Babanango Outdoor Education (BOE) Standard Operating Procedure

Medical and Security Response

At BOE we understand the serious responsibility we have, and duty of care required when hosting groups of children on our property. We take great pride in the fact that we have a robust and well-practiced protocol for response in the event of a medical or security-related incident.

Our facilitators and staff are qualified and highly skilled in their respective areas of responsibility and we have a minimum Level 1 Facilitator to 20 students. First Aid Certificates are available on request and located on-site. In addition to the first aiders we have on-site security professionals should the situation require that skill set.

Many groups chose to bring their own Paramedic / First Aider which we encourage. On-site first aiders/paramedics are responsible for treating minor injuries and illnesses and are expected to work within BOE's defined Emergency Response Protocol.

In the unlikely event of a more serious incident occurring BOE has engaged with Africa's leading remote incident manage service, SATIB24 Crisis Call. This provides us 24/7/365 access to a leading Operations Centre with a highly specialized group of medical and security experts who take charge of the situation, provide remote guidance to staff / first aiders/paramedics on the ground while rallying required resource to ensure the best possible outcome.

Through SATIB24 Crisis Calla we have established Guarantees of Payment in place to access the most appropriate available resource be it a ground ambulance, helicopter, medical facilities, security response or other specialist services that may be required.

SATIB24 Crisis Call host the BOE Emergency Response Protocol and remain the ultimate decision-makers in every incident.