



PONY CLUB
QUEENSLAND

Incident Management Plan

SERIOUS INCIDENT MANAGEMENT PLAN

Event Name and Date:

Content:

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Introduction:

This document is intended as a guide for immediate action in the unlikely occurrence of a major crisis such as the **serious injury or death of a rider, spectator or horse at the event.**

The SIMP is designed to be:

- a quick reference for the SIMT to help them implement procedures for emergency action, logging details of the incident and participating in any enquiry that might ensue
- a guide to procedures in handling the serious incident and
- assistance in issuing initial press statements and reporting protocols

Crisis Management Centre

A Crisis Management Centre should be established in a suitable location separated from the general public. Generally this will be a cleaned goose neck or truck parked behind the club house (something to give privacy).

Setting up SERIOUS INCIDENT MANAGEMENT TEAM (SIMT)

The SIMT must be comprised of persons capable of remaining calm and detached. Ideally, the intention is to continue the competition, therefore the Technical Delegate will be informed and his input will be required as necessary, but he need not be part of the SIMT. However, given the size of most PC events, the TD will probably be an integral part of the SIMT. If a meeting cannot be held prior to the event, this needs to be circulated to all involved.

CRISIS? Be CALM THINK CALM ACT CALM STAY CALM

A. SERIOUS INCIDENT MANAGEMENT TEAM & PLAN (SIMT & SIMP)

1. SIMT

Function	Role	Name	Telephone number
Senior rep of the Organising Committee (OC) [Club Chief Steward/President]	Head of SIMT (Crisis Manager)		
Provide input as necessary and assist in development of plan	Technical Input (TD/Judge/Official)		
Supervise medical response appropriate for the rider	First Aid QAS		

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OC – manage Veterinary Response	Vet on call		
OC - Family/Rider Support	Support to family		
PCQ/OC Press Liaison	Media Responses		
OC Secretary	Manages collection of information		
Crash Crew (Horse Ambulance)	Leader		
Site Entry Point Manager	To escort QAS, police etc to site of accident		

CONTACT DETAILS OF OTHER KEY PERSONNEL TO ASSIST WITH LOGISTICS

Role	Name	Contact No.
Air Ambulance (emergency + app) GPS coordinates		
Landowner (if not PC venue)		
Horse Body Disposal Company		
Local Hospitals		
Local Police Station		

3. PCQ details

The PCQ president and chairperson of the relevant subcommittee should be contacted immediately should any serious accident to a rider, spectator or horse. PCQ will then offer support and assistance for communication to allow consistent information being released.

Function	Name	Phone
PCQ President		
Chairperson of Discipline subcommittee		
PCQ RDC		

4. Communications

All key personnel have access to the Two Way Radio Communications network used on the course. In the event of a major incident, private follow-up communication is to be conducted via mobile phone. Clear communication is vital to a successful response.

Remember Radio Channels are public airways. They are to be used to communicate as set out below.

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B. MANAGEMENT OF AN INCIDENT

5. Immediate Response to an Incident

In the event of a fall on XC, jump judges will call in the fall or the judge in another discipline and indicate if a either a medic or a vet is required. As soon as they are called for, the TD will automatically attend. The TD will then assess the situation and, **if life threatening for either horse or rider**, report Code Green to the Head of SIMT who will then take control until the SIMT arrives.

The call will be *Code Green -Medical* or *Code Green -Veterinary* to indicate whether it is a person or a horse in crisis. It could be both.

At this stage, information on the Code Green should be limited to those who need to know in order to manage the situation effectively. The crisis manager will take over managing the situation so that the Technical Delegate can continue with ongoing event management. **Necessary follow-up communications should be made by mobile phone.**

The two way radio network will then continue to be used to run the event. Others should then only speak on the network as necessary when asked by the TD or in a further emergency.

1. Before advising the Head of SIMT of a Code Green situation, care should be taken to fully assess the seriousness of the incident. A simple fall that results in a rider with a broken arm does not constitute a crisis. Life threatening injuries to rider or horse do.
2. On calling a Code Green, the TD/Head of SIMT will then ensure Ambulance, First Aid, Vet on Call, Crash Crew, Horse Ambulance, Technical Delegate, Club Chief Steward and Announcer are all informed - as appropriate.
3. Ensure the TD/Head of SIMT knows exactly where the incident has occurred -e.g. *"at the Practice Jumps or Jump 3 - picket fence"* or *"in the Showjumping Arena"*.
4. Screen around the incident if appropriate and practical. Crash crew has screens. [All Clubs should have star pickets, 1800mm high hessian and zippy ties].
5. Move injured person into ambulance as soon as it is safe to do so and clear the course/arena to allow competition to resume. All personnel involved in the crisis in an ongoing manner should meet at the crisis management center for ongoing management.
6. If a Code Green-Veterinary incident occurs, the rider will be distressed and should be taken care of as appropriate. For a Code Green-Medical incident, make sure the horse is looked after.
7. Keep onlookers away. There is to be NO filming on phones.
8. Collect the family of the injured person and segregate from the public provide whatever support is needed (one person to be with family at all times).
9. Crash crew to repair the cross country jump and surrounds, if necessary, when fence is to be used again. Repairs to be checked and OK'd by Technical Delegate.
10. Jump Judges or those in other areas eg showjumping marshall etc to be replaced and taken to Crisis Management Centre where they will be required to **write independent statements**. If there are a couple of experienced equestrian people who witnessed the accident, have them come to make statements as well. Written statements are important.
11. The public address announcer should firstly inform the public that there has been a hold up on course or in an arena due to an accident. Give no details at this stage.
12. If an accident is not as serious as at first thought, the announcer should inform the public as soon as possible that *" the rider or horse is undergoing medical investigations and more information will be made available as soon as possible"*, *"rider and horse are OK and heading back to the yards"* or *"rider and horse appear OK and but are being taken for further precautionary tests"* whatever is the appropriate announcement under the circumstances.
13. **NO statements, either verbally or in writing, should be made to the press and/or any third party unless authorised by the Head of the SIMT or the PCQ President/RDC/sub-committee Chairperson.**
14. Decision to be made by TD whether to remove jump from course (if in cross country course). If it is a rider fatality, fence should be left till seen by police.

