

A large, colorful graphic consisting of several overlapping, curved bands of color (red, yellow, blue, green, purple) that sweep across the bottom half of the page from left to right.

Base Contact Training

Base Contact

The Base Contact's role is to liaise between the group on Expedition and the outside world. All communications with or from the group should go through this focal point

- This person has a crucial role in the safety management system and is appointed by the HOE
- Base Contact will remain 'back at base' and be contactable 24hrs a day throughout the duration of the excursion.
- The Base Contact will stand down once the excursion has returned to base.

Requirements

- Should not be a parent/carer/relative of a participant on the expedition
- Must have copies of all the relevant Expedition paperwork (also held by Supervisors and Head of Establishment) such as:
 - Green Form
 - Copy of Parental Consent Forms
 - Route cards
 - Route maps
 - Aberdeenshire Council Emergency Response prompt card
 - Participant's mobile phone numbers, if available
- The Base Contact will remain 'back at base' and must be contactable throughout the expedition with all paperwork to hand
- The Base Contact will stand down only once the excursion has returned to base.

- In the event of an emergency on the hill the group or supervisors will contact the Base Contact who will either contact the Emergency Services on their behalf or act as liaison between the Emergency Services (Police), and the group.
- The Leaders or participants must not contact parents at any time unless instructed by the Police or HoE.
- The Supervisors may contact the Base Contact if there are any delays, or if someone has to drop out early. The Base Contact may then contact the parents.
- A parent may have an urgent message for a participant, which will be communicated through the Base Contact via the supervisors.

- Parental consent forms:
 - medical details
 - insurance statement,
 - leaders name & contact.
 - Drop off pick up times and locations.
 - Parent/guardian contact details.
- Route cards:
 - Participant names
 - Leader names & mobiles
 - Base Contact number
 - Escape routes

Procedure – Normal

- Receive paperwork before expedition
- Keep phone to hand
- **Maintain Base Contact role until message from Supervisors to say all participants returned to the care of parents**
- Destroy/return paperwork to Head of Establishment



From group to parents

- Example: participant ill needs collected, or group running late, etc
- Supervisors will phone Base Contact and pass on message/request
- Base Contact to call each parent and pass on the message with relevant location details, etc.



From parents to group

- Example: family emergency
- Parents call Base Contact with urgent request
- Base Contact informs parent that contact *may* not be immediate due to poor phone coverage, nature of activity etc.
- Base Contact attempts to call Supervisors, or send text message
- Parents should only attempt to call participants direct as last resort.

Procedure – Emergency

In the event of an emergency the group will first try and contact the Supervisors. If this fails they will contact the Base Contact. The Base Contact should then do the following:

1. Capture information

- Caller's name
- Caller's number
- Time of call
- Location (grid reference and description)
- Location of Supervisors
- Nature of emergency
- Names of any casualties & nature of injuries/ illness
- Action taken
- The group's plan



2. Tell group:

- Make themselves safe
- Stay together
- Keep phones on
- Provide all their mobile phone numbers (via text)
- Try and contact Supervisors - shout, whistle, flash torch, wave survival bag.
- Not to contact parents, media or anyone else
- Becoming lost does not immediately justify an Emergency Services callout



Procedure – Emergency

3. Attempt to contact the Supervisors

- Text messages can be more efficient than voice calls, particularly in areas of poor mobile phone coverage or in poor weather
- Ask for confirmation of message receipt when texting

4. Contact the Emergency Services if required

- Act as liaison and provide all information requested by the Emergency Services
- Contact the Head of Establishment
- Maintain a log of events including timings.



