PREPARED FOR EMERGENCIES

From the Captain and Officers on the bridge deck, to those in food services, right down to the crew in the engine room, all our employees are certified by Transport Canada Marine Safety to deal effectively with emergency situations.

As part of our ongoing commitment to safety, operational guidelines call for regular and frequent safety drills for all crew members on every ship.

Over 1,000 drills will be conducted this year to ensure the highest safety standards for BC Ferries' vessels and crews.

In the event of an emergency, always follow the instructions of ship's personnel. Please note that in the case of an emergency, elevators are **not** available and vehicle access may be prohibited

Stability

These vessels meet all international stability requirements including the SOLAS '90 (Safety of Life at Sea) damage stability standards. There are 12 separate watertight compartments in the hull.

Emergency Signals

The following signals are used to alert crew members to an emergency:

FIRE - a prolonged sounding of the whistle and continuous ringing of the alarm bell.

PERSON OVERBOARD - three prolonged soundings of the whistle and alarm bell. In case of Person Overboard situations, keep outer decks clear where rescue operations are underway.

BOAT/RAFT STATIONS - Seven or more short soundings of the whistle and alarm bells followed by one long sounding of the whistle and alarm bells.

Signals will be followed by an announcement explaining the nature of the emergency. If you hear a signal, don't panic. Our crew will take immediate charge of the situation and explain exactly what to do.

Ship Evacuation

If the ship needs to be evacuated, inflatable slides, similar to those used for passenger aircraft, can be deployed by crew members from Deck 4.

There are 8 rafts, all capable of carrying 100 passengers. In total, the life rafts can accommodate more people than the maximum the ship can carry.

Monitoring for Safety

Each Salish Class ship has 62 video cameras installed at various onboard locations, allowing the bridge crew to monitor all areas of the vessel and remotely activate safety systems as soon as possible.

Life Jackets

Life jackets are stowed in marked lockers inside on Deck 4.

There are three types of life jackets available: one for infants less than 33 pounds (15 kg), one for children up to 90 pounds (41 kg) and one for adults. In the unlikely event of an emergency, crew members will instruct you on the proper use of your life jacket.

Fire Suppression

Fire extinguishers are located in all interior passenger areas. In addition, there are alarm points throughout the vessel, a manual "deluge" system on the Vehicle Decks, a Hi-Fog system in the Engine Room and all interior crew and passenger spaces; as well as a wet chemical fire extinguishing system for the galley deep fat fryer.

Fire suppression in both machinery and passenger spaces employs a state-of-the-art Hi-Fog water mist system that produces a thick fog of tiny water droplets to smother a fire. Vehicle decks are protected by a "deluge" system that is designed to control and suppress fires.

Any questions or comments?

Call BC Ferries toll-free: **1-888-BC FERRY** (223-3779).
Visit us online at **bcferries.com.**

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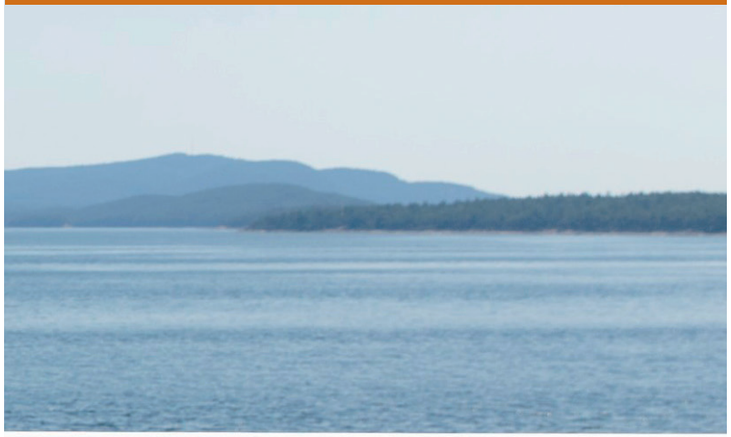
SAILSAFE
A CLEAR COMMITMENT

Accessibility, Evacuation & Safety

SALISH HERON



BCFerries

Our Commitment to Safety

At BC Ferries, passenger safety is our highest priority. We adhere to the safety regulations established by Transport Canada, which meet or exceed all international standards. You can rest assured that our vessels' design, operation, crew training and rescue equipment always work together to put safety first.

