

11

Emergency Response

11. Emergency Response

This emergency response plan outlines the standard procedures for responding to emergencies arising at NSC and other SSF training facilities. While no two emergencies are exactly alike, the key steps in responding to them are similar and having a plan to follow which has been tested and practiced is extremely useful when urgent action is called for.

11.1 Types of Foreseeable Emergencies

Emergencies are incidents that threaten safety, health and welfare of participants, staff and guests; and NSC's property.

An incident may not develop into an emergency if it is resolved without further threat or harm to life and property. This is the aim of all safety supervision in outdoor education - to prevent or intervene early on so that incidents do not develop into emergencies. However, sometimes, emergencies do happen that are not preventable.

Examples of emergencies that could happen at NSC include serious illness or injury, missing sailor, drowning, mass capsizes and collision with powered craft, etc.

11.2 Emergency preparedness

11.2.1 NSC will endeavour to have one powerboat available on standby at the pontoon (or beach) during peak training periods. The standby boat is to be checked daily by Service Centre (SC) staff to ensure operation-readiness. The boat should be recovered daily.

11.2.2 First-aid box, stretchers, spine board, binoculars, AED, etc. (actual checklist to be determined) are to be made available and set aside for easy access at any time.

11.2.3 Coaches/instructors are to carry their first-aid packs with them during training.

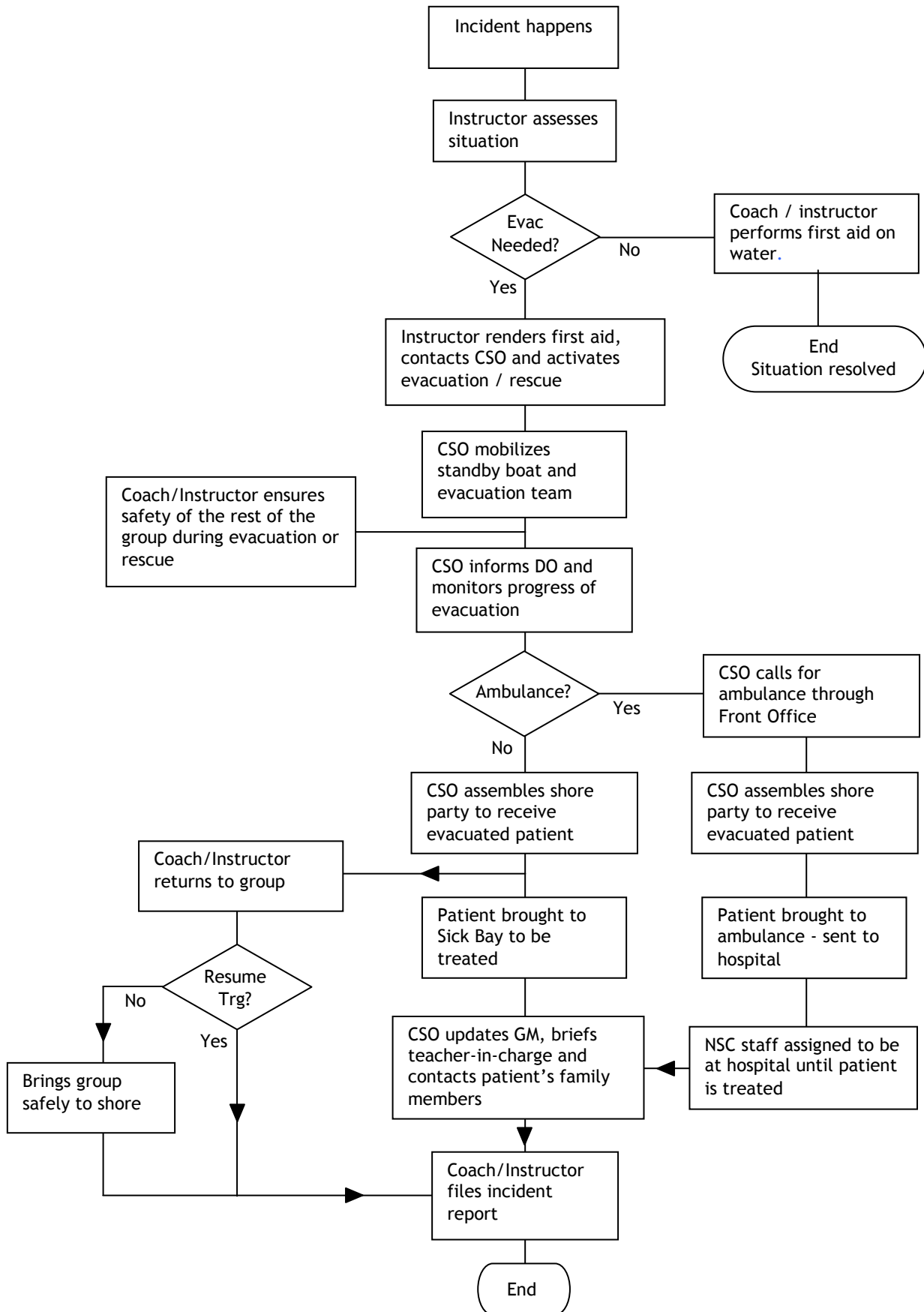
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11.3 Emergency Response Sequence

