



**Okanagan Quality
Life Society**

Caregiver “Crew” Manual

April 2024

Dear Caregiver,

This manual has been produced for your convenience so that you can print it out or read it online. It does not replace the requirement for completing the *Caregiver "Crew" Training Course*. That course must be completed in order to be permitted to accompany your clients on outings on the Heaven Can Wait II boat.

Links to both this *Caregiver Crew Manual* and the *Caregiver "Crew" Training Course* can be found on our website Clients page at www.oqls.org/clients.

Welcome aboard!

Okanagan Quality Life Society

Caregiver “Crew” Training Guide

Introduction

The OQLS is a society which provides outings for seniors in long-term care facilities and persons with disabilities on Okanagan Lake.

The society provides boat rides on our pontoon boat on the Vernon Arm from June 1st through September 30th by way of prescheduled trips, Monday to Friday.

The society has been in operation since 1992.

The OQLS Society is pleased to offer trips on the Heaven Can Wait II pontoon boat.

Caregiver “Crew” are required to take a short online training course every season prior to attending to their passengers on board the Heaven Can Wait II.

Transport Canada

The Heaven Can Wait II boat is registered as a commercial vessel and is operated in compliance with Transport Canada Regulations pertaining to Non-Pleasure Vessel Regulations.

The Heaven Can Wait boat is considered a Passenger Carrying Vessel of not more than 8 meters which is restricted to carrying six passengers. One captain, one co-captain and two caregivers trained as crew are required on board during voyages.

NOTE: If all passengers are ambulatory and do not require assistance to board and get seated in the boat, they could be accompanied by just one caregiver/crew.

Funding

Funding for the OQLS is provided by donations from service organizations and individuals wishing to support the program. There is also a small membership fee for members of the OQLS. An operating fee of \$36 per hour, per trip is charged to client groups.

Insurance

The OQLS retains insurance coverage for accident damage for the boat as well as liability insurance for passengers and crew.

Captains

Captains of the OQLS are individuals who volunteer their services to pilot the vessel on scheduled trips.

Captains are required to have completed the requirements of the Pleasure Craft Operators Certificate, and training provided by the OQLS.

The OQLS requires that one captain and one co-captain be on board for each voyage. There could be on or two captains-in-training on board as well because they are not considered passengers.

Captains have the authority to decide if a scheduled trip should be cancelled due to weather considerations.

Captains are responsible for the safety of passengers while on board the boat.

Caregivers/Crew

Caregivers are employees of the client organization who accompany the passengers. They are trained as crew by the OQLS Training and Standards Officer, by his/her qualified representative, or through our online course.

Caregivers are required to have complete knowledge of health care directives for all their client passengers. Further, caregivers will direct any first aid activity for client passengers in the event of an emergency first aid situation during an excursion.

Caregivers are required to be familiar with the [OQLS COVID Protocol](#) and agree to comply with this protocol. If their organization has an alternative guideline, the caregivers are required to share this information with the captains prior to their excursion on Heaven Can Wait II.

One caregiver is required to accompany a group of six passengers on the boat. It is recommended that two caregivers attend when passengers have mobility issues or other disabilities.

Caregivers are responsible for getting the passengers safely to and from the boat and on and off the boat.

Crew members' responsibilities are to attend to the passengers' needs as required, particularly in the case of emergencies.

Crew members may be asked to assist captains in attending to the vessel in adverse conditions.

Passengers

Passengers are generally seniors and people with disabilities.

The number of passengers is restricted to six persons on board.

A maximum of three wheelchairs is allowed per trip; however, no electric wheelchairs are permitted.

Bookings

Bookings are made through the OQLS booking agent.

A schedule is made up of four booking times from Monday to Friday.

Schedules are made available for review on our website Client Page (www.oqls.org/clients-page).

Trip Activity at VYC

Buses can unload passengers near the gate to the entrance of the marina. Buses should be moved to a regular parking spot while out on the boat.

Captains will meet the crew and passengers at the VYC gate.