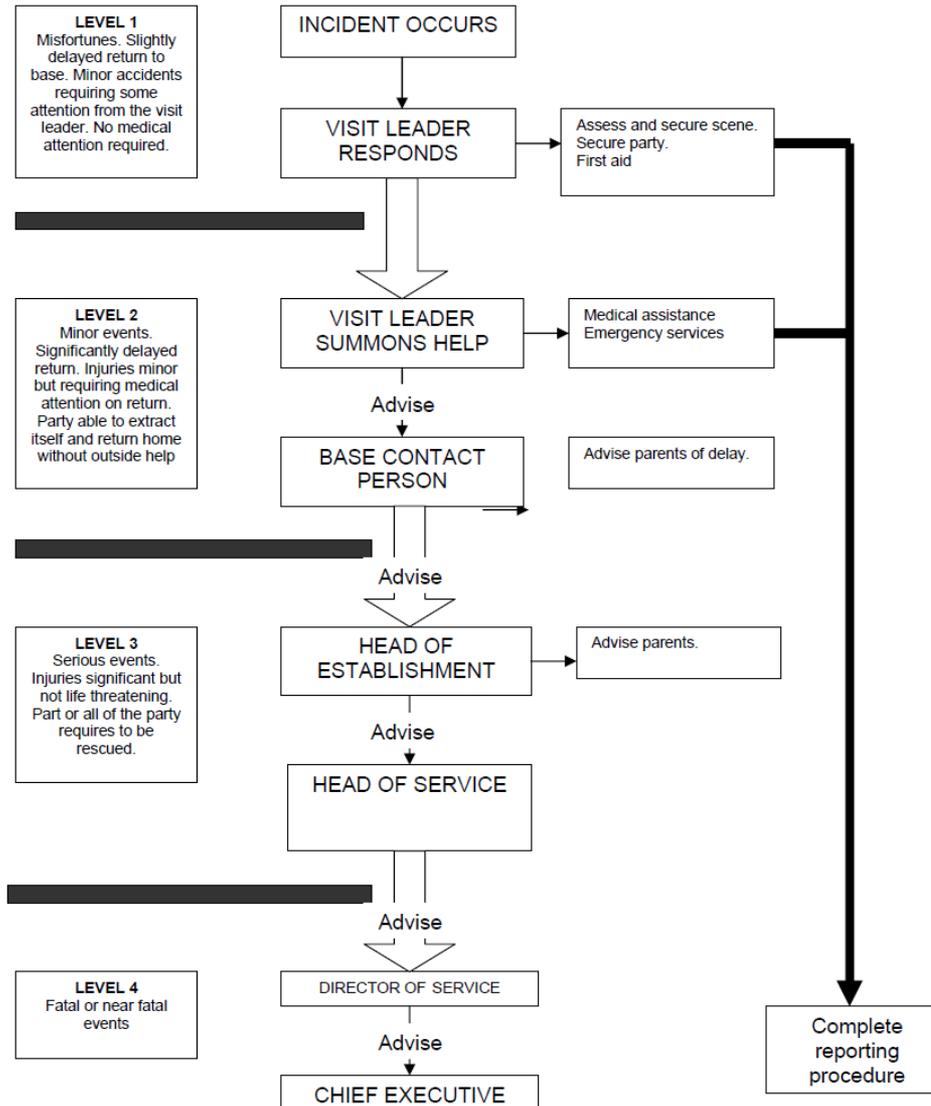
Excursion Overdue Actions & Response

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Overdue	Status	Response
More than 1 hour	Heightened awareness	Look out for safe return Reassure any concerned relatives Call visit leader to identify last known contact point
2 hours	Low key search Level 2 incident	Search general area where group are expected to be. Include expected rendezvous vehicle location Use local knowledge / speak to people on trails
4+ hours	Full Scale incident LEVEL 3	Notify Police and initiate full scale search Leader to call BASE CONTACT asap on return to vehicle Safe return of excursion group MUST always be reported in asap



Emergency Response Flow Chart



- Keep calm, common sense prevails
- Keep timeline of events
- Be realistic
- Trust, and show compassion to all involved
- Have phone lines free for communication in an emergency
- Keep notes of what the participants and supervisors tell you.

If the group are safe but report themselves as lost then ask the following questions to work out their location:

- Orientate the map (point the top of the map north)
- Where was their last known position and when?
- How long have they been walking since last known position & pace?
- Were they walking up or down hill?
- If on a slope now, what is the aspect - does the slope descend north, east, south or west?
- Are they on a path / in a wood or on open ground?
- If in a wood, are the trees deciduous or coniferous?
- Are they near a summit or water, or other geographical feature?
What features can they see in the distance?

Do not

- Do not contact or speak to the media
- Do not contact parents during an incident unless expressly instructed to by the Police or HoE.



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Basic Guide to HOE Duties

- On call & watching brief
- Do not interfere with ongoing operations
- Follow up incident after everyone is safe

The Head of Establishment

The Head of Establishment has responsibility for ensuring safe practice and for the implementation of the Council's safety policy relating to off-site excursions.

Within larger establishments many of the functions relating to the management and co-ordination of external visits may be delegated to a senior member of staff.

Delegated Members of staff

Where some or all of the above responsibilities are delegated to a senior member of staff, the responsibilities must be clearly stated and understood by all concerned.

In all cases the ultimate responsibility for the approval, conduct and management of excursions remains with the Head of Establishment.

Visit Leader

The Visit Leader is the person in whom the Head of Establishment has placed responsibility for the leadership and safe conduct of the excursion.

Some appropriate share of these responsibilities is assumed by others who may be colleagues from the establishment or staff from other agencies.



Head Of Establishment Responsibilities

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Head of Establishment's Responsibilities

1. To follow and implement this guidance to ensure their responsibilities are fulfilled and that outdoor learning experiences and off-site visits are managed safely.
2. The visit has suitable aims and effective ways of achieving them
3. The visit leader is competent & experienced to manage and monitor the risks throughout the visit.
4. Child protection procedures are in place
5. Appropriate risk assessments have been completed and proportionate safety measures are in place
6. Training needs have been assessed by a competent person and the needs of the staff and participants have been considered
7. Communication with parents has been carried out and parents have been appropriately informed of all aspects of the excursion and the risks involved and the necessary permissions obtained.
8. Visit leaders are allowed sufficient time to organise visits properly



Head Of Establishment Responsibilities

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9. Visit assistants and other accompanying adults in a supervisory role are appropriately recruited and briefed
10. The ratio of other accompanying adults to participants is appropriate
11. The Adventure Activity Consultant has recommended approval of the trip
12. Arrangements have been made for the medical needs and additional support needs of all the participants
13. Appropriate first aid provision will be available to meet the needs of the participants.
14. The mode of travel and travel arrangements are appropriate
15. There is adequate and relevant insurance cover in place.
16. Effective contact & emergency arrangements are in place and have been communicated to those who need to know.
17. There is a contingency plan for any delays including a late return home
18. Ensure that accident / incident reporting is completed on the H&S reporting system as appropriate.

Head Of Establishment Cover Plan

