

**Britain Yearly Meeting
Children and Young People's Work**

**Event & Activity Management Policy
Procedures & Guidance 1**



Event Emergency Protocol

for

Event Name

Event Venue

Event Dates

N.B Cover page, Emergency Contact Information Sheet, Programme and Healthcare Information should be updated for each event. For BYM or YMG the BYM Safeguarding Officer is responsible for finding the safeguarding information.

Introduction

The emergency protocol details required and recommended action for managing major incidents and emergencies either at or outside an event and who is responsible for ensuring the action is undertaken. The emergency protocol contains information in relation to local healthcare facilities (A &E departments, doctors, dentists and pharmacies). The emergency protocol also includes safeguarding information. There should be an emergency protocol for each event, this is held together with the participants' information and consent forms by all staff at the event and by the Event Emergency Contacts.

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| 16 | Healthcare Information for event staff & Event Emergency Contacts Detailing: nearest healthcare facilities (Accident & Emergency Departments; Doctors; Dentists; Pharmacies) |
| Attached | Information and Consent Forms with details of team and participants 'In Case of Emergency' (ICE) contacts Team and participants travel details Additional Incident/Accident Reporting Forms |

Event Staff Responsibility

For each event there should be one staff member present who is designated as having overall responsibility for the event

- In the case of an emergency they should be contactable at all times during the event. Their contact details should be listed on the Emergency Contact Information Sheet.
- This staff member is responsible for ensuring the Event Emergency Contacts and the Emergency Protocol are in place prior to the event.
- They are responsible for ensuring that all participants, staff and volunteers have provided the necessary medical information, consents and 'In Case of Emergency' contact information.
- The staff member with overall responsibility for the event is responsible for managing any major incident/emergency at an event, in line with the major Incident/Emergency Guidance and in conjunction with other staff (both at the event and outside) as appropriate . They may delegate tasks to other staff and volunteers as appropriate.
- In some circumstances it may be necessary or practical for the Head of Department/Member of Management Meeting to take over the overall management of the incident. Such decisions should be taken by the staff member overall responsibility for the event together with the Head of Department/Member of Management Meeting

Head of Department/ Member of Management Meeting Responsibility

For each event the Head of Department or another member of Management Meeting should be available to be contacted in the event of a major incident/emergency. They will liaise with the staff member with responsibility for the event regarding the management of the incident. Their primary role is to support and advise event staff and they may take responsibility for

- briefing other staff not at the event
- contact with the media (in liaison with the BYM media relations officer)
- contacting parents
- informing Local Meetings

In some circumstances the Head of Department/member of Management Meeting may be required to take over the overall management of the incident. This is likely to be the case if

- the situation is particularly complex
- if event staff are incapacitated or unable to manage the situation

The contact details for the Head of Department/member of Management Meeting should be available to event staff and the Event Emergency Contacts but not included on the Information for Emergency Contacts sheet that is sent to participants 'In Case of Emergency' (ICE) contacts prior to the event.

Event Emergency Contacts Responsibility

For each event there should be two Event Emergency Contacts who are not present at the event. They should, where possible, be members of Britain Yearly Meeting staff (or where this is not possible others approved by the General Secretary of Quaker Life). Their role is to:

- act as the main contact in the event of a major incident/emergency at an event
- act as a link between the participants 'In Case of Emergency' (ICE) contacts and event staff
- support event staff in the management of major incident/emergency

Before an event

The event emergency contacts should be identified well in advance of the event.

- Their contact information (name, home telephone and mobile telephone) should be sent to the participants to pass on to their 'In Case of Emergency' (ICE) contacts before the event.
- One week prior to the event the event emergency contact should be sent:
 - a copy of the Event Emergency Protocol, including details of the nearest Accident & Emergency Departments, Doctors, Dentists and Pharmacies to the venue and/or accommodation
 - an Emergency Contact Information Sheet with contact details for staff at the event and the BYM media relations officer, and the event emergency contacts
 - a copy of all participants' information and consent forms so they have the participants medical information, consents and 'In Case of Emergency' (ICE) contact information
 - copies of the incident / accident reporting form

During an event

The event emergency contact must be contactable at all times during the event.

