



**Guidance on Major Incident Procedures and Crisis
Communications for RYA Affiliated Clubs and
Recognised Training Centres**

TG 14-15 (revised)

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INTRODUCTION

This planning document contains useful information, advice and guidance concerning the response to an emergency or crisis arising at an RYA recognised training centre or RYA affiliated club.

The procedures are designed to help you in the event of a serious accident or incident and are a requirement of the RYA Recognition Guidance Notes.

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 that 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

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 that you are going to have to deal with the authorities and the media. You should immediately contact the emergency services as appropriate.

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.

Emergency Action Plan

It is the responsibility of each club and training centre to determine a suitable and appropriate **Emergency Action Plan** designed for their own specific operating environments.

You can use the **Sample Emergency Checklist** on pages 6-7 as a basis for determining your own Emergency Action Plan for use during a major incident.

Emergency Response Card

It may be helpful to make a quick reference outline of the key steps to take in the case of a life threatening emergency. It should be customised to meet the needs of your organisation and then prominently posted at your facility and attached to each safety boat (laminated copies are best). An **Emergency Response Card template** is provided on page 11.

The RYA's policies and guidelines for safeguarding children and vulnerable adults should be adapted to suit the requirements of your training centre, club or class association. If your club or centre is contacted by the Police or Children's Services concerning information received or a complaint made by or about a member, volunteer or employee, you are advised to contact the RYA Safeguarding Manager as soon as possible for further guidance and support.

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

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.

If contacted by the press or other media representative, the initial response is to acknowledge that an incident has occurred and that 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. "The XYZ Sailing Club / Training Centre 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.

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

Notifications

Consider who must be notified in accordance with the requirements of your location.




In the UK:



- If it is water-based incident, you must inform the Marine Accident Investigation Branch (MAIB) within 24 hours
- If it involves work-related fatal or major injury you must inform the Health and Safety Executive

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 that 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

SAMPLE EMERGENCY CHECKLIST

 <p>PROTECT LIVES</p>	<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
 <p>TAKE CONTROL</p>	<ul style="list-style-type: none"> • The Officer of the day (OOD) or, if operating as a Training Centre, Principal / Chief Instructor, 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 page 10) • 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
 <p>INFORM AGENCIES</p>	<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 on page 11 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 page 8) • Determine if you need to contact other agencies? Police, Local Authority, Harbour Master, 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

 <h2 style="text-align: center;">MEDIA RESPONSE</h2>	<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 • 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 that 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
 <h2 style="text-align: center;">POST INCIDENT</h2>	<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

EMERGENCY CONTACT DETAILS

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 No.
Training	023 8060 4181
Racing	023 8060 4160
Powerboat Racing	023 8060 4238
Cruising	023 8060 4230
Club event	023 8060 4193
Sailability	023 8060 4246
Safeguarding children or vulnerable adults	023 8060 4104

Out of office hours

Incident line	07789 556080
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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.

Local key contacts

Add your important contact names/numbers – including staff, volunteers and key agencies. Numbers shown here are for UK organisations, so you will need to check local contacts if you operate outside the UK.

Emergency services	999
Police (non-emergency)	101
Environment Agency (hotline)	0800 807060
Health and Safety Executive	Reporting fatal and major injuries only - call the Incident Contact Centre on 0345 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm). 24/7 Duty Officer - 0151 922 9235
Marine Accident Investigation Branch (MAIB)	023 8023 2527
Local Authority	
<u>Utilities</u> Electricity Gas Water	
Network Rail (emergency)	0845 711 4141

TRIGGERS FOR REPORTING ACCIDENTS AND INCIDENTS

An accident or incident has occurred.

Accident: an unexpected event resulting in death or injury to a person.

Incident: an unexpected event that is hazardous in nature and has the potential to harm a person or property. (Hazardous incident reporting is useful for assessing the effectiveness of control measures.)

Mandatory reporting triggers

The RYA requires that an accident or incident must be reported to the relevant department if it involves:

- Powerboat racing
- An RYA organised event
- A Recognised training centre

Powerboat Racing and RYA organised events are controlled by officials representing the RYA who will be conversant with the RYA Safety Management System and should use their judgement on what and when to report.

