



Wokingham Canoe Club

Major Incident Plan / Emergency Action Plan

1. Document Details

- Organisation: Wokingham Canoe Club
 - Location covered: Wokingham Waterside Centre, Dreadnought Reach, River Thames
 - Version: v1.0
 - Date issued: [02/06/2026]
 - Review date: [02/06/2027]
 - Approved by: Stephen Dunlop
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2. Purpose and Scope

This plan sets out how Wokingham Canoe Club will respond to a **major incident**, to:

- Preserve life and safety
- Support a prompt and effective emergency services response
- Provide clear roles and communication
- Enable follow-up, reporting and learning

It applies to:

- Participants / paddlers
 - Officials, leaders, volunteers
 - Spectators and visitors under club/event control
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3. What is a “Major Incident”?

For this plan, a “**major incident**” includes (but is not limited to):

- Death or serious injury likely to require hospitalisation
- Life-threatening medical emergency (e.g. cardiac event, severe asthma, anaphylaxis, near-drowning)
- Missing / overdue paddler(s) where there is genuine concern
- Serious entrapment or multiple capsizes with potential for drowning
- Significant damage to buildings, infrastructure or safety-critical equipment
- Any situation attracting actual or likely media interest

If in doubt, treat it as a major incident and follow this plan.

4. Key Roles

Incident Coordinator (IC)

- Usually the senior club official, Event Safety Officer or leader on scene
- Coordinates the response, does "*not*" perform hands-on rescue/first aid

Lead First Aider

- Most appropriately qualified person available
- Leads casualty care and delegates tasks as needed

Emergency Services Liaison

- Person who calls 999 and then stays in contact
- Meets and guides emergency services to the scene

Group / Crowd Manager

- Moves others to a safe area
- Accounts for all participants and volunteers
- Keeps bystanders and media back from the scene

Record who has taken each role during the incident.

5. Immediate Actions – On Discovering a Major Incident

1. **STOP the activity**
 - Halt races/sessions/trips as required.
 - Use agreed signals/PA system if at an event.
 2. **Ensure your own safety first**
 - Do not create additional casualties.
 3. **CALM – simple decision framework**
 - **Consider:** What has happened? Any immediate dangers?
 - **Assess:** Who is at risk? How serious?
 - **Limit:** Move people away from danger; secure the area.
 - **Manage:** Start first aid, call 999, allocate roles.
 4. **Rescue and first aid**
 - Recover casualties from the water or immediate danger if safe to do so.
 - Begin first aid/CPR in line with your training.
 5. **Nominate the Incident Coordinator**
 - They step back from hands-on work and coordinate.
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6. Contacting the Emergency Services (999)

The **Emergency Services Liaison** calls **999** immediately for a major incident.

Ask for the appropriate service (or services):

- **Ambulance** (plus **Fire & Rescue** if needed on rivers/inland waters)
- **Coastguard** for incidents at sea or on tidal/coastal waters
- **Police** where missing persons, crime or major public order is involved

Use the **ETHANE** format when giving information:

- **E – Exact location**
 - [Venue name, waterway, nearest bridge/landmark, bank side]
 - Postcode and/or grid reference / what3words if available
- **T – Type of incident**
 - e.g. “kayaker pulled from water, unconscious, CPR in progress”
- **H – Hazards**
 - Fast water, weir, cold, traffic, powerlines, fuel, crowds, etc.
- **A – Access**
 - Best access point for vehicles, gates, lock codes, obstacles, which bank
- **N – Number of casualties**
 - And brief description of ages/severity
- **E – Emergency services required**
 - Confirm which services are on their way

Remain by the phone unless directed otherwise and keep the line open if requested.

7. Managing the Scene

The **Incident Coordinator** oversees the following:

7.1 Safety and Area Control

- Establish a safe perimeter around the incident.
- Only essential personnel within the inner area.
- Move spectators and non-essential volunteers away.
- Stop any further launches or starts.