- They should have the Event Emergency Protocol, the Emergency Contact Information Sheet, a list of participants ICE contact information and details of the nearest Accident & Emergency Departments, Doctors, Dentists and Walk in Centres to the venue and/or accommodation and keep these details to hand in event of them being contacted.
- Event Emergency Contacts should be aware that mobiles may be subject to technical difficulties and if access to a landline is available they should make a return call on this if necessary.
- They should liaise as necessary with Event Staff; the other event emergency contact and the BYM media relations officer.
- If they are contacted they should record this and any action they take on an Incident/Accident reporting form.
- If you are receiving a lot of calls, then make outgoing calls on a landline leaving the emergency phone free to receive calls immediately.

Emergency outside an event

- If an emergency situation occurs outside the event (e.g. a participant's home) the Event Emergency Contact may be the first point of contact for parents or 'In Case of Emergency' (ICE) contacts. In such a situation the role of the event emergency contact is to assess the immediate and potential needs from this situation and decide on the most appropriate course of action, including informing the staff member with responsibility for the event.

Emergency at an event

- If a major incident/emergency situation occurs at an event that requires the support of the event emergency contact then the staff member with responsibility for the event (detailed on the Emergency Contact Information Sheet) should contact them.
- Such an emergency situation, may be one where:
 - Event staff requires support in managing the incident (for example a high volume of calls from parents/'In Case of Emergency' (ICE) contacts.
 - There has been a breakdown or disruption of communication systems

Action when contacted

- When they are contacted the Event Emergency Contact should
 - ascertain that the staff member with responsibility for the event has ensured that the group leader is in control of the situation at the event (the Event Emergency Contact may be asked to undertake some of the actions below)
 - establish if any additional assistance is needed (the Event Emergency Contact may be asked to undertake some of the actions below)

Major Incident/Emergency Guidance

In the event of a major incident or emergency situation, either at an event or outside, Event staff should consider whether the following actions are necessary. Not all will be relevant or required for every incident and other action may be deemed necessary by event staff.

If an emergency situation occurs outside the event (e.g. at participant's home) the Event Emergency Contact may be the first point of contact for parents/ 'In Case of Emergency' (ICE) contacts. In such a situation the role of the Event Emergency Contact is to assess the immediate and potential needs from this situation and decide on the most appropriate course of action – including whether informing event staff is appropriate.

In the event of a major incident outside the event (e.g. a terrorist attack, political disturbance, natural disaster, disease epidemic, extreme weather, major transport disruption) the Event Emergency Contact should liaise with event staff and provide assistance where needed.

| Action | Responsibility |
|---|---|
| Ensure all participants and volunteers are accounted for. | Event staff |
| Consider if the support of the Event Emergency Contact or other BYM Staff is required to manage the incident (for example handling a high volume of calls from parents/ 'In Case of Emergency' (ICE) contacts). This support may be remote or require other BYM staff be present at the venue. | Event staff |
| Liaise with Event Emergency Contact Staff should provide the event emergency contact with the following information where possible <ul style="list-style-type: none"> • Nature of incident • Date of incident • Time of incident • Location of incident • Names of those involved so ICE contacts can be informed • Action taken so far • Action yet to be taken • Action required by event emergency contact. | Event staff |
| Inform Participants ICE contacts Participants ICE contacts should be kept as well informed as possible at all stages of the incident. | Event staff This task may be delegated to the event emergency contact, however event staff may consider contacting ICE contacts for participants directly involved in any major incident/emergency |

| Action | Responsibility |
|---|--|
| Consider how and when volunteer team briefed about the incident. | Event staff |
| Inform Quaker Life General Secretary/Assistant Recording Clerk. | Event staff |
| Consider if Head of Department/Member of Management Meeting should take over the overall management of the incident. | Event Staff and Head of Department/Member of Management Meeting |
| Inform Recording Clerk. | Quaker Life General Secretary/Assistant Recording Clerk |
| Liaise with the BYM media relations officer | Event staff/Event Emergency Contact/ Quaker Life General Secretary/Assistant Recording Clerk (if it is a serious incident there should be liaison with the BYM media relations officer as soon as possible). |
| Consider if, how and when participants are informed. | Event staff (this task may be delegated to the volunteer team, for example if the decision is made to inform participants in base groups). |
| Consider support needed by participants (e.g. relating to trauma) and whether Event staff/volunteers can provide this support or if additional external support is needed. This may include using appropriate referral systems. | Event staff |
| Consider whether it is possible or appropriate for the event to continue. | Event staff in consultation with volunteers if appropriate. |
| For major incidents outside an event consider whether external events impact on participants' ability to return home | Event staff |
| Consider if the event programme should continue as planned or if alternative activities should be provided. | Event staff in consultation with volunteers if appropriate |

