

Accessibility, Evacuation & Safety

QUEEN OF NANAIMO

Any questions or comments?

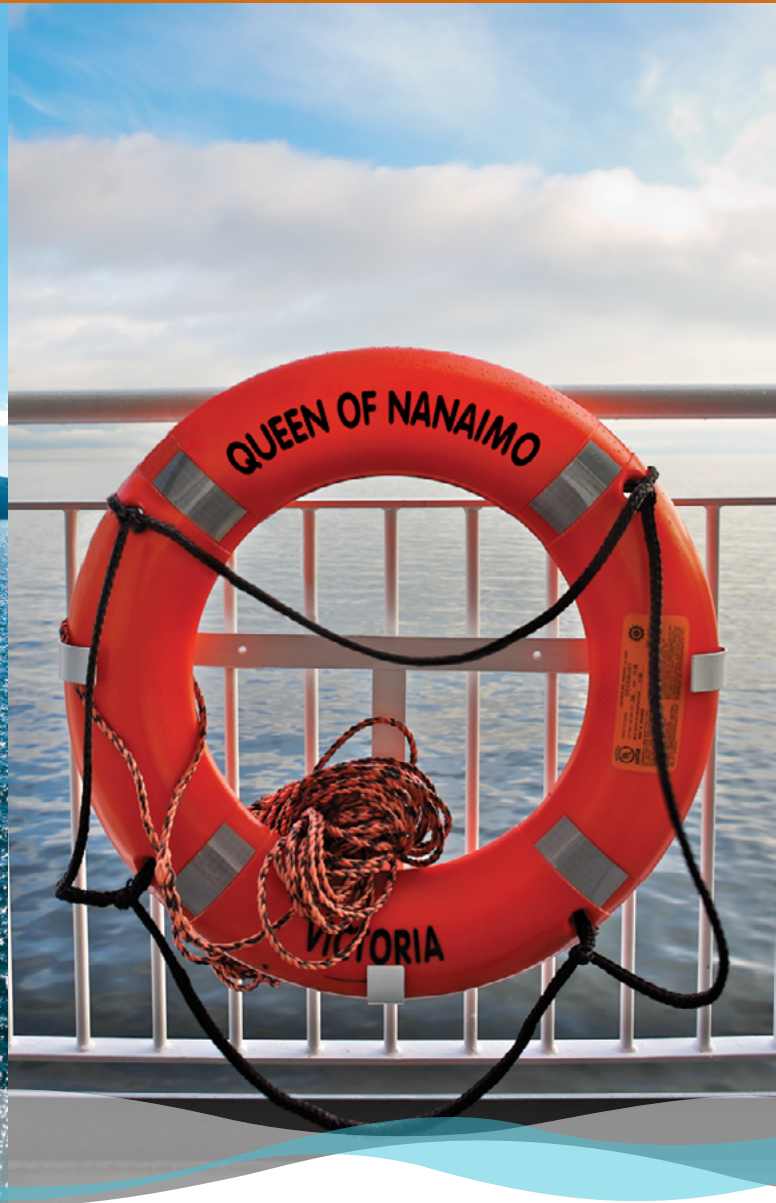
Call BC Ferries toll-free:
1-888-BC FERRY (223-3779)

On Rogers or TELUS Mobility networks:
punch *BCF (*223)

From outside North America:
(250) 386-3431

TTY users via TELUS Relay Service:
711 or 1-800-972-6509

Visit us online at bcferries.com



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.

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.

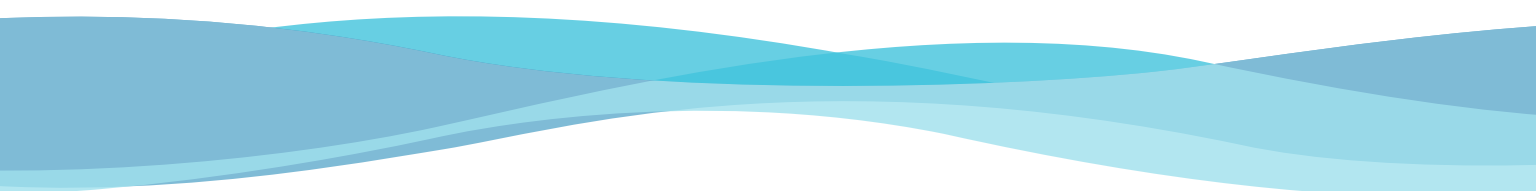
As part of our ongoing commitment to safety, operational guidelines call for regular and frequent safety drills for all crew members on every ship.

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 17 separate compartments in the hull plus eight independent machinery spaces, for a total of 25 watertight compartments.



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:
www.bcferrys.com/travel_planning/disabilities

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

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.

Ship Evacuation

The *Queen of Nanaimo* has four evacuation slide stations located on the main passenger deck. The total evacuation capacity is 1,004 people.

Life Jackets

Life jackets are stowed in clearly marked lockers throughout all interior and exterior decks.

There are two types of life jackets available: 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 and exterior passenger areas. In addition, there are manual pull stations throughout the vessel, a manual “deluge” system on the Vehicle Deck, and a manual CO₂ smothering system in the Engine Room.

The *Queen of Nanaimo* also has a heat-sensitive sprinkler system in crew and passenger lounges.

Emergency Signals

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

FIRE - a continuous ringing of the alarm bell.

PERSON OVERBOARD - three long soundings of the whistle and general 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 followed by one long sounding of the ship’s whistle and/or alarm bell.

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.

Rescue Boats

This vessel carries two rescue boats.

