



Emergency Procedures

Medical Emergencies

All drivers and carers are requested to have a current First Aid certificate. During transport if a client begins to have symptoms that are life-threatening e.g. heart attack the driver should dial Triple Zero – 000 for an ambulance immediately. If in doubt or unsure at any time volunteers are to phone an ambulance.

Vehicle Breakdowns

The Wycheproof Community Car is covered by RACV Roadside Assistance. If the vehicle suffers a breakdown, first ensure the vehicle is parked in a safe location and then contact RACV on **13 11 11**. Volunteers should then contact WCRC to report the breakdown. If the driver/carer needs to exit the car at any time during a breakdown, they should wear the safety vest located inside the vehicle.

Vehicle Accidents

- In the incident of an accident, drivers are to ensure the safety of themselves and clients and take all reasonable steps to prevent further loss or damage
- Follow first aid procedures if required
- If there are no medical concerns or immediate safety issues, contact WCRC on **(03) 5493 7455** or emergency/after-hours phone **0448 723 629** for further direction
- If there are any safety issues, medical concerns or if drivers are unsure, contact **Triple Zero - 000** immediately
- Ask for the names, addresses and licence numbers of any other drivers involved, and registration numbers of other vehicles involved
- Try to get the names and addresses of any witnesses
- If possible, take photos of the accident scene and any vehicle damage
- Do not admit fault, defend a claim or make any offer or payment to anyone. Our insurance provider will do these things.

Client not at home

Drivers are to call the client if no answer at the door upon arrival. If there is no response drivers are to call out to the client. If able, check with neighbours as to client's whereabouts. If the client is not located notify the office or emergency phone immediately so WCRC can contact the next-of-kin. If the client is inside and in any form of distress contact the ambulance immediately and follow any instructions given.

Please sign to acknowledge that you have read and understood the Emergency Procedures and have had an opportunity to ask questions.

Name: _____

Signature: _____

Date: _____