Captains will assist in putting life jackets on passengers at the top of the ramp. All passengers and crew are required to wear lifejackets.

Captains can assist in wheeling chairs down the ramp upon request.

The gate remains locked and a card key is required to enter and exit the marina.

Able-bodied passengers will be loaded on the boat first.

Caregivers will load wheelchair passengers after others are on board. Captains may assist, if requested.

After the trip, crew and passengers should remove life jackets at the top of the ramp.

Equipment on Board, as required by Transport Canada

- Life Jackets or PFDs are required to be worn by all captains, crew and passengers on board.
- A demonstration of the use and features of the OQLS-provided PFDs is required.
- A buoyant lifebuoy with 15 meters (50 feet) of heaving line.
- A re-boarding device. Two noodle/rope sling and a ladder, stored at the stern of the vessel.
- One manual propelling device or one anchor, including 15 meters of line or chain. The HCW II has an emergency paddle, an anchor and an auxiliary motor.
- One bailing device or bilge pump. Not required on HCW II as there is no bilge compartment on a pontoon boat.
- One watertight flashlight. Located in compartment under the helm.
- Six (6) Flares of type A, B, or C. Located in compartment under the helm.
- One sound signaling device. Built in horn and an auxiliary located in compartment under the helm.
- Navigation Lights. Lights are operated at the helm.
- One (1) 5BC fire extinguisher. Two are located on board, one mounted on the floor across from the entrance gate, the other behind the helm.

Trip Considerations

The main consideration while on one of the trips is the weather. If poor conditions arise

while out on the boat, the trip will likely be cut short.

It is the responsibility the “Crew” to make sure their group comes to the boat prepared, with clothing that is appropriate for the weather conditions of the day. For example, they should bring hats, sunglasses, water bottles, sunscreen, etc. for hot, sunny conditions or extra jackets and blankets for cool conditions or wind exposure.

There are no lavatory facilities on board the HCW II boat.

Passengers and crew should be prepared with snacks and drinks to bring on board.

There are no garbage facilities on board HCW II. Please be prepared to remove garbage from the boat after the trip.

Trips are generally one hour in length unless a longer time has been arranged. The routes can be discussed with the captains, but we are required to stay within the Vernon Arm of Okanagan Lake.

Emergency Procedures

Hypothermia occurs as a result of lowering body temperature. During early trips on Okanagan Lake, the water temperatures will likely be below 15 degrees Celsius where prolonged exposure to cold water will introduce hypothermia to an overboard victim.

In mild hypothermia cases, the victim usually has the symptom of shivering.

In more severe cases the victim can lose consciousness and eventually the heart will stop. This [BoatUS.org link](http://BoatUS.org) describes the four stages of hypothermia.

In the event of a medical emergency, the captain will request the caregiver call “911”. The captain will inform the caregiver of the landing location in the event of an ambulance being dispatched. The probable location will be the Paddlewheel Park boat ramp (7811 Okanagan Landing Road, Vernon, BC).

Adverse weather conditions can cause waves which will cause the boat to rock. Power boats can also cause this condition. Crew/caregivers are to instruct passengers to remain seated at all times.

Crew/caregivers should carry a cell phone on board.

In the event of adverse weather conditions, it is possible that offloading of crew and passengers could occur at the Paddle Wheel Park boat ramp. Crew/caregivers will be required to retrieve transport and bring it to the boat ramp.

Crew/caregivers, as aides to the captains, are required to keep a watchful eye for unusual or threatening conditions which could cause problems for the trip.

First aid equipment, flairs, flashlight, spare lines, and the alternate sounding device are located in the compartment under the helm.

Other Considerations

- Life jackets are required to remain on at all times.
- No swimming from the boat is allowed.
- No Smoking or Alcohol is allowed on board.

Crew Manual, Videos & Links

Be sure to check out Crew Videos and Links on our website at

<http://www.oqls.org/CrewManualandLinks>

“ENJOY YOUR TRIP”