

EMERGENCY ACTION PLAN

IF YOU SUFFER A VEHICLE BREAKDOWN

- Make sure you're in a safe place.
 - Move your vehicle off the road if possible (watch out for any soft verges).
 - Put your hazard lights on.
 - Stay well away from moving traffic.
 - Wear a reflective jacket.
 - Don't put a warning triangle on the hard shoulder.
 - Call someone from the Vector24 Team.
 - If there is a threat to life call '999' immediately.
- If you suffer a vehicle breakdown on the motorway and you are carrying vulnerable passengers including those in wheelchairs, please call '999' immediately.
- Then call our vehicle breakdown cover on 0800 389 1708.

MEDICAL EMERGENCY

If someone is injured in an incident/accident or there is a medical emergency, first check that you and the person who is injured are not in any danger. If you are, try and make the situation safe.

When it's safe to do so, assess the person who is injured, and if necessary, dial 999 for an ambulance.

You can then carry out basic first aid if you are qualified to do so.

Call someone from the Vector24 Team and report it asap.

A Vector24 Health & Safety Incident/Accident Reporting Form must also be completed within 24 hours.

MENTAL HEALTH EMERGENCY

If you feel that a service user might attempt suicide, or may have seriously harmed themselves, you need to get them urgent medical help. Please:

- Call 999 for an ambulance and the police.
- Take them straight to A&E if you can.
- Call someone from the Vector24 Team.

Mental health emergencies are serious. You are not wasting anyone's time.

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