

## PREPARED FOR EMERGENCIES

From the Captain and Officers on the bridge deck, to the Officers and crew in food and retail services, right down to the Officers and 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.

## Emergency Signals

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

**EMERGENCY STATIONS** - a continuous sounding of the General Alarm.

**PERSON OVERBOARD** - three prolonged soundings of the whistle and general alarm, followed by a PA announcement. In case of Person Overboard situations, keep outer decks clear where rescue operations are underway.

**EVACUATION STATIONS** - seven or more short soundings followed by one prolonged sounding of the ship's General Alarm and/or whistle.

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

There are four marine evacuation slide systems, two on each side of Deck 5. Each station has two life raft racks, containing enough rafts to evacuate 700 people per station.

Should there ever be a need to evacuate the ship, crew members will direct you to one of these evacuation stations.

## Rescue Boats

This vessel carries four rescue boats on the forward end of Deck 6 to assist with Person Overboard situations as well as towing life rafts to help passengers to safety in the event of an evacuation.

## Life Jackets

Life jackets are stowed in marked lockers on Decks 5 and 6. You'll find them at the forward Lounge on Deck 5, and Lounges A and B on Deck 6.

There are three types of lifejacket available: one for infants up to 15 kg, one for children from 15-43 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.

## Assembly Stations

In the event of an emergency, there are three Assembly Stations that may be used to direct passengers away from a situation or to prepare for evacuation. Assembly Stations A and B are located on Deck 6 in Lounges A and B, respectively. Assembly Station C is located at the forward Lounge on Deck 5.

## Fire Suppression

Fire extinguishers are located throughout interior passenger areas. The onboard fire detection system monitors heat, smoke and manual alarm devices.

The information contained here applies to the Spirit of Vancouver Island only. Locations and complement of safety equipment on other vessels will vary.

## Any questions or comments?

Call BC Ferries toll-free: **1-888-BC-FERRY** (223-3779).

Visit us online at **bcferries.com**.

## Accessibility, Evacuation & Safety

### SPIRIT OF VANCOUVER ISLAND



# Our Commitment to Safety

At BC Ferries, passenger safety is our highest priority. We consistently 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 Chief 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](https://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 7 Bridge Deck
- DECK 6 Sun Deck
- DECK 5 Passenger Deck
- DECK 4 Vehicle Deck
- DECK 2 Vehicle/Bus Deck

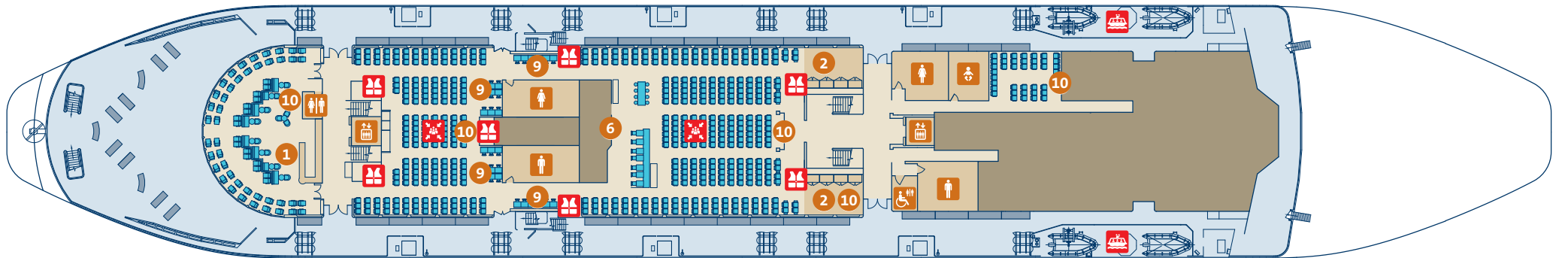
## Vessel Stats

- BUILT 1994
- OVERALL LENGTH 167.5 m
- CAR CAPACITY 358

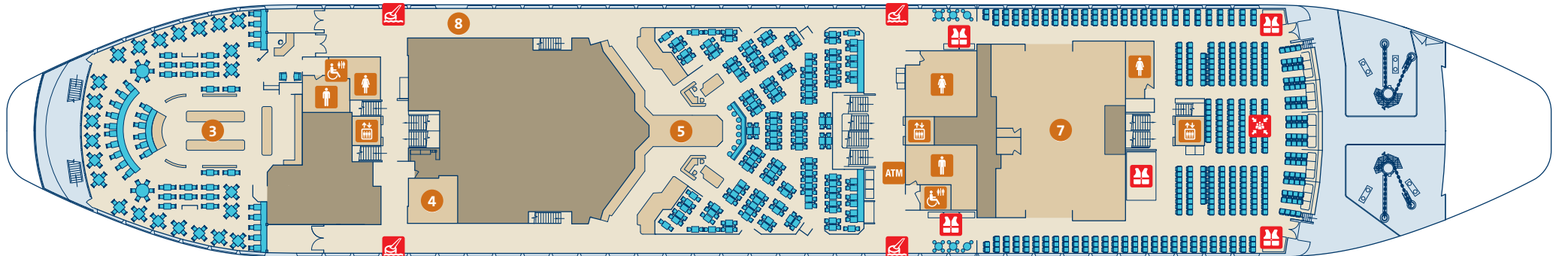
- PASSENGER & CREW CAPACITY 2,100
- MAXIMUM SPEED 20 knots
- HORSEPOWER 16,000 kW

## Spirit of Vancouver Island

DECK 6 Sun Deck



DECK 5 Passenger Deck



1 Seawest Lounge

2 Kids Play Area

3 Pacific Buffet

4 Chief Steward's Office

5 Coastal Cafe

6 Arbutus Coffee Bar

7 Passages

8 Tourist Information Brochures

9 Work/Study Stations

10 Satellite TV

Elevators

Accessible Washrooms

Washrooms

Parents Room

ATM

Life Jackets

Life Rafts

Evacuation Assembly Station

Marine Evacuation Slide