



JERSEY SURFBOARD CLUB OFF-ISLAND TRAVEL POLICY

**15 October 2014
V1.2**

Responsibilities for Visits

Sports clubs should have a written procedure for arranging off-Island visits. The Jersey Surfboard Club ('JSC') officials must adhere to the contents and procedures within this Off-Island Travel Policy.

Prior to a group leaving for an off-island visit, the JSC Committee has the following main roles:

- provide written guidelines for club officials including advice on risk assessment
- provide emergency telephone contact for the duration of the visit where necessary
- ensure training needs have been addressed
- provide access to named personnel for advice
- maintain appropriate insurance cover
- provide procedures in case of serious emergency

The JSC Off-Island Travel Committee ('Travel Team') will have a group leader and have the following responsibilities (much of which will be delegated across the Travel Team including the group leader), to ensure that:

- adequate child protection procedures are in place
- all necessary actions have been completed before the visit begins
- the risk assessment has been completed and appropriate safety measures are in place
- the needs of the club officials and children have been considered
- the Travel Team and group leader have experience in supervising the age groups going on the visit and will organise the group effectively
- ratio of club officials to children is appropriate
- parents have signed consent forms
- arrangements have been made for the medical needs and special educational needs of all the children
- adequate first-aid provision will be available
- the mode of travel is appropriate
- travel times out and back are known and published; including pick-up and drop-off points
- there is adequate and relevant insurance cover
- they have the address and phone number of the visit's venue and have a contact name
- a Jersey contact has been nominated and the group leader has details
- the group leader, accompanying club officials and nominated Jersey contact have the names of all the adults and children travelling in the group, and the contact details of parents and adults' next of kin
- there is a contingency plan for any delays including a late return home
- organise any training needs for club officials going on visits, including first aid and safeguarding

- make sure that all relevant criminal records check and reviews are in place
- make sure that parents are provided with full and accurate details of the visit beforehand, so that parents can consent or refuse consent based on accurate information
- organise emergency arrangements and ensure an emergency contact for each visit
- keep records of accidents, where appropriate

Club Officials

Club officials on the visit should be clear about their roles and responsibilities during the visit. They must:

- do their best to ensure the health and safety of everyone in the group
- not be left in sole charge of children except where it has been previously agreed as part of the risk assessment
- follow the instructions of the group leader or if it has been delegated to another official and help with control and discipline
- speak to the group leader or to another official, if it has been delegated, if concerned about the health or safety of pupils at any time during the visit

Responsibilities of Children

The group leader/Travel Team should make it clear to children that they must:

- not take unnecessary risks
- follow the instructions of the leader and club official including those at the venue of the visit
- dress and behave sensibly and responsibly
- if abroad be sensitive to local codes and customs
- look out for anything that might hurt or threaten themselves or anyone in the group and tell the group leader or supervisor about it
- take any pre-arranged medication or treatments necessary and agreed in writing as part of the parental consent, both prior to, and during the visit

Any child whose behaviour may be considered to be a danger to themselves or to the group may be stopped from going on the visit or sent home.

Parents

Parents should be able to make an informed decision on whether their child should go on the visit. The group leader/Travel Team should ensure that parents are given sufficient information in writing and are invited to at least one briefing session.

The group leader/Travel Team should also tell parents how they can help prepare their child for the visit by, for example, reinforcing the visit's code of conduct. Parents should also be asked to agree the arrangements for sending a child home early and who will meet the cost.

Special arrangements may be necessary for parents for whom English is a second language.

Parents will need to:

- provide the group leader with emergency contact number(s)
- sign the consent form
- give the group leader information about their child's emotional, psychological and physical health which might be relevant to the visit (usually by means of the consent form)

- keep the sports club informed of any changes to the above, after the consent form has been completed

Planning Visits – Risk Assessment

It is essential that formal planning takes place before leaving the island on a club trip. This involves considering the dangers and difficulties which may arise and making plans to reduce them.

