Volunteering – Keeping Safe

Emergency situations and incident reporting

Medical and emergency situations

If you find yourself in a situation where another volunteer or member of the public is having a medical emergency or is significantly injured, you should obtain assistance from the relevant emergency service by calling 111 (NHS direct) or 999, and follow the advice given.

It is important that you do not offer/agree to administer medication to another person as part of your volunteer activities.

However, in an emergency situation you may be asked to administer medication by the emergency services, and if you feel you can do this you should.

If you have a medical condition which may impact your safety during volunteering activities, please ensure you discuss this with your manager so that an individual needs risk assessment can be undertaken, and measures put in place to manage any additional risks.

What is an incident?

### Accidents

An accident is an unplanned event that results in an injury to a person or dog and/or damage to personal property or buildings.

For example, a dog escapes from a garden, runs on to a main road and is hit by a car, resulting in a broken leg.

### Near miss

A near miss is an unplanned event that did not result in injury or property damage but could have done if circumstances were different.

For example, a dog escapes from a garden, runs on to a main road and fortunately is not hit by a car.

### Incident

An incident describes both an accident and a near miss.

The process

Guide Dogs investigate all incidents that are related to employee and volunteering activities. Therefore, if you are involved in an incident when undertaking volunteering activities that caused or could have caused an injury/illness to you or another person, or property damage, it must be reported to your Guide Dogs manager at the earliest opportunity.

Following a report by you, the manager will carry out an investigation with you. It is important to note that this is not done to apportion blame; it is done because we need to know why the incident happened and if there is something we can do to prevent it happening again.

If the injury is to a member of the public, we ask that you please take as much information from the injured person as possible, including their name, address, contact number and any other information you may feel relevant. This is for Guide Dogs records and allows us to follow up with the injured person.

If you are unsure if something should be reported, do not hesitate to ask your manager.

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