

Critical Incident Plan

Alps 22

Version V2

20.7 2022

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Reviewed by Ian May

Purpose of this document

Every effort is being made to ensure that the Alps22 event is run in a safe manner. This includes having a specific safety 'lead' in place, and a full and robust set of risk assessments setting out the key risks and the controls that we will put in place to manage those risks.

This document is a key part of our safety plan and describes the initial actions that we will take if, despite our best efforts, an incident occurs that requires the team to call for material outside assistance.

How are we defining a Critical Incident?

We are adopting the Scout definition - FS120820 defines a critical incident as "An event or situation which is beyond the limit of the leadership to manage without additional support. It may significantly affect the wellbeing of an individual, group or leadership team or cause significant disruption to the itinerary."

For the Alps22 event, we are specifically defining two types of critical incident. A critical incident is an event that either:

- a) results in loss of life/ near loss of life or;
- b) has no loss/threat to life but results in a potential material reputational risk to Berkshire Scouts, or Scouts Nationally.

This document should be used in conjunction with the separate event risk assessment documents – where a critical incident occurs, it will sometimes (not always) have been because of the failure of one or more control measures in place.

Key Contact List

The following table provides key contact details for individuals and parties that may need to be contacted in the event of a critical incident occurring on the event:

Who	Function	Contact information
Home Contacts	UK contact point	Tony Phillips 07733001933 anthony.ej.phillips@gmail.com Pam Pearce 0798 5958 411 adccubs@southberksscouts.uk
Event Leader	In country coordination of response	Simon Pickett +447772306394 Simon.pickett@berkshirescouts.org.uk
Unity Insurance Policy number <u>strv000004761</u>	Insurance provider	+ 44 (0) 208 865 3055 (emergency) +44 03450407703 +4402088653059
County Commissioner, Nigel Bevan	Responsible Commissioner	+441628624585 +447970541844 Nigel.bevan@berkshirescouts.org.uk
County Chair of Trustees, Ian Aitken	Trustee communication	+447974373911 ian.aitken@berkshirescouts.org.uk
Scouts UK Headquarters	Support function and media relations	+44 0345 300 1818 +44 020 8433 7100
UK embassy in Paris	In Country Govt support	+33 (0)1 44 51 31 00.
Nearest large hospital - Briancon	Healthcare provider	+33 (0)4 92 25 25 25
Campsite – Camping de L'ille, Saint Crepin	Accommodation provider	+33 0 967496790 camping@saintcrepin.com
Saint Crepin Mayor's office	Local govt	Mairie - Place de l'église - 05600 Saint Crépin.

Overarching Principles & Actions

In the event of a critical incident occurring, and in line with Scouts 'purple card', the priorities will be to:

1. Deal with the immediate situation, keeping all group members safe, and getting help from the local emergency services, if required.
2. Alert the Event Leader who will build an appropriate response team on the ground and advise the UK County Commissioner and the UK Home Contact. This response team will consist of the Event Leader, the Safety Lead, the Welfare Lead, First Aid Lead, French Translator (Annick/Jean Tremblay), plus other people as required by the Event Leader
3. Alert the emergency contact of those individuals involved (usually via the home contact).
4. Alert the insurers and make use of their emergency support.
5. Inform UK Headquarters at the earliest opportunity if:
 - Someone suffers a personal injury or illness requiring a doctor, nurse, paramedic, dentist, or hospital.
 - Someone requires an emergency service rescue.
 - Third party property is damaged.
 - Media support is required

We will:

Keep a record of actions and communications, including details of others who may have seen what happened. Throughout any incident a detailed log will be kept by all those involved, recording phone calls and their content, decisions made and the reasoning for that decision

Keep calm and ask for support where needed.

Refer all news media to the Duty Media Officer at Scouts HQ and seek support before talking to the media by calling UK Headquarters.

Not make any admission of liability.

Not initiate contact with the news media.

Decision making and responsibility

In the event of a critical incident occurring whilst an activity is taking place away from the campsite, the leader in charge/ relevant permit holder must deal with the immediate situation, alerting the Event Leader asap. The County Commissioner holds the ultimate responsibility for the expedition and the Event Leader (Simon Pickett) is the principal decision maker within France. If the Event leader is unavailable then Phill Wood will then act in their place.

Response and actions

The following two tables outline the general actions to be taken in response to a critical incident, but the specific response will depend on the nature of the incident. This will be determined by the Event Leader, in consultation with other members of the incident response team. The actions below are likely to take place within the first few hours/days following an incident, whilst wider external support is being put in place.

a) Critical Incident involving loss of life or near loss of life

	Initial Response	Incident Management	Recovery / Abandonment
Leaders at the scene	<ol style="list-style-type: none">1. Respond to the immediate needs of the incident, make sure there is no further threat to safety.2. Provide emergency treatment to the patient(s), if required3. Arrange transportation to the nearest suitable Hospital4. Advise Event Leader asap	n/a	n/a
Event Response Team	<ol style="list-style-type: none">1. Respond to the immediate needs to the incident, make sure there is no further threat to safety.2. Mobilise First Aid Lead to oversee medical treatment required and/or direct appropriate response	<ol style="list-style-type: none">1. Gather information to be passed to the UK support function2. Mobilise Unit Leaders and Welfare team to Communicate what has happened and the planned response - they may be scared, uncertain and in shock	<ol style="list-style-type: none">1. Ensure the ongoing welfare of all those directly affected2. Ensure the welfare of all those indirectly affected <p>Questions to consider: Is it safe for the expedition to continue?</p>

