

## PROCEDURES for EMERGENCY CONTACT (EC)

### 1. AVAILABILITY

- Dates offered for the Emergency Contact (EC) Roster are arranged by the EC Co-ordinator prior to the program being sent to the printer
- If you are unable to be on duty for your allocated date/s, please ring one of the other ECs to arrange for them to be the contact for that date/s. Ring each Leader for the weekend to notify them of the change.
- If none of the other regular ECs are available please contact the EC Co-ordinator so that another EC can be found
- For midweek walks (if Leader is required to use the system) the Leader is to contact the EC nominated for the weekend before their walk

### 2. PROCEDURE

- The Leader should have rung you well before the specified weekend to check that you are still available as EC or to cancel their activity. If the Leader has not rung you, you are NOT required to ring them to see if they are still doing the trip but you MAY choose to do so.
- The procedure Leaders are to follow is as described in the green booklet, *Guideline for Leaders* and in the EC Procedures for Leaders:

Briefly the details are as follows:

#### **For Non-metropolitan Day Walks**

Leaders must give the following details over the phone to the EC:

- starting and finishing points
- name of the relevant map
- approximate route
- expected time of return to the cars\*\*
- EMERGENCY ALERT TIME\*\* (the time at which the EC should take action, allowing sufficient time to cover any minor problems)
- number in the party
- leader's car registration number
- name & phone number of 1 or 2 people on the walk

#### **For overnight and Extended Walks**

Leaders must post the following details to the EC in sufficient time to arrive before the activity:

- trip notes - including name and copy of map
- name, address and emergency contact phone number of all participants
- route, marked on a map, and expected time of return to cars
- EMERGENCY ALERT TIME (EAT) (the time at which the EC should take action, allowing sufficient time to cover any minor problems)
- Leader's car registration number

\*\* Expected time of finishing = time Leader expects to be back at the cars and is able to ring you

\*\* Emergency Alert Time = time at which the Leader would like you to take action if you have not heard from them.

THE LEADER MUST TELEPHONE THE EC AT THE EARLIEST OPPORTUNITY TO REPORT SAFE RETURN OF THE GROUP.

If the Leader rings late, ask why, and if their explanation is unreasonable explain to them very firmly the subsequent problems and the unfairness to you of the late call. Remind them to ring earlier on future trips.

**3. FAILURE OF LEADER TO RING BY THE EMERGENCY ALERT TIME (EAT)**

- If the Leader fails to ring by the EAT, RING THE LEADER to see if he/she has forgotten to ring you.
- If you can't reach the leader, ring one of the other walker's home phone numbers or emergency contact numbers. Take care not to alarm people as it may just be a failure to ring in.
- If you are unable to reach the Leader or gain satisfactory information, ring the EC Co-ordinator who in consultation with Committee members will determine the appropriate action to be taken.
- Should the EC Co-ordinator NOT be available ring the BWAG Convenor in the first instance, then other Committee members.

**4. LEADER RINGS REQUESTING ASSISTANCE**

- Advise the Leader to ring the Police on 000  
If this is not appropriate, ask if they wish to speak to a Committee member. It is important to consider how to ring them back, and, as there may be a problem with this, arrange for them to ring you again shortly to confirm whether help is required.
- It **may** be appropriate for you to confirm the following information with the Leader:
  - Leader's name
  - the exact location of the group
  - the nature of the emergency and assistance required
  - the number in the group
  - the location and number of cars available
  - the relative experience within the group, e.g. any first aiders
  - the relative "condition" of the group

**5. LEADER RINGS SAYING THAT THEY ARE TO BE LATER THAN EXPECTED**

- Note new estimated time of return and inform any concerned relatives who ring you. Assure them that the group is safe and is now expected to return at a later time.
- If you are at all concerned, contact the EC Co-ordinator or the BWAG Convenor and let them know the details.

**6. CANCELLED TRIPS**

- If a planned trip is cancelled the Leader is to ring you to let you know before the activity.

**EC Coordinator**

Terese Dalman 0413 234 130

- Please ring the EC Co-ordinator, in the first instance, at any time if there are problems.
- ECs are asked to provide feedback to the EC Co-ordinator at the end of each program.
- This can be done by clearly marking a spare copy of the Walks Program or presenting in the form of a table the following information for each activity/trip for which you are the EC:
  - No contact by Leader
  - Cancelled and notified
  - Phoned in – OK / Late
  - Paperwork – OK / Late / adequate / inadequate
  - Leader needs more training re EC procedures
- The EC Co-ordinator has available some examples of tables which can be used. Feedback enables the Committee to see if there needs to be further updating or training of Leaders.