- 11.3.1 The coach/instructor at the scene will assess the situation to determine if an evacuation back to shore is required. If in doubt about an injury, (especially head injury) err on the safe side.
- 11.3.2 In the event of life threatening injuries, the coach will contact any other coach nearby for assistance to cover the safety of the other sailors before escorting the sailors back to shore.
- 11.3.3 The coach/instructor will render First -aid or Basic Life Support if the situation is life-threatening.
- 11.3.4 If an evacuation or rescue from sea off NSC is needed, the coach/instructor will contact NSC Operations via VHF Channels 03a or 77, providing necessary details:
1. State your position
 2. Number of casualties
 3. Type of injuries
 4. Condition of the casualties
 5. Type of assistance required (additional resources, etc.)
- Note: do not switch to another channel before receiving a response.
- 11.3.5 Once activated, the CSO and his/her assistant will take charge and coordinate the rescue/evacuation operation.
- 11.3.6 The CSO will mobilize the SC to send out the standby rescue boat to assist, together with another qualified person and necessary rescue or First Aid equipment.
- 11.3.7 The CSO will keep the Duty Officer informed that an evacuation/rescue has been activated and monitor its progress via radio.
- 11.3.8 If required, the CSO may mobilize additional resources in the form of boats or personnel, including the Police Coast Guard, or deploy boats already in the water to assist. In such an event, ongoing training will be temporarily suspended until the situation is resolved. Coaches not involved in the rescue will help to cover the safety of sailors in the water.

- 11.3.9 The CSO will activate the ambulance through the Front Office, providing the location and brief information about the situation. A list of important contact numbers is at Annex 11a.
- 11.3.10 The CSO will assemble a shore party to meet the rescue boat at the beach or pontoon with a stretcher or ambulance personnel. The shore party will either bring the patient to the Sick Bay, where he/she will be attended to by a qualified first-aider; or to the waiting ambulance where the patient will be handed over to the paramedics.
- 11.3.11 The coach/instructor, if involved in the evacuation, should return to his/her sailors to resume the training or bring them safely back to shore. The decision to resume or abandon the activity will be made by the CSO in consultation with the Duty Officer.
- 11.3.12 An SSF staff should be assigned to go to the hospital to monitor the condition of the patient and liaise with the patient's parents/relatives.
- 11.3.13 After the patient has been evacuated, CSO will keep the GM updated and brief the teacher-in-charge and the patient's parents. Alternatively, the teacher-in-charge may inform the parents but care should be taken that the message sent be factual and accurate.

11.4 Communications & Decision-Making Flowchart



11.5 Incident Management - Roles & Responsibilities

- 11.5.1 Unless otherwise assigned, the CSO will assume the role of incident manager in the event of incidents or emergencies.

Chief Safety Officer (CSO)

- 11.5.2 During any incident or emergency, the CSO will coordinate all evacuation/rescue efforts.
- 11.5.3 He/she will act as the focal point for all communications necessary to mobilize personnel and resources to effect rescue and bring the situation back to normal.
- 11.5.4 The CSO will also be the main contact point for information and updates for SSF management.
- 11.5.5 The CSO will also inspect the sick bay, check that proper first aid treatment is applied and monitor the progress/condition of the injured sailor at the sickbay.

Evacuation / Rescue Team

- 11.5.7 The rescue team must bring along and have ready access to the necessary rescue equipment.
- 11.5.8 Each rescue boat should endeavour to have 2 staff members - one pilot and an assistant.
- 11.5.9 In the event of a mass capsized, or SAR operation, more than one boat may be mobilized. In such a case, if an experienced staff member is on the water, they may take charge of the rescue / search operation in coordination with the CSO on land.

Service Centre (SC)

- 11.5.10 SC will endeavour to standby one available powerboat at the pontoon/beach during any peak training day and have safety/rescue equipment readily available.