| Action | Responsibility |
|--|---|
| Depending on the nature of the incident/situation consider whether participants should be given the option to go home | Event staff in consultation with volunteers if appropriate. |
| If evacuation of the event is necessary or participants wish to return home consider what travel arrangements are needed. | Event staff (this task may be delegated to the volunteer team or the Event Emergency Contact). |
| Ongoing liaison between staff at the event and the participants ICE contacts. Contact lines may become busy in the event of an incident an additional numbers should be given to participants ICE contacts/Event Emergency Contacts (e.g. mobile numbers of staff and/or volunteers at the event). | Event Emergency Contact. |
| Incident reporting form completed as soon as possible after an incident. Where practical staff should detail actions on a form when they are taken even if an incident is ongoing. | Event staff |
| Consider whether to write and issue press statement especially to Quaker press (e.g. The Friend). | BYM media relations officer in consultation with Event Staff/Quaker Life General Secretary/Assistant Recording Clerk. |
| Consider if insurers need to be informed. In most circumstances they should be, the BYM staff member with responsibility for insurance can advise on this and should take responsibility for informing insurers. | Event staff/BYM staff member with responsibility for insurance. |
| Consider need for post-event support/debrief for participants, event staff and volunteer team (including help for those required to attend an inquest or trial as part of the investigations carried out after the event). | Event staff and Quaker Life General Secretary/Assistant Recording Clerk. |
| Consider if Management Meeting need to receive a report of the incident and subsequent action. | Event staff and Quaker Life General Secretary/Assistant Recording Clerk. |
| Consider whether to write to all ICE contacts/parents and/or Local and Area Meeting clerks | Event staff and Quaker Life General Secretary/Assistant Recording Clerk. |

Guidance on media contact

All contact with the media is the responsibility of the BYM media relations officer. No other staff or volunteers (including the event emergency contact) should speak with the media without specific clearance from the BYM media relations officer. No names of individuals should be disclosed to the media. If staff or volunteers are approached by the media they should refer queries to the BYM media relations officer

Guidance on dealing with death during events

Death that affects the whole group (e.g. death of a young person or volunteer):

It may be most appropriate to tell the event as a whole this could be done by event staff or the volunteer team (for example at JYM it may be done by the Arrangements Committee).

- Whoever is giving the news should prepare what they are going to say.
- Don't be afraid to show emotion - this just shows that you are human but can throw you if you are not expecting to react in this way.
- Start by acknowledging you have some sad news to give.
- Be honest, give the news stating simple facts, use the words dead/died.
- If known, explain how, where and when the death occurred.
- If not known, say so, and that you will endeavour to find out. If rumours are rife, say which of these are definitely not correct.
- Talk briefly about the person who has died realistically and with integrity.
- Let participants know of any arrangements already in place.
- Acknowledge that not everyone may be feeling sad and that is OK.
- Close with a period of worship.

Follow this with time in small groups to people to express any thoughts or feelings around the news that they have just been given, this could end with something practical to do.

Consider holding a special memorial Meeting for Worship

Death that affects an individual young person

When telling participants about a death that affects an individual, the wishes of the person directly affected need to be taken into account. Telling all participants together may not be appropriate and the decision may be influenced by the size of the group and if the person who died was well known to the community. A balance is required between the individual and private grief of the young person concerned and possible need to acknowledge and address the situation with the whole group. Consider firstly telling those most affected, and follow this up with an acknowledgment to the whole group.

- Wherever possible, involve the young person by asking them how they would like this to be handled.
- If the young person was not present when the news was given, make sure that they are told what was said and when.
- Whoever is giving the news should be supported and not on their own with the group.

Support Organisations

Child Bereavement Charity Support & Information Service: 01494 446648 (Mon - Fri, 9am - 5pm).

