

# IN THE EVENT OF A SERIOUS INCIDENT THAT *MAY* WARRANT THE USE OF ANY OF THE EMERGENCY SERVICES THE FOLLOWING PROCEDURE MUST BE ADHERED TO

1. Ensure the safety of yourself, your group? (If applicable) & the casualty **DO NOT BECOME A VICTIM YOURSELF!**
2. Contact the nearest first aider – who will treat the casualty
3. Call the Emergency Services if necessary
4. Contact The Students' Union at UWE during working hours, or if unavailable the University 24 hour Security Services [The Gatehouse]. If you have no money or change, reverse the charges & tell the operator to tell the recipient of the call it is an emergency involving a student from the University of the West of England [UWE]

**Office hours [9.30 to 17.30hrs]:**

**Contact Numbers:**

**Opportunities Manager:**

**0117 32 83288**

**Opportunities Department:**

**0117 32 82577 | 82719 | 83291**

**24 Hour Contact:**

**UWE Gatehouse**

**0117 32 82552**

***RING THE MOBILE NUMBER OF THE OPPORTUNITIES MANAGER IF YOU HAVE BEEN PROVIDED WITH IT***

5. Inform the Staff there has been an incident involving a student, give them the telephone number you are phoning from & ask them to phone you back.
6. Staff will require the following information:
  - Your name & where you are calling from***
  - The name of the club involved & if a trip registration form had been completed***
  - A brief description of the incident***
  - The name(s) & number of students involved***
  - The name of the Hospital where any casualties have been taken***
  - The name & number of any Police Officer involved with the incident***
7. Staff will inform you what to do next; it will usually be to wait by the phone. They will then contact The Students' Union at UWE Management, who will then implement any necessary action in Bristol. An official from the University will phone you back & inform you what to do next.

## **DISCLOSURE OF INFORMATION:**

Cases have been reported where the media rather than the police following serious accidents or incidents have contacted relatives. This is obviously a very difficult situation, which should be avoided at all costs. Unofficial statements may also affect proceedings if any legal action results against committee members/trip organisers/group leaders, or The Students' Union at UWE Officials. Therefore to reduce this from happening:

- Liaise with emergency services as required. Let the emergency services have the full name(s) of the casualty(s) & any personal details. The police may also request the name & address of the next of kin. Give them the name & phone number of the University Official you have made contact with.
- Do not make any statement to the media other than "no comment". Do not discuss any aspect of the incident with anyone who is not connected to the emergency services.**
- Ensure that no member of the group makes a statement to the media as above: Apparently innocent comments can be damaging.
- Meet with the Opportunities Manager as soon as possible.