



CRAB Sailing Operations & Volunteer Training Manual

2026

EDITION 10

CHESAPEAKE REGION ACCESSIBLE BOATING

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I. INTRODUCTION

Welcome

First, we wish to thank you for becoming a volunteer for Chesapeake Region Accessible Boating, Inc (CRAB). You are following in the footsteps of thousands of CRAB volunteers who have provided tens of thousands of our guests a safe, friendly, and enjoyable sailing experience since 1991. CRAB prides itself on being a model adaptive boating program that is recognized nationally by US Sailing as the recipient of the Robie Pierce Award for the outstanding adaptive sailing program in the country (2019); and, the State of Maryland’s Governor’s Service Award for the best nonprofit volunteer program (2019).

Our mission is to provide our guests with a safe, enjoyable, and respectful experience.

We also wish to welcome all volunteers to the CRAB Annapolis Adaptive Boating Center (ABC) on Back Creek. This premier adaptive boating center opened April 2023, and was designed and built to the highest ADA standards to accommodate our guest sailors, family members, and caregivers. The grounds, buildings, and marina are 100% ADA accessible and sustainable. Our guests often comment on how beautiful it is. We hope you think so as well.

About this Manual

The CRAB Sailing Operations & Volunteer Training Manual provides volunteer Skippers, Crew, Dock Assistants, and Support Staff with the necessary information to perform their jobs well and safely for our guests with disabilities and children from underserved communities. It is not intended to replace your authority and/or proper



actions you may need to perform in the event of an emergency or when life-saving actions are necessary. The safety procedures contained in this manual will provide you with the best guidance for handling most, if not all, situations that could occur on the water.

This Operations Manual is written to inform and enhance your ability to provide safe and courteous service to our guests at all times. It is vitally important to learn “The CRAB Way” of being a successful volunteer. Please ask CRAB Staff or Fleet Directors if you have any questions about the information in the manual or during training.

CRAB Way – Three Prime Rules: 1. Safety First 2. Have Fun...3. Stop

Our first and most important rule at CRAB is: Safety First!

Our second rule is: Have fun!

Our third rule if you are unable to follow Rule 1 and/or 2; is Rule 3, Stop. Do not continue doing anything as a volunteer that does not fully comply with Rules 1 and 2. Nothing is so important to ignore compliance with Rules 1 and 2.

CRAB is fortunate to have volunteer Skippers with many years of sailing experience. Your experience is important, but you must learn the “CRAB Way” of doing all sailing operations, guest assistance and engagement. Please talk

with CRAB Fleet Directors and veteran Skippers to learn the “CRAB Way” and best practices of conducting sailing operations with our guests at any time during the season. Everyone is happy to be of assistance at CRAB.

You will see an integrated focus on safety for the activities that performed at CRAB.

Sailing is a new activity for many of our guests and some of them may feel uncomfortable on the water or in a new situation. Many of CRAB’s guests do not know how to swim or have not been on a sailboat. Because of this, it is vital to make sure they understand what will happen before you proceed down the dock, before they board the boat, and before leaving the dock to sail. This includes: walking or rolling down the center of the dock, getting on/off of the boat with volunteer support and one-hand on the boat, how their wheelchair or other important items will be stored and secured on the dock, the safety and stability of our boats, the fact that our boats typically heel and pitch while sailing, the reality that they may get a little wet, the need to be aware of the boom, etc. Discussing what to expect in a calm voice can reduce many of the concerns they may have about sailing.

Note: Please refer to all CRAB participants as **guests**. In this respect, we are seeking to treat our guests as we would want to be treated if we were a guest on someone’s boat.

As part of our “Safety First” protocol – we require everyone to wear a properly fitted Personal Flotation Device (PFD) **at all times** on the dock and boats. This is one of CRAB’s fundamental safety rules and must be observed at all times. So much so, this rule is repeated frequently throughout the manual. If you are planning to be a regular volunteer for CRAB programs, we strongly recommend that you purchase your own PFD so CRAB’s PFDs can be used for guests.

If you have any questions about the information in this guide or when you are volunteering at a sailing event, please feel free to ask the Fleet Director or a CRAB Staff member. We are available to assist you in performing your important job to the best of your ability for our guests.

