

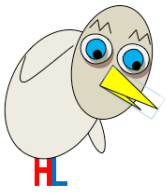
Telephone Prompts to Parents

For

Incidents Occurring On School Trip

These prompts are for guidance only and should be adapted to meet the specific needs of any incident. It is important that those involved in ringing parents stick to the agreed script. This avoids giving out sensitive and emotional information over the phone. Try to communicate in a natural and neutral tone without either being panicky or overly reassuring.





Incident occurring on school trip – pupil known to be unhurt

Hello Mr/Mrs/Miss _____

It is Mr/Mrs/Miss _____ from _____
School.

There has been an incident during the school trip. {*Child's name*} is safe and unhurt.

I'm sorry that I not able to give you any further details at present.

Please can you come to the school and we will be able to give you more information when you arrive.

Incident occurring on school trip – pupil known to be slightly injured

Hello Mr/Mrs/Miss _____

It is Mr/Mrs/Miss _____ from _____
School.

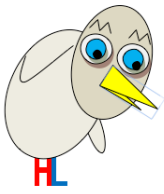
There has been an incident during the school trip. {give brief description of incident as known}

{*Child's name*} is safe but has sustained some minor injuries.
(Give brief details as known)

I'm sorry that I not able to give you any further details at present.

Please can you come to the school and we will be able to give you more information when you arrive.





Incident occurring on school trip – pupil known to be injured requiring hospital

Hello Mr/Mrs/Miss _____

It is Mr/Mrs/Miss _____ from _____
School.

{*Child's name*} has been involved in an incident on the school trip: {*briefly describe nature of incident*}.

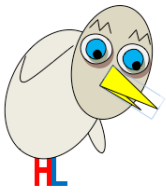
{*Child's name*} is being taken to Accident and Emergency at {*name*} hospital because of {*briefly describe nature of injuries if known*}

The hospital telephone number is _____

I'm sorry that I not able to give you any further details at present.

I will be in contact when I know more.





**Incident occurring on school trip – pupil taken away
unconscious and/or with life threatening injuries**

Hello Mr/Mrs/Miss _____

It is Mr/Mrs/Miss _____ from _____
School.

{*Child's name*} has been involved in a serious incident during
the school trip: {briefly describe nature of incident}.

{*Child's name*} is being taken to Accident and Emergency at
{name} hospital because of {*briefly describe nature of injuries
if known*}.

Mr/Mrs/Miss _____ is with {*Child's name*}

The hospital telephone number is _____

I'm sorry that I not able to give you any further details at
present.

Do you need any help in getting to the hospital?

((*If yes*) I will arrange some transport for you and ring you
back)

((*If no*) If there is anything else we can do please ring, and
please can you keep us informed of {*Child's name*} progress.)