Risk assessments should be completed well before the visit. A risk assessment for a visit need not be complex but it should be comprehensive. It does not generally require technical formulae or professional health and safety expertise. Specialised information for some visits may be necessary.

A formal assessment of the risks that might be met on a visit should have the aim of preventing the risks or reducing them. Children must not be placed in situations which expose them to an unacceptable level of risk. Safety must always be the prime consideration. If the risks cannot be contained then the visit must not take place.

The risk assessment should be based on the following considerations:

- what are the hazards?
- who might be affected by them?
- what safety measures need to be in place to reduce risks to an acceptable level?
- can the group leader put the safety measures in place?
- what steps will be taken in an emergency?

The person carrying out the risk assessment should record it and give copies to club officials on the visit, with details of the measures they should take to avoid or reduce the risks.

The group leader and accompanying club officials/Travel Team should monitor the risks throughout the visit and take appropriate action as necessary.

Before booking a visit the group leader/Travel Team should obtain a written or documentary assurance that providers such as tour operators have themselves assessed the risks and have appropriate safety measures in place.

The group leader/Travel Team should take the following factors into consideration when assessing the risks:

- the type of visit/activity and the level at which it is being undertaken
- the location, routes and modes of transport
- the competence, experience and qualifications of supervisory staff
- the ratios of club officials and supervisory staff to pupils
- the group members age, competence, fitness and temperament and the suitability of the activity
- the special educational or medical needs of children
- the quality and suitability of available equipment
- seasonal conditions, weather and timing
- emergency procedures
- how to cope when a pupil becomes unable or unwilling to continue the need to monitor the risks throughout the visit

Planning Visits – Paperwork

The group leader/Travel Team should ensure that they obtain and take with them:

- travel tickets, passports and visas. It is also advisable to carry a separate list of the numbers of any travel documents/passports, and photocopies of all the group's documents in a sealed waterproof bag. This should be kept by the group leader or possibly another club official within the Travel Team
- a copy of the contract with the centre/hotel etc, if appropriate
- medical papers and significant medical histories
- parental consent forms and permission for group leader to authorise emergency treatment on parental behalf
- the names, phone numbers and addresses of parents and next of kin of accompanying club officials
- copies of a list of group members and their details
- details of insurance arrangements and the company's telephone number
- the emergency contact number for medical treatment via the insurance policy
- the name, address and telephone number of the group's accommodation
- location of local hospital/medical services
- in some cases, the contact details of the British Embassy

Planning Visits – Exploratory Visit

Where feasible the group leader/Travel Team should undertake an exploratory visit, wherever it is possible, to:

- ensure at first hand that the venue is suitable
- assess potential areas and levels of risk
- ensure that the venue can cater for the needs of the adults and children in the group
- become familiar with the area before taking a group of young people there
- assess security measures in place regarding access by outsiders to accommodation areas
- general suitability of layout

If in the last resort an exploratory visit is not feasible then the group leader/Travel Team will need to consider how to complete an adequate assessment of the risks. An appropriate measure would be to obtain specific information by letter or email from the venue.

Other factors which should form part of the planning stage include:

- the facilities/equipment the group will need to take on the visit
- the facilities/equipment to be provided at the venue
- club officials training needs
- transport arrangements
- insurance arrangements
- communication arrangements
- supervision ratios
- contingency measures for enforced change of plan or late return
- information to parents
- preparing children
- emergency arrangements
- arrangements for sending children home early

Planning Visits – Financial Planning

The group leader/Travel Team should ensure that parents have early written information about the costs of the visit, and how much each parent will be charged or asked to contribute. Parents should be given

enough time to prepare financially for the visit. It may be useful to break the costs down into subheads such as travel, accommodation, meals etc.

Planning Visits – First Aid

First aid should form part of the risk assessment. The group leader must ensure that an adequate first-aid kit is taken and at least 1 adult holds a valid first aid certificate. All adults in the group should know how to contact the emergency services.

