

First Approach and Guest Care



Welcome on board of MARE*GO. Your position is Cultural Mediator. Your department is about the first approach in the Search and Rescue Zone (SAR Zone) and about Guest Care, if we take people on board.

The Cultural Mediator is the person responsible for establishing and maintaining the communication with people in distress at sea. They will do so from the RIB, together with the driver during rescues. They will have strong communication and participate in the decision making during the first assessment on the distress case. They also organize Guest Care, whether people are taken on board or not, together with all the crew.

First we will give you some information regarding the first approach and your position. Please have a look at SOP_Preliminary Information for everybody, to get all information, how MARE*GO operates in search and rescue. In the second part we will discuss guest care, i.e. when we have to take people on board the MARE*GO.

1. First Approach	2
1.1 First Speech	4
1.2 Life jacket explanation	9
1.3 Support people on the move	11
1.4 Embarkation from casualty vessel to LNOB	11
1.5 Embarkation from LNOB to MARE*GO	12
1.6 Comms summary	13
2. Guest Care	14
2.1 Providing General Information	14
2.2 Crowd Management	14
2.3 Ricecooker standard meal for 50 people	18

1. First Approach

First approach means that you drive to the DC with the RIB and your RIB crew. In the first round, you check the conditions of the DC and the number of people. Use the assessment card. Check all the points on it and make sure that the information reaches the Head of Deployment. Here you can also make it clear through communication that you are from the MARE*GO and want to help. Then it's time for direct communication. You will find a person on the boat with whom you can talk and who will answer your questions.

- * At the end of this SOP you will find some sentences that can help you with your first approach.
- * Speak loud and clear.
- * Use your body language, wave friendly and smile.
- * Start waving early, slow down the speed of LNOB.
- * In your assessment card you will find following points:
 - * type of boat
 - * person over board
 - * number of people (women, pregnant, children)
 - * medical codes (red / yellow / green —> contact medic)
 - * crowd condition
 - * boat structure
 - * engine
 - * listing
 - * righting moment
 - * freeboard
 - * water inside
 - * risk level

THEATRICAL SET-UP

When it comes to crowd control, there should only ever be one person trying to maintain the attention of the rescued people at any given moment. If we think of the RIB itself as a stage, then the CM takes the leading role, and the rest of the crew in RIB are the supporting cast.

Communication with the Crowd is led by the CM, while communication with the ship and other assets on scene is responsibility of the RIB Team Lead/RIB Support

SITUATIONAL AWARENESS

It is important to be aware of the factors that could be playing into the mood of the group. Variables that affect the feeling and behavior of those on board include:

- * The number of people (including whether there are women/ children present)
- * How stable or overcrowded their boat is
- * If it is day or night
- * Whether the sea is rough
- * If there are other actors on scene (for example, Coast Guard vessels of different states).
- * Whether fuel is leaking / people are intoxicated by the fumes
- * How long they have been at sea already and the circumstances of their departure
- * Whether there are dead people or people with medical conditions on board
- * Existing hierarchies, dynamics and relationships between the people (including those between families and friendship groups)
- * Previous experiences of trying to cross

Submarine Effect

It is said that people in a submarine do not panic if things go wrong, because there is anyway no way out, this can be compared to a distress vessel. Our arrival on scene suddenly creates a way out, which might lead to panic.

Magnet Effect

any rescue equipment can lead to a magnet effect, people moving inside their vessel towards us/our equipment, or even jumping and trying to reach us. Be aware of this dynamic.

use this magnet effect to increase stability by f.e. approaching to the still inflated side of a rubber boat

1.1 First Speech

* **Waving, sit-down gestures, quiet/calming, friendly gestures.**

"Hello everybody!"

*"We are from MARE*GO a rescue ship from Europe"*

"We are here to help you."

"We need you to stay calm and work together with us."

"We can only help you, if you help us."

"Please sit down"

"It's important to do what we ask. We need you to help, okay?"

We need to work together."

"We have enough life jackets for everyone."

