



Race Communications Protocols

Please read in advance and add Race Phone Numbers to your Phone Contacts.

Always Try Your Cell Phone First

We found cell signal on much of the race course. WT phone numbers are listed below and on the Competitor Instructions. Texting may work better than phoning if the cell signal is weak.

Emergency Services – 911 (phone only, no text)

Contact 911 for serious, urgent emergencies, e.g. risk to life or limb. Phone/text WT Head of Safety for advice if needed.

- **Important:** Immediately after reporting your emergency to 911, phone or text the WT Head of Safety since EMS may need assistance from race organizers to locate and evacuate an injured racer.
- If you can, send a simple YB Tracker satellite tracker Message to WT HQ to confirm your exact position unless you are certain that your location is understood, e.g. a race checkpoint or street address.
- If you can't contact Emergency Services by phone, use the YB Tracker Alert button. (See YB Tracker Instructions on the next page.)

WT Head of Safety - Graham Rupert - 416-560-8757 (phone or text)

Please contact WT Safety regarding medical concerns or questions, or for non-emergency injuries or illness. There is no penalty for asking a medical question.

WT HQ – Barb Campbell or Amber Panchyshyn, HQ Managers – 416-524-9565 (phone or text)

WT HQ is the Primary Contact with the race organization for issues where you are not seeking medical assistance - also the backup contact if you are unable to reach WT Head of Safety.

Please notify WT HQ if your team is going to arrive at a CP after an Absolute Cut-off, if your team is dropping out, or if there is information about your condition or location that you think we should know.

WT Race Director - Bob Miller – 416-735-4021

Backup contact if you cannot reach other WT officials. Bob could answer an urgent question about rules during the race if you hit an issue that can't be addressed by the Competitor Instructions, WT Rules & Regulations or Race Volunteers.

Please carry this with you during the race.

Use YB Tracker if unable to use your phone

The trackers use satellites so they should work almost anywhere if they can “see” the sky. If you send a Message to WT HQ, we can respond so please monitor your device. Send a quick YB Message any time you wish to communicate your location to WT officials, including after you have contacted 911.

The YBs have two types of outgoing communications: **Messages** and **Alerts** (using Alert button).

- **Messages** always go to Race HQ and are received as texts. Simple preset messages are built in or you can write a freeform text message. Your Message will include a link that shows your location to Race HQ.
- The YB **Alert** button is a quick way to tell organizers there is a serious emergency. Lift flap at bottom of the tracker and hold down the red Alert button for 5 seconds. Screen will say “Sending Alert”. It does not contact Emergency Services so if you have cell service, phone 911 if needed. The Alert button sends only your team #, location and Alert status to the WT Head of Safety. If you can, follow up with a YB Tracker Message with details of your situation.

It is possible for Race HQ to initiate communication with a team or to send a message to all teams through the YB Tracker. This is rare but if you hear a beep, check your tracker’s display.

Trackers will beep and the screen will flash when a new message is received. The tracker will continue to beep every 30-60 seconds until the message is acknowledged.

YB trackers are always turned on. “Deactivating” a tracker is like putting it into Airplane mode. Activating it allows it to track your route. Your tracker should be activated when you receive it and never need to be touched again. If you do need to activate it, press the Left and Right arrows together, then press the Up arrow. Once your tracker is activated, don’t deactivate it until you finish racing.

To Send a Message to HQ (this will include your location):

- 1) Click OK button to bring up the Main Menu. Press OK to make Menu selections. Use Up/Down keys to scroll. Use the Left button as a “Back” key.
- 2) Select Messages. Select New Message.
- 3) **Option 1 - Freeform Text** - Select Freetext. Use Left/Right/Up/Down buttons to move around keyboard and press OK to select a letter or space. When your message is written, press Go. Then press Send.

Option 2 – Preset Messages: Select Preset. Scroll through the list of Preset messages. These may be helpful for answering questions. Click OK to select a Preset Message, then press Send.

Using YB Trackers in the Race

- 1) Select one teammate to carry the tracker. Keep the antenna pointed up toward the sky and the face of the device away from your body. Attach it tightly to the outside of your pack or in an outer pack pocket where it will stay in position. Even if it’s in a zipped pocket, attach the tracker to your pack with a carabiner, strap or ziptie. There is a 2-hour penalty for losing a tracker and a significant replacement cost to your team. So please take good care of it!
- 2) Don’t bury the tracker in a dry bag while you paddle. Keep it in the correct position aimed at the sky, either on/in your pack as it sits in the boat or attached to your PFD. (But don’t forget it on the next leg!)
- 3) Get familiar with the tracker’s functions and with WT Communications Protocols by ensuring that all teammates read the instructions before the race.
- 4) Staff will turn on your tracker before giving it to you. If your team isn’t tracking properly during the race, volunteers may ask you to stop so they can check the tracker position and settings.

Please carry this with you during the race.