



TELFORD CANOE CLUB STANDARD OPERATING PROCEDURE

Introduction

This document is designed to take clubs through the steps they need to take to develop a safe well managed club. It is not designed to be exhaustive but to set out some of the key considerations and steps you need to take.

Club Name: TELFORD CANOE CLUB

Paddle UK Affiliation Type and Number:

Club Chair's Name: SIMON WILES

Number of club members: circa 100

Open to the Public? Yes

Contact Details

Club Address: (this is not a postal address but the physical location of the club site)

- o *Telford Canoe Club, The Lloyds, Telford TF8 7HJ*
- o What 3 words- <https://what3words.com/boards.submerge.earplugs>

Email: admin@telfordcanoeclub.co.uk contact@telfordcanoeclub.co.uk

Telephone: 07885 518564

1. Health and Safety

a. Club Members

Every member has an individual responsibility to behave sensibly, act with common-sense and cooperate with the Club's operating and safety guidelines issued by the Club, to keep up to date with policy changes and develop a 'safety aware' culture at the Club.

Club nominated Safety Officer: SIMON WILES

Who has / will undertake the Paddle UK *Safety Office Induction workshop / refresher Training*, in accordance with PUK requirements

b. Safety Policy

Our Health and Safety policy is available on the Club website policies page.

"TELFORD CANOE CLUB is strongly committed to encouraging our members to take part, but the health, wellbeing and safety of each individual is always our paramount concern. We recommend the level/nature of training and activities to be dependent on age and ability, and expect our members to participate within these boundaries."

c. First Aid & Accidents

The Club First aid kit is kept in the toilet / changing cabin (accessible by main gate code).

All river leaders for offsite activities will be responsible for carrying a first aid kit and emergency equipment suitable for the group size, conditions of the river, and location.

The Club Accident book is kept with the first aid kit. The river leader is responsible for recording all incidents in the book, and also notifying the Safety Officer, who will also log the incident on the [Paddle UK incident reporting system](#)

The location of the first aid Kit and Book is known to club members via the Health and Safety Policy on the Website, and this procedure. It is also highly visible in the entrance to the changing area / toilets.

The Safety Officer is responsible for ensuring that first aid kit is suitably refilled as necessary, checked at least on a monthly basis during the Apr – Nov Paddling season.

All river leaders are required to have completed the 16hr first aid training course. The safety officer keeps a training matrix to ensure all river leaders required training is in date.

d. Coaches, Leaders and Paddlesport Activity Assistants

All river leaders are aware and follow the TELFORD CANOE CLUB policies and risk assessments.

Any Paddlesport Activity Assistants also follow policies and risk assessments under the guidance of the river leader.

All river leaders are required to hold relevant qualification and training as follows:

Must comply with:

- [Standards for Deployment](#)
- [Paddle UK Code of Conduct for Coaching Workforce](#)
- DBS requirements
- CPD requirements
- First Aid requirements
- Safeguarding training requirements

The Club committee will ensure all required training is completed before a River leader may organise Club activities.

e. Fire & Evacuation

A Fire Safety Risk Assessment is included in the Paddling on site, and Event on site risk assessment documents

Telford Canoe Club – Fire & Evacuation Procedure (Jackfield Rapids Site)

1. Purpose

To ensure all members, visitors, and session participants can respond safely and effectively in the event of a fire or other emergency requiring evacuation of the Jackfield Rapids site.

2. Site Overview

- **Three containers** on site:
 - Boat store container

- Changing/toilet container
 - Additional storage container
- **Access/egress** via a single **vehicle gate** from the lane.
- **Parking areas** immediately inside the gate.
- **Primary hazards:** stored boats and equipment, gas cylinders (if used), fuel for grounds maintenance, cooking equipment during events, vehicles.

3. Fire Prevention Measures

- Keep all container doors unobstructed and able to open fully.
- Maintain clear access routes between containers and to the vehicle gate.
- No smoking inside or within 5 metres of containers.
- Electrical equipment must be PAT-tested and used only by authorised persons.
- Gas cylinders and fuel canisters must be stored upright, secured, and away from ignition sources.
- Rubbish and flammable materials must not accumulate around containers.
- No fires on site unless by permission of the Committee for events.

