

Visit Emergency Training Course Outline

1. Introduction

Rationale

Course Aims

- Provide training to meet the needs of staff who support visit emergencies
- Provide ideas and materials that will help establishments improve and develop their own emergency planning relating to visits
- Support the work of EVCs

Course Goals

- Improve awareness of national and local emergency policies and procedures
- Provide a framework for analysing and improving establishment procedures for dealing with visit emergencies
- Enable Emergency Contacts to provide better support to Visit Leaders in the event of a visit emergency

2. Definitions, Roles and Responsibilities

Definition of a Critical Incident

Hierarchy of Visit Problems

Practical Realities

Employer's Responsibilities

Senior Management Team Responsibilities

Writing the Establishment Visit Emergency Management Plan

EVC and Emergency Contact Responsibilities

Training Leaders

Choice of Emergency Contact

Establishment Emergency Contact Needs

Using the Employer's Emergency Contact

Emergency Contact Information

Medical and Next-of-kin Details

3. Visit Emergencies and Communication Issues

Stakeholder Interests

Anticipating the tasks and allocation of responsibilities

Initial Recording of Incidents

Ongoing Incident Log

4. Visit Emergency Protocols and Procedures

Principles and Priorities

Characteristics of Sound Systems and Procedures

Do you have everything in place?

Who will you call?

Maintaining contact with the group in trouble

Mobile Phone Warning

Media Considerations

5. Supporting the Group in trouble

Guiding Principles

Advising Leaders

6. Other Issues

Emergency Services Contact

Contact with the Local Base

Handovers

After the incident