



Czech Explorer Belt 2016 – Critical Incident Plan

Northumberland County Scouts
Standard Operating Procedures and Critical Incident Plan (Emergency Action Plans).

Standard Operating Procedures - Green Border

Critical Incident Plan (Emergency Action Plans) - Red Border

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UK BASED TEAM

UK BASED TEAM		FRAMEWORK.
Section 1.0		
<p>A small team of responsible experienced staff. All members will share contact numbers. The UK team must be capable of managing / coordinating an emergency situation in the UK for the Expedition while they are abroad. The UK based team will share a rota so that a duty member can be reached 24 / 7</p> <p>The UK Based team will be the first point of contact notified of an emergency by the Explorer Belt Expedition staff (Ideally the Leader in Charge)</p> <p>The participant group includes some under 18yo. The UK Based team must include or have free access to expertise in Safeguarding legislation and practice.</p>		
UK Base Staff will have Copies of;-	List of all participants;	Next of Kin; Addresses; Contact Numbers: Personal Details: Parental Consent forms; Medical Details; Passport Numbers. EHIC.
Copies of;-	All Contracts & copies of receipts/ proof of payment.	Insurance; Activity Providers; Transport Contractors – Coaches, Hired Vehicles, Ferry Numbers / Times; All Contact Details for above (Ideally all with a named contact).
Full Details of intended programme. Locations/ times/ teams and schedules for exped. Any changes must be notified.		
Phone Numbers;-	For Czech	<p>All Staff; All Participants.</p> <p>Local contacts; Any residence providers (hostels, camp-sites etc.). Activity Providers; Transport Contractors- Coach & Hire vehicles.</p> <p>Central Emergency Services Numbers. (Local if used can be notified by Exped staff).</p> <p>Embassy/Consulate numbers.</p>
	For UK	<p>UK Support & Gilwell Park (National Scouts HQ).</p> <p>All Staff & All Participant Next of Kin personal & home numbers Insurance Company.</p> <p>Transport Contractors- Ferry, Coach. FCO</p> <p>Scouts HQ</p>
Keep a log of phone calls in and out and as far as possible a brief time-line narrative.		

UK BASED TEAM

Home Contact and Senior Coordinator for UK Based Team for 2016 Czech Republic Expedition.

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SOP 1home
section 1.1

The UK Based team will set up a Duty Rota so that one of the team is available 24 / 7 to receive a telephone call from the Exped Staff team. This can be done most easily by using 'call divert' so that the Exped Staff team needs only to phone a single number to contact the duty member.

The key number should be a dedicated phone, not used for any other purpose. M 07753202086.

The Exped Staff team will also have all personal numbers of the UK Base team;-

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and Scouts HQ etc as back-up & as a fall-back.

Every member of the UK based team will have the contact numbers of the Expedition Staff Team, most importantly, the team coordinator's.

The UK based team will agree a meeting point "County Office" which can be accessed by them at any time. The meeting point must have all the resources necessary to manage an incident, office facilities and dedicated work space for the team.

Any serious incident must be notified to the Duty Press Officer for the Scouts Association at Gilwell Park – 02084337100, who will be the **only** contact and channel for communication with the press and media. Any attempted contact from the press to any other personnel should be referred-on to the press officer, met with 'no comment' or the absolute minimum statement of known fact.

**EAP 1home
section 1.2**

The duty member receiving a call from Exped Staff Team will contact the Senior Coordinator. They will cascade to the rest of the team and arrange to convene.

The team will meet and assume dedicated responsibilities.

Roles (can be combined and adopted appropriate to the incident);-

1. Senior Coordinator of the team will be the contact for Police / Medical Staff / Embassy / Insurance Company
2. A member to keep a dedicated phone for communication with Exped staff (Set up a Sked emergency services.
3. A member(s) to deal with parent(s). Parents must be informed before press are involved.
4. A member to manage repatriation, transport from airport, return to homes.
5. Special consideration must be given to the support of any participant(s) under 18yo. (Safeguarding).
6. Any communication with the press must be through the Duty Press Officer for the Scouts Association. All other personnel must refer any query to the Press Officer.

The aim is for the UK Based Team is to manage and coordinate as much of the process as possible so that the Exped Staff team can focus on the immediate care of the participants and any casualties.

There may be some circumstances (economic collapse, civil disturbance, natural disaster etc.) where the local communication network in C R, local authorities, or the local social structure may become temporarily overloaded or ineffective. In such circumstances international communications are sometimes more reliable than local, either phone or net- based. The UK Based Team may become a hub for communication between members of the Expedition Staff, and can act as liaison and co-ordination for the team with FCO, Insurance Company and any arrangements for care / repatriation.

Return to Establishment/Home;- Participants must be kept out of focus of press. Home Team to arrange timing and route through insurers. Parents informed of secure pick-up arrangements. All participants to be met with transport. Contact numbers in case of delay/ diversion.

Post Incident Care;- After a serious incident the organisation will need to provide care and support. It may be necessary to involve outside experts. Consider participants, staff, parents and any who may have been traumatised.

Keep a log of phone calls in and out and as far as possible a brief time-line narrative of decisions & events.

Any serious incident including injury or damage to property will require a full report by the group leader, staff and any participant witnesses to be submitted to the County Commissioner.