II. GENERAL SAILING OPERATIONS AND EQUIPMENT

Team Structure

The organizational structure supporting CRAB’s sailing operations includes the CRAB Staff, Fleet Directors, Skippers, Crew, and Shore Support Team.

Management Team

CRAB has five full-time Staff and seven part-time seasonal Fleet Directors.

President & CEO – Paul “Bo” Bollinger

Vice President of Development – Rebecca Gonser

Manager of Programs – Gina Ricci (Volunteer Coordinator)

Manager of Marketing & Events – Brigid Mulholland

Manager of Finance & Administration – Maude Laurence

Fleet Directors

CRAB Fleet Directors are seasonal employees who have primary responsibility for all activities associated with boat preparation, maintenance, weather observation, sailing operations, Skipper check-rides, and the overall safety of CRAB boating operations. Every CRAB Fleet Director and Staff Member is CPR/AED certified.

Fleet Directors provide Skippers and Crew a briefing before every sail. The briefing will contain important information about the weather, tide, traffic on the water, sail reefing, information about the group or guests, and time to answer any questions. Please do not leave the briefing if you have unanswered questions. If the questions are specific to you and not of general interest or value to the other Skippers/Crew, please ask your questions after the briefing with the Fleet Director.

Skippers and Crew must follow all instructions given by the Fleet Director and/or CRAB staff at all sailing events. The Fleet Director has the authority to remove any Skipper or Crew who is in violation of safe operating procedures around guests and peers, and/or any activity or behavior that may be considered unsuitable for a CRAB volunteer. Please respect and follow their directions. If a Skipper or Crew has an issue with any Fleet Director command, the command still must be followed. The Skipper or Crew may bring their concern to CRAB's President & CEO if it merits a more thorough discussion and review.

It is the CRAB Skipper's responsibility for the safety of everyone on the boat.

Skippers

CRAB Skippers are veteran sailors and volunteers who serve as the person-in-charge of each CRAB boat during our guest sails. Skippers are responsible for the safety and pleasure of CRAB guests and Crew.

Skippers must be focused and have situational awareness for matters that may create a safety issue or hazard on the dock or the boat. Skipper reports of safety issues to the Fleet Director or CRAB Staff takes priority over any sailing services. If necessary, all operations must come to a stop if the safety concern is of a serious nature and a risk to our guests and volunteers.

Crew

CRAB volunteers have in some cases many years of experience and some are new to sailing. CRAB training is intended to provide all Crew with the necessary knowledge to do their job safely and the CRAB Way. Crew are trained to provide boarding assistance to guests, guest awareness, assisting the Skipper and raising/lowering the mainsail, unfurling/furling the jib, jib trim, mainsail reefing, and docking assistance. Crew provide on-board assistance to the Skipper and guests. Crew should be focused on guest comfort during sails. If a Crew member is concerned about any comments or action by a Skipper, they are requested to provide this information in private to the Fleet Director or Manager of Programs after the sail. CRAB must be informed of any activity that is not performed as stated in the Volunteer Operations & Safety Manual or the CRAB Way.

Dock Assistants

CRAB Dock Assistants provide assistance on the dock in support of the Fleet Director and CRAB Staff, which may include guest boarding and disembarking assistance. Specific duties include tying dock lines, launching boats and providing docking support. Dock Assistants must know and demonstrate how to tie full cleat hitch.

Guest Liaison

Guest Liaisons assist in welcoming and registering guests. They also assist guests with sizing and securing PFDs and other pre-boarding activities such as using the restroom, applying sunscreen and filling water bottles. The Guest Liaisons will be assigned duties by the Manager of Programs.

The Annapolis Adaptive Boating Center

We also wish to welcome all volunteers to the CRAB Annapolis Adaptive Boating Center (ABC) on Back Creek that opened April 3, 2023. This premier adaptive boating center was designed and built to the highest ADA standards to better accommodate our guest sailors. Every building, room, and area on the ABC is accessible. The registration

and welcome center are immediately adjacent to 3 ADA restrooms, water fountain and bottle filling station, and the CRAB Boathouse for exceptional convenience for guests and volunteers.

