# Emergency Procedures Protocol

## *Introduction:*

As an organisation which provides virtual training, it is a regular occurrence that our delegates are accessing the training from their home rather than their place of work. On rare occasions it can be the case that a DCC-i trainer becomes aware of an emergency where there is an immediate risk to life for the delegate (accident, medical emergency, harm from another person). This protocol sets out the data sharing processes that underpin the emergency procedures, what is required of organisations commissioning training and what steps will be followed by DCC-i staff and associates. DCC-i has assessed this to be a Health and Safety requirement for safely and responsibly delivering virtual training to our customers.

## *Data sharing:*

To equip DCC-i to respond to an emergency, customers are asked to provide an organisational contact and back-up contact that DCC-i can contact if possible. The contact should be a central HR or L&D team or on-call manager, that is always staffed in normal working hours and can respond quickly to provide an individual's home address so it can be passed onto the emergency services. The number will be stored at the top of the register for the session and in a spreadsheet that all trainers can access.

If time and circumstances allow, information can be passed on directly by the customer to the emergency services without being shared with DCC-i, thereby ensuring no personal details are shared unnecessarily. However, where there is a live phone call in progress to an emergency service call handler, the customer is asked to provide the delegates details to DCC-i to communicate, as the call handler will request that this is provided directly.

**This circumstance is covered by the GDPR legal basis for sharing information defined as 'Vital Interests' which permits any relevant party to share information that is necessary to protect someone's life. This will not breach any standard organisational GDPR Policy**. If personal information is provided to DCC-i, it will be deleted the same day.

DCC-i will also request essential information directly from delegates via an MS Teams Form for responding to emergency situations, this is particularly important where the organisation booking the training is unable to provide an emergency contact point. This information is provided by the delegate under the legal basis of 'Consent' and would be shared under the legal basis of 'Vital Interests'. This MS Teams Form will be emailed out to delegates where email addresses are provided and/or put in the MS Teams chat of the training session where DCC-i and delegates have been given access to the chat by the customer. Information provided by delegates via the MS Teams Forms can only be seen by the DCC-i Senior Management Team, it will be deleted at the end of each working day.

**Please note that email addresses can be provided under the GDPR legal basis of 'legitimate interests' and you do not require individual permissions to pass on email addresses for the purposes of facilitating training that the person is booked onto. This will not breach any standard organisational GDPR Policy.** Access to the MS Teams chat can be 'turned on' by your IT department, if you require assistance to achieve this, please contact us via Support@dcc-i.co.uk.

## *Liability:*

If you decide not to share Email Addresses or MS Teams Chat with us, we will ask you to send the emergency form to your delegates, and copy us in, so that we have confirmation that this has been done. **However as we are not in a position to chase customers to ensure the form is completed, we will also ask you to complete a disclaimer stating that they have been made aware of the possible risk of not providing DCC-i with the option to obtain emergency contact information and that DCC-i is not liable should there be a subsequent delay in getting help to a delegate in need of emergency support.** If you wish to distribute the form yourself, the form can be found **here**

**Organisations are asked to acknowledge receipt of this protocol, select the emergency response option(s) that best suits their organisation, and if possible, provide a central emergency contact number. The Emergency Contact / Disclaimer Form can be found here.**

***Step 1 – Ensuring DCC-i is able to respond promptly to an emergency should it occur:***

As with most emergency responses, preparation is key. The following actions are essential to ensuring DCC-I is equipped to respond to an emergency should it occur. Customer Actions are denoted in red, DCC-i Actions are denoted in purple.

- **Customer to ensure DCC-i Access to Emergency Contact information:** This will be requested via the booking form and on the register template. If you are unable to provide a central point of contact for accessing staff details in an emergency, please ensure that delegate email addresses are provided and/or that delegates have access to the chat in training sessions.

- **DCC-i Director of People and Practice will ensure all trainers are aware of this protocol and any updates:** This will be covered in Induction, Team Meetings and signed off in Supervision. The Protocol will be included in staff, associate and operational handbooks.

- **DCC-I Deputy Director of Business and Governance will ensure emergency contact numbers are available to trainers:** The information should be transferred from the booking form/Crew email to the designated spreadsheet where it is not already populated.

