



# THE AUXILIARIST

Fisheries and Oceans Canada

NEWS RELEASE

Volume #15

## Signing of a Memorandum of Agreement

### between the Canadian Coast Guard Auxiliary and the United States Coast Guard Auxiliary



*Mr. Everett Tucker, National Commodore, United States Coast Guard Auxiliary, and Mr. Harry Strong, CEO, CCGA.*

OTTAWA—David Anderson, Minister of Fisheries and Oceans, announced that a Memorandum of Understanding (MOU) was signed in Ottawa on June 14, 1999 between the United States Coast Guard Auxiliary and the Canadian Coast Guard Auxiliary. This Memorandum will allow both organizations to strengthen existing relationships and enhance their common goals of promoting boating safety, saving lives and protecting the marine safety interests of the citizens of their respective countries.

“It is envisioned that this MOU will strengthen the existing bonds between the two Coast Guard Auxiliaries and reinforce the leading role of these organizations in the world search and rescue community,” stated Mr. Anderson.

Those involved in the signing were Mr. Everette Tucker, National Commodore, United States Coast Guard Auxiliary, Mr. Harry Strong, Chief Executive Officer, Canadian Coast Guard Auxiliary, Admiral James Loy, Commandant, United States Coast Guard and Mr. John Adams, Commissioner, Canadian Coast Guard.



Canadian Coast Guard Auxiliary  
Garde côtière  
auxiliaire canadienne

## ***(Memorandum of Agreement, cont'd)***

The Memorandum of Understanding will permit the two Auxiliary Associations to carry out joint training in search and rescue (SAR), disaster relief, environmental response, courtesy vessel examinations, public education, and boating safety related activities.

In addition, the Memorandum of Understanding will also encourage the exchange of information, technologies and other materials to the benefit of both organizations.

"No one is more aware than I of the excellent work the volunteer members of the Auxiliary do on a regular basis for the people of Canada. We are indebted to their entire membership for their tireless efforts," stated Mr. Adams.

The Canadian Coast Guard Auxiliary (CCGA) was incorporated in 1978 as a not-for-profit organization. The 4,100 volunteers of the CCGA are now involved in 25% of the marine search and rescue (SAR) missions in Canada. They are tasked with over

1,700 SAR cases and save over 200 lives at risk every year.

The United States Coast Guard Auxiliary (USCGA) is a civilian volunteer organization formed in 1939. The organization numbers in excess of 34,000 volunteers. In 1998 alone, the USCGA assisted 13,000 boaters in distress, saving 445 lives at risk.

The USCGA and CCGA also contribute to numerous prevention and

education activities in order to promote safe boating. They are supervised respectively by the United States Coast Guard and the Canadian Coast Guard.

For more information, contact:

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## **Greetings From National**

As usual, 1998 has been a very exciting and productive year for CCGA. I would like to mention a couple of items that I think were the highlights.

1998 marks the 20th anniversary of the founding of CCGA in Canada. All regions held activities to celebrate this milestone in our history. Probably the highlight was a presentation at the SAR Scene Conference in Banff, Alberta when Minister David Anderson

presented the President of each region with a memento of the occasion. A presentation was also made by National Commodore Everette Tucker and his International Aide Klaus Bauman of the United States Coast Guard Auxiliary. We were honored to have these two gentlemen with us for this occasion.

Incidentally, the SAR Scene Conference for 1999 will be held in St. John's, Nfld. in mid October. I strongly urge any member to attend this conference.

### **The Auxiliarist**

is published for members of the Canadian Coast Guard Auxiliary by the Search and Rescue branch of the Canadian Coast guard.

News items and photographs should be sent to:  
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*Opinions expressed are those of the author and may not always represent official DFO/CCG policy.*

As you will see elsewhere in this publication we have held our first SAR skills competition in the Newfoundland Region. This event was a tremendous success and we plan to make it an annual event. Our plan, nationally, is to get these competitions up and running in all regions and then have a National competition. Our target for our first National event is the fall of 2000... so polish up on your SAR skills.

## **(Greetings, cont'd)**

In our budget allocation this year a sum of money was allocated to hire Operational/Business Managers for each regional auxiliary. These positions will take some of the workload off our volunteers. To date a National Business Manager has been hired and each region is in the process of finalizing their plans.

These positions will make our regional Auxiliaries more efficient in delivering the program to our members and the public at large.

As we look forward to this year and all the strange things that might happen on New Year's Eve and into the year 2000, I wish you all a safe and prosperous 1999.

*Harry Strong*  
*Chief Executive Officer*  
*CCGA National*

*Reprinted from CCGA NFLD Newsletter*  
*Volume 20, December 1998*  
*Newfoundland Region*

## **Insurance Reminder**

All CCGA members are reminded that in the event of an accident or damage to their vessel during authorized activities, regional procedures **MUST** be followed. It is essential that all claims be reported immediately to the appropriate Coast Guard authority. Except for emergency measures to stay afloat, no insured repairs may be commenced until approval has been obtained from Coast Guard and /or insurers.

Claims should be reported in the first instance by telephone followed by the "Collision Wreck and Injury" report.

## **Increase in Coverage**

Harry Strong, the Chief Executive Officer of the Canadian Coast Guard Auxiliary (CCGA), successfully negotiated an increase to the Group Accident Policy for the members of the CCGA.

The new coverage increases the accidental-death coverage from \$1 million to \$1.5 million. In the unfortunate event of an Auxiliary member losing their life during an authorized activity, his/her estate would receive \$1.5 million.

The increase was necessary to keep in line with new Treasury Board policy.

*Joanna Ng, SAR Intern, CCG Headquarters*

## **SAR Games '98 in Newfoundland**

The first annual Search and Rescue Games '98 were held on October 10, 1998 at the Royal Newfoundland Yacht Club in Conception Bay South. A team represented each of the 10 regional districts in a contest that included five Search and Rescue events as follows:

### **EVENT "A"—FIRST AID**

Evaluated the team's ability to assess an accident scene.

**WINNER:**

District 2 (Herbert Pittman, Director)

**PARTICIPANTS:**

Ronald Patey, Cecil Randell, Keith Kearney

### **EVENT "B"—LINE THROWING**

Assessed the team's ability to throw a heaving line at a stationary, floating target.

**WINNER:**

District 1 (Marcel O'Brien, Director)

**PARTICIPANTS:**

Edward Turnbull, Ern Stickley, Kevin Normore

### **EVENT "C"—SEARCH OPERATIONS**

Team's were to organize, prosecute, and resolve a search and rescue incident.