* Focus on what you want people to do, not what you don't want them to do. For example:

"please stay calm" versus "do not panic"

"Sit down" versus "do not jump"

* **Avoid complex sentences** or too much content. Just simple easy key words, loud and clear.

* If communication with the group is difficult (especially with bigger targets) **choose one person** on the boat to communicate with you and ask them to explain to the others.

Greet and calm

EN *"Hello, hello"*

FR

„Bonjour/Salut“

AR

„Salam (Aleikum)“

EN *"Please sit down"*

"please stay calm"

"we are here to help"

"we are a rescue ship".

FR

„Asseyez vous, sil vous plait.“

„Calmez vous/Restez calme.“

„Nous sommes ici pour votre sauvetage/ sauver.“

„Nous aider vous. Nous sommes un bateau de sauvetage (Européen)“

AR

"man fadlik ajlis"

"man fadlik hafiz ealaa huduyika"

"nahn huna lilmusaeadati"

"nahn safinat ,iinqadhi"

Gather information

EN "How many people are on the boat?"

FR
„Combien de personnes?“
AR
„kam eadad alaiشkhas?“

EN "Is anyone asleep (code for unconscious/dead)? Can you wake them up?"

FR
„Quelqu'un dort-il ? Pouvez-vous les réveiller?“
AR
„Hal hunak 'ahad nayim? Hal yumkinuk ,iiqazuhum?“

EN "Is anyone sick?"

(Keep in mind in this moment you only want to know about severe cases, seasickness etc is relevant for later)

FR
Malade?
AR
Marid?

EN "How many women/pregnant women/children/babies?"

FR
„Combien de femmes? De femmes enceintes? d'enfants? De bebes?“
AR
„kam eadad alnisa? alnisa' alhawamil? ,atfal?“

Engine

* If rubber boat/small wooden/iron boat with **outboard engines**:

EN „Please turn off your engine.“

FR
„Arretez le moteur.“
AR
„Wakfu la makina“

* You can also point at the motor and make an X gesture with your arms.

* If **large wooden boat**: Possible bilge pump running (bilge pump connected to engine). Leave the engine running and follow to maintain communication.

Establish communications and stability

EN „Does anyone speak English?“

FR

„Parlez vous Français?“

AR

„Hal tatahadath al Arabyia?“

* Situation dependent: establish communication with **one spokesperson**.

EN „I am.../My name is...“

„What's your name?“

„Can you help me translate for everyone?“

FR

„Je suis.../Je m'appelle...“

„Comment tu t'appelle?“

„Pouvez-vous traduire pour moi?“

AR

„Ana.../ Ma esmuk?“

„Hal yumkinuk altarjama?“

EN „Everybody stay calm, stay in the boat, and listen.
We are going to help you.“

FR

„Tout le monde reste calme,
reste dans le bateau et écoute.

Nous allons vous aider“

AR

„Aljamie abqawa hadiinya,
abqawa fi alqaribi, wastimeua.
nahn dhahibun limusaeadatik“

Drawback Method

* If the **crowd is still unstable**, establish calmness using the **drawback method** (be consistent with this - if you say we'll pullback, ask/indicate driver to pullback)

EN *"Stay calm. If you touch the boat,
we move back and wait until you are calm."*

FR

*„Restez calme.
Si vous touchez le bateau,
nous reculons et attendons que vous soyez calme.“*

AR

*„Abq hadiaa.
'iidha lamasat alqaribi,
fa'iinana naeud wanantazir hataa tahda'a.“*

* **Introduce** who we are again:

EN *"We are here to help you."
"We need you to stay calm and work together with us."
"We are a (European) rescue ship."*

FR

*„Nous sommes là pour vous aider“
"Nous avons besoin que vous restiez calmes
et que vous collaboriez avec nous."
"Nous sommes un navire de sauvetage (Européen).“*

AR

*„nahn huna limusaeadatika."
"nahtaj mink 'an tazala hadyan wa'an taemal maena."
"nahn safinat 'iinqadh ('uwrubiyatin)*

If people are shouting “Libya?’ Tunisia?”

