

ICE Card Fact Sheet



Each CSSC volunteer is expected to carry a CSSC ICE (In Case of Emergency) Card with them whilst volunteering.

It is also a good idea to put the Out of Office Number:

0161 907 6766

into a mobile phone; perhaps under the name CSSC ICE, so that the number can be found quickly and easily.

An explanation of this service and examples of when and where you might find it appropriate to contact CSSC out of hours is detailed below. Important: **if the incident warrants the presence of any of the Emergency Services, always call them first before calling the ICE Hotline.**

During normal office hours (Monday to Thursday 9am – 5pm and Fridays until 4.30pm), please call CSSC Customer Services on: 01494 888444.

CSSC really does appreciate your dedication as a volunteer and hopes that this service will help to give you the peace of mind to know that you can speak to someone from CSSC if you experience an emergency whilst running a CSSC event or activity.

Service Outline

Volunteers who encounter serious incidents or accidents at CSSC events should reasonably expect access to advice, support and assistance from CSSC. Also, CSSC needs to be aware if there has been a serious incident at one of its events to fulfil our obligations to the Cabinet Office Press Office. As most of CSSC's programme takes place outside of normal working hours, we want volunteers to have the means of contacting senior staff within CSSC who can help- whenever and wherever the problem occurs.

The CSSC ICE number links to a UK based call centre that is staffed 24 hours a day, 365 days a year. The person answering the call will know you are from CSSC, will take a few details from you about the incident and will be able to contact or put you through directly to an available senior CSSC manager.

Examples

Calls to the ICE number should be limited to serious incidents that warrant urgent or immediate action. Incidents that do not warrant urgent or immediate action should be dealt within normal office hours.

The following represent examples that are relevant to this service.

- The death or serious injury of someone at a CSSC event (not just members) or significant injuries to several people at an event.
- Significant/substantial damage to a CSSC property or facility e.g. major fire, flood, storm damage etc.
- Serious incident involving any of the emergency services (including police, coast guard and mountain rescue) e.g. coach trip involved in a serious road traffic accident.
- Members stranded away from home and without the means to complete their journeys or secure adequate accommodation, meals etc. because of significant/substantial delays.

This list is by no means exhaustive and volunteers will need to judge the situation on its merits at the time. The key is that the incident is serious and that action to resolve the situation is needed urgently and immediately.

If you have any queries about the ICE Card please contact Volunteer Support.

Email: volunteer@cssc.co.uk