



Tideway Sailability Normal Operating Procedure

Version control

- V1.0 approved by Sailing Committee for use for 2014- approved on 13th March 2014
- V1.1 minor amendments/additions following initial NOP briefing sessions
- V1.2 amended for 2015 season:
 - Para 2: deleted reference to Sailing Committee
 - Appendix 2: wheelchairs on pontoon, volunteer expected behaviours
 - Appendix 3 various minor updates
- V1.3 amended by MF
- V2.0 approved for use for 2015
- V2.1 amendment to SL mobile no
- V2.2 draft changes for 2016 season
- V3.0 approved for 2016 season
- V3.1 draft for review for 2017 season
- V3.2 amendments to Safety Boat, other clarifications
- V4.0 approved for 2017 season
- V4.1 updated to include 12V batteries

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This document sets out all the procedures for safe operation in Greenland Dock- (operations away from Greenland Dock are covered in a separate NOP). OODs must be familiar with all of this document. The following appendices contain the specific requirements for:

- Appendix 1: initial briefing for new volunteer/ participant/carer
- Appendix 2: general briefing for volunteers and carers
- Appendix 3: use of the personnel hoist
- Appendix 4: use of the slipway winch
- Appendix 5: Hawk sailing
- Appendix 6: Major Incident Policy

1. Risk Assessment

This NOP has been prepared based on a thorough risk assessment which is reviewed at least annually. The points identified in that risk assessment have been incorporated into this NOP.

2. Responsibilities for implementing this NOP

The Tideway Sailability Executive Committee is responsible for implementing this NOP. They may delegate performance of individual activities to suitably experienced individuals.

3. Communicating and briefing the NOP

This NOP should be communicated as follows:

- Core volunteers (OODs, safety boat drivers and other experienced volunteers) should have an annual update and refresher in Tideway procedures, including hoist and winch procedures
- New volunteers, participants and carers should be inducted using the contents of Appendix 1 (laminated copies in the clubhouse)
- OODs should draw returning volunteers' attention to the current version of Appendix 2 (laminated copies in the club house). This should also be distributed to groups for their information, in addition to Appendix 1
- Laminated copies of the other appendices are also available in the clubhouse as a refresher
- All volunteers' attention should be drawn to the Major Incident Policy on the noticeboard in the clubhouse.

Compliance with this communication requirement should be recorded on the volunteer's skills log for the year.

4. Safeguarding policy

All volunteers are to be briefed on the club's safeguarding policy. The policy is set out in Appendix 1 for new volunteers, and repeated as part of Appendix 2 as well.

5. Minimum requirements for Sailing

The minimum requirements for sailing are as follows:

- A safety boat launched with an RYA-qualified safety boat driver (special arrangements will be made to assess any individuals with other eg overseas safety boat qualifications)
- An Officer of the Day (OOD) identified, who is briefed in the contents of this NOP

Ordinarily these are different individuals, although they may be combined.

Hawks must be helmed by an individual who has been assessed as competent to helm the Hawks. The competence requirements are summarised in Appendix 5.

6. OOD-specific responsibilities

The OOD is responsible for all of the activities of Tideway on the day to ensure all volunteers, participants and supervisors/ carers have a safe and enjoyable experience with Tideway. Compliance with this NOP is designed to achieve this but the OOD should exercise their discretion.



The OOD is responsible for the safety of participants and volunteers on the day. The following preparatory steps should be followed:

- Reviewing the weather forecast and actual weather on the day
- Discussing with SDWC staff any hazards eg water quality affecting the use of the Dock
- Considering the adequacy of volunteer cover for the likely activities on the day
- Key volunteers (safety boat driver, Hawk helms, pontoon manager) briefed on conditions and expected activities and safety mitigations eg reefing agreed
- Pontoon manager appointed if conditions/ activity levels warrant it, to supervise activities on the pontoon
- Pontoon and slipway safe to use
- Safety boat and hoists inspected and signed off
- Documenting the conclusions in the Daily Operations sheet.

After sailing the OOD must lock up or appoint a volunteer to lock up on their behalf.

The OOD should consider the adequacy of the numbers, skills and experience of the volunteers against the anticipated participants for the day. Ordinarily the OOD will require at least one experienced volunteer for participants to sail.

The OOD should curtail or cancel activities if the conditions worsen beyond the weakest member of a group.

The OOD has specific responsibility to co-ordinate the activities of the following:

Volunteers

- Safety Boat Drivers:
 - Allocate responsibility for safety boat duties
 - Discuss plans for the day
 - Agree boats, crews, reefing
- Other volunteers
 - Ensure all volunteers register for each session/day
 - Brief new volunteers- see Appendix 1
 - Allocate helms and crew
 - Appoint pontoon managers
 - Identify learning opportunities for less experienced volunteers
 - Briefing on plan for the day

Participants

- Ensure all participants register for each session/day
- Consulting participants (and their carers/ supervisors) to identify their sailing needs and any special considerations eg medical conditions
- Allocating participants to boats
- Ensuring participants are wearing suitable clothing for the activity and weather conditions (wind, rain and temperature)

Carers/supervisors

- Ensure all carers are registered as volunteers for the session/day
- Ensure they understand what the plan is
- Involve them as much as possible in the sailing

Forward attendance diary

- Log the expected number of sailors for the corresponding day next week.
- Where regular sailors are missing a week, note the date when they are next expected
- Do the same for volunteers
- If you take any forward bookings eg by telephone, put them in the book



Remember that if you as OOD for some reason can't make the next week, your stand-in needs to know roughly who is expected. This is the only system we have.

