

Chesil Sailability Standard Operating Procedures

Part 2 SOP- Specific Operational and Safety Procedures – for Volunteers by Activity

Reception Standard Operating Procedures

Updates

March 2025	Reception SOP 2025 v2	Original (after amendments)
January 2026	2-3 Reception SOP 2026 v1	Annual update incorporating learning from 2025 season

Reception Process and Role

- Reception and Link are the welcoming faces of Chesil Sailability, first impressions count, the Team rely on you to give all of our sailors the best start to their sailing.
- Sailors may be excited and possibly a little nervous. While with Reception and Link some sailors might need reassurance and to take a few moments to gather their own (or their supporters') thoughts before their flight.
- Reception ensure that administration tasks are completed for every Volunteer's visit and fully recorded.
- Reception ensures that administration tasks are completed for every Sailor's visit and fully recorded.
- Link ensures that Sailors have been advised about and offered suitable clothing for going on the water, have a correctly fitted Buoyancy Aid or Lifejacket, and when needed a properly sized and positioned sling.
- Link accompanies Sailors as they transit to the pontoon team, and back after their flight.
- Reception and Link keep the DO informed of arrivals and Sailor readiness to help the session flow and the planning of flights.
- Reception and Link alert the DO to anything out of the ordinary or unusual, for example extra needs on the day, so that a timely response can be planned.
- Reception and Link do their best to make sure our Sailors feel safe before and after sailing and that they can go home knowing their views are welcomed and will always be heard.

Checklist: what you need

Rucksack:

- laptop
- phone,
- Zettle,
- cash tin,
- cabin key with WPNSA gate swipe card,
- Reception notebook for any notes between reception and DO/sailor & vol coordinator.

Cabin:

- tally boards,
- blue reception file with tally sheets & temp member forms etc.
- first aid kits,
- accident reporting file,

- boxes of magnetic volunteer & sailor name plates for white boards,
- sailor feedback cards,
- Whistles and orange-coloured hand flags,
- key to First Aid/ accessible changing/wet room.
- Key to ASWC community room, which may need locking at end of session, if used.

See blue reception file for detailed instructions.

Setting up

- Arrive promptly to set up in time
- Tally sheets: in the blue Reception file. Date the sheets.
- Put out red volunteer tally sheet for volunteers to sign in as they arrive.
- Key & swipe card: hang on the inside of the cabin door.

Reception table:

- Tally board with yellow bands for sailors & carers on the water. Blue bands for carers staying on site.
- Tally sheets: yellow for sailors & carers on the water; blue for carers on site.
- Lap-top: set up wireless mouse; open register spreadsheet.
- Mobile phone: to use with Zettle and receive/send texts/calls during the session (e.g. late arrivals/cancellations etc.)
- Zettle: set up (plug in to laptop).
- Cash tin with float and receipt book.
- Whistles and flags for solo sailors.
- Sailor feedback cards.
- Volunteer & sailor rota boards: help with adding magnetic name cards, from DO session sheets.

Be aware:

- Emergency Action Plan (EAP) is on wall by door
- In the event of an emergency be prepared to assist with locating relatives or carers for the casualty.
- Open the Urgent Medical card box – and prepare Medical Response List (MRL) for Safety Boat Lead. New or additional medical information, or medical information on new sailors, must be communicated to the Safety Boat Lead – advise DO so they can facilitate this.
- The Swipe Card attached to the door key is for the gate at the far end of Dinghy Park for emergency vehicle access. Check you know where this gate is.
- Know where to find the code/key for the padlock on the lifting barrier at end of the Dinghy Park for emergency vehicle to gain access to our area/hoist pontoon. Check you know where the barrier is.
- First Aid kits are in the cabin, by corner window
- Key (with red tag) to First Aid/ accessible changing/wet room is in top draw; has a mobile hoist and changing bed

- Accident reporting file (in box under counter next to drawers)
- Lap-top: register spreadsheet, links to Webcollect for member data (e.g. phone numbers, emergency contact), CS website, Facebook and X (formerly Twitter)
- Gate Code– Available from DO; make a note but DO NOT display publicly.
- We may be able to offer a covered waiting area in the Andrew Simpson Centre (ASWSC) cabin; key in top cabin drawer.
- Wi-fi: we use ASWSC wi-fi. If it's not working, check the password with them.
- Defibrillator: on wall -by back entrance to main lobby of academy building. Code is on a piece of paper in the cash tin and is taped inside the lid of the cash tin. Codes are also on desktop doc on laptop.
- Regular member & carer phone numbers are listed in the phone.
- Check the Reception notebook for any new information.

Registration

Registration of sailors:

- Fill in register sheet
- Take session fee, give receipt if required
- Check for 'on the day' health issues or anything we need to know, to keep them safe
- Yellow bands for sailors and their carers going sailing
- Blue bands for carers staying on site
- Whistles and hand flags for solo Hansa sailors

Registration of carers:

- Fill in yellow 'On the Water' sheet + their emergency contact no. if sailing
- Fill in blue 'On site' sheet + contact no. if staying on site
- If the carer is leaving the site, make a note of their contact number.

New member (sailor or volunteer) or visitor:

- As above, + Temp membership form to be completed (helps ensure insurance cover, & basic info such as Next of Kin).
- Inform re Webcollect as appropriate.

During the session

- Complete register spreadsheet for sailors and carers on the water.
- Liaise during session with DO re any late arrivals/cancellations.
- Session cancellation: see detailed instructions e.g. informing sailors.

Signing out at end of session:

- Take yellow/blue bands back.
- Tick off name on sheet

- Feedback form re sailing wishes for next session, and any other feedback.

End of session

- Complete Accident Report if needed.
- Check all tallies returned, check all sailors have signed out/left.
- Make sure the register is complete.
- Count cash received, put in plastic cash bag & make note of amount, including what amount is sailor session fees and sailor membership fees
- Reception notebook: update as necessary. List any memberships paid, any fees owing, any info for DO volunteer/sailor coordinator etc.
- Completed feedback cards to DO or as instructed.
- Pack away.
- Lock ASWC Community room door, if used and ASWC staff have left.
- Feedback for DO, sailor comments/feedback for debrief (especially for those volunteers who may not get to hear any sailor feedback). Tell DO any urgent information e.g. any accident (however small).
- Please give any feedback to improve how we run our sessions and our processes, for sailors and volunteers.