



Race Communications Protocols

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

Always Try Your Cell Phone First

We found cell signal in some areas 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. Some of you have an “SMS via satellite” texting feature on your phone, which may offer another communication option.

Emergency Services – 911 (available by phone only, text not possible yet)

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 Emergency Services may need assistance from race organizers to locate and evacuate an injured racer.
- If you can, follow up with a quick Message to WT HQ from your Garmin Messenger to confirm your exact position. If you are certain that your location is understood - e.g. a race checkpoint or a street address – this isn’t needed.
- If you are unable to phone 911 in a serious emergency, use the Garmin Messenger SOS button. (See 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) **Backup: 416-528-7130**

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 Garmin Messenger satellite communicator if you're unable to use your phone

In an **emergency situation** where you are unable to phone 911, press the **SOS** button. This contacts the Garmin Response team, who will contact local Emergency Services. The team will attempt to communicate with you but if you can't respond, they will continue coordinating the rescue. If you can, follow up by sending a Message to the WT Head of Safety with details of your situation. See instructions below for sending Messages.

To send an **SOS** signal, remove the protective cover to access the SOS button. Press and hold for a few seconds until a countdown begins on the LCD screen. To cancel an SOS, press and hold the button again then click OK to "Cancel SOS".

To Send a Garmin Messenger Message (this will include a link showing your location):

Menu Navigation: Click the Left/Right buttons to scroll through Menus. Press OK to make Menu selections. Press and hold the Left button to return to a higher menu, i.e. a "Back" key.

- 1) Use the Left/Right buttons to find and Select Messages. Select New Message. (Note: If you wake the device by pressing OK instead, you'll be taken to a sub-menu of Home Page actions. Hold the Left button to go back.)
- 2) Select the WT contact you want to reach. Use Left/Right buttons to scroll through the list.
- 3) Choose between **Select Quick Text** or **Type Reply**. The **Quick Text** option offers several preset messages that may be useful, including Yes and No for answering questions. Click OK to select and send a Quick Text.

The **Type Reply** option is used for new Messages as well as Replies, and it allows you to write a free form text. Use Left/Right buttons to select letters using the OK button. Scroll past the alphabet either way to choose Space, Backspace, or Numeric or Special Character keyboards. Select Checkmark to finish and send your Message. If the GPS signal is poor, the device will ask if you want to wait or try to send it.

We'll receive your Message as a text that includes a link showing your location. Send a quick Message from your device any time you wish to share your current location with WT officials, including after you have contacted 911.

If you send a Message to a WT official, we can reply so please monitor your device and listen for the ring. If you want to Check Messages more often than every 10 minutes, press OK from the Home Page (where the time is shown) and scroll through the Home Page actions to find Message Check.

Using Garmin Messengers in the Race - Safety, GPS Tracking and Communications

- 1) Select one teammate to carry the Messenger. Keep the top of the device pointed up toward the sky and the face of the device away from your body. To orient it correctly, note that the small LCD screen is located at the bottom of the device face, and any text on the device will show you which way is up. Attach it tightly to the outside of your pack, on a shoulder strap or in an outer pack pocket where it will stay in position. Even if it's in a zipped pocket, attach the Messenger to your pack securely. If you lose your tracker, there is a 2-hour penalty and a significant replacement cost to your team, so please take good care of it!
- 2) Don't bury the Messenger 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 Messenger's functions and with WT Communications Protocols by ensuring that all teammates read the instructions before the race.
- 4) Satellite communication works best in open areas like meadows or lakes. It will often work in a forest but it may not work in thick forest or a deep, narrow valley.
- 5) Staff will turn on your Messenger before giving it to you, and you should not need to touch it. If your team isn't tracking properly during the race, volunteers may ask you to stop so they can check its position and settings.

Please carry this with you during the race.