## ***(SAR Games, cont'd)***

### WINNER:

District 7 (Charles Roberts, Director)

### PARTICIPANTS:

Gary Eavis, George Burse, Glen Winslow

### EVENT "D"—CHARTWORK

Each team had to demonstrate basic chart work skills.

### WINNER:

District 1 (Marcel O'Brien, Director)

### PARTICIPANTS:

Edward Turnbull, Ern Stickley, Kevin Normore

### EVENT "E"—SAR PUMP

Each team had to operate the pump in the fastest way possible.

### WINNER:

District 8 (Harry Strong, Director)

### PARTICIPANTS:

Sam Lambert, Roderick Normore, Fred Barrett

Following a day of friendly competition, CCGA participants, organizers, and volunteers enjoyed an evening banquet at the Delta Hotel in St. John's during which the winners were announced. The overall winner of the SAR



*Pictured above (left to right): Sam Lambert, Roderick Normore, Fred Barrett, Harry Strong.*

Competition was the team from District 8, pictured on this page. The team was the proud recipient of the Captain Peter Troake CM Memorial Trophy and a Mustang Ocean Commander Immersion Suit.

Additional prizes were awarded to the teams who gave the best performance in each event. All participants and District Directors received engraved trophies.

*Reprinted from CCGA NFLD Newsletter, Vol.20, Dec. '98 Newfoundland Region*

# Operator Proficiency Course

As of April 1 1999, the Canadian Coast Guard (CCG) has revised the Boating Regulations for the new Boating season. At a recent CCGA National Council Meeting the Auxiliary determined that there was a requirement for its members to comply with the new regulations. The CCGA National Council further determined that the most cost-effective way for its members to meet this requirement was for the CCGA to

develop its own Operator Proficiency Course which then would be taught by CCGA instructors to its own membership. The Canadian Coast Guard Auxiliary (CCGA) Laurentian volunteered to develop a Safe Boating Course on behalf of the CCGA National Council for all CCGA members.

The Council endorsed the idea to develop and implement a course that

would be available in every region. The CCGA will seek industry sponsorship for the course to assist with the developmental costs.

The CCGA Operator Proficiency Course is entirely co-ordinated and driven by CCGA members.

*Joanna Ng  
SAR Intern,  
CCG Headquarters*

## New President for CCGA Pacific

Craig Dunn, a native of Victoria, B.C., has been involved in maritime Search and Rescue (SAR) for fourteen years. As an active member of CCGA Unit 35, as well as a founding member of the Victoria Marine Rescue Society, which supports Unit 35, he has extensive experience in SAR. To top off his long commitment to SAR, this past vice-president of CCGA Pacific is now the newly elected president for the region, as of February 1999.

Beyond serving as a member of the CCGA, Mr. Dunn has been a Unit Leader (CCGA Unit 35), a senior training Coxswain (CCGA Unit 35), a director of training (CCGA Pacific), and a director of Marine Search and Rescue Operations (CCGA Pacific).

During his tenure as President CCGA Pacific, Mr. Dunn wants to continue to strengthen the partnership between CCGA Pacific and the CCG, and to work with the CCG to deliver more programs to the Canadian public in

boating safety, operator proficiency and environmental response. As well, he plans to continue to improve the development and delivery of training materials and courses to members of CCGA Pacific.



*Minister David Anderson on the left, Craig Dunn (President CCGA-P) in the centre, and Scott Sutherland (SAR Operations, CCGA-P) on the right.*

## New President for CCGA Central & Arctic

Raised at Clapperton Island Lighthouse and later at Kagawong on Manitoulin Island, Norman Lloyd, the new CCGA Central and Arctic president, is no stranger to the water. Growing up in a lightkeepers family he learned at a very young age the importance of safe boating and Search and Rescue.

Mr. Lloyd became affiliated with the Coast Guard in 1979 when he and his five crew members joined the Canadian Coast Guard Auxiliary. This new affiliation with the Coast Guard expanded upon the service that he, his wife Elva, and his crew had been performing in partnership with the

local Ontario Provincial Police and Ministry of Natural Resources Officers for several years previous.

As president of the Central and Arctic CCGA Region, Mr. Lloyd sees it as his role to act as a liaison between CCGA National and his regional board of directors. He hopes to maintain and expand on the existing partnership between the CCG and the CCGA, and to ensure that the CCGA is always prepared to assist the Coast Guard, therefore fulfilling the Auxiliary's prime objective to "save 100% of lives at risk".

## In Memoriam (1908-1997)

On December 10, 1997 the Canadian Coast Guard Auxiliary in Newfoundland and Labrador bid a sad farewell to its founding President, Captain Peter Troake CM.

Capt. Troake became a member of the Auxiliary in 1978 and was appointed President at the first Annual General Meeting on February 16, 1979. He continued to remain active in the Auxiliary and was presented with an "Honourary Membership" on November 01, 1985.

On October 28, 1987 Capt. Troake was inducted into the "Order of Canada". The award was presented for his years of dedicated service to the rural population of Newfoundland and Labrador.

Capt. Peter Troake CM will be sadly missed by his peers at both the Canadian Coast Guard Auxiliary and the Canadian Coast Guard.

*Reprinted from CCGA NFLD Newsletter, Volume 20, December 1998 Newfoundland Region*



*Pictured above is Capt. Peter Troake receiving the 'Order of Canada' from Governor General Madame Jean Sauvé.*

## CCGA and USCGA Working Together

The United States Coast Guard Auxiliary (USCGA) and the Canadian Coast Guard Auxiliary (CCGA) have recently signed a Memorandum of Understanding (MOU) between their two volunteer organizations. The purpose of the MOU is to define areas of co-operation between participants of the two organizations for the enhancement of their common goals of promoting boating safety, saving human lives, and protecting the marine safety interests of the citizens of their respective countries.

The MOU was created in order for the participants of the USCGA and CCGA to actively work together. The two organizations agreed to carry out joint training in Search and Rescue (SAR), and to work together in disaster relief, environmental response and other boating safety mission related activities. This may include participating in training exercises conducted by the other Auxiliary, and providing technical and administrative expertise as appropriate.

The MOU will also encourage the free exchange of information, technologies and other materials to the benefit of both organizations on their mission related activities through exchange visits or joint meetings and liaisons at all levels of the organizations.

The MOU will be a great opportunity for both the USCGA and the CCGA to co-operate together in saving lives and promoting boating safety.