Cruse Bereavement Care: 0808 808 1677 (Mon - Fri, 9:30 am - 5:00 pm). Email via www.rd4u.org.uk

Samaritans: 08457 90 90 90 Email: jo@samaritans.org

Britain Yearly Meeting Children and Young People's Work



Incident/Accident/Concern Reporting Form

In the event of a major incident/emergency situation where the event emergency contact is involved two copies of this form should be completed. One by the event emergency contact (using information gained from event leader & recording own actions in event of an incident) and one by the staff member with responsibility for the event.

| Details of incident/accident/concern | |
|---|------|
| Please record information about when and where the incident/accident happened | |
| Date (dd/mm/yyyy) | Time |
| Event | |
| Location | |
| Names of participant involved | |
| Names of team members involved | |
| If relevant names of staff members involved in the incident | |
| If relevant names of parent/s or guardians involved in the incident | |
| If relevant names of witnesses to incident /accident/concern | |
| If relevant name of first aider (certificate valid till) | |
| If a First Aider was called they should complete this form. Otherwise the person reporting the incident or concern should complete the form | |
| Additional or particular needs that participant has that are associated to this incident/ accident/ concern. | |

Nature of incident/ accident / concern

- Include details of incident / accident / concern
- Give the cause if relevant.

Action taken Give details of any action taken by staff or team (including First Aid treatment given)

First Aid

Please detail the first aid that was given including (Supplies and quantity used) from Kit Number_____

| |
|--|
| |
|--|

Medical advice sought (please tick, please details below the advice given)

| | | | | |
|----------------------------------|-------------------------------|--------------------------------------|--------------------------|---|
| Pharmacist <input type="radio"/> | NHS 111 <input type="radio"/> | Walk-in centre <input type="radio"/> | GP <input type="radio"/> | Minor injuries unit <input type="radio"/> |
| Nurse <input type="radio"/> | Dentist <input type="radio"/> | Other (please state) | | |

Name and contact address (if relevant)

| | |
|---------------------------|---|
| Emergency services | Were emergency services called? Yes/No (if yes please give details below) |
|---------------------------|---|

| | | |
|-----------------------|------------------------|-------------------------|
| called ____:____am/pm | arrived ____:____am/pm | departed ____:____am/pm |
|-----------------------|------------------------|-------------------------|

Please detail any medical advice given and/or emergency assistance that was provided

| |
|--|
| |
|--|

| | |
|---------------------------|---|
| Hospital treatment | If individual was taken to hospital, please state |
|---------------------------|---|

| | |
|-------------------------------|-----------------------|
| How did they get to hospital? | Who accompanied them? |
|-------------------------------|-----------------------|

| | | | |
|--------------------------|----------------|--------------------------|--------------------------|
| Time arrived at hospital | ____:____am/pm | Time and date discharged | __/__/20__ at __:__am/pm |
|--------------------------|----------------|--------------------------|--------------------------|

| | | |
|--|--------------------------|----------------|
| If relevant state time and date admitted | __/__/20__ at __:__am/pm | To which ward? |
|--|--------------------------|----------------|

Who was informed about this incident

| Who | How | Where and When |
|--------------------|-----|----------------|
| Team members | | |
| Parent/ Guardian / | | |

| | | |
|--|--|--------|
| Responsible adult | | |
| Participants | | |
| Staff member/s | | |
| Other e.g. social worker, medical practitioner, police | | |
| Further action required please give details of further action or follow up required and who is responsible for this | | |
| | | |
| Name of team member completing the form | | |
| Signature of team member | | |
| Date & Time | | |
| Name of Staff member | | |
| Signature of Staff member | | |
| Date & Time | | |
| Further action taken please give details of any further action taken | | |
| Is there a risk associated with this concern (could it impact on the individuals health or wellbeing?) If yes staff member should complete a risk assessment | | Yes/No |
| | | |
| Name of team member who took this action | | |
| Signature of team member | | |
| Date & Time | | |
| Name of Staff member | | |
| Signature of Staff member | | |
| Date & Time | | |

Updated March 2015

Emergency Contact Information Sheet

| | | | | |
|---|--|-------------------------------|---|-------------------------|
| 1. Event/ Activity | | | | |
| 2. Venue Address | | | | |
| Group | | 3. Start details | | 4. End details |
| Staff | | 25 May | 13:00 | 28 May 18:00 |
| Advance Team | | 25 May | 13:00 | 28 May 16:30 |
| Preparation Team | | 25 May | 15:00 | 28 May 16:30 |
| Participants | | 28 May | 10:30am | 30 October 18:00 |
| 5. Total number participating | | Staff | Volunteers | Participants |
| 6. Do you have an In Case of Emergency contact for all group members? Yes/No | | | | |
| 7. Staff contacts at event | | Overall responsibility | | Pastoral Support |
| | | Name | | |
| | | Mobile | | |
| <i>Other programmes contact details</i> | | Programme | | |
| <i>Include these details for Yearly Meeting and Britain Yearly Meeting</i> | | Name | 1. | 2. |
| | | Mobile | | |
| 8. Event Emergency Contacts | | Name | 1. | 2. |
| | | Mobile | | |
| 9. Head of Department/ Management Meeting Contact | | Name | Helen Drewery | |
| | | Mobile | Mobile 07846 423 614, or Home 020 8643 0666 | |
| 10. BYM media contact - Quaker Media Relations Office | | Name | Anne van Staveren | |
| | | Landline | 020 7663 1048 | |
| | | Mobile | 07958 009 703 | |
| | | Email | annev@quaker.org.uk | |
| 11. BYM Insurance Contact | | Name | Lisa Kew | |
| | | Landline | 07875 303 564 | |
| | | Email | lisak@quaker.org.uk | |

