

Everyone's Adventure - Emergency Action Plan

This document outlines the actions which will be taken in the event of an emergency. Everyone's Adventure emergency action plan is a living document and will be reviewed and updated when necessary.

This document has been produced by industry experts in conjunction with national governing bodies standards.

General Mobile service, Moors Valley, and Watersports Activities.

When providing a mobile activity service at an organisation's location (for example, schools, youth centres or office buildings), Everyone's Adventure staff will follow and support with the organisation's emergency action plan. Staff are still expected to document all incidents and accidents using the online reporting forms located on the staff portal of Everyone's Adventures website.

To support the organisation in the event of an incident or accident, instructors will discuss the following with the group leader on arrival:

1. Where the fire assembly point is.
2. Where the emergency access point is. (Where emergency services will arrive to)
3. Check we have all medical and behaviour details for the group.

This document outlines the following:

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In the event of a fire:

Mobile event -

1. If providing a mobile service such as a school, office building or youth centre, Everyone's Adventure staff will support the group leader to move participants to their designated fire assembly point. (We will follow their site specific EAP)

Laser Tag Moors Valley

2. Moors Valley – radio the forestry commission and confirm an assembly point.

The instructors will:

3. Stop the session.
4. Regroup the participants to the briefing area/ safe area.
5. Complete a head count.
6. De-kit all participants (if appropriate) and lock all equipment away.
7. Collect the sign in forms if applicable.
8. Keeping the group calm, proceed to the assembly point.
9. Once the group is at a safe location, the instructor will call the emergency services if required.
10. Participants over the age of 18 may leave if/when they like but the instructor must be informed.
11. Participants under the age of 18 must leave with a responsible adult.
12. Participants parents/ guardians will be contacted using the information on the sign in sheet.
13. Call Daniel Pritchard if support is required.
14. The session may continue only after being given all clear by an official.

Everyone's Watersports

Guided session - The instructors will:

1. Stop the session.
2. Regroup the participants to the briefing area/ safe area.
3. Complete a head count.
4. Land at our slipway if safe to do so, or land at one of the other public slipways.
5. Guide group to our fire assembly point (Front gate by Tuckton bridge).

6. De-kit all participants (if appropriate).
7. Once the group is at a safe location, the instructor will call the emergency services if required.
8. Participants over the age of 18 may leave if/when they like but the instructor must be informed.
9. Participants under the age of 18 must leave with a responsible adult.
10. Participants parents/ guardians will be contacted using the information on the sign in sheet.
11. Call Daniel Pritchard to inform.
12. The session may continue only after being given all clear by an official.

Hire - The instructors will:

1. Gather any participant on site to our fire assembly point (Front gate by Tuckton bridge).
2. Contact participants which are on the water using the contact number found on their hire forms.
3. Direct participants to a safe landing point, like our slipway or other public slipways.
4. Regroup the participants at our fire assembly point.
5. Complete a head count.
6. De-kit all participants (if appropriate).
7. Once the group is at a safe location, the instructor will call the emergency services if required.
8. Participants over the age of 18 may leave if/when they like but the instructor must be informed.
9. Participants under the age of 18 must leave with a responsible adult.
10. Participants parents/ guardians will be contacted using the information on the sign in sheet.
11. Call Daniel Pritchard to inform.
12. The session may continue only after being given all clear by an official.

Medical emergency:

Medical emergency - Mobile event

1. All staff are first aid trained and have access to a first aid kit.
2. The instructor will assess the situation and make calls in line with their first aid training.
3. If required, the instructor will stop the session and gather all participants at the briefing area.
 - First aid will then be given, at this point a judgement will be made whether the emergency services are needed.

If emergency services are **NOT** required:

- Complete an incident/ accident form to capture all details.
- Inform the emergency contact on the participants booking form of what has happened or ensure the group leader/ teacher has.
- Inform Daniel Pritchard (Health and Safety Lead)
- The session can then continue if appropriate.
- Follow up call made the next day.

If emergency services **ARE** required:

- Call emergency services, ask a teacher to meet and direct an ambulance to our location.
- Support casualty in line with first aid training or in line with the advice given by the emergency services.
- Call emergency contact and inform them of what has happened or ensure the group leader/ teacher has.
- Support emergency service staff.
- Complete an incident/ accident form to capture all details.
- Inform Daniel Pritchard (Health and Safety Lead)
- Daniel Pritchard to complete RIDDOR form
- The session can then continue if appropriate.
- Follow up call made the next day.

