

# SCCA Critical Incident Manual

## Purpose Statement

The purpose of this document is to provide a general guideline on how to be prepared for, respond to, and come away from a critical incident. For these cases, a Critical Incident is defined as a situation where loss of life is a possibility, or perceived to be possible.

Above all – make sure anyone injured is being attended to, and that ultimately managing incidents is a “what if” exercise. Each scenario may have its own challenges and solutions and it is up to you and your team to put those solutions into action.

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## Section 1: Important Contacts

**Call the SCCA Critical Incident Hotline**

**785-862-7112**

**Leave a message at this number which alert the Critical Incident Management response team, one of which will return the call as soon as possible.**

## Section 2: Preparation

Effective incident management is a matter of being prepared, and each person knowing and understanding their role. This means having a chain of command in place, and being aware of any location-specific procedures and challenges.

### 1. Build a Team

In any incident response, everyone knowing their role and the chain of command ahead of time will help maximize response and incident handling efforts. In some cases – as with a road race – roles may be dictated by specialty personnel on site, but at a temporary facility such as an autocross or Rallycross, roles may be taken on by event officials.

#### Important Roles

Incident Response (Who will be designated to go to the scene.)

Emergency Services Contact (Who will call 9-1-1.)

Crowd Control (Who will ask for space from the crowd)

Waiver Control (Who will collect and secure insurance waivers.)

Incident Report (Who will fill out the incident report.)

Family Communication (Who will reach out to Emergency Contact.)

Participant Communication (Who will speak to participants about the incident.)

2. Know any facility-specific documents

3. Know who on site can help (ie. Medical professionals)

4. Have a plan for emergency vehicle access/egress

5. Have a plan for weather. (Send participants into vehicles for lighting, know where shelter is for tornados, high ground for flooding, etc.)

6. Make sure all emergency contacts for participants are available on site until completion of the event.

7. Study this guide

## Section 3 – During the Incident

### Respond to Incident

- If at a Road Race or there are emergency services on site – they should respond and have control of the response.
- Make sure the person or people in danger are being responded to.
- Verbally call out for help if needed.
- Ask for emergency response either from emergency workers or by calling 9-1-1.
- Ask someone to call 9-1-1 and make sure you get an affirmative response from that person.

### Control Crowd

People at an event will often want to help and see what's going on during and shortly after an incident. This can be an issue for their safety as well as the safety of emergency workers and those involved in the incident.

It is important that when an incident happens, someone has already been assigned the task of crowd management, and is seeing to this while the other response is going on. This person should:

- Stay Calm
- Explain requests clearly and firmly
- Be Polite
- Frame Requests/Commands in such a way as to ask people to give others room and comfort to work and help those in need.

Often bystanders will take photo and video of the incident and aftermath – it is best to ask people not to take photos, and to remind them that if they person(s) involved, they would want the situation treated with discretion.

As organizers, we tend to react for the absolute worst-case scenarios – and with incidents it is always possible to have worst-case, but when it comes to other participants during an incident most want to help and by using a calm but firm tone when asking for help – even if the help is to, “please stay back/away” – most people will do what’s asked of them in cases like this. Emotionally filled contact just raises the chances of panic and other issues.

## Information for Medics/Officials

The registration form should contain emergency contact information, and may contain medical information such as allergies. Assign someone to collect this information so that it may be relayed to medics and used to contact family when you have more information.

As a reminder – emergency contact information must be on site and accessible until the event is over. Be wary of relying on an internet connection for this info. It is advisable that you have this information available offline.

## Secure Waivers

Someone will need to collect waivers from the waiver stations to make sure they are kept safe. These will need to be sent in to the SCCA National Office as part of the incident report, and it is a good idea to make a digital copy. Do not highlight or otherwise mark the waiver.

## Gather Information

Although it may be hectic, and, **if it can be done without disrupting any rescue efforts**, start taking pictures and notes while the scene is still in place.

Take Note of:

- Track conditions
- Weather conditions
- Time of Day
- Place where incident occurred (Track/Turn, Paddock, Pits)
- If it is a crash, does the car have a video camera
- Any factors which might have contributed (ie. Fluid on track)

Take pictures of:

- Skid marks which tell the story of the incident.
- Damage to the facility.
- The car where it came to rest, if it is a vehicle incident.

## DO NOT TAKE PICTURES OF THE INJURED

Collect:

- Written eye-witness accounts
- Measurements
- Video (From vehicles involved or from vehicles which might have captured the incident on their cameras.)

### Inform

**SOMEONE** that there has been an incident using the contact information at the front of this sheet. It does not have to be detailed, and could be as simple as, "Incident with potential fatality at **(TYPE OF)** event in **(LOCATION)** will advise." This will set a "call tree" in motion to let club leaders and other officials know to be ready.

