

WWYSA MAJOR INCIDENT PROCEDURES

Introduction

1. **Definition of a Major Incident.** A Major Incident is an event where there is loss of life, a serious injury, or there is substantial damage to property and/or the environment. The following are examples of serious incidents or accidents:
 - An incident leading to a fatality, serious or multiple fractures, amputation or other serious injury leading to hospitalisation.
 - Any situation which presents a serious risk to RYA reputation/brand.
 - Major damage to vessels afloat or property ashore.
 - Loss of contact with group or individual, overdue groups or individuals.
 - Other circumstances in which a group or individual might be at serious risk of harm.
 - Life threatening illness of an individual or group.
 - Any adverse situation in which the media are or may be involved.
2. In the event of any major incident, your immediate priority is the safety of the participants, volunteers and instructors involved. Once you have dealt with those involved, it is likely you are going to have to deal with the authorities and the media. You should immediately contact the emergency services as appropriate.
3. Incidents may sometimes occur when those involved do not consider the circumstances to be serious. However, to the inexperienced observer, or as a result of statements or information released by the Emergency Services, a perception of seriousness may be created. In the event that the Emergency Services become involved or the incident attracts media attention, it is good practice to be trained/prepared to deal with an incident under the media spotlight.
4. **Emergency Action Plan.** The WWYSA Emergency Action Plan can be found at Appendix 1 to this Annex.
5. **Emergency Templates.** In order to assist with the immediate management of a major incident, further Appendices to this Annex contain: emergency contact details, a reporting flowchart, emergency incident log and an emergency response card.

Major Incident Procedures

6. **Incident Co-ordinator.**
 - Appoint an Incident Co-ordinator to take overall control and responsibility and to co-opt other members as necessary to deal with the incident such as securing the incident area and equipment, rendering first aid, preventing further injury or damage and taking appropriate photographs, preparing plans of the incident, gathering the names of those involved and taking witness statements.
 - The Incident Co-ordinator will ensure that a Flag Officer, Centre Principal or Chief Instructor is informed of the incident as soon as possible. The RYA Communications team should be contacted for advice and assistance, particularly where there is media interest. If in any doubt call the RYA Communications Team.
 - Appoint a small incident management committee, with outside advisors if required to deal with the incident in the days to come. The committee may well have to deal with the media, rumour and speculation, parents, relatives, emergency authorities and club members.
7. **Incident Control Room.** Where possible ensure an incident control room is set up on a suitable part of the site where there are functioning mobile and land line telephones, radio communications if necessary, and access to the internet and email. Keep a log book and a record of whom you have spoken to, who has contacted you and what was said.

8. **In the Immediate Aftermath.**

- Get a statement from competent witnesses as well as recording their names and contact details.
- Remove the key witnesses to a place you can talk to them away from onlookers.
- Explain statements are being taken to obtain an accurate account of the incident, as these may be required for insurance, or other purposes.
- Notes need to be taken and agreed by the witness.

9. **Securing Evidence.**

- Photograph the incident location, boats, equipment etc.
- Keep and secure any relevant equipment e.g. clothing, buoyancy aids, lifejackets, logbooks etc.
- Secure any boats and equipment.

10. **Emergency Services.** In the event of Emergency Services becoming involved, they will take control of the incident response and be responsible for situations relevant to them e.g. Police (fatalities, abduction of and search for lost children), Coastguard (marine rescue), Fire and Rescue Service (fire/rescue incidents), and Ambulance (casualty treatment). In the event of a major multi-agency incident, a Lead Agency will be appointed, usually the Police, to ensure a coordinated response.

11. **Site Organisation.**

- If necessary, control access to and from the site to those with a legitimate reason for being there.
- Identify a separate gathering area for relatives of any injured persons.
- Arrange for a supply of hot/cold drinks and/or food.
- Keep media away from gathering area for relatives.
- If possible, have a separate briefing area for the media where they can be addressed by the club or training centre representative; be courteous and ensure they also have a supply of hot/cold drinks and/or food.

12. **Safeguarding and welfare.** The Association's safeguarding policy still applies – see Annex E. If the Association is contacted by the Police or Children's Services concerning information received or a complaint made by or about a member or volunteer, the Association's Safeguarding Officer will contact the RYA Safeguarding Manager as soon as possible for further guidance and support.

