



# TeamWalking

## OPERATING PROCEDURES

**Mark Reid**

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***UPDATED***

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# INTRODUCTION

This Operating Procedures document provides guidelines for TeamWalking (Mark Reid) and his Freelance Mountain Leaders (Leaders) to operate within.

It is designed to provide a framework of good practice, safety policies and operational procedures to reduce risk and increase enjoyment and quality of experience for Leaders and participants. This document is neither exclusive nor exhaustive and therefore does not cover every eventuality.

TeamWalking activities involve valley, hill and mountain walking in the British Isles, and therefore fall within the remit of the MLTE summer Mountain Leader Award (ML), which Mark Reid holds (Candidate Number: 136445).

Mark Reid strongly believes in Continuous Personal Development:

- Mark Reid logs all of his Quality Hill/Mountain Walks in his Mountain Training Logbook
- TeamWalking is an approved course provider of the National Navigation Award Scheme
- TeamWalking is an approved course provider of Mountain Training's Hill & Mountain Skills scheme
- Mark Reid is a member of the Mountain Training Association and British Mountaineering Council.
- Mark Reid regularly works with other Mountain Leaders and shares/discusses Good Practice.
- Mark Reid is an Outdoor Professional, and runs around 70 outdoor courses, walks and activities each year, and walks over 1,000 miles a year.

## Technical Advisors

Mark Reid is the 'day to day' technical advisor with regards to valley, hill and mountain walking, as they fall within his area of expertise and within the remit of his ML Award.

As from January 2015, TeamWalking has appointed John Proctor as their technical advisor. John holds the Mountaineering Instructor Award MIA (Candidate Number: 15923)

**These Operating Procedures relate to TeamWalking's valley, hill and mountain walks and activities that fall within the remit of the Mountain Leader (summer) Award.**

If TeamWalking offer activities beyond the scope and remit of the summer Mountain Leader award then TeamWalking will employ the services of a suitably qualified instructor to lead the activity and act as technical adviser, for example Winter Mountain Walking. When this occurs, Mark Reid will ensure he obtains a copy of their National Governing Body (NGB) Award, Insurance, First Aid Certificate and Risk Assessment, to be kept on file for 3 years. He will also send them a copy of TeamWalking's Operating Procedures and Risk Assessments so that they are fully aware of our operating frameworks and safety policies.

To ensure a high level of safety, Mark Reid continually reviews the range of activities he offers, and also his procedures.

Any suggestions or comments that may improve the contents of this document would be gratefully received.

# SAFETY POLICY

Mark Reid (TeamWalking) is a qualified Walking Group Leader, Hill & Moorland Leader and Mountain Leader. Since 1997, he has walked over 15,000 miles of footpaths (as of January 2016) as part of his professional experience as a guidebook writer, newspaper and magazine columnist and, since 2007, outdoor walking leader. His guided valley, hill and mountain walks are designed to be enjoyable, informative and a positive experience for all who take part. Safety is paramount, and whilst we cannot eliminate risk of injury or accident, all activities are carried out in a manner to reduce the risk of injury or accident as much as possible to both freelance leaders working on behalf of TeamWalking and participants, whilst balancing the risk of harm with the potential benefit of the chosen activity.

**TeamWalking website and Booking Forms state that:** *“Part of the attraction of valley, hill and mountain walking is the challenge of tackling different terrains, landscapes and weather conditions. Every effort is made to minimize potential hazards; however, the very nature of hill and mountain walking involves a certain level of unavoidable risk of accident and/or injury. By taking part in this activity, you are aware of and accept these risks.”*

## **MOUNTAIN LEADERS (also known as Walk Leaders)**

Mark Reid and all Freelance Leaders hold the relevant National Governing Body (NGB) Award for the activity they are providing. With regards to hill and mountain walking, this is the summer Mountain Leader award (ML) as a minimum. All Freelance Instructors must operate within the remit of their NGB Award(s).

All Freelance Leaders are known by Mark Reid and are inducted with regards to TeamWalking’s Operating Procedures and Risk Assessments.

When Freelance Leaders are working on behalf of Mark Reid and TeamWalking they are representing TeamWalking and so must act and behave in a professional manner at all times, with prompt time-keeping and acceptable language.

All Mountain Leaders are fully responsible for the participants in their group at all times during the activity.