7. Buoyancy Aids and lifejackets

Buoyancy aids (lifejackets for non-swimmers) must be worn at all times beyond the access gate to the pontoons and slipways.

All buoyancy aids and lifejackets are inspected for serviceability every 6 months, including damage to covers, straps, buckles. Any defective items should be removed from the main clubhouse racks and placed in the backroom for repair.

A sailor's own automatic self-inflating lifejackets can be used by Tideway members where the individual has good reasons for not being able to wear a normal lifejacket or buoyancy aid. The lifejacket must be provided by the individual concerned who is solely responsible for its condition and use.. The OOD may suspend the permission if warranted by the conditions on the day (for example, weather, concerns over the condition or suitability of the proposed lifejacket).

8. Safety Boat and driver

A safety boat and RYA certified safety boat driver must be on the water before sailing commences. When conditions could make the safety boat driver's job more difficult, the OOD should consider the need for a second person in the safety boat.

The safety boat must be checked before sailing using the safety boat checklist for condition of the boat and engine and equipment. The following equipment must be on board:

- First aid kit
- Safety knife
- Fire extinguisher
- Spare kill cord
- Anchor with line secured to the boat
- Paddles
- Towing line
- Throwing line.

The maximum number of boats on the water per safety boat is 12. The OOD should reduce this ratio if any of the following apply:

- The helms on the water are relatively inexperienced or with reduced mobility or other impairment
- The weather conditions are adverse
- The boats in use are more liable to capsize
- In any circumstances at the request of the safety boat driver..

Kill cords must be attached to the helm's body, around the leg. The kill cord should be left in the boat. Spare kill cords are kept in the wall box in the club house.

9. Wind limits and safety while sailing

Maximum wind strengths for safe sailing depend on the type of boats being sailed and the experience of the sailors. As an indication for OODs for the Hansa class boats, the class association suggests the following limits for their sponsored events:

Class	Wind speed average more than 30 secs (small waves)	Maximum gust
Hansa 2.3	20 kts (36 kph)	24 kts (43 kph)
Hansa 303	22 kts (40 kph)	24 kts- 28 kts (depending on crew weight) (43 kph – 50 kph)



Liberty	25 kts (45 kph)	28 kts (50 kph)
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Larger double hander dinghies should be sailed with masthead buoyancy bags to reduce the risk of inversion.

10. First Aid

The first aid box is kept in the clubhouse. Instructions on use are kept with the box. An additional first aid kit is carried in the safety boat.

The box contents are checked regularly to ensure that the quantities and condition are adequate.

If assistance is needed, a qualified first aider is always on duty in the SDWC.

11. Hoists for wheelchair users and centre plate lifting

The procedures for operating the hoist for wheelchair users are set out in Appendix 3. The hoist in use for personnel lifting (the larger of the two hoists) must always be supervised by an experienced volunteer who has been trained in its proper use.

The hoists must be inspected for cracks and damage before sailing commences. Hoists and associated slings are professionally (LOLAR) inspected every 6 months, and marked with coloured tags corresponding to the inspection cycle.

12. Incident reporting

There is an incident book in the clubhouse (kept with the First Aid box) for recording any incidents, near misses or other events which could have implications for how Tideway operates. If in doubt all events that are a departure from our normal operating procedures should be recorded.

The TSEC reviews incidents to ensure that lessons are learned. For major incidents, the major incident policy should be followed (see Appendix 6).

13. Equipment maintenance

All Tideway members and volunteers should monitor equipment for damage or wear and tear. Any problems identified with equipment during normal use should be recorded on the maintenance whiteboard in the clubhouse. If the problem results in the equipment being unserviceable, it must also be tagged "do not use". If the problem also resulted in an incident, it needs to be reported in the incident book.

14. Slipway winch

The procedures for operating the slipway winch are set out in Appendix 4. The use of the winch must always be supervised by an experienced volunteer who has been trained in its proper use.

15. Power Boating and Fuel Handling

The Rigiflex is primarily for providing safety boat cover. It can be used for other duties (towing of boats to moorings, transport of crew) so long as safety cover is not compromised. Helming the Rigiflex must be by, or under the supervision of a volunteer who has been approved to helm the Rigiflex.

Kill cords must be worn at all times including during engine starts. The kill cord is to be secured around the thigh of the driver. Driver should remain seated when under way.

The Rigiflex should only be used outside of Greenland Dock with the express authorisation of the TSEC.

Fuel transfers to be done in the fuel store by experienced volunteers- no young persons under 16 to enter the fuel store. Mixing of fuels or decanting of fuels only to be done in the fuel store by competent personnel, who should wear the personal protective equipment provided.

The safety boat checklist must be completed each day.



16. Electrical appliance testing and 12V electrics on boats

Electrical appliances are periodically tested. Any faults should be noted on the maintenance board and the item taken out of service (do not use label).

