



SAR SCENE

The Canadian Search and Rescue Magazine Online

October 2008 Vol. 17, #2

30th anniversary
of the CCGA-NL

Switch to 406 –
Aviation outreach
campaign



Exercise Unified
Command

North American
Safe Boating
Awareness
Week

Cold Water Boot Camp: If Darcy St-Laurent can drown in cold water – so can you



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SARSCENEonline

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Submissions are welcome and should be sent to the Editor.

CCGA-NL is celebrating its 30th anniversary

The Canadian Coast Guard Auxiliary (Newfoundland and Labrador) Incorporated [CCGA (NL) Inc.], a non-profit, volunteer organization used to augment maritime search and rescue (SAR) resources in Newfoundland and Labrador, is celebrating 30 years of operation this year.



This picture was taken in 1979. From left to right: Harry Strong, 1st Vice-President, Bob Lucas, Secretary, Capt. Peter Troake, President, Ken Lane, 2nd Vice-President.

Photo Credit: Debbie Noseworthy



The CCGA vessel "Tara Chantelle" exercising with 103 Squadron, Gander.

Photo Credit: Debbie Noseworthy

The CCGA in Newfoundland and Labrador has a proud history. It was first incorporated on August 30, 1978, and in its initial year of operation, 164 members and 65 vessels volunteered their services and responded to 20 maritime SAR incidents. Since incorporation, the CCGA has grown and prospered to where it stands today: a significant resource for SAR response and prevention with 884 members and 428 vessels volunteering their services in over 17,895 volunteer hours. Approximately 95 percent of the members are involved in the commercial fishing industry and in 2007, they responded to 146 maritime SAR incidents.

Since its founding in 1978, CCGA-NL members have been credited with participation in thousands of missions and saving countless lives.

Thousands of people are helped each year in distress and non-distress marine incidents, and millions of dollars in property have been saved. The CCGA has been recognized as one of the best, safest and most cost-effective volunteer marine rescue organizations in the world. ■

Three New Teams Added To Canine Services Unit

At the end of July, the Ministry of Natural Resources strengthened its enforcement capacity with the addition of three canine service teams to assist field conservation officers in their investigations and in other duties. The new teams will work out of Thunder Bay, North Bay and Bancroft. Three canine teams are already working out of Dryden, Sault Ste. Marie and Sudbury.

The teams provide valuable support in tracking poachers and locating concealed fish and wildlife, firearms and other evidence of crimes. They also play a key role in search and rescue efforts, and take part in education and community outreach activities. ■

Two hikers defeat the odds

In early August, a 60 year-old man and a 42 year-old woman were reported overdue from their two-week trip through the Stein Valley Nlaka'pamux Heritage Park, in British Columbia.

The pair had not left any information regarding the particulars of their trip, and the search and rescue team, which consisted of eight people, expected to find two bodies when they went to search for the hikers.

Fortunately, the man and woman, who were not carrying a map or wearing appropriate clothing for high altitude, were found unharmed during the second day of the search, after spending 18 days in the wilderness. ■

First Air Force civilian SAR Tech recruits earn their wings

By Holly Bridges

The Air Force made history at 19 Wing Comox on June 12 when the first group of civilians recruited “off the street” to become military search and rescue (SAR) technicians graduated from the Canadian Forces School of Search and Rescue.

In the past, SAR Techs could only be recruited from within the Canadian Forces (CF) after serving a minimum of four years in another military occupation. The Air Force opened up the occupation to Canadians at large over the past couple of years on a trial basis. That trial was a success and Corporal Mike Neilson has the bright orange flying suit, beret and SAR Tech wings to prove it.

“This is my dream job,” says Corporal Mike Neilson, a career firefighter and volunteer searcher with the Coquitlam Search and Rescue team. “I’m a bit of an adrenaline junkie and I love helping people. I love being the guy they call when no one else can get there.”

Cpl Neilson was among three civilians who joined the military to become SAR Techs – the other two are Corporal Scott Hoadley and Private Nick Nissen



Canada's brand new SAR Techs pose after their graduation ceremony.

Photo Credit: Pte Jax Kennedy

(he has yet to finish the course due to an injury – he will resume his training in a few months). Like so many Canadians who are choosing to join the CF as a second career, having worked for a decade or so in another field, Cpl Neilson says the military offered him the chance to balance all the needs of his life – home, career and family.

Holly Bridges has been the Air Force Writer and Editor in Ottawa since October 2001. Before that she was the 8 Wing Trenton Public Affairs Officer and Wing newspaper editor. She was a CBC Radio and Television journalist across Canada for almost 15 years. ■

Search and Rescue Interagency Frequency Update

Search and rescue (SAR) providers are reminded that 149.08 MHz, the VHF-FM radio frequency intended to bridge communications gaps between front-line SAR responders, is now available from Industry Canada.

Several dozen ground SAR organizations across Canada have already obtained licenses to use the Search and Rescue Interagency Frequency (SAR-IF). Most recently, teams in Nova Scotia and Prince Edward Island came on board, due in part to their participation in Parks Canada's Exercise Unified Command in June (see SARSCENE 2008 article on page 10). The Canadian Coast Guard is also actively looking at their fleet's capabilities, and is confident that most vessels will be capable of operating on the frequency.

The National Search and Rescue Secretariat and the Ground Search and Rescue Council of Canada are working to communicate the availability and use of this frequency to all SAR providers in Canada. Widespread adoption of the SAR-IF should improve front-line interoperability, efficiency, and safety for SAR missions across the country.

While it will take some time for all SAR providers across Canada to become equipped with the SAR-IF, the move towards acquiring and using this frequency is now an important common goal, particularly when equipment is being purchased or upgraded. Some groups have successfully accessed the Search and Rescue New Initiatives Fund to help them achieve this goal.

For more information on the frequency, and how to apply for a license, please visit www.nss.gc.ca and click on “SAR-IF” on the left menu. ■

Switch to 406 – Aviation Outreach Campaign

The National Search and Rescue Secretariat has been particularly busy this year working to inform Canada's aviation community about the end of search and rescue (SAR) satellite coverage for 121.5 MHz and 243 MHz emergency locator transmitters (ELTs).

After February 1, 2009, only emergency beacons that transmit on a primary frequency of 406 MHz will be detected by the International Satellite System for Search and Rescue, COSPAS-SARSAT.

