

## Coping with emergencies

### What would happen if YOU were involved in an unforeseen emergency? Have you made plans for coping in a crisis?

Most carers worry about what would happen if they were involved in an emergency situation. You may be caught up in traffic or, more seriously, faced with your own sudden illness, an accident or a family crisis. Understandably, you worry about situations which leave the person you care for without help. How will they manage? Can replacement care be arranged quickly and efficiently?

Emergency planning services exist to give carers peace of mind – these may involve providing details of reliable contacts who could act on your behalf in an emergency, although this is not always necessary. These services vary according to where you live. Below are details of the services that exist if the person you care for lives in North Yorkshire or in Bradford Metropolitan District.

### North Yorkshire Carer's Emergency Card

This is a free service available to anyone aged over 18 years who cares for someone who lives in North Yorkshire. It is run by North Yorkshire Council (NYC).

#### How does the Carer's Emergency Card work?

You will need a Carer's Emergency Card which comes with information about the scheme and how to register. You can obtain a card from a Carers' Resource office or any North Yorkshire library. Alternatively, phone NYC Customer Services on 0300 131 2 131 to have a card posted out to you, or request one online: [www.northyorks.gov.uk/cec](http://www.northyorks.gov.uk/cec).

A Carer's Emergency Card is a small plastic card, similar in size to a credit card, which identifies you as a carer but does not contain personal details other than your unique ID number and a 24 hour contact number. Once activated, keep it with you at all times.

To activate the card, you will need to register with NYC, giving information about yourself, the person you are caring for, and people who have agreed to be contacted in an emergency. You can nominate up to 3 contacts (aged over 18). Do make sure everyone involved understands how the scheme works and your proposed emergency plans. You must have their consent before registering.

If you have no one that can act as your emergency contact, you can still register the card and NYC will take appropriate action in an emergency.

If an emergency arises, you (if you are able), or another person, should call the telephone number on your card and quote your ID number. Your named contact(s) will be informed so they can provide appropriate help. If you do not have anyone to be your contact or your named contacts do not respond, NYC will act on your behalf. **The Carers Emergency Card will not be active until it has been registered.**



## **Registering your North Yorkshire Carer's Emergency Card**

Your card should be registered online at: [www.northyorks.gov.uk/cec](http://www.northyorks.gov.uk/cec).

If you are unable to complete an online registration form at home, or you need help with registration, please contact your local Carers' Resource office or your local library.

Carers who cannot access the internet either at home or with other help, should contact NYC Customer Services on 0300 131 2 131.

## **Bradford Metropolitan District Emergency Plan**

This is a free service available to anyone aged over 18 years who cares for someone who lives within Bradford Metropolitan District. It is run by Carers' Resource in partnership with Safe and Sound, Bradford Metropolitan District Council's (BMDC) Community Alarm System.

### **How does the Emergency Plan work?**

To register for the scheme contact Carers' Resource:

- by email: [emergencyplanning@carersresource.org](mailto:emergencyplanning@carersresource.org), or,
- by telephone: on 0808 501 5939, or,
- by visiting the website: [www.carersresource.org](http://www.carersresource.org)

You will be asked to give information about yourself, the person you are caring for, and up to two people who can be contacted in an emergency. These are called your 'responders'. Do make sure everyone involved understands how the scheme works and your proposed emergency plans. You must have their consent before registering.

The carer receives a wallet-sized plastic card and a keyring which identifies them as a carer but does not contain personal details other than a unique ID number and a 24 hour contact number. This must be kept with you at all times.

If an emergency arises, you (if you are able), or another person, should call the telephone number on the card and quote the ID number. Safe and Sound will inform your named responder(s) so they can provide appropriate help. If you do not have anyone to be your responder or they do not respond, Safe and Sound will ask BMDC Adult and Community Services Access Point to act on your behalf.

The following are other schemes that may be useful in an emergency situation:

### **Message in a Bottle**

The scheme is designed to help anyone who has an accident or sudden illness at home. It involves filling in personal and medical details (including details of 'cared for' people) on a standard form which is then placed in a small plastic bottle in a common location – the fridge. Two stickers are provided – one to go on the inside of the front door, the other on the outside of the fridge door. Emergency services are aware of the scheme and will know where to find the Message in a Bottle. Local Lions clubs are responsible for



supplying the bottles. To find your local Lions Club visit the website at [www.lionsclubs.org/en/start-our-approach/club-locator](http://www.lionsclubs.org/en/start-our-approach/club-locator)

## **ICE – In Case of Emergency**

Use your mobile phone's address book to store the names of people who should be contacted in an emergency – use the prefix 'ICE' for these names. Emergency personnel recognise this scheme and by checking 'ICE' can identify and call your emergency contacts. Medical notes can also be stored on the phone.

Your phone provider will be able to advise how to do this to ensure that your emergency contacts and medical information can be accessed quickly and easily without unlocking the phone.

## **Medical ID Alert Bracelets**

A medical identification tag is a small emblem or tag worn on a bracelet, neck chain, or on the clothing bearing a message that the wearer has an important medical condition that might require immediate attention. The tag is often made out of stainless steel or sterling silver.

Contact your local hospital and ask them if they offer free medical ID bracelets. If they don't, ask if they know of any medical foundations in the area that provide these bracelets for free. Your doctor is usually another excellent resource for providing information on free or low-cost medical ID bracelets.

## **Medical Alert Information Card**

This is a credit-card sized plastic card that allows emergency services to have instant access to your medical history and prescription drugs.

## **What3Words**

Postcodes don't always identify a specific location or you may not know exactly where you are in the event of an accident or emergency outside the home. To be able to give your precise location to emergency services could potentially be life-saving.

What3Words is a free phone app which has divided the world into three-metre squares and given each square a unique three-word label. The What3Words app on your phone identifies your location. The three word combinations are easier to describe to emergency services than a location and allow them to find you quickly.

Go to your phone app store or visit [www.what3words.com](http://www.what3words.com) for more information.

**Please note:** inclusion in this list does not imply recommendation or endorsement by Carers' Resource.



If you need further information or would like to discuss any aspect of your caring role, please contact Carers' Resource:

**Telephone: 0808 501 5939**

**Harrogate**

Unit 3, Grove Park Court, Grove Park Terrace, Harrogate, HG1 4DP

**Bradford**

15 Park View Court, St Paul's Road, Shipley, BD18 3DZ

**Skipton**

Ronaldsway House, 36 Brook Street, Skipton BD23 1PP

**[info@carersresource.org](mailto:info@carersresource.org)**

**[www.carersresource.org](http://www.carersresource.org)**

We can provide this information in another format. Please contact us to discuss your requirements.

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