**Getting help in Case of Difficulty or Emergency**

**Spot Issued**

Our staff are responsible for your safety.

**MINOR DIFFICULTIES**

**Minor injury/illness**

1. Begin your first aid procedures, consider the need for shelter.
2. If necessary ask passers-by for help. Shout and/or whistle for help.
3. Phone and text your supervisor. Consider moving a short distance if you need to find mobile reception. Pass on the following information:
4. The time and your location (six figure grid reference).
5. The nature of any injuries and who is injured.
6. What you’re doing or planning to do.
7. Wait if possible, in signal, until your supervisor is able to confirm your message and give further instructions.
8. Press the Helping Hand button on your Spot Device.

**Hopelessly Lost**

1. Try to call and text your supervisor.
2. If you don’t get through retrace your steps to a known location.
3. If it is near dark then pitch tents (on a footpath junction if possible).
4. Press the Helping Hand button on your Spot device.

**Delayed or missed a bit of route**

1. Text your supervisor with the time and your current location.
2. Press the OK button on your Spot device.

**MAJOR DIFFICULTY**

**Serious injury/illness/danger**

1. Do the same as for Minor Injuries but CONTACT MOUNTAIN RESCUE BEFORE YOUR SUPERVISOR
2. Call 999, ask for Police and explain that you require Mountain Rescue.
3. Follow their prompts but remember to give them your supervisor’s phone number.
4. Tell them that you have a SPOT device and ask if you should push the SOS button.
5. Call and text your Supervisor or other staff.
6. If you did not press the SOS button on your spot then press the Helping Hand button.

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| There is no need to contact staff from your school or other organisation, parents or others at home. This could generate unnecessary worry, spread misleading information and tie up your phone/drain phone batteries while our staff or Mountain Rescue are trying to coordinate your help. Our staff will handle all communications. |

**STAFF PHONE NUMBERS**

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Office: **xxxx xxxx**