*1 - Sked = scheduled contact

EXPEDITION STAFF

Exped Staff Team Section 2.0	FRAMEWORK.	
<p>Each member of EST will have specific area(s) of responsibility throughout management of the exped. Each member of staff will have a responsibility for oversight and contact with a particular team. Every member of staff is available for all support issues beyond 'areas' above – a point of contact for general queries prior to the expedition, and for any support issues on expedition.</p>	<p>Communication between all staff will be vital for coordination & to share knowledge, progress and concerns. This is ensured through staff meetings, training events, web and e-mail. Daily meetings on Exped.</p>	
<p>All above coordinated through the Leader in Charge – Vital that he is updated with any information, progress or concerns. Leader in Charge is central to coordination. Leader in Charge should appoint a Deputy (Simon) - familiar with all aspects and stages of the plan, continuously briefed and updated by Leader in Charge and if necessary, able to stand in for him.</p> <p>All staff must be continuously updated on details of programme / group issues, splits etc.</p> <p>The EST must include qualification or extensive knowledge of 'Safeguarding' procedures and have access to expert guidance through the UK Based Team.</p>		
<p>Leader in Charge will have:</p>	<p>List of all participants;</p>	<p>Addresses; Next of Kin; Contact Numbers: Personal Details: Parental Consent forms; Medical Details; Copies of all Passports; EHICs. When the whole group is convened, off expedition, all passports will be held securely & centrally.</p>
	<p>All Contracts, Proof of Payment.</p>	<p>Insurance; Activity Providers; Transport Contractors; Coach, Hire Vehicles, Ferry / Times / Tickets; All Contact Details for above (Ideally all with a named contact).</p>
<p>The EST will arrange for local contact through dedicated sim cards / numbers as – 2 for each team; 1 for each member of Exped Staff; 1 Exped Base (Exped Base number will be 1 for all teams. Always charged and monitored by staff on a duty rota).</p>		
<p>EST will have Phone Numbers / Contact Details for;-</p>	<p>UK Based dedicated number, UK Based Team Individual numbers, & schedule for Duty Staff.</p> <p>Insurance Company; Embassy / Consulate All Exped Staff; All Teams & Participants.</p> <p>Local contacts; Any residence providers (hostels, overnights etc.). All activity providers; All Transport Contractors – Ferry's /Coach/Hire; Emergency Services; Central, and Local where possible.</p> <p>All staff should carry personal documentation – passport & copy, EHIP, etc.</p>	
<p>In an emergency and failing any other arrangement the Exped Operating Base will be the default rendezvous for all and any members of the team.</p>		

SOP 1staff
section 2.1

Staff Will;-

Will meet each day to coordinate and share information / plans / concerns and team progress.

Monitor the Exped Base phone on a duty rota 24-7 and ensure its full charge.

Will be current with the Exped teams' plans and progress

Will arrange a sked sitrep
can be a short text eg "B OK" = *Jackals, Pole Cats, Martens, Wolves, Otters, Lynx, Bears.*

Should carry a small notebook & pen.

Keep a log of exped base phone calls in and out and as far as possible a brief time-line narrative of decisions / events.

**SOP 2staff
Section 2.2**

TRANSPORT.

<p>Hire Vehicles</p> <p>A designated member of staff responsible to check each day and complete a check sheet kept with each vehicle.</p>	<p>All hire vehicles checked on pick-up for seat belts, controls and gauges, security and general condition. Regular fuel top-up. Vehicles must have emergency numbers for breakdown / accident.</p> <p>Required by Law - fluorescent green high visibility safety jacket - first aid kit, warning triangle - complete set of spare bulbs - complete set of electric fuses - jack - spanner and - spare wheel or special tyres repair set</p> <p>A visual check;- All Lights operate. Levels;- Fuel, Engine Oil, Brake/Clutch fluid; Radiator and Screen Water. Tyres – No obvious bulges, cuts or other damage. No obvious pressure loss.</p>
<p>Drivers</p>	<p>All with relevant license. Take first opportunity to check effectiveness of handbrake – footbrake operation, ‘feel’ of steering. All passengers to wear seatbelts. Any defect must be reported to the hirer immediately and the vehicle taken out of service.</p> <p>*2 – Sked Sitrep = Scheduled Situation Report</p>

Applies to All Situations

Staff Team Member
Receives an emergency
call from a team.
Medical / Legal
Emergency

Participants will be briefed through training to pass clear information – nature of emergency, who involved, their condition & location, the remaining team member’s condition, location & intentions. Intended action of Emergency Services. **Staff receiving the call must make a written record of the time and critical detail of the call.**

Staff Team member will contact Leader in Charge . They will cascade to other staff.

Equal priorities must be the remaining team’s security / safety. The casualty’s condition and support. All other participants.

Leader in Charge to decide delegation of staff tasks as necessary. Implement appropriate EAP.

Arrange call-back sked sitrep as necessary between all parties.

Recording and
documentation.

1st contact casualty should record significant developments & times.

The team members and if possible any witnesses should write down their recollection of the incident at the earliest possible opportunity. Include names / addresses / telephone of any witnesses, ID numbers of emergency personnel, registration of any vehicles, any photographs.

No-one to discuss detail outside the immediate organisation.

Any formal statements should be given accompanied by a ‘friend’. Participants briefed to only acknowledge fact. Do not admit / allocate liability.

Complete accident and insurance forms.

NB. - Special consideration and care for any incident involving under 18s - ‘safeguarding’.

Exped Base - Keep a log of phone calls in and out and as far as possible a brief time-line narrative of decisions / events.

All EAPs assume enabled comms between staff, particularly to Leader in Charge as the central coordinator of decision and action. Comms failure should not delay any member of staff using their initiative to implement any EAP or acting in the best interests of any participants. Take the first opportunity to update Leader in Charge and other staff on any action taken and revert to a coordinated EAP.

