

Volunteer Handbook

Welcome TWRC Regatta

As a volunteer, your contribution is vital in creating a safe and enjoyable atmosphere for fellow members, visitors, and the public. This handbook contains essential information on managing emergency situations, including evacuation procedures, medical emergencies, and food handling if you are working in our Marquee. Please take time to read it:)



Saturday
24th
May

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2025 Twickenham Regatta

Welcome Message

We would like to express our sincere appreciation for your steadfast support of Twickenham Regatta.

Since its inception in 1923, the achievements of Twickenham Regatta have been made possible by dedicated volunteers like you, who play a crucial role in its success.

Twickenham Regatta is more than just a venue for exhilarating races on the River Thames; it embodies the vibrant spirit of the members within our rowing club. It also showcases community pride and offers our members, residents, and visitors a rich blend of history, sport, and excellence.

Your involvement is key in shaping this extraordinary event. As you embark on your journey as a volunteer, we hope you enjoy every moment at the Regatta, have lots of fun & strengthen bonds within the Club.

A heartfelt thank you to you all!!



Paul Davis, President

&

The Regatta Committee

Emergency Action Plan

THIS DOCUMENT COMPRISES THREE PARTS:

- EMERGENCY INFORMATION INCLUDING THE CONTACTS FOR KEY PEOPLE AND SERVICES REQUIRED IN EMERGENCY, SITE LAYOUT AND EMERGENCY SERVICE ACCESS POINTS.
- SECONDLY THERE IS A DETAILED EMERGENCY PROCEDURES COVERING THE PROCEDURES FOR DEALING WITH ANY MAJOR INCIDENT REQUIRING ATTENDANCE OF EMERGENCY SERVICES
- THIRDLY THE CANCELLATION & POSTPONEMENT PROCEDURE.

EMERGENCY INFORMATION

Emergency Telephone Numbers

Emergency Services including Coast Guard (RNLI) _____ 999
Teddington Memorial Hospital (no A&E but has walk-in) _____ 020 8714 4000
Kingston Hospital _____ 020 8546 7711
West Middlesex Hospital _____ 020 8560 2121
Teddington Lock _____ 020 8940 8723
London VTS _____ 020 3260 7711

Telephone numbers of officials, organisers, interested parties etc.

Race Committee Chair Mark Vellacott _____ Radio & 07982 857 488
Regatta Committee Chair Danny Fitzgerald _____ Radio & 07881 200 750
Event Safety Advisor Tony Alves _____ Radio & 07824 884 342
Welfare Officer Jessica Barclay _____ Radio & 07790 901 169
Safety Launches Regatta Safety Services - Manfred Starkl _____ Radio & 07958 907 192
(Manfred Starkl)

Hammerton's Ferry Andy Spencer _____ 020 8892 9620
Pier Gate Padlock Key (Held by Hammerton's Ferry & Emergency Services)

Locations Including National Grid Reference

Regatta Enclosure
Ham House Car Park, Ham Street
Richmond upon Thames
TW10 7RS
National Grid Reference TQ169731
What 3 Words: ///swing.smiles.dining Race Registration

River Lane, Petersham,
Richmond upon Thames,
TW10 7AG
National Grid Reference TQ177735
What 3 Words: ///invite.year.worker



Site Course Map with Casualty Landing Places Marked

Public Accesses:

1. Hammerton's Ferry, Orleans Road Twickenham TW1 3BL.

National Grid Reference: TQ171733, What 3 Words: [///spicy.rapid.branch](#)

