



Event Incident Protocol

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Legend:

Abbreviation	Definition
EIP	Event Incident Protocol
TI	Triathlon Ireland
RO	Race Organiser
TD	Technical Delegate
TO	Technical Official

Introduction and Background

As part of the planning and delivery of race events sanctioned under Triathlon Ireland (TI), various issues and incidents can and will arise. Most will be minor in nature and will be resolved in collaboration between the race organisers and race officials. Some will be more significant and will require a more formal engagement, incident response, and communication process. Some will also be major and require a more urgent response and broader engagement with multiple stakeholders.

The aim of the Event Incident Protocol (EIP) is for TI to manage any incident that occurs at any sanctioned multisport event in a clear, concise and consistent way. This document outlines the incident management protocol for some of the various types of incidents that can occur, incorporates an escalation process corresponding to the nature of the incident, and outlines responsibilities of all those involved. Possible examples of events that fall under each category are provided, however, the lists are not exhaustive.

This protocol aims to improve TI's ability to manage incidents effectively, not to prevent serious incidents or event postponements

All Technical Officials (TOs) are reminded that there is no requirement for them to intervene in any incident beyond their usual duties if doing so jeopardises their own safety or that of others.

Contact List

In the event of unforeseen circumstances during the event, please contact **emergency@triathlonireland.com**.

This email address reaches a group of key Triathlon Ireland contacts who are available to support the event team. The group includes essential personnel within the leadership and event team. .

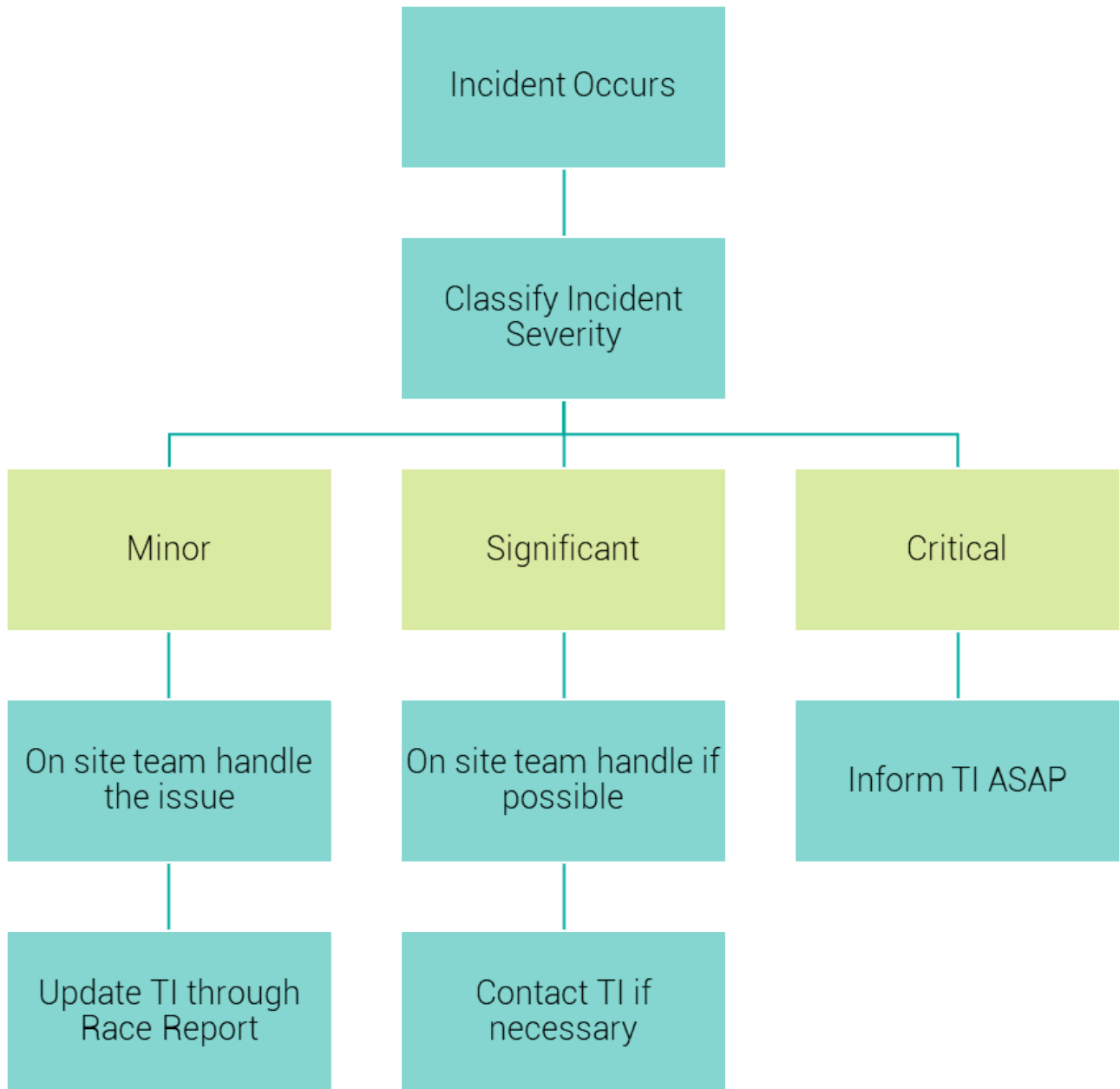
These contacts should be notified as a group and only used when necessary, based on the appropriate incident level. **If emergency services are required, contact 999 or 112.**

When sending an email, please include the following details:

- **Brief summary of the incident**
- **Name and Contact number to best reach you**
- **Name of the event**
- **Your role at the event**

This will help ensure a swift and appropriate response.

