

# Intrepidus Outdoors LTD

## Incident **P**rocedures

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## EMERGENCY PROCEDURES

### General

Action taken in the event of an incident/emergency must be controlled at all times. The victim should be removed from danger if necessary and other participants must be kept under control and out of harm's way. The senior staff member present must immediately resume full responsibility for all participants and other staff, should this have been temporarily handed over.

### Note:

The **Incident Procedures** should also be read, understood and applied, by **all** staff members.

## Emergency Contacts

Ambulance, police, mountain rescue, and coastguard: **999**

International: **112**

Intrepidus HQ: **TBC**

Operations Manager: **TBC**

### Western General Hospital

Crewe Road South

Edinburgh

EH4 2XU

Tel: 0131 537 3481

The Minor Injuries Clinic at the Western General Hospital, Edinburgh is open every day of the year, seven days a week, from 8am to 9pm (with the last patient book-in at 8.30pm). No appointment is necessary.

**Note:** staff cannot x-ray or administer medicine for children under 12 years, apart from Calpol)

**Royal Hospital for Sick Children**

9 Sciennes Road  
Edinburgh  
EH9 1LF

Telephone: 0131 536 0000

'The Sick Kids', provides a comprehensive range of dedicated children's services, including its own accident and emergency department.

**Royal Infirmary of Edinburgh**

51 Little France Crescent  
Old Dalkeith Road  
Edinburgh  
EH16 4SA

Telephone: 0131 536 1000

The Royal Infirmary of Edinburgh is a major teaching hospital. With a 24-hour accident and emergency department, it provides a full range of medical and surgical services for patients from across Lothian and specialist services for people from across the south east of Scotland and beyond.

**Borders General Hospital (Jedburgh)**

Huntlyburn  
Melrose  
TD6 9BS

Tel: 01896 826000

## 6.1 Responsibilities

### Note:

All emergency incidents must be dealt with, with the instructor's safety, group's safety and the casualties' safety considered.

### If there is communication

#### **Instructor Responsibilities:**

- Implement the Action Plan provided by Intrepidus and evacuate when necessary
- Assess in conjunction with the participants, the Operations Manager or Director whether the group is capable of continuing
- If appropriate and if the situation permits, gather photos, information, statements from the group about the incident
- Complete incident report form

#### **Operations Manager:**

(If out on the hill many of these tasks will be undertaken by the Programme coordinator/shift commander)

- Take the final decision on whether the group involved will continue or return to HQ
- If group is not continuing prepare to receive the group. Get a location easily accessible by the group
- Contact stakeholders (e.g. parents, school)
- Take witness statements from involved
- Debrief staff at the end of the day
- Ensure completion of incident report

#### **Director:**

- Meet casualty at the hospital (if appropriate)
- Draft statement for Intrepidus (if appropriate)
- Contact family member/guardian and liaise with school
- Prevent mis-information and gather learning points

**If there is no communication**

**Operations Manager / Programme Coordinator:**

- If 30 minutes late returning: Begin assessing situation, preparing route information and kit, try contacting group, get phone signal
- If 1 hour late returning: Gather other available instructors, follow prepared plan including other possible routes
- If over 2 hours late returning contact emergency services
- Once the group has been located return to standard emergency procedures
- Follow the Intrepidus Action plan
- Ensure the safety of the group at all times

**Emergency Contacts.**

- Fire ambulance police mountain rescue coastguard cave rescue: 999
- 999 international 112
- Intrepidus Office:
- Intrepidus Operations Manager:

## 6.2 Near Miss

**Note:**

- All near misses must be recorded in Part 2.1, section of Incident Procedures and Reporting
- All near misses must be recorded on Form NM-1

Cross referencing in incident books has shown that for each major injury there will be a larger number of minor injuries and a correspondingly larger number of near misses. The importance of this ratio is that, if reported, lessons can be learned from near misses. A near miss is defined as; "any event that could have resulted in a foreseeable serious injury or illness to participants, staff or members of the public, if it had not been for fortuitous timing or intervention at an opportune moment".

## 6.3 Minor Incidents

**Note:**

- All minor incidents must be recorded in Part 2.2, Section of Incident Procedures and Reporting
- All minor incidents must be recorded on Form MI-1

All Minor Incidents and accidents should be recorded in Incident Procedures and Reporting and are defined as: 'All incidents resulting in minor injuries/illness being sustained by staff and participants that require first aid treatment that can be administered by a member of staff, or the individual him/herself, and of a nature that does not require professional medical attention.' Examples small cuts, grazes, burns, bruises, splinters, a twisted ankle, a bee-sting, etc.

## 6.4 Major Accident/Incidents (RIDDOR)

### Note:

- All major accident/incidents must be recorded in Part 2.3, section of Incident Procedures and Reporting
- All major accident/incidents must be recorded on Form MAI-1

Major Accident and Incidents are defined as defined as: 'All incidents or accidents that result in a member of staff, a participant and/or a member of the public seeking or requiring professional medical advice/attention. Even if that advice/attention results in no further action being required', this includes all incidents that:

- Result in the active assistance of an emergency service. e.g. Police, Fire Service, Mountain/Cave Rescue, Coast Guard
- All incidents involving the use, or suspected use, of drugs/alcohol by young people, while under the supervision of Intrepidus staff or on Intrepidus premises
- All incidents involving some form of sexual activity, known or suspected. In particular, incidents involving those under 18
- All incidents resulting in the damage or loss of property as a result of malicious intent, or suspected theft
- All incidents involving an act of physical aggression or self-abuse that resulted in an injury. Note: It is important to record the age of those involved
- All incidents involving a Intrepidus vehicle, or a vehicle for which Intrepidus is legally responsible, that resulted in damage or injury
- All Child Protection disclosures leading to a report being made to a 3rd party e.g. social services, parents, police.

## **6.5 Reporting Accidents and Incident Documents**

All near misses, incidents and accidents must be recorded in the dedicated Incident Procedures and reporting. The purpose of this file is to ensure that a master record of all incidents is kept in a single location.

The Incident Procedures and reporting incorporates all documentation referring to what steps must be taken if an incident occurs as well as reporting those incident.

## Emergency Priorities

**The Instructor:** The instructors' safety is of paramount importance, as injury to the instructor will jeopardise the safety of remaining group member.



**The Group:** The safety of the group must be the forefront of the instructors mind as in emergency situations one casualty and quickly become two.



**The Casualty:** The casualty must be stabilised and removed from the hostile environment safely and quickly. Follow Emergency Action Plan.

## Instructor Emergency Action Plan