Some of our boats use 12V electrics for servos or keel lifting. The primary hazard is a short circuit causing overheating, melting of insulation and smoke. This is most likely to be caused by connecting two batteries with opposite polarities, or by a damaged or waterlogged cable or connectors. The batteries have a fuse as part of the battery pack. To avoid blowing the fuse:

- All visible cables should be inspected for wear
- Care must be taken when connecting batteries not to force fit the wrong way round.

There are powder fire extinguishers on the safety boat and on the inside of the boatshed door.

17. Cash handling and banking procedure.

Purpose

The purpose of this procedure is to ensure that cash takings are not the subject of theft or fraud.

Start of Day

The OOD checks that the cash register is clear by running an X total and checking that it is zero.

If the X total is not zero the OOD runs a Z total and attaches the printed total to the Daily Cash Sheet.

During sailing activity

Receipts are rung up on the cash register against the appropriate revenue category and the cash placed in the cash register drawer.

A cash receipt docket is given to the client.

An entry is made on the Daily Cash Sheet showing the amount and type of revenue.

If an error is made while ringing up a receipt a correction is made using the correction keys on the cash register or a note of the error made on the Daily Cash Sheet.

No payments are made for incidental costs from the cash register. If costs are incurred a separate expense claim is made and paid by cheque or bank transfer.

Should the Portacabin be left unattended for any reason, the doors of the Portacabin are to be closed and locked.

End of Day

The Daily Cash Sheet is totalled by the OOD and agreed to the cash in the cash register.

The OOD runs an X total on the cash register and ensures it agrees with the total on the Daily Cash Sheet.

If the X total and the Daily Cash Sheet do not agree the reason is determined and either cash register correction is made or a note is made on the Daily Cash Sheet clearly stating the nature and cause of the discrepancy.

The OOD runs a Z total which is to agree to the Daily Cash Sheet, completes the Daily Cash Sheet by inserting the Z number and signing and placing the Z total cash register printout with the Sheet.

The cash, Daily Cash Sheet and Z total printout are placed in an envelope and deposited in the wall safe through the posting slot.

Weekly

The Treasurer or bookkeeper collects the envelopes from the wall safe.

In a secure location, away from public gaze, the cash in each envelope is counted and agreed to the Daily Cash Sheet / Z total.



An entry of the date and Z number and cash denominations are entered on the “banking analysis” tab of the Participation Income spreadsheet for each envelope.

Z numbers are checked for continuity and missing Z numbers investigated.

A bank deposit is made up from the “banking analysis” spreadsheet and the cash recounted to ensure it agrees with the banking analysis and bank deposit.

The banking is placed in a locked drawer or safe until it is taken for banking.

The daily revenue allocation is entered into the “financial year” tab of the Participation Income Spreadsheet and the weekly total agreed to the banking analysis and bank deposit.

The banking from the previous week is agreed to the bank statement /bank download and the summarised totals entered into the Tideway Sailability Accounts Spreadsheet.

The Weekly banking is taken to a convenient branch of the NatWest either on the day or the next day. Under no circumstances are weekly takings to remain unbanked for a period of more than 3 workdays.

Monthly

The bank account is reconciled at least monthly and signed off by the Treasurer.



Appendix 1: BRIEFING FOR NEW VOLUNTEER/ PARTICIPANT/CARER

WELCOME TO NEW STARTERS

Welcome to Tideway Sailability, a volunteer led club that is focused on providing access to a sports activity where people with disabilities participate with, and on equal terms to, those without a disability. Safety is our first concern so here's a brief introduction to keep you safe.

No one is allowed near the water, on the pontoons or in the boats, without wearing a buoyancy aid (if you can swim) or life jacket (if you can't swim).

One of the club's Experienced Volunteers will help you choose and fit a buoyancy aid or life jacket.

At all times when we're operating the senior Tideway person responsible for the day's sailing activities is the **Officer of the Day**, whose decisions are final. Make sure you know who this person is and introduce yourself so they know you.

There will also be a **Safety Boat Driver** present when we're sailing. Say 'Hello' to them too as they assist the Officer of the Day getting things organised.

At least one **Experienced Volunteer** will also be here. They're people who know the ropes and can give you help and advice.

Whether you're a budding sailor, keen volunteer or even an experienced sailor or volunteer please don't start doing things by yourself straight away. Make sure you get permission to do any task (or have simply been briefed and asked) so that we can make sure you're aware of any potential hazards and that everyone keeps safe.

We've developed a **skills log** so that both you and the club can understand your level of ability, get you doing the things you're good at and note the things you'd like a bit of coaching with. This is the start of a 'skills passport' that will enable you to eventually sail by yourself or become an experienced volunteer.

Some housekeeping

- We need some basic contact and background information from all our volunteers and sailors. There is an online registration system for doing this, reachable via the Charges page of our website www.tidewaysailability.org.uk or by using the PC in the clubhouse. There is also a paper form in the clubhouse- although remember if you do use it another volunteer will have to input the form
- We also need everyone to register each day, as a volunteer (including carers) or participant/sailor. There is a computerised register to make it easy- at the moment a different system.
- Tea and coffee are available for a contribution to the cost.
- Valuables: please use the lockers in the clubhouse. TS can take no responsibility for the loss of valuables. We suggest you don't take mobiles or keys on the water.
- There are changing facilities and toilets in the Water Sports centre- we have access cards available.