7.2 Accounting for People

- Confirm the **number of paddlers/participants** expected and present.
- Use:
 - Entry lists / sign-in sheets
 - Head counts by team/coach
- Identify anyone who is missing or unaccounted for.

7.3 Casualty Care

- The **Lead First Aider** manages all hands-on medical care.
- Keep casualties:
 - Warm (blankets, spare clothing, group shelter)
 - Protected from weather and public gaze as far as is practical.

7.4 Information Logging

- Start a simple **log sheet** noting:
 - Date and time of incident

- Who raised the alarm
 - Main actions taken and by whom
 - Time 999 called and by whom
 - Time emergency services arrived
 - Names of casualties (if known)
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8. Media and Communication

- **No one** discusses causes or blame at the scene.
- Designated spokesperson: [Role/Name, e.g. Club Chair or Event Director].
- Spokesperson should:
 - Stick to factual, confirmed information only.
 - Not speculate about causes or responsibility.
 - Confirm that the matter is being handled with the appropriate authorities.

Social media posts should be coordinated through Wokingham Canoe Club Committee.

9. Safeguarding Considerations

If the major incident includes, or reveals, any **safeguarding concern** (for example, abuse, neglect, or behaviour of a coach/official):

- Follow the club's safeguarding procedure.
 - Inform the Club Welfare/Safeguarding Officer as soon as practicable (Paul Griffin).
 - Report concerns via Paddle UK's safeguarding portal:
<https://paddleuk.org.uk/report-a-safeguarding-concern/>
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10. After the Emergency Services Leave

The **Incident Coordinator** should:

1. Ensure all participants, staff and volunteers are safely accounted for.
 2. Offer immediate support (quiet space, contact family, etc.).
 3. Preserve any relevant equipment or area if advised (for possible investigation).
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11. Notifications and Reporting

As soon as reasonably possible after the incident:

- Inform:
 - Club Chair / Committee
 - Event Organising Committee (if applicable)
 - Club Safety Officer
 - Complete:
 - Club internal incident/accident form
 - Paddle UK online incident report (for activities under Paddle UK liability insurance) via the Paddle UK website
 - If there is **potential for an insurance claim** (injury, property damage etc.), ensure details are passed to the appropriate Paddle UK insurance contacts (via Paddle UK guidance).
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12. Review and Learning

Within an agreed timescale (e.g. within 2–4 weeks):

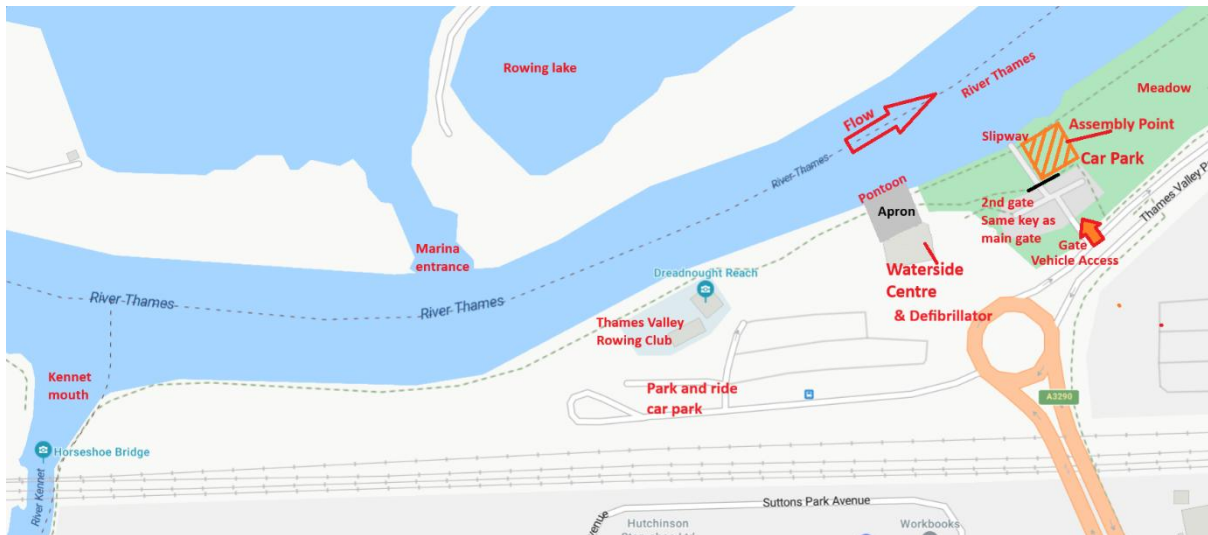
- Hold a **post-incident review** involving key people.
 - Consider:
 - What worked well?
 - What could be improved?
 - Any changes required to:
 - Risk assessments
 - Safety plans
 - Operating procedures
 - Training or briefing for leaders/volunteers
 - Record agreed actions, owners and timescales.
 - Update this plan and re-circulate as needed.
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13. Appendices