2. Boating Area – River Lane (River Lane, Petersham)

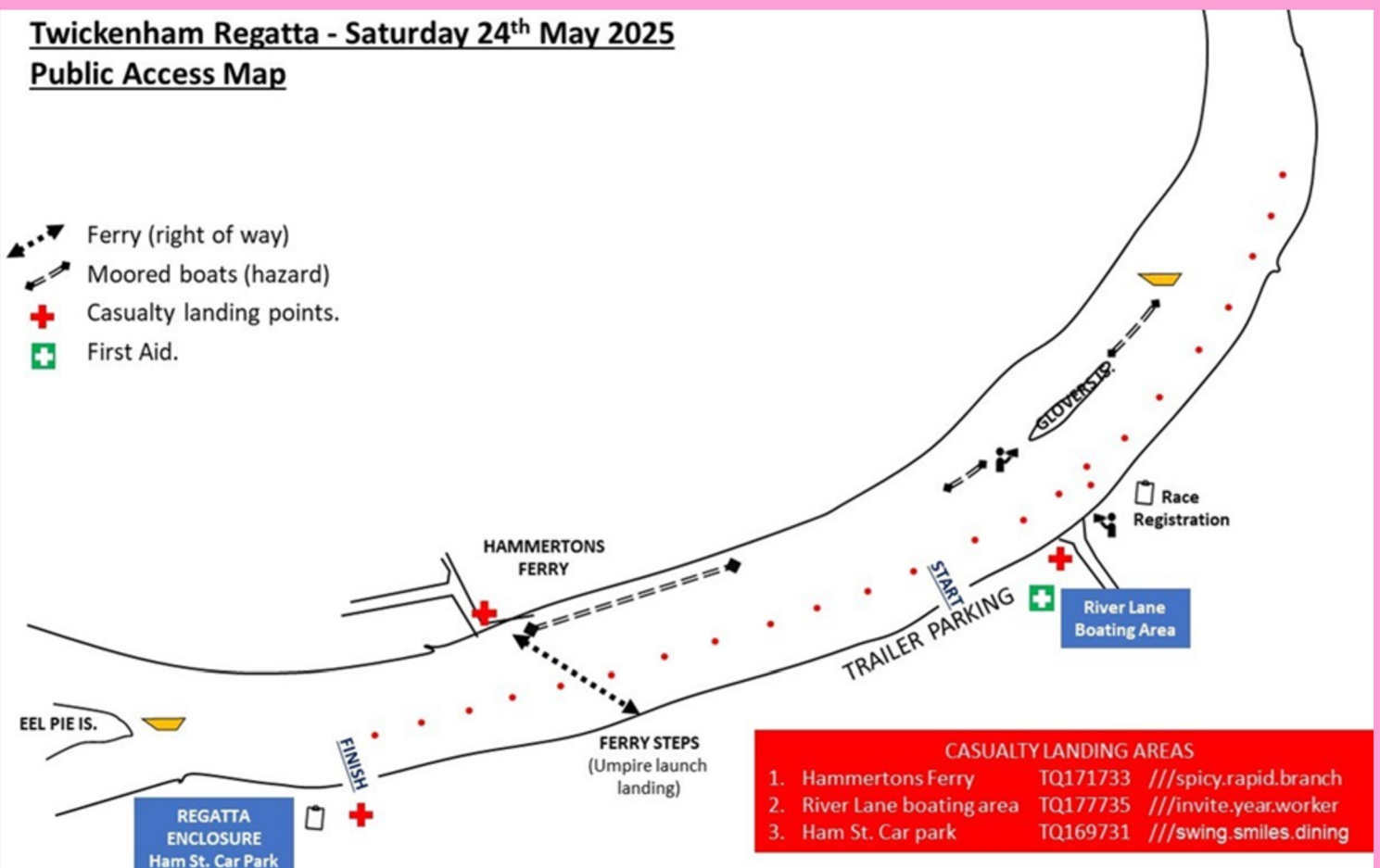
National Grid Reference TQ177735, What 3 Words: [///invite.year.worker](#)

3. Ham House Car Park, Ham Street, Ham, TW10,

National Grid Reference TQ16973, What 3 Words: [///swing.smiles.dining](#)

Twickenham Regatta - Saturday 24th May 2025

Public Access Map





Emergency Procedures

For a more comprehensive guide, please refer to our official Regatta Emergency Procedures & Event Plan Documents

COMMUNICATIONS: Key regatta personnel (umpires, marshals) will be issued with two multiband radios. Other volunteers assisting the event will be contactable via mobile phones. A regatta 'WhatsApp' group will be set up to aid clear communications on the day. The PA system will also provide official regatta communications to the public. Volunteers, where necessary, will be instructed to engage with the public, spectators and competitors.

