

chamboree

MEDICAL & HEALTH POLICY

Applies to: All participants, leaders, International Service Team (IST) members, contractors, visitors and external partners.

1. Purpose of This Policy

Chamboree is committed to providing a safe, responsive and supportive medical environment for all attendees.

This policy sets out:

- Medical services available at Chamboree
- Roles and responsibilities for health management
- Processes for responding to illness or injury
- First aid, emergency care and escalation pathways
- Medication management expectations
- Medical information handling and confidentiality

This policy operates alongside the Safeguarding, Mental Health & Welfare, Accessibility & Inclusion, Activity Safety, Catering & Food Safety, Transport, Fire Safety and Emergency / Major Incident policies.

2. Medical Services at Chamboree

Chamboree provides medical services appropriate to a large-scale residential Scout and Guide jamboree, aligned with best practice used at comparable UK events.

2.1 Main Medical Centre

A fully equipped Medical Centre will operate 24 hours a day for the duration of the event.

Services include:

- First aid
- Assessment and treatment of minor illness or injury
- Short-term observation
- Emergency stabilisation
- Mental health first response
- Advice and guidance for Group Leaders.

2.2 Satellite / Activity-Area Medical Posts

During programme hours, satellite medical posts or roving medical teams may operate near:

- High-risk activities
- Large programme areas
- Arena or high-density zones.

2.3 Out-of-Hours Cover

A Duty Medic or Emergency Care Practitioner will be available 24/7 to respond to urgent medical needs.

2.4 Ambulance & External Services

Where required:

- Emergency services will be called via **999**
- Ambulance crews will be directed through Operations Control
- Group Leaders will be informed immediately where the patient is a participant.

2.5 Off-Site Activities

During off-site activities at Chester Zoo, Group Leaders remain responsible for the welfare of participants in their care. Initial first aid and emergency medical response will normally be provided through the venue's medical arrangements. Medical incidents must be managed in accordance with this policy, the Off-Site Activity Policy and any relevant venue procedures.

3. Responsibilities

Commented [HM1]: @Nigel Flatman are you happy from a First Aid perspective? Do we need something specific about off-site (Chester Zoo) day.

Commented [DH1R2]: Just check the Off-Site Activity Policy, I think we pull in from there, as written that.

3.1 Group Leaders

Group Leaders are responsible for:

- Knowing the medical needs of young people in their care
- Administering or supervising medication where agreed
- Supporting basic first aid for minor issues
- Ensuring participants eat, rest and stay hydrated
- Escalating health concerns promptly
- Escorting young people to the Medical Centre where safe to do so

Parents or carers will be informed of significant medical incidents via Group Leaders, in line with safeguarding and privacy requirements.

3.2 Participants

All participants must:

- Tell an adult promptly if they are unwell, injured or distressed
- Follow medical and adult instructions
- Bring prescribed medication as agreed with leaders
- Never share medication with others.

3.3 Medical Team

The Medical Team will:

- Deliver appropriate clinical assessment and care
- Maintain confidential medical records
- Liaise with Welfare, Safeguarding and Programme teams where appropriate
- Identify trends indicating environmental or hygiene concerns
- Decide when escalation to hospital or ambulance is required.

3.4 Welfare Team

The Welfare Team will:

- Support emotional and mental health needs
- Assist with anxiety, distress or crisis
- Refer individuals to the Medical Team where physical symptoms or risk are present.

3.5 Safeguarding Team

If a medical presentation raises safeguarding concerns (for example unexplained injury or disclosure):

- The Safeguarding Team will be notified immediately
- Safeguarding will lead decision-making
- The Medical Team will provide factual clinical input as needed.

4. Medical Information & Confidentiality

4.1 Collection of Medical Information

During registration, all participants and staff must provide relevant:

- Medical conditions
- Medication requirements
- Allergy information
- Emergency contact details

4.2 Confidential Handling

Medical information will be:

- Accessed only by authorised personnel
- Stored securely
- Shared strictly on a need-to-know basis
- Handled in accordance with UK data-protection legislation.

4.3 Updates

Group Leaders must inform the event team if:

- Medical details change before the event
- A participant becomes unwell in the days leading up to arrival.

5. Medication Management

5.1 Administration Options

Medication arrangements must follow Scouts UK and Girlguiding procedures. Depending on circumstances, medication may be:

- **Self-administered** by capable young people
- **Administered or supervised by leaders** (with consent and record-keeping)
- **Held or administered by the Medical Team**, where agreed in advance.

5.2 Storage

- Controlled medication must be stored securely
- Refrigerated medication can be stored at the Medical Centre
- All medication must be clearly labelled.

5.3 Emergency Medication

Examples include inhalers, EpiPens and insulin.

Participants must:

- Carry emergency medication where appropriate
- Inform leaders if medication is used
- Provide spare medication where required.

6. First Aid & Minor Injuries

6.1 First Line Response

Group Leaders or Activity Staff may treat:

- Minor cuts and grazes
- Blisters
- Mild headaches
- Insect bites
- Minor strains.

6.2 When to Refer to Medical

Immediate referral is required for:

- Breathing difficulty
- Suspected fractures
- Allergic reactions
- Head injuries
- Chest or abdominal pain
- Persistent fever
- Burns
- Vomiting or diarrhoea
- Confusion, collapse or unusual behaviour
- Mental health crisis.

7. Emergency Situations

If anyone is:

- Unresponsive or not breathing
- Experiencing severe bleeding
- Having a seizure
- Suffering anaphylaxis
- At immediate risk of serious harm

Call 999 immediately, then notify:

1. Operations Control
2. Medical Team
3. Safeguarding Team (where appropriate)
4. Subcamp Team and Group Leaders

The Duty Manager will take operational control of the scene.

8. Infection Control & Hygiene

The Medical Team, Catering Team and Facilities work together to prevent illness spread.

8.1 Expectations for All

- Regular handwashing
- Use of hand sanitiser
- Early reporting of illness
- Isolation of vomiting/diarrhoea until cleared by Medical Team.

8.2 Response to Outbreaks

If clusters of illness occur:

- Medical Team will assess cause
- Enhanced cleaning may be implemented
- Temporary isolation measures may be introduced
- Food and water systems may be checked
- Public Health advice will be sought where appropriate.

9. Mental Health & Emotional Wellbeing

Chamboree recognises mental health as part of overall health.

- The Welfare and Medical Teams will:
- Provide a listening and support service
- Assist individuals experiencing anxiety, panic or distress
- Offer quiet spaces and temporary adjustments to activities
- Escalate to Safeguarding where risk is identified.

Urgent concerns about risk to self or others must be escalated immediately. Please also refer to our Mental Health & Welfare Policy.

10. Transport for Medical Needs

Medical transport will only be arranged when:

- Approved by the Medical Team
- Authorised by the Duty Manager

Participants must never travel in vehicles unless it is safe, authorised and necessary for care.

Ambulance movements are coordinated via Operations Control.

11. Post-Incident Procedures

Following significant medical incidents:

- A factual incident report will be completed
- Medical records retained securely
- Safeguarding review undertaken where required
- Operational or programme adjustments made as necessary
- Group Leaders briefed appropriately.

Post-event reviews form part of event learning and improvement.

Document title	Issue number	Date issued	Authorised
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Medical and Health Policy	1	June 2026	Laura Livingstone
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