### Protect

- Secure any/all on-board camera(s) which may be on the car.
- Cover the car with a tarp or car-cover.
- Move car to secured place. (Garage, locked area or similar.)

## Section 4 Post-Incident

### Reach out to Participant "Emergency Contact"

When you have information about where the injured are going, reach out to the participant's emergency contact.

**Be as clear and plain as possible when you speak to the contact.**

"Hello, this is \_\_\_\_\_ from the Sports Car Club of America where \_\_\_\_\_ was entered in an event today. \_\_\_\_\_ has been involved in an accident and is being taken to \_\_\_\_\_ (Hospital) \_\_\_\_\_ has listed you as their emergency contact, and that is why I have called you.

**Speak only of what you know.**

There was an incident  
Person is being attended to and in transit to specific hospital

**Do Not:**

- Speculate on cause
- Speculate on condition
- Apologize
- Offer any help you can't give

**NOTE:** It is possible that friends of the participant will have already contacted family before you get a chance. A general rule is to reach out to the emergency contact when you know where they are taking the participant(s). If this happens and you end up speaking to the emergency contact early, let them know you're waiting on more information, and will advise.

## **Contact SCCA National Staff**

Now that you have more information – reach back out to SCCA National Staff with more information.

- Better description of incident
- Known condition of participant(s)
- Name of participant and emergency contact – name and relation to participant
- Location participant(s) is/are being transported to

## **Protect Vehicle/Participant Belongings**

- Make sure the vehicle is covered and in a secure location
- In some states when there is a known fatality, the state police may require the vehicle be held for them and until they are done with it.
- Make sure any equipment such as truck, trailer, etc is taken care of and secure/brought home.

## **Critical Incident Stress Management**

Critical incident stress management (CISM): When our folks SEE incidents happen, it can trigger a lot of bad things for them, emotional and physical. Someone needs to understand how to communicate to them what they might expect to have happen and how to handle it.

## **Announcement(s) to participants**

Although you must be careful with any information given out, rampant speculation and concern for those injured can cause anxiety and worry for other participants, and as such – it is good to make an announcement of what you do know.

What you can say:

- Known positive observed conditions and expectations. (Talking, conscious, walking)
- That you have contacted their family and other officials to let people respond.

What you can't say:

- Specific medical information
- Blame of anything or anyone for the incident

Overall – let the participants know you have told them what you can, but that incomplete information can damage everyone – including the injured and even the sport they love. Ask that they view the person(s) involved in the incident as friends by way of enthusiasm if they do not know them, and to think about what information they spread and how they spread it, and how they would feel if it were them.

## **Social Media Appropriateness**

Social media and the speed of digital information make limiting the spread of information difficult, but it is important we try because often facts are not fully understood before they are sent out, and these facts can be damaging to everyone involved.

### **What you can't do:**

It is not legal to collect/destroy video or images. Do not take anyone's camera(s) or memory cards. (You may ask people for copies of any video or photographic evidence for the incident report.)

### **What you can do:**

- Keep everyone at a safe distance which should also keep image quality down.
- Ask that people please not take pictures.
- Appeal to emotion and protection of the person involved. "Whether you know the person involved or not, they are a friend by way of enjoying the same activity and before you post or talk or post about this, please think of how you would want it handled if it were you, and be aware of how incomplete information can hurt him/her and you."

## **Incident Report**

The incident report is completed by the event Safety Steward and is a collection of information and facts without analysis. After completion, it is submitted to the national office.

### **Incident Report Should Include:**

- Course map (If a Solo or RallyCross event)
- Incident map/diagram
- Witness statements
- Media (images, video)
- Police reports (if applicable)
- Any other items of note

Along with that, make your own notes and ask anyone on your response team to make their own notes about what happened, who they talked to, who said and did what. If there is further legal action – sometimes years down the road – it helps to have a set of notes to assure accuracy.

## Continuation of the Event

Ultimately the decision to continue the event or not is up to the chief steward or event chair. If the decision to continue is made, participants who are not comfortable continuing or feel the incident has been a distraction should be allowed to leave, and every possible consideration should be taken to make that process as easy as possible for them.

## Section 5: Items to Think About

### Always Remember

- Make sure to get help, and ask people specifically for what you need.
- Do not ever assign blame.
- It's OK to say, "I don't know" rather than guessing.
- Do not offer to help with things you can't.
- Do not share information other than what is absolutely necessary.
- Refer any inquiries to the SCCA.
- Communicate details to family clearly and timely.
- Communicate to SCCA officials clearly and timely.
- Be as detailed as possible with the incident report.

### Situations to Think About

**First Aid** There may be a need for first aid - everyone should know where the first aid kit is.

**Mass Casualty/Criminal Acts:** Everything above is amplified, along with turning the event over to government officials.

**Facility Emergency Plans:** Often the facility the event is at will have an emergency plan – be aware of any specific guidelines facility owners have.