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Emergency Management

Emergency planning should aim to prevent emergencies from occurring; however, if an emergency occurs, the development of a good action plan will help to mitigate the results and effects of any emergency. Remember the following when you are faced with an emergency:

- You are the leader
- You must take action
- You must protect your passengers, yourself, and your bus

As a professional driver, you are likely to be confronted by some sort of emergency at some point in your career. You need to know the steps to take to ensure the safety of those involved.

Seven Basic Emergency Management Steps

A prepared and appropriate response to an emergency situation will keep both you and your passengers safe.

1. Protect yourself
2. Remain calm
3. Assess the situation
4. Protect your passengers, reassure them and offer them help
5. Call dispatch, request help
6. Secure the scene
7. Gather information