Medical emergency – Laser Tag Moors Valley

4. All staff are first aid trained and have access to a first aid kit.
5. The instructor will assess the situation and make calls in line with their first aid training.
6. If required, the instructor will stop the session and gather all participants at the briefing area.
 - First aid will then be given, at this point a judgement will be made whether the emergency services are needed.

If emergency services are **NOT** required:

- Complete an incident/ accident form to capture all details.
- Inform the emergency contact on the participants booking form of what has happened or ensure the group leader/ teacher has.
- Inform Daniel Pritchard (Health and Safety Lead)
- The session can then continue if appropriate.
- Follow up call made the next day.

If emergency services **ARE** required:

- Radio Forestry England and ask them to call emergency services, meet and direct an ambulance to our location.
- Support casualty in line with first aid training or in line with the advice given by the emergency services.
- Call emergency contact and inform them of what has happened or ensure the group leader/ teacher has.
- Support emergency service staff.
- Complete an incident/ accident form to capture all details.
- Inform Daniel Pritchard (Health and Safety Lead)
- Daniel Pritchard to complete RIDDOR form
- The session can then continue if appropriate.
- Follow up call made the next day.

Medical emergency – Water Sports

1. All staff are first aid trained and have access to a first aid kit.
2. The instructor will assess the situation and make calls in line with their first aid training.
3. If required, the instructor will stop the session and gather all participants at safe gathering or landing point.
 - First aid will then be given, at this point a judgement will be made whether the emergency services are needed.

If emergency services are **NOT** required:

- If possible, move the casualty into the instructors' boat for close observation.
- Complete an incident/ accident form to capture all details.
- Inform the emergency contact on the participants booking form of what has happened or ensure the group leader/ teacher has.
- Inform Daniel Pritchard (Health and Safety Lead)
- The session can then continue if appropriate.
- Follow up call made the next day.

If emergency services **ARE** required:

- Call emergency services and agree on a suitable location for them to access the casualty.

- Stay on the phone to the emergency services if directed to.
- If needed float the group to the agreed landing point.
- Send 2 or more participants to meet and direct an ambulance to our location.
- Support casualty in line with first aid training or in line with the advice given by the emergency services.
- Call emergency contact and inform them of what has happened or ensure the group leader/ teacher has.
- Support emergency service staff.
- Complete an incident/ accident form to capture all details.
- Inform Daniel Pritchard (Health and Safety Lead)
- Daniel Pritchard to complete RIDDOR form
- The session can then continue if appropriate.
- Follow up call made the next day.

Near Miss:

If an incident has taken place but first aid was not required, the following process should be followed.

1. Complete an incident/ accident form to capture all details.
2. Keep a close eye on the involved participant(s), if an injury emerges follow the appropriate medical emergency policy listed above.
3. Complete a second incident/ accident form with the updated details.
4. Inform Daniel Pritchard (Health and Safety Lead)
5. Daniel Pritchard – To amend activity specific risk assessment if required.

Lost participant:

Lost participant – Hire Watersport activity.

1. Groups with participants under the age of 16 must have a responsible adult with them throughout the duration of the session.
2. The group will be informed of the activity boundaries as part of their safety and introduction brief.
3. Participants must read and follow the statements included in the conditions of hire agreement. Which states the participants will follow the instructions given and remain within the set boundaries.
4. If a participant is more than 15 minutes late back from their agreed return time the following will happen:
 - Call the missing individual's phone number found on the participant consent form.
 - (if they do not answer) Walk to a good viewpoint of the river and look for the missing group.
 - The missing individual will be called on the phone for a second time.
 - (if they do not answer) Call Daniel Pritchard to inform him of events, timings, and last known position of the person.

If they answer:

- Explain we are looking for them and ask for their current location.
- Ask them to paddle back to the slipway.

If they have not returned after 30 minutes after their hire has ended and there has been no contact:

- Phone them a third time.
- Updated Daniel Pritchard at you are going to search for the missing hire.
- Lock up the front gate and reception hut.
- Using the support craft left by the slipway, launch onto the river and start paddling upstream.
- If you have not located the missing hire by the time, you have reached Iford foot bridge contact Daniel Pritchard.
- Daniel Pritchard will then contact and alert the police, and the emergency contact on the hire form.

Lost participant – Guided Watersport activity.

1. Groups with participants under the age of 16 must have a responsible adult with them throughout the duration of the session.
2. The group will be informed of the activity boundaries as part of their safety and introduction brief.

3. Instructor led session – Participants must read and follow the statements included in our participant agreement. Which states the participants will follow the instruction given and remain within the set boundaries.

4. Once the person has been discovered as lost the instructor will:

- Pause the activity, gather the rest of the group a safe landing area.
- Identify the missing person.
- Call the missing person / person's name/s.
- Call the missing individuals phone number found on the participant consent form.
- (if they do not answer) Call Daniel Pritchard to inform him of events, timings, and last known position of the person.
- The missing individual will be called on the phone for a second time.

If they answer:

- Explain we are looking for them and ask for their current location.
- Ask them to paddle back to meet the group or stay where they are and lead the group to meet them.

If they do not answer:

- If appropriate ask the group to launch and look the missing person / persons as a group.
 - If not appropriate ask the group to exit their crafts and pull the out of the water. The group will remain there until you return.
- Leave voicemail will be left asking them to confirm they are safe, the emergency contact on their sign in form will be called and informed. Daniel Pritchard will be updated.
- If the person / persons have not been in contact, or been located, the Police will then be alerted, and Daniel Pritchard will be Updated.

Lost participant – Land based activities.

1. Groups with participants under the age of 16 must have a responsible adult with them throughout the duration of the session.
2. The group will be informed of the activity boundaries as part of their safety and introduction brief.
3. Once the person has been discovered as lost the instructor will:
 - Pause the activity, gather the rest of the group at the briefing area and ask them to remain there.

- Identify the missing person.
- Walk the activity area calling the person's name.
- Call the missing individual's phone number found on the participant consent form.
- (if they do not answer) Call Daniel Pritchard to inform him of events, timings, and last known position of the person.
- The missing individual will be called on the phone for a second time.

If they answer:

- Explain we are looking for them and ask for their current location.
- If the participant is over the age of 18 ask them if they are planning to return to the session. (They must return all equipment.)
- If the participant is under the age of 18 ask them to please return to the briefing/meeting area. (The individual's parents will be informed after the session.)

If they do not answer:

- If the participant is over the age of 18 a voicemail will be left asking them to confirm they are safe, the emergency contact will be called and informed, Daniel Pritchard will be updated, the session will then continue and follow up call will be made the next day.
- If the participant is under the age of 18 a call will be made to the person who signed them in, the Police will then be alerted, and Daniel Pritchard will be updated.

Bomb Threat

By phone:

1. If an Everyone's Adventure member of staff receives a bomb threat over the phone stay calm and collected.
2. Pass the phone to Daniel Pritchard or manager.
3. Follow all instructions on the GOV.uk bomb threat form. (which can be found on the staff portal on our website.)
4. Inform Daniel Pritchard.

In person:

1. If a suspicious item is found and is identified as a potential threat, the instructor will stop the activity and move all participants to a safe distance.
2. Contact the police and follow their instructions.
3. Inform Daniel Pritchard and ask for the group's emergency contact numbers from the online booking form.
4. Participants over the age of 18 can leave if/when they like, once the instructor has been informed.
5. Participants under the age of 18 must be picked up by an adult.
6. Make a record of the events.
7. Meet, direct and support police.
8. Update Daniel Pritchard.
9. The session can continue if given all clear by an official.

