# Emergencies and Crisis

**Policy**

In the case of an emergency situation, assess the situation and access the emergency services as necessary using the 999 services.

* Dial 999
* Inform the operator of the service you require (Fire, Police, Ambulance)
* Give description of incident (explain that it involves a vulnerable adult if a service user is involved)
* State the location (address) of the incident

If you have needed to contact any of the emergency services ensure you inform your service manager, deputy manager or the Directors at the earliest opportunity. An incident form will need to be completed.

If the nature of the emergency does not require any of the emergency services, but is a situation you feel is beyond your control, you should contact:

* Service manager
* Allocated staff member in the absence of the service manager

If you are dealing with a situation and you feel the service user or any other person is beyond your control, call the police on 999.

Details of 'Off' points for electricity, gas and water services should have been part of your induction, if you are unaware of the locations for these speak to your manager NOW.

Staff must ensure that service users are aware of the location of ‘Off’ points for utilities within their own homes and for the need to inform My Support and Care services Ltd of any situation that they perceive to be an emergency.