

1. Dealing with a major incident during a training activity

Plan updated Feb 2012

CHECKLIST OF KEY ACTIONS:

- The first priority is, of course, the safety of participants and instructors. Those involved should administer appropriate First Aid and use the VHF radio to request emergency help.
- The Lead Instructor or Senior Instructor in charge of the course should then ensure that the appropriate emergency services have been called and that someone is going to the end of the road to meet them. Information is available by the pay phone in the club house, giving appropriate location information and numbers to call.
- The Lead Instructor or Senior Instructor in charge of the course should inform the emergency contacts of any students or instructors involved.
- The Lead Instructor or Senior Instructor in charge of the course should inform the OOD, Principal, Chief Sailing Instructor and Commodore if they are not already aware.
- The Principal or Chief Sailing Instructor should ensure that accounts are taken from competent witnesses and instructors and they are requested to write down their own description of events as soon as possible. Instructors should be requested not to talk to the press, and students and witnesses also discouraged.
- Any immediate contact with the press should be handled by the Commodore, Principal, Chief Sailing Instructor, or OOD, using a concise, factual, written statement produced for them by the SI. The RYA training department (02380 627451) can assist with compiling a statement for the press. If there has been a fatality the police will contact the RTE (recognised training establishment) and inform the next of kin. The name of the casualty must not be publicised until this has been done, even if the press appear to know who it is.
- The Principal or Chief Sailing Instructor should try to keep a record of events including anyone spoken to or anyone they have been contacted by.
- Any relevant equipment e.g. Lifejackets, logbooks etc should be kept.

KEY INFORMATION:

- First Aid kits – in safety boats and a box upstairs in the clubhouse
- Telephone – pay phone on ground floor of club house. Internal phone from race hut to clubhouse. Emergency information kept by phone.
- Keys – full set held by OOD
- Copy of emergency contacts for students & staff kept in cupboard in committee room.

CONTACT DETAILS:

(also available on Racing Programme)

Club personnel	Commodore: Simon Davis	01342 822075
	Vice Commodore: Chris Fyans	01342 810848
	Sailing secretary: David Giles	01342 300969
	Club secretary: Chris Daniels	01273 833168
	Training Principal: Peter Hargreaves	01444 456759
	Chief Powerboat Instructor: Peter Hargreaves	01444 456759
	Chief Sailing Instructor: Pete Clifton	01273 503753
Sussex Police	Emergency	999
	Local contact - PCSO Karen Juniper	0845 6070999
Fire	Emergency	999
	General	0845 1308855
Ambulance	Emergency	999
Hospitals	Princess Royal, Haywards Heath	01444 441881
	Kent and Sussex	01892 526111
	Queen Victoria, East Grinstead	01342 414000
	Pembury	01892 823535
RYA	training department	0845 345 0384
Environment Agency	Emergency (pollution, damage or danger to environment or wildlife)	0800 807060
	General	0845 9333111
Councils	Forest Row Parish	01342 822661
	East Grinstead Town	01342 323636
	Wealden District	01892 653311
	East Sussex County	01273 481000
Landlord	Michael Evans, Weald Water Enterprises	01342 820650 01342 850765
Local Newspapers	East Grinstead Observer	01342 324333
	East Grinstead Courier	01342 323652

2. Dealing with a complaint or difficult situation

The training environment occasionally creates situations where, for whatever reason, we have not met someone's expectations. While we can usually sort things out quickly through discussion, very occasionally even that goes wrong. This section is designed to support and guide Instructors who find themselves in conflict with someone else. They may be a student, a parent or other relative of a student, another club member or a visitor to the club.

- The first thing to remember is that you're not alone. If you're not the Lead or Senior Instructor, then that's the first person to talk to. If you are the Lead or Senior Instructor, you should talk to the Principal, Chief Sailing Instructor or the Commodore as soon as possible and encourage the other person to do the same.
- Make sure you have contact details for the other person or people involved and pass them to the Principal, Chief Sailing Instructor or Commodore
- Write down what you think has happened and what was said as soon as you can.
- If there are any witnesses to what happened or what was said, ask them to write down what they saw or heard.
- The Principal, Chief Sailing Instructor or Commodore will try to de-fuse the situation and work towards a resolution. They will need to be unbiased and open-minded about the situation, especially as they gather the written statements and talk to the people involved. Their focus will be on resolving the situation amicably if possible.
- If an amicable resolution is possible, the Principal, Chief Sailing Instructor or Commodore will try to bring that about.
- If not, their actions will be guided by what they feel is best for the club as a whole and they will generally work together to agree on the right action.