	<ol style="list-style-type: none"> Mobilise incident response team (as above). Gather all relevant information to enable an informed decision to be made. Establish communications with the UK support team as applicable <p>Questions to consider:</p> <p>What immediate support does the leader at the incident require?</p> <p>What skills do we need on the response team?</p> <p>What support do we need from others on Expedition and UK support functions?</p> <p>Who is communicating with the UK?</p>	<ol style="list-style-type: none"> Comms lead and French speakers to deal with any initial external enquiries, referring to UK support team/ HQ if required. Decide who will contact insurance companies Ensure a consistent message is cascaded rather than allowing rumour to spread <p>Questions to consider:</p> <p>What do I need from the UK support function?</p> <p>How are those involved in the incident, what immediate support do they need?</p> <p>Do we feel comfortable with the information being provided by the Healthcare facility?</p> <p>Is repatriation likely to be needed?</p> <p>What Safeguards need to be put in place to ensure the welfare and safeguarding of the patient(s)?</p> <p>Do we need additional funds from County?</p>	<p>Is it safe for us to remain where we are?</p> <p>How has the incident affected those on the expedition?</p> <p>Is it right for us to continue?</p> <p>Abandonment</p> <ol style="list-style-type: none"> Where would we congregate if we were to Abandon? How do we arrange transport? How do we protect the group? How do we minimise financial impacts?
Home Contact	<p>Actions:</p> <ol style="list-style-type: none"> Upon receiving call / message from Expedition team gather as much information as possible 	<p>Actions:</p> <ol style="list-style-type: none"> Notify next of kin of the incident providing as much information as possible 	<p>Actions:</p> <ol style="list-style-type: none"> What communications need sending to the wider family and friends

	<p>as to the incident that has occurred.</p> <ol style="list-style-type: none"> 2. Complete immediate actions asked of you by the Expedition team which will include contacting emergency contacts for those participants impacted. 3. For Significant incidents notify Gilwell Media team & County Commissioner. 4. If requested contact insurance company <p>Consider: Requesting additional support from Country management team to complete UK actions</p>	<ol style="list-style-type: none"> 2. Act as the point of contact for all UK enquiries 3. Consider requesting support from the County management team in responding to queries 	<ol style="list-style-type: none"> 2. Facilitate the collation of relevant paperwork and evidence for Insurance claims etc... <p>Questions to consider:</p> <ol style="list-style-type: none"> 1. What information should be cascaded? 2. What is the effect on those on the expedition? 3. Is it safe for the event to continue? 4. Is it appropriate for the event to continue?
Reminders	<ul style="list-style-type: none"> • Accurate notes must be maintained • Maintain a log of costs incurred • Record all decisions and information gathered to make the decision in case of challenge at a later date. 		

b) Critical Incident not involving loss of life or near loss of life, but is creating material reputation risk for Berkshire Scouts

	Initial Response	Incident Management	Recovery / Abandonment
Event Response Team	<ol style="list-style-type: none"> 1. Gather all relevant information to enable an informed decisions to be made. 2. Event Leader to mobilise a relevant incident response team 3. Establish communications with the UK support team as applicable 4. Advise County Commissioner and UK HQ of known facts and situation <p>Questions to consider:</p> <p>What immediate support do we need?</p> <p>What skills do we need on the response team?</p> <p>What support do I need from others on Expedition and UK support functions?</p> <p>Who is communicating with the UK?</p>	<ol style="list-style-type: none"> 1. Gather information to be passed to the UK support function 2. Mobilise Unit Leaders and Welfare team to Communicate what has happened and the planned response 3. Comms lead and French speakers to deal with any initial external enquiries, referring to UK support team/ HQ if required. 4. Ensure a consistent message is cascaded rather than allowing rumour to spread <p>Questions to consider:</p> <p>What do I need from the UK support function?</p> <p>How are those involved in the incident, what immediate support do they need?</p> <p>Do we feel comfortable with the information being provided by local authorities?</p> <p>What Safeguards need to be put in place to ensure the welfare and safeguarding of the participants and adult leaders?</p>	<ol style="list-style-type: none"> 1. Ensure the ongoing welfare of all those directly affected 2. Ensure the welfare of all those indirectly affected <p>Questions to consider:</p> <p>Is it right for the event to continue?</p> <p>Is it safe for us to remain where we are?</p> <p>How has the incident affected those on the event?</p> <p>Abandonment</p> <p>Where would we congregate if we were to Abandon?</p> <p>How do we arrange transport?</p> <p>How do we protect the group?</p> <p>How do we minimise financial impacts?</p>

		Do we need additional funds from County?	
Home Contact and Berkshire CC/ County Management Team	<p>Actions:</p> <ol style="list-style-type: none"> 1. Upon receiving call / message from Expedition team gather as much information as possible as to the incident that has occurred. 2. Complete immediate actions asked of you by the Expedition team which will include contacting emergency contacts for those participants impacted. 3. For Significant incidents notify Gilwell Media team & County Commissioner. 4. If requested contact insurance company <p>Consider:</p> <p>Requesting additional support from Country management team to complete UK actions</p>	<p>Actions:</p> <ol style="list-style-type: none"> 1. Keep next of kin up to date providing as much information as possible 2. Act as the point of contact for all UK enquiries 3. Advise County Trustees if appropriate. Depending on the nature of the event, the County Chair in discussion with the CC may call a meeting of the Trustees to discuss the situation. 	<p>Actions:</p> <ol style="list-style-type: none"> 1. What communications need sending to the wider family and friends 2. Facilitate the collation of relevant paperwork and evidence for Insurance claims etc... <p>Questions to consider:</p> <p>What information should be cascaded?</p> <p>What is the effect on those on the expedition?</p> <p>Is it safe for the event to continue?</p> <p>Is it appropriate for the event to continue?</p>
Reminders	<ul style="list-style-type: none"> • Accurate notes must be maintained • Maintain a log of costs incurred • Record all decisions and information gathered to make the decision in case of challenge at a later date. 		