



OPERATING PROCEDURE No. 19

Issue 2 May 2023

INCIDENT MANAGEMENT

PURPOSE

This procedure provides a baseline procedure for the management of incidents during a Dart Sailability Session. Due to the random nature of any incident those involved must be ready to adapt the procedure as necessary.

An Incident is defined as an event where more than one craft is required to provide assistance or manage the event. It includes any event where external assistance is required eg from the emergency services. Provision of normal assistance such as towing in and out of the creek and assistance with reefing etc is not included.

Annex B provides guidance on requirements for reporting Major incidents involving potential for serious injury or death.

Operating Procedure 22 defines the general requirements for Incident Reporting

Operating Procedure 21 defines requirements for reporting injuries and the provision of First Aid.

RESPONSIBILITIES

The OOD is responsible for the management of any incident that occurs afloat.

The PM is responsible for the management of any incident ashore, including falls off the pontoon.

The Safety Skipper is responsible for managing normal operations afloat, including the initial response to an incident, but transfers responsibility to the OOD as quickly as practicable. This allows the Safety Skipper to concentrate on rescue activities.

For single craft operations and participation in events run by other organisations see Annex C.

For operations at sea ie. Beyond the Castles see Annex D

In extreme circumstances the OOD may transfer responsibility to the Principal or a Chief Instructor. Any such transfer must be mutually agreed and clearly communicated to all parties.

The Pontoon Master is responsible for the management of all activity ashore and establishing communication with Emergency Services when requested by the OOD.

All Boat Skippers are responsible for acting as directed by the OOD. In the absence of direction, they should act to ensure the safety of their craft and return to the pontoon in agreement with the Pontoon Master.

PROCEDURE

Managing the Incident Afloat

Any boat in trouble or with a person onboard experiencing a problem, shall raise an alarm by contacting the Safety Skipper

Safety Safety THIS IS *Boat Name* ASSISTANCE REQUIRED

When Safety Skipper responds define assistance required and location

If they do not have a radio eg Hansa they shall stop sailing and wave their arms and shout. They may also sail in a way to attract attention. eg turning head to wind and leaving sails flapping

If the Safety Skipper requires assistance he/she shall contact the appropriate boat

If a Support Boat or other craft spot a boat in trouble and do not hear a call for assistance they shall proceed towards that boat and advise the Safety Skipper

Safety Safety THIS IS *Boat Name* ASSISTANCE REQUIRED BY *Boat Name*

When Safety Skipper responds identify the issue and location

The Safety Skipper will direct a Support Boat or Safety to proceed to the boat requiring assistance.

When Support Boat or Safety or another boat arrives, they shall advise the OOD of the situation.

If they consider that this is an Incident requiring additional assistance, they shall advise all boats. A person in the water will always be an Incident.

SAILABILITY RED ALERT, SAILABILITY RED ALERT – and describe the situation.

All Boats shall exercise radio silence and proceed towards the Creek.

If the OOD is on the water they will immediately take charge

If the OOD is ashore they will immediately proceed to the incident using NAB or whichever boat has been kept for the purpose

The OOD will direct boats on actions to be taken to provide assistance or maintain safety watch on other boats

Consideration should be given to allocating responsibility to one boat to take responsibility for watching for further problems and communicating with Hansas

Commented [IW1]: We could have a standard sound and arm signal for Hansas to converge on a boat

Commented [GG2R1]: hands on head would work for signal. ? 5 short blasts on fog horn - doesn't mean anything except what are you doing and therefore could be used as an alert.

Pontoon Master will coordinate return to pontoon while maintaining space for any casualty to return.

Engaging Emergency Services

All boats and shore personnel radios shall be set on dual watch M2/P4 and 16.

Any skipper identifying that somebody may need assistance from the Emergency Services eg Ambulance or LifeBoat shall immediately advise the OOD and Pontoon Master.