13. **Dealing with Relatives or Aggrieved Parties.** It is important to be sympathetic with relatives and aggrieved parties, without admitting liability. Remain calm and say every effort is being made to get to the bottom of the incident and the appropriate authorities, with whom you are co-operating, are investigating the incident.

13. **Fatalities.** If there has been a fatality the police will inform the next of kin, similarly with injured people when a criminal offence or traffic collision occurs. Do not publicise the name/s of the casualty/casualties until you know this has been formally carried out by the Police, even if the press appear to know who it is.

14. **Dealing with the Press.**

- If contacted by the press or other media representative, the initial response is to acknowledge an incident has occurred and the club or centre will issue a press statement as soon as possible once it knows the facts.
- Direct statements and interviews are to be avoided unless authorised. Remember any interview you give may well be seen or heard by those involved and next of kin. If it becomes necessary to give an interview, unless confident in being able to cope with unexpected questions, it is better to prepare and read a statement:

e.g. *“WWYSA regret to announce the death of a member (What, When, Where). We extend our deepest sympathy to the relatives and friends of (named individual). We will publish a full statement as soon as the facts are known (give yourself time to collate the information). In the meantime we would like to thank the emergency services during this difficult time.”*

- If the incident is attracting attention from the national media, call the RYA Communications Team for advice.

15. **Information.** You should consider always having the following facts available. Their value will become evident in the event of a serious incident or accident:

- Up-to-date training registers, members register and event entry lists.
- Details of the event, training course, sailing/operating area and timings including any restrictions.
- Details of the key contacts, senior staff, race officers, and volunteers, including the validity of their qualifications.
- Medical consent forms (where appropriate).
- Details of staff, equipment, safety boats, committee boats involved in an event.
- Safety equipment worn and equipment being used.
- Conditions at the time of the incident.
- A record of important contact information, including emergency services and hospitals.

16. **Notifications.** Consider who must be notified. In the UK as a minimum:

- If it is water-based incident: the Marine Accident Investigation Branch (MAIB) is to be informed within 24 hours.
- If it involves work-related fatal or major injury: the Health and Safety Executive.

17. **Closure.**

- The primary phase of the incident is closed when any injured parties have been moved from the location and all property damage has been secured so it no longer presents a danger to club members or the public.
- A meeting should be held with all those involved in the handling of the incident and any experts who may be required (legal, insurance, structural etc.).
- This meeting should finalise all records of the event and determine any follow up action that may be required.
- A record should be made of lessons learnt and a plan developed for implementing ways to improve procedures and the major incident response system.

Appendices:

1. WWYSA Emergency Action Plan.
2. WWYSA Emergency Contact Details.
3. WWYSA Emergency Reporting Flowchart.
4. WWYSA Emergency Incident Log.
5. WWYSA Emergency Response Card.

