**Name of VT - Vehicle Emergency Procedures Card**

**(to be kept in vehicle at all time )**

**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 highway.
* 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 your Vehicle Trust contact and let them know what is happening. Keep them up to date and ask them to inform carers, family, or friends about such events.

**Additional guidance for drivers in the event of a road traffic accident**

* Call the branch 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 **111**.
* 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 or with mobile phone camera, take photographs as appropriate.

**Additional guidance for drivers in the event of a fire**

* Call the emergency services on **111**
* 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.
* Check that 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.

**Additional guidance for drivers in the 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 branch contact and see if they can be of assistance.
* A reflectorised triangle is an internationally recognised warning of a breakdown or crash ahead.The **New Zealand** Road Code recommends that **warning triangles** should be placed approximately 200m on either side of an accident. They should be placed on the side of the road where they are visible to motorists, without obstructing traffic lanes . Do not put yourself, passengers, other road users, or the public in danger by trying to solve the problem yourself.

**Additional guidance for drivers in the event of a puncture**

* If carrying disabled passengers, it may be safer to obtain help to change the wheel.
* Call both the breakdown service and the branch 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 Highway**

* In all roadside emergencies pull off the highway if feasible.
* Alternatively stop on the hard shoulder, as far over to the left as possible.
* In this situation, it is usually safer for walking passengers to leave the vehicle and assemble a safe distance away from the vehicle. 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.

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 their Vehicle Trust contact details and the breakdown service including their membership number.