Fees are agreed with the Freelance Leaders for each activity depending on numbers and the nature of the activity. All fees are gross; the Freelance Leaders are responsible for the declaration of this income for taxation and the payment of any subsequent tax demands.

It is a requirement that all Mountain Leaders have sufficient liability insurance cover for the activity they are providing, as well as up-to-date First Aid certificate. A copy of the following documents are kept on file:

- Freelance Leaders’ NGB Award
- Current First Aid certificate (16 hours)
- Liability Insurance (kept on file for at least 3 years)

All Leaders are fully briefed on any relevant safety issues prior to commencing the activity. They are sent a copy of:

- Risk Assessment (generic and walk specific)
- Emergency Procedures & Incident Management
- Safety Activity Briefing Sheet & Kit List
- Activity Details - Route Plan, weather forecast and overview of the activity (timings, facilities etc)

## **PARTICIPANTS**

- All Participants must pre-book, and TeamWalking must ensure that they have contact details for all participants, as often people book additional places for family and friends.
- All Participants are fully briefed about the type of activity they will be undertaking. Information is provided on the TeamWalking website, Booking Forms and also emails sent to the Participants prior to the activity (this email contains either a Route Plan or overview of the walk including information about terrain, ascents, weather conditions, distance and timings).
- Mark Reid and/or the Freelance Leaders reserve the right to refuse to take a participant whom they consider will be unable to complete the planned activity or is wearing unsuitable clothing.
- All Participants must complete and sign a Booking Form, which includes details of what to wear/bring, fitness and medical information. The contract between TeamWalking and the Participant is formed once payment has been received and we have sent the Participant a confirmation email and Booking Form by email or post; once this has happened then they are bound by our Terms and Conditions. Any areas of concern and/or pre-existing medical conditions are always followed up.

# RISK ASSESSMENT GUIDELINES

## GROUP

### PRIOR KNOWLEDGE (BOOKING FORM)

- Name, address and contacts
- Age
- Fitness / Exercise / Experience
- Kit to borrow
- Dietary, allergies
- Medical conditions

### ACTION

Plan, inform; dynamic, flexible  
Booking form, provide kit, gear check  
Follow up with standard email re medical conditions  
Follow up with standard email re medical conditions

### AIMS, ASPIRATIONS, EXPECTATIONS

*What are the aims?*

- Enjoyment
- Experience new areas / challenges
- Improve confidence
- Walk with a Mountain Leader
- Learn new skills
- Corporate team day

### ACTION

Once aims established, add to this practical information such as weather, wind, fitness, experience, logistics, group size etc

Always determine what their aims are as a team

Clear briefing about the aims of the walk before the day, pre-walk and during walk.

### PARTY SIZE AND RATIOS (ADULTS)

*Our suggested ratios for various walking activities are as follows:*

Valley / Low-level	12 people per Leader	Hill / Moorland	10 people per Leader
Mountain	8 people per Leader	NNAS awards	6 people per Leader

*Children aged 8 to 18 MUST be accompanied by their parent/legal guardian until such time as TeamWalking applies and secures an AALA licence. [See Child Protection Policy](#)*

*These are SUGGESTED RATIOS, and are dependent on a number of factors:*

- Aims, aspirations and expectations
- Age, fitness, ability and experience
- Weather and season
- Length of route and height gain
- Whether the route follows visible paths and tracks or open country.
- Terrain - valley, hill, moorland or mountain. Remoteness of terrain and potential escapes

### ROUTE PLANNING

*The route will depend on:*

- Group size
- Aims, aspirations and expectations
- Fitness, ability and experience
- Conditions, terrain, location
- Weather, season

*Route plan to consist of*

- Distance, time, height gain/loss
- Terrain, Hazards, weather
- Escape routes / alternatives

The route plan needs to be flexible and dynamic to take into account the aims and needs of the group, weather and ground conditions, daylight etc.