WWYSA Emergency Action Plan

PROTECT LIVES	<ul style="list-style-type: none"> • When advised of an emergency situation, act as quickly, calmly and as effectively as possible • Provide emergency first aid • Protect individuals from further harm • Secure the scene of the incident and ensure the safety and physical/emotional wellbeing of those involved • If lives are at risk or there is serious injury, contact emergency services • Isolate the cause of the incident (e.g. turn off electricity, isolate gas) • Clear the water of boats as necessary, while you deal with the incident • Evacuate the premises as necessary
TAKE CONTROL	<ul style="list-style-type: none"> • The Instructor-in-Charge, will take immediate charge of the situation until an incident co-ordinator is appointed • Appoint a small management committee, with outside advisors to support the incident co-ordinator if required – dependant on the severity of the incident • If there is a fatality, the prime responsibility for notification of next of kin lies with the Police, similarly with injured people when a criminal offence or traffic collision occurs • Maintain a record of key information, actions and communication with the media using an incident log sheet (see Appendix 4 to Annex D) • Retain all equipment such as boats, lifejackets, safety equipment etc. involved in the incident in an unaltered condition so that an investigation can take place • Protect and ensure the welfare of all those involved and any witnesses
INFORM AGENCIES	<ul style="list-style-type: none"> • Make sure you have the following information: what the problem is, your location, how many are involved, when it happened. The Emergency Response Card at Appendix 5 to Annex D may be useful • Liaise with the local Police to ensure that parents and relatives of any injured persons are contacted quickly in order to precede the press or social media • Notify the relevant RYA Senior Manager and if there is press interest, the Communications Team (see Appendix 3 to Annex D) • Determine if you need to contact other agencies? Police, Local Authority, environment agency, electricity, water or gas suppliers? • In the UK, if it is a water-based incident on a coded vessel, you are legally required to inform the Marine Accident Investigation Branch (MAIB) at the earliest opportunity. For non-coded boats this is recommended but is not a legal requirement • If the incident involved a work-related fatal or major injury, you must inform the Health and Safety Executive
MEDIA RESPONSE	<ul style="list-style-type: none"> • Do not proactively approach the media. If the media take interest, appoint one person to deal with them; this person will be designated as the only person to make any public statements to the media • Don't allow well-meaning but ill-informed staff, volunteers etc. to make public comments • Contact the RYA Communications Team for assistance and guidance with handling the media • Make sure that your key facts are up-to-date and ready to hand • Manage any media that are on site – if necessary provide a room or area away from the witnesses, victim's relatives and other participants. • Do not publicise or confirm the name of any casualties until the Police have confirmed that the NOK has been informed, even if the press appear to know who it is

	<ul style="list-style-type: none"> • Do not get drawn into speculating about causes, blame or possible outcomes • If necessary the RYA Communications Team can arrange interviews or a local press briefing; larger incidents may require a formal press conference • Remember – declining an interview or saying “no comment” will almost certainly look like you have something to hide. It is far better to give a factual response such as “It would be inappropriate to comment further until we’ve had the opportunity to consider all the factors contributing to this incident” • Remember, if you do not provide comment when asked to do so the media will speculate! • Never lie to the media about something you know to be factually correct • Be accurate in what you say and respect the families of those involved. Remember rumour spreads quickly! • “Pity, Praise and Promise” is a tactic that can be used even when little is known about the crisis. You should express sympathy for those caught up in the incident; praise those who are helping in the recovery – they may be your staff or the emergency services; and finally promise to get to the bottom of the problem, to participate in any investigation and use your best efforts to put systems in place to minimise the of risk of it happening again
POST INCIDENT	<ul style="list-style-type: none"> • Keep the incident log safe for future reference as required • Complete the Accident or Near Miss form accordingly • Arrange a debrief of all staff and identify any additional staff welfare needs (e.g. counselling) or rewards • Use information gained from the debrief to review and update your Emergency Action Plan • After the incident, review and critique your safety procedures and equipment

WWYSA Emergency Contact Details

1. **During office hours** (generally Monday to Friday 09:00 to 17:00 UK local time) in the event of a major incident, contact the relevant RYA department as soon as possible:

Nature of incident	Contact Number
Training	02380 604 181
Racing	02380 604 160
Powerboat Racing	02380 604 238
Cruising	02380 604 230
Club event	02380 604 193
Sailability	02380 604 246
Safeguarding children or vulnerable adults	02380 604 104