4. Fire Detection & Raising the Alarm

- If **anyone** discovers a fire:
 - Shout **"FIRE!"** loudly to alert others.
 - Evacuate immediately—**do not attempt to fight the fire** unless it is very small and you are trained.
 - Session leaders must ensure all participants are alerted.
 - Fire Extinguisher located inside changing / toilet container – access code same as main gate
- Call **999** as soon as safely possible.
 - Location: *Telford Canoe Club, The Lloyds, Telford TF8 7HJ*
 - What 3 words- <https://what3words.com/boards.submerge.earplugs>

5. Evacuation Procedure

General Evacuation

- Leave containers immediately and move away from the fire.
- Follow the **main access route** toward the vehicle gate.
- Assist children, beginners, and anyone with mobility needs.
- Do not return to containers for belongings.

If on the water

- Leaders to instruct paddlers to:
 - Exit the river at the nearest safe eddy.
 - Walk back to the vehicle gate area via the riverside path.
 - Avoid passing close to any burning structure.

6. Assembly Point

Primary Assembly Point: Inside the vehicle gate, at the main parking area.

- This location is clear, visible, and allows headcounts.

- Keep the gate area clear for emergency vehicle access.

Secondary Assembly Point (if gate area compromised): Outside the vehicle gate on the roadside verge.

7. Accountability & Headcount

- Session leaders conduct a headcount of:
 - All paddlers
 - Coaches
 - Visitors
- Committee members or senior coaches coordinate between groups.
- Report any missing persons immediately to emergency services.

8. Emergency Services Access

- Ensure the **vehicle gate is opened** for fire, ambulance, or police access.
- A designated person (session leader or committee member) should wait at the gate to direct emergency services to the incident location.

9. After Evacuation

- Do not re-enter containers or the site until emergency services declare it safe.
- Record the incident using **Paddle UK's Online Incident Reporting** system and the club's internal reporting process.
- Committee to review the incident and update procedures if required.

10. Responsibilities

- **Session Leaders / Coaches**
 - Ensure participants know evacuation routes.
 - Lead headcounts and safe movement to assembly points.
- **Committee**
 - Maintain fire safety equipment.
 - Review and update procedures annually.
- **All Members**
 - Follow instructions promptly.
 - Report hazards immediately.

Emergency contact details (for all members) are obtainable by a committee member from the club membership system.

2. Emergency Procedures

Accident / incident book is stored with the first aid kit. The river leader or committee member is responsible for completing the form, and reporting the incident to the safety officer.

The Safety officer and committee will review any incident form monthly as part of the committee meeting.

These forms will be kept on record for within the club for a minimum of 5 years. The safety officer will be responsible for logging the incident / accident on the [Paddle UK incident reporting system](#)

The Telford Canoe Club Emergency Action plan (EAP) is documented below:

Emergency Action Plan (EAP) for a Serious Incident

Location: Jackfield Rapids, Ironbridge

Site Features: Riverside activity area, three containers (boat stores, changing/toilets, storage), vehicle-gate access, on-site parking.

1. Purpose

To provide a structured, rapid response to any serious incident involving club members, visitors, or the public during activities at Jackfield Rapids. This includes life-threatening injuries, missing persons, major medical emergencies, or incidents requiring emergency services.

2. Definition of a Serious Incident

An incident is considered *serious* if it involves:

- Loss of consciousness
- Suspected spinal injury
- Major trauma (fracture, severe bleeding, head injury)
- Cardiac or respiratory emergency
- A person missing or unaccounted for on the river
- Any situation requiring **999** emergency services
- Any incident with significant safeguarding implications

3. Immediate Priorities

1. **Preserve life**
2. **Protect all participants from further harm**
3. **Alert emergency services quickly**
4. **Coordinate evacuation and site control**
5. **Maintain clear communication and leadership**

4. Initial Response

4.1. Assess the Situation

- Identify the casualty and immediate hazards (water, traffic, fire, equipment).
- Ensure your own safety before intervening.
- Shout for assistance from other coaches or competent adults.

4.2. Raise the Alarm

- Call **999** immediately if the situation is life-threatening.
- Provide clear details:
 - “*Serious incident at Telford Canoe Club, Jackfield Rapids, Jackfield, near Ironbridge TF8 7HJ.*”
 - *What 3 words location* <https://what3words.com/boards.submerge.earplugs>
 - Nature of incident
 - Number of casualties
 - Access via vehicle gate from the lane

4.3. Delegate Roles

The **Lead Coach / Session Leader** assigns:

- **Emergency Services Liaison:** waits at the vehicle gate to direct responders
- **Safety Coordinator:** manages group safety and keeps others away from the incident
- **First Aider:** provides care to the casualty
- **Spotters (if on water):** monitor river and assist paddlers to exit safely

5. Casualty Management

- Move the casualty only if they are in immediate danger.
- Provide first aid within your training limits.
- Use club first aid kits located in the changing/toilet container.
- Maintain airway, breathing, circulation.
- Keep the casualty warm and reassured.
- If spinal injury suspected: **do not move** unless essential.