While users of maritime and land distress beacons have already made the switch to the 406 MHz technology, the majority of Canada's aircraft have yet to exchange their analog 121.5/243 MHz ELTs for digital 406 MHz beacons. The National Search and Rescue Secretariat (NSS) wants to ensure that aircraft owners are aware of the impending change, and how they can continue to benefit from the COSPAS-SARSAT system after February 1, 2009.

Elements of the aviation outreach program have included mailing information brochures to Canada's 91,000 licensed pilots and aircraft maintenance engineers; exhibiting at major aviation events and conferences; producing fact sheets and brochures about 406 MHz ELTs; liaising with Canadian distributors of ELTs; and providing briefings to the SAR community, as well as to aviation groups. A partic-

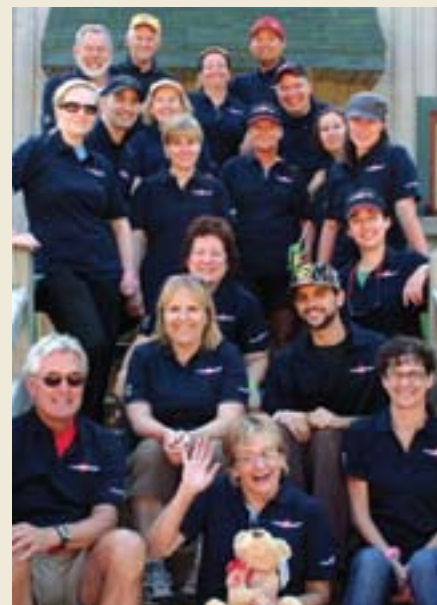
ular highlight was being invited to attend and present at the Canadian Owners and Pilots Association's annual convention, held on July 10 to 12, 2008, in St. Thomas, Ontario. The NSS is also leading a project with consultants, Defence Research and Development Canada, the Canadian Forces, and the Transportation Safety Board, to examine ELT survivability statistics, and make recommendations for how best to monitor their performance in the future.

The NSS is grateful to have the support of its SAR partners in this undertaking, including Transport Canada and the Canadian Forces. In particular, the participation of military SAR personnel in several outreach events this past summer brought an invaluable operational perspective to the Switch to 406 campaign. Hearing how critical an emergency beacon is to the prompt detection and location of a downed aircraft and its injured occupants is particularly compelling when told by those who experience this first hand.

The Switch to 406 outreach project will continue through the winter and spring, with special emphasis on the aviation maintenance community that will be ordering, installing, and testing large numbers of ELTs in Canadian aircraft as the February 1, 2009, date approaches.

For more information on the Switch to 406, please visit www.nss.gc.ca or call the NSS at 1-800-727-9414. ■

People: NSS Staff



Left to right : (back row) Ron Kroeker – Senior Policy Analyst, lead for the Northern Search and Rescue (SAR) Strategy project; Major Graham Newbold – Senior Analyst; Anne-Marie Choquette – Senior Officer, New Initiatives Fund (NIF), Jae-Sang Park – Policy Analyst - Renewal of SAR NIF for 2010 and Interoperability - Radio communications (second row) Christine Hogan – Canadian Emergency 406 MHz Beacon Registrar, responsible for data maintenance and the registration of Canadian ELTs, EPIRBs and PLBs; Paul Langellier – Comptroller, team leader for NSS, human resources and administration; Géraldine Underdown – Executive Director; Stephane Bachand – Communications Officer (third row) Courtney May – Communications Assistant; Josée Marengère – Manager, SAR NIF; Kim Fauteux – Communications Officer, editor of SARSCENE magazine and responsible for media relations; Stacey Janota – Senior Programs Officer, SAR NIF (fourth row) Lucie Levesque – Chief Administration; Carole Smith – Ground SAR programs and Switch to 406 outreach (fifth row) Jocelyne Giroux – Program Officer, SAR NIF, responsible for the development and maintenance of financial monitoring and project reporting systems; Jim Buchan – Financial Officer, assistant to the Comptroller (sixth row) Ed Hitchcock – Federal and International Programs Officer; Line Duke – Administrative Assistant; Diane Miller – Executive Assistant to the Executive Director and Security Officer, responsible for records management and Administrative Procedures Manual.



People

General Walt Natynczyk - Chief of the Defence Staff

On July 2, General Walt Natynczyk officially became the new Chief of the Defence Staff for the Canadian Forces. General Natynczyk was given the top command in a ceremony presided over by Her Excellency, the Right Honourable Michaëlle Jean, Governor General and Commander-in-Chief of Canada. Prime Minister Stephen Harper, as well as the Minister of National Defence, Peter MacKay, attended the ceremony.

General Natynczyk took over as Chief of the Defence Staff from General Rick Hillier, who assumed leadership in February 2005. General Hillier retired from the Canadian Forces after 35 years of dedicated service. ■

Cospas-Sarsat pioneer retires

In July 2008, one of Canada's foremost champions and contributors to the Cospas-Sarsat System retired after almost 38 years with the Public Service. Jim King was



Photo Credit: National Defence

Director at Industry Canada's Communications Research Centre in Ottawa, where he managed a team of specialists who work on various Canadian and international satellite programs. He has almost 30 years of experience in Cospas-Sarsat, including 10 years as Deputy Head of the Cospas-Sarsat Secretariat in London, England.

Jim participated in the development, launch and testing of the first Sarsat LEOSAR satellites in the early 1980s, then the GEOSAR satellite enhancements in the 1980s and 1990s, and now the new MEOSAR enhancements to fly on future navigation satellites. He has made several presentations about Cospas-Sarsat at annual SARSCENE workshops and written many papers on Cospas-Sarsat and other satellite systems, including several articles in SARSCENE magazine over the years. ■

Appointment at RCMP

D/Comm Darrell Madill, former Commanding Officer of "D" Division (Manitoba RCMP) is now the new Deputy Commissioner in charge of Contract and Aboriginal Policing (which is also known as Provincial/Territorial Policing). ■

Elections at BCSARA and NBSARA

In May, the British Columbia SAR Association (BCSARA) held elections with the following results: **Don Bindon** as President, **Graham Knox** as Vice President and **Graig Gutwald** as Treasurer; all for one year terms. In New Brunswick, **Curtis Baxter** is the new President of NBSARA. ■



In order from above: Jacqui Bannach – Senior Analyst, National Prevention Strategy; Anne-Marie Pelletier – Director, Policy and Programs, Paul Dunn – Senior Communications Advisor; Elizabeth Noël – Administrative Assistant to Director of Policy and Programs (DPP) personnel; Isabelle Lefebvre – Administrative Assistant to the Director of Policy and Programs, responsible for providing administrative support to director and coordinating all DPP conferences; Ruben Vroegop – Policy Officer.

