

Emergency Preparedness Plans

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What is an incident ?

An incident / emergency is...

- An unexpected event that result in injury / fatality
- An occurrence that results in a major claim against the tour operator.
- An occurrence where the tour operator may be liable
- Anything newsworthy that results in change of itinerary
- A group involved in a natural disaster
- A group affected by a political / security event – terrorism

No two incidents will be the same, however, it is usually possible to distinguish according to the following categories –

- NEAR ACCIDENT
- MINOR
- SERIOUS
- MAJOR

What happens when it goes wrong?

BE PREPARED

- Have a list of ALL emergency number in the area – Police / Ambulance / Fire brigade / Mountain rescue / Sea rescue
- Have a list of where the emergency services are located in relation to where you are
- Have a list of all potential contacts such as the tour operator / the international tour operator / the embassies / customers insurance cover / service providers such as the activity supplier / hotel or transport.
- Have emergency preparedness plans for your guides/drivers written down
- Have roles & responsibilities written down - who does what
- Have all staff to be trained in incident management
- Have all staff to be prepared to be called in on an emergency

Keep a record of all of the above → **Incident Handling Manual for TO**

Be prepared!

- Incident handling manual for ITO
- **Incident handling manual for TO**
- **Emergency preparedness plans for guides (and drivers)**
- **Training in incident handling for all staff**

Your
responsibility!

Your **Emergency Preparedness Plans for guides** should include the following procedures on what to do in the immediate aftermath of an incident -

Make the area safe

Give first aid

Contact emergency services / take customer to the nearest medical facilities

Contact the Tour Operator / ITO / Service provider

Contact the insurance companies of the customers

Keep a record of timings and occurrences

Complete an Incident report

Obtain medical / police reports

How to remember this – OMEGA

- **O**bserve & take photos where possible
- **M**ake Safe - If vehicle - do not let any unauthorised persons move vehicles (even to clear the road) - except in minor accidents
- **E**nsure Helps is on its Way
- **G**ive First Aid immediately (if necessary) and get medical help.
- **A**ftermath & Reports

Follow ups -

It is important to specify who does what:

- The guide?
- The tour operator?
- Both?

Both must work together when there is an emergency – your roles and responsibilities should be detailed within your **Incident Handling Manual for TO**

After OMEGA you may also have to -

Organise additional services for the group

Amend the immediate itinerary

Organise catch up for customers who may have stayed behind

Assist with repatriations of a sick or dead customer

Complete all required reports

Liaise with the consulate

CCP – offer assistance to customer who require further care and support after an incident

→ Include these procedures in your Incident Handling Manual for TO and Emergency Preparedness Plans for guides!

The Aftermath

- Most importantly – there are the DONT'S!
- These should also be part of the procedures listed in the **emergency preparedness plans for guides** and your **incident Handling Manual for TO!**

Don'ts!!!

Do not apologise - this is seen as being to blame

Do not discuss fault or liability with anyone except the international tour operator

Do not give any reports / statements to customers

Do not talk to the media

Do not contact any family members

Incident Reports

- The sooner the better
- Take photos / Draw or sketch incident
- List the witnesses
- Customers to contact their own NOK
- Keep note of First aid offered / refused
- Continue to monitor customers

Summary

BE PREPARED

Prevention is better than cure