ACCESSIBLE SERVICES

BC Ferries provides a variety of services for persons with disabilities to ensure a safe and comfortable journey for all our passengers.

Please note: Persons with disabilities who will require special assistance in the event of an emergency are asked to advise the ticket agent on arrival at the terminal. Once you have boarded the vessel, please discuss your specific needs with the Chief Steward or request to speak with the ship's First Officer.

In addition, persons with disabilities are encouraged to fill out and carry a C-MIST* card with them at all times. In the event of an emergency, passengers can be helped more efficiently by listing their specific needs in five key areas (communication, medical needs/support, independence, supervision and transportation).

A C-MIST card can be downloaded from the BC Ferries website at: bcferries.com/accessibility

* C-MIST stands for Communication, Medical, Independence, Supervision and Transportation

Travelling In a Vehicle

We provide special vehicle loading for people who require wheelchair access to an elevator. If you use a wheelchair, please inform the ticket agent when you arrive at the terminal. Limited elevator parking is available and will be provided on a first-come, first-served basis. Please note that these vehicles may be loaded first to assist with placement on the Vehicle Deck but, in most cases, will be unloaded last.

Please ensure you arrive at least 30 minutes before your intended sailing. There are limited vehicle spaces next to the elevators. If parking next to an elevator is mandatory, and all spaces are taken, you may need to wait for the next available sailing.

Customers who use a walking aid should also inform the ticket agent if they require access to an elevator. Your vehicle will be loaded as close to an elevator as possible.

Please note that in conditions of extreme weather, passenger elevators on the vessels may be unavailable due to safety regulations.

Travelling Without a Vehicle

For customers travelling without a vehicle, we have a limited number of wheelchairs available at our Metro Vancouver to Vancouver Island and Sunshine Coast terminals and onboard our larger vessels. Reservations are required. Please call 1-888-BC FERRY (223-3779) at least 24 hours before your travels to reserve a wheelchair or arrange assistance.

Customers travelling without a vehicle who are using our wheelchair assistance program will need to check their baggage in advance of being assisted to the pre-board lounge or to the ship.

It can take approximately 15 minutes for us to assist one customer to the pre-board lounge or ship and return to help the next customer. If three customers require assistance with boarding the same sailing, this process can take up to 45 minutes. We ask customers to please arrive 60 minutes before the sailing to ensure there is enough time to help everyone. Customers arriving without a reservation may not be accommodated on the sailing of their choice.

Customers with mobility challenges can have a friend or relative assist them to the ship using our Visitor Pass. Please call 1-888-BC FERRY (223-3779) to reserve a wheelchair and/or inquire about the Visitor Pass process.

Personal Assistance

BC Ferries staff are available to answer any questions you might have and to familiarize passengers with the available amenities. Customers who require personal assistance while onboard our ships are asked to travel with a companion who is able to provide the level of assistance required. If you have any questions about the types of assistance we can provide, please call 1-888-BC FERRY (223-3779).

Service Animals

Service animals are permitted in our terminals and onboard our ships. Grass areas are available at most terminals. We appreciate you helping us keep our terminals clean by cleaning up after your service animal.

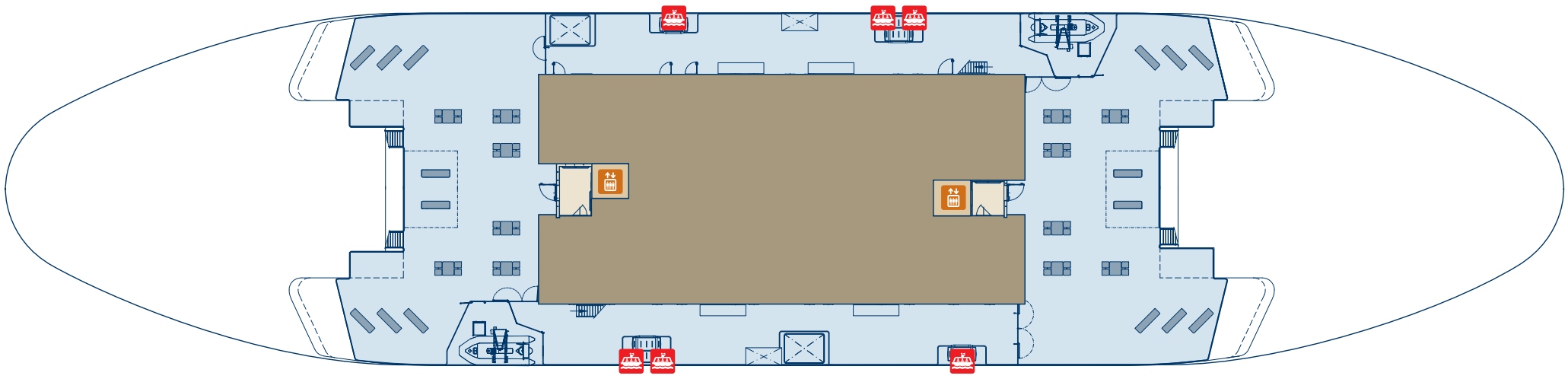
DECK 6 Officers Deck
DECK 5 Sun Deck
DECK 4 Passenger Deck
DECK 3 Main Vehicle Deck
DECK 2 Lower Car Deck