For more remote walks in mountainous terrain, then it may be necessary to leave a copy of the Route Plan with a responsible person, with clear instructions of when to call out Mountain Rescue:-

- When instructed to do so by the Mountain Leader
- When the Mountain Leader has not returned by an agreed time

## LEADERSHIP

### COMMUNICATION

- Know your group - first names, fitness levels, medical history, aims etc
- Assert control so the group are certain that the Mountain Leader is in charge
- Inform and brief the group about the activity, aims, route, weather etc
- Safety, risks, hazards
- Education - people gain the most from the outdoors when they are engaged and learning
- Keep all party members within sight AND sound of each other
- Ability to quickly take a head count
- Clear and concise instructions when necessary
- Decision making - intervention, safety, route, navigation, group management
- Judge enjoyment, fitness, stamina throughout the day
- Brief in a semi-circle
- Physical positioning within the group
- Review and reflect

## DUTY OF CARE

### PREVENT FORESEEABLE ACCIDENTS

- Prior knowledge
- Aims, expectations, aspirations
- Party size
- Route planning and weather forecast
- Leadership, briefing, communication
- **RISK ASSESSMENT FOR EACH WALK**
- **SAFETY BRIEFING**
- **EMERGENCY PROCEDURES & INCIDENT MANAGEMENT**

### PROVIDE REQUIRED EQUIPMENT

- Booking Form & kit list for participants
- Provide clothing, gear and equipment
- Ensure participants are prepared - clothing, footwear, provisions, knowledge of activity
- Gear check, briefing
- Provide Group Shelters
- **KIT LIST** for freelance Mountain Leaders

### KNOWLEDGE OF ACTIVITY (CONSENT)

- Booking Form, website and pre-walk information
- Route Plan, weather forecast, course overview (if applicable)
- Ensure participants have knowledge and understanding of activity
- Mountain Leaders to operate within the remit of their award.

### WALK LEADERS

The Walk Leader **MUST** demonstrate:

- A reasonable level of care
- Reasonably manage the foreseeable risks
- Work within the accepted norm
- Embrace legal and moral responsibilities.

**This process will determine the following key elements of all groups in the outdoors.**

*Who, when, where, what and why*

# RISK ASSESSMENT FLOW CHART

**Operating Procedures, Health & Safety Policy & Generic Risk Assessment**



**Send out Booking Forms and Confirmation Email (including Walk Overview)**

Once Booking Forms received, follow up medical conditions or areas of concern (fitness, experience etc)  
Produce Participants List  
Plan suitable route(s) according to location, group size, aims, type of event/activity, fitness levels, experience, weather history/forecast etc



**Specific Walks Risk Assessments**

*Yorkshire Three Peaks / Challenge Walks  
Valley, Hill & Guided Walks (Valley, Hill & Moorland)  
Upland, Fell & Mountain walks (Mountain)*

Get weather forecast, assess risks associated with weather forecast/history  
Produce Route Plan(s) for the day  
Highlight any specific risks/actions for the specific route/group on Route Plan and Walk Risk Assessment



**Send 'Final Walk Summary' email to participants**

*To be sent a week or so before the event:*  
Summary of the walk or a Route Plan (depending on the activity)  
Weather details, and any hazards or action points (heat/cold/rain/wind etc)  
Any additional kit participants should bring due to route and/or weather  
Ensure all participants have received the Confirmation Email and Final Walk Summary email



**The Walk/Activity**

*To go through on the day*

Overview of the day / aims / objectives  
Briefing Sheet / Route Plan / Gear Check  
Weather Forecast  
Specific Hazards / Action Points

Give spare map & emergency equipment to a party member, if appropriate (remote/mountainous routes)  
Discuss any Medical Conditions with individuals (where they keep their medications, warning signs etc)  
Ask if anyone has any questions / concerns

**Flexible and Dynamic Route Plan**

**Dynamic Risk Assessment throughout the day**

**BOOKING FORMS MUST BE COMPLETED BY EVERYONE**

# RISK ASSESSMENT DEFINITIONS

The generic Risk Assessment forms the key risk assessment document for all activities undertaken by TeamWalking and its Freelance Mountain Leaders.

It is essential that this is read through fully before any activity, and then a Specific Risk Assessment produced for that particular activity in conjunction with participant/group information, aims, route plan, weather conditions, location etc; this will then highlight the specific risks that must be managed and/or briefed to the group prior to the activity.

Mark Reid and TeamWalking looks for 'actual' risk of injury from a competent persons perspective, as opposed to a 'perceived' risk of injury by an inexperienced person.

*When considering risk, it is important to note:*

- **Who may be harmed** - participants, instructors, public
- **Likelihood of injury** - low, medium, high
- **Consequences of the risk of injury** - low, medium, high
- **Control and Action Points** - briefing, knowledge/education, giving responsibility, personal safety and/or protective equipment, training and practice
- **Review and reflection** - after each walk, then update the Risk Assessment and Operating Procedures as appropriate.