Appendix A: Site / venue / waterway map with:

- Key landmarks
- Emergency access points
- Assembly points

Map 1: Showing the immediate vicinity of the Club, the access road and the river Thames



What 3 Word for the waterside Centre: `///card.ref.seats`

OS Grid Reference for the waterside Centre: SU736739

Gate code: 48327

Height Barrier code: 2827

Foot stool to access height barrier code: 2827

Assembly Point: On the field just beyond the public access slipway in front of the car park and the Waterside centre storage cage.

Map 2: Showing the wider local area of the club from Caversham Lock to Sonning Lock



Appendix B: Contact list

- Key club/event roles and mobile numbers
- Venue contacts (where relevant)
- Navigation authority / landowner numbers for information

Club Chair : Stephen Dunlop	07812 769351
Club Membership officer: Jon Warner: (has access to next of Kin details)	07971 847 428
Club Secretary: Matt Warner: (has access to next of Kin details)	07747 62 88 54
Club Safety Officer: Tom Dixon	07765 222 316
Waterside Centre office:	01189 268 280
Cloud9 Pursuits (who manage the waterside Centre) James Gay: TBC Kathryn Hall: TBC	
Thames Valley Park Security Office: (For gaining access to the fields beside the river)	01189 269851
Paddle UK: (For advice, support with the media etc)	0300 0119 500
Environment Agency: 24 hr Contact Centre. (For incidents involving the river/navigation)	0800 80 70 60

Appendix C: Club First Aiders

Wokingham Canoe Club QUALIFIED FIRST AIDERS:

- 1. Tom Dixon**
- 2. Jon Warner**
- 3. Amie Warner**
- 4. Chris Kent**
- 5. Steve Dunlop**
- 6. Dave Kieley**
- 7. David Palfrey**
- 8. David Sackman**
- 9. Matt Warner**
- 10. Raph Slade**
- 11. Richard Waring**
- 12. Paul Griffin**
- 13. Sarah Burgess**
- 14. Jason Davies**
- 15. Kevin White**

Waterside centre staff are also qualified first aiders

Date: June 2026

Wokingham Canoe Club

EMERGENCY ACTION PLAN

DEALING WITH AN INCIDENT

RAISE THE ALARM

Let everyone else know about the incident

STABALISE THE SITUATION

- Don't put yourself in danger
- Put your group in a safe place and maintain control
- Give clear verbal instructions to the casualty and group

PERFORM RESCUE/FIRST AID

- Identify a first aider –
- Club First Aiders: See Separate list of club First Aiders

CALL FOR HELP

- Mobile phone with land-based helper
- “ We are at: Wokingham Waterside Centre,
Thames Valley Park Drive, Reading RG6 1PQ
What 3 Words: ///card.reef.seats

- Exact Location
- Type Of Incident
- Hazards
- Access
- Number of Casualties
- Emergency Services Required

HELP ARRIVES

- Post Volunteer on the car park gate to let in the emergency services
- Maintain control and safety of rest of group
- Check casualties medical consent form

REPORT INCIDENT

- See operation procedures for reporting incidents
- Inform Club Safety Officer