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Appendix 1: BRIEFING FOR NEW VOLUNTEER/ PARTICIPANT/CARER ctd

- Clothing: except for the small open dinghies you should not get wet- unless it rains. Wear trainers or similar shoes, and warm clothes or anorak if it might rain. We have lightweight waterproof tops available to borrow. We have clothing to borrow- waterproofs and some boots. There are drysuits available as well.
- If you are in a wheelchair it is a great help if you wear a trouser belt to help us fit one of our slings underneath you.

Working with children and vulnerable adults

You will be working with children and vulnerable adults, although their carers/ supervisors should be on site at all times.

For your protection, please follow these guidelines:

- Avoid spending any significant time working in isolation
- If a child is having difficulty with a wetsuit or buoyancy aid, ask them to ask a friend to help if at all possible
- If you do have to help a child, make sure you are in full view of others, preferably another adult
- In particular do not:
 - allow or engage in inappropriate touching of any form
 - allow children to use inappropriate language unchallenged, or use such language yourself when with children
 - make sexually suggestive comments to a child, even in fun
 - fail to respond to an allegation made by a child; always act
 - do things of a personal nature that children can do for themselves.

It may sometimes be necessary to do things of a personal nature for children, particularly if they are very young or disabled. These tasks should only be carried out with the full understanding and consent of the child (where possible) and their parents/carers. In an emergency situation which requires this type of help, parents/supervisors should be fully informed. In such situations it is important to ensure that any adult present is sensitive to the child and undertakes personal care tasks with the utmost discretion.

Next Steps

When you've had the opportunity to spend a little time with us we can introduce you to more complex activities. We'll monitor this and use the Skills Log to show the level of experience you're gaining and this will allow a level of independence to go off and do things by yourself.

Remember, while we're keen for you to gain independence we always work as a team. There is always someone around who can answer any questions you have. The Officer of the Day, Safety Helm or one of the Experienced Volunteers will be able to advise you or point you in the right direction.

Timing of sessions

Timing: 10am for volunteers, to be ready for sailing at 10:30. Please let the OOD know if you can't come or will be late. The clubhouse number is 020 7237 9001

For Participants and carers: weekday sailing sessions start at 10.30 and 13.00 and last two hours. We ask you to be punctual as we need to prepare for the next session, and need to tidy up and finish by 15.30. If you are running late, or need to cancel, please phone your nominated OOD (in advance) or the clubhouse number on the day.

Finally (for now)

Talk to us. We love to hear from you about what you think and we're super keen to get you involved with our brilliant club. Tideway Sailability is about sailing for everyone, whether it is launching boats for those who cannot, or less physical help such as offering advice and sailing tips; everyone at Tideway has something to offer, even if it is simply inspirational by being brave enough to sail against all the odds.

end



Appendix 2: BRIEFING DOCUMENT FOR VOLUNTEERS AND CARERS

This document briefs Volunteers and Carers (all to be called Volunteers) giving an overview of normal operations, good practice and potential hazards on site at Tideway.

At all times an Officer of the Day (OOD) will be in attendance who is in charge of organising activities, and who should be consulted on any questions or concerns that the Volunteer has. For normal operations a Safety Boat with fully qualified Safety Helm will also be in attendance.

It is compulsory for all people to wear a lifejacket (non swimmers) or Buoyancy Aid before going onto the pontoons.

The Safety Boat and Safety Helm must be in position before the start of sailing.

Volunteers should read through this document and discuss its contents with a club official (OOD, Safety Helm). Queries and training required will be addressed so that Volunteers may build experience and progress to a level where they can be 'signed off' in the clubs training log as competent to assist in Normal Operations without direct supervision.

1. Preparing the pontoons and slipway

The pontoons and slipway (area around the water line) should be scrubbed before boats are launched. Only one boat should be on the slipway at a time. Please take special care on the slipway- the clue is in the name as it can be very slippery.

2. Danger of Falling in the Dock.

All persons entering any Pontoon must at all times wear an appropriate buoyancy aid, or for non-swimmers, a full life jacket.

Volunteers must be able to:

- Assess who needs full life jacket / buoyancy aid.
- Assess appropriately sized life jacket / buoyancy aid.
- Understand correct fitting and tightening of life jacket / buoyancy aid.
- Correctly size and fit sling for wheelchair users.

Good Practice

Disabled sailors will be escorted by a Volunteer along the Pontoon (either in small groups or individually) to and from the Dinghies.

Wheelchair users needing assistance should be reversed slowly down inclines on the Pontoon.

Wheelchair users must not be harnessed to their chair while on the Pontoon, as the life jackets are not designed to carry the weight of the wheelchair.

The pontoon may tilt. Never let go of a wheelchair unless the brakes are on.

Raising The Alarm

If someone falls in the Dock from the Pontoon, alert others immediately by repeatedly shouting HELP. Without putting yourself at risk of falling in, try to pull the disabled person to the side of the pontoon. The disabled person in the Dock should be re-assured that they will be helped very quickly. The Safety Helm, or Officer of the Day, will organise the safest retrieval possible.

If someone falls into the Dock from a boat (Man Overboard) a Safety boat will normally attend to give assistance. Note that sometimes the water users will deliberately capsize for practice but this will have been agreed beforehand with the Officer of the Day and Safety Helm.