The risk of injury **MUST** be balanced against the nature of the activity, as hill and mountain walking involves a recognised level of unavoidable risk, that often forms part of the attraction of the activity. It must also be balanced against the benefits of learning and experience that comes from challenging terrain and conditions.

Whilst out walking across the hills and mountains, Mountain Leaders frequently make experienced-based judgements and decisions with regards to the route, group management, level of engagement of participants etc to manage and/or reduce the level risk as much as is reasonably possible, whilst also balancing this risk of harm with the potential benefit of the chosen activity.

*"It is not the mountain we conquer, but ourselves"* - Sir Edmund Hilary.

All Instructors must consider their responsibilities with respect to their **Duty of Care** (see above)

# SAFETY STANDARDS

All instructors must hold the relevant National Governing Body (NGB) Award for the activity they are providing. With regards to hill and mountain walking, this is the summer Mountain Leader award (ML) as a minimum.

All Mountain Leaders must operate within the remit of their NGB Award(s).

All Mountain Leaders must have sufficient liability insurance cover for the activity they are providing, as well as an up-to-date First Aid certificate.

When working with children and young adults (under 18s), all Mountain Leaders must hold a current DBS certificate (Disclosure and Barring Service) and have undertaken a recognised online Child Protection and Safeguarding course.

All Participants must complete and sign a Booking Form prior to the start of each course or guided walk.

All walks will start with a safety briefing to all participants (See Safety Briefing Sheet). At the pre-walk briefing, all participants are asked to make the Leaders aware of any changes in circumstances or medical conditions prior to the commencement of the walk.

All participants must be wearing suitable clothing and footwear, and be carrying suitable provisions and kit for their chosen activity - this must be checked by the instructor.

There is generally a NO ALCOHOL policy before or during the walks or activities for any Mountain Leaders and Participants. However, when dealing with adults some discretion may be taken by the Mountain Leader, if appropriate (for example, taking refuge in a village pub during inclement weather). Any consumption must be limited to no more than one drink (2 units of alcohol).

The Countryside Code must be followed at all times.

All Mountain Leaders must adhere to the TeamWalking Kit List, and carry/provide sufficient and suitable group safety equipment (including First Aid Kit, spare clothing, Group Shelter and rope), as well as a fully charged mobile phone. In the event of two Mountain Leaders working with a group, then hand-held Walkie Talkies will also be used for communication, in addition to mobile phones.

When walking on roads, the instructor must brief the participants clearly on how to assess the safest side of the road to walk; everyone must be visible to traffic.

All walking routes will have a Route Plan produced before the event, with alternative and escape routes highlighted.

Only Right of Way or Open Access Land may be used.

It is important that the members of the party are equipped to deal with an accident or injury occurring to the Mountain Leader. This is particularly important when walking across remote and mountainous terrain when there is one Leader with the party.

**With this in mind, the party should be briefed about the following:**

- Emergency equipment carried by the Leader in his/her rucksack
- Proposed route, and kept informed of their location on a map during the walk.
- Potential escape routes and key emergency procedures (how to call Mountain Rescue)
- A spare map should be given out to a member of the party, and extra emergency equipment in poor conditions/mountainous areas (additional group shelter, mobile phone, small first aid kit etc)

# INSTRUCTOR TRAINING & INDUCTION POLICY

All freelance Mountain Leaders working for TeamWalking are required to undergo an Induction Procedure.

The Induction Procedure involves the following documents being sent by email (with a receipt acknowledgement) and then a briefing meeting prior to the walk that will cover:

- General information about TeamWalking
- Fees and administration
- Operating Procedures
- Risk Assessments (generic and walk specific)
- Participants List, Medical Conditions, Fitness levels
- Route Plans and Weather Forecasts
- Safety Activity Briefing and Kit List
- Emergency Procedures & Incident Management
- Contacts (Mark Reid, Mountain Leaders, emergency contacts etc)

Mark Reid will hold on file the following documents, with expiry dates:

- NGB Award
- First Aid Certificates
- Insurance Documents
- DBS certificate (if appropriate)
- Child Protection and Safeguarding training (if appropriate)

# CHILD PROTECTION & VULNERABLE ADULT POLICY

**NOTE:** All participants aged between 8 and 18 are only allowed on a walking activity as long as they are accompanied by a parent/legal guardian on a 1:1 basis at all times, and their parent/legal guardian is within sight and sound of their child during the activity. TeamWalking does not act in loco parentis at any time. Attendance is subject to approval by TeamWalking as not all activities are suitable for under 18s.