Awards

FPTT Award

Photo credit: FPTT Awards Committee



On June 2nd, the Canadian Space Agency, the Communications Research Centre Canada, EMS Statcom, National Defence and the National Search and Rescue Secretariat were awarded the Federal Partners in Technology Transfer Award for the successful development, transfer and commercialization of Sarsat, an inter-institutional and international search and rescue collaboration that has helped save the lives of 22,000 people worldwide. From left to right: Mr. Gilles Leclerc – Canadian Space Agency, Mr. Jim King – Communications Research Centre Canada, Major Randy Rodgers – National Defence, Mr. Peter Howe – National Search and Rescue Secretariat, Mr. Richard Renner – EMS Satcom.

Awards

B.C. PEP Volunteer Award Recipients 2008

Public safety lifeline volunteers were honoured at the B.C. Provincial Emergency Program's (PEP) Volunteer Awards Recognition dinner, which was held on April 26, 2008. This year's recipients were Charles Pachal, Chuck Henderson, Brian Lamond, Dave Clift, Bev Wilson and Gord Hogaboam. The following three people were particularly recognized for their contribution to search and rescue:

Charles Pachal - LIFETIME ACHIEVEMENT AWARD

In 1969 Charles (Chuck) Pachal retired from the Canadian Armed Forces, moved to Kelowna, and offered his aircraft and skills as a volunteer search pilot and he's been giving back to the community ever since. It wasn't long before Chuck was heavily involved in some major air searches and became the Kelowna Air Deputy. From 1972 to 1985, Chuck was the Kamloops Zone Air Chief and set up an improved training plan not only for the zone, but for the province as well. This was a tremendous undertaking since some areas of the province didn't have formal training plans. Chuck then went on to become the province's Deputy Air Chief and introduced a substantial training plan for spotters, pilots and navigators, parts of which are still used today. Additionally, he has held volunteer positions as both the Deputy Director and the Director of PEP Air. In his years of volunteering for PEP Air, Chuck flew over 500 hours on actual searches to help those in need. Chuck's continued commitment to helping those in need went far beyond his community. He was elected as the President of the Civil Air Search and Rescue Association (CASARA) in 1989 and served for six years.

CASARA is the organization that is responsible for the financial and operational efficiency of PEP Air. The Lifetime Achievement award salutes the extraordinary contribution that Chuck has made to the PEP Air program. His dedication has greatly enriched and enhanced the program throughout the province.

Chuck Henderson - PEP AIR

Chuck Henderson, who received the award for Air Search began his PEP Air volunteer career in 1979, while living in the province's northeast. He moved to Kamloops in 2005 where he has continued to volunteer his time and energy to help those in need. Chuck is the Kamloops Area Air Deputy and his role is to coordinate local air search and rescue activities and train other PEP Air volunteers. As well as being the Area Air Deputy, Chuck is currently the Deputy Provincial PEP Air Training Officer and assists the military to conduct zone evaluations. Not only does Chuck help search for lost people, he is always willing to share his knowledge and experience with other PEP Air volunteers. Long before becoming the province's Deputy Training Officer, Chuck was instrumental in initiating weekend fly-ins to the northwest where PEP Air volunteers practiced search, safety and first aid. He also taught navigation, spotting and fly search patterns. Chuck's long term dedication and achievements speak volumes about the kind of volunteer he is. No matter where or when, Chuck is always enthusiastic to use his talents and abilities when they are needed.

Brian Lamond - SEARCH AND RESCUE

Brian Lamond started his volunteer emergency services involvement in 1978 in the north as a local volunteer fireman and eventually became the Syncrude Fire Chief.

In 1999, a family move took him to Vancouver Island where he offered his expertise as a volunteer fireman. There were no openings as a firefighter, so Brian offered his services to the Campbell River volunteer Search and Rescue (SAR) team, where many of the skills he had acquired over the years were a welcome addition to the team. Another career move sent him to Fort St. John in 2002, where he continued to volunteer in search and rescue, joining the North Peace SAR Team. Brian is in his third term as President of the North Peace SAR Society and has been the PEP SAR Advisory Representative for the North East zone since 2004. As a SAR representative, Brian sits on industry and government committees and he also works with local communities to enhance emergency preparedness around area pipelines. Operationally, Brian supports North Peace SAR as a team leader in ground search, rope rescue and as a Swift Water and Ice Rescue Technician. Brian doesn't just volunteer to find lost people; he uses his skills and abilities to help train others as a rope rescue instructor with the Justice Institute. Brian's commitment and dedication to search and rescue and to helping those in need is strong. He recently had access to national funding to bring swift water and ice rescue equipment and training to the North Peace Region so that northern SAR teams can be better prepared for local challenges. Over the years, Brian has supported his community in many other areas through proactive involvement as a part of a ski patrol team, as a scout leader, and with the BC Winter Games.

Information was obtained from the following Web site: <http://pep.bc.ca/volunteer/awards2008/awardwinners08html.htm>. ■



If Darcy St. Laurent can drown in cold water – so can you

By Ted Rankine
Play Safe Productions

Volunteers are immersed in cold water.
Photo Credit: Ted Rankine

Meet Darcy St. Laurent. He is a highly decorated veteran of the Canadian military (Star of Courage and Medal of Bravery). He has been a combat engineer, combat diver, army parachutist, explosive ordnance disposal technician and a UN Peace Keeper in Cambodia and Bosnia. He also currently is a Search and Rescue technician and a key team member for the North Pole leg of Save the Poles 2010, an unprecedented journey to the top, bottom and roof of the world to create awareness of global warming, advocate strategies for reducing carbon emission and collect relevant scientific data for scientists to study how we need to make changes.

Darcy was one of nine Canadians who volunteered for a very special mission. It wasn't going to be classified or covert, but rather it was a mission that would be publicized to millions of Canadians. The mission was to swim the cold waters of Lake Simcoe in late April, just after the ice melted. The project was called Cold Water Boot Camp.

Cold Water Boot Camp was developed to help educate the public about the risks of cold water immersion. It was designed to recruit a handful of tough volunteers who knew something about cold water and see just how they would react to spending time in it. The expectation was that regardless of your knowledge, experience or fitness, the common denominator to surviving a dip in cold water was wearing a lifejacket.