*Joanna Ng  
SAR Intern, CCG Headquarters*

Jay L. Doty  
P.O. Box 56,  
The Sea Ranch, California 95497

February 1, 1999

Mr. Norm Lloyd  
Canadian Coast Guard Auxiliary (Pacific)

Dear Norm:

As someone who isn't a Canadian citizen, I risk being accused of poking my nose into something which might not appear to be my business, by expressing my concern over the Canadian government's plans to downgrade and/or remove certain navigational aids ("nav aids") for watercraft in the North Channel. But, because of an incident which occurred last August, I do feel that I have a personal stake of sorts in your government's decisions concerning the targeted nav aids.

While my wife and I were cruising the North Channel last summer, I severely dislocated an elbow while anchored off the very beautiful South Benjamin Island, virtually incapacitating myself. Prompt medical attention was paramount. But it was getting dark, and my wife, a capable day sailor, lacked both the strength to raise our large anchor by herself, and the navigational expertise to get us to Little Current at night. In fairness to Patsy, these waters abound with hazards, and night navigation by anyone unfamiliar with the area bears risks. In addition, the wind had begun to kick up a bit of a sea. Reluctantly, we acknowledged that we needed help.

Patsy contacted Thunder Bay Coast Guard, which promptly put her in touch with some of the local Search and Rescue people in Little Current, Stan and Beth Ferguson. The Fergusons evacuated us in their launch after dark. As we cleared South Benjamin, we encountered sea conditions which placed a premium on good boat handling and navigation, and delayed our progress back to Little Current, partly because the launch's pounding wasn't doing my arm

any good. (While stoicism is admirable, even three successive shots of morphine administered later at the health centre failed to dampen my discomfort, and a swift trip was all I hoped for at the time.)

Several times during the passage, the Fergusons had to slow their launch to a crawl while using a spotlight to search out specific nav aids which would guide us safely into port. We arrived around midnight, thanks to their superb seamanship, and a waiting ambulance took me to the Manitoulin Health Centre for attention by what proved to be its competent medical staff, including Dr. Jack Stanborough, who went to work on my elbow.

While our cruise was over, Patsy and I both recognized that the "system" had worked, to our gratitude and relief. The system, of course, was the Canadian Coast Guard, the local area Search and Rescue resources, and that same area's medical capabilities.

Our evacuation was indispensable to this result, and it was rendered difficult enough by the challenge of night-time navigation in North Channel waters. It's sobering to Patsy and me to speculate on the feasibility of our rescue if the existing system of governmentally-maintained nav aids had been downgraded prior to our emergency.

These navigational assets are maintained at a cost to the taxpayer, and a boater from the U.S. doesn't pay income or property taxes in Canada. But Canadian and U.S. boaters do bring money into the local North Channel communities, spending for fuel, groceries, meals, marina fees, boat charters, and the other purchases of any vacationer.

The North Channel enjoys an unsurpassed reputation as a great cruising ground, largely because of its spectacular beauty and charm. Hence its popularity. And, while it also has a reputation as being challenging navigationally, it's considered acceptably safe. It would be a mistake to reduce the safety factor in any way, and any downgrade or removal of the existing nav aids would surely risk this consequence.

Sincerely,  
Jay L. Doty

# The Law of The Water

Picture yourself out on the lake one October afternoon when a storm sets in.

The wind howls as waves begin crashing over the deck and into the cockpit of your C&C 27.

That's when you spot a Tanzer 22 in big trouble. The skipper and one of his three passengers have fallen overboard and both are in danger of drowning.

Chances are, the only thing you would be thinking about in that situation is how to help those in trouble. But sitting safe and sound in the comfort of your home reading this magazine, you might pause to ponder the legal implications of assuming the role of rescuer. Thank goodness we live in world where ethical responsibility, as opposed to legal obligation, tends to drive our behaviour. Nevertheless, it is still important for boaters to understand that legal consequences can result from action or inaction in rescue situations. From my point of view, as both a lawyer and a sailor, there are three main areas of concern: Is there a duty to rescue? Once a rescue is attempted, can the rescuer be liable? Can the rescued person be liable to the rescuer?

Contrary to popular belief, there is no such thing as a Good Samaritan law in Canada. A boater who is a complete stranger to a person in peril on the water and has no special relationship with that person, has no legal duty to conduct a rescue. Of course, for every rule there are exceptions. The law of the sea differs from laws appli-

cable inland, particularly with respect to commercial vessels. The Canada Shipping Act legally obligates the master of a Canadian ship at sea to answer a distress signal and assist persons in distress (section 384). It also obligates the master or person in charge of a vessel, insofar as he can do so without serious danger to his own vessel, its crew and passengers – to assist every person found at sea who is in danger of being lost (section 451). It's worth pointing out that these provisions provide criminal sanctions, as opposed to civil (non-criminal) liability.

The area of law that governs liability in rescue situations is known as tort law. The law of torts has been called a "corrective system of justice," designed only to restore victims to the position they would have been in, had a wrongdoer not disturbed their status quo [Lewis Klar, 35 Alta. L. Rev.(No.1) 24]. Tort law does not require moral conduct.

However, a duty of care may arise if there is a particular kind of relationship between the person accidentally injured or killed and the person alleged

to have caused the injury or death. The leading case regarding rescuers is *Horsley vs. MacLaren*, a 1972 Supreme Court of Canada decision. The Court re-stated the general proposition that a stranger has no legal duty to rescue a person in peril. However, the owner-operator of a pleasure craft was held to owe a duty of care to his passengers, including a duty to rescue a passenger who had fallen overboard.

This leads to the second point of concern. What are the circumstances under which a rescuer will become liable to the person in peril? The *Horsley* decision covered this subject as well. The Court's reasoning demonstrated the public policy concerns behind its decision. Obviously, society as a whole wishes to encourage people to get involved in rescues. Although the Court recognized that there was no absolute duty to act, once a voluntary rescue attempt had begun, the rescuer was required to act as a "reasonable person" would in the same circumstances. If you think this kind of language gives the courts a lot of latitude, you're right. Canadian courts have gone a long way to say that a poorly planned and executed rescue attempt will be regarded as error rather than negligence. So, even though the operator of the vessel in the *Horsley* case did just about everything wrong in his rescue attempt, and two passengers died as a result, his actions were held to be in error, not negligence.



