

# Educational Visits Emergency Action Card

## Establishment Management

*This card may be used by the establishment's Head or Manager when called upon to take charge of managing an emergency on an off-site visit. It may also be used by the Establishment's Emergency Base Contact, after taking the initial actions detailed on the Emergency Base Contact Action Card. It is recommended that this card 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.
- **CONTACT** the group in difficulty to reassure them, get up-to-date information and keep them informed of your actions

Delegate tasks as and when possible/appropriate to allow you to manage the situation and allow for 'concurrent' activity.

**It is essential that one person is clearly designated as controller of the incident response, and that everyone understands who this is.**

Depending on the circumstances, consider which of the following actions are required:

- Inform your own senior managers
- Establish a Critical Incident Management Team (CIMT), which may need to include the following roles (combine if insufficient staff):
  - 1 **Overall Controller**
  - 2 **Coordinator/contact with group** (consider keeping the same person to always speak to the group leader)
  - 3 **Communications** (could be a number of people dealing with different aspects)
  - 4 **Logistics** – arranging transportation, accommodation etc for group and any travelling team
  - 5 **Resources** – e.g. office space, reception for any visitors (parents, media etc), refreshments / food – Site Service Officer(s), Admin support
  - 6 **Record / log keeper** – to keep a record of events and actions as they happen

## Establishment Management Emergency Action Card (continued)

- Inform your employer (e.g. the Council), Governors, and, if media interest is possible, your employer's communications team. If you have bought into the Council Educational Visits Advisory Service you should contact **Care Call (0191 478 7665)** for any critical incident occurring outside of office hours and they will contact the appropriate Council Officer. Your employer should implement an emergency 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 Leader.
- 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 incident response team as well as those directly involved).