**SAILABILITY EMERGENCY, SAILABILITY EMERGENCY, THIS IS *Boat Name*
AMBULANCE/LIFEBOAT REQUIRED**

The OOD shall acknowledge and issue a May Day using Channel 16 on High Power

Standard MayDay message "this is Dart Sailability"

If the MayDay is not acknowledged immediately due to poor signal, as is highly probable in our operating areas, the OOD shall make a 999 Call. If there is no mobile signal the OOD should ask the Pontoon Master to make the call.

Pontoon Master will hear the Mayday and continue to monitor Channel 16

The Coast Guard will provide instructions including where to land casualties. However, OOD may also advise on best landing point (see Annex E Emergency Location Data) eg if casualty has been taken ashore quickly to facilitate CPR.

The OOD may consider that it is more appropriate to make a 999 call if it is a non-life-threatening incident.

AMBULANCE REQUIRED

If Ambulance is called Pontoon Master sends somebody to advise Marina Office and man the gate to provide direction. Use our card to operate gate.

If Ambulance is called Shore Party Lead should access MemberMojo (See Annex D) and extract Next of Kin and Medical Information relating to the Casualty ready for the Paramedics.

Commented [IW3]: Consider how to turn this into bullet point aide memoire for OOD, Support Boat Skippers and PM

Commented [GG4R3]: ? too many variations -- 'assistance required', 'red alert', 'sailability emergency', (+ Mayday). Can we get this down to one message + Mayday

Commented [IW5R3]: Trying to avoid anybody but OOD raising a Mayday. this is as suggested by RYA Events Manager

Commented [IW6]: Could make this Red Alert to avoid an extra term

Managing the Incident Ashore

Any person spotting an incident shall immediately shout for help and attempt to render assistance providing it is safe to do so.

The Pontoon Master shall be notified immediately and take charge and in particular decide whether Emergency Services Ambulance/Fire/Police need to be called.

The PM shall call the Emergency Services and then advise the OOD that there is an incident in progress.

The PM should instruct somebody to maintain communications with the OOD and manage returning boats.

If the pontoon needs to be kept clear for the incident the OOD shall determine how to manage returning boats.

Incident Guidance

This section provides some guidance on options to consider in the event of certain types of Incident.

HEART ATTACK

In the event of a person suffering a suspected heart attack or otherwise stopping breathing it is best to get them ashore by the fastest possible means. This may well mean towing their boat rather than transferring to another boat.

Few boats have space to administer CPR therefore get the person ashore on a firm surface even if this is a nearby beach.

With a Hansa the nearest pontoon will be needed due to keel depth. Sailor can be manhandled ashore if needed.

Defibrillators are available at MDL Marina Office and Ferry Boat Inn, Dittisham

A list of defibrillators elsewhere on the river is at Annex G and held in the Emergency Incident Folder and in Safety Boxes on ARC, Safety and Equaliser. Other boats should take a copy if planning to operate outside the normal operating area ie. below Dittisham or above Garrow Point

FIT

Provide space on boat or secure Support Boat alongside to provide support and tow alongside to shore rendezvous.

ANNEX A

EMERGENCY EQUIPMENT LOCATION

First Aid Kits

Club House

Blue Container

Maintenance Container

Minor First Aid Kits

Safety Boat

Support Boats

ARC

NAB

Equaliser

Kanata

Defibrillator

Outside the reception building adjacent to the disabled toilet. **ACCESS CODE C8721X** .

ANNEX B

Major Incident Reporting

RYA Guidance

The following is a full and unaltered copy of the Royal Yachting Association's guidance to the Principals of affiliated RYA Training Centres (printed in Italics with references for DSG notes printed in RED). This guidance will be followed by the Principal or in his absence, if abroad or otherwise unavailable, by his nominated deputy. They will also contact the RYA headquarters at the earliest opportunity to provide initial details of the Serious Accident or Major Incident and see if any further advice should be followed.

The RYA Contact Telephone number is 023 8060 4180.

Quote:

"It is every Principal's nightmare to experience a major incident at their centre."

Thankfully this is very rare at RYA centres, but if you are ever unfortunate enough to be involved in one, you need to know how to handle the unfolding events. Your first priority is, of course, the safety of participants and instructors. However, once ashore you need a strategy to deal with the authorities and the press.

