

# **THE ASSOCIATION OF TEESDALE DAY CLUBS**

## **Policy Document**

### **Number 06 Issue 05**

#### **Incident Management Policy and Procedure**

##### **Introduction**

The Trustees of The Association of Teesdale Day Clubs are committed to providing members with an environment where any incident (e.g., a medical emergency, an accident, or a Health & Safety event) will be handled in a calm and effective manner without distress to members, volunteers and staff, or any guests attending.

##### **Policy**

It is the policy of The Association to provide guidance to the trustees, staff, and volunteers in order that they are aware of what to do in the event of an incident at a club or during an outing.

##### **Principles**

- All relevant staff should be willing to undertake First Aid training.
- All staff appointed or acting as Club Leader or Chef will have a current First Aid certificate, or be awaiting training in First Aid, and be competent to coordinate a response to an emergency.
- There will be at least one member of office-based staff with a First Aid certificate.
- Club Leaders and Chefs should be aware of the skills of their volunteers to be able to select one of them, at any club meeting or outing, to take charge of the welfare of the members and to act generally as a deputy if needed in the event of an emergency.
- Each Club Leader must ensure that there is a means of contacting the emergency services; BT line in venue, mobile telephone availability and signal strength, and that the post code of the venue is clearly posted.
- Staff should follow the procedures below when dealing with any incident.
- Senior staff will always be informed of any incident and all incidents will be reported to the Board.

##### **Procedure**

In the event of an incident at a club meeting at a regular venue or an outing, staff should be fully aware of the following guidelines. These guidelines cannot be completely comprehensive and an element of "Good Sense" must apply.

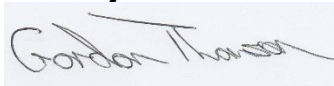
- In the event of any incident the priority of the staff will be the welfare of the members and volunteers.
- If the event is any kind of medical emergency or accident concerning an individual, or a very small number of individuals, staff members should always follow the procedures demonstrated in First Aid training.

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- In all but minor matters, be ready to call an ambulance unless the person concerned has a real objection. Even so, you must rely on your judgement and call one as you see fit.
- In the event of any loss of consciousness an ambulance must be called.
- If any suspicion of fire, or similar danger exists, the venue must be evacuated, and the emergency services contacted. Try to keep everything calm and business-like to minimise distress to everyone involved and follow the drills as practiced or directed for that venue.
- If an incident involves a person who should not be present, or there is a member behaving in such a way as to cause a distress or upset to others, try to isolate that person away from the others as quickly and calmly as possible.
- If someone goes missing on an outing do your best to find them after you have ensured the care and well-being of the other members.
- Be prepared to call the police if any person is, in your judgement, in danger.
- Be prepared to contact "next of kin" or "emergency contacts" where appropriate.
- Do not, in any circumstances, place yourself or anyone else at risk.
- Make sure that your colleagues and volunteers and members know what to do in any incident.
- If you have any concerns about any situation, please raise them with the CCSM, the Strategic Manager or any of the Trustees.
- In any event, make sure that the members are being looked after and are safe.
- Notify the CCSM as soon as possible or within 24 hours after the incident has taken place. In the absence of the CCSM, the Strategic Manager must be informed.
- The CCSM must notify the Strategic Manager as soon as possible after an incident, and at least within 48 hours of the incident happening.
- A written report should be prepared and submitted to the Strategic Manager for the attention of Trustees.
- In the absence of the Strategic Manager the Chair must be notified and be sent the report within the same time frames as above.

**Reviewed and approved by the Board of Trustees and signed on their**

**behalf by the Chair:**



**Date: 11/11/2021**

**Review due: November 2024**