Darcy was joined by other volunteers from across the country. They included Mike Brako, a marine enforcement officer with the city of Winnipeg, Alice Musto, who worked on the west coast at a yacht charter business in Comox, B.C., Ryan Lewis, a police officer in Sydney, Nova Scotia, Eric Cartlidge, a sailing instructor (among other duties) with Ontario Sailing, Krista deShane with the CCG, Central and Arctic Region whose headquarter is in Sarnia, Ontario, Antoine Ouellon with the Lifesaving Society, Montréal, Ginette Traversy, a firefighter and

outdoor educator from Edmonton and Chris Berneche, a CCG rescue specialist from Belleville, Ontario.

At the center of the boot camp activities was Dr. Gordon Giesbrecht, (aka Professor Popsicle), Professor of Thermophysiology at the University of Manitoba. He is a world renowned expert in cold water immersion, who provided valuable information and insights into the effects of cold water as the boot campers experienced it first hand.

The water temperature for Cold Water Boot Camp was a balmy seven degrees celcius and over two days, the boot campers got wet and cold as they demonstrated what happens to smart, fit individuals if they find themselves in cold water. They were tasked with a variety of exercises that included a "swim until you fail", cold incapacitation tests and comparative swimming between individuals (with and without lifejackets). Two of the boot campers, Eric and Antoine, stayed in the icy water for almost an hour

to experience and demonstrate the effects of mild hypothermia.

In addition to the water activities, Dr. Giesbrecht conducted a classroom session to better inform the boot campers about what they were experiencing, and provide some valuable information about how to better survive an icy immersion. Part of that education included breaking the age old myth of how long it takes to become hypothermic. Many believe that it takes only five to ten minutes to become hypothermic, but in fact it takes much longer. It is not necessarily hypothermia that is the cause of death, but some of the first effects of cold water immersion.

In the classroom, Dr. Giesbrecht presented his 1-10-1 Principle, which categorizes exactly what happens when people are immersed in cold water.

1. In the 1st minute of immersion, they will gasp and hyperventilate uncontrollably, but it will quickly pass as long as they do not panic and concentrate on getting

their breathing under control before they do anything else.

10. They have approximately 10 minutes of meaningful movement before they become incapacitated enough from the cold water that they will be unable to self rescue or even call for help.
1. Even in ice cold water, it will be approximately one hour before they would become unconscious from hypothermia and about one additional hour before they would die due to cardiac arrest because of the cold.

However, Cold Water Boot Camp doesn't end on the water. The results will be put into a half hour television special that can best be described as Fear Factor meets MythBusters. Cable networks across Canada are enthusiastic about carrying the production (both in French and English) and broadcast will start in the fall of 2008 and continue through 2009. A Web site (www.coldwaterbootcamp.com) is

also part of the project with a lot of information and streaming video. DVD copies are available, on the above-mentioned Web site, for the 30 minute version of the television special, along with a shorter version created for classroom use and four interstitials - short editorials on specific cold water immersion subjects suitable for trade show booth use, classroom, etc.

Cold Water Boot Camp is part of the National Search and Rescue Secretariat's New Initiatives Fund and was created in partnership with Transport Canada's Office of Boating Safety, the Canadian Safe Boating Council, Play Safe Productions and a variety of other organizations, including the Canadian Coast Guard, Central and Arctic Region, the Ontario Provincial Police, Helly Hansen, Rescue 7, York Region Police Marine Unit, Georgina Fire and Rescue and York Region's Emergency Medical Services, to mention just a few.

Of particular note is the contribution of one partner: the Lifesaving Society. It has produced a cold water poster that has been placed in malls, transit shelters and other outdoor media venues. It was designed to deliver a cold water immersion safety message (wear your lifejacket) and promote visitation to the Web site. Initially starting in Ontario, the seed capital planted by the Lifesaving Society for the project was topped up by their partner Pattison Outdoor, and along with other Lifesaving Society regional offices, has expanded to other areas across Canada. It is expected that by the end of the year, the outdoor media space for the poster delivering a cold water message will be well in excess of half a million dollars. ■

Ted Rankine is the catalyst behind Cold Water Boot Camp. His company, Play Safe Productions, specializes in innovative ways to communicate safety. An active member of the Canadian Safe Boating Council, Ted is past Chairman, manager of the CSBC Safe Boating Week Campaign and serves in a variety of committees.



A volunteer of Cold Water Boot Camp is taken out of the water by trained personnel.

Photo credit: Ted Rankine

Water Search Adventures

By Erin Olsen
CSDA



K9 Bailey (CSDA) working close to the surface as she gets closer to the scent source.

Photo Credit: Leon Borbandy

Using dogs for water search is a less well-known aspect of canine search and rescue (SAR). It is interesting to train and really fun to watch these dogs in action. A recent multi-agency training weekend, in the mountains near Stryker, Montana, gave everyone a chance to practice their water search skills.

Being a member of the Canadian Search Dog Association (CSDA), based in Lethbridge in southern Alberta, I have the great advantage of being close to SAR colleagues in Montana, many of whom are a much shorter drive away than our own team members across Alberta. We have been fortunate to build a good relationship with Flathead County Search and Rescue (FCSAR) over the years, and this has opened the door to various training weekends and seminars with other SAR K9 handlers from places such as California, Idaho, Montana, South Dakota, and Wyoming.

Our most recent training weekend near Stryker, Montana, included members from three different SAR groups: FCSAR, Lake County Search and Rescue (LCSAR), and the CSDA. LCSAR member Michelle McMillan allowed us access to private property in the mountains, on a beautiful lake. Kim Gilmore of FCSAR

put a lot of work into organizing the weekend and brought a boat and training aids, while CSDA members brought a second boat and a willing diver to work with the dogs all weekend. The K9 handlers had opportunities to work in many different disciplines during the weekend, including trailing, wilderness, and water search.

Approximately 10 SAR K9 handlers camped, worked and played over the weekend, during which we enjoyed fantastic weather, and as always, were challenged, had fun, and learned a lot from each other.

Water Search Dog Training

The basic premise of water search training is that a body underwater will produce scent; that scent will move under water, depending on factors, including water temperature and water currents, but it will also rise and



K9 Brenner (FCSAR) gets closer to the scent source.

Photo Credit: Erin Olsen

break the water surface. At that point, the scent emerges from the water and the dog can notice it. If we use a boat to get the dog to the area of the scent, and if the dog can tell us about the scent, then dog handlers can help search managers make more focused decisions about where to deploy divers to carry on a more detailed search for, or retrieval of, the body.

