

## WEST YORKSHIRE SCOUTS

### CRITICAL INCIDENT PLAN TEMPLATE

NOTE – ANYTHING IN RED SHOULD BE UPDATE TO YOUR TRIP WITH THIS NOTE DELETED.

What is this plan for:

An event or situation which is beyond the limit of the leadership to manage without additional support. It may significantly affect the wellbeing of an individual, group or leadership team or cause significant disruption to the itinerary.

Examples could include:

- danger to life
- widespread illness among the group or leadership team
- natural and other disasters
- disruptive social or political events

This Visit Abroad is being undertaken in (insert country) which has safety and crime levels (a lot lower or higher than the UK) – and therefore the approaches to safety and emergency procedures are (broadly similar / completely different ) to those taken in the UK (if different how will you mitigate this), however made more complicated due to being in an unfamiliar country. English use (is/is not) widespread in XXXXX especially by professionals such as doctors and members of the Emergency Services (if not widespread how will you mitigate).

This Visit Abroad will contain (LIST ACTIVITIES) where the group will be split into patrols led by leaders with permits to supervise the activity directly. It may take other leaders a length of time to attend to an incident depending on where it is. The Visit Abroad will also contain taking part in activities provided by commercial organisations.

#### Actions to take for participants when in patrols or where Leadership are involved in the incident.

It is likely in the event of a critical incident the immediate action is to protect the life, safety or wellbeing of those affected. This will be by:

- ensuring those in the party immediately unaffected are safe and do not become involved in the incident. This might be by those uninvolved removing themselves from the incident, if possible, to a safe or safer place.
- If possible and necessary, administer first aid or other treatment.
- If required access emergency services by calling 999
- If incident is not immediately life threatening, then call/contact/seek out supervising leadership for support if applicable (see below).
- If life threatening deal with immediate emergency procedures and call/seek help. Only when safe contact supervising leadership:
  - Insert list of leaders
- If in country leadership is unavailable, then call Home Contact
  - Insert home contact
- If home contact is not available, then contact (County/District\* delete as appropriate) Commissioner
  - Insert responsible commissioner details
- Leadership will be able to access or provide further support, information and advice to continue dealing with the incident and recovery.

- Participants not directly involved in the incident should record as much information as possible to aid the recovery from a critical incident:
  - What happened to the person(s) involved?
  - What treatment was administered and by whom?
  - Where did the emergency services take anyone involved in the incident if appropriate, i.e. which hospital etc?
  - What advice / information did the emergency service provide about what will happen next to those involved in the incident?
  - Where are the uninjured/non-ill persons and where will they be going next, and/or where can they be found?
- If required Emergency Services will provide a safe place of refuge for those involved but not directly affected i.e. injured
- The name, organisation, contact information of the emergency responder(s) should be taken, for example their name, organisation, contact details, etc to pass onto the responding leaders

Following dealing with the immediate incident, help will then be needed to keep people safe, sheltered, supported or to get things back on track. **It is accepted that the participants are relatively mature individuals (16/17yrs old) and we have some network members who may be able to self-support in some situations.** In all cases advice should be sought or at least the team to inform leaders of any situation. In this case contact the following people in this order, moving down the list if people are not available:

- In country/supervising Leader Team
- Home Contact
- Home County Commissioner (see below)
- Scout HQ Emergency Team (see below)
- Consular Support (see below)

## **Leadership Information for Additional Support**

### Accessing travel insurance services - XXXX Travel Insurance

Emergency Contact: T: + 44 (0) XXXXXX E: : (insert email)

General Claim Line for reporting incidents which do not require emergency assistance: T: + 44 (0) XXXXXX E: (insert email) Policy Number: XXXXXXXX

Preauthorisation for Hospital treatment should be obtained where possible (ie in the event of non medical emergency). A designated leader with sufficient limit on credit card will pay for hospital treatment then claim back via insurance.

### Accessing consular services

#### British Embassy XXXXXXXX

in XXXXXX call +XXXXXXX (outside the hours of 9am to 4pm Monday to Thursday or 9am to 12pm on Friday stay on the phone and select the option for 'calling about an emergency involving a British national')

in the UK call +44 (0) XXXXXXXXXX

Our phone lines are open 24/7.

## British Consulate XXXXXX

(insert address)

Telephone (in working hours)

++ XXXXXX / +44 XXXXX

Emergency assistance for British nationals

+XXXXX / +44 XXXXXX

## Main Hospital XXXXX

(insert address)

Phone: XXXXXX

## The Scout Association

Out of Hours Contact : In an emergency situation where you need to speak to the on duty critical incident manager, safeguarding officer or media officer please call +44 345 300 1818 (local rate) or +44 20 8433 7100 where an out of hours service will triage you to the correct person.

Following the emergency (and minor incidents) all incidents requiring medical intervention or emergency services must be reported to HQ via the following link:

<https://forms.olmapps.com/ewfprod/manage/view/#/form/safetyincidentreporting?header=1&reset=1>

## Contacting in-country hosts

### **Add in contacts**

## Finding refuge areas

Due to the nature of the Visit Abroad it is not applicable to list all potential refuge areas across the variety of locations that will be used. Individual risk assessments will provide info on emergency procedures applicable to higher risk situations, such as the expedition. Advice should be sought from Emergency Services as required.

## Recording the information you will need

See advice given above.

## **Scout Information Centre**

- The Regional Services Team can provide some UK-based communications support and you can access this via the Scout Information Centre or Duty Media Relations Officer. When reporting accidents, incidents or seeking additional support remember to have details about what happened, who is involved and what support you need.

## **Travel Insurance**

- Your travel insurance company will provide a 24hr emergency assistance but the services provided will vary; always check before you leave. Make sure you have the 24hr emergency assistance phone

number and your policy number is available. Remember to have details of what happened, who is involved and what costs incurred and anticipated ready.

### Local Emergency Services

- Remember to have the correct numbers available and that in some countries each emergency service may have different numbers. The response available from emergency services will be different depending on the country - check this before you leave.

### Consular/Embassy Support

- Support includes replacement travel documents; information about transferring funds; helping victims of crime or those alleged of crime; referring to other sources of assistance; contacting family or friends; making special arrangements during times of crisis.

### Useful numbers

In Country Leaders	o XXXXXX
Home Contact	XXXXXX
Home (County/District* delete as appropriate) Commissioner	XXXXXX
Scout Information Centre (HQ)	Emergency: +44 345 300 1818 or +44 345 300 1818
XXXXX Emergency Services	999
British Embassy XXXXXX	in XXXX call +XXXXXX (outside the hours of 9am to 4pm Monday to Thursday or 9am to 12pm on Friday stay on the phone and select the option for 'calling about an emergency involving a British national')  in the UK call +44 (0) XXXXXXXX  Our phone lines are open 24/7.
Travel Insurance (Policy numberxxxx)	Emergency +44 (0) XXXXXX Claim + 44 (0) XXXXXXXX (Insert email)

### CALL Check in Times

Time difference in XXXXXX IS X HOURS IN FRONT / BEHIND

Agreed contact times with the Home Contact

Date	GB Time & IN COUNTRY TIME
XXX	XXx & XXX
XXX	XXx & XXX

If contact not received Home Contact will :

- Prompt for a response **BY TEXT** after **30 mins**
- If not received any response after a further **hour** alert the **COUNTY/DISTRICT** Commissioner & ACC International.

THIS CRITICAL INCIDENT PLAN HAS BEEN SHARED AGREED AND DISCUSSED WITH ALL LEADERS ON THE TRIP.