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15. In addition, a person needs to be appointed by the Head of the SIMT and agreed by TD to ensure that there are photos of the fence, video evidence, tack, equipment and measurements of take-off and landing and any relevant information.

6. In case of a serious injury or death of a rider, spectator or horse at the event

- **The SIMT should alert any essential contacts to this crisis e.g: landowner, PCQ officials – President, Chairperson of sub-committee, RDC**

In case of Human Fatality

1. **Police should be notified immediately. Provide precise information on location of the event. Have the police met at the entrance to the grounds and guided to the accident location.**
 - Police would normally contact next of kin but individual circumstances could alter this. Have contact details ready.
 - Police will wish to compile their own witness statements.
 - If police wish to inspect the jump, the Technical Delegate or other senior event official must accompany them.
 - Ask police not to use sirens or flashing lights on site.
2. **General**
 - In the case of serious injury where survival is uncertain, dispatch hospital liaison person (with mobile phone) to the hospital to keep officials informed.
 - Ambulance will advise which hospital they will take the patient to.
 - Arrange help with the immediate issues of the rider's family and/or friends and/or horse owner, such as going to the hospital with them, looking after the horse, driving the float and so forth.
 - It is important that this representative does not give information to the media or others. If they are contacted and asked for information they should tell the caller they need to contact the Head of the SIMT.
3. **Gather information and establish the facts – to be done by TD and SIMT (refer to Section C)**
4. No information on a fatality is to be provided to media until there is absolute confirmation that the next of kin have been informed

An incident at a Jump or on Course or a competition area

- **The Crisis Manager should issue a holding statement approved by the PCQ President/RDC/sub-committee Chairperson/Press Liaison.** (Care should be taken not to be drawn into long conversations in which questions might be asked for which considered answers are not yet available.) **See Draft Media Statement A.**
- Secure Rider/Horse biography details from Event Secretary.
- Ensure information made available to the public or media is factual.
- Prepare a full media statement if appropriate. **See Draft Media Statement B.**

In case of Horse Fatality

- **Responsibility for deciding to put a horse down rests with the attending Vet. This is done in consultation with the owner or in his/her absence, with the Technical Delegate.**
- If the owner is not at the event, arrangements should be made to advise him/her as early as possible of the incident. This is preferably done in consultation with the Technical Delegate and rider
- Establish if owner or rider is willing to make a comment for inclusion in any media statement
- In the event of a horse fatality, the horse will be taken to a discreet area on the grounds if possible. Ensure horse is covered with a tarpaulin.

6. General

PCQ Officials continue with running the event as their first priority; giving an event announcement 5.12 to the competitors and parents and that the event is to continue with any changes as directed by the TD OR is cancelled

7. Media Statement

If it is necessary to prepare a media statement, use **Draft Media Statement B** as a guide wherever possible, filling in the information relevant to the current incident.

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Once the statement is drafted, read it most carefully, in particular to ensure that no admission of liability has been made inadvertently.

Obtain approval from senior event officials, PCQ and others as appropriate such as sponsors, landowner etc. but resist the temptation to make wholesale changes to the basic format. Keep it short, factual and at all times defensible.

Ensure the spokesperson's name and contact number appears at the bottom.

Media Statements are only issued by the Organiser or an authorised Delegate in consultation with the Head of SIMT and PCQ.

8. De-briefing

Before dispersing, the Serious Incident Management Team should hold a debriefing meeting to confirm in everyone's minds precisely what happened and how to deal with any necessary future action. Agree on a spokesperson for future dealings with PCQ. Prepare a dossier for PCQ, including copies of all relevant paper work (refer to Section C)

Draft Media Statement A

This should be used as an initial response or holding statement.

Verbal Statement

"We do not have the details of all the circumstances surrounding the incident. As soon as these are available, a full statement will be issued."

