

## 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 have an additional worry about their own involvement 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?

Several services exist to give carers peace of mind – which may involve providing details of reliable contacts who could act on your behalf in an emergency although this is not always necessary.

### **Carer's Emergency Card Scheme**

This scheme is run by North Yorkshire County Council (NYCC); providing 24-hour cover, should you be involved in your own crisis and unable to provide your usual help. It is a free service, available to all carers, as long as the person they care for lives in North Yorkshire.

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

First, you will need a Carers Emergency Card which comes with information about the scheme and how to register. You can obtain a card from Carers' Resource offices, North Yorkshire libraries and NYCC offices. If you are unable to visit any location, please phone NYCC Customer Services on 01609 780780 and a card will be posted to you.

This is a small plastic card, similar 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. Keep it with you at all times.

To activate the card, you will need to register with NYCC, 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 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, NYCC will act on your behalf.



## Registering your 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 library.

Carers who cannot access the internet either at home or with other help, should contact NYCC Customer Services on 01609 780780.

## 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 local pharmacies and surgeries. Call 0845 833 9502 for details of Lions clubs.

## ICE – In Case of Emergency

Simply use your mobile's phone 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.

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

**Harrogate 01423 500555**

11 North Park Road, Harrogate, HG1 5PD

**Ripon 01765 690222**

Community House, Sharow View, Allhallowgate, Ripon, HG4 1LE

**Skipton 01756 700888**

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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