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- 11.5.11 SC will maintain a listening watch on the VHF during training days.
- 11.5.12 Upon receiving information from the CSO for the need of the standby boat for rescue/evacuation, SC will also prepare for any other necessary rescue equipment for the evacuation of the sailor to the sickbay.
- 11.5.13 SC will standby personnel on the pontoon/beach for taking over the evacuated sailor and transfer him/her to the waiting ambulance or the sick bay for first-aid treatment.

11.6 Training Activity During and After Rescue

- 11.6.1 During the evacuation / rescue operation, the CSO, in consultation with the Duty Officer, may suspend all training activity in order to focus on the incident or to divert rescue boats to the scene.
- 11.6.2 After the evacuation / rescue, decision will be made to resume or abandon the activity for the affected squad/group, depending on the severity of the incident and the condition of the sailors.
- 11.6.3 Provision may need to be made to debrief and counsel sailors who are traumatized by the incident.

11.7 First Aid Support

- 11.7.1 The Sick Bay is to be fully operational at all times, under and monitored first-aid trained staff.
- 11.7.2 All first-aid performed is to be in accordance with the accepted first-aid protocols that staff had been trained in.

11.8 Rescue and Towing

- 11.8.1 During rescue of sailors in the water, care is to be taken on the approach, keeping the sailor in sight at all times.

- 11.8.2 In the event of a multiple capsize, the rescue team will give priority to the recovery of sailors in the water and making a headcount. Only after the sailors are secured, will the boats be recovered.

11.9 Search & Rescue

- 11.9.1 Prior to setting off, all coaches must know and verify the number of sailors/boats that they have under their charge.
- 11.9.2 For novice and learn-to-sail programmes, coaches are to brief their sailors on the boundaries of the training area.
- 11.9.3 While out on the water, coaches are to make regular counts of sailors/dinghies and to ensure that they stay within the designated training area.
- 11.9.4 Upon discovery that a sailor is missing, the coach is to do a quick search and verify with the other squads out on the water.
- 11.9.5 Once confirmed missing, the coach will inform the CSO, who will check the centre and beach area for the missing sailor.
- 11.9.6 If safe to do so, a search operation involving additional boats and staff will be mounted after failing to locate the missing sailor
- 11.9.7 Depending on the extent of the search, the CSO may need to inform and coordinate with the Police Coast Guard and Republic of Singapore Navy to request for their assistance in the search operation.
- 11.9.8 If safe to do so, boat(s) will be assigned to search zones of the Training Area, conducting systematic sweeps. Boat(s) may also be assigned to sweep the outer perimeter of the Training Area (see segmented map of Training Area at the Safety Information Board.)
- 11.9.9 The search team is to carry VHF radios.
- 11.9.10 The search will be called off when the missing sailor is found or when it is no longer possible to continue the search. The decision to call off

the search would be made by the police.

11.10 Evacuation Points at NSC

- 11.10.1 The NSC beach and pontoon will be the main casualty evacuation point for injured sailors
- 11.10.2 Alternative evacuation points may be used if they are nearer or when the NSC beach and pontoon are inaccessible (due to low tide, etc.).
- 11.10.3 All coaches/instructors and support staff are to familiarize themselves with the NSC's operational area (sea chart at Safety Information Board).

11.11 Incident Report & Event Logging

- 11.11.1 During the incident, an event log will be kept by the CSO to record the events and timings starting from the time the incident happened to the time it is resolved (e.g. when the patient is treated in the Sick Bay or sent to hospital). A sample form for the log is at Annex 11b
- 11.11.2 After the incident, an Incident Report is to be filed by the coach/instructor involved in the incident (see sample at Annex 11c).
- 11.11.3 An investigation may be directed by SSF management to determine the cause of the accident during which time relevant persons and eyewitnesses may be interviewed and statements taken.

11.12 Emergency Response Scenario Training

- 11.12.1 A twice annual emergency response scenario will be conducted to test the emergency response plan and train all staff involved.
- 11.12.2 All SSF staff are to be familiar with the NSC's emergency procedures and the roles they play in the event of an emergency.

Emergency Contact Details

Bodies	VHF Channel	Telephone
Police Coast Guard	07	6377 5539 / 6377 5540
Marine Port Authority	07	6325 2488 / 6325 2489
National Sailing Centre	03a / 77	6444 4555
Police	-	999
Ambulance	-	995

Emergency Radio Protocol

While using the VHF radio, certain protocols and etiquette should be observed, as the VHF frequencies are also used by both commercial and non-commercial vessels for many different purposes.

