

# InTouch System

This system is basically a thinking prompt to ensure that you've thought about how communication will work in any given situation. You might have an InTouch system for meetings at the HQ, for meetings away from the HQ and one for camps - just check each time to make sure the one you're using is appropriate for the activity/camp, and if not, then make a new one for that situation.

Do read Factsheet FS120075 for more information and examples.

<b>1</b>	<b>Decide how Leaders will communicate with parents</b>
<p>You might need to contact a parent if an individual young person is unwell, for example, or in the event of an emergency or an activity being cancelled or aborted, you may need to contact all the parents.</p> <ul style="list-style-type: none"> <li>- <u>At your normal meeting place</u> – is there a phone the leader can use to contact parents, which Leader has a mobile? Where are the records kept? Are they up-to-date?</li> <li>- <u>At an activity away from the HQ</u> – does the leader have their mobile with them? Will you be carrying the young people's emergency contact info? <ul style="list-style-type: none"> <li>Or do you have it all in your phone?</li> <li>Do you have spare battery/charger?</li> <li>Is there mobile phone reception at the venue?</li> <li>Is there another phone nearby?</li> <li>Would it be appropriate to have a Home Contact set up?</li> </ul> </li> <li>- <u>At a camp or other residential experience</u> – as above, only even more important, especially with regard being able to charge up a mobile phone and do you have reception? Is there another phone nearby or at the campsite that you can use? Home Contact may be more appropriate, particularly for overseas trips. You may have a Group blog or facebook page which you can update from site with messages for all parents.</li> </ul>	

<b>2</b>	<b>Decide how parents will communicate with Leaders</b>
<p>Parents may need to contact you if something goes wrong at home and they need to collect a child, or they may have found the forgotten sleeping bag and want to bring it. Or they may just be worried about Billy's first night at Beavers or Chris' first Cub Camp.</p> <ul style="list-style-type: none"> <li>- <u>At your normal meeting place</u> – Do the parents know how to get in touch with the Leaders by phone? Do the Leaders have that phone with them?</li> <li>- <u>At an activity away from the HQ</u> – Make sure that on any information sent out about an activity away from the HQ that the parents know how to get in touch with the Leaders – and make sure that you have that phone. Again, is a mobile suitable, will there be reception?</li> </ul>	

- At a camp or other residential experience – as above, only even more important, especially with regard being able to charge up a mobile phone and do you have reception? Is there another way that parents can get in touch? It may be worth clarifying to parents what communication with the Leaders would be appropriate i.e. they don't need to phone and check how Sam is getting on every couple of hours, you'll contact them if there is anything to worry about.

**2a** | **Decide how participants and responsible (but not present) leaders will communicate**

This is most likely to be with older Scouts and Explorer Scouts camping with a Camp Passport or on expeditions etc.  
Ensure that they have Leaders phone number/s and Leader has at least one or two numbers for them. Clarify when communication would be appropriate, and how to communicate if they don't have mobile reception or battery power. Make sure that they know that they communicate with the Leader early on if there is any problem.

**3** | **Decide how parents and participants will communicate**

For camps – are mobile phones appropriate? Will there be any communication at all between participants and parents?

**4** | **Confirm communication between Leaders and Commissioners in the event of an emergency**

Do the Leaders have the contact details for the relevant Commissioner to contact (as per Purple Card) if there is an emergency? Is the Commissioner going to be there? If they are on holiday, who is deputising, do you have their contact details? Does relevant Commissioner have contact details for somebody at the event in case they need to get in touch?