## (The Law, cont'd)

The third area of legal concern involves circumstances in which the victim of a boating accident may be liable to his or her rescuer. Yes, it's true, a rescuer may be able to successfully sue the person he or she rescued. The courts have used an interesting and somewhat bizarre analysis in this regard. The theory is that when someone becomes involved in an accident as a result of their own or someone else's negligence, the ensuing rescue attempt is a reasonably foreseeable consequence of the original negligence. For example, in the 1975 case of *Corothers vs. Slobodian*, the Supreme Court of Canada considered the case of a woman who had stopped her car at the scene of an accident and while waving for help, was hit by an oncoming truck. Another driver, whose negligence had originally caused the accident, was held liable to her because the woman's "rescue" attempts were a foreseeable consequence of the original negligence. In reality, this is not really about foreseeability, so much as society's desire to encourage would-be rescuers. As such, the courts provide legal compensation to the rescuer by way of tort law, applying the usual and arguably lower standard of "reasonableness," than that applied to the rescuer's actions.

So, what does all this mean for the average sailor in Canada? First, there is no absolute duty to conduct a rescue. Second, a person may have a duty to rescue if there is a special relationship between himself and the victim; that which exists between skipper and passenger, for example. Third, the law requires a rescuer to conduct the res-

cue in a non-negligent way, but the courts tend to use a lower standard in judging the actions of rescuers, leaving a fair amount of room for error on the rescuer's part. Finally, a rescuer or his family may be able to recover damages for the rescuer's injury or death, which has been caused by someone else's negligence (including the

victim's negligence). For these latter cases, the courts will apply a regular standard of reasonableness to the alleged wrongdoer's actions.

*Steve Gaon, Ottawa Lawyer*

*Reprinted from Canadian Yachting Spring 1999*

## CCGA Develops Safe Boating Course

The CCGA Safe Boating Course has been approved by the Canadian Coast Guard College. Successful completion of the course and exam will allow recipients to obtain their operator proficiency card.

The project was initiated in September 1998, following the adoption of new regulations developed by the Office of Boating Safety, when the CCGA responded positively to a request by the CCG to get involved in training.

- The goal of Phase I "is to develop and translate the course, have it approved by the CCG, offer it to the CCGA members and make sure that every auxiliary will comply with the new regulations".
- For Phase II of the project, aimed at public training, the CCGA agreed that:
  - Financing must not come from the Contribution Agreement, and;
  - The participation of each CCGA region to the public training project would be done on a voluntary basis, and contingent upon the priorities of each region.

In January 1999, the CCGA National Council officially gave the go-ahead to Phase 1 of the project.

So far, the members of the CCGA in the Laurentian region have invested over 1500 person-hours of volunteer work in preparing the training manuals for this project, and their exceptional efforts are still on going. During their latest AGM, Charles Gadula, the Director of SAR, made a point of thanking these members saying that "I, personally, am excited about the National Council's

### **(Safe Boating Course, cont'd)**

decision to increase its involvement in public education by developing and teaching a boating safety and operator proficiency course.”

In March, at the National Council meeting in St. John, NB, a draft version of the manual was handed to the CCG and CCGA participants. The go-ahead was given to print more copies so that the manual could be used to train our members as soon as it received approval by the Coast Guard College.

It will not be necessary for every member of the auxiliary to have a pleasure craft operator proficiency card. The

Competency of Operators of Pleasure Craft Regulations only requires that operators of pleasure craft, which are fitted with a motor and used for recreational purposes, must have proof of competency on board at all times. These requirements are being phased in over ten years. Finally, certificates for boating safety courses completed before April 1, 1999 will also be recognized.

If you think that, as a member of the CCGA, you will need the pleasure craft operator proficiency card to comply with the new regulation, you should contact your director of training to obtain more information. The training manual will be available free of charge for CCGA members.

<b>Age &amp; Horsepower Restrictions – April 1, 1999</b>	
Under 12 yrs of age – may not operate a power boat over 10hp unless accompanied/supervised	12 yrs of age but not 16 yrs of age may not operate a power boat over 40hp unless accompanied/supervised
Under 16 yrs of age – may not operate a personal watercraft (PWC) No exemptions	<i>Definition: Accompanied/Supervised</i> Person 16 yrs or older
<b>Boat Rental Checklist</b>	
<b>Sept 1999</b> Under 16 yrs of age who rent and operate any powered recreational vessel will be required to complete a Rental Boat Safety Checklist	<b>As of 2002</b> All persons who rent a powered recreational vessel of less than 4 metres will be required to complete a Rental Boat Safety Checklist
<b>As of 2009</b> All persons who rent and operate any powered recreational vessel	<b>Exemptions</b> An Operator Competency Card holder
<b>Operator Competency – 10 year phase-in period</b>	
<b>As of Sept 1999</b> Persons under 16 years of age may not operate any powered recreational vessel without proof of competency	<b>As of 2002</b> Any person operating any powered recreational vessel less than 4 metres (including personal watercraft) must have proof of competency
<b>As of 2009</b> Any person operating any powered recreational vessel must have proof of competency	<b>EXEMPTIONS</b> Proof of Competency Proof of previous training (until 03/31/99) or Grace period of 45 days for non-resident of Canada operating foreign vessels without a recognized Competency Card
<b>BOATING SAFETY HOTLINE</b> <b>1-800-267-6687</b>	

# Year 2000 — Will The CCGA Be Ready?

About one year ago, I was asked to attend a "Y2K" meeting at the Canadian Coast Guard, Headquarters. As the SAR program representative at that meeting, I was as confused as the other attendees and simply wanted to get through the meeting and back to my regular duties. Since that day, however, I have been working full time on the Y2K problem and have been a part of a team of 140 CCG employees specifically dedicated to beating the "Millennium Bug".

As you may be aware, the "Year 2000 (Y2K) Problem" or "Millennium Bug" is fast approaching with the arrival of January 1, 2000. The problem arises from the widespread use of a two-digit field, not four, to represent the year in computer databases, applications and embedded chips.

**Please note that this problem could affect the operation of your vessel.** Most electronic navigation and communications equipment and some electric rudder and engine controls contain embedded chips that may be affected. For example, Global Positioning System (GPS) Satellites are set to roll their clocks over at midnight between the 21<sup>st</sup> and the 22<sup>nd</sup> of August, 1999. Some GPS receivers will not correctly "roll-over" on August 22<sup>nd</sup>, 1999 or on January 1, 2000, and may give false information as a result.