Basic protocol and etiquette

- Every channel on VHF radio has a specific purpose, use only the frequency assigned to the centre / club or for a specific purpose.
- Channel 16 is the international channel for hailing and distress messaging. It is monitored all the time by vessels while underway to assist in emergencies or to hear alerts for weather and hazards or restrictions to navigation.
- DO NOT use channel 16 for casual conversation or performing a radio check, you could be preventing another vessel from getting help in an emergency.
- For NSC operations, use channel 03a or 77 to conduct radio checks and maintain a listening watch for weather alerts, recall instructions or calls for assistance on the water.
- Do not use the radio for casual messages, objectionable language or transmission of music, the airwaves are always monitored.

Radio protocol in the event of emergency

There are certain radio protocols to follow in the event of emergency. The manner in which the distress message is phrased depends on the seriousness of the situation.

The sequence of radio distress calls is as follows:

Least threatening:

“Securite, securite, securite...” (you are towing someone and have restricted maneuverability and you want all others to avoid you or to let you know if there's a potential issue)

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Moderately threatening:

“Pan pan, pan pan, pan pan...” (you have grounded and believe you may be taking on water slowly or are a hazard to navigation)

Immediate danger and distress:

“Mayday, mayday, mayday...” (your ship is going down, you've lost someone overboard, your vessel is being smashed on rocks, etc)

The **Mayday** call is only for situations in which life or property is in immediate danger. It is not for calling for help if you've run out of fuel, unless you are in imminent danger (e.g. in a channel without an anchor and without alternative propulsion or about to go up on rocks). **When you call mayday, you are setting the search and rescue operations into immediate action.**

The following is a sample mayday distress call if you are in an emergency and need to call the Coast Guard or a passing vessel on Channel 16.

SAMPLE DISTRESS CALL on VHF Channel 16

MAYDAY, MAYDAY, MAYDAY, this is the sailing vessel (name of vessel) _____,
_____ (give station ID if available then spell out in phonetic alphabet)
_____ Over.

Wait for response. Repeat. If no response, check that channel is on 16 and power is on high and continue broadcast with full information as shown below. Continue to broadcast until you leave the ship. Activate DSC signal on VHF radios equipped with this new feature.

MAYDAY, MAYDAY, MAYDAY, this is the sailing vessel _____,
_____ (station ID). We are a _____ (color) hulled _____ (sloop, ketch, cutter, etc) at position _____, _____ with _____ persons onboard. (State nature of distress, e.g., we have struck an object and are taking on water and preparing to abandon ship to a _____ life raft. We are activating the EPIRB [emergency radio beacon], DSC). Repeat, our position is _____, _____ we have _____ persons onboard. Request immediate assistance. MAYDAY, MAYDAY, MAYDAY. Over.

NOTE:

You should use the “*Mayday*” distress only in an emergency. “*Securite*” calls and “*Pan Pan*” calls are best left to the Coast Guard. Hail the coast guard with your concerns and let them make the call. Exceptions are if you want other vessels to call you back directly.

National Sailing Centre
Incident Report Form

Incident No.			Instructor / Coach			Date Reported		
Subject Name			Age			Gender / Profile		
						<input type="checkbox"/> Male / <input type="checkbox"/> Female (✓) <input type="checkbox"/> Student / <input type="checkbox"/> Staff (✓)		
Course No.		Course Date		Weather conditions				
Type of Incident (✓)				Outcome of Incident (✓)				Date/Time of Incident
<input type="checkbox"/> Injury <input type="checkbox"/> Illness <input type="checkbox"/> Behavioural (asked to leave course) <input type="checkbox"/> Motivational (did not complete course) <input type="checkbox"/> Near Miss (serious injury narrowly avoided) <input type="checkbox"/> Other (boat capsize, loss / damage etc.)				<input type="checkbox"/> Was subject evacuated? <input type="checkbox"/> Was outside assistance used? <input type="checkbox"/> Did the subject go to a medical facility? <input type="checkbox"/> Was the subject hospitalized? <input type="checkbox"/> Did the subject return to the course? <input type="checkbox"/> Did the subject leave the course?				Location of Incident
Nature of Injury / Illness / Loss*			Location of Injury*		Activity at the Time of Incident*			
Assessment of Primary Cause of Incident*					Treatment Provided / Action Taken*			
COMMENTARY: * (Include any observations or suggestions regarding how the incident was managed, or how the incident may have been avoided.)								
Reported By				Signature			Date	
COMMENTS BY SAFETY MANAGER / SENIOR MANAGEMENT:*								
Name				Signature			Date	

*Use space on reverse page for additional narrative if necessary.

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Incident Report Form (Pg 2)

Incident No.	Subject	Date Reported
Detailed Narrative of Incident (as required) Attach additional sheet(s) if insufficient space.		
Detailed Narrative of Incident (as required)		