Britain Yearly Meeting Safeguarding Procedure Event Information Sheet

BYM Safeguarding officer h to identify this information for Britain Yearly Meeting and Yearly Meeting Gathering, Otherwise staff should use NSPCC or Thirtyone:eight to enable referral of young people.

| | | |
|--|---|---|
| 1. Event/ Activity | | |
| 2. Venue Address | | |
| 3. Local Authority Area: | You should use the details for your local authority. | |
| 4. Safeguarding Coordinator | Name | This must be someone present at the event |
| | Mobile | 07958 009715 |
| 5. Responsible Person at Event | Name | This is likely to be the staff member in charge of the event and who is the link between the event and the venue. |
| | Job Title | |
| | Mobile | 07958 009744 |
| 6. BYM Safeguarding Officer | Name | Michael Booth |
| | Landline | 020 7663 1023 |
| | Event specific contact Number | Ask Michael for the appropriate phone number to put here for the particular event. |
| 7. Helplines | NSPCC | 0808 800 5000 |
| | Thirtyone:eight | 0845 120 4550 |
| 8. Location of designated private space: | This should be a place where someone can safely talk about abuse, but should not be a bedroom. It can be a room that is also available for other pastoral care issues | |
| Details of appropriate Local Authority and Police contacts for the location of the event: | | |
| Police Contacts for vulnerable adults children and young people | Immediate danger | 999 |
| | Non-urgent | 101 |
| Designated Officer Local Authority (DOLA) | Contact Number | |
| Details of Multi Agency Safeguarding Hub: | Contact Number | |
| Local Authority Contacts for Vulnerable Adults | Contact Number | |

Insert a copy of the programme for the event here

Healthcare Information

NHS England <http://www.nhs.uk/pages/home.aspx> (NHS Choices) or call 111

NHS Wales <https://www.wales.nhs.uk/>

NHS Scotland <http://www.nhs24.com/selfhelpguide/> or call 111

When should you call 111?

- You need medical help fast, but it's not a 999 emergency
- You don't know who to call for medical help or you don't have a GP to call
- You think you need to go to A&E or another NHS urgent care service but are not sure which one is most appropriate; or
- You require health advice or reassurance about what to do next

Always call 999 if someone is seriously ill or injured, and their life is at risk.

Other sources of healthcare information, talk to your local pharmacist or go to your GP, walk-in centre, minor injuries unit or urgent care centre. (111 can help you identify the most suitable organisation).

Details of local healthcare facilities (Accident & Emergency Departments; Doctors; Dentists; Pharmacies) can be found at <http://www.nhs.uk/servicedirectories/Pages/ServiceSearch.aspx> or www.nhs.uk then click on 'Find Services' At least two alternatives should be given in each category.

Accident and Emergency

The nearest Accident and Emergency Departments to (venue postcode) are:

This should list the name, address and telephone number of the nearest Accident and Emergency Department together with a map or directions.

Doctors Surgeries

The nearest Doctors' Surgeries to (venue postcode) are:

This should list the name, address, opening hours and telephone number of the nearest Doctors' Surgeries together with a map or directions.

Dentists

Call 11 and ask for nearest emergency dental services.

Walk in Centres/minor injuries unit or urgent care centre

<http://www.nhs.uk/service-search/Urgent-Care/LocationSearch/0>

Chemists

The nearest Chemists to (venue postcode) – look for ones that are close by but also identify at least one that is open weekends and late at night

This should list the name, address, opening hours and telephone number of the nearest Pharmacies together with a map or directions.

Taxis

This should list the name and telephone number of local taxi companies in case a taxi is required to transport a participant (with at least two other people) to hospital etc.