1. Emergency Evacuation Procedure

In the event of an emergency requiring evacuation, it is important to stay calm and act swiftly as there may be a requirement at short notice to move spectators and competitors to a place of safety in a controlled manner.

General Evacuation Steps:

- **Alert:** If you notice an emergency (fire, severe weather, or structural failure), immediately inform the club's designated safety officer and the other volunteers.
- **Route:** Planned escape routes will be River Lane and Ham Street, and the tow path to the west and to the east. These routes will remain available and unobstructed throughout the day. Ensure that all members, visiting rowers are accounted for.
- The Regatta Enclosure will not be constrained by any physical barriers, gates or controlled exits.
- **Assistance:** Offer assistance to those who may need it, including children, elderly, and people with disabilities.
- Official event messages to evacuate will be broadcast via the PA system, official volunteers and dedicated regatta social media while working in conjunction with any onsite emergency services
- If the emergency services declare an emergency/major incident onsite, all the event personnel and resources will work under the command of the police.

This event is primarily water based, therefore the safety procedures are primarily developed and agreed with the Port of London Authority.



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2. Medical Emergencies

First aid support is located in the Regatta Enclosure and provided by First Aid Cover Ltd, who hold professional, indemnity, malpractice, public and products liability underwritten by Lloyds of London.

Handling Injuries or Medical Emergencies on Water:

In the event of an on the water incident people will be brought to shore at the slipway at the Hamlands regatta enclosure area, Hammertons Ferry or the River Lane boating area, whichever is the nearest, where first aid can be administered.

Handling Injuries or Medical Emergencies on Land:

- The main risks as highlighted by the Regatta's risk assessment, are related to competitors injuring themselves arranging and carrying boats. There will be professional first aid support available on the day
- Assess the Situation: Quickly evaluate the situation. If the injury is severe (e.g., unconsciousness, severe bleeding, chest pain), call emergency services immediately (dial 999 or local emergency number).
- The first radio-equipped regatta official to arrive at the scene of an incident is to take initial control of the incident.



Emergency Procedures

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3. Missing Persons

All regatta officials and volunteers will be briefed prior to event with the following guidelines regarding lost persons (child or vulnerable adult):

- In the event of a missing person being reported, the regatta official or volunteer shall:
 - **immediately alert the missing person central point (in this case RACE CONTROL).**
 - gather the details of the lost person, including physical description, clothing, and where they were last seen.
 - begin organising a search of the immediate area where the person was last seen (check high-traffic areas, restrooms, and potential hiding spots etc).
 - send instructions to the race control tent where the PA system can be used to advise the public regarding the missing person.
- **If the lost person is a child, elderly, or considered vulnerable, immediately alert the missing person central point (in this case RACE CONTROL) who will contact Emergency Services immediately.**
 - Found children should not be left in the sole care of one person.
 - No food or drink, except plain water should be given to children/vulnerable adults in case of allergies.
 - The person claiming a missing child should complete a form to include their name and address and relationship to the child and will show a form of identification, always bearing in mind that if the child is unsure or reluctant to be taken by the person collecting them, then further confirmation will be required of the relationship to the child/ person before handing him or her over.
 - Be prompt, calm, assured and professional

Health & Safety & Environmental Guidelines



Environment

The regatta committee are committed to promoting practices within rowing that are environmentally sustainable. British Rowing has an Environmental Policy and in organising and delivering the event, Twickenham Regatta will undertake to ensure that all staff, volunteers, rowers and all others who take part are aware of British Rowing's environmental policy.



www.britishrowing.org - 2020 Environment Policy

Food Handling & Hygiene

Volunteers working with food must follow strict hygiene and safety protocols to protect public health.

