



Frank's Livery Safety Information for Clientele/Customers

Definitions:

FPL: Frank's Paddlesports Livery Staff

Rental Group: All clientele of FPL that engage in river-related activities who are members of a single group. (No rentals or shuttle services will be provided to a single individual. Every river-related customer must be a part of a Rental Group.)

Person-In-Charge: Member of the Rental Group who is responsible for keeping contact with FPL, or in case of emergency that occurs on the water – is responsible for contacting EMS (9-1-1)

Second-In-Charge: Secondary member of a Rental Group responsible for contact with FPL/EMS if Person-In-Charge becomes unavailable.

Compliance Guidelines:

One member of each rental group for Frank's Paddlesports Livery must be designated as the Person-In-Charge. One additional member of each rental group should be designated as the Second-In-Charge. At least one customer of each rental group should and are encouraged to bring a cell phone with them in a waterproof/floating enclosure. If the rental group anticipates that they will not be returning to the designated place at the designated time, they should call the FPL customer service line to alert staff of the delay. If a rental group is 30 minutes or more past due from returning, FPL staff may attempt to contact the party through the designated person of contact's phone number (calling and texting rates may apply). If a rental group is more than 60 minutes past due, EMS services may be contacted and the customer may be held liable for any and all costs associated with a rescue attempt.

Safety Review

Virtually all possible safety concerns can be grouped into the five categories below:

- River Hazards (immersion injury, submerged rocks and logs, strainers, capsized or pinned watercraft, environmental pollutants)
- First Aid
- Severe Weather (thunderstorm => flash flooding) (headwinds => harder paddling)
- Aggressive Participant
- Human Factors (outside party interfering or theft)



Severity of any incident can be categorized as:

1. Treat and Release (least severe): The volunteer who is the first responder can handle the situation themselves. This could include minor cuts and scrapes.
2. Assistance Needed: Assistance from another participant or FPL staff is necessary. Example might include removing an embedded fishhook from a participant.
3. Emergency Response Activated: When calling 9-1-1 is a necessary first step. Examples would include a participant pulled from the water who was unable to self-rescue, violent confrontation between participants and/or members of the public.

In Case of Emergency

Water Rescue Procedure

- Swim/Wade to boat and re-enter
- Rapid-Swim: Point Feet downstream, backstroke to control direction and avoid obstacles

Medical Emergency

- Assess the situation: if the injury appears to be life threatening, direct someone to call 9-1-1. If no one else is around/available, dial 9-1-1 yourself.
- Provide the following information to Emergency Services Dispatch (9-1-1 operator):
 - Nature of medical emergency
 - Location of the emergency
 - If emergency is on-the-water - give the 9-1-1 operator the closest cross streets/bridges to the location.
 - If the 9-1-1 operator is having trouble understanding where you are, you can request to be transferred the responding unit directly.
 - Your name and phone number from which you are calling.
- Do not move the victim unless they are in immediate danger (at risk of drowning, fire present, down power line, etc.).
 - If the victim is in the water – Pull he/she/they to shore (as long as it doesn't risk another's safety).
- If personnel trained in CPR/First Aid are not available, as a minimum, attempt to provide the following assistance:
 1. Stop the bleeding with firm pressure on the wound(s) (note: avoid contact with blood or other bodily fluids).
 - a. Be sure to protect yourself from possible exposure to blood borne pathogens through the use of personal protective equipment whenever possible (use of nitrile gloves, rescue breath barrier, etc.)
 2. Clear the air passages using the Heimlich Maneuver in case of choking.



Critical Incidents Action and Response

Dealing with severe injuries and emergency situations can be intimidating. However, reviewing this section and familiarizing oneself with appropriate emergency response actions can mean the difference when these emergency response situations occur.

- Asking the appropriate information to determine the type and magnitude of the situation.
- Determine incident response action steps including whether or not you are needed at the scene.
- Giving clear instructions to the other people on site to ensure life safety and management of the scene.
- Monitor the situation and communicate with required personnel.
- Assist with all incident / accident reports including witness statements, employee statements, Third Party Accident Reports, police reports, and all other reporting needs.

Severe Weather – Thunderstorm

The best way to protect yourself from a thunderstorm is not to be in one! Know the forecast before heading out (or sending others out).

Vital information to know if you find yourself outside during a thunderstorm:

- Get off the water. A boat is the tallest object on the water, making lightning strikes more likely. If you are fishing or swimming, get out and move away from shore.
- Thunder indicates lightning. If you can hear thunder, there's a chance for a lightning strike near you, even if the thunder is 10 miles away.
- As soon as you hear thunder, start to take action. Water is an excellent conductor of electricity, so if you're on the water get off as soon as you can, and away from any tall trees along the shoreline. Start to look for the best spot to take shelter.
- Avoid any object that conducts electricity like power lines, umbrellas or fences (i.e. objects made of metal or graphite). A wet length of rope is an example of a long conductor, and isn't safe either.
- Seek shelter. If possible, get into a building or into a vehicle. If inside a building, stay away from electrical appliances or wiring. If inside a vehicle, roll up the windows, and avoid touching metal parts. Avoid high ground, open ground and tall, solitary trees. Don't take shelter along a high rock wall, as lightning travels down vertical surfaces. If you're with other people, spread out (sources recommend at least 25 feet apart). Look for low ground like a small, waterless ravine or a clump of trees that are of similar height.
- Don't lay down on the ground. Instead, crouch low with your feet together. Ground current contributes to half of lightning strike deaths. You want as little of yourself in contact with the ground as possible. Sitting will work, especially if you can sit on a foam pad, pack (with no metal) or pile of clothes. Getting low and keeping one's rubber shoe soles as the only personal point of contact with the ground while covering.



- Monitor the storm. Lightning has been known to strike 10 miles away, though; the usual strike distance is 3 - 5 miles. Thunderstorms move swiftly. After you see lightning, count the seconds until you hear thunder. Every five seconds equals a mile in distance. A count of five means lightning is overhead. If the time increases, the storm may be moving away. If you see lightning but don't hear thunder, the storm is probably 15 miles away. If you hear thunder, the storm is within 10 miles - lightning strike distance. If you see a blue glow around metal objects, smell ozone, hear buzzing, feel your scalp tingle or your hair stands on end - dive for cover or crouch down. The movement of electricity, just before lightning strikes, creates these sensations.
- Don't assume all is over until you haven't heard thunder for about 30 minutes.
- Have a plan for where to go for everyone in your group before you depart.