Over the past year, the CCG has undertaken a massive Y2K project. The goal being to upgrade and certify all of our susceptible equipment (both afloat and ashore) and to implement contingency plans which will ensure that our critical services continue to be delivered in the event of an internal or external failure (example: phone/data networks or power utility).

Since the CCGA responds to approximately 25% of all SAR cases, it is critical that CCGA vessel owners/operators take measures to ensure that they remain "mission-ready" for the Year 2000. The measures are simply:

## Ensure that Your Vessel is Year 2000 Compliant

In order to assist CCGA vessel owners/operators in determining if their on-board equipment will function correctly in the Year 2000, I am mailing a "CCGA VESSEL YEAR 2000 CHECKLIST" to each vessel owner/operator. Once completed, this checklist is then mailed back to the CCG Headquarters Y2K Project Office where we will use the information obtained in our investigations of hundreds of types of marine electronics, in the CCG fleet, to assess your list and reply to you.

Although the CCG will not pay for any upgrades, this assessment will help

to determine if any equipment might fail. In addition to this assessment, vessel owners/operators should contact the manufacturers/suppliers of their marine electronics to determine if the equipment will fail.

## Participate in The CCG Year 2000 Contingency Plan

As part of the CCG Year 2000 contingency plan, the SAR stand-by posture for certain CCG vessels and stations is being enhanced. This is in order to better respond to a potential increase in SAR incidents and to provide a back-up distress listening watch on VHF Ch 16 and 2182 kHz. The CCGA is directly assisting with this contingency plan by maintaining SAR stand-by and a radio listening watch with approximately 25 vessels across the regions. Individual members are being contacted to assist as required.

There is, however, an indirect role that all Auxiliarists can play, and that is to act as "alternate reporting points" for marine emergencies. This means that if phone service fails, citizens may report marine emergencies to Auxiliarists in their communities, who will, in turn, notify to the nearest CCG MCTS Centre (radio station), CCG Base/Station, CCG Vessel or simply the local police. This can be done via marine radio or in person. These authorities will then relay the

***(Year 2000, cont'd)***

message to the Rescue Co-ordination Centre (RCC) or Maritime Rescue Sub-Centre (MRSC). If appropriate, the Auxiliarist should also respond to a distress situation.

In conclusion, I know that the CCGA is taking a very practical approach to a potentially real problem. With your support, the Marine SAR System will continue to be "mission-ready" even in the event of a natural or technical disaster.

For further information, a brochure may be requested by contacting the Canadian Coast Guard's National Safe Boating Line at 1-800-267-6687

*Mike Voigt, Chief Rescue  
Co-ordination, CCG Headquarters*

## Swissair Flight 111 Crash

Most people in Nova Scotia are only too well aware that on the evening of September 2, 1998,

Swissair Flight 111 in transit from New York City to Geneva, Switzerland crashed in the waters off the Blandford Peninsula.

All 229 people on board were killed. This event has had a dramatic effect on the people of Nova Scotia.

The immediate response to the news of the downed aircraft was energetic. Search and recovery exercises took place on sea, on the shore and air reconnaissance was involved. Search and Rescue personnel, the public and the media responded immediately. The first televised pictures on that fateful Wednesday night showed the frustration faced by those involved. Fire fighters and apparatuses, ambulances and their technicians, RCMP and other police crews and bystanders amassed on land. Television pictures showed rescue personnel on the shore looking seaward.

Search and Rescue operations were immediately established at sea with a variety of vessels involved. They included several Canadian Coast Guard

ships, private fishers and Coast Guard Auxiliary in fishing boats. Search and Rescue workers were directly over the crash site within an hour of the crash.

There is no doubt that initially the principal aim for all was rescue. Local hospital emergency room personnel were placed on 'alert'. Within three hours of the crash the media announced that one survivor had been recovered. Other local hospital staff were called to be prepared for handling a large-scale emergency. Later it was announced that the media release was erroneous. The horrendous scene of The forces of destruction was only too clearly visible at sunrise. Contrary to expectations there were no survivors; instead there was just floating debris. Aeroplane wreckage, cargo, baggage,

personal effects and human remains were scattered on the ocean's surface. For many the grief became almost palatable.

Swissair responded to the news of the crash by posting a passenger list on the Internet. They also arranged for transportation and hotel rooms for relatives to come to Halifax and Peggy's Cove to see firsthand the crash area. This move was made to help those grieving to gain closure. There is evidence that viewing the remains may lower subsequent health symptoms (Singh & Raphael, 1981). The Provincial Government and the airlines (Swissair and their partner Delta Airlines) ensured that grief counsellors were immediately available for the victims' families. Some of these counsellors were brought to Halifax from other countries. The families on arrival in Halifax were escorted to a protected environment which was off-limits to the media.

## *(Swissair, cont'd)*

Clergy and other grief counsellors talk about the difficulty dealing with grieving relatives. Dr. John Butts, the coroner, also has spoken publicly about the difficulty telling waiting relatives the grim news. Particularly touching was an account of relatives being asked to give toothbrushes, medical charts and their own blood samples to those trying to identify remains. According to one clergyman it seemed that the giving up of the records was like a final good-bye to the loved victims. Emotionally this simple act was very difficult for all.

The initial responders were fire fighters, fire fighting auxiliary, ambulance attendants, local fishers in fishing boats, Coast Guard and Coast Guard Auxiliary, police, including Royal Canadian Mounted Police and others. Subsequently, on the sea, professional Search and Rescue personnel from the Canadian and American military and the Canadian Coast Guard replaced many of the initial responders.

The crash debris gradually dispersed, with the majority of it sinking to the sea bottom. People living along the shore reported finding material including human remains. Militia units were brought in to gather the material that was washed ashore. Scientists from the Bedford Institute of Oceanography plotted tide patterns to enable search and recovery personnel to locate material. The crash's horror was felt by many. Family walks by the seaside had to be curtailed.

The primary search site was at sea. The U.S.S. Grapple and at one point the

Canadian Coast Guard Ship, *Mary Hichens*, were supporting diving rafts enabling divers to gather material from the sea bottom. Thus, the search became predominantly an underwater recovery operation. Canadian Coast Guard ships transported collected material and remains to Shearwater and the temporary morgue.

There was increasing pressure to collect material as quickly as possible before winter weather conditions prevented further collection. A heavy lift barge, *The Sea Sorceress*, was on site by mid-October and completed its work by October 24, 1998. Its crane was able to place material on a barge where RCMP teams sorted through the wreckage. Local fire personnel have continued to play a role in ensuring proper decontamination, and a special unit of fire service personnel had been established to help extricate human remains from entanglement in wreckage.

