

2. Communication

Good communication works in many directions. In rowing it is important that clubs communicate with their members and events communicate with participants (including umpires and officials). Effective communication often uses a variety of media, these include personal and electronic communication.

Everyone should ensure that they are aware of the information and guidance that has been made available to them and that they should report any issues or concerns that they are aware of. It is also important to feel free to ask questions and to be able to receive appropriate answers.

This chapter of RowSafe contains the following sections:

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2. Communication

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RowSafe provides general guidance to clubs and their members on safe practice in rowing. It is however the responsibility of each club to maintain up-to-date risk assessments and define and monitor its own safety practices, guidance and procedures specific to its environment and activities, which clubs shall ensure are made known to their members and members shall comply with the same.

Whilst every effort is made to ensure that the medical and other similar information and guidance in this manual is accurate and reflective of best practice at the time of publication, it is the users' responsibility to ensure that such information and guidance is up to date before acting upon it. British Rowing accepts no responsibility for the content of third party websites accessed through links in this publication.

2.1 Communication of Safety Information

Everyone should ensure that they are aware of the information and guidance that has been made available to them and that they should report any issues or concerns that they are aware of. It is also important to feel free to ask questions and to be able to receive appropriate answers.

Communication methods include:

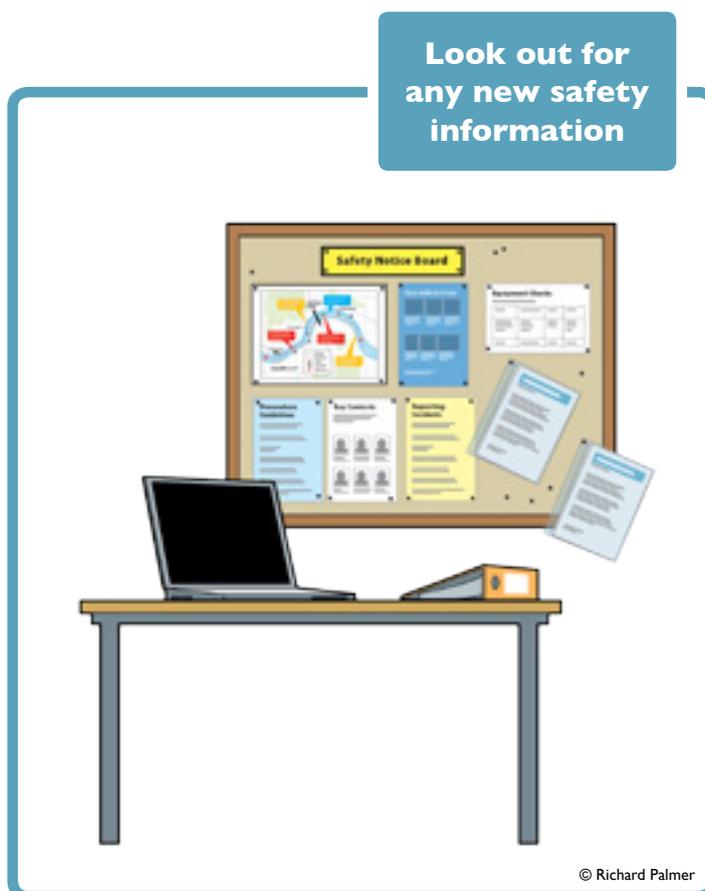
- In person, face-to-face,
- Safety notice boards (club and event),
- Digital communications (websites, emails and social media), and
- Training and induction materials.

Expectations

Everyone

Everyone is expected to:

- Frequently check the various communication methods such as notice boards, emails and website.
- Review the information available and take appropriate action such as understanding the displayed circulation plan and abiding by it.
- Report concerns, incidents and near misses as appropriate.
- Report all incidents using the British Rowing [Incident Reporting System](#).
- Ask a responsible person whenever they have questions or feel that they need more information.
- Be aware of, and understand, the instructions and any safety requirements when at events.



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Club

Club Officers are expected to:

- Promptly review all advice issued by British Rowing and the Regional Rowing Council and take action when required.
- Make members aware of changes whenever the Club Risk Assessment, rules, procedures and advice are updated.
- Maintain regular communication with all local water users and other stakeholders and circulate any information to members. This could include information about sailing regattas and fishing competitions arranged by other organisations.
- Ensure that all members are aware of and able to access the communication methods used by the club.
- Review the effectiveness of the club's communication processes.
- Report all incidents using the British Rowing [Incident Reporting System](#).

Coaches

Coaches are expected to:

- Communicate rules and safety recommendations to rowers under their supervision.
- Report all perceived safety issues to the Club Rowing Safety Adviser and Club Committee.
- Report all incidents using the British Rowing [Incident Reporting System](#).
- Ensure that their crews, when at events, are aware of and understand the instructions to competitors and any safety requirements.

