



SSAGO
Student Scout and
Guide Organisation

POLICY DOCUMENT:

INTOUCH SYSTEM

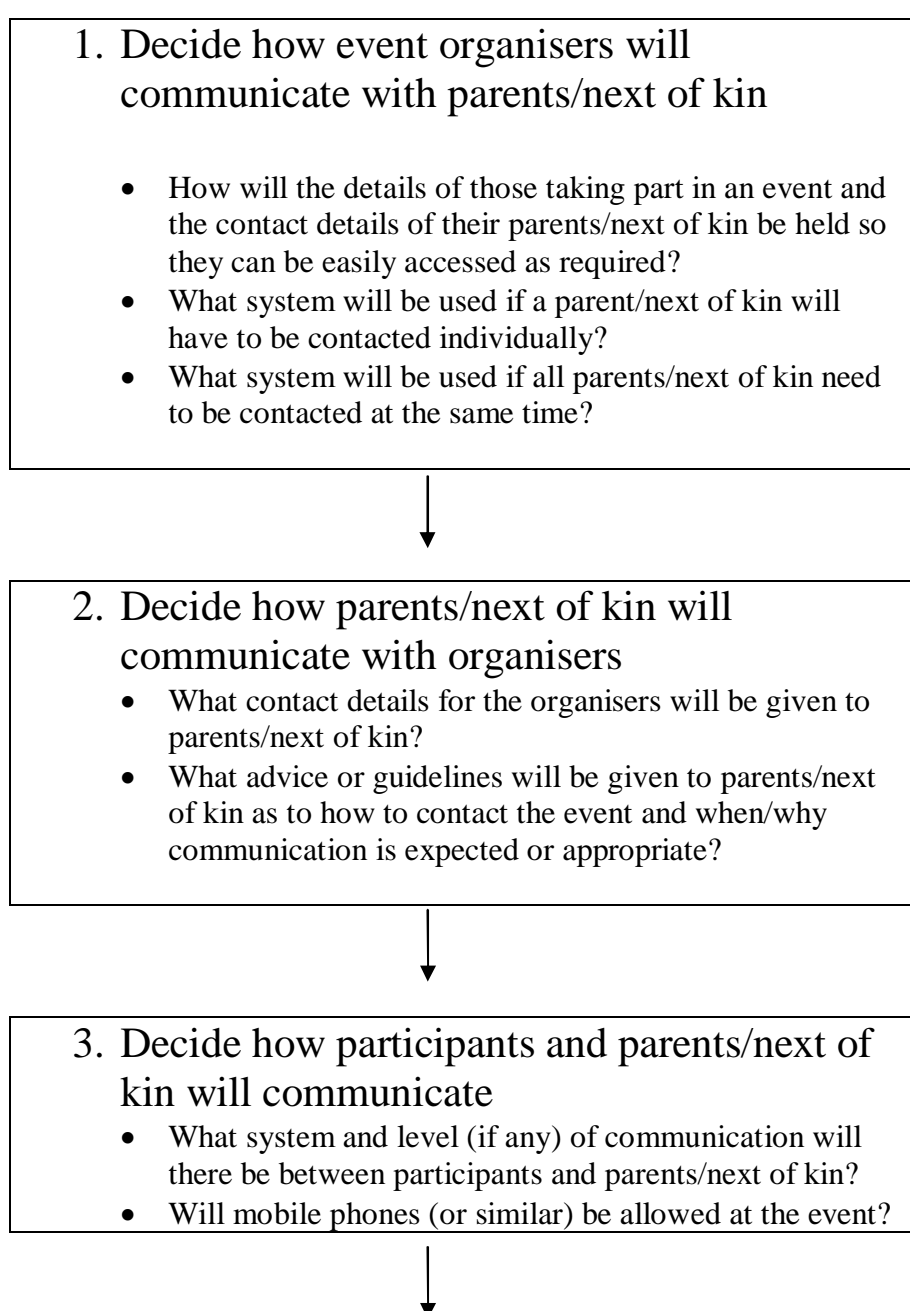
POLICY DOCUMENT

Introduction

Any activity or event run within SSAGO, from a weekly club social to a national event, is required to have an InTouch system in place. An InTouch system acts to ensure that everyone involved is aware of how communication will take place between event organisers, participants and those not on the event, there are details of who is present should anything go wrong, and there is a system in place in the event of an emergency. Different events and activities are likely to require different InTouch systems but no event should take place without an InTouch system in place.

The Process

Due to the nature of SSAGO the majority of our events are adult only events. It is still essential that an InTouch System is planned for every event in case of emergency. The following flow chart provides simple guidance of how to put together an InTouch System.



4. Confirm communication between event organisers and Commissioner in the event of an emergency

- Do records of all those present need to be held by anyone away from the event, and if so by whom?
- How will the local Commissioner or their designate be contacted in the case of an emergency at any point during the event.

Holding records

In order to be able to put an InTouch System in place it is essential that clubs are able to collect relevant information from members. All the necessary information can be gathered on the 'SSAGO Emergency Information Form' (appendix 1). The appearance of this form may be altered by clubs. Extra information may be asked for if necessary but no details should be removed from this form.

Things to consider when setting up an InTouch System

As SSAGO events vary so greatly each week and between clubs it is impossible to state the type of InTouch System that may be suitable for all activities. With the vast majority of our members being over the age of 18 it may be impossible to enforce a no communication rule between participants and their parents/next of kin during events. However, if parents/next of kin are allowed to contact participants directly, rather than going through a third party, in the event of an emergency away from the SSAGO activity (such as a death in the family) consideration should be given to ensure this route of communication does not break down. It may therefore be advisable to give the event organiser's or their designated third party's contact details to participants to pass to their next of kin in case of emergency, even if the InTouch system in place allows direct contact between next of kin and participants..

