



Emergency Card (Visit Leader)

This card must remain with the Visit Leader at all times whilst on a visit.

1. IMMEDIATE ACTION

Ensure Your Own Safety

You cannot effectively manage an emergency if you become a casualty yourself.

Remain Calm and Assess the Situation

- Establish the nature and extent of the emergency.
- Identify any immediate or ongoing risks.
- Consider what resources and assistance may be required.

Delegate Where Possible

- Delegate tasks to other leaders and responsible adults.
- Use participants to assist where appropriate.
- Retain overall control and maintain an overview of the situation.

Ensure the Safety of the Group

- Account for all participants and staff.
- Confirm who is injured, uninjured, missing or requiring support.
- Ensure the group is adequately supervised.
- Remove participants from danger where necessary.

Contact Emergency Services if Required

- UK: **999**
- Europe: **112**
- North America: **911**

Follow all instructions provided by the emergency services.

Provide First Aid

Provide first aid within the limits of your training and competence.



2. THE AIM OF FIRST AID

Preserve Life

- Ensure casualties can breathe.
- If unconscious, place them in an appropriate airway position.
- Control any serious bleeding.

Prevent the Condition Worsening

- Protect casualties from further harm.
- Keep them warm and dry.
- Monitor their condition continuously.

Promote Recovery

- Reassure casualties.
- Offer emotional support.
- Keep them informed and comfortable.

3. MISSING PERSON PROCEDURE

If a participant or member of staff is missing:

- Immediately check nearby hazards, particularly water.
- Check the activity area and last known location.
- Attempt to contact them by:
 - Mobile phone.
 - Whistle signals.
 - Verbal calls.
- Check likely locations, including:
 - Meeting points.
 - Accommodation.
 - Planned destination.
- Consider what may have happened and plan further searching accordingly.
- Continue searching until:
 - The person is found; or
 - Emergency services assume responsibility.
- If a child is missing for more than a short period, or an adult is missing for long enough to cause concern, contact the Emergency Services and Academy Emergency Contact immediately.
- Consult with the academy regarding continuation, suspension or termination of the visit.

4. CONTACT THE ACADEMY EMERGENCY CONTACT

Contact the Academy Emergency Contact immediately when:

- You require support.
- Emergency services are involved.
- The incident is serious.
- Someone is missing.
- The incident is likely to attract media attention.

Be prepared to provide:

- Your name.
- Academy name.
- Visit location.
- Contact telephone number.
- Nature of the incident.
- Details of assistance required.
- Number and status of casualties.
- Whether emergency services are involved.
- Total number in the group.
- Current and intended location.

SUPPORT THE GROUP

Ensure Adequate Supervision

Confirm sufficient staff are available to supervise participants.

Meet Physical Needs

Consider:

- Shelter.
- Food and drink.
- Warm clothing.
- Transport.
- Accommodation.
- Toilets and washing facilities.

Meet Emotional Needs

- Reassure participants.
- Remove them from distressing scenes where possible.
- Provide accurate information.
- Give individuals useful tasks.
- Protect participants from intrusion and speculation.

5. COMMUNICATIONS CONTROL

Control Information

- Maintain regular communication with the academy and Trust.
- Provide factual information only.

Participants and Staff

Do not allow participants or staff to:

- Post on social media.
- Share photographs or videos.
- Contact parents with unofficial information.
- Discuss the incident publicly.
- Speak with journalists or media representatives.

Media Enquiries

All media enquiries must be referred to the Trust's nominated representative.

Parents and Next of Kin

In the event of serious injury or fatality, do not contact parents or next of kin directly unless instructed to do so by the Trust, police, emergency services or academy emergency management team.

6. RECORD KEEPING

Start an incident log immediately and record:

- Times of significant events.
- Actions taken.
- Advice received.
- Decisions made.
- Names of those involved.
- Witness details.
- Emergency service contacts.
- Communications made and received.

Continue the log throughout the incident.

7. PRESERVING EVIDENCE

Where safe to do so:

- Preserve the scene.

- Do not move equipment involved in the incident.
- Take photographs if appropriate.
- Record names of witnesses.
- Retain relevant documentation.
- Keep receipts for any expenditure.

Only disturb the scene if necessary to prevent further injury or when directed by emergency services.

8. FURTHER ACTIONS

Casualties

Where hospital treatment is required:

- Allocate a member of staff to accompany casualties.
- Inform the academy emergency contact.
- Maintain records of who is where.

Review Staff Welfare

Consider:

- Are leaders coping?
- Is additional support required?
- Can responsibilities be delegated?

Continue Liaison

Maintain communication with:

- Emergency services.
- Academy Emergency Contact.
- Trust representatives.
- Tour operator (if applicable).
- Insurers (if applicable).

Overseas Visits

Where appropriate:

- Contact the British Embassy or Consulate.
- Follow advice from local authorities and emergency services.

9. WHEN THE SITUATION IS UNDER CONTROL

- Reassess the situation.



- Confirm everyone is accounted for.
- Review whether the visit can safely continue.
- Follow instructions from the academy and Trust.
- Complete all reporting requirements.
- Submit incident reports in accordance with Trust procedures.

10. IMPORTANT CONTACTS

Academy Emergency Contact (24 Hours)

As per your Exeant Risk Assessment

Overseas Travel Emergencies and Urgent Emergency Insurance Helpline

Name: RPA

Telephone: 0203 475 5031

United Kingdom Urgent Incident Notifications

Name: RPA

Telephone: 0330 058 5566

Trust Emergency Contacts

Name	Position	Contact details
Kate Green	Interim Chief Executive Officer	07867 574562
Frazer Mitchel	Interim Director of Education	07876 227813