

EMERGENCY PROCEDURES FRAMEWORK DURING THE VISIT

If an emergency occurs on a school visit the main factors to consider include:

- establish the nature and extent of the emergency as quickly as possible;
- ensure that all the group are safe and looked after;
- establish the names of any casualties and get immediate medical attention for them;
- ensure that all group members who need to know are aware of the incident and that all group members are following the emergency procedures;
- ensure that group members do not make phone calls, send emails, or use social media unless authorised to do so by the visit leader;
- ensure that a teacher accompanies casualties to hospital and that the rest of the group are adequately supervised at all times and kept together;
- notify the police if necessary;
- notify the British Embassy/Consulate if an emergency occurs abroad;
- inform the school contact. The school contact number should be accessible at all times during the visit;
- details of the incident to pass on to the school should include: nature, date and time of incident; location of incident; names of casualties and details of their injuries; names of others involved so that parents can be reassured; action taken so far; action yet to be taken (and by whom);
- notify insurers, especially if medical assistance is required (this may be done by the school contact);
- notify the provider/tour operator (this may be done by the school contact);
- ascertain telephone numbers for future calls. Mobile phones, though useful, are subject to technical difficulties, and should not replace usual communication procedures;

- write down accurately and as soon as possible all relevant facts and witness details and preserve any vital evidence;

- keep a written account of all events, times and contacts after the incident;

- complete an accident report form as soon as possible. Contact HSE or Corporation of London, if appropriate;

- no-one in the group should speak to the media. Names of those involved in the incident should not be given to the media as this could cause distress to their families. Media enquiries should be referred to a designated media contact in the home area; this will be arranged through the Corporation Press Office.

- Where possible, restrict pupils' use of phones/mobile phones until such time as is appropriate.

- no-one in the group should discuss legal liability with other parties.

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