An important part of training water search dogs involves introducing them to the idea that a person can be in the water, and has the dog's toy or food. The presence of a diver in the water is a good motivation for the dog because it gets its favourite reward right at the scent source. An introduction to water search can start by having a diver disappear underwater with the dog's reward, while the dog watches from shore. The diver is not usually very far away from the dog when this occurs. The dog is then released to swim to where it last saw the diver, and the diver will surface to reward the dog once it arrives. Some dogs react with great surprise the first time the diver surfaces; some act as if it is the Loch Ness monster surfacing!

Eventually, the dogs can progress to the point at which the diver is some distance away, and doesn't surface immediately when the dog arrives. This usually causes the dog to swim in circles on top of the diver, waiting for the reward to surface. This is just one of the behaviours that a search dog may display when it is in close proximity to the scent source.

Search dogs are also introduced to working from a boat. Boats with electric motors are usually used so that there is less noise and no scent contamination from the motor. Some dogs continue with the "splash" alert that they learned from swimming to the diver; they will actually jump off the front of the boat and swim to the source of the scent and circle on top of it until the diver surfaces with the reward (the strong swimming dogs find that the boat doesn't travel fast enough for them).

Other dogs prefer to stay in the boat; they develop a series of behaviours (alerts or indications) that the handler learns to read to determine when the dog is in or out of scent.

Many other pieces to the water search puzzle have to be put together as well, such as training the dog on human remains, proofing the dog on bubbles, and learning how to mark the dog's alert behaviours using floating markers or GPS.

As you can tell, water search dog training requires a lot of equipment and many dedicated volunteers to make the training a success. Luckily, it is also a lot of fun and we are lucky to be able to work in beautiful places in Alberta and Montana.

You can take a closer look at Jonni Joyce's water search dog methodology training, as explained in this article, at http://www.ipwda.com/sar_training2.htm.

For more information on this subject, you can also refer to the following Web sites:

www.canadiansearchdogs.com
www.flatheadsar.com
www.ipwda.com/SAR.htm ■

Erin Olsen is a 4 year member of the CSDA, based in Lethbridge, Alberta. The "nose that knows" is her K9 partner, Bailey, a five and a half year old chocolate Lab that was rescued from the Lethbridge & District Humane Society five years ago.



K9 Bailey's work day is done.

Photo Credit: Cheryl Dash

The Safely Home bracelet helps identify registered people suffering from Alzheimer's or dementia.



Safely Home: Because home is where the heart is

By Kim Fauteux

Picture this: you are 82 years old, you decide to go outside for a walk and suddenly, after walking for a while, you want to go back home, but you do not remember how to get there. You are tired, confused and disoriented, and you cannot find anyone around to ask for help.

Every year, this scenario repeats itself over and over again, and an estimated 450 000 Canadians over the age of 65 have Alzheimer's or a related form of dementia. That is why the Alzheimer's Society of Canada, in partnership with the Royal Canadian Mounted Police, decided to put in place a Search and Rescue New Initiatives Fund project entitled *Safely Home*.

Finding lost people quickly is primordial to bringing them back home safe and sound, and that's the goal of the program, which was established in 1995. The program, formerly known as *Safely Home, Alzheimer Wandering Registry*, was awarded government funding in March 2007. The *Safely Home* Registry was created so that people with dementias can be registered, before they go wandering and get lost. The registration is voluntary and requires a one-time fee of \$35. Once a person is registered, information is entered into a database, which can be accessed if he or she goes missing.

People who are registering get a bracelet on which their first name and the words "memory loss" and "call police" are engraved, with an identification number that is linked to the database. *Safely Home* assists police in finding lost people; when a person is registered, police officers can access the database to find information, namely personal history and physical characteristics that could help them find the missing person in a timely manner. Families of the people living with the disease also receive caregiver handbooks, as well as wallet-sized identification cards.

Training

One of the five major goals of the program is to offer nationwide standardized training in order to enhance the effectiveness of search and rescue (SAR) response to persons with Alzheimer's disease who go missing. Janice Hebb, who trains RCMP and police officers on this program, held an exercise in Manitoba, in which a person went "missing" from a personal care home. Search and rescue personnel were then able to practice what they learned. "Police officers didn't always know how to access the database, so I give them a 30 to 45 minutes presentation about the program, and then we talk about it", says the trainer who has been with the Alzheimer's Society for three years.

In May, Janice Hebb received a telephone call from the RCMP in Teulon, Manitoba, regarding an

84 year-old gentleman who had disappeared. RCMP officers had been searching for about 24 hours and they wanted her to give them advice on how to approach the situation. Fortunately, in this case, the officers and SAR volunteers, aided by a helicopter provided by a private company, found the unharmed missing man, and she did not have to go out and search with them.

Ms. Hebb, like other trainers and SAR volunteers, enjoys working with families to ensure that people suffering from Alzheimer's or dementia are safe, and can be brought back home quickly if they do go missing. "I am passionate about my work and it breaks my heart when I hear that someone with dementia is lost. Family members should ensure to register people suffering from the disease as soon as possible. It is a good safety net", explains Ms. Hebb. She also believes that it would be an asset if legislation could be passed so that the *Safely Home* Registry would become mandatory.

Persons who would like to register a family member can do so at the following address: <http://www.safelyhome.ca/en/safelyhome/register.asp>. Please note that it takes up to four to six weeks to get the bracelet; it is therefore important to register as soon as possible, before people suffering from the disease go wandering and get lost. ■

SARSCENE 2008



SARSCENE, now in its 17th year, has grown from a small workshop into a national conference that is gaining international appeal. It is the largest national Search and Rescue (SAR) conference and expo where Canadian and international SAR professionals (Air, Ground, Marine) gather to learn about new equipment and emerging technologies, share best practices, exchange ideas and tackle issues facing SAR.

The National Search and Rescue Secretariat, along with the Newfoundland and Labrador Search and Rescue Association and the Newfoundland and Labrador Department of Justice, are working hard as co-hosts to develop an engaging and interactive SAR program under the theme of Strengthening Partnerships.