If you see someone in the water and are concerned that the Safety Helm has not seen them then alert the Safety Helm by shouting 'Man Overboard' or a loud blast on a whistle if there is one, and pointing at the person in the water.

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Appendix 2 (2) BRIEFING DOCUMENT FOR VOLUNTEERS AND CARERS ctd

3. Getting In and Out of the Dinghies

Make sure that the Dinghy is correctly positioned on the Pontoon taking account of the prevailing wind conditions.

Secure the Dinghy safely and securely to the Pontoon. Hold the boom away from the person getting in or out until they are clear of the boom.

For a Dinghy Sailing Volunteer sailing with a disabled sailor, check that the Dinghy is fully operational, specifically that the main-sheet, jib-sheets and rudder are all fully in place and secured, and smoothly working. Check that the seat for the disabled sailor is clear of obstructions e.g. the steering handle.

The Volunteer should be in the Dinghy before the disabled sailor enters the Dinghy. On the pontoon there will be another Volunteer (for severely disabled but ambulant sailors at least 2 pontoon based Volunteers) who will assist the disabled sailor stepping into the Dinghy. They will support and guide the disabled sailor, possibly holding hands and providing under arm support, to stabilise the entry. Initially the disabled sailor will step down into the Dinghy, and remain standing, before he/she lowers himself/herself onto the seat; often supported by both Pontoon based as-well as the Dinghy Volunteer. Keep this process very slow; do not rush. In reverse, the disabled sailor may need assistance from the Pontoon based Volunteer(s), and the Dinghy Volunteer, to get into a standing position, before stepping out of the Dinghy, again assisted.

4. Falling Out of the Dinghy when sailing (Man Overboard)

Access dinghies

In reality, given the design of the Access non-tipping dinghies, this is a very low risk. Indeed, our only experience of such risk is when a disabled sailor gets agitated and tries to stand up. The Officer of the Day will have been made aware of any such agitated risk cases, and will have chosen appropriately experienced/sized Volunteers, and advised them of this specific risk.

Good Practice for Sailing Volunteers

If the disabled sailor gets agitated, try to reassure them by talking softly and confidently.

If your disabled sailor remains agitated, try to return to the Pontoon.

If your disabled sailor tries to stand up or jump from the Dinghy, release mainsail, then try to restrain them as softly as possible, to avoid them standing up. Blow your whistle to attract the attention of the Safety Helm, or shout HELP for assistance.

In the unlikely event that your disabled sailor does jump from the Dinghy, immediately slacken the main sail, by releasing the mainsheet (the rope that controls the sail), so your Dinghy stays close to the disabled sailor in the Dock. Blow your whistle and shout HELP to get the attention of the Safety Helm/Boat and other sailors/dinghies.

5. Basic Dinghy Rigging and Sailing

Rigging the Boats

New Volunteers will be supervised by experienced Volunteers to enable them to learn how to rig various boats. Always ask if you're unsure as it's much easier to explain and resolve rigging problems before a boat sets off. We'll give practical demonstrations typically covering the following topics:

- Uncovering the Access dinghies.
- Drying the Dinghy before use.
- Transporting the Access dinghies on their trailers (a 2 person job).
- Preparing Sails and rigging.
- Launching the Access dinghy and safely storing the trailer.
- Safely securing the Access dinghy for on the water rigging (knots to use for safety and ease of release).



- Dropping and raising the very heavy keel, fitting the rudder(s).
- Reefing and final checks (get your rigging checked by Safety Helm or Officer of the Day before your dinghy sails).

Lunch and other breaks

During lunch and any other breaks in sailing, the boats must be left tied on the pontoon pointing into the wind ('head to wind') and with the sails tidied away. This stops the sails from flapping in the wind unnecessarily and reduces the strain on boats and the pontoon fixings.

De-rigging after sailing.

Topics covered will be:

- Checking Dinghy fully de-rigged and rudder removed.
- Lifting the centre plate (manually or via hoist)
- Using trailer to take Dinghy from Dock (it's a 2-3 person job to haul the trailer plus Dinghy up from the Dock to Compound, they're a significant weight so please tell us if you're not confident or are unable to undertake this task).
- Use covers on Dinghies to protect from weather whilst stored.
- Manoeuvring boats back into the Boat Cage.
- Noting any damage

6. Sailing

We're keen to help give New Volunteers some sailing experience to help them understand sailing basics. Our philosophy is to encourage all our sailors, disabled or not, to develop their sailing skills such that they may eventually become solo sailors and thus take complete personal control themselves. In this way Volunteers can also be active sailing members furthering the club ethos.

7. Working with children and vulnerable adults

Finally, a reminder of our guidelines on working with children and vulnerable adults.

You will be working with children and vulnerable adults, although their carers/ supervisors should be on site at all times. For your protection, please follow these guidelines:

- Avoid spending any significant time working in isolation
- If a child is having difficulty with a wetsuit or buoyancy aid, ask them to ask a friend to help if at all possible
- If you do have to help a child, make sure you are in full view of others, preferably another adult
- In particular do not:
 - allow or engage in inappropriate touching of any form
 - allow children to use inappropriate language unchallenged, or use such language yourself when with children
 - make sexually suggestive comments to a child, even in fun
 - fail to respond to an allegation made by a child; always act
 - do things of a personal nature that children can do for themselves.