EN *"We are coming from Europe/We are a European organisation."*
Avoid saying the word ‘Libya/Tunesia’ yourself (if people don’t hear the whole sentence they can panic).

FR

*„Nous sommes (un organisation) Européen/
Nous sommes un bateau Européen“*

AR

*„Nahn min 'uwruba.
nahn munazamat ,uwrubiyatun.“*

1.2 Life jacket explanation

We always give out life jackets first. That's non-negotiable. If they don't want, you force them.

* do all explanations **from the bow**:

„We have life jackets enough for everybody, I show how to wear them now.“

„Everybody be attentive and look at me.“

* You **demonstrate and explain** how to put on a life jacket, stressing the importance of fitting it correctly.

EN *“We're going to show you how to put on a life jacket.*

Please look - this is very important for your safety.

Everyone will get one.”

FR

„Nous vous montrons comment enfiler un gilet de sauvetage.

Regardez bien, c'est très important pour votre sécurité.

Tout le monde en recevra un.“

AR

„sanuadih lak kayfiat airtida' sutrat alnajati.

yurjaa alnazar - hadha muhimun jdan lisalamatika.

aljamie sawf yahsulun ealaa wahidatin.“

* If there are different life jackets for babies, explain and show the different methods (i.e. leg straps).

* e.g. make sure **your helmet is off**

EN *“Put the life jacket over your head“*

(with the belt attached on the front).

„Take the belt in your left hand and show it.“

„Put the belt around your back.“

„Clip it at the front.“

„Tighten it.“

FR

Key words: *Gillet. Tete. Ceinture. Autour. L'arrière. Clip. Serrer*

AR

Key words: *jilihi. alraasa. hizam. huli. alzahra. miqtae. lildaght*

* As soon as the situation is calm enough, life jacket **distribution** can begin.

„I will now come closer and give them to you“

* Change your position to the side of the **Jason's Cradle** so that your rib driver has a better view of the situation.

- * **Give out the life jackets** (throwing only if necessary). They should simply be handed over, one by one; passed calmly.

EN *“We’re going to give one life jacket at a time.
Everyone will get one.
Please stay calm and don’t touch our boat.”*

FR
*„Nous allons donner un gilet de sauvetage à la fois.
Tout le monde en recevra un.
Restez calmes et ne touchez pas à notre bateau.“*

AR
*„sanuqadim sutrat najaat wahidat fi kuli maratin.
aljamie sawf yahsulun ealaa wahidatin.
yurjaa ailtizam alhudu' waeadam lams qaribina.“*

- * If you have a spokesperson, make sure they pass on the life jackets throughout the boat. If it is a large boat, you will need to use multiple people to pass on life jackets.
- * ask them to pass the life jackets to people sitting in back first to avoid magnet effect
- * never make a permanent connection between the RIB and the casual vessel.
- * Take assistance of the people if possible and needed

Check, do they wear the life jackets alright?

- * Check that everyone is wearing their life jackets properly.
- * Ask people to check with their neighbors and children.
- * Drive around the boat once so that you can see everyone clearly.

1.3 Support people on the move

We want people to be able to stay on their boat for **as long as possible**. If the engine is still running, let them „follow the yellow ship“. If the engine is no longer running, but the boat is not in danger of sinking and the people are calm and relaxed, then give them something from time to time (every 1,5 hours). Water, food, rescue blankets to protect them from the sun / cold. This will give the Head of Deployment time. Time is needed to inform the authorities and to persuade the coastguard to take the people in. Then MARE*GO can stay in the SAR zone.