The following minimum contents for a travelling first-aid kit where no special risk has been identified:

- a leaflet or book giving general advice on first aid
- ten assorted individually wrapped sterile adhesive dressings (plasters, non allergy type)
- two large sterile unmedicated wound dressing approximately 18 cm x 18 cm
- four medium sterile dressings
- two small sterile dressings
- two sterile eye pads
- two triangular bandages
- two safety pins
- individually wrapped moist cleansing wipes
- several pairs of disposable gloves
- a resuscitation aide (for hygienic mouth to mouth resuscitation) would also be useful
- sterile eye wash
- A note book and pen

All the above in date, and in a clearly identified, clean dry container

Supervision

It is important to have a high enough ratio of adults to children for any club trip/visit. The factors to take into consideration include:

- sex, age and ability of group
- children with special educational or medical needs
- nature of activities
- experience of adults in off-site supervision
- duration and nature of the journey
- type of any accommodation
- competence of staff, both general and on specific activities
- requirements of the organization or location to be visited
- competence and behaviour of the children
- first aid cover

The Department for Education, Sport and Culture require that school or club trips/visits involving children in Years 3 or above, the minimum adult:child ratio must be no less than 1:10. A minimum of two adults must accompany the group with appropriate gender balance.

There should be enough club officials to cope effectively with an emergency. When visits are to remote areas or involve adventurous activities, the risks may be greater and supervision levels should be set accordingly.

All accompanying adults must have a valid Disclosure and Barring Check at enhanced level.

For the protection of both adults and children, all adult supervisors should ensure that they are not alone with an individual child wherever possible.

Headcounts

Regular head counting of children should take place, particularly before leaving any venue. All supervisors should carry a list of all children and adults involved in the visit at all times. Children, particularly younger ones, should be easily identifiable, especially if the visit is to a densely populated area. Brightly coloured caps, T-shirts or club kit can help identify group members more easily. Children should not wear name badges. The group leader/Travel Team should establish rendezvous points and tell children what to do if they become separated from the group. Children can carry cards giving details of address and a telephone number of accommodation, and a mobile telephone number of the group leader and/or other Travel Team member. When the group size is large, it is often useful to sub divide the group into manageable units, under the responsibility of a club official.

Preparing Children

Children who are involved in a visit's planning and organisation, and who are well prepared, will make more informed decisions and will be less at risk. Providing information and guidance to children is an important part of preparing for a club visit. Children should clearly understand what is expected of them and what the visit will entail. Children must understand what standard of behaviour is expected of them and why rules must be followed. The lack of control and discipline can be a major cause of accidents. Children should also be told about any potential dangers and how they should act to ensure their own safety and that of others.

Children whose behaviour is such that the group leader is concerned for their safety, or for that of others, should be withdrawn from the activity. On residential visits the group leader should consider whether such children should be sent home early. Parents and children should be told in advance of the visit about the procedures for dealing with misbehaviour, how a child will be returned home safely and who will meet the cost.

The group leader/Travel Team should decide how information is provided, but must ensure that the children understand key safety information. For some children on overnight visits it will be their first experience away from home on their own and in the close company of other children.

Children should understand:

- the aims and objectives of the visit/activity
- the background information about the place to be visited
- basic foreign words where appropriate
- relevant foreign culture and customs
- how to avoid specific dangers and why they should follow rules
- safety precautions are in place
- what standard of behaviour is expected
- appropriate and inappropriate personal and social conduct including sexual activity
- who is responsible for the group
- what not to bring back from abroad such as drugs, knives, fireworks etc
- what to do if approached by anyone from outside the group
- rendezvous procedures
- what to do if separated from the group
- emergency procedures

For residential visits all group members should carry the address and telephone number of the accommodation, and the mobile telephone number of the group leader in case an individual becomes separated.

If at any time there is a change in the planned schedule new activities should be assessed and pupils provided with the appropriate information.

During any time that remote supervision takes place the group leader must ensure that children are aware of the ground rules and are adequately equipped to be on their own in a group. The size of each group should also be considered. As a minimum, children should have the following:

- telephone numbers and emergency contacts if lost
- money
- maps and plans and any other information for them to act effectively
- location of local telephones and the appropriate coins
- a knowledge of how to summon help
- a knowledge of out of bounds areas or activities
- It may be worth considering whether children should carry mobile telephones

It is important that children are told not to go off on their own, are given clear instructions about permitted remote supervised activities and understand and accept the ground rules.