It may sometimes be necessary to do things of a personal nature for children, particularly if they are very young or disabled. These tasks should only be carried out with the full understanding and consent of the child (where possible) and their parents/carers. In an emergency situation which requires this type of help, parents/supervisors should be fully informed. In such situations it is important to ensure that any adult present is sensitive to the child and undertakes personal care tasks with the utmost discretion.

Please treat all of your fellow volunteers with respect at all times and remember to respect their personal privacy. People have many reasons for volunteering with Tideway and we appreciate all of the contributions they choose to make.



end



Appendix 3: USING THE PERSONNEL HOIST

Only fully trained Volunteers should supervise the use of the Hoist.

Volunteers should read through this document and discuss its contents with a club official (OOD, Safety Helm). Queries and training required will be addressed so that Volunteers may be 'signed off' in the club's training log as competent to supervise Personnel Hoist Operations.

Good Practice.

You must be sure that all people assisting you are briefed, understand their roles and are competent to assist.

Fitting the sling

The wheelchair user may already have their own sling in place. If not, ask them whether they need to be hoisted in as they may be able to walk or lift themselves into the boat.

If they do need a hoist, and they arrive without a sling, then you will need to fit a sling underneath them. We have four sling sizes available:

- Orange: extra small (young children)
- Yellow: older child or small adult
- Green: average adult
- Blue: large adult

The sling is fitted with the bones (two back supports) at the top, and a grab handle on the outside. Selecting the most appropriate size sling is important- if in doubt ask. Visually inspect the hoist and sling to make sure they are in good working condition. They are load tested every 6 months, with a colour-coded tag. The current tag colour is shown on the clubhouse notice board.

Ask the participant how they usually fit the sling- many are able to stand up with a grab rail for support. The swing gate by the corner of the clubhouse compound, and the railings at the top of the pontoon ramp both work well. If not, lean them forward and work the sling downwards and under their bottom- asking permission before lifting. Two sling lifting points should end up by the participant's shoulders, with arms inside. The two lower lifting points should be under the leg on that side and crossed over up between the legs in the middle. Ask them to hold the lower lifting points while you go down the ramp.

Manoeuvring on the pontoon

Go down the ramp backwards, and up the ramp forwards.

For motorised wheelchairs, the participant can drive, but find out how to drive the wheelchair before hoisting in- including the slow speed setting.

If the gaps between pontoon floats are not level, try standing on the higher side. There are boards in the boat shed for bridging the gap if necessary.

Hoisting in and out

The Dinghy must be in the correct position in relation to the hoist, such that when the hoist is lowered, the participant is lowered directly into his/her seat.

The Hoist may need 2 pontoon based Volunteers, depending on the weight and familiarity of the participant. If they are sailing accompanied, it is usually better to put the Volunteer in the dinghy first.

The wheelchair should be positioned, and braked, such that the Hoist's connecting frame is dangling right above the participant's wheelchair.

Ctd



Appendix 3: USING THE PERSONNEL HOIST ctd

If possible, cross over the sling's leg supports, i.e. right leg support to go on left side of Hoist frame, so as to avoid the participant's legs being pulled apart when lifted. Attach all the slings, usually 4 x connectors to the Hoist's connecting frame, ensuring that the back is fully supported.

The sling lifting points are colour coded:

- Green- shortest
- Blue- medium
- Grey- longest.

Using the green or blue is usually better, as otherwise the hoist may not lift high enough in relation to the wheelchair if the grey lifting points are used. Usually it is better to use all the same colour, to keep the participant level. Shorter at the front is ok, but can be uncomfortable. Shorter at the back may tip them forward.

Check that the participant is comfortable. Working as a team, and involving the participant as much as possible, take it steadily and do not rush the hoisting process- the participant will usually know this better than you do.

Try raising the hoist slightly, and again check that the disabled sailor is reasonable comfortable. If not, lower the hoist and reconnect the sling's arms more comfortably, as they often get twisted.

Raise the hoist slowly, ensuring the sling's arms have not got tangled into the wheelchair. Make sure that the participant's face is not touching the hoist frame; if close, one of the volunteers should hold the frame away from the disabled sailor's face whilst the loading operation continues.

Fully raise the hoist (there is a rubber stop to prevent over-tightening). Advise the participant that you are going to push the hoist out into position over the Dinghy. The volunteer in the Dinghy should then help accept the hoist. When in position, start slowly lowering the hoist. Watch that legs are clear of obstructions.

Make sure the participant is comfortable and then disconnect the sling's arms. Slowly raise the hoist slightly, and pull back to the pontoon, when it can be turned free of obstructions in the Dinghy. Fully raise the hoist and reposition for safety of flow around the pontoon, and for ease of next use. Take wheelchair from the pontoon to avoid it becoming an obstruction/risk to other pontoon users.

Weight limit

The weight limit of the hoist is 120kg (just under 19 stone), and is marked on the hoist. This limit must not be exceeded.

end



Appendix 4: USING THE SLIPWAY WINCH

Only fully trained Volunteers should operate the Slipway Winch. Training to operate the winch will be approved and completed by SDWC staff.

Volunteers should read through this document and discuss its contents with a club official (OOD, Safety Helm). Queries and training required will be addressed so that Volunteers may be 'signed off' in the clubs training log as competent to use the Slipway Winch.