- * You also take the **position of Jason's Cradle** when distributing goods.
- * Take another look at SOP preliminary to ease the situation. For example, you can use the red raft to separate women and children or patients
- * When it gets **dark**, give them a flashlight. You can also use it to communicate, e.g. flashlight if they want to talk to you.
- * Give **only the necessary information** to people to keep the situation relaxed. Do not make promises or give inside knowledge of what will come next. This can be confusing and raise false hopes. If there is something to share, make sure you check with the Head of Deployment that you can pass this information on to people.
- * Use the time to provide initial information about legal contexts, as we discussed in the training at MARE*GO

1.4 Embarkation from casualty vessel to LNOB

- * Explain from the bow, what will happen next. Explain signs f.e. „stop“ and „come“, one after the other. CM points at one person, everyone else stays sitting.
- * Change your position to **Jason's Cradle** so that your rib driver has a better view of the situation.

* explain:

„we get close now“

- * **You and the communicator** take people on board together
- * perhaps it is helpful if two people at the boat hold LNOB to tighten the distance between the two vessels. It could be good, to take their hands and put them directly to the best spot for grabbing the rope.
- * If necessary use centifloats to protect LNOB
- * You decide which person has the **first turn**. It must be clear that only one person is taken over after the other.

„One by one“

„You first“

- * If possible, do not to take babies or children on board without the caregiver. Make sure that the person you have just taken on board has a secure place
- * Make it clear that behavior that you don't think is right will **be stopped immediately**.

„Stop, be patient.

We will help everybody“

- * show how to grab your arm, one by one, you decide.
- * welcome the people on board of LNOB and prepare them for the transit.

„Hold on the ropes“

1.5 Embarkation from LNOB to MARE*GO

- * Explain that it is important that they:
 - * Stay seated
 - * Keep their hands inside of the RIB
 - * Explain that water may come into the boat but they are safe
 - * Communicate that when you arrive, they will get off one by one.

„We bring you to the yellow ship.“

„People will take you on board“

- * Two persons will stay at the rescue zone. They provide their hands to the people.
- * You and the Communicator help the people and stabilize the situation.
- * You decide to open the rescue zone and which person has the first turn. It must be clear that only one person is taken over after the other.

1.6 Comms summary

- * theatrical set-up: only one person communicates: you! Be present, be visible
- * speak always loud, clear, simple —> repeat the same words
- * be assertive, dominant - make sure you are the boss, you are the one giving the orders
- * be calm, reliable, friendly
- * even if the **situation is dangerous**, be patient with the people, and take your time to explain well, repeat orders (loud clear simple). If you are concentrated and clear everybody will be.
- * strong use of body language and gestures
- * positive way of communicating, praise,
- * establish trust, be trustworthy
- * feeling of shared responsibility
 - „we only can do that together“
 - „we can only help you if you help us“
- * calming down people, make them sit down (safety, but also crowd management)
- * we only can go on, when crowd is calm, if necessary set back RIB to signalize that
- * use the languages people speak, and/or make sure it will get translated
- * (if set up makes it possible) talk with the wind

Don't-s / avoid:

- aggressive
- negative way of communicating
- blaming people
- scream/shout (except it is really necessary) If it is necessary, take a deep breath in out and in again - then start talking really loud first, before screaming

2. Guest Care

The people you meet at sea will all have their own story, but are likely very good at knowing how to survive, having probably faced life-threatening situations in the past. We should consider them as experts in this area and treated with an attitude of respect in this way.

While people might react in a way that is counter-intuitive to the success of a rescue, it is likely due to stress or confusion, rather than a willingness to disrupt the deployment. The best way for this is to understand this from a place of empathy.

Given the small size of Crew, vessel and budget, Guest Care on board the MARE*GO has to be very structural. It is your responsibility to plan and coordinate guest care. But this tasks involves all crew once we have people on board.

2.1 Providing General Information

- * give information on a regular basis
- * inform before doing something (changing course, distributing anything etc.)
- * info about who present there + their role
- * what are the different steps
- * international protection in Europe – asylum system - hotspot – then centre
- * criminalization of boat drivers
- * Welcome2Europe Tasks (what is expected when arrive onshore)
- * Captain Support (all people to know to say it is ok to say 'I don't know who is the captain and to know that it does not give them advantages if they do say anything)
- * Red Cross Family Support (the biggest organization for family reunification) maldusa.org
- * Above topics should be explained to people if time allows to have more detailed information.