Event

Event Officers and Organising Committees are expected to:

- Promptly review all advice issued by British Rowing and the Regional Rowing Council to the Event Rowing Safety Adviser, and take action when required.
- Make competing clubs aware of the Event Risk Assessment, local rules, procedures, advice and safety arrangements.
- Publicise rules, procedures, and other requirements.
- Encourage competitors to check the communication methods used by the event.
- Review the effectiveness of the event's communication processes.
- Report all incidents using the British Rowing [Incident Reporting System](#).

Regional Rowing Councils

Regional Rowing Councils are expected to:

- Promote and support communication on all aspects of safety.
- Issue and maintain any regional guidance on rowing safety, acting primarily on advice from the Regional Rowing Safety Adviser.

- Recommend action as a result of incidents that may come to the attention of the Regional Rowing Safety Adviser.
- Maintain regular communication with local navigation authorities and other regional stakeholders and circulate any information to clubs (for example information relating to river closures or modifications to navigation rules).
- Maintain regular communication with British Rowing.
- Review the effectiveness of the Regional Rowing Council's communication processes.

British Rowing

British Rowing:

- Provides guidance to clubs through RowSafe.
- Provides an [Incident Reporting System](#).
- Provides [Safety Alerts](#) and other safety communications.
- Provides safety training material on its website.
- Provides courses that include safety.

Further Information

- British Rowing Incident Reporting System - incidentreporting.britishrowing.org
- Safety Alert Archive - britishrowing.org/knowledge/safety/safety-alert-archive

2.2. Make up of Club Induction Pack

The Club Induction Pack should contain information that new members would need to familiarise themselves with the operation of the club. It should provide new members with simple guidance that will keep themselves and others safe and ease their transition into full participation in the club.

The Club Induction Pack should also contain links to other information that may be needed later. If it is available on the club's website then the links should be hyperlinks.

Suggested Contents

Introduction to the Club

Provide information on topics such as:

- A summary of the history of the club.
- A list of club officials (preferably including photographs).
- Club Rowing Safety Adviser (name, photo and contact details).
- Club Welfare Officer (name, photo and contact details).
- Parking.
- Times when the club is open.
- Transport to and from the club.

Club Procedures

Include a list of procedures and links to each. Procedures could include, for example, the process for quarantining damaged equipment.

Safety Information

Provide information on topics such as:

- The location of club procedures; for example are they located on the notice board or on the website?
- Responsibilities and expectations for everyone.
- Risk Assessments / Safety Plan; what they are and where they can be found.
- Safety Aids such as throw lines, lifejackets, launch, lifeguard tube.
- Declarations of Medical Conditions (for example telling a coach about medical and fitness issues).
- First Aiders and First Aid provision.
- Emergency Plans; what they are and where they can be found.

- Clubhouse Fire Evacuation Plan.
- Emergency Contacts.
- Incident Reporting.
- Capsize / Man Overboard and Recovery Training / Swimming ability.
- Waterborne diseases.
- Where to find further safety information on the British Rowing website including RowSafe and the Rules of Racing.

Navigation

Provide information on topics such as:

- Club rules.
- Circulation plan and navigation rules.
- Outing rules.
- Hazards whilst afloat and hazards on land.
- Responsibilities and expectations of cox and steersperson.
- Responsibilities and expectations of launch drivers.
- Launch driving rules.

Equipment

Provide information on topics such as:

- Care of equipment; for example pre and post use equipment checks.
- Types of boats and parts of boats and blades.
- Any limitations on the equipment to be used by members.
- Responsibilities and expectations when using launches.
- Responsibilities and expectations when using the rowing tank.
- Responsibilities and expectations when land training; for example using the gym, rowing machines, bikes and weights.
- Responsibilities and expectations when using trailers.

Expectations

Specify expectations for:

- Crew (novice and more experienced rowers).
- Cox and steersperson.
- Coaches.
- Launch drivers.
- Helpers and other volunteers.

Introduction to Rowing

Provide information on topics such as:

- Rowing terminology (see the [Glossary of Rowing terms](#)).
- [Equipment](#).
- [Techniques and Training](#).
- [Training advice](#).

Further Information

- British Rowing website:
 - Glossary of Terms - britishrowing.org/knowledge/online-learning/techniques-and-training/glossary
 - Equipment section - britishrowing.org/knowledge/online-learning/equipment
 - Training advice section - britishrowing.org/knowledge/online-learning/training-advice

2.3 Radio Procedure for Events

Event Organisers are advised to consider having a dedicated channel for safety and rescue communications.