- Wash hands thoroughly with anti-bacterial wipes (provided) before handling food and after breaks, eating, or using the restroom.
- Use disposable gloves when handling ready-to-eat food (e.g., sandwiches, baked goods). Change gloves regularly.
- Avoid touching your face, hair, or phone while handling food.
- Ensure all food is stored at the correct temperature:
 - Refrigerated items (e.g., dairy, meats) must be kept below 5°C (41°F).
 - Hot foods must be kept above 63°C (145°F).
 - Perishable items should not be left at room temperature for more than 2 hours.
 - Keep raw and cooked food separate at all times
- Use clean utensils and serving equipment provided, never use bare hands to serve food.
- Know the menu – Be familiar with what's being sold, ingredients, and prices.
- Keep it clean – Wipe down surfaces frequently, keep the area tidy.
- Ensure all equipment (knives, tongs, trays) are cleaned and sanitized before and after use.
- Keep garbage and food waste bins covered and dispose of waste properly in bags provided.
- Report any issues – Let the Laurie H or Emma R know if there are problems or low stock
- With food we must follow strict hygiene and safety protocols to protect public health.

**If unsure about ingredients, do not make assumptions check with Emma Reynolds or Laurie Harper
Marquee Team Leaders**



Volunteer Roles Description Part 1

Stakeboat Drivers (2px)

- Launch to help change volunteers every hour
- Ensure have life jackets
- Be at River Lane 15 mins before shift start
- Please ensure you have suncare/hat/water

River Lane Registration (2px)

- Help set down/pack up tent & Kit (times tbc)
- Help crews with relaying enquiries
- Liaise with RACE CONTROL (Tim) - Any Crew changes
- Collect numbers
- Race results/start times
- Tell drivers where to park (direct to Parking Volunteers - below)
- Directing trailers to river bank
- Hand out water (2 bottles per rower)

River Lane Parking (2px)

- 07:00am Put up sign posting
- Put out cones to direct traffic
- Stop anyone blocking the road

Help Crews Launch (2px)

- Location - River Lane
- Bring wellies

**Team
Leader
until
4pm:**

**AMY
CARTER
07772
904263**

Volunteer Roles

Description

Part 2



Race Control

Team Leader: Tim Hirst 07805 028986

- 07:00am - Set up in the morning before the first division - this will involve handing out equipment to umpires, and maybe rigging up the sound system.
- Help Tim with results through both divisions
- Someone who is comfortable with technology although system easy to use. Volunteers to meet with Tim c. week commencing 17th May for short training
- Duties involve: getting results from the finish tent and updating them on the computer,
- Periodically hitting the publish button to send results to Twitter,
- Monitoring scratched crews and informing boating if there are any,
- Periodically printing out new race orders for the umpires and distributing them
- Filling out winners certificates.