Transport

Children using transport on a visit should be made aware of basic safety rules including:

- arrive on time and wait for the transport in a safe place
- do not rush towards the transport when it arrives
- if fitted, wear the seatbelt and stay seated whilst travelling on transport
- never tamper with any of the vehicle's equipment or driving controls
- bags must not block aisles or cause obstructions
- never attempt to get on or off the moving transport
- never lean out of or throw things from the window of the transport
- never get off a vehicle held up by traffic lights or in traffic
- never run about or pass someone on steps or stairs while transport is moving
- never kneel or stand on seats
- never distract or disturb the driver or impede the driver's vision
- stay clear of doors after boarding or leaving the transport
- after leaving the vehicle, always wait for it to move off before crossing the road
- if you have to cross roads to get to the transport exercise particular care
- if you feel unwell tell a coach

The group leader/Travel Team should ensure that children know what to do if they miss the scheduled departure time.

Children with Medical Needs

Additional safety measures may be necessary to support children with medical needs during visits. Arrangements for taking medication and ensuring sufficient supplies for residential visits may be required. All adults should be aware of a child's medical needs and any medical emergency procedures. Summary sheets containing details of each child's needs and any other relevant information provided by parents, is

one way of achieving this. If appropriate, a club official should be trained in administering medication, if they have not already been so trained, and should take responsibility in a medical emergency. If the child's safety cannot be guaranteed, it may be appropriate to ask the parent or a care assistant to accompany a particular child.

The group leader/Travel Team should discuss the child's individual needs with the parents. Parents should be asked to supply:

- details of medical conditions
- emergency contact numbers
- written details of any medication required (including instructions on dosage/times) and parental permission to administer
- parental permission if the child needs to administer their own medication or agreement for a volunteer teacher to administer
- information on any allergies/phobias
- information on any special dietary requirements

In addition, parents may be asked to supply the following details:

- information on any toileting difficulties, special equipment or aids to daily living
- information regarding any toiletry needs
- special transport needs for pupils who require help with mobility

Enquiries should be made at an early stage about access and facilities for securing wheelchairs on transport and at hostels, residential centres etc, if appropriate. If ramps are not going to be available in certain places, the organiser may wish to arrange to take portable ramps with them. The group leader/Travel Team should at an early stage assess whether manual handling skills will be needed and, if so, whether training should be sought.

All adults supervising the visit should be given the opportunity to talk through any concerns they may have about their ability to support the child. Extra help should be requested if necessary, for example, a care assistant.

If the group leader/Travel Team are concerned about whether they can provide for a child's safety or the safety of other children on a trip because of a medical condition, they should seek general advice from the Medical Officer of Health or further information from the child's parents.

The group leader/Travel Team should check that the insurance policy covers adults and children with pre-existing medical needs.

Children with Special Educational Needs (SEN)

Clubs may be familiar with the nature of a child's special educational needs. Any limitations or problems the child may have should be taken into account at the planning stage and when carrying out the risk assessment. Off-site visits may pose additional difficulties for a child with SEN and the behaviour of some pupils may prove challenging. The following factors should be taken into consideration:

- is the child capable of taking part in and benefiting from the activity?
- can the activity be adapted to enable the child to participate at a suitable level?
- will additional/different resources be necessary?
- is the child able to understand and follow instructions?
- will additional supervision be necessary?

It may be helpful to the child if one of the adults already knows them well and appreciates their needs fully. The group leader/Travel Team should discuss the visit with the parents of children with SEN to ensure that suitable arrangements have been put in place to ensure their safety.

Information to Parents

Parents should be encouraged to attend a briefing meeting where written details of the proposed visit should also be provided. There should be alternative arrangements for parents who cannot attend or who have difficulty with communication in English. (This last point would be an exception).