Effective use of the radios relies on keeping transmissions short and to the point, speaking clearly and following some basic internationally recognised procedures.

The following guidelines are based on standard VHF radio procedures. They are internationally recognised and are consistent with the procedure regarded as standard by other radio users. The use of Procedure Words (pro-words) and the International Phonetic Alphabet makes transmissions easier to understand, especially when reception is poor. A list of pro-words and the phonetic alphabet are shown below. The pro-words are shown in red in the following examples.

Making a Call

Listen

Only one radio can transmit successfully at a time so if you talk at the same time as someone else one of you will not be heard.

Make Your Call

To make your initial call, say their name and yours. e.g. *Control. **This is** Rescue 1. **Over.***

If you do not get an immediate reply, wait a short time and then call again saying the station names twice, e.g. *Control, Control, **this is** Rescue 1, Rescue 1. **Over.***

When the other station has replied to your initial call, pass your messages. When you have finished saying something and want to hear the other station, say “**Over**”.

At the end of the conversation, say “**Out**”.

For example,

Control, **this is Rescue 1. **Over.****

Rescue 1, **this is** Control. **Over.**

Control, **this is Rescue 1. **There has been a capsized near the bridge. I am proceeding to rescue. Please alert the Ambulance. **Over.******

Rescue 1, **this is** Control. **Received.** We will alert the Ambulance. **Out.**

Examples of Some Standard Calls

Radio Checks

At the start of the day, Control may carry out radio checks to ensure that everyone can hear and be heard. The procedure for this is:

Rescue 1, this is Control. Radio Check, please. Over.

Control, *this is* Rescue 1. I have you loud and clear. *Over.*

Rescue 1, this is Control, I have you loud and clear also. Out.

It is important that Rescue 1 knows that Control is receiving transmissions.

Broadcasting to All Stations

Sometimes it is important to tell everyone something e.g. that the course is blocked. To pass a message to everyone, call “All Stations”.

All Stations, this is Control. Be aware that a large motor vessel is navigating in the centre of the course. Suspend all racing. Clear the course. *Repeat.* Suspend all racing. Clear the course. *Out.*

This should be used when you need to communicate information to everyone and do not expect anyone to reply.

Distress Calling

Where assistance is required and only if there is grave and imminent danger of loss of life then use the term “Mayday”. For example

Mayday Mayday Rescue 1. All Stations, this is Rescue 1. **Just upstream of the bridge, an AS sculler has capsized and cannot be righted. We need assistance from another rescue boat. Over.**

Mayday Rescue 1. Rescue 1, *this is* Rescue 2. We will be with you in 30 seconds. *Out.*

All further radio transmissions not directly associated with the rescue shall cease immediately and shall not resume until permission (“*Distress Fini*” (pronounced Distress Feenee)) is transmitted.

All radio transmissions associated with the rescue should commence “*Mayday* Rescue 1”.

Pro-words

| | |
|--------------------------------|--|
| This is | Indicates the Station making the call |
| Over | Invitation to reply |
| Out | Indicates the end of working (Never say “Over and Out”).) |
| Radio Check | Tell me the strength and clarity of my transmission |
| Wait | If a station is unable to receive traffic, it will reply “Wait ... minutes” |
| Station Calling | Used when a station receives a call but is unsure who is calling |
| I say again / Say again | I am repeating what I have just said / Please repeat what you have just said |
| All after / All before | Used after “say again” to request the repetition of a part of the previous message |
| Repeat | Used if a part of the message is important and needs emphasising |
| I Spell | I shall spell the next word or group. Use the phonetic alphabet |
| Received | Your message has been received and understood (Do not use Roger) |
| Break | I am going to continue to transmit but I am going to speak to another station |
| Mayday | This is a distress call |
| Silence Mayday | Announcement to impose radio silence during a distress situation |
| Distress fini | Announcement made to indicate the distress situation is now resolved |

Phonetic Alphabet

| | | | | | | | |
|----------|---------|----------|----------|----------|---------|----------|-------|
| A | Alpha | J | Juliet | S | Sierra | 0 | Zero |
| B | Beta | K | Kilo | T | Tango | 1 | Wun |
| C | Charlie | L | Lima | U | Uniform | 2 | Too |
| D | Delta | M | Mike | V | Victor | 3 | Tree |
| E | Echo | N | November | W | Whiskey | 4 | Fower |
| F | Foxtrot | O | Oscar | X | X-ray | 5 | Fife |
| G | Golf | P | Papa | Y | Yankee | 6 | Six |
| H | Hotel | Q | Quebec | Z | Zulu | 7 | Seven |
| I | India | R | Romeo | | | 8 | Ait |
| | | | | | | 9 | Niner |