Marquee: BBQ, Refreshments, Drone, Physio

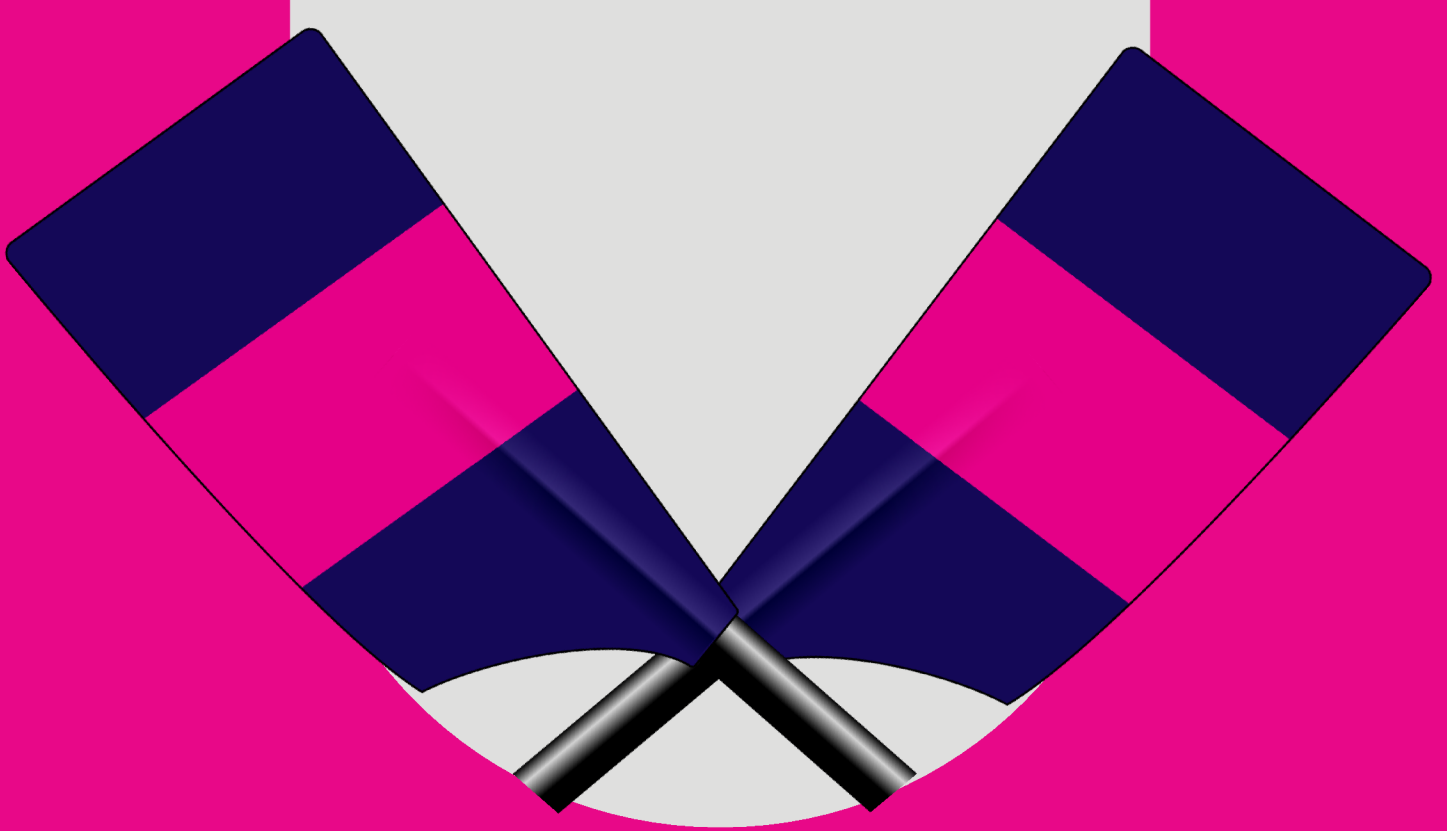
Team Leader: Laurie Harper 07384 087052

- 07:00hrs - SET UP TEAM x10px
- Set up BBQ - connect to gas and fire up ready for service at 08:30
- Set up tables, tea urn and layout out cakes & dress Marquee
- Morning Service 08:30-12:30 - sell to public/rowers
- Afternoon Service 12:30-close
- **Umpire Runner:** - Cook 35 bacon rolls for breakfast / deliver Umpire's lunches at 12:30 (provided by Laurie/Emma)
- 17:30 - Pack down ready for furniture to be collected and go back to Club
- 18:30 - Team to get equipment back into loft at Clubhouse

Marquee: Bar

Team Leader Emma Reynolds 07855 777194

- 07:00 SET UP TEAM (as above)
- Morning - prepare bar as instructed by Emma R - cool beers/chop fruit /prepare cocktails
- **Service at 12:00hrs PROMPT**
- 17:30 - Pack down ready for furniture to be collected



Thank You

**Got questions about volunteering?
Give a shout to:**

Laurie Harper ☎ 07384 087052