TeamWalking recognises the importance of the welfare of children and vulnerable adults, as well as its duty of care towards them (for clarity, both groups are referred to as children throughout this document).

*All TeamWalking Mountain Leaders will:*

- Act as positive role models, in their use of language and behaviour
- Set and monitor appropriate boundaries and relationships when working with children
- Put the welfare of the child and their enjoyment of the sport first
- Create and maintain a safe and caring environment that enables children to ask questions or raise concerns
- Challenge activities or behaviour which are abusive or inappropriate, e.g. bullying, including those from a child's peers
- Take action if they have concerns about a child's welfare
- Ensure physical contact occurs only when necessary, and is kept to the safe minimum e.g. spotting on a rock step. This should be done only with the knowledge, informed consent and agreement of the child and their parent/guardian. *This can be verbal agreement.*

*TeamWalking adheres to*

- Remit of the National Governing Body (NGB) awards - Mountain Training England
- The Children's Act 1989
- Working together to Safeguard Children 2013
- The Management of Health and Safety at Work Act 1974
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995

All TeamWalking Mountain Leaders are qualified (NGB awards), First Aid trained and insured. When working with under 18s they also hold a current Disclosure and Barring Service (DBS) certificate (updated every 3 years) and have undertaken annual online Child Protection and Safeguarding training.

## **PARTY SIZE, RATIOS & AGES - UNDER 18s & Vulnerable Adults**

The minimum age is 8 years old for valley, hill and moorland walking.

The minimum age for mountain walking is 14 years old.

Not all activities that TeamWalking offers are suitable under 18s. The following ratios include ALL participants - children, parents and adults.

The suggested ratios for our various walking activities are as follows:

Valley / Low-level	10 people per Leader	Hill / Moorland	8 people per Leader
Mountain	8 people per Leader	NNAS awards	6 people per Leader

*These are SUGGESTED RATIOS. Ratios are dependent upon:*

- Aims, aspirations and expectations
- Age, fitness, ability and experience
- Weather and season
- Length of route and height gain
- Whether following visible paths/tracks or open country
- Terrain - valley, hill, moorland or mountain. Remoteness of terrain and potential escapes

## **IMPORTANT**

- All children must be accompanied at all times during the activity by an individual who is their own parent or a legally appointed individual guardian.
- The parent or legally appointed guardian must be within sight and sound of the young person taking part in the activity at all times. The parent or legally appointed guardian are responsible for their child at all times, both during the activity and after the activity; TeamWalking does not act 'in loco parentis' at any time.

- During the activity, the ratio must be one parent (or legally appointed guardian) to one child. The parent or legally appointed guardian must take heed and act upon all information, guidance or hazard warnings given by the Walk Leader during the pre-walking briefing or whilst on the walk.
- All groups **MUST** be accompanied by a Mountain Leader at all times.
- All interaction, coaching, leading and guiding of children by the Mountain Leader must be within the group. *This is to avoid working in isolation with a child.*

TeamWalking is not responsible for accommodation, travel or food before, during or after any activity; our Duty of Care applies to the activity only. TeamWalking will ensure a clear transfer of responsibility at the commencement and conclusion of the activity.

### PHOTOGRAPHS / VIDEO-RECORDING

Photographs and/or videos may only be taken during a walking activity, with the knowledge and consent of all those included in the photograph and/or video. In the case of children, this consent must be given by the parents or legal guardian. As their parent or guardian will be present, then this consent may be verbal. This policy applies to all members of the party.

## CHILD PROTECTION POLICY

### RECOGNISE & RESPOND

- Recognise abuse and neglect (physical, emotional, sexual abuse, neglect, bullying)
- Respond appropriately

It is not our job to diagnose abuse, but it is our job to notice concerns and act on them. When listening to a disclosure from a child, be empathetic, supportive, reassuring, calm and listen carefully. Do NOT ask investigative questions or try to gather evidence. Make notes and record the information.

### WHO TO REPORT TO

Report and Record our concerns, along with action we have taken.

Always pass on the information - Report the disclosure to or seek advice from NSPCC's helpline, Children's Social Care (Social Services), Emergency Services or the Police, depending on the nature of the disclosure.

Only share information on a need-to-know basis with people who have a role in protecting children, and only what is important for them to know. Report the disclosure within 24 hours, or as soon as is possible.

