**AN EXAMPLE OF A CRISIS MANAGEMENT PROCEDURE**

**A crisis management procedure plan needs to be in place in the event of a serious harm incident of anyone on the site including competitors.**

**[NAME OF EVENT]**

[VENUE]

[DATE]

**CRISIS MANAGEMENT PROCEDURE**

**Requirements and Procedure in the event of ANY SERIOUS HARM INCIDENT**

**A SERIOUS HARM INCIDENT IS DEFINED AS CAUSING UNCONSCIOUSNESS. LOSS OF LIMB, BROKEN BONES OR DEATH.**

1. Crisis Team Manager (CTM) to take charge
2. CTM to proceed to the incident site or fence and assess the situation – Select Code to indicate crisis situation.
3. Crisis Management (CM) Team to be activated by CTM or Chief Medical Officer.

**NB** it is essential that the details of the severity of the accident is not made public. This means that all radio transmissions must be carefully monitored. Cell phone communication is preferable, failing that a previously identified radio channel known only to the CM Team.

**CRISIS MANAGEMENT TEAM:**

[A crisis management team is to be selected prior to the start of the competition. The CMT should all meet prior to the start of the event or at least prior to the start of XC so that everyone is clear about their role and the procedure that will be followed.]

[ADD IN NAME OF CRISIS MANAGEMENT TEAM CONTACTS AND HOW TO CONTACT THEM ON THE DAY OF THE EVENT]

**Crisis Team Manager:** An experienced member of the OC who is not otherwise committed – not necessarily the Event Convenor/Director).

**TD:** (National classes this will be the senior TD; at FEI competitions the President of the Ground Jury)  
**Assistant TDs:** Maybe required to remain at location of incident in first instance.

**Event Convenor** **/press liaison**: Briefed on what statements should be made and when.

**Chief Medical Officer :** At non FEI events the senior St John’s or other emergency provider to fill this role.

**President of Ground Jury/Chief Cross Country Judge of Class:**

**Cross Country/Show jumping Convenor:**

**Secretary:** Required to minute any meetings

**Repair Crew:** If appropriate – must know location of screens

**Runner:**

**Veterinarian/FEI Veterinary Delegate:** Care of horse involved, and care of other horses rider may have at event.

**Chief Steward:** or their representative

**Family Support Person:** To act as hospital liason person together with CTM and to support family and arrange transport to hosptial etc

**Police Liaison person.**

* An office should be selected as the Administration Centre for the Crisis Management Team. Secretary to remain here until the completion of the management of the accident. It is important to have tea and coffee available.
* Code indicating crisis to be determined:
* Channel for radios during crisis to be determined:
* Discussion held about what level of crisis would cause the event to be cancelled – i.e. rider fatality on site.

**WHEN A CRISIS OCCURS**

**Action to be taken at incident site**

1. The CTM to initiate the CM Team response.
2. The CTM to be responsible for deciding, on consultation with medical and other members of the CM Team, whether :
   1. The event should continue or be cancelled
   2. The event should continue but, in the case of an accident at a fence, the fence needs to be removed from the competition track, or
   3. The competition should resume as soon as practicable.
3. Screens around the accident while treatment is taking place – [WHERE ARE THESE AVAILABLE FROM]
4. The fence must not be repaired or altered in any way until examined by police (after a very serious injury or fatality).
5. Prevent public from taking photographs of the incident by request and keeping them at a distance.
6. Arrange professional photographing of the fence prior to any repairs (cross country, show jumping or event convenor to organise depending on location of incident).
7. Take rider into ambulance as soon as possible to get the course cleared and competition resumed if appropriate.
8. Chief Cross Country Judge and Control Centre to control the course in terms of stopped riders etc
9. Fence Judges to be taken to a private building on site where they will be required to write separate statements. If there are experienced equestrian people who witnessed the accident they could also be asked to write statements.
10. Police to be notified by CTM or police liason person if required (a fatality).
11. CM Team to assemble at pre-arranged venue for further action.

**Roles of crisis team management personnel:**

1. CTM & TD along with assistants to ensure that procedure is followed correctly, no statements are to be given to the press. All requests should be answered by “an investigation is taking place and we will advise you as soon as we can on the details of the incident”.
2. A single nominated person (e.g. Event Convenor, CTM, TD) to be the press liaison member and **ONLY they are** to liaise with press, and ensure that family member’s needs are taken care of.
3. Family support person to go to hospital, providing transport for family as necessary.
4. Cross Country Convenor to arrange for replacement of fence judges. Make necessary arrangements for deletion of obstacle from course if advised to do so by Cross Country Judge.
5. Chief Medical Officer to control treatment of rider at the fence.
6. Secretary to provide rider information such as contact phone numbers, next of kin, liaising with Family Support Person and rider support personnel/family. Clearly the next of kin must be notified before any official information is released. (Police responsibility). Also to provide a private area for family members and Crisis Team Members with tea and coffee available.

**PRESS AND STATEMENTS:**

**No statement should be released without the initial consultation with ESNZ CEO and relevant staff. A holding statement should be used as follows:**

We can confirm there was a serious accident today at [venue]. An investigation is taking place and we will advise you as soon as we can on the details of the incident. All further inquiries should be made to [ESNZ CEO, the Police or other as is seen fit on the day].

NOTE:

Indication of the severity of the accident should only be released after official authorisation by the CTM (in consultation with police if involved) and next of kin must be given every consideration. This applies to all persons involved with the accident, including fence judges who should be kept isolated until an official statement has been issued and they should be briefed to this effect by the TDs or the CTM.

Note: Check rider has not won a prize in another class to prevent embarrassment.

**Following a crisis**

1. CTM informs OC chair and ESNZ CEO or Chair or nominated representative in the absence of the CEO.
2. ESNZ CEO will inform the insurance company of the details of the incident.
3. ESNZ CEO will handle press inquiry from media.
4. The President of the Ground Jury to work with the event ad hoc committee (see FEI Annex IX) within 24 hours to investigate the incident.
5. The relevant sport manager must be notified as soon as possible they will then adivse their relevant board.
6. The ESNZ CEO will notify the FEI of any death or serious accident.
7. The ESNZ CEO, the event TD, the CTM and the organising committee chair will meet to discuss the incident and what needs to be done next.
8. The ESNZ CEO will determine whether WorkSafe NZ needs to be advised.