

SERIOUS ACCIDENT PROCEDURES EX D9

HOME-BASE CONTACTS AND HEADS

When away from immediate support, supervision staff and other leaders carry a copy of similar procedures (EX D8), outlining action to be taken in the event of a serious accident or incident. When away from Orkney they will have EX D8 as well.

Officials responding to a call from a leader, whose party is involved in a serious accident or incident, will follow the guidelines below.

FIRST RESPONSE

Make absolutely certain that these **four** things are clear –

- The precise nature of the emergency.
- The names and ages of any casualties.
- The exact location and contact details of the informant.
- The informant is able to follow Service Procedures.

Tell the informant to await contact from Education and Leisure Services.

Make a return call as soon as possible to test communications and to remind the Leader to control how party members use their mobile phones.

THEN

- Communicate with the Home-base contact or the relevant Head and ascertain affected parent or guardian details.
- Inform someone on the Service's Emergency Panel, whose names appear overleaf, and share the initial information. Two persons **MUST** decide jointly of exact procedure.
- Begin formulating, on paper, known details about the incident.
- With the Emergency Panel Member and, in consultation with the Home-base contact, decide how best to proceed and what actions are required.
- Ensure that the parents, guardians or next of kin of any person who is involved or has been injured, are informed as rapidly and compassionately as possible by a personal visit*.
- Make a call to the informant and explain what action has been taken.

IN VERY SERIOUS CASES - FOLLOW THIS PROCEDURE

In very serious cases, and certainly in the case of a fatality, the Police can arrange for next of kin to be informed*. Telephone the local Kirkwall Police Station (telephone 01856 872241), explain the circumstances and give appropriate details.

Make certain the Police are aware that you are responsible for all return calls.

The Police may only be able to stay with next of kin for a short time because of other responsibilities. It is important, therefore, that arrangements for support for next of kin are made. One way of achieving this during normal office hours might be to seek help from the Social Work Service (telephone 01856 873535). Outside normal office hours the Police will contact the Social Work Service and the duty social worker.

***NOTE: Any delay at this point could mean that next of kin could experience distress by learning of an accident through other sources such as the press or media.**

Draw up a written plan ensuring that –

- Next of kin are kept informed
- The Informant and Party Leader are contacted frequently
- The Party Leader has all the on-site support needed
- The Party Leader knows the precise procedures to be followed
- The Party Leader's contact number is NOT released
- Media or press enquiries go to the communications Officer of Orkney Islands Council.

It is not always possible to assess whether group members, not injured or not directly involved in the incident, have been traumatised or whether other non-participants or staff in the Establishment have been affected; but they usually are to some degree although, in some cases, reactions may not surface immediately. Orkney Islands Council and Education and Leisure Services have contacts in post traumatic and psychological care.

MEMBERS OF THE EMERGENCY PANEL

(obtain numbers from office)

Mr. W L Manson, Director of Education Office 2401

Mrs Karen Greaves, Acting Assistant Director Office 2401

Mr. P Diamond, Assistant Director Office 2401

NOTES ABOUT THE USE OF MOBILE TELEPHONES

Obviously, the mobile telephone may be the preferred choice to make contact with emergency services, Panel Members, the informant and party leader. However, it is generally unsatisfactory to rely entirely on a mobile telephone (cell phone) during an emergency, as the signal may become unreliable, the battery unusable or service credit run out. Responses to requests will require calm and considered thoughts, a writing surface and frequent return calls to the informant. Experience has shown that trying to return calls to cell phones is often very unsatisfactory, sometimes leading to frustration and anger. Once contact is established, encourage the Leader or Informant to establish a base with a fixed landline and even a fax machine.

Remind the Leader to control how party members use their mobile phones after an accident or, even, during an incident. Again, experience suggests that party members will very quickly telephone their friends and relatives after an incident and this often leads to information leaking to people who may best be unaware of the circumstances. Certainly those closest to any victim will require correct information as soon as possible but this is best delivered by the home contact or, in serious