If there are doubts as to whether to report something, seek advice from **NSPCC Helpline: 0808 800 5000**

In certain circumstances, it may be helpful to discuss concerns with the child's parents or carers, as this may explain your concerns (family bereavement etc). However, the welfare of the child is the priority. Only discuss concerns with parents or carers if appropriate; if not appropriate contact NSPCC.

### WHAT TO REPORT

- Name and information about the child
- Nature of concern - what the child said, physical signs, behavioural indicators
- Your name and role
- When and where it happened
- Who else was present
- What you said in response to the child
- Name and address of the alleged abuser (if known)
- Who you have told, any advice received or action taken

### RECORD

- Record your observations, clearly and concisely
- Young person's details
- My details
- Date of incident and report, location etc
- Nature of disclosure/ concern
- Action taken, sign and date your record

*This information is confidently, and should only be shared with people on a need to know basis*

# Appendix A: EMERGENCY PROCEDURES

## INCIDENT MANAGEMENT PLAN

Often, incidents are the result of many small contributory factors compounding over time to create a more serious incident. The potential consequences of these contributory factors are often only noticeable and identifiable by the Mountain Leader as the competent and experienced leader of the party; the members of the party often lack the experience to make sound judgements and decisions and so it falls to the Mountain Leader to recognise these factors and make experienced based judgements as to when to take action to minimise the risk if reasonably possible, whilst also balancing the risk of harm with the potential benefit of the chosen activity.

Knowledge of the party members and an assessment of their skills, ability, fitness etc during the early stages of the walk, as well as throughout the walk, are key. This must be coupled with an appreciation and understanding of weather conditions, ground and terrain.

*Walking behind the group in the early stages of the walk is good practice, to watch how they deal with slopes, uneven ground and assess fitness levels.*

When things start to go wrong, it is important that the Mountain Leader has a strategy for dealing with their group.

- **Stop walking**, bring to group together and take time to consider the situation to avoid hurried action that may compound the problem
- In inclement weather, sit the group in a **Group Shelter**, as this provides warmth, shelter and improves group morale.
- **Eat food and drink fluids** to improve body and brain functions
- **Keep warm** - ensure all members of the group have sufficient clothing - issue spare clothing if necessary.
- **Discuss** the situation with the group - include them in decision making and route planning
- Ensure you **know exactly where you are** and take time to plan a safe route before setting off along the escape route or continuing along the walk
- Know the upper limits of the remit of the Mountain Leader award to avoid very steep ground and other potential hazards (river crossings etc).
- The Leader's responsibility is to his/her party members. As the experienced member of the party, the Leader must always make experienced based judgements to ensure the walk remains within the scope, ability, fitness of all of the party members.
- **Never split the group** - always remain together as one group. If there are two Mountain Leaders within the group, then it may be possible to split the group but again this will be based on a judgement made by the Leaders at the time. The Leader shall not leave participants alone in the hills or mountains, unless it is necessitated for the purpose of seeking rescue. In such cases the Leader shall take all reasonable steps to ensure the safety of the participants.
- In the event of an **emergency situation**, please refer to the [Emergency Procedures](#).

KEEP CALM

KEEP WARM

KEEP TOGETHER

TAKE TIME TO PLAN

LISTEN TO THE 'ALARM BELLS'

EXPERIENCE-BASED JUDGEMENTS

## EMERGENCY PROCEDURES

All incidents must be managed in accordance with the Instructor's NGB Award and First Aid training. All incidents are different, and pose different management challenges. Therefore, this Flow Chart is designed to offer guidance with regards to handling an incident. The Instructor running the course or guided walk is responsible for the participants at all times. They must deal with all situations, incidents, accidents or injury ('incident') if they arise, in accordance with their training and TeamWalking's Operating Procedures. An instructor's first duty is to their participants. By giving assistance, neither the Instructor nor the participants should be caused unnecessary risks to their safety.

### In the event of illness, accident or injury:

- DANGER - is the area safe; any further danger?
- RESPONSE - assess casualty; are they alert or unresponsive?
- SHOUT - Call for help if necessary/appropriate (try to attract attention of people nearby to help)
- PROTECT AIRWAY; STABILISE CASUALTY (Airway, Breathing, Circulation, Deformity/Detail)
- ENVIRONMENT - Seek shelter and keep warm; energy and water (if appropriate)
- MONITOR CASUALTY - monitor to see if casualty is stable or getting worse
- GET HELP - Call ambulance or Mountain Rescue (999 via police) - precise details of problem and location.
- SELF HELP - evacuation via escape route or finish the walk.

