

Safety Hour Discussion Pack

Topic: Making an Emergency Call and why it is important to be Accurate, Brief, Clear and Professional

Purpose of the discussion:

This has been chosen as a Safety Hour topic due to this is an infrequent activity and when required to make an Emergency Call it can be stressful, but a few seconds to think about the call can help.

Nor using the correct terminology and communication protocols, Rule Book Module G1 Section 5 can lead to the misunderstanding of importance of the message being passed between the parties involved in this vital safety critical communication.

This safety hour focuses on discussing the requirements of making an Emergency Call, a safety critical communication.

Discussion points: Use below to plan your facilitated discussion. Remember, you don't have to have all the answers – the role of the facilitator is to create an engaging discussion where everyone identifies and commits to solutions.

Discussion points	Supporting notes
<p><i>Question? Why do you think it is important to get an Emergency Call ABC-P?</i></p> <p><i>What in a Safety Critical Communication is important?</i></p>	<p>You are making the Emergency Call because it is or could be potentially serious incident.</p> <p>Accurate, gets the correct response for you are reporting, location etc.</p> <p>Brief, allows focus on the issues you are reporting, the person you are talking to may need more information, but first they need to take action to make things safe</p> <p>Clear, stick to facts, try and keep calm</p> <p>Professional, you use the correct voice protocols, that are understood, a standard way of communicating, reduces chance of misunderstanding</p> <p>You need to think about what we are going to say before we make a SCC. It only takes a few seconds to do this.</p>
<p><i>Question? What is the key phrase in making an Emergency Call?</i></p> <p><i>Why is that so important?</i></p>	<p>“This is an Emergency Call”</p> <p>Discuss: it gets the other persons immediate attention, give you priority, they will focus on what you say,</p> <p>Structuring a conversation is vital to reach a clear understanding.</p> <p>More over the page...</p>

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<p><i>Question? What should be the structure of an Emergency Call?</i></p> <p><i>Then what happens?</i></p> <p><i>What are the differences when making an Emergency Call to the ECO?</i></p> <p><i>Why is the structure in safety critical conversations important?</i></p>	<p>Items to cover: Introductions, Name / Role / Employer / where you are / phone number</p> <ul style="list-style-type: none"> • How know you know you are talking to, the correct person to take action • The exact details do you need to pass on (Location / Accident type) • Who might you request to attend (Emergency Services) <p>The person you are making the call will repeat back, may give you instructions, may say they will call you back</p> <ul style="list-style-type: none"> • The reason why you want the electricity to be switched off • Whether any person is in danger from live OLE • Whether the emergency services are waiting to give assistance. <p>In practice, this means we focus on:</p> <ul style="list-style-type: none"> • using the SCC protocols (Rule Book Module G1) will help us focus on structuring our conversations • help us listen carefully • help us confirm understanding
<p><i>Making an Emergency Call is a rare occurrence but is important to get right</i></p>	<p>We must all take personal responsibility for how we conduct ourselves at work, including how we communicate</p> <p>By following the process discussed we will be doing our part to improve the way we have safety critical communications</p>

For further information:

Safety Central Page. Frontline Safety Critical Communications. More briefing materials are available and there is a communications manual that discusses with examples with ways to improve safety critical communications.

A Safety Critical Communications Key Points Booklet is available from Wilson's the printers.