EAP 1staff
Section 2.4

SERIOUS INCIDENT.

Death or serious injury to one or More participants. Reported by Exped team to a staff member or direct to Leader in Charge. Staff and Leader in Charge to cascade to other Staff.

1. Leader in Charge will delegate a member of staff to join victim / casualty. A member of staff must remain with the casualty until repatriation.
2. Other staff to gather-in other teams to operating base. (Leader in Charge's decision).
3. Staff with casualty will contact Leader in Charge with constant updated detail of change in condition / location / emergency services intentions. Default to an arranged call sked.
4. Leader in Charge will delegate a staff member to join remaining members of casualty team in support role.
5. Leader in Charge to contact UK Based duty staff. Pass information of those who are directly involved and intentions for them and other participants. Arrange call-back schedule.
6. Leader in Charge will contact British Embassy / Consulate.
7. UK Based team will implement EAP 1h. Contact insurers and arrange for medical/ financial / legal support & parents as necessary.
8. EST plan intentions for all other Participants. Coordinate with Home team.
9. Any witnesses should write down their recollection as soon as possible – signed dated & witnessed. Retain photographs.
10. On-going updating communication between casualty staff – Leader in Charge, and Leader in Charge – UK Based team. Arrange skeds.

Arrange / Expect contact from insurers, legal representation, Embassy staff.

***3 -** Remaining with casualty might involve hotel, subsistence and Ferry costs. Family may want to join which will involve similar costs. Repatriation may require air ambulance. All coordinated through UK Based team and Insurers. – See EAP 1h.

Section 2.5

Incapacity of participant(s) due to

Moderate

Illness / Injury/ Legal Issue.

Reported by Exped team to a staff member or

direct to Leader in Charge .

Staff and Leader in Charge to

cascade to other staff.

1. Leader in Charge will delegate a member of staff to join victim / casualty. A member of staff must remain with any casualty until he/she is able to re-join group or repatriation.

2. Staff with casualty will contact Leader in Charge with details of condition / location / emergency services intentions.

3. Leader in Charge will delegate a staff member to join remaining members of casualty team and assume support role.

4. Leader in Charge will contact UK Based Duty Staff / Embassy as necessary.

5. Staff member with team will, with Leader in Charge, assess Condition / Intention / Capability of remaining team members.

Options might include to continue, to pull out, to split amongst other teams.

6. As necessary UK Based Team will implement any element of EAP 1h. Contact Insurers / arrange for legal / medical support/ repatriation etc.

7. On-going updating communication between casualty staff – Leader in Charge & Leader in Charge – UK Based team. Arrange contact schedule.

8. If 3rd parties or equipment are involved then any witnesses should take the first opportunity to write down their recollections – signed, dated, witnessed.

Expect contact from insurers, Embassy staff

*4 - Remaining with casualty might involve hotel, subsistence and Ferry costs.

Family may want to join which will involve similar costs.

Repatriation may require air ambulance.

All coordinated through UK Based team and Insurers. – See EAP1h.

Incapacity of a member of Staff.

Leader in Charge & the EST are made aware of a staff member being unable to carry out their responsibilities S.

1. A member of staff suffering an accident or illness should contact Leader in Charge at the earliest opportunity.
2. In the event of the staff member being unable to make such a call, each member of staff should carry a card stating that he / she is a member of an organised visiting group and including the critical contact numbers for the group;- Leader in Charge , the UK Based Team, other staff members; Copy of Passport.

The priorities for the staff team in order are to cover the casualty's responsibilities for an exped team and any urgent area group responsibility; support for the incapacitated staff member.

3. Leader in Charge will delegate a member (or members) of staff to assume any urgent responsibilities of the casualty for Exped Teams and any time- critical area responsibilities. This may require duplication of duties for some staff who must prioritise for participant's safety.
4. Leader in Charge will delegate a member of staff to contact or join the casualty to establish his / her condition and urgent needs – local care with the intention of re-joining the group, or repatriation.
5. Leader in Charge will co-ordinate with the UK Based team who will implement any element of EAP1h as necessary;- contact with family, insurers, health care, repatriation etc. Consider if appropriate the possibility of a replacement member of staff / possible local support. Arrange a sked with UK Based team.
6. Having covered immediate responsibilities as in (3) the Exped Staff Team will take the first opportunity to meet and reorganise duties so as to impact as little as possible on participant teams' plans. Care and support for the casualty may have to fall to his / her family and /or arranged through the insurers / embassy. Consider the possibility of a replacement member of staff / possible local support.
The participant group - their programme and welfare - is the primary responsibility.
7. The situation should be explained thoroughly to the participants. Their instincts and reaction may be to be as supportive and undemanding of the remaining staff as possible. It must be emphasised to the participants that they must stick to their plans, SOPs and EAPs. Any reluctance to implement EAPs to reduce staff load could leave them vulnerable and provoke even greater consequences and disruption to the group and staff team.
8. If 3rd parties or equipment are involved then any witnesses should take the first opportunity to write down their recollections – signed, dated, witnessed.

If more than one member of staff are incapacitated then the remaining EST must consider the safety of continuing the planned expedition. The EST may consider aborting the plan or elements of it if group safety cannot be guaranteed; including taking into account the possible contingency of further staff being committed to another EAP. Other options might include combining groups to reduce staff spread, recruiting replacement staff (possibly local), fall back to commercial activities etc. The staff decision will depend on the circumstances but the priority must be the safety of the group.

