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| **VEHICLE EMERGENCY PROCEDURE CARD** |
| Although there may no longer be a legal requirement to exercise hygiene practises, wear face coverings or follow social distancing measures, the MS Society strongly recommends that we continue to do so as the virus is still circulating.  HOWEVER IN AN EMERGENCY, THE PROCEDURES LAID OUT BELOW TAKE PRIORITY. |
| **Guidance for drivers in the event of any roadside emergency** |
| * Pull off the road, switch off the engine, activate the fuel isolation switch (if there is one), and turn on the hazard lights; (plus side lights in poor visibility or darkness). * Apply the hand brake and put the vehicle into a high gear if appropriate. * Drivers should wear a high visibility vest/ jacket whenever operating the vehicle; so they can be seen by other drivers when leaving the vehicle and passengers know who is in charge in an emergency. * Drivers must never put themselves between the vehicle and oncoming traffic as it may prevent other motorists seeing the vehicle warning lights. * Being responsible for the wellbeing of the passengers; the driver should decide whether to evacuate them or if they are safer in the vehicle. Factors that should form part of this decision must be; the danger of a further collision, fire breaking out or the vehicle being on the motorway\*. * Check passengers for injuries and/ or shock. If trained to do so, provide first aid otherwise call the emergency services, keep the patient comfortable, and nominate a third party to look after the other passengers in the vehicle. * Keep passengers up to date, reassure them, and do not panic. * In all instances call the group contact and let them know what is happening and ask them to inform carers, family, or friends about such events. |
| **Additional guidance for drivers in event of a fire** |
| * Call the emergency services on 999 or 112 if using a mobile phone. * Evacuate the passengers in a calm manner **without putting yourself at risk**. * Walking passengers should be helped to leave the vehicle and assemble as far away from it as possible in case of explosion. If access to the front steps is blocked, set up the passenger lift so it is halfway between vehicle and ground level and can be used as a step. * For wheelchair passengers; use seatbelt cutters (with concealed blades) to cut the webbing and use the passenger lift to evacuate the wheelchairs. * If the lift is out of order; either manually move the wheelchairs out of the vehicle or lift the passenger from the wheelchair and carry them out. Both these operations may need more than one person and are extremely hazardous. They should only be done to save a life. * Check all passengers are out of the vehicle, especially if there is dense smoke. * Although all vehicles carry at least one fire extinguisher, only tackle the fire if it is small, containable and you are confident to do so. * Do not attempt to tackle an under bonnet fire, release the catch to assist the fire brigade but do not open the bonnet. |

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| **Additional guidance for drivers in event of a road traffic accident** |
| * Call the group contact and see if they can be of assistance. * If necessary (i.e. passenger injured, or third party not willing to give details) call the emergency services on 999 or 112 if using a mobile phone. * Do not admit liability to anyone. * Make a written record of the following: third party vehicle registration, third party insurance details, and witness details. * Where a disposable camera is carried, take photographs as appropriate. |
| **Additional guidance for drivers in event of a vehicle breakdown** |
| * Call the breakdown service and provide the membership number, location, details of problem if known, number of passengers and levels of disability. * Call the group contact and see if they can be of assistance. * Use a warning triangle if safe to do so, but never on the motorway\*. Place it at least 45metres (147 feet) behind the vehicle on the same side of the road. Take care when placing or retrieving it. * Do not put yourself, colleagues, passengers, other road users, or the public in danger by trying to solve the problem yourself. |
| **Additional guidance for drivers in event of a puncture** |
| * If carrying disabled passengers, consider obtaining help to change the wheel. * Call both the breakdown service and the group contact to see if they can assist. * If the driver decides to change the wheel, find a safe well-lit spot with a hard surface. Ensure there is room for all passengers including wheelchair users to congregate safely as the vehicle must be evacuated before the wheel can be changed. |
| **Additional guidance for drivers on the motorway\*** |
| * In all roadside emergencies pull off the motorway if feasible. * Alternatively stop on the hard shoulder, as far over to the left as possible, turning the wheels in towards the barrier. * Try to stop near to an emergency telephone. To operate the phone, pick up the receiver; give the operator the name of the breakdown service, the membership number, the name of the organisation, the vehicle location including the marker identification on the emergency telephone box, details of problem if known, number of passengers and levels of disability. * In this situation, it is usually safer for walking passengers to leave the vehicle and assemble behind the crash barrier. This might not be possible for wheelchair users, and it may be safer for them to stay in the vehicle with their seatbelt fastened. |
| **Remember:** This document provides guidance on how to act in a range of roadside emergencies and should not replace formal training. On each occasion, the driver will need to assess the situation, and take the action they think is best for the safety of themselves, their passengers, other road users, and the public.  Drivers should ensure they always carry details of the group contact and the breakdown service including their membership number.  For further information contact the Health and Safety Officer at: [healthandsafety@mssociety.org.uk](mailto:healthandsafety@mssociety.org.uk) |