to guide your actions:

- STAY CALM – consider the actions you need to take and the people you need to contact to help you. Decide what immediate help you need and contact these people.
- TAKE CHARGE of the incident until relieved by a more senior colleague. It is essential that one person is clearly designated as controller of the emergency response, and that it is clear to all who this is.
- CONTACT the group in difficulty to reassure them, get up to date information and keep them informed of your actions.
- RECORD all information you receive and actions you take.
- DELEGATE TASKS as and when possible/appropriate to allow you to manage the situation and allow for 'concurrent' activity.

Depending on the circumstances and the support required you may need to consider some or all of the following:

- Inform your own senior managers
- Establish an Emergency Support Team, which may need to include the following roles (combine if insufficient staff are available):
  - Overall Controller
  - Coordinator/contact with group (consider keeping the same person to always speak to the group leader)

- Communications (could be a number of people dealing with different aspects)
- Logistics – arranging transportation, accommodation etc for group and any travelling team
- Resources – e.g. office space, reception for any visitors (parents, media etc), refreshments / food – Site Service Officer(s), Admin support
- Record/log keeper
- Inform your Employer (e.g. the Local Authority), governors, and, if media interest is possible, your Employer’s communications team. If necessary, your Employer should implement a Critical Incident Plan to give support to you, the party, and the parents.
- Keep a log of all actions, communications and decisions, including people involved and times.
- Arrange alternate and additional phone lines so that incoming calls do not swamp communications. Consider other means of communication such as internet, email and text.
- Liaise with your employer over provision of links with emergency services, media, tour operators, insurance companies etc. - as necessary.
- Carry out the actions required to support the Visit Leadership Team.
- Decide if a ‘Travelling Team’ is needed to provide support at the scene.
- Ensure the security of your site and ensure the access gates are staffed to control access (elements of the press may well seek to gain access wherever they can).
- Make arrangements for relatives etc. to be catered for on site or nearby, if possible, while they wait for news.
- Arrange for the return or onwards travel of the party, and/or arrange transport for parents to the scene/hospital
- Control communications and the flow of information to the affected group, parents, other Establishment staff (beware of other staff inadvertently starting rumours circulating).
- Control information to the media – use the expertise of your Employer’s communications team and direct all media enquiries to them.
- Make arrangements for meeting the group back from the visit and returning children to parents.
- Consider the possible need for future emotional support and care for anyone involved (don’t forget other staff, young people and the Emergency Support Team as well as those directly involved).

## Emergency Numbers

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

*In addition to this list, all numbers relating to a specific visit should be lodged with the emergency base contact.*

Name	Telephone(s)	Mobile(s)
<b>Employer (e.g. LA) (office hours)</b>		
<b>Employer (out of normal hours)</b>		