Section 2.7

Civil unrest in CR is very unlikely although it can occur in any country. Participants will be briefed to avoid and move away from any disturbance to a safe location.

Public services may be disrupted including health, transport, finance and commercial activity and supplies.

Local comms may become difficult. International or Long Distance in-country Comms may be more reliable. HBT or Embassy may act as hub for team communication.

The nature and extent of any emergency will determine the Staff’s Decision as to the security of the participants. The Staff Team may contact the HBT and/or the Embassy and obtain advice. HBT may become comms hub for detached staff / Participants. Teams in relatively remote rural expeditions may actually be in the safest locations assuming availability of shelter and supplies and considering any transport difficulty. Extended disruption will require the group being gathered-in at a safe, managed location – default for out-of-contact members will be the Local Operating Base.

<p>Staff become aware of local civil disturbance or disruption to social order.</p>	<ol style="list-style-type: none"> 1. Staff should communicate with Leader in Charge at earliest opportunity. Vital that Leader in Charge knows condition / location of all staff. 2. All Team Staff to communicate with the Esped Grps at earliest opportunity. Vital to pass location/condition of all teams to Leader in Charge as coordinator of any action. Update circumstances regularly through sked. <p>The aim is that Leader in Charge should be able to account for all expedition personnel. Location of Exped Groups – their circumstances and intentions.</p>
	<ol style="list-style-type: none"> 3. Briefing and immediate advice to groups is to move away from disruption to a secure location as long as such a move is not itself insecure. 4. Give and gain information & support from Civil Authority. Obtain any support for any participants felt to be under threat, follow Authority advice & support. 5. If Comms are difficult then individual team staff should use their initiative to contact / join / ensure the security of teams. Re-establish contact with Leader in Charge / Staff Team as soon as possible to coordinate action. 6. The seriousness of local conditions will decide if / how / how quickly groups should be gathered in. 7. Obtain advice from Embassy / HBT as to immediate security and action, likely duration, need and method of repatriation. 8. Staff to assess longer-term threat to participants. Attempt to gain local information, support – civil authorities, local contacts, media etc. International media reports through net/HBT may initially be best source. 9. HBT or Embassy may act as comms hub (phone or Web). 10. Priorities will be immediate security, shelter, supplies for whole group for predicted duration of emergency. 11. Check continued access to funds / obtain cash for immediate necessities.

Section 2.8

The most likely natural disaster is flood. Floods are an annual occurrence in CR, unlikely though not unknown through August.

CR is well used and organised to manage flood conditions, usually returning to normal soon afterwards. Midsummer can be extremely hot and wild-fire is a possibility.

Local Comms may become difficult. International or Long Distance-in-country Comms may be more reliable. Consider using HBT or Embassy as a Comms Hub.

Flood /Fire	<ol style="list-style-type: none"> 1. Staff should communicate with Leader in Charge at earliest opportunity. Vital that Leader in Charge knows condition/location of all staff. Arrange sked. 2. All Team Staff to communicate with teams at earliest opportunity. Vital to pass location/condition of all teams to Leader in Charge. Arrange sked. 3. If comms fail then staff should contact the Civil Authority / HBT/ Embassy who may coordinate group information. <p>The aim is that Leader in Charge should be able to account for all expedition personnel.</p>
All Personnel well & accounted for.	<ol style="list-style-type: none"> 4. Briefing / Advice to groups as per pre-exped training. 5. The seriousness of local conditions will decide if & how groups should be gathered in and / or any subsequent action such as recommending any team to move to safe ground. 6. Priorities will be the continued wellbeing & security of participants for the immediate future / duration of the emergency. 7. Leader in Charge will communicate with the Embassy / HBT / Civil Authority for advice on recommended course of action. 8. The Exped group & HBT will take into account all sources of information & advice, the feelings of the participants, local sensitivities, local conditions affecting the viability of the exped plan, transport net, commercial infrastructure, demands on emergency services etc., in agreeing a course of action. HBT may communicate parent's wishes. 9. If appropriate the group may consider remaining in country and revising the exped plan to offer support to the local community (local scouts' groups often participate in emergency management). Participant safety must be the priority.
Personnel injured or unaccounted for.	<ol style="list-style-type: none"> 10. If Team Staff are unable to contact teams then if possible Team Staff will attempt to reach teams according to team's scheduled route plans. If direct contact is not possible then Leader in Charge should be informed immediately. 11. If there is any reason to doubt the wellbeing of any team then Leader in Charge will contact local Civil Authority to effect SAR. If Leader in Charge is not on comms then the Team Staff members will make contact with SAR Authority. 12. Any reported injury could default for action to EAP 1, 2, 3 if possible unless local conditions do not allow normal emergency services operation. If self-help is not an option then Leader in Charge / Team Staff should call for SAR & medevac. 13. Leader in Charge will contact Embassy / HBT to inform them of any unaccounted / injured personnel. Arrange sked to update. HBT will invoke any element of EAP 1h as appropriate.

A very remote though very serious possibility exists of rabies infection. Rabies is endemic though rare throughout Europe (not reported in CR for over 5 years). Participants are to be warned through training to avoid contact with animals and to react urgently to any possible infection, reporting to staff and seeking medical attention.

Other health risks include:-

- Tick infection (Lyme's disease & encephalitis) – participants will be warned to use insect repellent and to check daily for ticks.
- Hep A & Hep B. Participants warned to employ good personal hygiene & consider vaccination.