Good Practice.

- Inspect winch, shackles, chains etc
- Erect 'trip hazard' signs
- Inspect slipway for condition of surface and unobstructed path
- Position volunteers to warn public of hazards
- Stop the winch if a member of the public approaches
- Brief boat handler(s)
 - Keep clear of cable and shackles
 - NEVER go behind (downhill) of boat
 - Establish signals for communicating up/down/stop
- Winch operator to keep clear of mechanical parts
- Appoint one person to instruct the winch operator when to lower and raise.

Winch operation

- Switch power on at the wall box
- Pull out the emergency stop button
- Disengage the clutch (lever by the winch drum) and pull out the wire to the required length
- Position the trailer near the gate and attach the cable
- Engage the clutch and push the trailer to take up the slack
- **NB very important to ensure clutch is engaged before boat is pushed onto the slope**
- Using the winch lower the trailer to the required depth.
- After releasing the trailer, wind the spare cable on using the motor- there is pressure on the cable drum to ensure even winding
- Push in the emergency stop button
- Power off at the wall box

Procedure in the event of Winch failure

Switch off power

Recover boat and trailer manually. Establish suitable number of people required in team for safe manually handling. Consider attaching hauling lines.

Flake cable back to winch house.

Put 'DO NOT USE' sign on winch and alert SDWC management.



Appendix 5: HAWK SAILING IN THE DOCK

The Hawks must be skippered by someone who has been assessed as competent, typically as RYA Level 2 or equivalent experience. The specific competences required are:

- Can rig and reef the Hawk
- Able to safely leave and return to the pontoon
- Sail a triangular course
- Tie up, de rig and make safe
- Awareness of wind strength, direction and gusts,
- Adjusting for crew capability
- Collision avoidance.

The Hawks maximum complement is 7 persons, but the skipper should reduce this in the following circumstances:

- Strong winds
- Less experienced crew
- Higher levels of disability.

The main practical risks with sailing the Hawks are:

- Uncontrolled gybe: all crew and helms should remain seated/ head below boom height while sailing. Skippers should time crew movements, eg to change helm, suitably to reduce the risk of gybing while crew are moving around the boat
- Jib sheets not released during a tack: under tension, particularly with single line sheets rigged and in strong winds, the jammers can be very hard to free, or can re-jam during the tack. With the jib backed and the mainsheet slackened, the boat can heel rapidly. In strong winds, the jib sheets should be rigged as double lines.
- Collision with other boats: keep clear of other boats, and assume that other boats do not understand right of way.

Preparation for Dock sailing

- Cockpit and sail cover stowed in side lockers
- Rudder fitted and lowered
 - Use purple rope handle behind the pivot point
 - Stand on aft deck
- Centreplate lowered and locked down
- Self bailers closed after draining out any water
- Jib halyard tightened on winch- as tight as you can get it. This tightens the rig tension.
- 1st/ 2nd reef in as required. Put reefs in before hoisting the mainsail. Tie off mainsail reefing points to tidy the mainsail up
- Jib sheets- single or double as required by wind strength
- Hoist main.



Dock sailing dos and don'ts

Biggest issue is stalled sails, pushing the boat sideways not forwards. Look at the windvane- ease the sails and watch the jib tell tails.

Don't reef the jib. The jib is a furling jib, not a reefing jib. Sailing with the jib partially unfurled will damage the jib- it puts too much tension on the luff in the wrong place and kinks/twists the luff wire permanently. Put the jib sheets on double purchase to make the jib easier to handle.

Two reefs and a full jib is a good combination. If you need to reef, reef the main first.

Sailing with main alone also works well.

Always come alongside the pontoon head to wind/ wind forward of beam, with at least the flat fenders fitted.

Keep clear of all smaller boats.

Downwind watch the gybe- wind can shift quickly in the dock. Skipper should hold mainsheet between the blocks to slow down an involuntary gybe

Approaching the mooring pontoon

Usually we use the safety boat to moor the boats (and in westerly winds, to unmoor as well). In calmer conditions you can use the paddles instead.

Packing up- leave the boat as you would like to find it!

Tying up:

Fenders: use the flat fenders plus the fixed pontoon protection.

Avoid using the fairleads at the bow- the lines can easily come out and are then too long.

Warps: use the pontoon fixed lines as springs and breast lines, with the boat's own lines as additional breast lines. The fixed lines should be the right length to fit over the cleats/ winches with a little slack. Some fore and aft movement is good (1-2ft) so long as the boat is clear of obstructions at all times.

- Jib fully furled neatly. If it is very tightly furled, let it out and refurl
- Jib halyard slackened (slight curve in the jib). This removes rig tension, stops the boat bending
- Main reefs let out- use the jammer to let out the 1st reef, don't untie at the boom.
- Untie the reefing points (very important- the next user can tear the sail if these are left in)
- Main flaked alternately either side of boom- should look neat
- Centre plate raised (keeping it out of the water reduces corrosion on the plate)
- Self bailers opened (stops water collecting if the cover loosens)
- Sail cover on, tied off round back of boom and mast
- Rudder raised, lifted off using purple handle (stand on aft deck) stowed in cockpit
- Cockpit cover on. Adjust elastic tension at the clips. Make sure clips are well clear of side of the boat/ pontoon.



