

# WELFAERIES CRISIS RESPONSE

## WHAT TO DO IN AN INCIDENT

- **YOU ARE NOT ALONE - LOOP IN HELM** via radio to collaborate with you
- There is no medical on site. If a guest is in imminent danger take immediate action by **calling 999** to help keep them safe.
- If the situation is not an emergency but is tricky, outside our scope, or to do with medical issues, Helm should be contacted immediately to support the decision of contacting police, medical or social care from outside the event.
  - No member of Celtic Burn is to investigate any allegation, disclosure or incident on their own.
  - Fill out a incident report.

## Your responsibilities responding to an allegation/ safeguarding concern

**If you have a reason to believe that abuse is or may be taking place you have a responsibility to act on this information.** Take action to help keep the person safe. Doing nothing is not an option.

If a child or adult at risk discloses abuse to you directly, use the following principles to respond to them:

1. **Assure them** that you are taking the concerns seriously, and that you have a duty to loop in Helm and cannot keep it confidential- even if they ask you to.
2. **Listen carefully** to what they are telling you, stay calm, get as clear a picture as you can. Use open ended questions. Do not be judgemental or jump to conclusions.
3. Do not start to investigate or ask detailed/probing questions. **Bear witness** and listen actively until you feel the person is ready to loop in Helm.
4. If a consent incident has occurred primarily offer emotional support, but also advise the person that they have the option to record the incident in an incident template as well.
5. **Reassure the person** that they will be involved in decisions about them
6. Afterwards **clearly record** what you have witnessed or been told on an incident report, record any actions taken.
7. Remember that you can refer to the guidance documents in the welfare space

<p><b>Emergency Services Site Pack:</b></p> <p><b>Emergency Arrangements:</b> In the event of an emergency call 999 or 112.</p> <p><b>All incidents should be reported to Helm in person or via radio.</b></p> <p><b>SITE ADDRESS :</b> <b>MARTHROWN OF MABIE, MABIE FOREST, DUMFRIESSHIRE, DG2 8HB</b></p> <p><b>Grid Reference:</b> 55.03006496354788, -3.657938047462508</p> <p><b>What 3 Words location:</b> <a href="https://what3words.com//increases.acrobat.collition">https://what3words.com//increases.acrobat.collition</a></p> <p><b>DIRECTIONS TO SITE:</b> (If you need to direct someone)</p> <ul style="list-style-type: none"> <li>Coming from Dumfries you'll pass a place called <i>Islesteps</i>, then follow a long stretch of road, approx 1.5 mile past <i>Islesteps</i> turn right signposted <i>Mabie Forest</i>, <i>Mabie House Hotel</i> and <i>Marthrown of Mabie</i>.</li> <li><u>Don't take the turn-off</u> 200 yards earlier labelled <i>Mabie Farm Park</i>.</li> <li>Proceed a mile up the tarmac drive until you can see <i>Mabie House Hotel</i> on the right.</li> <li>Take the road that bears left then immediately turn right between a wooden building (Forestry Offices) and a white building onto different coloured tarmac.</li> <li>You then go over a diagonal speed bump and through an open gate onto the forest track.</li> <li>(Ignore the sign which says "No Unauthorised Access")</li> </ul>	<p><b>CONTACT PEOPLE</b></p> <p>Helm and/or your fellow Welfaerie via RADIO.</p> <p><b>HOSPITALS</b></p> <p><b>The nearest A&amp;E hospital is:</b></p> <p>Dumfries &amp; Galloway Royal Infirmary A75,Cargenbridge, Dumfries DG2 8RX</p> <p><b>Directions from site to hospital</b> (17 mins, 5.5 miles):</p> <ul style="list-style-type: none"> <li>Depart site entry road</li> <li>Turn left onto A710 Continue to A711</li> <li>Turn right onto A711 Drive to your destination</li> </ul> <p><b>EMERGENCY PROCEDURES:</b></p> <p><b>MEDICAL:</b> call 999 give directions listed on this sheet (left column)</p> <p><b>FIRE:</b> see instructions (right column)</p> <p><b>OTHER DANGER:</b> evacuate site in a calm and orderly fashion.</p>	<p><b>First Aid:</b></p> <p>A comprehensive first aid kit for self-administration can be found in the welfare space.</p> <p><b>Fire Procedure:</b></p> <p>In the event of an emergency with a fire, fire extinguishers can be found:</p> <div data-bbox="1089 464 1544 663"></div> <p><i>to be completed for each relevant space.</i></p> <p>Fires should only be tackled if small and do not endanger the firefighter, if not possible the Fire Service should be called immediately on 999.</p> <p>The nearest Fire Muster Point is located:</p> <div data-bbox="1089 938 1544 1138"></div> <p><i>to be completed for each relevant space.</i></p> <p>Roads must be kept clear to allow access for any Emergency Services.</p>
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