EXPEDITION PARTICIPANTS

SOP 1 participants. Section 3.0

All Exped Members must take responsibility for their own and each other's safety and well-being. Be courteous to locals but be vigilant for your own and each other's personal safety and property. The greatest crime threat is likely to be in tourist hot-spots including airports, bus stations etc. Pick-pockets and thefts are quite common – often operating in teams. Take care on crowded public transport (or any crowds). Keep money and documents safe.

The greatest threat to physical wellbeing is from traffic (accident rate is 2.5 * UK average). The greatest threat to health is from contaminated or inadequate food / drink on exped.

Avoid contact with animals – rabies is endemic throughout Europe. Be very aware of likely extreme heat – sunblock and cover-clothing.

Be sensitive to local customs and culture Treat the local people and the country with respect.

OPERATE A BUDDY SYSTEM – care for each other and try NEVER to GO ANYWHERE ALONE.

Teams	<p>Set a realistic schedule. Allow adequate time to cover distance comfortably with extra time to enjoy the locality and contact with locals.</p> <p>Leave camp sites etc as you found them – or better! Take care not to become dehydrated.</p> <p>Make out a detailed route plan for each stage of the expedition.</p>
	<p>If a rendezvous with a staff member is arranged then if you arrive early do not proceed without contacting the staff member. If you are late you can proceed but try to contact staff to inform them of your situation. Teams can use a simple Sitrep text format for such circumstances eg 'J OK + 1.30' – <i>Jackals on programme but running an hour and a half late. (we will work this out with Dave through training)</i></p>
	<p>Take every opportunity to pick up water, food, power.</p>
	<p>Designated Contact Phones in each team must be kept in high charge. This will be the primary number used by staff to contact you in an emergency. Conserve battery power on all phones. Keep a pre-paid card for pay-phones as a back-up.</p>
	<p>Send a Scheduled Situation Report (Sked Sitrep) each evening to Exped Base when you arrive at your overnight. eg 'J OK' – <i>Jackals on programme & no issues.</i></p>
	<p>Do not carry more cash with you than you need for your daily expenses on Exped and record all expenses. Bear in mind that ATMs may not be available outside large towns.</p> <p>Be particularly careful of credit cards, phones cameras etc.</p>

	<p>CR was on the front line through the Cold War and although it is now a member of the Euro-community and there are no tensions with neighboring countries it is unwise to show undue interest in military installations.</p>
<p>Each participant should carry:-</p>	<p>A laminated card (Staff will provide this) with critical numbers –Emergency Services – Ambulance, Police. 112 (local) (or 999 on a UK phone defaults to local emergency operator). Pre-programme important numbers on designated team phones. The Exped Base Phone will always be staffed on a rota basis 24-7.</p> <p>His / her EHIC. This will ensure no delay in any medical treatment. Carry Travel insurance details with you though original documents can be supplied by staff later to cover any further treatment and expense.</p> <p>Reporting numbers for lost or stolen cards.</p> <p>Carry a photocopy of your passport and the original. If asked for ID try the photocopy first. Keep your passport secure - it must not leave your possession. You can be fined on-the-spot if you fail to show your documents to a policeman.</p>
<p>Honour the 'code of conduct'.</p>	
<p>If you do not have receipts for valuable items then insurance claims are more likely to succeed if you can produce photographs of them taken and left at home prior to Exped. (Include ID marks).</p>	

CR is a highly developed Western European Country. There is little greater threat to your health than there would be in UK.

The greatest threat to your health is in poorly stored or prepared food and drink. The daily temperature is likely to be quite high and there is no possibility of keeping anything perishable in good condition in your packs. It will deteriorate very quickly. Check the packaging and anything that should be refrigerated should be used immediately. Try to use dried food and anything that needs boiling should be boiled for a significant time – minimum several minutes even for a hot drink.

Use only water from known clean sources, bottled or domestic. Do not use wild water. Staff can ferry bottled water to you if you run out. Thoroughly wash any cuts / abrasions.

Keep a high standard of hygiene in and around your camp. Wash your hands regularly and particularly before and after handling food.

After walking through long grass or undergrowth through the day check all over for ticks – it would be a good regular routine every evening – you will find out who your friends are for the places you can't see or reach (this is good practice even in UK), (Google Lyme's disease / encephalitis). Use insect repellent.

Rabies is endemic throughout Europe. It is very rare and has not been reported in CR for over 5 years but it is very dangerous. It is spread by contact with infected animals usually through their saliva to open wounds – often a bite because infected animals are likely to be aggressive and unpredictable. The safest course of action is to avoid animal contact especially in open country and to take any suspicious contact very seriously. Report any incident to staff who will accompany you to seek medical help and advice.

Hepatitis A & B occurs in CR as it does in most countries including UK. Hep A is transmitted through infected food or water. Hep B is spread from infected body fluids. You can avoid infection – A & B - through good personal hygiene. It is advisable that all regular travellers should consider vaccination – speak to your GP and get a Tetanus booster at the same time!

You may have heard that there are some exciting wild animals in the CR – and yes there are, wolves, brown bears, lynx; unfortunately not in the area we are visiting. You may come across wild boar, in which case give them a wide berth, they can be as dangerous as any of the above. There are many varieties of the wild-cat, marten, and weasel families including northern raccoons – none of which are any threat. There are snakes including adders, but no greater threat than they would be in this country. Treat all wild-life with respect, take photographs but try not to cause any disturbance.

Your EHIC may entitle you to free medical treatment although it is common practice in CR to make a nominal charge for treatment or a prescription - typically approx. 30Kc. Even if you have to pay this charge make sure you have a receipt for all charges and they should be refundable either through EHIC or insurance.

Applies to All Situations.

