

INCIDENT PROCEDURE & REPORT PROTOCOL FOR INSTRUCTOR'S, MANAGERS, GUIDES & OWNERS

The following protocol is intended to provide directions for: INSTRUCTORS, MANAGERS, GUIDES & OWNERS in the field on how they should respond to emergencies and to provide direction to them regarding an emergency. Businesses may change this format to suit their specific needs.

Incident response types

While it is the intent that emergencies be responded to in as self-contained a manner as possible, it is recognized that there may be instances where outside assistance is required.

Type 1 Response

It is anticipated that most injury evacuation will be Type 1. This is an accident where the instructor and guests on the scene will be able to facilitate both first aid treatment and evacuation with personnel and materials that are with the group. The response is self-contained.

Type 2 Response

This is an accident which requires the assistance of additional personnel, and may include a ambulance assistance..

Type 3 Response

This is an accident with complications which requires external assistance (usually the assistance of organized responders).

Type 4 Response

This is a fatality.

Response protocols

TYPE 1. Inquire as to whether client would require an ambulance Yes/ No.

This type of incident be reported to the insurer immediately

TYPE 2 incidents may require either additional personnel and/or ambulance assistance to evacuate the patient. Additional personnel may include other instructors, guides, clients, or recreationists in the vicinity. In this type of incident, it is anticipated that the lead instructor, guide will oversee first-aid treatment prior to evacuation.

This type of incident be reported to the insurer immediately.

TYPE 3 incidents may require organized rescue responders to affect the evacuation or rescue. These responders might include personnel such as Ambulance, police, or fire departments.

This type of incident be reported to the insurer immediately.

TYPE 4 incidents should be reported to the closest police detachment and the operations manager at the earliest possible time. The patient should not be moved from the accident site until authorized by the coroner or police.

The insurer must be notified immediately.

When attempting to communicate with the business regarding emergency situations, instructors, guides, should contact, in the following order, one of:

- Business's operations manager
- Other senior business staff
- Business's public relations director

Clients should not be required to communicate with the business regarding emergency situations. This is the domain of the instructor, guide.