GOOD NEIGHBOUR SCHEME LINK6 RWB

Covering the villages of Bradenstoke, Broad Town, Bushton, Clyffe Pypard, Lyneham and Tockenham, and the town of Royal Wootton Bassett.

What to do in an emergency – advice for Link volunteers

Volunteers should think through what might be helpful in an emergency.

The safety of the client and the volunteer are paramount – this should be the first priority.
The second priority is to get the client to their destination or back home.

In case of an emergency:

- It is advisable to carry a mobile phone.
- Make sure you have the telephone number of the Co-ordinator (07879 394666) as they may have the emergency contacts for the client.
- In the Winter – take a spare blanket in the car

If a client is unwell at home:

- Ask if they would like the doctor to be called.
- Ask if they would like neighbours or relatives informed.
- Inform the hospital or day centre where they were expected.
- If the client becomes unconscious call the ambulance service by dialling 999.

If a passenger is unwell in transit:

- Stop somewhere safe.
- Investigate the problem.
- If necessary, drive to the nearest Accident and Emergency department.
- In a real emergency dial 999.

If there is a vehicle breakdown/emergency:

- Pull off the road as far as is possible. Switch on the hazard lights.
- On a motorway, drive or coast to an emergency phone.
- If possible, evacuate the car and accompany the client to a place of safety unless it is dangerous to do so.
- Tell the control centre the number of your breakdown organisation, the car registration and the number shown on the nearest road marker post. If it has not been possible to evacuate the client from the car, make sure that the police / control centre are informed that there is a passenger in the vehicle.
- Return immediately to the car and re-assure the client.

If there is an accident:

- Check the health of the client.
- If they or anyone else is injured call 999.
- If there are no apparent injuries and another car is involved, exchange all the necessary insurance details as normal.
- If needed, ask the client if they would like to be taken to the nearest Accident and Emergency or to their GP.

Once the immediate situation has been dealt with and the client and volunteer are safe, the next step is to get their client safely to their destination or to a place of safety e.g. home.

Call LINK6 on 07879 394666 to report the incident.
The switchboard operates from 09.00 – 13.00 so there may be no co-ordinator. Please leave a message with your contact details.
The co-ordinator should try to arrange another driver, or agree to a taxi being arranged.

Getting the client to their destination:
If the trip can be rescheduled (e.g. shopping), then the client should be returned home.
If the client has an appointment which cannot be rearranged, and there is sufficient time to meet that appointment, every effort should be made to get the client to their appointment.
If the volunteer's vehicle has broken down and the co-ordinator cannot be contacted then it may be necessary to call a taxi. The cost of the taxi can be reimbursed from LINK6.
If a replacement driver has not been found to return the client from their appointment, it may be necessary once again to order a taxi.

In any event, a follow up call should be made to the co-ordinator to explain what steps have been taken and to ensure that client and volunteer are all safe.

<u>Emergency phone numbers</u>

If possible, ask the client for an "in case of emergency" number. ICE cards can be provided to clients if required.

It would also be useful to have a contact number for the destination, e.g. hospital, prior to setting out.

Here are some of our regular destinations:

Tinker's Lane Surgery	01793 852131
New Court Surgery	01793 852302
Malmesbury Primary Care	01666 825825
GWH	01793 604020
Chippenham Community Hospital	01249 447100