Parents need to be aware that the group leader and other accompanying Travel Team club officials will be exercising the same care that a prudent parent would. The following information should be given to parents:

- dates of the visit
- visit's objectives
- times of departure and return - parents must have agreed to meet their child on return
- the location where the children will be collected and returned
- mode(s) of travel
- the size of the group and the level of supervision including any times when remote supervision may take place
- details of accommodation with security and supervisory arrangements on site
- details of provision for special educational or medical needs
- procedures for children who become ill
- names of leader, of other staff and of other accompanying adults
- details of the activities planned
- standards of behaviour expected in respect of, for example, alcohol, sexual behaviour, smoking and general group discipline including prohibited items. This information may take the form of a code of conduct which parents should sign
- what children should not take on the visit or bring back
- details of insurance taken out for the group as a whole in respect of luggage, accident, cancellation, medical cover, any exceptions in the policy and whether parents need to arrange additional cover
- clothing and equipment to be taken
- money to be taken
- the information to be given by parents and what they will be asked to consent to
- if applicable, the details of the host families
- details on the cost of the visit

Parental Consent

The group leader/Travel Team should seek consent for off-island visits and remote supervision. A parental consent form should be completed for each child in the group. Besides conveying the parents' consent it could also form the basis for obtaining details required. If a tour operator is used it may be sensible to ask them what information to obtain. General issues to consider include:

- any allergies/phobias the child may have
- any medication the child is taking (if so what the dosage is and who is to administer it)
- whether the child administers their own medication

- any contagious or infectious diseases suffered within the family during the preceding 4 weeks
- any other recent illnesses suffered by the child
- any special/medical dietary requirements
- information on any toileting difficulties
- whether the child has any night time tendencies such as sleepwalking (for residential visits)
- any other information which the parent thinks should be known
- the parental home and daytime phone numbers and addresses
- an alternative contact, with their phone number and address

The group leader/Travel Team may also request other information such as the child's ability to swim in the pool or sea and their level of safety awareness, and whether the child suffers from travel sickness.

Where children take part in regular and frequent visits, it may be possible to obtain medical details on an annual basis. Clubs must have a mechanism to ensure that the medical and contact information recorded is up to date and accurate.

Medical Consent

This should form part of the parental consent form. Parents should be asked to agree to their child receiving emergency treatment, including anaesthetic or blood transfusion, as considered necessary by the medical authorities. If parents do not agree to this, the group leader/Travel Team may decide to withdraw the child from the visit - given the additional responsibility this would entail for the group leader/Travel Team.

Doctors can be expected to carry out necessary emergency treatment without parental consent but it is possible that a surgeon in another country might be reluctant to operate on a child unless assured that the group leader/Travel Team had parental authorisation to agree to such treatment. It is sensible to include a translation of the medical consent, as signed by the parent, in the relevant foreign language.

Contact with Parents During The Visit

Parents must be able to contact their child via the club contact and the group leader/Travel Team in the event of a home emergency, and that they have a number to ring for information in the event of an incident during the visit or a late arrival home.

Child Contact with Parents

The group leader/Travel Team should arrange for parents to be informed of the group's safe arrival. One way of doing this is by a telephone tree whereby one parent contacts an agreed group of parents who then contact a further group or by your club Facebook page or website. Generally it is best to avoid direct contact between children and parents. Children may be tired and home sick, especially in the early stages of an off-island visit. Direct contact at this stage can lead to undue distress. However, if you have contacted a parent regarding a health issue relating to their child, then direct telephone contact between child and parent will often help to reduce any concerns.

Transport

The group leader/Travel Team must give careful thought to planning transport. The main factors to consider include:

- passenger safety
- comfort of passengers and supervisors

- group control and supervision
- toilet and refreshment facilities
- public contact
- realistic timetables and connection times
- reliability
- legal requirements
- journey time and distance
- potential congestion

The level of supervision necessary should be considered as part of the risk assessment for the journey. The group leader/Travel Team are responsible for the party at all times including maintaining good discipline.

