

Educational Visits Emergency Action Card

Emergency Base Contact

It is recommended that this card is printed and a copy is available at all times to the person designated as Emergency Base Contact for any visit. The card should also be available to any staff likely to take incoming phone calls from a visit leader in an emergency.

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:

I. Take down the following information:

Who is calling?
What is their role in the group (leader, assistant leader, 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?
What help do they require?
What time did the accident happen?
What time is it now?

Continue over...

2. Reassure them and tell them they will be called back once you have contacted a senior manager (within 30 minutes).

3. If your employer is Gateshead Council or your establishment has bought into the Council Educational Visits Advisory Service, contact Care Call to alert the Council. A senior officer of the Council will arrange support.

4. Contact other 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)
Gateshead Council – initial contact via Care Call	0191 478 7665	