



On Board Medical Emergencies

Medical emergencies can happen anywhere but when faced with an unfolding problem, keeping calm and taking control of the situation is vital to not only the patient, but those also on board our vehicle.

This policy outlines the guidelines we implement to ensure that all passengers are cared for and receive treatment quickly.

Pre-Travel

✓ Home to School:

- Students who have injuries, allergies or specific medical conditions have their medication and needs recorded on their account and this information is passed onto the appropriate drivers to make them aware prior to boarding.
- Parents are requested to keep their child's needs updated should anything change.
- Students are reminded to carry the appropriate medication on their person when always travelling on the service.
- Home to School Transport Manager will contact individual parents for individual guidance on how to manage any possible medical needs in the event of an emergency. This information is passed to driving staff to ensure they can act appropriately and in line with the parents/carer's guidance.

✓ All Other Coach Hire Customers:

- Office staff ask if there are any passengers with specific needs when booking.
- Drivers to also check with any teaching staff/group leaders on board if there are any passengers with specific needs prior to departure.
- For Day Trip and Holiday Customers, specific medical information of the passenger is collected from the Office staff and passed to the driver prior to departure.

✓ Staff & Facilities:

- All drivers are First Aid trained.
- First Aid Kits available on EVERY vehicle
- All drivers carry a mobile phone.

In the Event of a Medical Emergency

The Driver Must:

- ✓ Pull over into the first available safe area ensuring that the hazard lights are put on and the vehicle is secure (positioned in the safest place, doors closed to stop panicking passengers leaving the vehicle into possible oncoming traffic and driving controls secure – Dynamic Risk Assess)
- ✓ Assess the situation unfolding (injury, allergic reaction, or illness) and request where possible that all other passengers clear the area by moving to other parts of the vehicle where they can put on a seatbelt to remain safe.

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- ✓ Time permitting, ring 999 and request the emergency services giving clear information on the symptoms and location of the vehicle.
- ✓ If time is critical (e.g. allergy or serious medical illness), designate another calm passenger and give clear instructions to ring the emergency services with details of the casualty's symptoms and vehicle location.
Start to administer First Aid or in the event of known allergic reaction; administer EPIPEN or JEXT Pen as per instructions.
- ✓ Call the emergency 'On Call' number 0161 480 0617 Option 5 and give full details of the casualty and your actions. Office staff will check to see if there are further medical instructions to follow previously given by a parent/carer or medical conditions that the ambulance service should be aware of when treating the casualty.
- ✓ At the first safe opportunity to do so, update Group Leaders/ other passengers of further actions to be undertaken and plans moving forward.

Office Staff Must:

- ✓ Note all details being given to them by the driver regarding the casualty, including:
 - Name of the casualty
 - Actions already undertaken by the driver for:
 - The casualty
 - The other passengers on board
 - Location of the vehicle
- ✓ Inform the driver of any medical conditions or instructions held on file for the casualty (to be passed across to the Emergency Services)
- ✓ Contact the parent/carer, school, and/or emergency numbers on file, if known
- ✓ Inform the Operations Team of the onboard medical situation to arrange for alternative transportation to be deployed if possible.
- ✓ Contact the Highways Agency if necessary.
- ✓ Check all other passengers on board are safe and where possible, re-seated away from the casualty to allow for the Emergency Services to work effectively.
- ✓ Send out notifications to parents/carers on school routes to inform them of any delays, times, and subsequent plans e.g. an alternative vehicle undertaking the rest of the journey.
- ✓ Inform the Senior Leadership Team of the situation and subsequent actions being taken.

Post Travel

All incidents must be logged once the driver reports back to the depot. This must be undertaken within the first 24 hours following the medical incident.

Where necessary, a statement must be completed and held on file securely alongside the Incident/Accident log.

Any used First Aid supplies used must be replenished.

Follow up phone calls to be made to family or casualty by Office Staff to check on welfare and any further required actions.

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Last Review: 8th October 2026

Next Review: 8th October 2027