

# CTC Advice Sheet for Cycle Ride Leaders

## Incident Management Advice Sheet

This advice sheet is not a complete guide to anything that can happen on the road but it gives some pointers to effective reporting and procedure.

### Medical incidents and emergencies

A typical but not exhaustive list:

- Incidents involving moving vehicles/cycles, leading to all types of injuries both major and minor.
- Falling off the bike, leading to cuts and abrasions, broken limbs, head injuries.
- Collisions with solid objects, leading to falls, puncture injuries and head injuries.
- Heart attacks and angina.
- Asthma or other breathing related disorder attacks.

### Action plan for medical emergency and related incidents.

1. Stop group and ensure the riders are in a safe place.
2. Assess the situation.
3. Perform first aid if necessary and if a trained person is available
4. Call an emergency vehicle
5. Call next of kin, if appropriate.
6. Ensure that the rest of the group know what is happening, waiting times and what is going to happen next.
7. Wait for the emergency vehicle with the injured party.

### Advice for dealing with injuries

The first thing to do is send for a first aider (in the absence of a first aider, then an appointed person) and/or an ambulance. The injuries then must be treated in the order of importance.

1. Life threatening injuries such as arresting of the respiratory or circulatory systems.
2. Major lesions or arterial bleeding.
3. Lesser injuries, broken limbs, lesser bleeding, shock.
4. Minor injuries such as cuts and abrasions etc.

Once the injury has been dealt with the unconscious casualty must be placed in the recovery position or on the casualty's side with the mouth and nose at the lowest position possible, this is to aid breathing. If the injury is not serious, the injured party must be made comfortable and kept warm whilst waiting for the ambulance to arrive. If no ambulance is necessary, the injury must be cleaned and covered, and then the leader must make a decision based on his/her experience if the rider can continue.

If an ambulance is not necessary, it is essential that the leader makes clear to the injured party that he/she is not a doctor and if the injury gets any worse or does not get better quickly it is important that the injured party see a doctor or go to the accident and emergency unit in his local hospital. If in any doubt, ask for medical advice/assistance on the spot yourself.

### Useful Things to Tell the Ambulance.

Exact location.

If out of town a grid reference is useful but road names, adjacent road junctions and features such as pubs etc are better.

What has happened?

How many injured persons are involved and if the patients are conscious and breathing. Past medical histories e.g. cardiac / diabetic / epileptic are useful; a contact number at the incident site, if you are not calling from the location.

The Ambulance Operator will give you advice regarding the treatments that you can do whilst waiting for the ambulance.

### After The Incident.

Check up on the injured party and make sure everything is/was ok. Reassure the riders and if necessary fill out an accident report. It may be necessary to use the accident report form in case anybody tries to sue either the ride leader and/or the club for negligence. Details of any incident must be noted down at the scene and an incident report filled out. It is important that details of how the accident occurred are written down along with names and addresses of all parties involved.

Check that the paperwork is up to date. i.e. list of riders, route maps and descriptions, club officials. Inform CTC of any serious occurrence and send in copies of any accident form that has been completed. They will notify insurers.

### Non medical incidents.

Another source of incident is the possible breakdown in relations between participants or with a member of the public. The sensitive leader will attempt to identify and diffuse these before they become too serious disputes, even to the extent of splitting the group.

If a party is implacable then it is important that they feel they have access to a fair complaints procedure which is provided by CTC.

Encourage them to set out their complaint in writing and address it to the chair or secretary of your group. After the ride also make your own notes and submit them as soon as possible to the same person.

### Children

If there are circumstances that you believe gives rise to concern for the safety of children then (in confidence) contact the CTC Training Department as soon as possible for advice on procedure.

### Claims of negligence

If a person involved in any incident suggests they wish to make a "claim" then the same procedures apply to all parties, including car drivers. This may include individuals in your group wanting to claim against a party for which you will be asked to provide evidence.

Maintain a continued polite and supportive manner.

Do not admit liability, negligence or fault.

Provide the potential claimant with the address of CTC below.

Ask them to address their claim in writing to the Operations Manager.

Ask the other parties to provide the same information. Notify HQ yourself as soon as possible that a claim may be coming and complete an incident report. CTC members considering a claim also can do so via our CTC Accident Line Tel: 0870 873 0062