Minibuses

Important Note: The legality of minibus use is currently under review by States of Jersey Law Officers.

UK - Sports officials holding a D1 category licence may hire a licensed minibus in the UK or take one to the UK from Jersey. It should be documented that children/club members are not contributing financially to the hire of the vehicle.

France/Europe – French legislation requires that minibuses with over 9 seats must be fitted with a tachograph and have restrictors on the vehicle. Hirers are limited by driver's hours. It is advisable to hire a vehicle with a driver.

Coach Travel

When planning coach travel, the following points should be considered:

- the duration of the journey, will you need 2 drivers?
- does the coach have seat belts or lap restraints? This is not compulsory in all countries, but essential when transporting children
- on longer journeys, a toilet may be needed
- seats should not be used reclined excessively, or converted to "sleepers"
- group leader/Travel Team should monitor the standard of driving and alertness of the driver, and should intervene at any time during the journey if they are unhappy. The front row of seats should be occupied by supervisors on safety grounds and to avoid driver distraction
- children should remain seated at all times, only leaving their seats to use the toilet
- that coach companies have appropriate insurance

Ferry Travel

Ferries are a very safe means of travel, but group control can become an issue, as pupils may be spread out. Travel sickness can also present problems, and children and accompanying adults may feel more comfortable on the open deck. Children should be supervised at all times when outside on deck, and must be told not to stand on or lean over the rail. Encourage parents to give their child a seasick treatment before travel if they are susceptible to travel sickness, or you are expecting rough conditions.

Air Travel

Wherever possible, children should be block booked into seating well in advance. Consideration should be given to methods of keeping the group together in airports.

Public Transport

When travelling on trains, brief children about safety on platforms. Wherever possible, book seats in advance, as managing the group spread out over several coaches may be difficult, depending on age. Be sure to headcount all children off the train, leaving 1 club official on the train until headcount is completed on the platform.

Underground transport can be very busy at peak times, and it is probably best to avoid these times. Group management can be very difficult, and small supervised groups work much better than one large group.

If double decker bus transport is to be used, try to place one club official on each level. Always have a supervisor leave the bus first, to direct the children to a safe area away from traffic.

It may be useful to "buddy up" children whilst travelling. Numbering off can be a useful tool to check all group members are present.

Insurance

The group leader/Travel Team must ensure, well before the group departs, that adequate insurance arrangements are in place. The group leader/Travel Team should make copies of the insurance schedule available to parents as early as possible in the booking process.

Insurance policies are legal documents. They will impose conditions, limit the cover, and exclude certain people or activities. Insurance companies/travel firms can advise on particular types of insurance. If in any doubt about the level of insurance cover, it is strongly advisable to obtain written clarification from the insurers.

Additional cover may be necessary for participants with medical conditions. The group leader/Travel Team should check this with the insurance company before departure.

The following are examples of cover which may be appropriate to many types of club visit:

- public liability
- personal accident cover for coaches, other adults, and children
- costs of medical treatment
- specialised risk activities (often excluded from standard policies) and the costs of evacuation for medical reasons when abroad
- damage to or loss of hired equipment (check the wording of the hire agreement)
- programmed and non-programmed activities
- transport and accommodation expenses in case of emergency
- compensation against cancellation or delay
- compensation for loss of baggage and personal effects including money
- legal assistance in the recovery of claims
- failure or bankruptcy of the centre or travel company

Additional cover may be necessary for participants with medical conditions. The group leader/Travel Team should check this with the insurance company before departure.

