

In case the SeaTREK Operator does not have an Incident Action Plan, this information is intended to be used as a guideline.

Complete the information below and review with all SeaTREK staff. Completed information within this form must be transferred to the "Quick Reference Sheet." This information is to be readily available at all times during operations.

### ● Notification

In case of an emergency, notification of key personnel is crucial. Planning the notification is often overlooked, but being prepared can save valuable time and expedite appropriate responses.

1. **The Guide** involved with the incident is responsible for initiating the notification process.
2. Who will complete the contact list so notification can be executed in a timely manner? Each operation should have a **designated person** responsible for calling each individual on the contact list to ensure all key personnel have been notified of an incident.

**Name:** \_\_\_\_\_ **Phone #:** (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

### ● Customer & Family Handling

All guests who were on the tour should remain close by until signed witness statements and contact information have been collected. In case the wait is long, have a plan in place to make guests feel comfortable. Provide restrooms, drinks, and snacks.

#### Guest Care

3. Who is responsible for guest care while they wait?

**Name:** \_\_\_\_\_

### ● Next of Kin Notification

All countries differ in their laws and regulations regarding the next of kin notification process for customers who have been injured or deceased. Generally a family member of the injured guest should be contacted. Offer the guest's family participating in the tour notification assistance if necessary.

4. Who is responsible for assisting the family?

**Name:** \_\_\_\_\_

## ●—Media

Any major accident can turn into a media event. Specific procedures should be in place for how to interact with the media and who is allowed to make public statements.

5. Who is responsible for issuing public statements?

**Name:** \_\_\_\_\_

## ●—Hospital & Customer Care

If a guest is transported to the hospital, be sure to accompany and provide transportation if needed, for family members. It is important to have the guest's information and liability release form. If the guest or family members do not speak the native language, it is important to make sure they are provided translation assistance. These situations can often be very scary and stressful for guests. Staying to assist with translations and keeping the guests' stress to a minimum is critical.

6. Who is responsible for accompanying the guest/family to the hospital?

**Name:** \_\_\_\_\_

7. Who will follow up with the guest/family to ensure their needs are being met?

**Name:** \_\_\_\_\_

## ●—Morgue & Medical Examiner Information

8. Will a medical examiner or coroner handle fatalities in your country?  Y  N

**Contact Name:** \_\_\_\_\_ **Phone #:** ( \_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

## ●—Hotel & Other Accommodations

In the event the guest or family will have to stay with the injured party, a hotel will be needed. Please see that a hotel and other accommodation arrangements are made if necessary.

9. What nearby hotels are suitable as a family hotel?

**Hotel Name:** \_\_\_\_\_ **Phone #:** ( \_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

**Hotel Name:** \_\_\_\_\_ **Phone #:** ( \_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

## ●—Clergy & Other Social Services

In the event of a death, members of the clergy can be helpful in working with the families. Ask the family if they would like a clergy member of their denomination to be contacted.