- **DCC-I Deputy Director of operations will ensure the MS Teams Forms Link is made available to delegates:** The link (Emergency Contact Form) should be provided in the email invite.

- **Trainers will ensure the MS Teams Form Link is made available to delegates:** The link (Emergency Contact Form) should be put in the chat at the beginning of the session and highlighted in the ground rules.

- **DCC-I Senior Management Team will confirm who is available for emergencies throughout the day –** Debrief the night before a training day, and the team chat on the day of training will alert trainers to who is available allocated to support them during the day. During the day when the Deputy Directors or Directors are taking breaks, are away from their desks or in meetings, they will keep the team informed via MS Teams chat. There is always one of the 4 members of SMT that is contactable. **Trainers should keep an eye on this information at regular intervals.**

## *Step 2 – Immediate response to a concern*

### The Trainer must:

- **Post CODE1EMERGENCY into the internal chat being used that day**. **The @ sign should be used to alert the appropriate person.** In the first instance this should be **@Russ Long,** if he is unavailable this should be **@Russ Appleton**, if neither are available this should be **@Daisy Long** or **@Chloe Whittall**, depending on who has alerted you in the thread to their availability. **Do this ASAP – so you are not alone in responding to the emergency**.

- Try and establish the nature of the emergency.

- Ensure the connection to the delegate in distress remain live and is NOT muted, whilst it may result in some breach of their privacy because other delegates can hear what is happening, it is essential that the person can communicate with the trainer if they are able to and that information can be gathered if an incident is occurring.

- **The trainer and Deputy Director should make a decision to call the emergency services and initiate the process as soon as possible. One person should make the call, whilst the other coordinates accessing the emergency information if the individual is incapacitated from doing this themselves.**

- Enlist the support of any senior or management delegates in the room from the training session if appropriate.

### The Deputy Director must:

- **Respond to the message in crew with "On Way" so that all other staff members are aware that the emergency messages have been seen and responded to**.

- Establish the nature of the emergency, what has or hasn't been done and support the trainer to make a decision on whether the emergency services need to be called.

- When appropriate alert the Directors to the situation, they will liaise with each other to decide who will respond and support the Deputy Director as needed with decision-making.

- When able, send any delegates who are not involved in supporting the situation on a break to preserve the confidentiality of the delegate in distress.

- When able, alert the organisational L&D dept and/or course commissioner/contact.

**The Customer is responsible for:**

- Providing emergency information as quickly as possible if this has been agreed.

## *Step 3 – Debriefing and Decision-making*

**The Deputy Director / Director responding must:**

- Make a decision as to whether the course should continue or not and whether a debrief is required.
- If possible and appropriate, coordinate someone to support a debrief if delegates have been distressed by the emergency that has happened.
- Ensure delegates are given appropriate information as to who they can contact in their own organisation following the incident if required.
- Check on the welfare of the trainer.

**The customer is responsible for:**

- Providing the trainer and/or delegates with details of who in their organisation they can contact for support should they need it or pass this on to the relevant partner agency in respect of multi-agency courses.
- Alerting the appropriate Line Manager and/or HR to the incident. If it is a multi-agency course the customer is responsible for passing this on to the relevant partner agency.
- Following up any internal processes required if the course is cancelled.

***NB: If no one from the organisation is available to liaise with DCC-i will inform the commissioning organisation by email.***

## *Step 4 - Follow-up*

**DCC-i Staff must:**

- Make a written record of what happened as soon as possible whilst it is fresh in their minds. The appropriate Director will recommend make the decision as to whether these reports need submitting to the customer and/or police or other professionals.
- Initiated any follow up of safeguarding responsibilities that are required under the direction of the appropriate director.
- Undertake a review of what happened and identify any learning points, overseen by the appropriate director.
- Share learning points with the team and the customer, this will be allocated to the most appropriate person, as decided by the overseeing director.

**The Customer is responsible for:**

- Following up the welfare of the delegate or passing this on to the relevant partner agency in respect of multi-agency courses.
- Any organisational Safeguarding Action that may be required or passing this on to the relevant partner agency in respect of multi-agency courses.

**If you have any questions regarding this protocol, please contact us as soon as possible via corporate@dcc-i.co.uk**