Types of Visit – Residential Visits

The minimum ratio is 1 adult for every 10 children. Issues for the group leader/Travel Team to consider include the following:

- the group should ideally have adjoining rooms with adult quarters next to the children - the leader should obtain a floor plan of the rooms reserved for the groups use in advance
- there must be at least one adult of each sex for mixed groups
- there must be separate male and female sleeping/bathroom facilities for children
- the immediate accommodation area should be exclusively for the groups use
- ensure there is appropriate and safe heating and ventilation
- ensure that the whole group are aware of the lay-out of the accommodation, its fire precautions/exits (are instructions in English or otherwise clear?), its regulations and routine, and that everyone can identify key personnel
- security arrangements - where the reception is not staffed 24 hours a day, security arrangements should be in force to stop unauthorised visitors
- the manager of the accommodation should be asked for assurances that the staff, including temporary workers, have been checked as suitable for work with young people
- locks on doors should work in the group's rooms but appropriate access should be available to accompanying adults at all times
- there should be adequate space for storing clothes, luggage, equipment etc, and for the safe keeping of valuables
- adequate lighting
- there should be provision for children with special needs and those who fall sick
- balconies should be stable, windows secure, and electrical connections safe
- it is strongly recommended that children should not be lodged in ground floor rooms
- the fire alarm must be audible throughout the accommodation
- there should be recreational accommodation/facilities for the group
- there should be an appropriate number of club officials on standby duty during the night

Before booking a hostel/hotel abroad, the group leader should confirm it has fire exits and lifts with inner doors and that it meets local regulations. After arrival at any accommodation it is advisable to carry out a fire drill as soon as possible.

Types of Visits - Hosting

Off-island visits involving hosting highlight many problems regarding the vetting of host families and supervision. Host families will not be subject to Jersey Law. Vetting families abroad in terms of CRB-type checks is practically impossible. Although it may be possible to check one or two parents, there could be many other adults who would have contact with the child during their stay, and this could be inappropriate.

Clubs that use host families abroad leave themselves in a vulnerable position. The following guidance may be useful for sports clubs who continue to see hosting as beneficial. The group leader/Travel Team should ensure that:

- a good personal knowledge of the host club and counterpart
- satisfactory pairing arrangements. The club should tell the host families of any special, medical or dietary needs of their guests, age and gender
- matches should be appropriate

- parents, children and the host club should be clear about the arrangements for collecting and distributing children to families, and for transporting children throughout the visit
- the Jersey based contact should retain a list of all the children involved and their family names and addresses
- children living with host families should have easy access to the adults from their club, usually by telephone
- children should be given a phrase to use as a “code” to indicate that something is wrong. This is useful because the child may not be able to communicate this in the presence of the host
- parents should be made aware that their children living with host families will not always be under direct supervision

Emergency Procedures

Club officials have a duty of care to make sure that the children are safe and healthy and should not hesitate to act in an emergency and to take life-saving action in an extreme situation. If an accident happens, the priorities are to:

- assess the situation
- safeguard the uninjured members of the group
- attend to the casualty
- inform the emergency services and everyone who needs to know of the incident

The Jersey contact’s main responsibility is to link the group with the club and the parents, and to provide assistance as necessary. The Jersey contact should have all the necessary information about the visit. All adults on the trip should be informed of who will take charge in an emergency, the named back up cover and what they are expected to do in an emergency.

Emergency Procedures Framework during the Visit

If an emergency occurs on a visit the main factors to consider include:

- establish the nature and extent of the emergency as quickly as possible
- ensure that all the group are safe and looked after
- establish the names of any casualties and get immediate medical attention for them
- ensure that all group members who need to know are aware of the incident and that all group members are following the emergency procedures
- ensure that a club official accompanies casualties to hospital and that the rest of the group are adequately supervised at all times and kept together
- inform the Jersey club contact
- details of the incident including: nature, date and time; location; names of casualties and details of their injuries; names of others involved so that parents can be reassured; action taken so far; action yet to be taken (and by whom)
- notify insurers, especially if medical assistance is required
- notify the provider/tour operator
- ascertain telephone numbers for future calls
- write down accurately and as soon as possible all relevant facts and witness details and preserve any vital evidence
- keep a written account of all events, times and contacts after the incident
- no-one in the group should speak to the media

- names of those involved in the incident should not be given to the media as this could cause distress to their families. No-one in the group should discuss legal liability with other parties
- If children have mobile telephones with them, the group leader/Travel Team should inform the group not to discuss the incident with anyone outside the group until told to do so, to avoid inaccurate and upsetting reports from circulating.

Ends.