Land-based support was established in various sites. Initially the local restaurant at Peggy's Cove was used as the on-site, land command headquarters with on sea command being overseen by the military and the Canadian Coast Guard. The operational land site, operated by the Royal Canadian Mounted Police, was in Peggy's Cove. It ceased its operation from the site near the end of October. The Halifax Regional Municipality's Emergency Measures Organization brought in trailers to function as logistical command centres, the Royal Canadian Legion set up a trailer at Peggy's Cove preparing meals for those involved.

The Canadian Coast Guard shore-supplies and support operated from the basis of trailers located in a local camping ground in Indian Harbour. Coast ground search and rescue teams had their headquarters in the *Whale's Back* also at Indian Harbour.

The intrusion of cordoned off areas and support centres and the flurry of activity in the formerly peaceful villages, has disrupted the pattern of daily life for most people living in the area. These people know how important the Swissair Flight 111 recovery is, but still they are impacted by the disruption to their more rural pace of life.

Even though *The Sea Sorceress* had completed its task of using its 'clamshell' scoop, much debris remains. Only about 40 per cent of the aircraft had been recovered at the time *The Sea Sorceress* had completed its task.

The Lunenburg scallop dragger *Anne S. Pierce* has been contracted to drag the bottom. Apparently dragging was done with success on earlier sea air disasters.

Various groups have assumed specialized roles. For example, the Royal Canadian Mounted Police were responsible to ensure that all salvaged material was properly documented and tagged. Transportation Safety Board of Canada personnel were responsible for accident reconstruction and for determining what went wrong with Swissair Flight 111. Forensic experts including tissue-DNA analysts document specialists including paper

## *(Swissair, cont'd)*

conservationists and medical personnel were brought together for the project.

Experienced Search and Rescue personnel involved have been disturbed by the extent of body and aircraft disintegration. It is this fact that has made the work of the Nova Scotia coroner, Dr. John Butts and a team of forensic experts, so very difficult. The proper identification of the fragmented body remains, has been extremely difficult. Only one victim has been identified by sight. By the end of the seventh week following the crash only 100 victims had been positively identified. Providing relatives and friends of the victims with information has been particularly difficult.

Peer counsellors from Halifax Regional Police Services and Halifax Regional Fire Services have been involved from the start. So too have psychologists, social workers, grief counsellors and trained critical incident debriefers from other disciplines.

Other personnel were involved in sorting, identifying and tagging remains and artifacts. Some have been charged with establishing proper care and safety procedures for handling human remains. Others have been involved in transportation and the establishment of morgue facilities at Shearwater. Still others in trying to piece together the final minutes of the aircraft. Forensic pathologists have been involved in identification of the remains.

The Swissair Flight 111 crash differs from many other recent traumatic

events because of the considerable disintegration of the plane and those aboard, and the extremely long length of time required for recovery. These unusual features have important lessons to teach. First, most men and women who have been directly and indirectly involved in the recovery operation, whether on sea or on land, are functioning very professionally. Even an extended period of operation has not lessened their professionalism. Nearly all have experienced intrusive thoughts about the horrific scenes witnessed. Most have noticed trigger events which cause them to recall gruesome sights. Many have been troubled greatly by artifacts such as personal mementos and by pieces of clothing, particularly when it's a child's. Many have come to learn that their unusual impressions including flashbacks and intrusive thoughts are normal and expected following extreme trauma.

The news media and the curious involved in recovery may not admit to being traumatically affected. Critical Incident Stress workers have been heavily involved. Police and military cordons generally contained the curious but the media proved insatiable. Local residents complained that members of the media called frequently, often from great distances. Many local residents reported feeling harassed by the frequency, the insensitivity and the timing of the calls.

Some members of the media petitioned local boat owners to transport them to the collection area. The search area had to be effectively cordoned off. Search and recovery workers became

aware of the range of telephoto lenses. Many of the search and recovery workers became enraged at the intrusive presence of the media personnel.

Of particular concern to the search and recovery workers was, that human remains should be handled with sensitivity and with respect. In the minds of many search and recovery personnel, the presence of the telephoto lenses of the media photographers seemed to challenge the victims' right to decency and respect. The media also seemed to make the grieving of relatives and friends public and thereby to infringe on their sorrow. Television and newspapers carried disturbing photography and scenes of the face of human tragedy. Many reported that these scenes were disturbing them since they felt that the photographs were intrusive and potentially harmful to those grieving.

The residents around Peggy's Cove, Blandford, and surrounding areas were clearly touched by the tragedy in their backyard. Home-made signs offering condolences began to appear at the side of the highway. There was a province-wide outpouring of help, flowers, food, children's drawings and teddy bears as a mark of respect and grief. These offerings appeared at the Peggy's Cove Lighthouse, which became a symbol of the crash of Swissair Flight 111. One grieving family member reported that she did not see the "pretty" in Peggy's Cove but rather felt it to herald enormous sadness.

Ecumenical services were held to pray for the victims and their families.

## (Swissair, cont'd)

Some religious services were televised to reach a wider grieving audience. The church, synagogue and temple became a place of people to reflect on tragedy and their own personal beliefs.

Swissair Flight 111 differs from other air disasters at sea. For example, the June 23, 1985 Air India Flight 182 flying from Canada to India via London, England crashed in the sea near Cork, Ireland, with a loss of all 329 people on board. Like the Swiss Flight 111 crash there were different national and cultural backgrounds represented in those killed. The families and friends of victims in both cases have been very appreciative of the efforts of those involved in recovery (Osborne, 1999). In fact, ten years after the crash some Canadians are still in touch with emergency personnel in Ireland. The same is likely to occur in the Swissair Flight 111 crash given that there has already been at least one full-page thank you published in the Halifax-Herald newspaper.

Similarly the Trans World Airline crash off Long Island in July 1996 resulted in the death of all 230 people on board. As with the earlier Air India crash the bodies were largely intact. Neither of these two earlier crashes resulted in the type of disintegration seen in the Swissair Flight 111 crash.

As in all horrific scenes of mass destruction, a few workers have become overwhelmed by the destruction. That too, is expected. It is not expected that everyone will be equally good at every job. Being passionate, feeling the horror strongly and being unable to

handle human remains is not weakness. Being able to handle human remains is simply one task, amongst many tasks, that some people handle better than others. It is a fact of life that makes each human different from all other humans. It is not shameful to feel the horror too strongly, it is just a fact.

