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Part 8 | Emergency Contact sops

 DofE Journey Planning pack

# JPES101 – Failure to check in

* **Triggers:**
	+ The group has not made contact by the allocated end-of-journey check in.
	+ The group has not made contact by a set check in time.
1. **Wait** 20 minutes for a late check-in.
2. Attempt to **contact** the supervisor.
3. Attempt to **contact** 2 members of the group.
4. **Wait** 15 minutes.
5. Repeat 2 & 3

**If response:** END. **If no response:** CONTINUE.

1. **Notify** the Award Leader of the authorizing Award Unit. They may provide additional instructions. The Award Leader will notify the National Office based on their SMS.
2. **Notify** the NZ Police on 111 and follow their instructions. Provide details from the group’s plan.
3. **Notify** the emergency contacts of participants. Instruct them not to contact the media or publicize an incident, or to attempt to contact the group.
4. Keep the Award Leader informed of developments.

**If the group makes contact after notifications have been made**

1. Immediately notify the Award Leader and NZ Police (if notified).
2. Inform the emergency contacts.

**AT ALL TIMES:**

* DO NOT contact the media.
* DO NOT publicize, announce, or indicate the potential for an incident publicly.
* DO NOT attempt to locate the group yourself or travel to the site

# JPES102 – Incident

* **Triggers:**
	+ The group has notified the emergency contact of an incident.
1. **Collect** as much information as possible from the group – write it down. This should include:
	1. Best contact method and identifying factors.
	2. Current location (grid reference, latitude/longitude, track names)
	3. What happened (Is any one injured, missing).
	4. Current state of the group (physical and mental).
	5. Are emergency services required.
	6. Is the group capable of moving if required.
	7. What is the group’s plan at this point (evacuate, continue as planned, continue with modifications).
2. **Advise** the group of the actions you are taking e.g. who you are contacting.
3. **Remain** by a communications method for updates.

**If emergency services are required**

1. **Call** 111, If the journey is urban, request the appropriate service for the incident. If the journey is bush based request police, they will coordinate search and rescue.
2. **Follow** the 111 operator’s instructions and provide them with the information from the group, including relevant medical conditions and items from the journey plan.
3. **Continue** with the remainder of this SOP
4. **Notify** the authorizing Award Leader, they will coordinate with the Award’s National Office. **Follow** any additional instructions the leader provides you with
5. **Notify** the emergency contacts of any participants directly involved in the incident, Instruct them not to contact the media or publicize an incident, or to attempt to contact the group.
6. **Notify** the emergency contacts of other participants. Instruct them not to contact the media or publicize an incident, or to attempt to contact the group.

**Keep** the Award Leader, emergency services (if called) and emergency contacts up to date with any developments.

**AT ALL TIMES:**

* YOU are the primary contact point and relay between the group. All communication is to be relayed through you.
* DO NOT contact the media.
* DO NOT publicize, announce, or indicate the potential for an incident publicly.
* DO NOT attempt to locate the group yourself or travel to the site.