6. Water-Based Incidents

If the incident occurs on the river:

- Coaches instruct paddlers to exit at the nearest safe eddy.
- Deploy competent paddlers or coaches to assist if safe.
- Maintain visual contact with casualty at all times.
- If a paddler is missing:
 - Identify last known location
 - Deploy bank-based spotters
 - Inform emergency services immediately
 - Cease all paddling activity

7. Site Control & Evacuation

- Clear the area around the incident.
- Move all non-essential people to the **Assembly Point**:
 - **Primary:** Parking area inside the vehicle gate
 - **Secondary:** Roadside verge outside the gate
- Keep access routes clear for emergency vehicles.
- Lockdown containers if needed to prevent crowding or obstruction.

8. Communication

8.1. Internal

- Lead Coach maintains control and gives clear instructions.
- Committee members assist with coordination if present.
- Avoid speculation or sharing sensitive details publicly.

8.2. External

- Emergency services receive accurate, concise information.
- Only the **Chair, Secretary, or Lead Coach** communicates with:
 - Media
 - Bystanders

- External agencies
- No social media posts until authorised by the committee.

9. Post-Incident Actions

9.1. Documentation

- Complete **Paddle UK Online Incident Report** as soon as practical.
- Record details in the club's internal incident log.
- Gather witness statements if relevant.

9.2. Debrief

- Conduct a structured debrief with coaches and committee.
- Identify lessons learned and required changes to SOPs.
- Offer support to those involved, including safeguarding follow-up if needed.

9.3. Equipment & Site Check

- Inspect boats, PPE, and containers for damage.
- Secure the site before reopening or closing the session.

10. Roles & Responsibilities

Lead Coach / Session Leader

- Takes command
- Ensures emergency services are called
- Coordinates evacuation and safety
- Leads post-incident reporting

Coaches & Volunteers

- Provide first aid
- Assist with water rescue
- Manage group safety
- Support communication and crowd control

Committee

- Ensure procedures are up to date
- Manage external communications
- Support follow-up actions and safeguarding

11. Equipment & Resources

- First aid kits (changing/toilet container)
- Throwlines and rescue equipment
- Mobile phones for emergency calls
- Emergency contact list for committee members

3. Discipline

TELFORD CANOE CLUB requires all Coaches, Committee and members to maintain high standards of behaviour, as defined in the Club Code of Conduct.

The clubs procedures for discipline and resolving disputes, are in accordance with Paddle UK's **Club Disciplinary & Complaints Policy**.

4. Use of Club Premises

The club site at Jackfield rapids, are what sets the Club apart from other clubs. The site is available for all members to access via key code access to the main gate and toilet / changing container.

Committee members and River leaders have access to the boat store containers via personally held keys, or via a set of keys stored in the lock box in the Changing container.

Storage of private boats is not permitted

Use of club boats must be under supervision of a River leader, or by agreement of the Committee.

Club equipment may only be taken off site with permission of the committee.

Club equipment is inspected prior to every use by the River leader, and by the committee members on an annual basis.

Any equipment found to be unsuitable for use will be quarantined and reported to the club committee.

All boats to be fully emptied of water after use, and stored on the racking in the boat container.

All PFD, helmets, and spraydecks to be hung to dry after use in the boat container.

All members are responsible for unlocking and relocking the main gates, and toilet / changing container after use. **The main gate is to be kept locked at all times when not in immediate use.**

All club activities must be endorsed by the club committee before being advertised as a club trip.

Suitably experienced club members may paddle independently or with peer groups, but must follow the Club Code of conduct, and other relevant policies.

5. Non-members/ Visitors

Non members / other clubs / commercial use must be authorised by the committee. Previous use by non members has left the site unsecure.

6. Club Activities off site

All TELFORD CANOE CLUB policies must be followed for club activities undertaken offsite. The River leader will be responsible for ensuring that the activity is suitable for the all participants, and will risk assess on the day accordingly. All club activities must be endorsed by the club committee before being advertised as a club trip.

7. Club Child Protection and Vulnerable Adults

TELFORD CANOE CLUB is committed to providing a safe, inclusive, and positive paddlesport environment for children, young people, adults, and adults at risk. The club Safeguarding & Welfare

Policy sets out the club's commitment and explains how safeguarding is embedded across all club activities.