RTC Principals should refer to TG14-15 (revised) for advice on reporting to RYA Training.

Recommended reporting triggers

If an accident or incident happens elsewhere and involves any of the following, then the RYA wishes to be informed:

- Fatality
- Hospitalisation required
- Statutory reporting to MAIB
- If useful lessons can be learned
- If in doubt.

Report to:

Powerboat Racing Dept - Jeni Jelf
T: +44 2380 604238 M: +44 7958 133880
E: jeni.jelf@rya.org.uk

If a youth event – Mark Nicholls
T: +44 2380 604213 M: +44 7766 540224
E: mark.nicholls@rya.org.uk

If Honda Youth RIB or Motor Cruise –
Andrew Norton
T: +44 2380 604231 M: +44 7831 397614
E: andrew.norton@rya.org.uk

If racing competition – Bas Edmonds
T: +44 2380 604202 M: +44 7748 635591
E: bas.edmonds@rya.org.uk

If a Sport Development event –
Alistair Dickson
T: +44 2380 604193 M: +44 7789 504640
E: alistair.dickson@rya.org.uk

Training Dept – Richard Falk
T: +44 2380 604180
E: training@rya.org.uk

If a racing incident – Racing Dept
T: +44 2380 604160 E: racing@rya.org.uk

If a Sailability incident – Joff McGill
T: +44 2380 604246 M: +44 7788 291317
E: joff.mcgill@rya.org.uk

If you believe that lessons can be learned –
Cruising Manager
T: +44 2380 604233 E: cruising@rya.org.uk

RYA CEO
T: +44 2380 604102 E: ceo@rya.org.uk

Relevant department staff to:

- Record on accident and incident log for Safety Management Group action.
- Inform Departmental Manager they have made the entry.

Does it involve
Powerboat
Racing?

YES

NO

Does it involve an RYA organised event?

YES

YES

YES

YES

YES

Does it involve a
Recognised
Training Centre?

NO

Has one of the recommended reporting triggers been met?

YES

YES

YES

Have you any doubts?

YES

NO

Incident log

For advice and assistance with dealing with the media, please contact the RYA Communications team - RYA Press Office: 02380 604209.

The RYA operates a 24 hour, 7 day a week press office. If you have a media enquiry outside of normal office hours (9am-5pm), you can contact a member of the Communications team via mobile: Communications Manager, Loretta Spridgeon 07789 556080

EMERGENCY INCIDENT LOG

INCIDENT

DATE _____

DETAILS

[illegible]

EMERGENCY RESPONSE CARD TEMPLATE

Name of Org: Address, phone number(s), Lat/Long

Emergency or Life Threatening Injury – Key Steps

1. **Render assistance**
2. **Make contact** with volunteers, coaches, instructors or course staff for assistance
3. **Call for Help & Emergency Medical Attention:** (*customise for location.*)
 - **999**
 - **Harbour Master:** VHF#16, xxx-xxx-xxxx
 - **Coastguard:** VHF#16, xxx-xxx-xxxx
 - **Club or Centre Main Office:** VHF #, xxx-xxx-xxxx
4. **Monitor and administer first aid** (*List AED locations, boats with AED, etc.*)
5. **Send someone** to meet/direct Emergency Services
6. **Transfer** injured to care of Emergency Team
7. **Inform** key people (Commodore, Centre Principal or Chief Instructor and if necessary the RYA Communications Team as soon as possible).
8. **Complete an incident report**

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**

Emergency Response Pick-Up Locations



Name	Description	Address	SATNAV/ LAT&LONG
A	Location Name 1	Describe...	
B	Location Name 2	Describe...	
C	Location Name 3	Describe...	

Emergency Numbers	Organisation Numbers
Harbour Master: VHF#16, xxx-xxx-xxxx	Main Number: xxx-xxx-xxxx, VHF#
Police: VHF#16, 999	Safety Boat: xxx-xxx-xxxx, VHF#
Coastguard: VHF#16, 999	General Manager: xxx-xxx-xxxx
Fire: 999	Commodore/ xxx-xxx-xxxx
	Club Principal/Chief Instructor: xxx-xxx-xxxx