



National  
Guidance  
[oeapng.info](http://oeapng.info)

## Emergencies and Critical Incidents - Guidance for First Contact

This document provides guidance for anyone in an establishment or employer who might answer the phone when someone calls to report an incident during an off-site visit.

Establishments and employers should make this guidance readily available, for example by providing printed forms or a laminated prompt sheet near telephones. All staff who might answer the phone should be aware of it, and know what to do.

See document:

[4.1d "Emergencies and Critical Incidents - Guidance for Establishments"](#) or  
[4.1e "Emergencies and Critical Incidents - Guidance for Employers"](#).

You are welcome to copy the following text and use it to create a document that is tailored to your establishment and its needs

### On Receiving a Call

When you receive an emergency call, remember that the caller might be very stressed. You should:

- 1. Remain calm;**
- 2. Reassure the caller;**
- 3. Ask the following questions and record all key information, double checking when necessary:**
  - Who is calling?  
If you receive a call (e.g. from a journalist or parent) asking about an incident rather than providing information, refer them to [*insert name/role/department*].
  - What number can we call you back on should we be disconnected?
  - Which school/establishment are you from?
  - What has happened? What is the nature of the emergency?
  - What is your role in the group (e.g. Visit Leader, Assistant Leader, Participant)?
  - What is the number and status of any casualties?
  - Are the emergency services involved?
  - What is your current location?
  - What is the group's current location?
  - What is the total number of people in the group?
  - Is the group staying where they are or moving? If they are moving where to?

- What help do you require?
- What time did the accident happen?  
What time is it now? If the group is outside the UK, what is the time difference?
- Reassure them and thank them. Tell them that you will inform the appropriate people and that they will be called back as soon as possible.

**4. Immediately contact staff in the following priority order and give them the information you have noted. Keep in contact with the caller until someone else take this over from you.**

Name or Role	Telephone(s)	Mobile(s)