Appendix 6 Major Incident Policy

Copies of this document to be displayed on the safety noticeboard in the club house.

1. General

- 1.1. A major incident is defined as a serious injury, accident or illness befalling a member of staff or user of Tideway Sailability requiring urgent medical attention.
- 1.2. If a major incident occurs on the water, the Officer Of the Day (OOD) will ensure the safety of the whole group is taken into consideration while taking appropriate action to deal with the incident. The primary objective would be to remove the group from the Water to allow for safe attention to the casualty. If the incident is away from the immediate vicinity of Surrey Docks and the emergency services have been notified, contact must also be made with Surrey Docks to inform them of the situation and arrange for the collection of the group if necessary.
- 1.3. If a major incident occurs on the land, the person in charge will ensure that any lasting hazards are taken into consideration while dealing with the incident and that the safety of all in the vicinity and elsewhere are taken into consideration. The objective would be to isolate any potential danger to prevent the incident escalating while dealing with any casualty.
- 1.4. If the emergency services need to be called this should be done as soon as possible by an assistant, leaving the person in charge to deal with the incident. Whoever is calling the emergency services must have full details of the location address and nature of the incident.
- 1.5. An assistant should notify the Water Sports Centre of an incident for the attention of the duty manager.
- 1.6. If any person needs medical attention, their next-of-kin must be contacted as soon as is practicable.
- 1.7. If the incident is RIDDOR¹ reportable, this must be done immediately by telephone or on-line and then followed up within ten days with a written report form.
- 1.8. Definitions of reportable incidents are:
 - Deaths
 - Fracture other than fingers or toes
 - Amputation
 - Dislocation of the shoulder, hip, knee or spine
 - Loss of sight (temporary or permanent)
 - over-7-day injuries – where an employee or self-employed person is away from work or unable to perform their normal work duties for more than 7 consecutive days
 - A dangerous occurrence – where something happens that does not result in an injury, but could have done.
- 1.9. If there is any doubt as to whether or not a RIDDOR report should be completed, call the hot-line; 0845 300 99 23.
- 1.10. If a Director/Trustee is not present at the time of the incident they must be notified as soon as the incident is under control- contact details are set out below. The Duty Manager from Surrey Docks Watersports or the Senior Instructor should be notified as soon as possible.
- 1.11. If the incident is watersports related, the relevant National Governing Body and the AALS should be contacted and informed as soon as possible.
- 1.12. It is important that no-one talks to the media until all the people above and the next-of-kin have been notified. Any communication with the media should only be through the Director or the Chairman of Trustees.
- 1.13. The incident book must be completed as soon as is practicable after the event.
- 1.14. As soon as possible after the incident a report must be completed. This will include the following:
 - The people involved and their relationship with Tideway
 - The exact place, time and date of the incident as well as the nature of any injuries to people
 - Whether or not first aid was administered or a hospital attended
 - How the incident occurred
 - Whether or not the people involved were authorised to do the activity concerned
 - Whether or not instruction or training was given and the precise details of such instruction or

¹ Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013



training

- If there were any eye witnesses-who they were and what they saw
 - If vehicles or machinery were involved and, if so, the make and type and the part which caused the injury
 - Whether the vehicle or machinery was in operation or not and when it was last serviced
 - When work stopped and when work restarted
 - Whether or not the HSE inspector, police or other relevant bodies were informed
 - Are there current test certificates or maintenance reports
 - Were photographs taken at the time
 - What action might have prevented the incident
 - What action should be taken to prevent a recurrence and who should action it
- 1.15. An urgent evaluation needs to be undertaken to determine whether the on-going activities of Tideway Sailability are affected by this major incident. All necessary changes and improvements must be introduced ASAP to lessen any on-going risks.
- 1.16. The NOP must be reviewed in the light of the incident by the Sailing Committee to determine whether changes are required to the NOP or EAP.

2. Adverse Weather-

- 2.1. Lightning Storms and Fog The OOD shall be responsible for removing all water users in the event of adverse weather conditions and postponing all water activities until such a time as weather has cleared.

3. Evacuation

- 3.1. Should a fire (or other incident requiring evacuation) be discovered by a Tideway volunteer, sound the alarm by breaking glass at the nearest call point which may be inside the Surrey Docks Waterports Centre. On hearing the alarm members and volunteers are to warn the public that are in the immediate vicinity and evacuate and gather at the nearest fire assembly point which is in the main car park. Further instructions and information will be provided.

4. Entrapment

- 4.1. Safety boat personnel and volunteers of TS are to be briefed that in the event of a capsize or inversion where it is believed crew are trapped by/within the vessel then the first course of action is to attempt to right the boat.
- 4.2. If attempting to right the boat is impossible or causing delay that may further endanger those at risk then the safety personnel or volunteer should consider entering the water.

5. Contact list

- 5.1. The contact details of people to contact to inform them that there has been a major incident at Tideway is as follows:

Person	Tel No	email
Stuart Lund	07799 394780	Yachts52@googlemail.com
Simon Whiteley	07860 859642	simon@whiteley.net
Mark Firth	07505 026669	mark@markfirth.co.uk
John Griffin	07768 693170	john@originatesourcing.co.uk
Paul Bennett	07836 744656	Paulcharles.bennett@gmail.com