



EMERGENCY PROCEDURES

It is vital that all Coaches know the role they may be asked to play in an emergency (i.e., The emergency procedure). This system will help to save lives and prevent unnecessary distress in the event of an incident involving clients and / or staff.

NOTE In the event of an incident, you may be required to give a statement. This should be factual, and your own personal statement. Under no circumstances should anything be said by Coaches, or on behalf of Learn To Paddle, which may amount to admission that the incident had been caused, or contributed to, by some fault on the part of Learn To Paddle or its staff.

In the event of an incident, all actions should be logged, during the incident where possible. Strict communication restrictions need to be imposed at the site and in the office with only a key company representative (Partner) to speak to next of kin and the press.

The reasons for this are as follows:

- a) Emergency Procedures need to be effectively carried out.
- b) ACCURATE and EFFECTIVE communications must be made to prevent FALSE reports being conveyed.

INCIDENT / ACCIDENT PROCEDURE

- The Session Coach should control the situation and administer First Aid, then implement communication restrictions.
- Shelter & comfort should be set up for the casualty and the rest of the group as soon as possible.
- The emergency services required should be informed, giving them all the required information.
- Casualty evacuation should be arranged according to the extent of the injuries. (self-rescue is the first option if the situation allows).

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- Group evacuation should then be arranged if they are separate from the casualty. • Partners should be informed as soon as possible.
- All details and timings must be logged on an incident report form.
- All official contact with police (unless calling emergency services), media and next of kin are only to be done by a Partner.

FATALITY In the event of a fatality, the following actions should be taken: • Assess the immediate risks to other members of the party, and self.

- Call Emergency Services, from the scene if possible, if not as soon as possible after the incident.
- Where possible, preserve the scene of the incident for future investigation.
- Do not move or attempt to move the victim or any associated equipment.
- Where possible, make notes, take photos, statements. If this is not practical at the time of the incident, it should be undertaken as soon as possible after the event. All details and timings must be logged on an incident report form.
- As soon as is practical after the event, inform the Partner. Be aware of the emotional and psychological well-being of other members of the group. If possible, the remainder of the group should be escorted away from the incident. We understand that the decisions of the Session Coach in these situations are paramount, and that the first considerations must be to the safety of the remaining members of the group.

NEAR MISSES

Where an incident occurs, and where physical injury may have, but did not, occur, or where this was due to controllable measure not being in place, the incident should be reported as follows:

- A full description should be sent to the Senior Partner as soon as possible. All details and timings must be logged on an incident report form.
- Learn To Paddle staff should be made fully aware of the incident, so they are able to deal with further queries/complaints.
- Learn To Paddle should, if required, amend any risk assessments to initiate any missing control measures.