2.2 Crowd Management

Crowd management is vital for guest care as, if done well, it creates an **atmosphere of trust and confidence**, which enables crew and guests to collaborate in guest care. Include Guests in Guest care tasks whenever feasible, but keep in mind that it can also lead to difficulties during distributions for example, if there is mistrust and conflicts among the Guests.

Communicate clearly and from the beginning on that there is little to offer, and explain why. Keep expectations low. Be accessible for questions and concerns. Other crew: Do not give new info, wait for GC person to share new info, only repeat what they said.

During the rescue, there might be only 2 crew on board, involve Guests in taking people on board from the RIB and placing them on the foredeck.

Preparations on Board MARE*GO before taking Guests on Board

- * Activate Deck toilet flushing
- * Check Deck drinking water supply (Aftdeck, beside Engine room entrance)
- * Clear up Messroom
- * Clear the decks
- * Hang a trashbag in the toilet
- * Close Forepeak hatch
- * Check all tools and dangers are cleared/secured

Tasks Cultural Mediator throughout the deployment:

Time	Task	Comment
Arrival	Check inventory and storage, shopping if needed	Check on day 1 to have time if things are missing
Training Phase	Lead a Guestcare/Crowd Management Briefing (3 hours at 4th training day)	Make Crew familiar with storage
Training Phase	Train CM communication and General RIB workflow	See Rescue SOPs
RIB Work during Rescue	Most likely, your station is the foredeck and at the Jason's Cradle	See Rescue SOPs
Back on Board MARE*GO	Do a Deckround	Get to know people a little bit, share information, introduce yourself, Check the mood and needs, hand out water, if that has not happened already, show the toilet and drinking water tab
	As a crew, adapt watchplan to the new needs	If people are sleeping, it is usually enough to have 2 crew awake, as, from the bridge there is a good view to the foredeck, if they are awake, 3 crew should be up, one preferably on the foredeck most of the time
	Check toilet regularly	
	Instruct people to throw trash in the bags, not overboard or on deck	
	Assess need for distributions	Take into account the need of the people (for example do they still have their own food?), the time to be spend on board, the weather and wether other rescues are possible and the crews fatigue

Standard Distribution sceme

This is just a rough guideline, needs to be assessed and adapted to each situation

Time/Situation	Item	Comment
Embarcation Complete	Waterbottle	Explain they can be refilled at the tab on the Aftdeck
2-3 hours on board	Granola bars/BP5	
Night/Cold weather	Wool blankets	75 pieces on board, if more people, rescue blankets
Fuelburns	Soap, towel, clothes	Explain people, that they have to properly wash the fuel off with soap, involve Medic
24 hours on board	Cooked food	Involve guests in the preparation and distribution
Morning after a night on board	Hot tea, maybe toothbrushes, granola/BP5	Let people choose, if possible
Cold weather	tea every 3hours	
Kids on board	Pencils and drawing books, stuffed animals etc.	

People inside the mess

There is the possibility to bring people inside the mess for wether protection, to create a safer space, and/or for lack of deckspace. This decision needs to be discussed with the crew while training. Keep in mind that this takes the crewspace away, and might create crowd management issues, as some people then have much better conditions than others. For safety reasons it might make sense to keep children inside. Women inside, men on deck is generally well understood and gives the possibility of a safer space, but might not always make sense regarding numbers.

2.3 Ricecooker standard meal for 50 people

- * oil the ricecooker and connect it to the socket of the washing machine
- * Fill in 7 liters of water for couscous, 10 liters for rice
- * add 7 kg rice or couscous
- * mix up well
- * Start the generator and turn the main switch
- * Switch the button to „Cook“
- * Cook light lights up
- * After cooking, the ricecooker automatically switches to „warm“
- * Add further ingredients
- * Leave on "warm" for 10 minutes, then ready to serve