



NEW FOREST KAYAK AND CANOE CLUB

NFKCC Shore Contact procedure

The following summary outlines the process that should happen for all club trips and the steps the shore contact should take **if a trip does not return** when expected.

<i>Created on:</i>	<i>16th June 2023</i>
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<i>Reviewed 26th June 2023</i>	Committee
<i>Reviewed 28th March 2024 by:</i>	Committee Justin Davis, Jane Chapman, Annie Hallam, Richard Payne, Jane Chapman, Rachel Hughes, Duncan Gray, Robert Wright
<i>Next Review due:</i>	June 2025

Introduction

Important: Everything is probably OK!

A situation in which a trip's return is significantly overdue and contact has not already been made with shore contacts/emergency services seems very unlikely. Late return to home will almost certainly be due to 'off-the-water' issues such as traffic, breakdown etc or inaccurate communication about timings!

All trip participants therefore have a personal responsibility to keep all family members and friends fully informed about when they will be returning and of any delays or changes to timings. **This will hopefully avoid any false alarms!**

Why have a shore contact?

Anyone participating in outdoor adventure sports will know that it is important to tell someone where you are going and when you will be back.

There is the possibility that a problem arises, emergency services can't easily be contacted and continuation of the trip becomes dangerous. The risk increases if there is a combination of factors e.g.

- Sudden changes in weather or sea state (fog, lightning, swell, surf, tide etc)
- Illness or injury
- Remote location (out of range of mobile network/vhf)
- Communications devices (VHF/mobiles etc) failing/losing power

TRIP LEADER PROCEDURE – before the trip launches

Please **share the following procedure** with anyone who might be expecting your timely return so they know what will happen.

Consider using **RYAsafeTRX to do this**– this is a free mobile app that provides a very robust and straightforward way to keep your shore contact informed of your plan and your return.

<https://www.rya.org.uk/knowledge/safety/keep-in-touch/safetrx>

The app allows a shore contact AND the coastguard to track your trip live (connection permitting). It will AUTOMATICALLY send a 'Trip overdue' message to your shore contact and provides a last known position for the coastguard.

Step 1 Decide who your shore contact will be.

A shore contact will be the person responsible for **taking initial action** if a trip has not returned as expected. They **MUST BE**:

- A reliable adult (age 18+)
- Contactable by phone all day
- have the capacity/time to **take further action** i.e to **phone a committee member** using the list of phone numbers (see below).

Examples:

- Club committee member (not on the trip!), partner, other family member, friend etc

Step 2 Identify the shore contact on the forum post for the trip

Include a **contact phone number** and **full name**.

Step 3 Before departure from home

Leave your shore contact a **copy of this document** (e.g. email/paper copy) AND a brief **summary of the trip plan** and approximate timings.

Discuss, agree and **record** the following information for the shore contact:

Trip leader Name		
Trip leader Mobile		
	Place	Approximate Time
Launch		
Stopover (eg lunch break)		
Landing (end of trip)		
Shore contact phone number on which contact will be made		
Time at which further action should be taken if no contact has been made		

Make your shore contact aware of their role in the emergency procedure below so they know what to do if you don't return on time (see below).

Step 4 Once the group is off the water

Leader contacts the shore contact by phone (or return home if that was what was agreed). The trip has ended! No further action required!

Emergency procedure

DO NOT CONTACT 999/coastguard at this point! Remember there is almost certainly no problem.

Shore contact

If the leader hasn't made contact by the agreed time and you can't make contact with them.

Shore contact - Phone a committee member from the list below

– try them all until someone answers. Describe the situation. Pass on all the details you know (e.g. expected timings, trip plan).

The committee member will then take over the process and take the further action below.

Committee member - open the forum and find out the trip details.

<https://nfkcc.org.uk/forum/index.php?board=26.0>

Committee member - Open membermojo and find the **contact details** for trip members
[Members \(membermojo.co.uk\)](http://membermojo.co.uk) (remember sign in will require email verification)

Committee member - Phone each trip participant - find out if the group off the water safely.

Committee member – If no contact can be made with any participant on the trip

Committee member - Dial 999 and ask for the coastguard

(Solent Coastguard 02392 552100)

Explain the situation. Pass on all the known details from membermojo:

- Expected route, start/finish and stopover points and timings, Number in group
- Any other known details from the forum (e.g VHF call sign/boat colour/type etc)

Committee member Read the NFKCC document 'Emergency **procedures**' and follow the instructions.

Continue to try to contact club chair if not already involved **Do NOT contact media/social media etc**

Committee member
Await further instructions from the coastguard.

Committee member
Contact the shore contact again and keep them informed

Emergency committee contacts

Committee member	Role	Phone number
Justin Davis	Chair	0772 999 1401
Jane Chapman	Welfare	07443530169
Duncan Gray	Treasurer	0777 196 5729
Annie Hallam	QM	0774 148 7542
Ya Huang	Club secretary	0780 975 7133
Rachel Hughes	Pool co-ordinator	07751132144
Graig McCullough	Committee member	07519926733
Richard Payne	Welfare	0794 675 8248
Mark Shakespeare	Trips/safety	07450083605
Robert Wright	Committee co-ordinator/Safety Officer	0781 825 5993