As part of the overall program, we are happy to have the following keynote speakers join us this year:

Anna Gainey of the Gainey Foundation

Terry Grant aka Mantracker on OLN

Larry and Jacquie Beveridge of the Hug a Tree Program

Lucy Harris video presentation

Ron Foxcroft Inventor of the Fox 40 whistle

New for SARSCENE 2008, the SARSCENE Blog is set-up to generate discussion and provide a modern forum for SAR professionals before, during and after SARSCENE. During the actual events, the blog will act as a daily journal for instant posting of highlights, comments, Town Hall questions and photos. Delegates with Internet access can interact with the blog in real time to further generate discussion. Post-event, the blog will continue to link participants and inform SAR practitioners of issues related to the event and ongoing SAR topics and concerns. ■

BOOK REVIEW

10

SARSCENE

Forever on the Mountain: The Truth Behind One of Mountaineering's Most Controversial and Mysterious Disasters

By Jeremy Derksen – jderksen@shaw.ca / 780.239.2333

Author: James M. Tabor
W.W. Norton and Company
ISBN: 978-0-393-06174-1

In the summer of 1967, a severe arctic storm hemmed in seven veteran climbers for over ten days at 20,000 feet on Mount McKinley, Alaska. Stranded from the rest of their twelve-man team, they died and were buried by the mountain after an abortive rescue effort;

this despite the resources of the National Park Service, the Alaska Rescue Group, pilot Don Sheldon and the remaining members of two expeditions ranged around the mountain. The tragedy has endured as one of mountaineering's greatest controversies.

For over 40 years, the truth has been buried along with the seven men. The surviving expedition leaders, Joe Wilcox and Harold Snyder, whose two teams had

united to form the larger twelve-man group, each blamed the other for many of their problems. In fact, both published books presenting differing explanations: poor leadership, extreme weather events, altitude sickness, inexperience and individual mistakes. Rather than clarify, their conflicting accounts further complicate attempts to understand the tragedy.

Most perplexing is that a catastrophe on the same mountain in 1960 –

“I’d love to talk about the Wilcox Expedition...because a lot of people are under the illusion it couldn’t happen again.”

seven years earlier – mobilized army and civilian aircrafts and over 50 rescuers in a successful rescue. Why, given this earlier experience, was it not possible to launch a concerted rescue effort for the victims of the 1967 tragedy? In *Forever on the Mountain*, James Tabor asks the hard questions that were glossed over, and in some cases never asked in numerous articles, a formal inquiry and two books on the incident.

After so many years it may seem like an academic endeavour to dig up the past in the quest for an answer; however, as Craig Medred, an accomplished mountaineer and journalist for the Anchorage Daily News, tells Tabor, “I’d love to talk about the Wilcox Expedition... because a lot of people are under the illusion it couldn’t happen again.”

In an effort to understand what actually happened, Tabor reconstructs the expedition in forensic detail. He dissects the official inquiry into the affair; examines expedition records, park service radio transcripts and logs; and interviews everyone who was involved in any way, including the survivors, their relatives and the dead climbers’ families.

Tabor’s exhaustive research provides necessary critical weight to the narrative, but just as important is the way he captures the human

element. In chronological order, Tabor takes readers through the entire expedition, from planning to climb to aftermath, creating a vivid picture of twelve men struggling against one of the world’s most treacherous mountains – in league with Everest and K2 – and the circumstances that led to the disaster.

Along the way, Tabor draws out each man’s endearing qualities and natural flaws in small vignettes, much the way character is revealed on a harsh mountain. By the time panic sets in about the fate of the seven men trapped in the upper camp, Tabor has endeared each character to the reader. Thus, as the agonizingly slow response to the emergency unfolds, the wrenching fear, impatience and anger of the expedition resonates for the reader as well. In this way, Tabor evokes the human cost.

In doing so, he finds several answers to the mystery that still lingers over what transpired on the mountain. Like Medred’s comment suggests, Tabor’s objective approach is less about assessing blame than learning from the tragedy. These lessons have as much to teach us today as they did in 1967.

Group dynamics played a key role in the conduct of expedition members, and cannot be overlooked; neither can the role of unpredictable, extreme weather events, or of imperfect communication strategies. Another major factor that Tabor examines thoroughly is whether poor management by the National Parks

Service and rescue coordinators resulted in an inefficient response to the emergency.

In mountain climbing it is impossible to plan for every contingency. When the unexpected occurs – freak weather, gear failures, leadership clashes – the ability to react is equally important as the foresight to plan. This does not negate the value of planning, but there comes a point in an emergency when one might have to depart from the script.

While acknowledging this, Tabor doesn’t absolve responsibility. *Forever on the Mountain* sheds light on key factors that some might prefer stayed in the dark. This alone makes the read worthwhile. Overshadowed by the controversy are important lessons for climbers, rescuers and anyone venturing into the wilderness. In digging out those lessons, Tabor has excavated the legacy of the 1967 expedition and given those seven men a more fitting burial. ■

Jeremy Derksen suffered hypothermia while backcountry skiing in Yoho National Park, BC, in his early 20s. This led to an abiding interest in first aid and wilderness rescue. He is a five-year member of the Canadian Ski Patrol System and has backcountry experience across western Canada. An editor at Vue Weekly Magazine, he has published in the Edmonton Journal, Calgary Herald and Regina Leader-Post, and appeared as a ski industry expert on CBC.

North American Safe Boating Awareness Week

By Ian Gilson – Canadian Safe Boating Council

The tide in the number of recreational boating drownings turned many years ago and it continues to decline. Based on the most recent reports from the Lifesaving Society, these incidents are down 30 percent from 10 years ago; this in spite of the fact that there continues to be more and more boaters on Canada's waterways. There are many reasons for this consistent decline in drownings, and one that has certainly had a positive impact is Safe Boating Awareness Week, which was held this year from May 17th to the 23rd.

Safe Boating Awareness Week is a partnership between the Canadian

Safe Boating Council (CSBC), professional and volunteer safety groups, associations and individuals across the country. The CSBC, a non-profit organization, joins forces with their members: the Canadian Power and Sail Squadrons, the Canadian Coast Guard and Auxiliary, the Lifesaving Society and numerous federal, provincial and municipal police forces, to name just a few, for this important annual initiative. The initiative's singular goal is to ensure that the millions of Canadians who enjoy activities on Canada's waterways do so safely.

This is not just a Canadian phenomenon; the Canadian Safe

Boating Week also joins forces with the U.S. National Safe Boating week, operated by the National Safe Boating Council to make this a truly North American event. This is particularly important along the border where media spill works to the joint advantage of both countries.

The 2008 revamped North American Safe Boating Awareness Week Campaign focused on five key messages:

1. Wear Your Life jacket
2. Don't Drink & Boat
3. Take a Boating Course
4. Be Prepared
– Both You & Your Vessel
5. Be Aware of Cold Water Risks

Each of these messages was elaborated through numerous real-life stories, audio and video clips portraying the sometimes humorous, but more often tragic consequences of disregarding these practices. These were placed on the CSBC Web site www.csbc.ca for free access.

