

Emergency Response Quick Guide



HOW TO RESPOND TO COMMON COURIER DISRUPTIONS, SAFELY AND PROFESSIONALLY

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HELLO, I'M

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A seasoned coach with over 25 years of experience, dedicated to helping individuals and organizations achieve greatness.



As the founder of Manifesting Greatness with Roslyn V. - 360° Business Coaching, I blend empathy, insight, and actionable strategies to guide clients toward clarity and impact. Leading three successful businesses—Express Errands & Courier, Dream Team Digital Marketing, and Manifesting Greatness with Roslyn V.—I bring real-world expertise to my coaching.

My results-driven approach empowers clients through small business coaching, executive coaching, and tailored strategies, having mentored hundreds to achieve business growth and personal fulfillment. Follow me on Instagram @coachroslyn for inspiration.



Introduction

Emergencies and unexpected issues are inevitable in courier work. What separates professional couriers from hobbyist drivers is how well they respond when something goes wrong.

This guide outlines practical, step-by-step responses to the four most common courier disruptions:

- Spills or leaks
- Delivery delays
- Package refusals
- Accidents or on-the-job incidents

Use this as a printable checklist to store in your glove box or courier bag. It helps you stay calm, protect yourself legally, and maintain client trust — even in high-pressure situations.



Emergency Response Checklist

1. Spill or Leak

Applies to: medical samples, groceries, liquids, chemicals, food orders

- Pull over in a safe location immediately.
- Put on **gloves and PPE** (mask, eye protection if necessary).
- Use **paper towels or disposable cloths** to contain the spill.
- If biohazardous (blood, urine, specimens), place waste in a **red biohazard bag**.
- Use **disinfectant spray or wipes** to clean the affected surface or vehicle interior.
- Ventilate your vehicle if there are strong odors or fumes.
- Take **photos** for documentation if the package was damaged prior to spill.
- Notify the client or dispatcher immediately with details and ETA for cleanup.
- **Do not deliver** spilled medical or contaminated items unless instructed to do so.

Tools Needed:

- Gloves
- Disinfectant wipes/spray
- Biohazard bag (if applicable)
- Paper towels/trash bag
- Face mask and air freshener (optional)

2. Delivery Delay

Applies to: traffic, weather, vehicle trouble, missed pickups, incorrect addresses

- Determine the cause and expected duration of the delay.
- If possible, **reroute using your GPS** or traffic app.
- Contact the client, dispatcher, or delivery app support to **report the delay** and give an accurate ETA.
- Remain courteous and professional, even under stress.
- Document the time and reason for the delay in your delivery log or app.
- If your vehicle is disabled or stuck, follow the **vehicle safety procedure** (triangles, flashers, call for assistance).

Tools Needed:

- Phone
- Backup charger
- Roadside emergency tools (jumper, inflator, triangle)
- Delivery app or logbook

3. Delivery Refusal

Applies to: customers who decline or cannot accept a package

- Politely ask the customer for the reason and document it (wrong item, late delivery, unauthorized person, damaged item).
- If delivering regulated items (e.g., prescriptions), **do not leave the package** unless the recipient meets ID or signature requirements.
- If safe, return the package to the sender or holding facility, following company protocol.
- Notify your dispatcher or client contact and report the refusal in writing (email or delivery app).
- Take a **photo of the sealed package** before returning it, if allowed.

Reasons a package may be refused:

- Wrong recipient or address
- Damaged packaging
- Unauthorized to accept (e.g., HIPAA-sensitive materials)
- Customer claims they didn't order the item

Tools Needed:

- Delivery return protocol sheet
- Client contact info
- Photo documentation
- Courier refusal report form (optional)

4. On-the-Job Accident

Applies to: vehicle accidents, injuries, slip-and-falls, or damage to property during delivery

- Prioritize **safety first** — stop driving and assess for injuries.
- Call **911** if there are any injuries or significant damage.
- Activate **hazard lights** and **place safety triangles** to alert other drivers.
- Take **photos of the scene, damage, license plates, and surroundings**.
- Exchange information with other parties (name, phone, license plate, insurance).
- **Do not admit fault** at the scene.
- Notify your supervisor, client, or delivery platform immediately.
- File an **incident report** once you are safe and calm.
- If you are injured, seek medical attention and file a worker's comp claim (if applicable).

Tools Needed:

- First aid kit
- Vehicle registration & insurance
- Emergency contact list
- Incident report form
- Camera or phone for documentation



General Best Practices for All Emergencies

- Remain calm and professional — your reaction sets the tone.
- Prioritize safety first — don't rush into a cleanup or delivery without assessing the risk.
- Keep emergency supplies organized and replenished.
- Document everything — use time stamps, photos, and written logs.
- Always communicate clearly with clients or dispatch — honesty and transparency build trust.

Suggested Emergency Kit (for Courier Bag or Glove Box)

- Emergency contact card
- First aid kit
- Flashlight
- Gloves and sanitizer
- Biohazard bag
- Spare phone charger
- Paper and pen/logbook
- Safety triangle
- Vehicle documents (registration, insurance, incident forms)

Why It Matters

Emergencies are unpredictable, but your response doesn't have to be. Following a structured response:

- Protects your legal and professional reputation
- Shows your client that you take their delivery — and your business — seriously
- Increases your value as a reliable courier ready for long-term contracts