If you suffer an emergency then your first phone calls will be critical to managing it as well as possible. Try to stay calm and think clearly. Ask for the appropriate service(s) (112), give **your phone number** and your name, **an accurate location**, the nature of the emergency, who / how many involved, the nature of any injury. As soon as possible contact staff to inform them what is happening but do not delay emergency services call.

Very Important

You may be tempted to phone home or phone the casualty's home, other exped members or friends; Tweet, Facebook etc **Please do not.**

It is important to manage the breaking of any bad news very carefully for the sake of all those involved. Please allow the staff and the UK Based team time to manage that sensitively.

Do not be the one to start a rumour chain that could add to the worry and distress of a casualty's family or others.

In any incident first ensure your own safety, then the rest of the group – account for everyone and ensure that the incident will not escalate and involve anyone else. Only then care for the casualty.

Allocate jobs for everyone – as well as being necessary, having something to do concentrates the mind on something constructive and reduces shock or panic.

The EAPs below are a guide to coordinate actions in an emergency. In an emergency apply the appropriate EAP or elements of them to your situation. Establishing contact with the staff team is urgent but if that is not possible then use your initiative for the group's security. Stay together and establish staff contact as soon as possible.

The number for any emergency is 112 (almost universal through Europe, 999 on a British mobile should default to local emergency services too).

If you suffer a theft then it must be reported to the local police in person within 24hrs. You will be given a crime number without which you are unlikely to succeed in an insurance claim. There is a 'Foreigner's Police Station' in Prague – Jungmanovo namesti 9, Prague 1 – the nearest metro station is 'Mustek'. It is open 24hrs and Translators can be provided.

If you lose your passport then you will not be able to obtain a replacement without reporting the loss to the Police and obtaining a report from them.

If you use public transport then you must obtain a validated ticket **BEFORE** you travel. You can obtain tickets from most large hotels, metro stations, from many newspaper stands – look for 'Trafica', and even from some convenience stores. You can be fined about £25 on-the-spot for not producing a ticket to an Inspector.

There are trams in many of the larger towns – which Brits are not used to. They are fairly **quiet and can not stop quickly** – be careful near tram rails.

If you cross the road or tram lines within 50 metres of a zebra crossing then you can be fined on-the-spot for not using the crossing.

Death or serious injury to one or more participants. Any incident or situation that requires the emergency services.

1. Ensure your own safety.
2. Make the area safe for the team. Ensure everyone is accounted for, be calm and reassuring. Do not let the incident escalate.
3. Assess any injury. Reassure any casualty and give first aid. **A.B.C.** Treat any casualty for shock.
4. Serious / critical injuries are your priority – Phone for an Ambulance **112**. Police are also **112**.
Give an **accurate location** to the ambulance and the number of casualties/nature of injury.
Give an **accurate location** to the Police if they are involved. But be careful of supplying other detail – see below and also see dealing with the Police in **EAP 5p**.
An injured team member must be accompanied in the ambulance.
5. Inform Medical staff of any medication the casualty may be taking.
6. As soon as possible phone the Exped Base number. Staff will arrange a member of staff to get to the casualty, a member of staff to get to the team, and any transport needed.
If the Base phone is not contactable then shift your call first to Leader in Charge or then to any other member of staff.

Certain tasks have to be carried out to manage the situation. Allocating tasks also gives everyone something to concentrate on and a feeling of contributing – reducing a very stressful and traumatic situation.

Tasks Roles you might consider (some can be combined)

1. Coordinator.
2. 1st aid.
3. Communication – Emergency services and Exped staff.
4. Secure the site (traffic control etc. but care for your own safety)
5. Record the scene – photographs or video including any car numbers. Try to obtain names / contact numbers of any witnesses. Photograph and try to retain any suspected faulty equipment.
6. If a staff member cannot reach you in time then one team member must accompany any casualty in the ambulance. Leave the group phone with the remaining members of the group while that team member must stay in contact with the Staff Team. A staff member will meet you quickly at the hospital and relieve you of the responsibility. You can then be reunited with your team.

As soon as possible take some time to write down your detailed recollection of the incident. Sign and date it. A staff member will counter-sign it.

You must insist on the right to be accompanied by a member of staff before you make any statement to the Police. If you are under 18 then make sure you tell the Police – you have special rights and a right to be accompanied for any interview or statement.
Only relate known fact. Do not admit or allocate liability. The member of staff may in turn insist on you having legal representation which they will arrange.

EAP 2 participants Section 3.4

MODERATE INCIDENT.

**Illness / Injury
Incapacity of
participant(s) not
requiring emergency care**

The condition may benefit from rest at base and possible further treatment. The team must decide if they will wait for the casualty's recovery, or continue the expedition.

1. If the injury is the result of an accident then do not let it escalate. Your first priority is your own and the team's safety. See EAP 1 and adopt any relevant part of it.
2. Make sure everyone is accounted for. Be calm and reassuring.
3. Make the casualty comfortable and assess the injury / illness. Render 1
4. Be sure that any illness is not due to any cause that could affect the rest of the team.
5. Phone Exped Base and arrange a possible rendezvous with a staff member. Discuss the circumstances and your options.

