



Emergency Action Plan

Dealing with a Major Incident

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, the immediate priority is the safety of the participants, volunteers and instructors involved. Once these have been dealt with those involved it is likely that the authorities and the media will be next. Immediate contact with the emergency services as appropriate is to be done.

Incidents may sometimes occur when those involved do not consider the circumstances to be serious. 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.

An Emergency Response Card can be found on the reverse of the First Aid Locker door

MAJOR INCIDENT PROCEDURES

Incident Co-ordinator

In the absence of Jonathan Colwell or the Chief Instructor the skipper is to take control as Incident Co-ordinator and can co-opt others 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 Jonathan Colwell 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.

Keep a log book and a record of whom has been spoken to and what was said.

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 that 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

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

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.

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 with courtesy

Safeguarding and welfare

If contacted is made 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.

Dealing with Relatives or Aggrieved Parties

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.

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.

Dealing with the Press

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 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. "Yacht Sail Training 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.

Information

Always having the following facts available. Their value will become evident in the event of a serious incident or accident:

- Up-to-date training certificates
- Details of the event, training course, sailing/operating area and timings including any restrictions
- Details of the key contacts, including the validity of their qualifications
- Medical consent forms (where appropriate)
- 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
 - 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
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EMERGENCY CHECKLIST

PROTECT LIVES	<p>When advised of an emergency situation, act as quickly, calmly and as effectively as possible</p> <ul style="list-style-type: none"> <input type="checkbox"/> Provide emergency first aid <input type="checkbox"/> Protect individuals from further harm <input type="checkbox"/> Secure the scene of the incident and ensure the safety and physical/emotional wellbeing of those involved <input type="checkbox"/> If lives are at risk or there is serious injury, contact emergency services <input type="checkbox"/> Isolate the cause of the incident (e.g. turn off electricity, isolate gas) <input type="checkbox"/> Clear the water of boats as necessary, while you deal with the incident <input type="checkbox"/> Evacuate the premises as necessary
TAKE CONTROL	<p>The Incident Co-ordinator will take immediate charge of the situation</p> <ul style="list-style-type: none"> <input type="checkbox"/> 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 <input type="checkbox"/> Maintain a record of key information, actions and communication with the media using an incident log sheet <input type="checkbox"/> 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 <input type="checkbox"/> Protect and ensure the welfare of all those involved and any witnesses
INFORM AGENCIES	<ul style="list-style-type: none"> <input type="checkbox"/> Ensure you have the following information: what the problem is, your location, how many are involved, when it happened. The Emergency Response Card may be useful <input type="checkbox"/> 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 <input type="checkbox"/> Notify the relevant RYA Senior Manager and if there is press interest, the Communications Team <input type="checkbox"/> Determine if you need to contact other agencies? Police, Local Authority, Harbour Master, environment agency, electricity, water or gas suppliers? <input type="checkbox"/> 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. <input type="checkbox"/> If the incident involved a work-related fatal or major injury, you must inform the Health and Safety Executive

EMERGENCY CHECKLIST (cont'd)

<p>MEDIA RESPONSE</p>	<p>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</p> <ul style="list-style-type: none"> <input type="checkbox"/> Don't allow well-meaning but ill-informed staff, volunteers etc. to make public comments. <input type="checkbox"/> Contact the RYA Communications Team for assistance and guidance with handling the media <input type="checkbox"/> Make sure that your key facts are up-to-date and ready to hand <input type="checkbox"/> Manage any media that are on site – if necessary provide a room or area away from the witnesses, victim's relatives and other participants <input type="checkbox"/> 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 <input type="checkbox"/> Do not get drawn into speculating about causes, blame or possible outcomes <input type="checkbox"/> If necessary the RYA Communications Team can arrange interviews or a local press briefing; larger incidents may require a formal press conference <input type="checkbox"/> 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.” <input type="checkbox"/> Remember, if you do not provide comment when asked to do so the media will speculate! <input type="checkbox"/> Never lie to the media about something you know to be factually correct <input type="checkbox"/> Be accurate in what you say and respect the families of those involved. Remember that rumour spreads quickly! <input type="checkbox"/> “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
<p>POST INCIDENT</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Keep the incident log safe for future reference as required <input type="checkbox"/> Complete the Accident or Near Miss form accordingly <input type="checkbox"/> Arrange a debrief of all staff and identify any additional staff welfare needs (e.g. counselling) or rewards <input type="checkbox"/> Use information gained from the debrief to review and update your Emergency Action Plan <input type="checkbox"/> After the incident, review and critique your safety procedures and equipment

EMERGENCY CONTACT DETAILS

- Jonathan Colwell 07401872889 or 0191 222 0212
- RYA 023 8060 4230 or 07789 556080 (out of hours)
- Coastguard +385 21 362 436 (Split) +385 20 443 555
- Harbour Master Office +385 51 214 031 (Split)
- Police 192
- Fire 93
- Ambulance 94
- International Operator 901
- Public Emergency Centre 985
- Environment Agency +385 01 48 86 840
- Health & Safety(fatal/major) 0345 300 9923 or 0151 922 9235
- Marine Accident 195
- Maritime investigation (emsa) +385 1 8886 830