

HOW TO CONTACT...



You're out in the hills and something goes terribly wrong – suddenly you're out of your depth and you need assistance, so you call mountain rescue. But how do you go about it and what do you need to know?

With A Mobile Phone Signal

First, if you're fortunately enough to have a mobile phone signal, dial '999' and ask for 'Police' then when you're speaking to the police controller ask for 'Mountain Rescue'.

If you're away from a road, don't ask for an ambulance, it won't be able to reach you, but mountain rescue will.

Tell the operator which county you're in and ideally be able to give a Grid Reference and a physical description of your location. Answer any questions to the best of your ability and stay – if possible – in a location where you can answer the phone if the emergency services need more information.

By Text

In a lot of remote areas, phone coverage is limited. However there is a new service, which allows you to call for help using text message. You do need to do some register your mobile number in advance, but it is very straightforward. You can find full details at www.emergencysms.org.uk

1. Text 'register' to 999
2. You'll get a text message back with some instructions
3. Reply back with 'yes' and you should be good to go.

No Signal Or Mobile Phone?

If you don't have a signal where you are then you are generally more likely to get a signal on higher ground, so head upwards if it's safe to do so.

Alternatively, if you are close to a main trail where you may find other hill-goers, head for that if you are able. Ask someone to call 999 on your behalf if they have a signal. Tip: If possible, ask them to write down details so there's less chance of confusion.

Injured Party

If one of your party is injured, you shouldn't leave them alone. Again, you have to assess the situation and make a call on the best course of action. In some conditions

it may make sense to shelter and wait together as a group, in a different situation, you might decide to let one person go for help, while the others wait. It depends on the scenario, conditions, level of experience and so on.

But whatever you do, think and talk things through carefully. It's easy to panic in an emergency situation and a bit of analysis could make all the difference.

For more information on staying safe in the hills, with tips and more, visit www.mountainrescue.org.uk