Incident Response Plan Flow Chart



Minor Incident

Definition

An incident that does not warrant direct TI involvement or notification and is expected to be resolved through the collaboration of the RO, on-site medical teams and/or TOs.

Possible Examples

- A minor injury of a participant, race official or member of the public at the event
- Poor weather conditions that result in slight changes to event (i.e. swim distance modified due to rough water conditions)
- Insufficient marshalling or water safety cover
- Poor water quality

Responsible Parties

It is expected that in most cases, these issues should be resolved between the RO and the TOs. Where possible, all modifications resulting from a minor incident should be addressed prior to race start.

Communication Protocol

Minor incidents or issues should be included in the race report prepared by the TD after the race. Any communication to event participants must be done by the RO.

Escalation Protocol

Although the original situation may be minor, the situation should continue to be monitored as it may escalate to a significant or critical incident. If the situation does escalate, reassess and follow the appropriate steps according to the escalation.

Significant Incident

Definition

An incident where the on site team may be capable of resolving but TI must be notified (by email) pre or immediately post event, or it may be required to contact TI immediately (by email) for guidance/direction. There is a known possibility that a race may be cancelled or may not be sanctioned due to a significant incident.

Possible Examples

- Serious injury of a participant, marshal, TO, RO, or member of the public at the event
- Physical assault, attempted robbery, or threats to person or property at the event
- Dangerous weather conditions leading up to an event that may result in an event being heavily modified or cancelled prior to race start
- Breach of safeguarding protocols
- Any situation where TI notification is required (immediate TI intervention may or may not be necessary)

Responsible Parties

It is expected that in most cases, these issues will be dealt with by the RO, TOs, medical personnel or other relevant authorities but TI needs to be made aware of what occurred and must be notified by email. There may be situations where TI must be immediately contacted by email for guidance/direction on sanctioning and/or incident management. The RO and/or TD are the point(s) of contact between the event and TI. Any communication to event participants must be done by the RO. Where possible, all modifications resulting from a significant incident should be addressed prior to race start.

Communication Protocol

Notification to TI is mandatory in the event of a significant incident, however, the timing of when this notification is sent may vary based on the specific circumstances. If immediate TI guidance/direction is needed with regards to sanctioning and/or incident management, the contact group should be emailed as soon as possible, in advance of the race start and a follow up email should be sent. If no immediate intervention is required by TI, an email should be sent to notify TI of the significant incident. The party in contact with TI should provide all relevant information and keep an open line of communication with TI of the situation's progress if necessary.

Escalation Protocol

A significant incident could escalate to a critical incident, depending on the circumstances. If the situation does escalate, reassess and follow the appropriate steps according to the escalation.

Critical Incident

Definition

A critical incident is one with the highest impact and is defined as an event out of the range of normal experience – It is an event that causes an unusually intense stress reaction which has the emotional power to overwhelm an individual's ability to cope. A critical incident may also be a result of a situation with excessive media interest. Critical incidents are situations that require the immediate and direct engagement of TI with race organisers, emergency services, Gardai/PSNI, Coast Guard, media, or other organisations and it is necessary to immediately contact TI.

Possible Examples

- Death or critical injury of a participant, marshal, race official or member of the public at the event (i.e. death of an athlete, severe vehicle accident on course, etc.)
- TO team declining to sanction event due to serious safety concerns
- Major demonstration or protest
- Natural disaster or unexpected extreme weather conditions during an event that severely affect athlete safety
- Child protection incident

Responsible Parties

For major incidents, it is not possible to resolve the issue with the on site team and external involvement from TI and/or scene takeover from emergency personnel or Gardai/PSNI is required. Technical Officials should follow directions from these groups to ensure the safety of participants, race organisers, and members of the public.

Communication Protocol

Where a critical incident has been declared, technical officials should contact TI and emergency services (where appropriate) immediately.

Escalation Protocol

TI will determine any escalation required for critical events.

Support Following a Critical Incident

Depending on the specific circumstances of a critical incident, it may be important to source help and support as quickly as possible for you and/or others. The following section of this document outlines potential support groups or contacts that are available. **If you are seriously concerned about someone, please contact the Gardai on 999 or 112.**

Additionally, for technical officials who experience a critical incident at a Triathlon Ireland sanctioned event and are seeking support or assistance, Triathlon Ireland is committed to offering assistance wherever possible. Please don't hesitate to reach out to the Technical Program Executive at events@triathlonireland.com if you require support or guidance.

Who Requires Support

In addition to the individual(s) directly involved, there may be other 'at risk' individuals who may suffer distress as a consequence of an incident. Evidence suggests these may include:

- Those who directly witnessed death/injury/violence as part of the incident
- Were at great risk to be injured themselves
- Are related/close to the individual(s) affected (i.e. siblings, friends, clubmates)
- May blame themselves or are blamed by others for the incident
- Have previously suffered bereavement, loss, or a similar incident in the past

Local & National Support

It is important to be familiar with all the appropriate local services and agencies that are available to you. The following are recognised national and local mental health services:

Samaritans

A free helpline available 24 hours a day, 7 days a week for anyone struggling to cope. They can also be contacted by email, or letter. Online chat will be available in the future.

Phone: 116 123

Email: jo@samaritans.ie

Website: <http://www.samaritans.ie/>

Your Mental Health - HSE

A place to learn about mental health in Ireland, and how to support yourself and the people you love. You can find support services near you. Your Mental Health is brought to you by the [HSE](#), the [National Office for Suicide Prevention](#) and partner organisations across the country.

Website: www.YourMentalHealth.ie

Childline

Childline is a part of the ISPCC – which provides an extensive suite of Childline services and supports. There is a 24-hour support line and an online chat option is available.

Phone: 1800 66 66 66

Website: <https://www.childline.ie/>