"The organisers are investigating the facts surrounding the incident. As soon as these are established. A full statement will be issued."

On the Death of a Rider or Spectator:

"Unfortunately a rider (or spectator) has suffered fatal injuries and has been transported to hospital. Further information will follow. The next of kin must be informed before any further statement."

Draft Media Statement B

Media Statement and subsequent releases to be structured as follows.

Written Statement

Rider or Spectator Fatality:

It is with the deepest regret that we confirm that **rider/spectator** suffered a fatal accident today (**date**) while competing at the **name of event**.

Name of athlete and his/her horse **add name** fell **at fence xx on the course – brief details of incident**.

*On-site medical specialists provided (**rapid/immediate**) treatment at the scene before the athlete was (**airlifted/transferred**) to hospital, but sadly could not be saved.*

The horse was examined by an official veterinarian and was unhurt/treated for a minor injury to its left hind leg – **information on the health status of the horse**.

Brief biographical information on the athlete.

PCQ will provide a quote expressing extreme sadness at this accident.

Quote from the event/PCQ/PCA

A standard paragraph should be included, along the lines of one of these:

- *"At every PCQ event, the maximum consideration is given to the safety and welfare of horses and competitors.*

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Mr/Mrs/Miss _____ (President of the Club) said: On behalf of the whole sport, I would like to extend our deepest sympathy to _____'s (first name) family."

or:

- "On the rare occasions an athlete suffers a fatal accident at an Eventing/type competition; it is a tragic loss. The thoughts and prayers of horse people all over the world are with her/his family at this sad time."
- Horse's state should be mentioned (uninjured, injured...)

Example Horse fatality statement

A horse has suffered fatal injuries but no further information will be released until the owner has been informed.

"It is with great sadness that we announce that the horse _____ (horse's name), ridden by _____ (name of Athlete) and owned by _____ suffered a fatal injury/was humanely destroyed/put down as a result of a fatal accident while competing at _____ (name of event, city, country, level and category) at _____ am/pm, _____ on _____ (date). _____ (horse's name), a _____-year-old gelding/mare _____ (description of incident and injury, e.g.: stumbled and fell over the rails at fence 15 and suffered a broken back.)"

If possible (and factually correct), it is good to include that "the horse received immediate treatment at the fence and was taken by horse ambulance to a nearby veterinary clinic for further assessment."

Or veterinarians immediately attended to the horse providing all veterinary care, and full medical attention was given to the rider (name), who was not seriously injured (only mention if he was not).

At every PCQ Championships and events, the maximum consideration is given to the safety and welfare of horses and competitors.

The organizing committee of the (event name) and the PCQ are sending all our thoughts and prayers to those connected with this horse.

C. INVESTIGATION TEAM & COLLECTION OF INFORMATION

Members of the SIMT and TD to do this and the report and information collected will be sent as soon as possible after the event to PCQ.

Information to be collected

- Photos of fence (including take-off, landing) measurements
- Video of accident (if available)
- Photos of tack and equipment on horse
- Information and/or photos of equipment of athlete (protective headgear, body-protector)
- Written and verbal witness statements including the fence judge

Information to be established

1. Athlete or public fatality/serious injury

Mr/Mrs/Miss _____ Surname _____

First name _____ Age _____ Nationality _____

From where? _____

Children? Yes _____ No _____ if Yes, how many? _____

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2. Horse

Name _____ Age _____ gelding - mare

Owner _____

3. Additional information

Vet attending Name _____ Mobile _____

First Aid Name _____ Mobile _____

QAS Name _____ Mobile _____

Doctor attending Name _____ Mobile _____

Fence judge(s) Name _____ Mobile _____

Fence judge(s) Name _____ Mobile _____

Other witnesses Name _____ Mobile _____

Name _____ Mobile _____

Name _____ Mobile _____

4. Nature of incident

Time occurred _____

Fence number/area (eg: grandstand) _____

What happened? (fact, not hearsay) _____

How many injured? _____

5. Injuries

Rider _____

Horse _____

Member of public _____

6. How is incident being handled?

Hospital name _____

Vet _____

7. Witnesses

Have witness statements been taken? Name _____ When _____

Name _____ When _____

Name _____ When _____

Name _____ When _____

8. Background

How many horses had cleared fence prior to incident? _____

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Had this athlete cleared the fence earlier on another horse? _____

How many completed the course? _____

How many first timers had completed the course prior to the incident? _____

How many athletes had retired? _____

9. Other consequences - NB: not for media publication

Cause _____

Anyone at fault – who and why _____

Any breach of safety? _____

Check whether the athlete has won any prizes on another horse which could be involved in the prize-giving

10. Prognosis (this is a statement made by a medical practitioner – if not available, do not state – check with PCQ President first)

What are the predictions _____

11. Miscellaneous

Note other relevant information _____

Veterinary Information For all Eventing Events:

*In the event of an on-site incident involving **an equine fatality**, information must be provided to the PCQ President and the relevant PCQ Discipline subcommittee chair immediately or as soon as is practicably possible, giving full details of the incident.*