If relying on a mobile telephone for communication there needs to be a plan if there is no signal. It should also be considered how the phone will be charged. If emergency contact details are held on a mobile phone there must be a contingency plan should the telephone run out of power or be broken.

Using a Third Party

For some activities (mainly for overnight events) it can be useful to have a third party who is the central point for some or all of the communications. This will allow for those organising the event to concentrate on running the event rather than having to contact people or be contacted directly. This third party must be provided with the details of every person attending the event/activity as well as the contact details for their next of kin. This person must hold a Scout Association or Girlguiding UK CRB/DS/AccessNI check due to being given personal information. The third party must be available to be contacted throughout the event and must be given the SSAGO Emergency Procedures Policy (appendix 2) so as they are aware of the requirements in case of emergency.

When relying on a third party it is important to consider what will happen if an incident occurs involving a member related or well known to the third party. It should

be considered if they would be able to carry out their role in this situation and therefore it must be considered if a completely unconnected third party would be the best person to take on the role.

The InTouch System and NAN Forms

When spending a night away as a SSAGO member/club a Nights Away Notification Form must be submitted (see 'Activity Guidelines, Behaviour and Disciplinary Procedure' Policy Document). The person who will make contact with next of kin in the case of emergency should be written in the 'Home Contact' box. This may be an event organiser or their designated third party depending on what the InTouch system for the activity states. The person named in this box must be in possession of all the details of those on the event as well as the SSAGO Emergency Procedures Card (appendix 2).

InTouch System for National Events

Each National Event is responsible for organising the InTouch system for their event. This encompasses everyone at the event from the time they arrive at the event to the time they leave the event. Details of the required InTouch system for National Events involves the appointment of a Third Person and thus the necessary contact information provided when booking onto an event will be passed to this person. Full details on the InTouch System required for National Events can be found in the National Events Policy Document.

The InTouch System for National Events does not cover travel to and from the event and therefore individuals or clubs must organise their own InTouch system to cover the period of transportation.

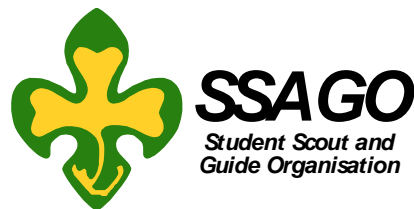
Taking time to prepare

It is worth clubs taking the time to set out their own InTouch System(s). This may be done on a termly basis to cover the activities on offer for the term. Clubs may wish to set out their own InTouch System for their weekly club events that stays the same week on week if this is deemed appropriate. Many clubs will already have such systems in place but this seeks to ensure that every event has an appropriate system in force. The National Executive Committee may ask any club at any point during the year to explain the InTouch System for any planned event to ensure that clubs are planning appropriately.

APPENDIX 1

Emergency Information Form

This can be used by clubs to gather information from their membership. All the information necessary for a night away can be gathered on this form.



Name:	Date of Birth:
Address:	
Postcode:	
Telephone Number:	Email Address:
Emergency Contact: Name: Address:	
Postcode:	
Telephone Number:	

Please give details of:

Any medical condition (e.g. Asthma, diabetes, etc.):

Any dietary requirements:

THE MAXIMUM LENGTH OF TIME THIS FORM CAN BE KEPT IS THE LIFETIME OF THE MEMBERSHIP OF THE DETAILED PERSON.

MEMBERS SHOULD ENSURE THEY UPDATE CLUBS IF ANY OF THE ABOVE DETAILS CHANGE.

APPENDIX 2: SSAGO EMERGENCY PROCEDURE POLICY

In the event of an accident to an individual:

- Alert the appropriate rescue services.
- Alert the SSAGO Executive Committee (0844 478 0025/exec@ssago.org.uk)
- Alert the next of kin of anyone involved.
- If abroad, advise any agencies required by the insurers.
- For accidents during air activities or during water activities in coastal or deep sea waters notify the appropriate government agency

REPORTING ACCIDENTS

Inform Headquarters immediately (via The Scout Information Centre 0845 300 1818) and the SSAGO executive committee (0844 478 0025) when:

- Someone suffers a personal injury requiring a doctor, dentist or hospital.
- Someone requires rescuing where the rescue involves an Emergency Service.
- Someone dies.
- Third party property is damaged.

DON'T

- Make an admission of liability.
- Initiate contact with the news media.

DO

- Keep a record of actions and communications.
- Refer all news media to the Duty Press Officer.
- Take care when making statements if the news media do turn up. Stick with confirmation of basic facts.

SERIOUS ACCIDENTS

In the event of a serious accident (loss of life, prospect of loss of life or paralysis):

1. Contact the Duty Press Officer (contact below).
2. Contact Girlguiding UK on the Emergency PR number: 07787 562 766
3. Contact the SSAGO National Executive Committee: 0844 478 0025
4. Report the accident to The Scout Information Centre

Duty Press Officer	020 8433 7100
(After office hours a recorded message detailing the contact telephone number of the Duty Press Officer is available)	
Scottish Headquarters:	
Office hours 01383 419073	After office hours 020 8433 7100
Northern Ireland Headquarters:	
Office hours 02890 492829	After office hours 07973 301195