### **IMPORTANT**

- *Only 'self help' if appropriate/safe to do so, and will not make casualty/situation worse.*
- *In case of chest pains/heart attack, get help immediately*

### Incident reporting

- The Instructor running the course or guided walk is responsible for the participants at all times. They must deal with all situations, incidents, accidents or injury ('incident') if they arise, in accordance with their training and TeamWalking's Operating Procedures.
- Casualty Cards must be completed, TeamWalking's Emergency Procedures followed and the Accident Book completed.
- In all cases, Mark Reid (TeamWalking) must be informed of any incident as soon as is reasonably possible.
- In case of a serious incident then Mark Reid (TeamWalking) and the Freelance Instructor's insurance companies must be informed, as well as HSE (RIDDOR) if appropriate.
- **Mark Reid can be contacted 24-hours a day on 07711 264019**
- Participant's emergency contact details are recorded on their Booking Form, which are held by Mark Reid.

### "Near Miss" reporting

All instructors are asked to report any 'near miss' incidents that did not involve any actual accident or injury, but represent an event that offers learning points from which recommendations and actions points can be taken to improve the Risk Assessment and prevent similar incidents occurring in the future.

***Mark Reid will hold a central Accident Book and Incident Log***

# APPENDIX B: INSTRUCTOR KIT LIST

## KIT LIST

### ***Instructors***

- Accident Book, Casualty Card and Emergency Procedures forms
- Briefing Sheet, Kit List, Walk Risk Assessment, Route Plan and weather forecast
- Participants List and Booking Forms (*detailing name, age, fitness, experience, medical conditions and emergency contacts*)
- Personal walking clothes, spare personal clothing and full waterproofs
- Group First Aid Kit (*including soluble aspirin*)
- Spare fleece, hat and gloves for group use (as appropriate)
- Sun cream, sun hat and sunglasses (as appropriate)
- Hot drink in a flask
- Personal water, plus spare water
- Personal food, plus high energy snack food / glucose gel or tablets
- Mobile phone, fully charged
- Notepad, pencil, repair kit (gaffer tape),
- Two headtorches (*and spare batteries*)
- Map and compass, plus spares of each
- Survival bag and group shelter
- Trekking poles
- Rope for emergency use (*upland & mountainous areas, depending on terrain, weather*)

### ***Participants - gear check***

- Suitable walking clothes (no jeans)
- Suitable footwear (no trainers)
- Full waterproofs (jacket and trousers)
- Spare lightweight fleece
- Warm hat and waterproof gloves (as appropriate)
- Suncream, sun hat and sunglasses (as appropriate)
- Snack food and packed lunch
- Plenty of water plus a hot drink in a flask (as appropriate)
- Head-torch (as appropriate)
- Personal medications (for example, asthma inhaler)
- Spare map and emergency equipment within the group (remote/mountainous routes)





# APPENDIX E: CASUALTY CARD

PDF Complete Office Edition

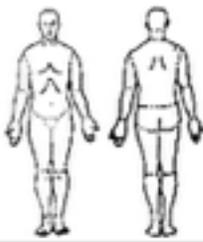
File Edit View Help

Save a Copy Search 110% Great offers on PDF Crobbeta

Casualty-Card.pdf

**Injury / Illness Report**

Nature and extent of injuries / illness:  
(please indicate wound, fracture, pain or other opposite)



Treatment given to date (if any):

**Vital Signs**

Time	Level of Consciousness (Alert, responds to Verbal stimuli, responds to Pain, Unresponsive)	Heart Rate Pulse/week? Regular/Irregular? (normal adult = 60-80/min)	Respiratory Rate Laboured? Shallow/Deep? Regular/Irregular? (normal adult = 12-20/min)	Capillary Refill (normal = less than 2-sec)	Skin Colour and Temperature	Other	Other

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**Casualty Card**

**Personal Details**

Name:  
Age:  
Home Address / Telephone:

**Description of Accident**

Time / date:  
Description:

**Medical Details**

Signs / symptoms  
Allergies:  
Medications  
Past Medical History:  
Last fluid / food consumed:  
Events leading up to accident

**Location**

Location  
Nearest town / village  
Grid Reference

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