Each year, the primary mechanism for dissemination of these messages to the boating public is through the television, radio and print media, which the CSBC engages on two fronts:

1. Major media (network television, metropolitan radio stations and daily circulation newspapers) contact is coordinated through a professional media relations firm (Simic Public Relations).



Al Will, CSBC Chair, is being interviewed by the media at the Toronto event.

Photo Credit: CSBC

2. Local media (community television, smaller radio stations and weekly circulation newspapers) are approached by a wealth of dedicated campaign volunteers.

Volunteer organizations, profit and non-profit alike, across Canada are key to the overall success of the campaign. They bring a passion for boating safety and are often uniquely positioned, not only to bring the messaging to their local media, but also to disseminate the messaging directly to the general public both on and off the water. In 2008, the volunteer ranks approached 200 individuals nationally.

In addition to direct media contact, volunteer organizations hosted numerous events across Canada as a means of spreading the boating safety messaging. As an example, in Ontario, the Toronto Police Marine Unit hosted a media kick-off event to discuss the need for boaters to employ safe and responsible behaviours on the water throughout the season. Several aerial and marine search and rescue (SAR) resources from the Coast Guard, Coast Guard Auxiliary and Police units were on hand to demonstrate the SAR capabilities that exist on the western end of Lake Ontario.

The Collins Bay Marina and its community partners in the Kingston area hosted a “Don’t Rock the Boat” safety event for boating families with prizes and fun for all. Many chandleries and other marine retail outlets hosted events with demonstrations of safety equipment and seminars on the proper selection and fitting of personal flotation devices.



The “Don’t Rock the Boat” event was held at the Collins Bay Marina.

Photo Credit: CSBC

Preliminary results for 2008, as provided through a media monitoring service, suggest that 54,283,244 people in Canada received the campaign messaging. This is a 26 percent increase over the 43,005,799 people who were reached in 2007, and a testament to the efforts of all those who participated in the campaign.

While the name “Safe Boating Awareness Week” tends to suggest a finite timeframe of activity, continuing with that same fervour throughout the entire boating season is key to encouraging safe boating practices, both through the continued use of the materials that are available on the CSBC Web site, and by example, through our own behaviours on the water.

We would like to thank members of the search and rescue community who have supported us thus far for their invaluable assistance. We urge and welcome others to become involved in the campaign, both for the remainder of this year and in 2009. Those wishing to participate should contact Ian Gilson, Manager, SBAW Volunteer Outreach at sbaw@csbc.ca.

The CSBC would like to extend its wish that everyone have a safe and enjoyable season on the water. ■

Ian Gilson is a long-term recreational boater and member of the Canadian Coast Guard Auxiliary serving with TOWARF in Oakville, Ontario. He is also on the Board of Directors of the Canadian Safe Boating Council and a passionate advocate for boating safety.

**EXERCISE UNIFIED COMMAND:
PARKS CANADA DEMONSTRATES HOW ICS
CAN HELP SAR ORGANIZATIONS WORK
TOGETHER – EFFECTIVELY AND EFFICIENTLY
– TO SAVE LIVES**

By Carole Smith

From June 12 to 14, 2008, Parks Canada hosted representatives from over 20 search and rescue (SAR) and emergency services organizations at *Exercise Unified Command* in York, Prince Edward Island.

The objective of the exercise was to gain a better understanding of the strengths of the Incident Command System (ICS), and how it can enhance multi-jurisdictional SAR operations. The participants, who came from across Canada, included military, police, Coast Guard and Parks Canada personnel; federal, provincial, and municipal program managers; representatives from volunteer air, marine, and ground SAR associations; and members of non-governmental organizations.

Led by Parks Canada, with funding assistance from the Search and Rescue New Initiatives Fund, the three-day *Exercise Unified Command* included an ICS-200 workshop, a tabletop scenario and a live SAR exercise that took place in Prince Edward Island National Park.

The scenario for the live exercise revolved around a group of teenagers missing on the land and ocean coast adjacent to the park. Over 160 SAR responders were invited to play a role. Using the ICS Unified Command structure, Parks Canada and the Royal Canadian Mounted Police demonstrated how the command function for this type of multi-jurisdictional SAR response can be shared to optimum effect.

As the exercise unfolded, the observers from the invited agencies were guided through the operational areas by Parks Canada wardens, and briefed on the various components of the response, as structured through ICS. This included the command post, base camp, and various staging areas for vehicles and personnel.

Additional highlights included a presentation of Mi'kmaq culture, a tour of one of Nova Scotia's emergency mobile communications vehicles, a demonstration of the capabilities of SAR dogs by one of RCMP's canine teams and the opportunity to examine one of the Meteorological Service of Canada's Emergency Weather Stations that was deployed to the park in support of the exercise.

In the group debrief following the live exercise, and the subsequent survey used to record feedback from participants, there was an overwhelming agreement that

this type of multi-jurisdictional exercise is critical, both to interoperability and to the success of actual missions. Most significantly, 86 percent of respondents indicated that they would recommend the use of ICS as the standard management framework for ground SAR missions.

The origins of *Exercise Unified Command* date to 2003, when Parks Canada's successful *Canadian Search and Rescue Tabletop Exercise Program* evaluated SAR coordination in 32 communities adjacent to national parks and national historic sites across the country. While the program was credited with enhancing local cooperation in SAR planning and response, it also noted the lack of a consistent approach to incident management, particularly when several jurisdictions were involved.

In response to this significant finding, Parks Canada championed a subsequent initiative to identify and promote a command and control system for managing ground SAR operations throughout Canada. With support from the Search and Rescue New Initiatives Fund, Parks Canada has conducted research and consulted with representatives from the Ground Search and Rescue Council of Canada, including major provincial/territorial police forces and SAR program managers.

This spring, it was recommended that the ICS model developed by the Canadian Interagency Forest Fire Centre (CIFFC) be adopted nationally and made available to the SAR community. This model is already familiar to the natural resources sectors of most provincial and territorial governments, and has proven its worth in coordinating thousands of incidents. On average, 7,500-10,000 wildland fire events occur each year in Canada, with over 400 involving more than one jurisdiction. In 2007, the CIFFC responded to over 100 resource requests, which resulted in the mobilization of over 1,300 personnel, dozens of aircraft, and tonnes of equipment throughout Canada and to the United States. ICS again demonstrated its utility

in smoothly managing these complex, multi-jurisdictional responses.

Following the success of *Exercise Unified Command*, Parks Canada and its working group are currently consulting with the CIFFC to explore how the transfer of this model to the Canadian SAR community can best be achieved.