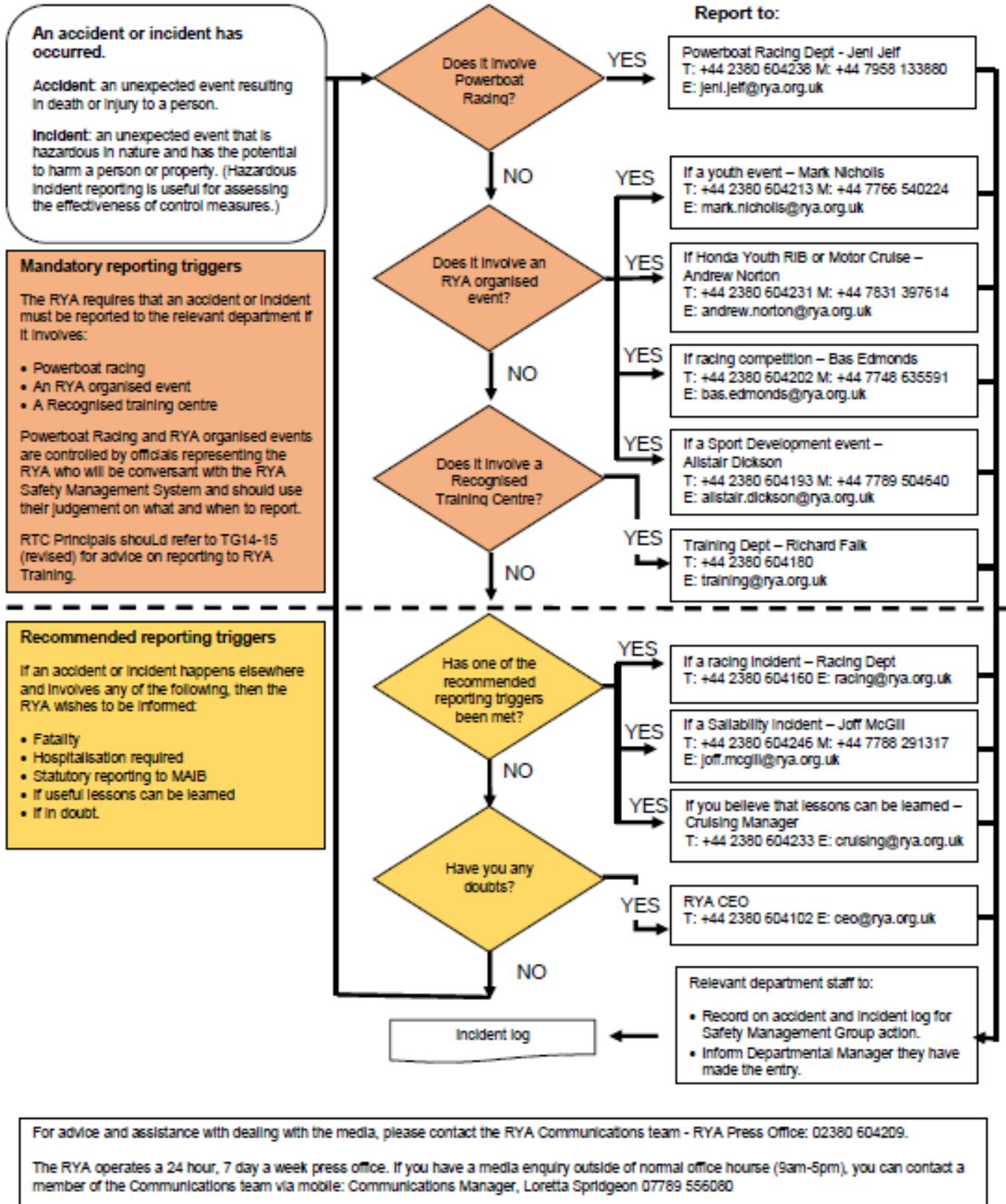
2. **Out of office hours.** Incident line 07789 556080.

By calling this line you can receive out of hours support and advice on dealing with the immediate issues and communicating with the media. The nature of the incident will be assessed and, if necessary, an RYA manager with relevant expertise will be asked to contact you to offer more specific advice.

3. **Local key contacts.**

Emergency services	999
Police (non-emergency)	101
Environment Agency (hotline)	0800 807 060
Health and Safety Executive	Reporting fatal and major injuries only – call the Incident Contact Centre on 0345 300 9923 (open Mon – Fri 0830 – 1700). 24/7 Duty Officer: 0151 922 9235
Marine Accident Investigation Branch (MAIB)	02380 232 527
Local Authority	Wiltshire Council: 0300 456 0100
Utilities:	
Electricity:	
Gas:	N/A
Water:	Wessex Water: 0345 600 3600
Commodore	07720 850 767
Principal	07877 719 351
Chief Instructor	07720 850 676

WWYSA Emergency Reporting Flowchart



WWYSA Emergency Response Card

1. **Name of Org:** West Wilts Youth Sailing Association

Westbury Lake
Station Approach
WESTBURY
BA13 4HP

Phone number(s):

