

## **Preventing and Dealing with Problems**

- Members of groups undertaking physical activity should be advised that they do so at their own risk.
- If you are leading walks. Look at the 'walk leader checklist'. You can obtain this from the Groups Coordinator or on our website [www.u3asites.org.uk/ledbury](http://www.u3asites.org.uk/ledbury). Consider how you are keeping track of ALL the walkers on the walk. Other advice sheets for Walk Leaders are on the Subject Advice links, see above. Using these is not compulsory.
- Ask your group members if they would like someone in the group to keep an emergency contact number for them. If numbers are kept, ensure they are with the group at all times.
- In the case of an accident complete an accident form. All leaders might obtain one from the Group Leader links on our webpage. Or make a written report including details of witnesses. Send it to the committee as soon as possible.
- It is a good idea for those with mobile 'phones to record an ICE (in Case of Emergency) contact number in case the need arises. Suggest this to your group.
- If emergency first aid is required, always phone the emergency services, even if a qualified First Aider is present. There is a free first aid app from The Red Cross for smartphones. You might also choose to look at the recommendations on Advice Sheet 2 and keep a copy to hand.
- If damage is caused to property by a member of the group, take full details and photographs as this will aid any insurance claim.
- Should you have a difficult member, whose behaviour is impacting on other members or preventing the group from functioning successfully, consult the Groups Coordinator. It is quite acceptable to ask a member to leave, if their behaviour is inappropriate.
- If you have a member who is not able to cope independently, inform them that a carer may accompany them. The carer does not have to be a U3A member and pays no fees. Advise the Groups Coordinator if the problem is not resolved.