**EAP 3 participants
section 3.5**

THEFT

**A Participant
being a Victim of
Crime.**

A report to the police will give you a crime number - which you will need for an

1. You must report the theft to the Police within 24 hrs and obtain a report number without which any insurance claim will fail.
You will have to prove your ID – keep your passport & photo-copy with you, ideally not in the wallet that just got stolen.
2. Remember to operate the buddy system – do not go anywhere alone. In any case, other members of the team may be able to make a corroborating witness statement.
3. As soon as possible phone Exped Base to inform staff of your situation & intentions, discuss your options or arrange for a staff member to join you. A report to a Police Station is likely to take some time and your team may have to reschedule its expedition plan.
4. You should have a note of the number to phone to cancel any lost cards. – Yes, I know, that was in the wallet that was just stolen too.
5. The staff team can arrange for emergency funding until you can gain access to your own funds. (Carry Travelex Cards?).

insurance claim.

6. If you lose your passport then you cannot obtain a replacement without a police report.

If you are under 18 then make sure you tell the Police – you have special rights and should be accompanied for any interview.

There is a 'Foreigner's Police Station' in Prague – Jungmanovo namesti 9, Prague 1 – the nearest metro station is 'Mustek'. It is open 24hrs and Translators can be provided.

You may not get your property back but you should be able to make an insurance claim for your loss. Check your home insurance or travel insurance to be sure you are covered. You will have to prove that you owned the lost item(s) so if you no longer have receipts then take photographs of your possessions before the trip. Make sure the pix include any identifying marks.

A Participant being a Victim of Crime.

Any assault is serious and must be reported to the Police.

1. Assess any injury and treat as EAP 1p or 2p.
2. Serious / critical injuries are your priority – Render 1 Care for shock.
3. Phone **112** for an Ambulance or Police.
Give an **accurate location** to the ambulance and the number of casualties / nature of injury.
Give an **accurate location** to the Police and report the assault. A victim / casualty must be accompanied to the Police Station / Hospital. Staff will join you as quickly as possible.
4. As soon as possible phone Exped Base. A member of staff will join the victim /casualty, a member of staff will join the team, and staff will arrange any transport needed.
5. If your Exped Base is not contactable then shift your call to Leader in Charge or any other member of staff.
6. In any interview with the Police you have the right to ask that ‘a friend’ is present. He/She can be a member of staff though they may decide that you should have legal representation. The staff will arrange that for you.
7. Any team member who witnessed the assault should record their recollections at the first opportunity. In reality you will probably be asked to do this by the Police.

If you are under 18 then make sure you tell the Police – you have special rights and should be accompanied for any interview.

3.7

A Participant being arrested by Police.

The British Embassy staff are expert in negotiating with local authorities. They can help you and the authorities understand each other and they can arrange for legal representation. They will support you through every stage of any process but they cannot interfere with it.

The British Embassy cannot give or lend you money, cannot pay fines, and cannot remove you from any legal process. They will help in communicating with your family and supporting the rest of the Exped group.

The Expedition is also supported by the UK Based team who can also arrange legal support through the insurers and give support to your families.

The Team.

1. If a team member is arrested and taken to a Police Station then try to arrange that one of the team accompanies them. This may not be allowed and so obtain the address of the Police Station. Make a note of the arresting officer's name & number.
2. It is vitally important that you communicate as quickly as possible with Exped Base, Leader in Charge or any staff to inform them of your location and circumstances and the location of the arrested member. Try contact numbers in that order.
3. A member of Exped Staff will join the team to provide support and help decide on your immediate needs. Give him / her as much information as possible of what you know of the incident that resulted in the arrest.

Arrested Member.

1. This will be very stressful for you but try to remain calm and remain courteous. Becoming frustrated will not help.
 2. Be courteous but ask to be accompanied in any interview. If you are under 18 then make sure you tell the Police – you have special rights and must be accompanied for any interview.
 3. Confirm your identity. You should be carrying a passport / copy of your passport.
 4. You should ask in the first instance that a member of expedition staff should be contacted and allowed to join you. Give the Police your contact numbers for Exped Base / Expedition staff.
 5. If there is any difficulty in arranging for staff to join you then ask to speak to a representative from the British Embassy or Consulate. Your passport entitles you to that right.
 6. Do not make any formal statement until you have discussed your situation with your staff member / Embassy staff / lawyer.
- You **MUST** be accompanied by one of them before making a formal statement.
7. A staff team member will join you as soon as possible. They will help you decide on the seriousness of your situation and the help you need. They will be able to contact the British Embassy and the UK Based Team and arrange for legal representation.

Try to remain calm; they will get help to you as quickly as possible.

Illness / Injury

Incapacity of participant(s) in a remote location – wild country.

Search and Rescue and Helivac in CR is provided by the military but coordinated and called out by the Police – 112

Give an accurate location then the nature of the emergency. Other details can follow.

1. If the injury is the result of an accident then do not let it escalate. Your first priority is your own and the team's safety.
2. Make sure everyone is accounted for. Be calm and reassuring.
3. Make the casualty stable, comfortable and assess the injury / illness.
Render 1
4. Be sure that any illness is not due to any cause that could affect the rest of the team.
5. Assess ability to move or provide / improvise shelter for the casualty and group. Being wet and cold is very dangerous.
6. Phone Exped Base. Discuss the circumstances and your options. If illness / injury is severe then call the emergency services and update Exped Staff as soon as possible. SAR is coordinated through the police. – 112.
7. If you are unable to get a phone signal you may have to consider going for help. Ideally, no one should travel alone and someone must stay with the casualty.
8. Anyone going for help must have a very clear plan and be competent navigators; they must travel quickly but must take very great care for their own safety. Make safe conservative decisions. Have a very clear written record of the **casualty location** and condition before you leave.
9. The casualty(s) should not be left alone. Keep a record of any change in condition - pulse and breathing rate and quality, consciousness level etc. Note any medication the casualty normally takes.
10. Help any search by attracting attention to your location. Use bright coloured markers, 'catch fences', whistles, strobes, torches etc. (International call sign is 6 flashes or whistles every minute, reply is 3).
11. On rescue, rendezvous with a staff member & follow EAP 1.