Vessel Stats

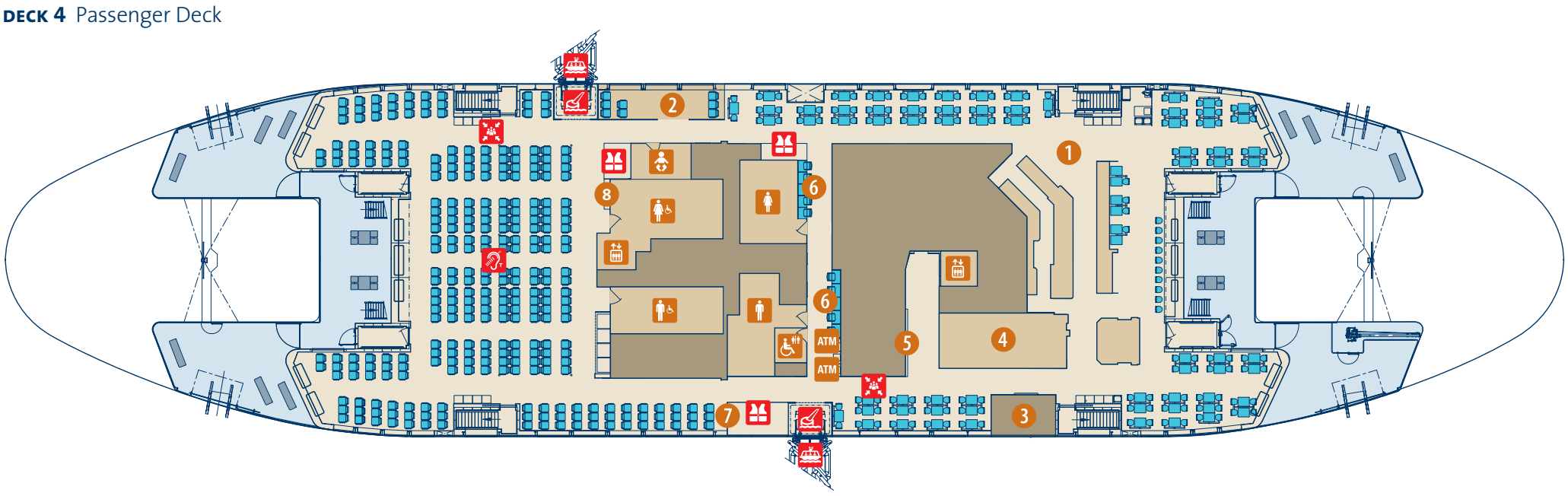
BUILT 2020
OVERALL LENGTH 107.2 m
CAR CAPACITY 138
PASSENGER & CREW CAPACITY 600
SERVICE SPEED 15.5 knots
HORSEPOWER 5,952

Salish Heron

DECK 5 Sun Deck



DECK 4 Passenger Deck



1. Coastal Cafe
2. Kids Play Area
3. Chief Steward's Office
4. Passages
5. Route and Vessel Information
6. Work/Study Stations
7. Satellite TV
8. Tourist Information Brochures

- Elevators
- Accessible Washrooms
- Washrooms
- Parents Room
- ATM

- Life Jackets
- Life Rafts
- Evacuation Assembly Station
- Marine Evacuation Slide
- Induction Loop Hearing System