



Calling for emergency help procedure

- In an emergency it may be necessary to call an ambulance. To make this call and to give the child proper support it is necessary to stay calm and act quickly
- When you dial **999** the operator will ask you for which service you require
- You will then be asked for the telephone number that you are calling from which is either the mobile **07491 143833** or landline **01883 732010**. St Peter's School number is **01883 712439**
- You will then be asked the location of the accident, if this has taken place at Pre-School you will need to give this address: Tandridge Village hall, Tandridge Lane, Tandridge Village, Near Oxted, Surrey, RH8 9NN. Additional information to give would be next door to St Peter's School
- The operator will then ask questions about the type of injury. Please give as much detail as possible. The operator may decide that the injury is serious enough for emergency treatment to be carried out straight away and will give advice on what to do until the ambulance arrives
- You will be asked the name, age and sex of the child/ person involved
- On completing the above, a member of staff will then contact the parent(s)/ carer(s) using the details stored in the confidential folder in the locked filing cabinet
- Let the member of staff staying with the child know that an ambulance has been called and pass any advice on

This procedure has been adopted by Tandridge Village Pre-School Committee.

Signed on behalf of the Pre-School:

Date

This procedure will be reviewed: Spring 2027

(Unless there is a change in legislation or with direct guidance from an educational body)

Staff Signatures:

Date: