



Golf Course Emergency & Incident Response Policy

Branston Golf & Country Club

Purpose

The purpose of this policy is to ensure that all golfers, visitors and staff know what action to take in the event of an accident, medical emergency or other incident occurring on the golf course. Prompt and appropriate action can significantly improve outcomes whilst ensuring the safety of everyone on the course.

Scope

This policy applies to all members, guests, visitors, societies, greenkeeping staff, golf operations staff and contractors whilst on the golf course or practice facilities.

Emergency Procedure

1. Serious or Life-Threatening Emergency

Where a person is suffering from a life-threatening illness or injury, including but not limited to:

- Cardiac arrest or suspected heart attack
- Unconsciousness
- Stroke symptoms
- Serious head injury
- Major bleeding
- Suspected spinal injury
- Severe breathing difficulties
- Any other condition where immediate medical assistance is required

The first action must always be to call 999.

When speaking with the emergency operator:

- State whether you are on the Eagle or Championship golf course at Branston Golf & Country Club.
- Advise the hole number and nearest access point if known.
- Follow all instructions given by the emergency operator.

Once emergency services have been contacted, **notify the Golf Lodge immediately** so that Club staff can assist. **If the Golf Lodge is closed or there is no answer, contact Club Reception without delay.** Club staff will:

- Meet and escort emergency services onto the course.
- Open any necessary access gates.
- Direct responders to the exact location.
- Provide assistance where appropriate.

2. Non-Emergency Incidents

For incidents that do not require an immediate emergency response, including:

- Minor injuries
- Illness
- Welfare concerns
- Buggy breakdowns
- Fallen trees or course hazards
- Lost or vulnerable persons

Golfers should contact the Golf Lodge or Club Reception in the first instance.

Club staff will assess the situation and determine the appropriate course of action, including contacting emergency services where necessary.

3. Defibrillator (AED)

An Automated External Defibrillator (AED) is available at the Clubhouse (on the wall opposite the putting green), another can be found at the Pavillion if required.

Should the emergency services advise retrieval of the AED, Club staff will coordinate its delivery to the incident location where practicable.

4. Assisting Emergency Services

Where safe to do so:

- Remain with the casualty.
- Send another member of the playing group to meet Club staff or emergency responders.
- Keep access routes clear.
- Do not move the casualty unless there is immediate danger.
- Follow instructions provided by the emergency services.

5. Incident Reporting

All accidents, injuries, near misses and significant incidents occurring on Club property must be reported to the Club Reception as soon as reasonably practicable.

The Club will record the incident in accordance with its Accident Reporting Procedure and investigate where appropriate to reduce the likelihood of recurrence.

6. Responsibilities

Golfers

Golfers are responsible for:

- Calling **999** immediately in any life-threatening emergency.
- Informing the Club as soon as possible after contacting emergency services.
- Providing accurate information regarding the incident location.
- Acting responsibly and assisting only where it is safe to do so.

Club Staff

Club staff are responsible for:

- Coordinating access for emergency services.
- Providing assistance where reasonably practicable.
- Recording incidents in the Club accident records.
- Ensuring emergency access routes remain available.

Important Emergency Contacts:

Emergency Services: 999

Golf Lodge: 01283 528320

Club Reception: 01283 528301

Policy Statement

Branston Golf & Country Club is committed to providing a safe environment for all members, guests, visitors and employees. In any serious medical emergency, preserving life is the priority. Emergency services should always be contacted immediately before notifying the Club so that professional medical assistance is not delayed.