



Dealing with Emergencies

Reviewed April 2010

Reviewed April 2012

Introduction

This policy and guidance document is designed to be read within the context of the wider policies and procedures. In particular, reference should be made to the Health and Safety Policy

What is an emergency?

An emergency may be defined as an unplanned, and normally dangerous, event that requires immediate action in order to minimise any loss or damage to people, property and the environment.

Emergencies may be caused by property damage (e.g. due to adverse weather), by a breakdown in essential services, or by people. Whatever the cause, the aim must always be first to protect members, volunteers and any members of the public. The next priority is to try to minimise damage to the property and surrounding environment.

Preparation

Most situations can be prevented (or at least the losses can be minimised) by careful planning, by regular risk assessments of the property and the people using it, and by ensuring that any service user records are comprehensive and current.

Members should be supported to deal with an emergency by:

- ❑ every club appointing a nominating fire officer
- ❑ volunteers talking through with members what they should do in a given situation, e.g. if they think they can smell smoke or gas or suspect a fire
- ❑ having the opportunity to practice evacuation drills
- ❑ Knowing how to contact the emergency services (999 – police, ambulance and fire brigade).

All volunteers must have easy access to emergency phone numbers. Essential telephone numbers might include:

- ❑ emergency services (999 – police, ambulance and fire brigade)
- ❑ essential services: gas, electricity, water
- ❑ out-of-hours maintenance number(s)
- ❑ Trustee contact numbers

Staff and Volunteer responsibilities

It is vital that staff and volunteers co-operate and share responsibility for the full and correct implementation of health and safety. In particular, volunteers/leads are reminded of their own responsibility to:

- ❑ familiarise and observe the operational and health and safety policy and procedures

- ❑ report any dangerous occurrences to the leader of the event or group
- ❑ report any personal injury or incapacity that could affect their ability to move or safely handle service users
- ❑ follow leader/trustee advice in ensuring safe working practices
- ❑ seek to work in a manner that will not be detrimental to their own health and safety
- ❑ report any changes in service users' health, environment or working condition
- ❑ at all times keep themselves updated with the content of the risk assessments and service user plans.
- ❑ always make every effort to minimise the risks to members, themselves and others.

Dealing with an emergency situation

In dealing with an emergency situation staff and volunteers should:

- ❑ stay calm
- ❑ assess the situation, and then choose a course of action to manage the situation
- ❑ only manage a situation if this is safe to do, and does not place members, themselves and others in to a position of greater possible harm or risk
- ❑ reassure members
- ❑ never attempt to deal with a situation alone, unless it safe to do so
- ❑ contact the appropriate emergency service or agency, being clear and concise when making an call
- ❑ contact the manager of the service/property.

Reporting of accidents and dangerous occurrences

Any accident/incident that results in an injury must be reported to the club leader and an accident report form must be completed. An entry should also be made in the accident book.

If any person has an accident that requires reporting under RIDDOR then your designated health and safety officer must be informed with 24 hours. There is a legal requirement to report this to the HSE Incident Contact Centre.

Notification to others

Other people and agencies will need to be informed as required, for example:

- ❑ Chair of Kingston Mencap
- ❑ Relatives/Carers – Lead contact on Members information form
- ❑ Royal Borough of Kingston