

Explorer24 InTouch Process

Emergency contact

The First Aid Volunteers and core Leader team will have access to the main attendance lists for Explorers and adults, including emergency contact and next of kin information. At the start of the event, the check-in team will confirm a completed health form and participant record (including emergency contact details) for every participant and adult in attendance.

Every Volunteer, Leader and Explorer will have a wristband with a QR code on it. This can be scanned to access their records on the participant management system, Peak.

Volunteers, Leaders, Explorers and parents will be given the event InTouch mobile number for emergencies or when someone wants to speak to an adult. The number is 07421 572391 and will be monitored continuously throughout the event by the wellbeing lead or members of the core Leader team. It will be included in the event guide and displayed around the site.

The InTouch number can be contacted by text message or phone call. It can also be used as an anonymous reporting route if someone does not want to visit the wellbeing hub in person to report an issue with the site or an individual.

We will not supply any other telephone numbers to parents/participants.

We expect that parents of Explorers who are Units attending with a Leader, may contact the Leader who is attending the event in the first instance. If this is the case, we will discuss with the Leader if there is any action to be taken, for example, if the Explorer needs to leave the camp early.

If, in the event of a complete camp evacuation and every member is sent home early, we will assemble in Gummy's pavilion and ask the Leader of each Unit to contact the parents of the Explorers in their Unit. For any Unit without a Leader in attendance, we will allocate an adult to do this job that is supporting the event but not with a Unit.

It is expected that the County Lead Volunteer will attend this event. However, in any case, they will be contacted via mobile phone in case of an emergency (as per POR Chapter 7 - Emergency Procedures) at any point during the event.

WhatsApp communities

During the event, we will use a WhatsApp Community for everyone in attendance. All Explorers will be invited to join the community to receive 'announcements'. It will only be possible for the core team to post announcements to all attendees; however, anyone can reply to an announcement, and replies can be viewed by all attendees.

Attendees will not be able to see each other's mobile phone numbers from the announcements channel.

Attendees can suggest discussion groups to be created for specific areas of focus but must be approved by the core team.

All adults will be invited to join an 'Adults-only' group for further relevant announcements and discussion. This is a discussion forum, and all adults can send and respond to messages.

The announcements channel will be used for information relevant to all attendees, and the adults-only group will be used for messages relevant only to adults.

The announcements channel will be used for useful information throughout the event such as when activities are opening and closing, when food is served and about to close, and for safety broadcast messages such as if there is a need to avoid an area, or report immediately to the assembly point.

The site does not have 100% coverage, especially as there may be a lot of people using mobile data at the same time. So along with this, any important announcements will be passed to Explorers via the core team and disseminated whether by other Volunteers or by a Leader in charge of their Unit.

Wellbeing and support

All adults will have access to copies of the Yellow Card and they will be positioned around the site.

Every Volunteer, Leader and Explorer will have a wristband with a QR code on it. This can be scanned to access their record on the participant management system, Peak. This includes access to their emergency contacts.

There will be a dedicated wellbeing hub and quiet zone which Explorers or adults can use to take a break from the event or speak to an adult for support. If there is no adult in these, then the emergency contact will be left so support can be contacted.