



# Emergency Policy and Procedures

## INTRODUCTION

The safety of clients, students, supervisees and staff is the highest priority at Youngs Farm. The following are detailed procedures to follow in the case of an emergency in the main yard or the office/toilet area.

### 1. FIRE

In the case of Fire please:

- a) Inform Sarah or Richard Urwin immediately
- b) See full Fire Safety Policy - bottom of page 1 and all of page 2 - for immediate procedures

### 2. ABSCONDING/MISSING PERSON

In the case of a client going missing for any reason, including getting lost, or suspected absconding please:

- a) Inform Sarah or Richard Urwin immediately
- b) Depending on the circumstances Sarah and Richard Urwin will then either; make a quick but thorough search of the main yard, surrounding paddocks, office and toilet area, car park area, and immediate village
- c) And/Or, Sarah Urwin will contact the local Police and next of kin (details in client's file) without delay

### 3. SERIOUS INJURY

Where a client, student, supervisee or staff member sustains a serious injury please:

- a) Inform Sarah or Richard Urwin immediately
- b) Sarah Urwin is the lead First Aider and lead Health & Safety Officer and she will take over and administer First Aid to the casualty as appropriate. She will also contact the Emergency Services for an Air or Road Ambulance, depending on the severity of the injury
- c) **If Sarah Urwin is the casualty the above action will be taken by Richard Urwin**



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## 4. POISONING

Where a client, student, supervisee or staff member is poisoned, possibly through pica (eating unsuitable substances) please:

- a) Inform Sarah or Richard Urwin immediately
- b) Sarah Urwin is the lead First Aider on site and will take over and administer First Aid to the casualty as appropriate. She will also contact the Emergency Services for an Air or Road Ambulance as appropriate

## 5. SEVERE WEATHER CONDITIONS

Where severe weather such as a storm, flood, lightning or extreme heat conditions occur, or are notified to occur during a session please:

- a) Contact Sarah or Richard Urwin before you leave for the session to find out if it is still scheduled to continue. We will also be trying to contact you
- b) If you have already started on your journey when the conditions start to worsen then please turn around and return home, if it is safe to do so
- c) If we have started a session and the weather conditions become severe we will end the session. If we are in the main yard we will move to the office. Sarah Urwin will ensure the animals are all safe and she will then join you in the office. Sarah Urwin will then contact your next of kin if you haven't already done so. If we are out walking when the weather worsens Sarah Urwin will use her mobile phone to contact Richard Urwin and make him aware of our exact location. If it is possible Richard Urwin will bring the 4 wheel drive vehicle to collect us. If this is not possible the Emergency Services will be immediately alerted. Sarah Urwin carries a rucksack on all walks with emergency shelter and other equipment inc. a mobile with GPS

## 6. CHALLENGING BEHAVIOUR

Where the behaviour of a client, supervisee, student or staff member causes risk to themselves, or to others around them, immediately notify Sarah or Richard Urwin. Sarah Urwin is trained in de-escalation techniques and will take charge of the situation. Please remove yourself to a safe distance or to the main office. Sarah Urwin will use her mobile phone to alert Richard Urwin, using a pre-arranged emergency code.



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## 7. POWER FAILURE

In the event of a power failure, depending on where the session is based at that time, we will either:

- continue with the session as normal if it is outside, the weather is good and we don't need any power input
- or bring the session to a close if it is in any way reliant on a power source

We will bring the session to an end calmly, informing the client clearly about what we are doing and why, to reduce their possible anxiety levels.

Depending on the time of day and time of year we will then move ourselves to either the office space or the covered tack room area of the main yard both of which have access to solar powered light.

## 8. CLINICAL WILL

A clinical will is in place for Sarah Urwin. This is to ensure that in the event of a significant accident, sudden illness, or death, her clients, supervisees, students and all relevant organisations will be informed and supported, both in the short and the medium term, to ensure their ongoing health and wellbeing.

In practical terms this means that all of the above mentioned persons will be supported by another counsellor/psychotherapist/therapist in the immediate aftermath of the incident and in the longer term they will be helped and supported to find another suitable therapist. This may just be for a short period of time, where illness is the issue, or longer term solutions where necessary.

A copy of this clinical will is available on request.

Signed:

Date: 01.09.22