Civil disturbance is very unlikely in CR though it can occur in any country. Any occurrence is likely to be very localised and not likely to become a serious physical threat to visitors. In the worst case public services may be disrupted including health, transport, finance and commercial activity and supplies.

Local Comms may become difficult. International or Long Distance in-country Comms may be more reliable. HBO or Embassy may act as a hub for team communication.

The nature and extent of any emergency will determine the Staff's actions for the security of the Exped Teams. The Staff Team may contact the HBT and/or the Embassy and local Authorities to obtain help and advice. Teams in relatively remote rural areas may actually be in the safest locations assuming availability of shelter and supplies and considering any transport difficulty. Extended disruption will require all groups gathering-in at a safe, managed location – default for out-of-contact members will be the Exped Base but do not attempt to move if that involves any threat to your wellbeing.

In a Civil Disturbance the 'Civil Authority' could be the Police or the Military. Approach slowly, courteously and calmly. Make it clear that you are no part of any demonstration or any threat to the authorities. Show your passport, show them your scarves and tell them you are Scouts. Ask for advice or protection. Your safest course of action is not to be involved and to move quickly away from any disturbance.

You become aware of local civil disturbance or disruption to social order.

1. Communicate with Exped Staff at earliest opportunity. It is vital that the staff team knows your condition / location.

The aim is that Leader in Charge should be able to account for all expedition personnel.

2. Do not split up. Move away from any disturbance. Try to find a secure location where you can sit it out or where a staff member / Civil Authority personnel can join you. Arrange a sked to keep Staff updated on your situation.
3. Remain at your secure location until any disturbance calms or moves on. If you feel the threat is growing then consider moving further away to a safer location. If you are unable to move away then seek protection from the Civil Authority.
4. If it is not possible for a Staff Member to reach you then they will pass advice from the local authority as to your best course of action. Staff may inform the Civil Authority of your situation and they may join you for your protection.
5. The Embassy / HBT may also be contacted to liaise with the Local Authority and act on your behalf.
6. If Comms are difficult then use your initiative for your security. If you feel yourselves to be at risk then seek protection from the Civil Authority. You should explain that you are UK citizens and are members of an organised group. Show your passport, it gives you a right to protection. If communication with the staff Team is difficult then you can contact the British Embassy or ask to be put in touch with them.

Summer weather in CR can be extremely warm with the possibility of wildfire or less likely, floods. Try to obtain up-to-date reliable weather forecast from locals. Staff will inform you of any threat from web and local sources. Weather can be extreme and so you should be fully prepared with foul-weather clothing – shell and warm layers, gloves, hat etc.; emergency food and drink; emergency shelter etc. – all covered in training.

Your situation will dictate your response to flood or fire but stay in contact with Exped Base with updates on your situation and intentions (**Accurate Location** is Vital). Your options may be to find or improvise shelter to sit-out floods, or to walk out to shelter and recover in a less exposed location.

Remember to use the buddy system and note each other's condition. Retreat or take shelter before a bad situation becomes an emergency. Be aware of early signs of hypothermia.

Extreme heat can also be a threat – be sure to drink plenty of fluid and stay out of direct sun. Use high factor sun cream, head cover, long sleeves etc. Be aware of early signs of hyperthermia.

Be vigilant for signs of wildfire. Avoid down-wind situations and dense forest / undergrowth. Look for open ground, water sources, population centres, rivers, roads and railways.

Take great care in travel as adverse conditions will affect your judgment and efficiency. Make conservative plans. Lose a little time rather than take any risk.

You and your team's safety must always be your priority.

Local phone communication may become temporarily difficult. International Comms may be more reliable. If you have not been able to contact the Expedition Staff, The UK Based Team may become a Hub to link messages between you and the Staff team.

'Civil Authority' could be the military, police or other service.

1. Communicate with Exped Base or Leader in Charge at earliest opportunity. Vital that Leader in Charge knows condition / location of all group members. Arrange a sked.
2. If comms fail then contact the Local Civil Authority / HBT / Embassy whomay coordinate group information.

The aim is that Leader in Charge should be able to account for all expedition personnel.

3. The seriousness of local conditions will decide if the expedition continues or if we have to rethink the plan.
4. Even though no-one in the team may be injured, we should be sensitive to local conditions and will not want to add to difficulties for local people.
5. Local transport and communication may be severely disrupted or overloaded. Remain in regular contact with your Staff member.
6. Leader in Charge will communicate with the Embassy / HBT / Civil Authority for advice on recommended course of action.
7. If appropriate the group may consider remaining in country and revising the exped plan to offer support to the local community.

Team member(s) Injured

8. As far as possible attempt to implement EOP 1p or 2p
9. Difficulties and therefore appropriate responses will be hard to predict but expect disruption or overload to local services
10. Phone Exped Base. Discuss the circumstances and your options. If illness / injury is severe then call the emergency services and update Exped Staff as soon as possible. SAR is coordinated through the police. – 112.
11. Emergency services may become overloaded so use your initiative to manage the situation as best as possible. Local people may help but may also have their own problems. Exped Staff will be attempting to reach you as per your route plan. Therefore, if you have to deviate from your plan make sure staff are informed.
12. If contact with Exped Staff is difficult then you can gain support from Local People, Local Emergency Services, the Civil Authority, The British Embassy and the UK Based Team.