- *Get a statement from competent witnesses;*
**See Note 1 below*
- *Remove the instructor and key witnesses from the centre to somewhere you can talk to them away from the press;*
- *Produce a written statement for the press, such as: "**** sailing school regrets to announce the death of a crew member who fell overboard at night from a training yacht. When and where. Our deepest sympathy to the relatives etc. A full statement will be issued at 2pm tomorrow" (give yourself time to collate the information).*
- *Do not hold a press conference, but decide who will speak to the press;*
**See Note 2 below*
- *Don't allow well meaning but ill informed staff to make public comments;*
- *Try to keep a record of whom you have spoken to, who has contacted you etc; *See Note 3 below*

- *Inform RYA Training (023 8060 4180) who can assist with compiling your statement to the press; If the rescue services have been involved the press will have probably obtained some information from them;*
- *If there has been a fatality the police will contact the centre and inform the next of kin. Do not publicise the name of the casualty until you know this has been done, even if the press appear to know who it is;*
- *If your boat has a code of practice certificate you must inform the Marine Accident Investigation Branch (MAIB) within 24 hours. You can do this by phoning 023 8039 5500. They will inform you within 28 days whether they intend to investigate.*

** See Note 4 below*

- *Keep any relevant equipment such as lifejackets, logbooks etc.*
- *If required, send a report to the MAIB (refer to RYA booklet G27).*
- *When dealing with any major incident, it helps if:*
 - *your paperwork is up to date with information such as contact number for the next of kin;*
** See Note 5 below*
 - *your boats and instructors comply with your own safety policy and the RYA's conditions of recognition.*
** See Note 6 below*

Notes on RYA Guidance

(as indicated in RED above)

Notes 1 and 3: DSG have an Incident Logbook kept in the clubhouse for this purpose with instructions in DSG HOPs Section 3.

Note 2: Only those authorized by the Chairman of Trustees should talk to the media and then only after talking to the RYA and the local Police. The spokesman should have a thorough understanding of the incident; be a qualified Senior Instructor or a professional mariner, with similar experience, and aware if next of kin have been contacted.

Important: *If in doubt, do not say anything to the media.*

Note 4: As detailed in MGN458 Annex A, there is no statutory requirement for "pleasure vessels" to report accidents, however voluntary reporting is encouraged. It is the Principal of DSG's intention, once cleared with the Chairman to contact the Marine Accident Investigation Branch (MAIB) immediately if an accident results in serious injury or death, or if he feels that an action resulting in an injury is the result of gross negligence. The MAIB may then decide to carry out a further investigation of the accident, to ensure that all possible steps are taken to prevent similar accidents in the future.

Note 5: DSG Handbook and Procedures are kept up to date and subject to annual review as part of the RYA Inspection. Contact details are held on Membership Mojo which is accessible on line from Galmpton as detailed in Annex D. It is the responsibility of all members to inform the membership secretary of any changes.

Note 6: This is a high priority for DSG to support the maintenance of overall safety standards and procedures. A copy of the Group's insurance policy is displayed on the DSG portacabin notice board.

ANNEX C

INDEPENDENT OPERATING CRAFT

When boats are operating outside normal Sessions or out of VHF range from Safety Skipper and/or OOD (eg below Anchorstone or above Garrow Point the Skipper or Lead Skipper will be OOD and responsible for managing any incident.

Where they are participating in an event organised by another body eg racing, they shall act in accordance with any procedures published by that body and the organisers and any safety craft.

If Emergency Services, Ambulance or Lifeboat are required the Skipper shall dial 999 or issue a MayDay call on VHF Chanel 16. (Note VHF coverage may not be adequate on parts of the river)

For other assistance contact Dart Harbour Patrol on VHF Channel 11 or Telephone 01803 832337

