

8. Incident Management

8.1 Meanings and Definitions

Term	Definition	Typical Examples
Minor incident	Dealt with by existing safety cover; session continues unaffected.	Single-boat capsize, minor cuts/bruises, feeling cold, small equipment failure.
Minor incident with escalation risk	One or more minor incidents that could stretch safety resources.	Several simultaneous capsizes; safety boat overwhelmed
Major incident	Life-threatening or resource-critical event; may require Emergency Services; jeopardises overall control of session.	Serious injury, entrapment, medical emergency, person missing.
High-risk activity	Manoeuvres likely to generate multiple capsizes if unmanaged.	Capsize drills, race starts, gybe practice, whistle game.

8.2 Communication Principles

- **Clear VHF use is critical.** Limited sightlines, moorings, and traffic may hide what is happening.
- Use designated call signs; keep Channel P4 clear once an incident is declared.

8.3 Procedure for Minor Incidents

1. Safety boat is alerted.
2. Safety boat deals with the incident and updates the SI only if additional resources are required.
3. All other instructors maintain normal supervision unless instructed otherwise.

8.4. Major Incidents

Major Incidents should follow the emergency action plan. See Appendix E for detailed incident management guidance for SI.

Emergency Action Plan

1. Notify SI of incident via radio
 - In event of **MAJOR INCIDENT**, State “CODE ONE” “CODE ONE” then a brief description to the nature of the incident, the status of the casualty and what assistance is required.
2. If casualty is injured on the water, return to the club as quickly and safely as is possible.

SI/Race Officer

3. If ambulance is needed, call emergency services, 999
 - Ambulances to be directed to the quay, met and lead through boat park (What 3 words *copies.factored.refuse*)
 - Helicopters to land on the Quay or foreshore East of the club (Pavillion Foreshore)
4. If additional on water assistance is required contact Harbour Master – Matt Smy
5. If possible, organise a party to meet safety boat.
6. Ensure provision of sufficient safety cover for those still afloat and consider abandoning all activities.
7. Inform Flag Officers

Instructor dealing with incident:

- Administer first aid until you and casualties are satisfied and / or ambulance arrives.
- If the incident has deemed the rest of the session to be unsafe, end the session and return group to shore

If a major incident occurs, instructors are to be briefed by the senior on site:

- Not to openly discuss the incident, post on social media or speak with the press
- The club will prepare a press release.

Chief Instructor, Matt Riley – 07713938973

Principle, Suzy Cooper – 07788765862

Commodore, James Tomlinson – 07770930484

Vice Commodore, Migs Howard - 07786575571

President, James Robinson – 07710717632

Harbour Master, Matt Smy - 0752892635

8.5. Instructors not directly involved an incident

- Instructors not directly involved in an incident must immediately cease any high-risk activities.
- Prepare to bring your group ashore if their assigned safety boat is redeployed.
- Do not leave your group without safety cover to assist another, this may create a secondary incident.
- If necessary, dinghies may be temporarily beached on the mud or secured to a mooring to allow safety boats to redeploy.
- Keep your group calm and reassured. Avoid drawing unnecessary attention to the incident. Do not speculate or share unconfirmed information.
- Maintain normal supervision and clear communication to prevent panic.
- Monitor VHF but avoid transmitting unless providing essential updates or responding to a direct request.
- Be prepared to assist with recovery or first aid onshore if requested by the SI.

8.6. Incident Reporting & Post-Incident Procedures

- All incidents, including minor ones, near-misses, collisions with moored vessels and equipment failures must be recorded as soon as practical after the session.
- Reports should be made using the club's designated incident report form, Appendix F. available on the bridge or in the training folder.
- The Senior Instructor must review and sign off all incident reports before the end of the day.
- Serious incidents or those involving injury must be reported immediately to the CI or if not available, the Principal.
- If first aid was administered or medical attention required, an accident report form must be also completed, and the First Aid Officer must be informed (via the CI or SI) so that supplies can be replenished.
- After serious or unusual incidents, a short team debrief should be held to reflect on what happened, what worked, and lessons to be learnt.

8.7. Incident Follow-Up & Review

- All major or unusual incidents should be reviewed by the SI team, CI and Principal to identify any procedural improvements or training needs.
- Trends in minor incidents or near misses may indicate areas where refresher training, equipment changes, or communication improvements are needed.
- At the end of each season, a summary of logged incidents should be reviewed to support future safety planning.
- Any changes to procedures resulting from incidents should be communicated clearly to all staff.