Lat: 51.2668. Long: -2.1980

what3words: increased.generated.season

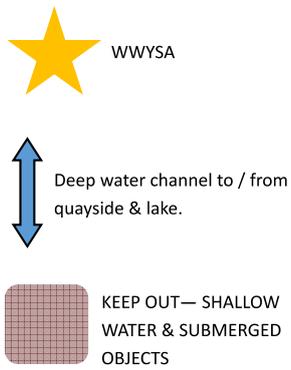
2. **Emergency or Life Threatening Injury – Key Steps:**

- **Render assistance.**
- **Make contact** with volunteers, instructors for assistance.
- **Call for Help & Emergency Medical Attention: 999.**
- **Monitor and administer first aid.** First aid kits located in safety pots on both safety boats. Main first aid kit stored in the cupboard in the club house.
- **Send someone** to meet/direct Emergency Services.
- **Transfer** injured to care of Emergency Team.
- **Inform** key people (Commodore, Centre Principal or Chief Instructor and if necessary the RYA Communications Team as soon as possible).
- **Complete an incident report.**

3. **Be prepared to tell 999:**

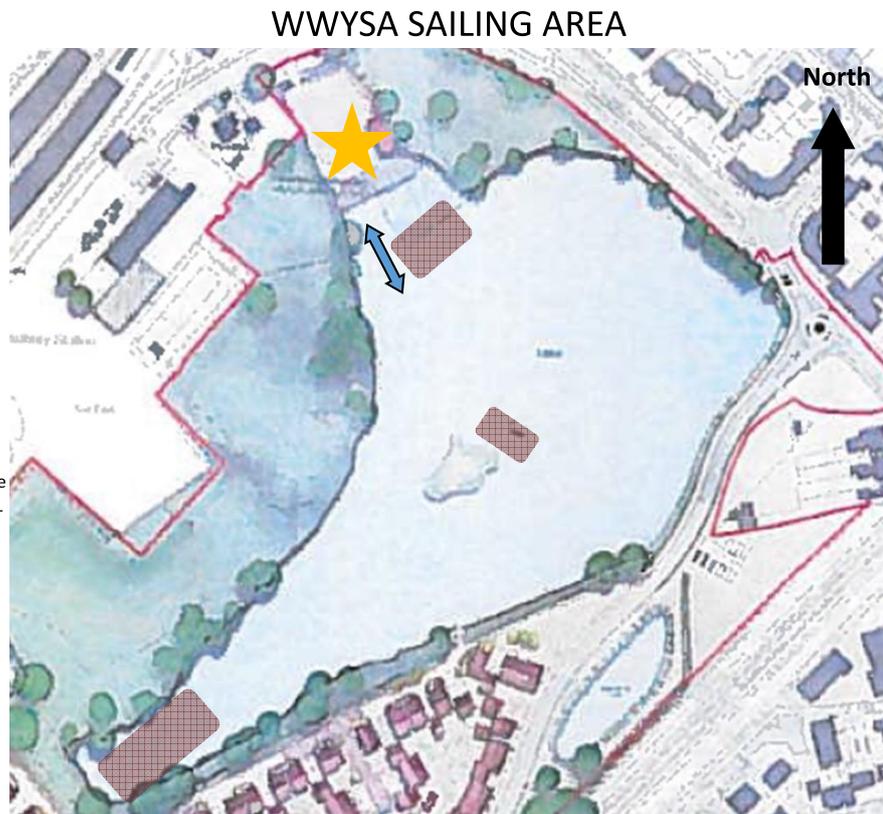
- **Who you are, your name and call back number.**
- **Current location** of injured person.
- **Description of boats** (if requesting on-water help).
- **Where you plan to bring injured person ashore** (see pick up locations below ensure any access gates are unlocked).
- **Age/gender/number** of injured people.
- **Type of injury/situation.**

4. **Emergency Response Pick-Up Locations.**



When returning to the quayside from the lake be mindful of the prevailing wind direction and take appropriate seamanlike action to reduce & control your boat speed so that you boat comes gently alongside.

Marek Caddy
 Chief Instructor
 22/03/2019



Name	Description	Address	SATNAV
A			
B			
C			

5. **WWYSA Phone Numbers:**

- Commodore: 07720 850 767
- Principal: 07877 719 351
- Chief Instructor: 07720 850 676