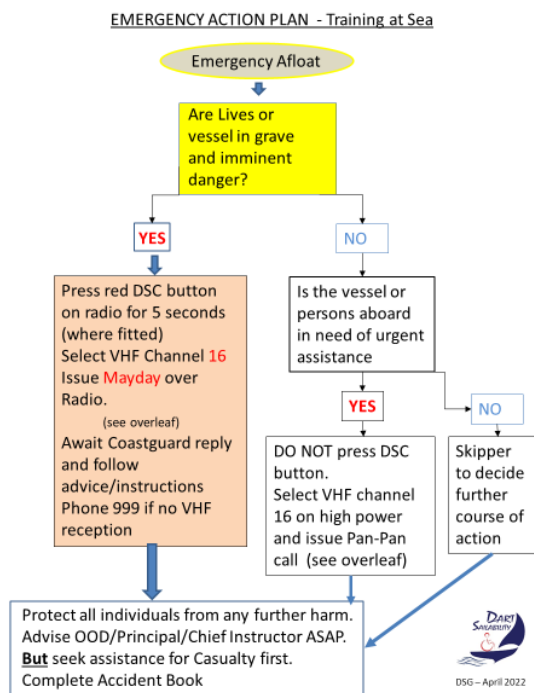
Commented [IW7]: It would be worth checking this

Commented [RM8]: Channel 11 01803 832337

ANNEX D

Operations at Sea (Beyond Castles)

In view of the greater risks and distance from assistance any vessels operating beyond the Castles shall immediately make a May Day or Pan Pan call in the event of a requirement for emergency assistance



DISTRESS CALL ON CHANNEL 16

Switch to Channel 16 at high power with dual watch off and check no one is transmitting. Press the transmit button and say slowly and clearly:

MAYDAY MAYDAY MAYDAY (if life threatening, including man overboard)

- This is 'vessel name' repeat 3 times (eg Dart Sailability ARC).
- MMSI Callsign
- Mayday this is vessel name, repeat once. MMSI Callsign
- My position is Lat and Long or True bearing from a known point. (or describe eg at the entrance of the River Dart near the castles) then Repeat position.
- State Nature of Distress (eg sinking, fire, man overboard, etc.) Number of crew onboard, description of boat and type of assistance required.
- Immediate Assistance is Required, • Over

A **PAN-PAN PAN-PAN PAN-PAN** call should be made if an urgent emergency situation but **NOT** life threatening State Nature of Distress and type of assistance required, then await Coastguard instructions.

Response to Distress and Urgent Calls

You must reply to distress calls. If you hear someone else's MAYDAY or PAN-PAN call on VHF you may be near enough to assist.
Write down the details immediately.
Listen out for a reply from the coastguard
If no reply heard within 1-2 minutes call the CG on Ch16 at full power prefacing MAYDAY RELAY Tell them what you have heard.
Wait for instructions.
If you DO hear a shore station reply to a MAYDAY inform them if you are able to help. DO NOT use Ch 16 for routine traffic until the emergency is over.

Recognised Distress Signals



ANNEX E

ACCESSING PERSONAL DETAILS OF MEMBERS

Medical Conditions and Next of Kin

In the event of an incident in which members may be injured it may be necessary to access the member's medical details or contact their next of kin.

These details are held on MOJO.

MOJO can be accessed using a Smart Phone that can get a reasonable signal. A number of networks do provide a suitable signal in the vicinity of the pontoon although signals are less good near the clubhouse.

Access <https://membermojo.co.uk/dart-sailability/membership>

Officers who have access to mojo can use their Sailability email and password.

Otherwise click on Sign In without password

Provide your email address

You will then receive an email giving you access to the membership list

Scroll across to Emergency Contact and Medical columns

ANNEX F

Emergency Location Data

GPS References and Postcodes for informing the Coastguard (VHF Ch 16) and Emergency Services (tel 999)

Produced by Dart Sailability using DHNA data and marin chart 2253 & Navonics – January 2016