Overall, this initiative promises to be an important step toward a consistent and standardized approach to the management of SAR incidents across Canada, particularly those involving a multi-jurisdictional ground SAR response. ■



Roger Steadman, from Parks Canada, is giving a briefing.

Photo credit: Carole Smith

What is ICS?

The Incident Command System, or ICS, is a standardized framework for managing any type of emergency situation, whether it is a small search and rescue operation, a major oil spill, or a catastrophic earthquake. It has also been used to help plan meetings, conferences, and prepare for major events, such as the Olympics.

ICS was first developed and refined by the wildland firefighting community in the United States, where a standardized management structure was critical to the smooth, yet rapid deployment of resources from a myriad of different agencies. The system has since been adopted by thousands of law enforcement, emergency management, and health services organizations worldwide, due to its simplicity and its adaptability to any type or scale of incident.

ICS is built upon five key functions required for any undertaking: command, operations, planning, logistics, and finance/administration. It sets out a clear management structure with authority and accountability, and establishes a standard set of terminology for roles and responsibilities. Though they may have never worked together before, thanks to this common approach ICS-trained responders arriving at an incident will rapidly understand how the response is structured, who is in charge and what role everyone is responsible to perform, including their own. It ensures that operational personnel receive the logistic and administrative support they need, while minimizing the duplication of efforts and resources. ICS also provides a means of monitoring safety and managing risk to responders.

As highlighted in Parks Canada's *Exercise Unified Command*, when two or more agencies share jurisdiction or responsibility for an incident, ICS offers the flexibility of establishing a Unified Command structure. Rather than having a single Incident Commander, representatives from each agency work together as a Unified Command to set common objectives and strategies. This further maximizes the efficient use of all agencies' resources, and enhances the safety and effectiveness of the response.

For a sample of the CIFFC ICS model, visit the following link: <http://www.cifc.ca/images/stories/pdf/Module7Student.pdf> ■

OCCUPATIONAL HEALTH AND SAFETY

Against the ropes (part 2)

Training and Personal Challenges in Adventure Work

Chiropractors: helping those who help others

By Dr. Emily Roback, B.Sc., D.C.

While equipment, training, and experience are critical elements in assuring safety in rope rescue and ground searches, clear communications between team members is also essential to an efficient and injury-free operation.

Many hard-of-hearing and deaf rescue volunteers are reluctant to inform their team members that they require additional assistance in ensuring effective communication between them and other members. Some of the most challenging situations that health professionals and amateur rescue volunteers can

encounter in their interaction with other members of the rescue team are when: i) a teammate tells a deaf rescue volunteer that their team leader has told him/her not to continue working with him because the leader does not believe partnership is beneficial; or ii) a team leader tells those who are learning to become rescuers to avoid touching all equipment because they could potentially endanger themselves.

Often, hard-of-hearing and deaf people are concerned that the team leader will attempt to dissuade the hearing volunteers from teaming up with them. This

is more likely to happen if the team leader hears about the miscommunication from the hearing member instead of the non-hearing member. That is why new hard-of-hearing and deaf rescue workers need to provide the team leader a notification of effective communication letter outlining their condition, results of their auditory assessment, and recommendations to help get things off on the right foot.

It is also helpful to realize that these reactions usually stem from a lack of information. Most team leaders, even those who regularly work with rescuers with special needs, say that they don't know how to communicate with a hard-of-hearing/deaf person. Others may have never met, spoken or "signed" with an amateur rescuer who is hard-of-hearing or deaf in their professional careers. For many, the search and rescue profession is shrouded in mystery and misinformation. Taking the first step to provide objective, accurate information benefits all members of a rescue team over time.

Hard-of-hearing and deaf rescue workers who have encountered these situations offer the following advice:

- Call your team leader. Explain that you cannot hear and ask if you can have a work buddy with you while performing searches. Explain how having a buddy would help you complete specific verbal tasks. Move from generalities about not being able to hear to the specifics of what your needs are in order to work effectively as a team member. Establishing a common ground for good communication creates an opportunity for you to demonstrate your expertise in a context to which the team leader and other team members can relate.
- If you do not connect with the team leader by telephone, send a note by e-mail offering to spend

a few minutes addressing your concerns. Advise the leader that you will keep him or her informed of your ability to contribute to the teams' goals. Remember, most leaders never learn the outcome of how a group of individuals share the work load in rope rescue or a ground search. Many hard-of-hearing/deaf volunteers also feel left out of the loop because they have no idea what is expected of them.

- Do not be defensive or confrontational. Approach the conversation as an educational opportunity.
- If the issue is communicating over large distances without the use of a radio, provide the team with a hand-out containing all the relevant hand signals for rope rescue and ground searches. If the team members still wish to obtain further information, offer to put them in touch with the Canadian Hard-of-Hearing Association, who can more fully address the miscommunication issues that often occur while working with hard-of-hearing and deaf rescue workers.
- When calling another team member via radio, speak slowly and clearly, in a normal tone of voice. The recipient may either be hard-of-hearing or is trying to write down what you are trying to say.
- Never assume that the other person understood you. Always ask the other person to repeat what you just said to ensure that the message has been understood.

Miscommunication between team members could be significantly reduced by making oral and sign language mandatory. For instance, in rope rescue, have one trainee belay for a lead climber while the second trainee watches the leader descend 400 feet. The second trainee can provide the leader instructions via voice and hand signals to overcome poor hearing



A team of rescuers practice lowering a patient from the second floor of a four-storey building.

Photo Credit: Ric Henderson

circumstances due to large climbing distances. The first trainee (belay for the leader) can watch and listen to the instructions coming from the second trainee who is observing the leader climb down the side of the cliff.

My previous rescue training experiences have included learning the basics of rope rescue at Rattlesnake Point, a cliff located 30 kilometers south of Toronto, Ontario. The challenge of this operation was that I undertook this outdoor course without any hearing. As a deaf chiropractor, I had to live with a hearing loss, which constantly fluctuated every passing year. For five to six months, I would hear with my hearing aids perfectly. For the remainder of the year, my hearing would drop to 'nil', which forced me to rely on lip reading and body language to communicate. What I enjoyed most about this experience was the fact that my rescue teammates used hand signals to communicate with me as I applied chiropractic care into their daily training regimes. ■

Dr. Emily Roback, president of Chiroback Trekker, provides chiropractic, sports therapy, and injury prevention seminars for search and rescue teams in Alberta. Dr. Roback can be contacted at robback@doctor.com and/or (403) 872-1599.