

Possible scenarios and procedures in a case of injury of the guide during the tour

ACCIDENT – INJURY OF THE GUIDE

THREE MOST COMMON SCENARIOS

Communicative
and able to
manage

- Adapted scenario for action in case of an accident
- “The informal leader“

Communicative
but can not
manage

- Document - procedure for acting
- Ideally - Mobile application

Can not
communicate

- Document - procedure procedure
- An informal leader
- Mobile application

THE CAPACITY OF THE GROUP TO HANDLE A RISKY SITUATION

Capacity of the group as a set of individual characteristics

- Individuals
- Experience
- Mutual knowledge

Group capacity as a result of our input

- Preparing the tour
- Leadership
- Pedagogical influence

Documents and tools

- Document - procedure for acting
- Mobile application

THE VIOLATION OF THE GUIDE IS AN OBLIGATORY PART OF THE EMERGENCY PLAN

At the tour operator

- Procedures and documents in the agency

In the tourism sector

- Procedures and documents within the tourism sector (organization of guides)

On the filed

- Comprehensive and simple documents or mobile applications

THE CONTINGENCY PLAN IS OBLIGATORY PART OF THE TOUR

Clear and simple
procedures and
indications

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graph TD; A[Clear and simple procedures and indications] --> B[An emergency situation in an accident in the group when the guide manages the procedures]; A --> C[Emergency situation in case of a violation of the guide in the group];
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An emergency situation
in an accident in the
group when the guide
manages the
procedures

Emergency situation in
case of a violation of the
guide in the group

HIERARCHY OF PROCEDURES

Procedures
Assistance and intervention

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graph TD; A[Procedures Assistance and intervention] --> B[1. What must be done ...  
2. What is desirable to do...]; A --> C[What can not be done ...];
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1. What must be done ...
2. What is desirable to do...

What can not be done ...