Ref on Chart	Location	GPS posn	Post code. ///what3words	Access
A	Kingswear Passenger ferry	50' 20.92N 003' 34.42W	TQ6 0AA ///highbrow.heat.stress	Road Access – The Square B3205 pontoon
B	Kingswear Darthaven Visitor Pontoon	50' 20.955N 003' 34.3885W	TQ6 0SG ///yesterday.fruits.snored	Road Access to marina entrance pontoon Possible availability of disabled hoist c/o DHNA
C	Dartmouth Yacht Club Pontoon	50' 20.869N 003' 34.43W	TQ6 9BB ///increases.should.hurtles	Road Access – Steps to pontoon and adjacent HW slipway
D	Dartmouth Harbour Steps	50' 20.98N 003' 34.63W	TQ6 9AL ///crass.stump.intersect	Road Access - South Embankment step access
E	Dartmouth Town Jetty Pontoon	50' 21.068N 003' 34.613W	TQ6 9BH ///divisions.those.squeaking	Road Access - Pontoon
F	Dartmouth LWL small boats pontoon	50' 21.10.66N 003' 34.62W	TQ6 9PQ ///shining.pioneered.curable	Road Access – B3205 Emabankment Road. Steps pontoon
G	Dartmouth Higher Ferry Slipway	50' 21.39N 003' 34.60W	TQ6 9PQ (West) ///lied.passwords.sprawls	Road Access – Restricted LW tidal access
H	Kingswear Higher Ferry Slipway	50' 21.58N 003' 34.39W	On East bank of River. ///recapture.landings.tuck	Road Access – Restricted LW tidal access
I	Kingswear	50' 22.018N	TQ6 0EA	Road Access –

	Noss Marina Pontoon	003' 34.639W	///shoulders.activism.respon onse	Give gate security code at night
J	Dittisham Pontoon	50' 22.958N 003' 35.686W	TQ6 9PQ ///replenish.destroyer.lou sy	Narrow Road Access – narrow ramp to Pontoon
K	Greenway Quay Slipway	50' 22.94N 003' 35.45W	TQ5 0ES ///matrons.soups.bungalo ws	Road Access – steps, small slipway (night gate) Slippery at low tide
L	Galmpton MDL Marina Slipway	50' 23.57N 003' 34.57W	TQ5 0EH ///housework.format.stol en	Road access – Pontoon and Slipway. Disabled hoist on Operating Days (night security gate) Inaccessible at low tide

M	Cornworthy Blackness Marine Slipway	50' 23.341N 003' 36.541W	TQ9 7HQ ///disengage.parting.be st	Narrow Road Access - Pontoon and Slipway Access and security
N	Stoke Gabriel Pontoon	50' 24.06N 003' 37.37W	TQ9 6RD ///merely.ascendant.w orms	Road Access – Pontoon Restricted at ½ tide
P	Tuckenhay Bow Creek Malsters Arms	50' 23.57N 003' 39.85W	TQ9 7EQ ///fondest.essay.taker	Road Access – pub slipway, pontoon Restricted at ½

				tide
Q	Totnes Steamer Quay Rowing Club Public Slipway	50' 25.45N 003' 34.65W	TQ9 5AL ///sporting.chucks.esco rting	Road Access –
R	Totnes Baltic Wharf Boatyard	50' 25.492N 003' 39.856W	TQ9 5EW ///streetcar.starring.en voy	Road Access - Slipway Restricted at LW – gate codes
S	Totnes Steamer Quay public steps	50' 25.66N 003' 40.90W	TQ9 5AL ///dislikes.text.magic	Road Access – public steps. TBA slipway to North has gate

ANNEX G

DEFIBRILLATOR LOCATIONS

Dartside Quay, Galmpton

On Office Wall by Entrance Gate

Land on Pontoon or Slipway

Ferry Boat Inn, Dittisham

On wall of Pub.

Land on Dittisham Pontoon or Beach

Noss on Dart Marina

Dart Haven Marina Ltd

On the Berthing Office wall.

Dartmouth Rowing Club,

Sandquay Road, Dartmouth, TQ6 9PH

Land at Higher Ferry Slip. To the right of pub.

South end of The South Embankment, Dartmouth, in Phone Box opposite Bushell's restaurant.

Land at the DYC Summer Pontoon it's 30 m away on the left

Or land on Lower Ferry Slip

The Boathouse, Mill Hill, Stoke Gabriel, TQ9 6RD

Land on Pontoon or Beach as near head of reek as possible.

Low water pontoon in river provides access along the beach at low tide