There are some aspects of search and recovery that are often overlooked but which need to be emphasized. First, there is satisfaction from doing any job well. There is even more satisfaction out of doing a demanding, emotionally draining job well. In fact, personnel working under some conditions of recovery may even feel elation at being able to perform dangerous or horrific jobs to the best of their ability. Such feelings are justified.

The job of recovery is very important for the relatives and friends of the victims in order to gain emotional closure. Recovery is also very important to transportation officials so that a full understanding of the conditions preceding the crash can be better understood. Both tasks can only be completed after full recovery has been completed.

Personnel involved in the Swissair Flight 111 crash recovery are naturally reluctant to share complete details with friends and family. The involved personnel may worry that they might inadvertently cause family and friends undue stress and concern. Such concern is normal and healthy. It makes good sense not to over burden others.

Family and friends sometimes worry that those in assisting both recovery workers and their supporters with information about the emotional after effect of extreme trauma. The importance of good information about the nature of a critical incident helps to lessen needless worry and concern.

Counsellors familiar with defusings and debriefing have been heavily involved almost from the start. Peer counsellors and psychologists have come from all parts of Canada to offer assistance to those involved in the recovery and with the emotional aftermath of the crash. The aim is to prevent post-traumatic stress responses from becoming chronic and difficult to treat (Watson, 1987). Mitchell (1983) reports that interventions within the first 72 hours are effective in reducing the long-term effects for emergency workers.

Various groups of Critical Incident Stress (CIS) counsellors have been in near constant operations since the crash. Different groups of counsellors work for the Federal Government, the military, the Royal Canadian Mounted Police and other groups. Some have a heavy involvement of peer counsellors such as the Halifax Regional Municipality's Fire and Police Services. Other CIS counsellors have worked with civilians. The overall plan for deployment has largely rested with each specific group's management team.

Those performing Critical Incident Stress defusings and debriefings have generally reported positive results.

### *(Swissair, cont'd)*

Certainly there is a belief that the sessions are helpful. Those receiving the assistance have generally reported it to be beneficial. However, there is little evidence for the efficacy of such procedures (Joseph, Williams & Yule, 1997)

The Swissair Flight 111 crash has also emphasized another point. Good communication is essential. Whenever personnel are involved in Critical Incidents they often show signs of stress such as anxiety, agitation and emotional fragility. It is important for personnel to hear from superiors and others that the work they are doing is essential and valuable and that they are performing well. When communica-

tion breaks down, rumours abound and morale suffers.

Local advocates such as Dr. Alex Richman, an epidemiologist, and his wife, Shifra, whose son was killed in a 1991 plane accident in Los Angeles, are determined to see that needed changes are made to legislation to ensure better aircraft safety. They have also become spokespeople for the human treatment of the relatives of victims.

I have been particularly impressed with the number of people involved both directly and indirectly. It is clear that the Swissair Flight 111 crash has touched many people. In response to those adversely affected a 1-800 tel-

ephone counselling service was established to assist people to deal better with their grief.

My role in the Swissair Flight 111 crash has been as a member of a very large team of Critical Incident Stress workers. I personally feel privileged to have been included. The Search and Rescue personnel and first responders to whom I have been assigned have shared their innermost thoughts, feelings and experiences with me. It is my belief that both they and I have gained from the experience.

*Charles J. A. Hayes, Ph.D.,  
psychologist*

*Reprinted from First Responder Magazine  
December 1998*

## CCGA CEO Meets With Uniform Supplier

Since the guidelines have been approved for the new CCGA uniform, we have been getting complaints about delays and improper deliveries made by our uniform supplier, R. Nicholls Distribution located in Longueuil, Quebec.

In an attempt to solve the problem, the National Council asked me to meet with the supplier and investigate how we could establish a more efficient procedure for ordering uniforms.

On May 7<sup>th</sup>, I met with the president Mr. Robert Nicholls and two members of his staff. I explained that some of our members had complained that the uniform they have received did not match the specifications of the CCGA, that unacceptable delays were encountered and that the wrong size was sometimes delivered to them.

Mr. Nicholls was very co-operative in listening to my concerns and was very open minded in trying to help us in any way he could.

He explained that most suppliers who carry programs like ours operate on the basis of bulk ordering (i.e. a Fire or Police department orders uniforms for their people once a year). Our case is different since each CCGA member buys his/her uniform on a voluntary basis. Because we don't do bulk ordering, it is more difficult for our supplier to obtain the proper measurements, proper accessories and proper material and then to put a single CCGA order on the production line.



## **(Uniform Supplier, cont'd)**

Some items have to be bulk ordered from international suppliers. As a result, because our individual orders are small, the inventory he has to maintain for us is also hurting his profitability as a supplier. Errors of measurement are also happening because the method that is provided in the guidelines is not being observed in every location where our members go to order their uniform.

The bottom line is that our problems are difficult to resolve because they are related to the way things are done in

this industry. Still, there are ways for us to help each other and make this a more efficient operation. For example, CCGA members can invite a representative of Nicholls to their AGM to take measurements and regroup orders for CCGA uniforms. You can also try to file your order after the month of July, which is traditionally a downtime for the supplier. Also, make sure the measurements are properly taken. Finally, some regions could decide to appoint a "uniform officer" in charge of gathering orders and forwarding them to Nicholls.

I understand this situation is not ideal. However, after paying that visit, I am now convinced that changing suppliers wouldn't cure the problem. It is better to work with this one and try to fix the problems the best we can.



*Harry Strong*  
*Chief Executive Officer*  
*Canadian Coast Guard Auxiliary*  
*June 11, 1999*

## **Questions & Answers**

### **Does an Auxiliarist have to complete a tasking right away?**

No. As an Auxiliarist you have the right to refuse a tasking if you believe the response is beyond the capability of your vessel or crew. You also have the right to delay your response to a tasking if you wish. For example, if you are tasked in good weather to tow a vessel that is not in immediate danger to the nearest safe haven, and you have one more fleet of nets to haul, or string of pots, you do have the option to haul your nets or pots before you proceed to assist the vessel. You must inform the Marine Rescue Sub-Centre (MRSC) or Rescue Coordination Centre (RCC) of your intention to haul your gear before you respond to the tasking. It would be advisable to provide the Rescue Centre with your estimated departure for the disabled vessel.

