



Emergency Procedures

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Overdue return

Every staff member must know the following procedure and be prepared to act.

The senior staff member in the Centre becomes the Operations Manager when a course, tour, club trip, or hirer hasn't reported in by the designated return time.

1. The designated return time isn't the earliest time home but the worst-case scenario which will, if possible, allow enough daylight for a search.
2. Every minute counts when people are in the water and you've a maximum of 15 minutes to find the group.

Procedures

A. Make contact

1. Check the answer phone for messages.
2. Phone all the contact numbers supplied, starting with a mobile phone number direct to the person.
3. If it's possible that your missing kayakers are still on the water, you must use their Call Sign on VHF.
4. If a VHF isn't available or is outside the coverage, contact the Coastguard or Harbour Master and ask them to make a call.
5. If there's still no contact you must call all other phone numbers listed on the Enrolment / Hire Form.

Ask each: *Have you heard from them?*

B. Raise the alarm

If it's been 15 minutes without satisfactory contact, you must advise the coastguard in your area and / or the police of:

- The route: the departure point, planned route, and any landing points.
- The kayaks: how many and what type and colours.
- Communication devices: call signs or phone numbers
- Additional safety equipment.
- Participants: names and experience levels.

C. Advise Canoe & Kayak

Call:

1. Your manager.
2. Canoe & Kayak Ltd.

D. Rescue

Liaise with rescue services and offer all assistance and information needed.

Crisis management

If there's a serious incident or accident, you should follow these steps.

Leader

The senior staff member present should get someone to check that everyone is safe.

- Invite help from skilled people.
- Use equipment that's available.
- If you're involved in an accident / incident, the first priority is to secure the scene. This requires the leader to take control or, in some cases, delegate to an assistant.
- You must secure the rest of the group and deal with first aid issues. This is imperative, as many incidents will turn into accidents if attention isn't paid to the overall situation.

Example

An example used at first aid training is a car accident with no injuries. Everyone's looking at the damage when another car rounds a corner and drives into the crashed cars. This second accident was caused by no accident control to warn approaching drivers.

A similar situation can occur kayaking when a paddler needs helping back into their kayak – while this happens, the unsupervised group gets into trouble.

Always stop and think before you leap in. Think about 'the big picture', delegate jobs to those that are capable and, if possible, stand back and organise.

Further assistance

If further assistance is required, call for local help or the area's emergency services:

- Police or ambulance: dial 111.
- May Day call on VHF channel 16 – activate PLB.

Once this call has been made and the situation is under control, the staff member in charge should then contact the Operations Manager:

Operations Manager

Then calls the owner of the Canoe & Kayak Centre:

Owner

Then calls Canoe & Kayak Ltd.

It is recommended that the owner contacts their legal advisor at this stage, if required.

What needs to be communicated?

- The facts known at this stage
- Who was involved?
- What happened?
- Where did it occur?

Staff welfare – support on site:

.....
Support person's name

.....

..... <i>Work phone</i> <i>Home phone</i> <i>Mobile</i>
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Customer and their family – support on site through a company liaison person:

.....
Support person's name

Legal support – notified and brought up to speed:

.....
Person's name

.....

..... <i>Work phone</i> <i>Home phone</i> <i>Mobile</i>
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Media spokesperson decided on:

.....
Person's name

.....
Work phone *Home phone* *Mobile*

Decide on telephone numbers to be used for incoming calls allowing a free line for outgoing calls

.....
Incoming calls *Outgoing calls*

Is there a need for Canoe & Kayak Ltd personnel to travel to the Centre?

Yes / No – and who's suitable and available:

.....
Name

What will be the contact schedule between the owner and Canoe & Kayak Ltd?

15 min 30 min 45 min 60 min

Canoe & Kayak Ltd will regularly update the Canoe & Kayak Group. They will pass on the facts so that staff will be kept informed of developments and avoid speculation. It could be by telephone conference on a fixed schedule of:

15 min 30 min 45 min 60 min

Canoe & Kayak Centres not involved with the situation will: Update all current staff with the facts from the Canoe & Kayak updates and instruct staff not to comment to third parties.

Not contact the Centre involved until given the approval to do so though the update service.

Not give the update service access codes to any other parties.
Make no comment on the situation to any third party, apart from providing the official spokesperson's contact numbers.

Media

The staff person involved in any accident or incident isn't the person to speak to the media. Usually that will be the Centre Owner.

Spokesperson guidelines

Good communications are essential.

The VHF isn't discreet and should only be used to share information with rescue services, not feelings and emotion. The media monitors the VHF channels so what you say can be on TV within seconds.
Don't speculate! Only say what you know.

