

Driver Training Pack Handout

Medical Emergency and Vehicle Breakdown

Immediate priority

If a member becomes very unwell or unconscious: pull over safely, call 999 first, follow the call handler's instructions, then contact the Branch Manager.

Safety note

Do not continue driving with a very unwell or unconscious member unless the 999 call handler specifically tells you to move. Keep yourself, members and other road users safe.

1. What to do in a medical emergency

Step	Action
1	Pull over as soon as it is safe. Put hazard lights on, apply the handbrake, and make the vehicle safe.
2	Phone 999 immediately and ask for an ambulance. Give the exact location, vehicle details, the member's condition, and whether they are breathing.
3	If the member is unconscious but breathing, put them in the recovery position if it is safe to do so. Follow the 999 call handler's instructions.
4	If the member is not breathing normally, tell the 999 call handler immediately and follow their CPR instructions.
5	After 999 has been called, phone the Branch Manager with your location and update. If possible, ask another adult to make this call so you can stay with the member.
6	The Branch Manager should arrange for any free drivers to collect the other members and continue safe transport arrangements.
7	Keep other members calm and supervised. Do not let members leave the vehicle near traffic unless staying in the vehicle is unsafe.

Training pack notes

Branch Manager name: _____	Branch Manager phone: _____
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2. Recovery position - quick guide

Use this only when the member is unconscious but breathing. If you are unsure, stay on the phone to 999 and follow their instructions.

Remember

Call 999 first. Do not delay the emergency call to move the person.

Recovery Position

For an unconscious person who is breathing

1. Kneel beside the person.



2. Place the nearest arm at a right angle.



3. Bring the far hand to the cheek and bend the far knee.



4. Roll the person onto their side.



5. Tilt the head back to keep the airway open.

- ✓ Call 999 and monitor breathing.



Recovery position diagram for an unconscious person who is breathing

3. What to do if the vehicle breaks down

Step	Action
1	Stop in the safest available place. Put hazard lights on and make the vehicle safe.
2	Phone the Branch Manager as soon as possible. Give your exact location, how many members are on board, and whether anyone needs urgent support.
3	The Branch Manager should arrange for any free drivers to collect the stranded members.
4	Keep members calm, warm and supervised while waiting. Keep them away from traffic and moving vehicles.
5	If the breakdown location is unsafe or anyone becomes unwell, call 999.

4. Useful tool for drivers: what3words

Why it helps

The what3words app can help a driver give an exact location to 999, the Branch Manager, or a recovery service. Every 3 metre square has a unique three-word address. Drivers should have the app available before driving members.

Official app link:

what3words.com/products/what3words-app



Scan for app

Driver reminder

Before each shift, check your phone is charged and that you can access 999, the Branch Manager number, and what3words if available.

Do

- Pull over safely before calling
- Call 999 first in a medical emergency
- Follow the call handler's instructions
- Keep members supervised and calm

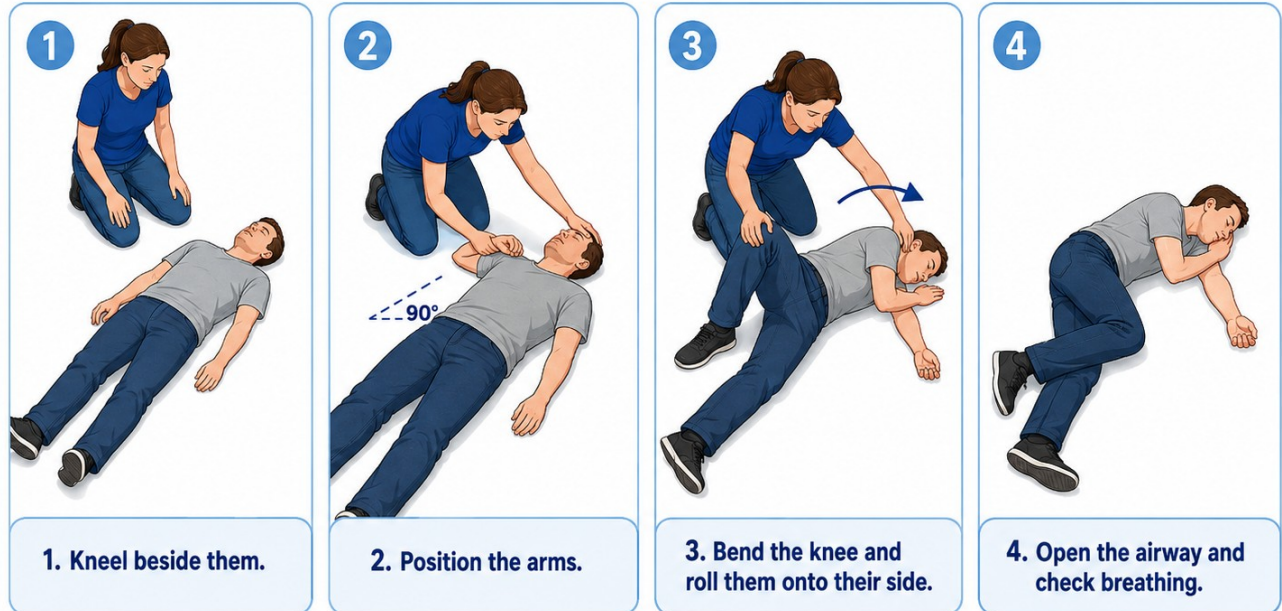
Do not

- Continue driving with a very unwell member
- Delay calling 999
- Let members leave near traffic unless unsafe to stay
- Re-enter unsafe areas or take unnecessary risks

5. Quick reference poster

This page can be shown during driver training or printed separately as a quick reminder.

How to put someone in the recovery position



If the person becomes unconscious, pull over safely, call 999, and monitor them until help arrives.