### **Should I contact Coast Guard support staff if I change my vessel?**

Yes. If you sell your vessel and acquire a new one and you wish to enroll your new vessel into the Auxiliary you must

notify the office and complete a new application on your new vessel. When the new information is received on your vessel it is entered into the database at your region's MRSC or RCC. This will enable you to be reimbursed and ensures insurance coverage if in the case of an accident whilst on authorized activity.

### **Should an Auxiliarist send in an incident report form?**

Yes. Completing an incident report form is the initiating step for an Auxiliarist to be reimbursed for an incident tasking. Without the completed incident report form we cannot initiate payment to the member for services rendered. If assistance is required in completing this form please call our toll free number.

### **Should an Auxiliarist fly the CCGA flag?**

As an Auxiliarist you are required to fly the CCGA flag when tasked on an authorized activity. However, you are not limited to only flying the flag on these occasions. Many

## ***(Questions and Answers, cont'd)***

Auxiliarists fly the CCGA flag all year round. If a replacement flag is needed we will forward one to the vessel owner, immediately, upon request.

### **What do I do if I change alternate skippers?**

Vessels enrolled in the CCGA must be skippered by an auxiliary member in order to be entitled to insurance coverage and reimbursement if tasked on an incident. If you change skippers at any time please notify your regional MRSC or RCC, to have the new skipper enrolled in the CCGA, to ensure coverage.

### **Should an Auxiliarist send in a voting form?**

Yes. The directors elected represent the CCGA members in their district or zone. They are elected by those members who return their voting forms. To have a say, in who you would like to represent you at the Annual General meeting, and other functions, you should return your voting form before the deadline date.

*Reprinted from CCGA NFLD Newsletter  
Volume 20, December 1998  
Newfoundland Region*

# **Study of Fatigue and Motion on Search and Rescue Effectiveness**

It's 2:00 a.m., the wind is blowing, the seas are running high, visibility is poor and you have had virtually no sleep in the last 24 hours. These are not unusual conditions for our crews on Search and Rescue (SAR) missions. The key question for Maritime Co-ordinators in the rescue centres, and the On-Scene Commanders on our vessels, is the search units effectiveness and the probability that these vessels will detect their search objects, such as survivors.

As part of the Canadian Coast Guard's (CCG) Research and Development project, BC Research Inc. of Vancouver, along with CCG SAR recently completed a study on the effects of vessel motion and crew fatigue on target detection in marine search and rescue operations. This study included a comprehensive literature review, sea trials and questionnaires that culminated in simulator trials at Memorial University in St. John's, Newfoundland. CCG Officers and Crew completed navigation and lookout watches in the full motion simulator in a variety of combinations of motion and fatigue conditions. To simulate fatigue, subjects were deprived of sleep for 24 hours prior to standing a watch.

It was found that fatigue had a greater influence on a search unit's effectiveness than motion, but that both reduced the probability of detection of search objects. The highest loss of effectiveness occurred in the trials where subjects were fatigued and there was slight vessel motion. The lowest loss of effectiveness was found when there was high motion and no fatigue. It was theorized that the high motion actually kept personnel awake during periods of high fatigue.

As a result of this study, the CCG RSER—SAR branch is placing a statement in the National SAR Manual reminding personnel of the effects of fatigue and motion-induced problems. There is also enough evidence to support a 10 % change in the fatigue correction factor to the visual sweep-width. The Canadian Coast Guard College is also investigating the inclusion of fatigue awareness and recognition in its Search and Rescue and Fleet training programs.

*Peter Stow, Maritime Co-ordinator, RCC Halifax*

# Blue Flashing Light Helping to Save Lives

The Canadian Coast Guard Auxiliary (CCGA) responds to approximately 1700 maritime Search and Rescue (SAR) incidents in Canada or approximately 25% of all maritime SAR incidents annually. As well, on average the CCGA saves about 200 lives per year. Many of these searches are during adverse weather conditions or during night operations, which can make it difficult in identifying an Auxiliary vessel. Therefore, at a recent Canadian Coast Guard Auxiliary (CCGA) National Council meeting, the Auxiliary requested permission to use the “Blue Flashing Light” while conducting SAR operations.

The purpose of the Blue Flashing Light is to provide Auxiliary vessels with a means of identifying itself while providing assistance to any vessel, craft, aircraft or person that is threatened by grave and imminent danger and requires immediate assistance. Allowing the CCGA to display

the Blue Flashing Light will prevent any further confusion that distressed vessels, and other search vessels or aircraft, may have while trying to identify an Auxiliary vessel during SAR operations. As a result, Transport Canada’s Marine Safety Branch has agreed to make the necessary amendment to Rule 45 of the Collision Regulations.

## Note:

Auxiliary vessels are not to exhibit the blue flashing light until such time as Rule 45 has been amended later in the year. Auxiliary vessels are only to exhibit the Blue Flashing Light during distress SAR operations. This does not include the transit to and from the incident area.

*Joanna Ng, SAR Intern, CCG Headquarters*

## Notice To Courtesy Vessel Examiners

It has been brought to our attention that there has been some confusion as to whether or not a swim platform is considered a “reboarding device”. The Small Vessel Regulations state: “ ‘reboarding device’, in respect of a small vessel, means a ladder, lifting harness or other apparatus that does not include any part of the vessel’s propulsion unit and that assists persons in gaining access to the vessel from the water.”

As per the wording above, it has been determined that a swim platform is in fact considered a reboarding device.

# IN MEMORIAM

The Chief Executive Officer, the National Council, and all members of the Canadian Coast Guard Auxiliary extend their sincere condolences to the families, colleagues, and friends of the crew of Labrador Helicopter Rescue 305 from 413 Transport and Rescue Squadron, Greenwood, Nova Scotia who so tragically lost their lives while engaged in a humanitarian mission on 02 October, 1998.

Captain Peter Mussleman  
 Captain Darrin Vandenbilche  
 Sergeant Jean Ray  
 Master Corporal Darrell Cronin  
 Master Corporal David Gaetz  
 Master Corporal Glen Sinclair

The sweetest lives are those to duty wed,  
 Whose deeds both great and small  
 Are close-knit strands of an unbroken thread,  
 Where love ennobles all.

The World may sound no trumpets, ring no bells,  
 The Book of Life the slurring record tells.

Thy love shall chant its own beatitudes,  
 After its own life workings. A child's kiss  
 Set on thy singing lips shall make thee glad;  
 A poor man served by thee shall make thee rich;  
 A sick man helped by thee shall make thee strong;  
 Thou shalt be served thyself by every sense  
 Of service which thou renderest.

-“Reward of Service” by Elizabeth Barrett Browning