Record information

- What happened
- Where
- When
- How
- Who

Don't give the media the names of those involved:

Family need to be kept informed through private communication, not by the media.

If there's a fatality, the police will handle this.

Get prepared

Talk to all staff and customers and, once you've a clear picture, then speak to the media if needed.

If asked about an incident that didn't involve your Centre, then talk with Canoe & Kayak Ltd personnel before commenting. A situation often seems straightforward at first glance only to be much more complex after investigation. An early comment can seem foolish and unprofessional in a few hours time.

What to say

- Don't be obstructive to the media:
- Think carefully
- Don't get rushed
- Don't be fazed
- Don't get angry
- Stay cool

You mustn't comment on the blame of an incident – it isn't our responsibility to decide whose fault it is!

It's strongly recommended that very little is said to the media, and remember that anything said becomes evidence in any inquiry.

Make comments like:

"At this stage we are investigating what happened and until such time as we've completed our investigations we will not be able to make further comment."

If a death has occurred, say:

"We're all distraught at what has happened and our thoughts are with the family and friends of the deceased."

and follow it up with the previous comment.

Incident Management / 1st Responder Guide

Incident Type: **Serious Injury /Illness**

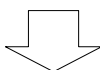
1. CONTROL

Assess & Contain	<ul style="list-style-type: none"> - Is it safe? - Establish leadership
Remove people from hazard	<ul style="list-style-type: none"> - Move person/group to a safe location via safe route. - If 'Serious Harm' do not disturb scene



2. EMCARE

Primary Survey	Danger	<ul style="list-style-type: none"> - Is it safe? - Glove up
	Response	- Responds to: Voice / Pain / None
	Send for help	- Call for help
	Airway	<ul style="list-style-type: none"> - Clear of obstructions, - Finger sweep any visible obstructions - Open airway head tilt, chin lift (or jaw thrust re/ c-spine)
	Breathing	- Look, listen, feel for 10 secs.
	Circulation	<ul style="list-style-type: none"> - No pulse - Begin CPR [30-2, Adult; 5 quick then 30-2, Child] - Body sweep for life threatening bleeding - Control bleeding – apply pressure & elevate
	Patient details Systematic Check	<ul style="list-style-type: none"> - Name, age, sex, group? - Head, chest, abdomen, pelvis, extremities, back. - What do you see / feel?
Assign scribe & take notes	Signs & Symptoms	- What patient tells you
	Allergies	-
	Medication	- What? Why? Last taken?
	Past med history	-
	Last food/drink	- Fluids, Food
	Events prior	- Black outs, dizziness?
Vital Signs		<ul style="list-style-type: none"> - Take Notes every 15 mins until stable, then ½ hourly - Use 'Patient Assessment Form'



PTO

3. CLARIFY YOUR PLAN

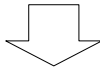
What needs to be done?

Prioritise

- Do you need help?
- Establish 1x helper/patient & a scribe
- Keep warm, comfortable, stable & reassure
- Can you transport to vehicle & evacuate?
- Emergency runners req? (> 2 pax, give precise instructions actions/assistance required)

Look after rest of group

- Brief remainder of group
- Check/move so are safe, warm, comfortable
- Check/treat for shock?
- Identify someone in charge



4. COMMUNICATE

If required notify Emergency Services

- Make call directly & request ambulance / police / fire
- Provide clear info re/ extent of injury (esp if condition critical) 111

Notify "On-Call Manager"

- Call & provide details re/ support req. On Call: Office:

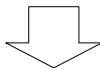
Who else needs to know?

- Client Rep/ Local Venue/Transport Provider

Media Statement

- "I am sorry I am unable to help you but please contact xxxx on zzzz for more information."

Record Info



5. EVACUATE

Establish safe route into site for Emergency Services

- 2x pax to direct Emergency traffic to site
- Helicopter landing required – clear landing, secure loose items & indicate wind direction

Safely evacuate all present

- Return to Base/overnight accom together

Canoe & Kayak Team	Name	Mobile	Home	Other
Store				
Store Owner				
C&K Head Office	Peter Townend	0274 529255	09 473 0797	09 476 7066
	Treff Barnett	027 7475317	09 473 0797	09 476 7066
	James Fitness	0275 414474	09 424 3123	
Assistance	Detail	Location		Phone
Emergency	Police, Fire, Ambulance or Coastguard			111
Police	Non- emergency			
Coastguard				*500
Hospitals				
Medical Centres				
Poisons Centre				0800 764 766
Medic Alert	Check no. on bracelet			

Date Updated: