

# YBC EMERGENCY RESPONSE PLAN

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## 1. Summoning Assistance in case of an emergency

Call 999 or 112 in an emergency. This is when someone is seriously ill or injured and their life is at risk. Dialling 112 automatically gives the emergency services your location.

The 'what3words' app will also provide your location. So when you are out on the river it is advisable to have the app on your phone so that emergency services can find you even if you don't know exactly where you are. See also 4. Emergency Access Points.

## 2. Emergency Phone Numbers

If you cannot get through using voice, then send a text. Text messages use a different bandwidth to voice messages. Texts are sent in small packets of data and will work even if the signal is weak and intermittent. You will need to register with 112 first but this is easy. To register simply text the word register to 112. You will be sent a text message, simply read it and reply with the word yes. When you call or text please include the following information:

- Your name
- Your location
- The nature of the distress
- The type of assistance that you need
- The number of people who need help and
- Any other relevant information

**Emergency Services (Ambulance, Fire, Police): 999 or 112.**

Hospital Accident and Emergency: Norfolk and Norwich University Hospital, Colney Lane, Colney, Norwich NR4 7UY 01603 286286  
Police (non-999): 101  
Broads Authority: Broads Ranger/Broads Control 01603 756056  
Environment Agency: 0800 807060 (Freephone 24hr service).

### **3. The location of the Club**

Yare Boat Club, Thorpe Island, 36 Yarmouth Road, Norwich NR7 0EQ.  
Grid reference – TG 25863 08359. No landline telephone is available.

### **4. Emergency Access Points**

If emergency services are required, it is essential to give clear instructions on the location. The most accurate way to identify a location is by using the App What3Words. This has assigned each 3 m square in the world a unique 3 - word address that never changes.

All members should carry a mobile phone when on the water and must have a working knowledge of the closest emergency access points.

Road access is limited to the following locations which correspond to numbers on the map (page 4).

### **River Yare Downstream - Trowse Eye to Coldham Hall Tavern**

#### **South Bank Locations**

1. Norwich Rowing Club and Whitlingham Boathouse, Whitlingham Lane (south side), Trowse, Norwich NR14 8TR (Grid reference-TG 25032 07706)
2. Whitlingham Adventure, Whitlingham Lane (south side), Trowse, Norwich NR14 8TR  
(01603 632307) (Grid reference-TG 25140 07901)
3. Whitlingham Green, Whitlingham Lane (south side), Trowse, Norwich NR7 0HE  
(Grid reference-TG 26975 07870)
4. Below A47 Postwick road bridge (foot only) access via Whitlingham Lane (south side)  
(Grid reference-TG 28180 08172)
5. Water's Edge Public House, Mill Hill, Bramerton NR14 7ED (Grid reference-TG 29154 06190). Community Public Access Defibrillator listed by NHS East of England Ambulance Service at Hill Farm, Kirby Road, Kirby Bedon NR14 7DU (2.2 miles)
6. Bramerton Green, Bramerton, Nearest postcode: NR14 7EE (Grid Reference – TG 29583 06087)

7. River Court, Church Lane, Surlingham, Nearest postcode NR14 7DF. (Grid Reference 30347 06524)
8. The Ferry House PH, Ferry Road, Surlingham NR14 7AR (Grid reference-TG 30840 07524) Community Public Access Defibrillator listed by NHS East of England Ambulance Service at The Parish Hall, Walnut Hill, Surlingham NR14 7DQ (1mile)
9. Coldham Hall Tavern, Coldham Hall Carnser NR14 7AN (Grid reference-TG 32461 07154) Community Public Access Defibrillator listed by NHS East of England Ambulance Service at The Parish Hall, Walnut Hill, Surlingham NR14 7DQ (1.2 miles)

### **North Bank Locations**

10. The River Garden Bar and Restaurant, Yarmouth Road, Norwich NR7 0EQ. (Grid reference-TG 25858 08386)
11. River Green, A1242 Yarmouth Road, Norwich NR7 0HE (Grid reference-TG 26272 08379). Community Public Access Defibrillator listed by NHS East of England Ambulance Service at the River Green Public Toilets.
12. Broadland Paddlesport, Girlings Lane, Norwich NR7 0HE (Grid reference-TG 26438 08221)
13. Open area (foot only) opposite Whitlingham Green, Whitlingham Lane (north side from A1242) (Grid reference-TG 27041 07952)
14. GSA Marine/Freedom Boating Holidays, Bungalow Lane, Norwich NR7 0SH (Grid reference-TG 27448 08129)
15. Thorpe Marina (including Broads Authority Dockyard and area below A47 Postwick road bridge), Griffin Lane, Norwich NR7 0SL (Grid reference-TG 28057 08291)
16. Open area opposite Sarita, north of River Barn (“the farm”) at NR13 5HH (Grid reference-TG 28744 07556)
17. River Barn, Hall Farm, Hall Lane, Postwick NR13 5HQ (Grid reference-TG 28906 06997) Community Public Access Defibrillator listed by NHS East of England Ambulance Service at The Village Hall, Ferry Lane, Postwick NR13 5HL (1.3 miles)
18. “Paddy’s Pump” Ferry Lane, Postwick with Witton, Broadland. (Grid Reference – TG 30339 07389)
19. Brundall Gardens Marina, West Lane, Brundall NR13 5RG (Grid reference-TG 315 081)
20. Brundall Marina, Riverside Estate, Brundall NR13 5PU (Grid reference-TG 32610 07133) Community Public Access Defibrillator listed by NHS East of England Ambulance Service at Norfolk Yacht Agency, Brundall Bay Marina, Brundall NR13 5PN (300 metres)

### **River Wensum Upstream - Trowse Eye to Bishop Bridge**

Rowing in this section is discouraged for all rowers and prohibited for singles and doubles without safety cover. The banks are mainly vertical pilings making egress difficult. There are intermittent access ladders usually painted orange. The planned event Carrow Cup held annually is the only occasion rowers should enter this section of river.

#### **South Bank Locations**

21. Pulls Ferry, 29 Ferry Lane, Norwich NR1 4DZ (Grid reference-TG 23887 08766)

22. The Red Lion PH, 79 Bishopgate, Norwich NR1 4AA (there is pedestrian access only from Riverside Road). (Grid reference-TG 23966 08998)

23. The Compleat Angler, 120 Prince of Wales Road, Norwich NR1 1NS. (Grid Reference TG 23816 08505)

#### **North Bank Locations**

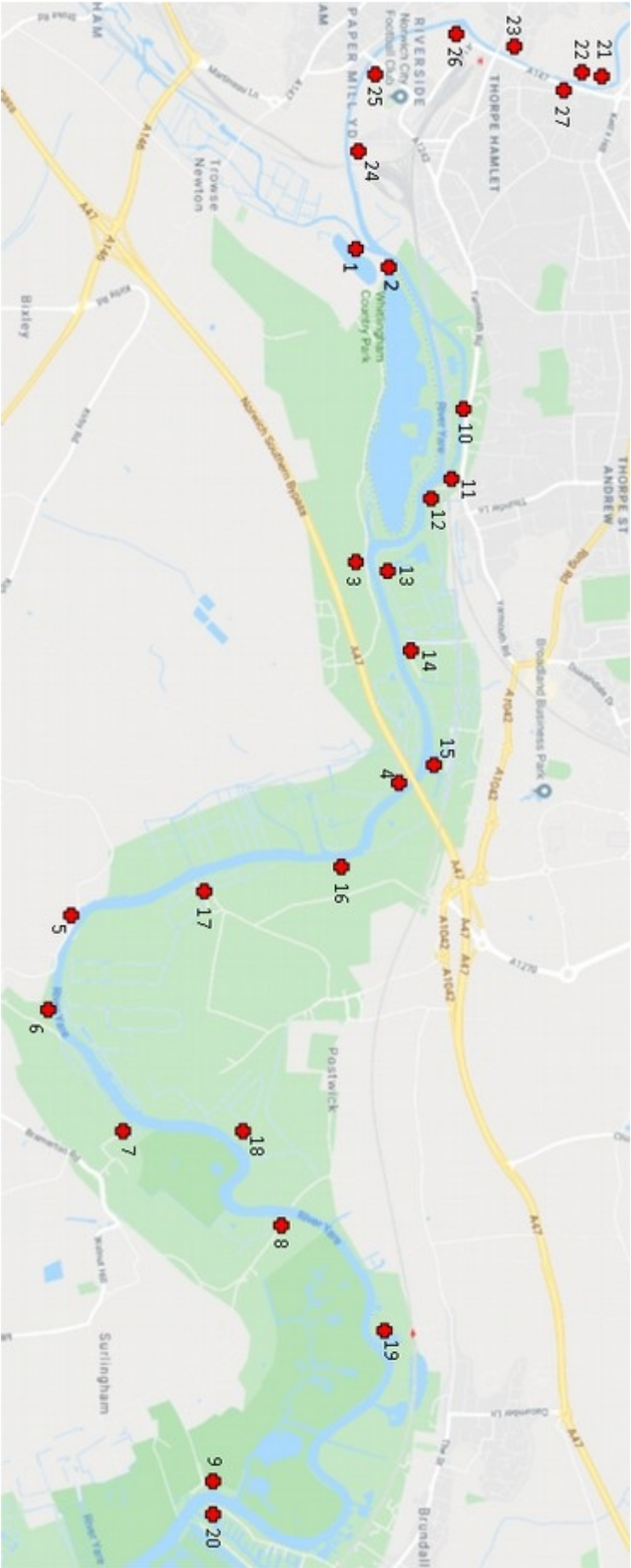
24. Carrow Rail Bridge, Hardy Road, Norwich NR1 (Grid reference- TG 24516 07647)

25. Carrow Bridge, Carrow Road, Norwich NR1 1HB (Grid reference-TG 23917 07754)

26. Riverside Walk, by The Lady Julian Bridge, Norwich NR1 1FF (Grid Reference TG 23679 08197) Community Public Access Defibrillator listed by NHS East of England Ambulance Service at Norwich Railway Station (200 metres)

27. A147 Riverside Road, Norwich NR1 1SN (Foundry Bridge to Bishop Bridge). Access point: TG 23983 08876

Map of Emergency Access Points along the Yare and Wensum Rivers



## **5. Location of First Aid Kits and Automatic External Defibrillator (AED)**

- The first aid box is kept on the shelving at the back of the boathouse.
- Checks are monthly, equipment is replenished as required.
- Anyone who uses an item must inform the Water Safety Advisor via email.
- The club's Automated External Defibrillator (AED) is in the front boathouse by the side door. The closest other AED is on the walls of the public toilets at River Green (200 m downstream from YBC). There is another AED on the wall outside Whitlingham BH entrance. Access Code C159X

## **6. Qualified first aiders**

The list of qualified first aiders is on the Safety noticeboard.

## **7. Fire and evacuation procedures**

YBC fire and evacuation procedures are set out in the YBC Fire Safety Policy and are summarised here. All members should have a working knowledge of the procedures.

In the event of a fire:

- the alarm will be raised by shouting.
- A senior member (club official, coach, captain or the most experienced appropriate person) should dial 999 and request attendance by the Fire Service. Member will give their name, location of the boat club, contact number and details of the fire. Other members should make themselves available to assist on request rather than acting independently.
- If safe to do so, electrical mains should be switched off (the main switch is on the corner wall to the right of the double doors of the main boathouse (next to the blade racks).
- The boathouses will be evacuated, and members will gather at the muster point on the grass next to the launch ramp. Because of the size of the YBC grounds, the muster point might change depending on wind direction.
- The senior member will liaise with Fire Service upon their arrival.

Fire extinguishers will only be used where:

- Training has been received and users feel confident in their use
- Where deemed safe to do so, i.e. if there is a clear means of escape or fire is small. Personal safety always takes priority, and, if in doubt, members should not attempt to extinguish the fire.

## **8. Process for Suspending or Cancelling Club Activities in Case of Emergency**

If an incident has occurred requiring implementation of the Emergency Response Plan, all activity should be suspended without delay until the incident has been resolved. A senior member will take charge of any incident.

## **9. What to do in case of a capsized**

Try to keep your head and face out of the water when you fall in and try to remain calm. Both these factors will reduce the risk of cold-water shock. Always remain with the boat as this acts as a flotation device. Swim and tow the boat to the bank; turn it the right way up and climb back on the boat as soon as possible, as learned from capsized drill. Remove the wet top if possible and wear a warm, dry top. Row back to the clubhouse and have a warm (not hot) shower immediately.

If unable to climb on the boat, or very cold and suspect hypothermia, stay on the bank, remove wet clothing and wear a warm dry top and a thermal blanket (this can be found under the hatch cover); ring 999 or 112.

Any launch drivers in the vicinity of a capsized boat must immediately reduce speed. Launch drivers to carry spare warm clothes and / or a survival bag. Launch drivers to attend capsized and assist with rescue. If person is being taken back to the clubhouse by launch, as well as wearing warm, dry clothes to wear, wrap them in a bivvi bag and keep as low down in the launch as possible.

## **10. Hypothermia**

If you have fallen in the water, you are at risk of hypothermia. You will have cooled down in the water and having wet clothes on will increase your heat loss. The symptoms of hypothermia depend on how cold the environment is and how long you are exposed for. Severe hypothermia needs urgent medical treatment in hospital. Shivering is a good guide to how severe the condition is. If the person can stop shivering on their own, the hypothermia is mild, but if they cannot stop shivering, it is moderate to severe.

**Symptoms:**

Mild cases of hypothermia: shivering; pale; blue lips and nails; rapid breathing, fast pulse; slurred speech.

Moderate cases of hypothermia: violent, uncontrolled shivering, difficulty moving around, loss of coordination, slurred speech, shallow breathing, weak pulse.

Severe cases of hypothermia: loss of control of limbs, shivering suddenly stops, unconsciousness, shallow or no breathing, weak, irregular or no pulse, stiff muscles, dilated pupils.

**Treatment:**

Mild cases: upon return of the person to the club, immediately turn on the electric shower and make sure the water is warm (not hot). Get the person to have a warm shower for at least 10 minutes. If you are not at the club and a shower is not available, get the person somewhere warm; remove any wet clothing; wrap them in blankets (or anything dry); give them something warm to drink or high energy food like chocolate.

Moderate to severe cases: attempt to warm the person (see above) and ring emergency straight away.

**Things not to do:**

Don't warm up an elderly person using a bath; don't apply direct heat (such as a hot water bottle) to arms and legs; don't rub or massage the person's skin; don't give alcohol to drink.

**11. Near drowning**

The goal is to safely rescue the victim and begin first aid. In a near-drowning emergency, the sooner the rescue and first aid begin, the greater the victim's chance of survival. Do not endanger yourself in rescuing the victim during this process.

**Rescue options to reach the drowning victim in the water:**

- Use a Throw Line; throw a rope with a buoyant object; use a long stick
- Bring a boat alongside the victim and tow the victim to shore. Do not haul the victim into the boat because it may cause the boat to capsize, and both of you will be in the water. Cold water may render the victim too hypothermic to grasp objects within their reach or to hold while being pulled to safety
- As a last resort, you can attempt a swimming rescue if you are sufficiently trained in water rescue. Do not attempt a rescue beyond your capabilities. Otherwise, you may harm yourself



- For a swimming rescue, approach the person from behind while trying to calm the victim as you move closer. A panicked victim can pull you down.
- Grab a piece of clothing or cup a hand or arm under the victim's chin and pull the person face up to shore while providing special care to ensure a straight head-neck-back alignment especially if you think the person has spine injuries.

### **First aid for a near-drowning victim**

The focus of the first aid for a near-drowning victim in the water is to get oxygen into the lungs without aggravating any suspected neck injury.

As soon as the person has been rescued from the water, check if they are breathing. Lie them flat, tilt their head and listen for breathing. Ask someone to call 999 or 112.

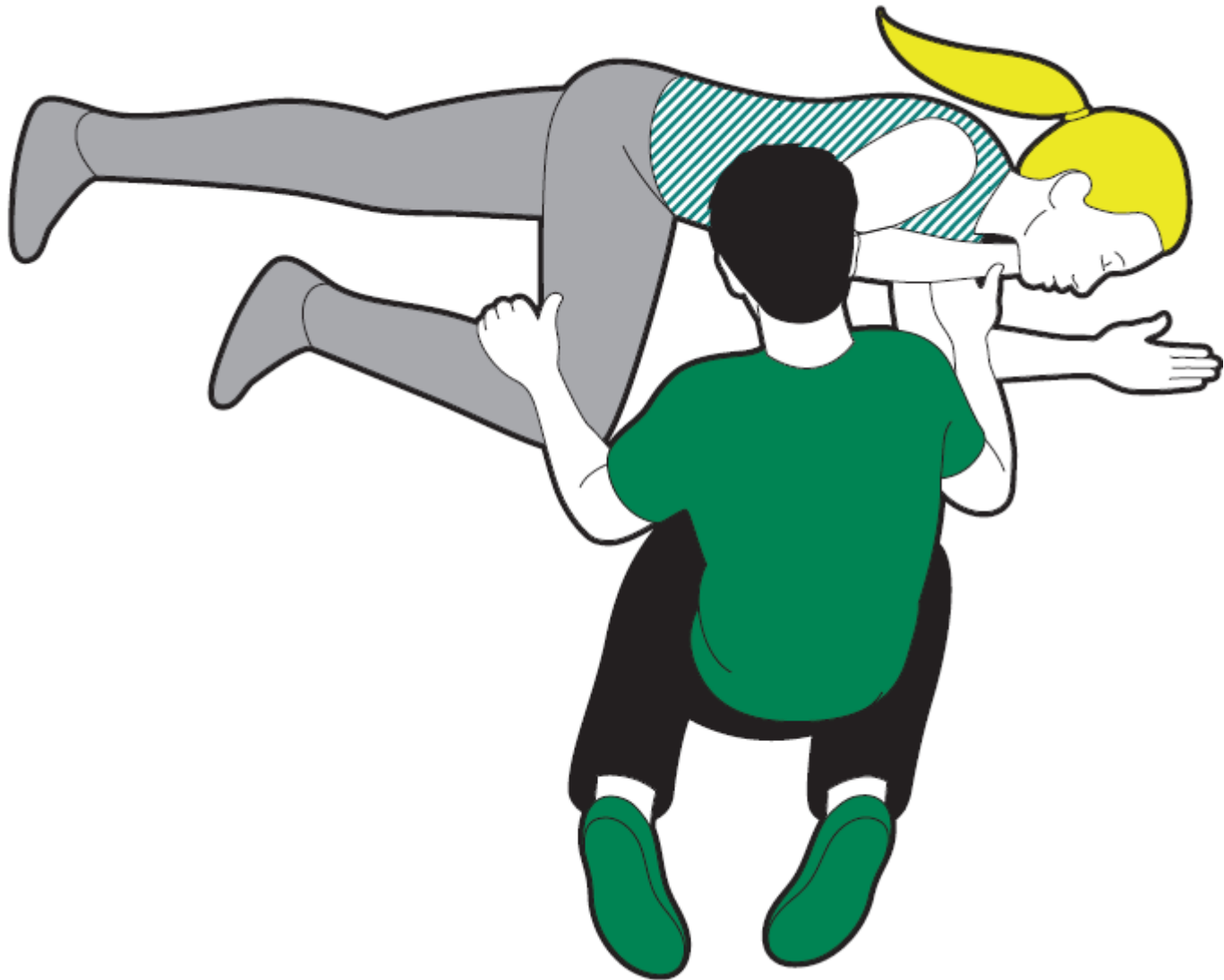
If the victim's breathing has stopped, give them 5 mouth-to-mouth rescue breaths as soon as you safely can. Once you have done this, begin CPR (30 chest compression followed by 2 rescue breaths). Continue CPR until help arrives or the person revives. If the person looks dead, don't give up.

If there is breathing and circulation without suspected spine injury, place the person in recovery position to keep the airway clear and to allow the swallowed water to drain (Picture 1). To put a person in the recovery position: lying on the side, top arm bent under the ear, lower arm bent at a right angle to the torso, top leg drawn up at a right angle to the torso. Keep the person warm by removing wet clothing and covering with warm blankets to prevent hypothermia. Remain with the recovering person until emergency medical personnel have arrived.

### **12. Strong recommendations – low water temperature**

- Do not go out rowing alone, ever, when the water temperature is below 10 degrees C. Hypothermia is deadly quick at lower temperatures.
- Always row with at least one other boat, or with the coach/safety boat.
- Take a rowing dry bag (with spare layers and thermal (foil) blanket) in the boat, equipped with a clip to secure it to the boat. Some dry bags have mobile phone compartments too.
- Always have your mobile phone with you if there is no coach boat, so that you can call 999 or 112 for help. Keep it in a waterproof bag.

Picture 1: Recovery position



#### References

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