Theft and Robbery

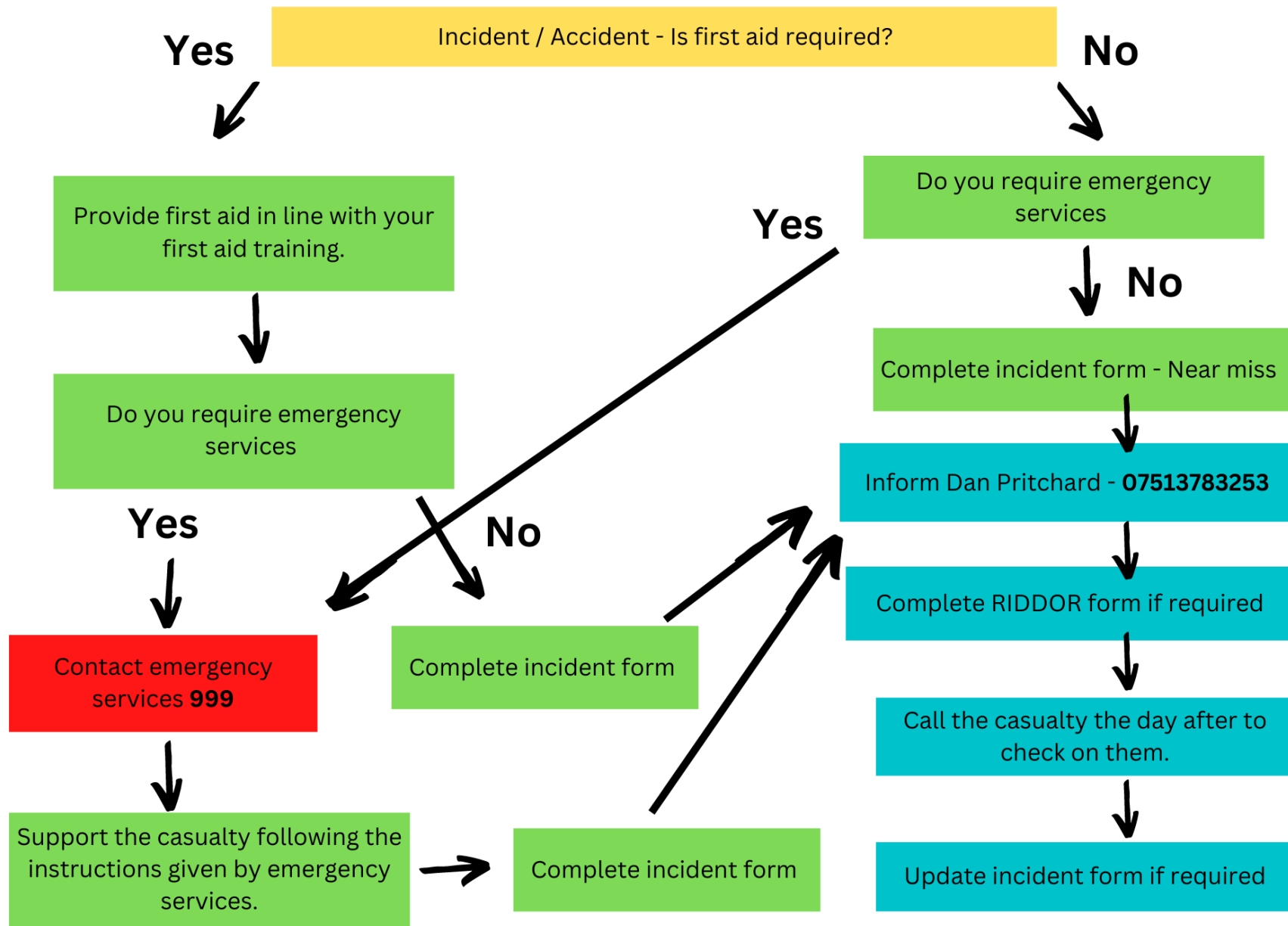
Equipment being stolen:

1. Contact Daniel Pritchard, unless the theft is in progress then call 999.
2. Call the police on 111.
3. Take note of what has been stolen and inform Daniel Pritchard.
4. Update police if any archery or bushcraft equipment have been stolen as they may pose a threat to the public.
5. Daniel Pritchard will contact any bookings which are unable to take place and rearrange or refund them.

Robbery

1. Do not be a hero!
2. Give them what they ask.
3. Make sure everyone remains calm and collected.
4. Take note in your head of any identify features or characteristics.
5. Once they have left, call the police.
6. Contact Daniel Pritchard and inform.
7. Direct all incoming calls regarding the event to Daniel Pritchard.

Incident and Accident Report Flow Sheet Diagram



Date:	Action:	By Whom:	Amendments:
19/09/2020	Created	Daniel Pritchard	N/A
19/02/2021	Reviewed	Daniel Pritchard	Added laser tag specific actions.
01/03/2022	Reviewed	Daniel Pritchard	Added watersport specific actions. (For Hire)
08/01/23	Reviewed	Daniel Pritchard	Amended watersport section for guided sessions. Added incident and Accident Report Flow Sheet Diagram. Added near miss process.