The parking lot has 25 parking spaces, with 7 designated for CRAB guests. The remainder are for CRAB volunteers and staff. There are 4 Electric Vehicle (EV) charging stations; 2 for volunteers and 2 for guests. You may use the SWTCH App or credit card to pay for the charge. All vehicles must be parked head-on into the spaces (no backing in or you could hit a bollard light or the fence), unless a vehicle needs to back-in for a charge. There are also six, unmarked spaces in the center of the parking lot for overflow. Please do not block-in any cars and leave adequate space for vehicles to leave or enter the parking lot.

Most sailing events will be organized at the Boathouse. After sailing with CRAB, guests may want to tour the property and see the pavilion, picnic tables, or inside the ABC and the Don Backe Learning Center. We will allow for this extracurricular activity, but we must be considerate of other guests who may be arriving and require parking. Keep in mind that CRAB Staff offices are in the ABC and proper decorum is requested. Restrooms in the ABC are for Staff and events in the Learning Center.

Our Fleet & Equipment

Beneteau First 22As – our primary adaptive boats



CRAB's fleet of six Beneteau First 22A (A for adaptive) sailboats have been specially modified to take guests with disabilities sailing with safety and comfort. Four boats have 2 bucket seats permanently installed in the cockpit. The aft seat is located on the port or starboard side to allow a guest with a stronger hand to be seated so the tiller extension can be held in their strong or preferred hand. Two boats have temporary or removable bucket seats. If guests do not require bucket seats (with four-point harness belts) they will not be installed in the boat. The temporary seats are stored in the Boathouse.

The First 22A's have a 5'11" swing keel (weighing 691 lbs.) that is raised or lowered using a winch handle (righty - raise; lefty - lower) to a retracted depth of 2'4". The keels are set at 5'11" for sailing stability. Do not adjust the keel unless instructed to do so by a Fleet Director. If you run aground, the keel may kick-up. The boats also have twin rudders. The twin rudders cause this boat to have a larger turning radius at slow speeds in forward, so exercise caution when in a narrow or congested area. Do not throttle up in tight quarters to make a turn in forward gear.



The First 22A is certified for 1,200 lbs. and/or six people. CRAB Skippers should not exceed these limits. If water enters the aft opening after everyone has boarded, please ask the Fleet Director for assistance in off-loading guests. The cockpit should be dry, comfortable and safe for sailing at all times with the proper number of guests and weight.

Tohatsu 5hp Propane Motors

The First 22A's are all equipped with Tohatsu 5hp long shaft propane fueled outboard motors. Starting instructions for the motor are provided later in the manual. Propane motors produce 30% less emissions than a gasoline powered engine.



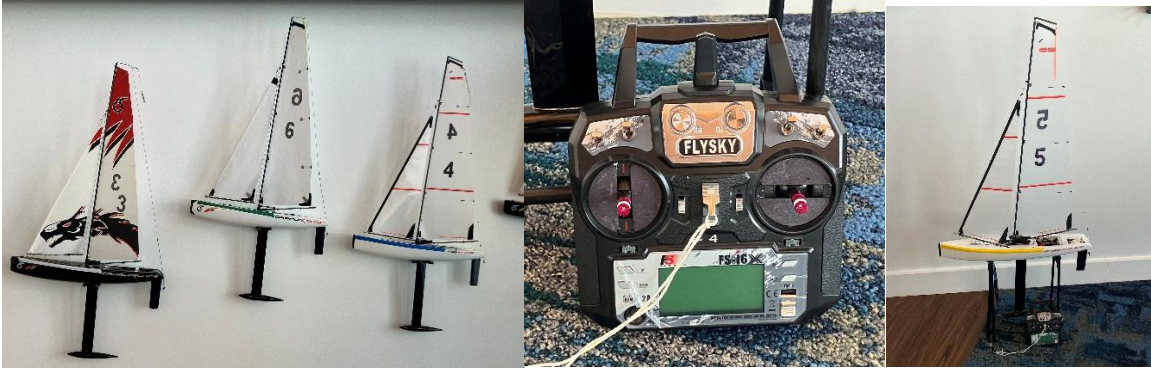
Power Catamaran – “Dream Catcher”

CRAB acquired a new 40' power catamaran in 2023 and named it “Dream Catcher.” The catamaran allows guests who do not want to leave their chairs to roll on board for a cruise or to go fishing. The boat has custom fitted tracks in the cockpit deck that allow for a wheelchair to be securely fastened to the boat. The seating area in the bow may be accessed by more able-bodied guests. The boat is outfitted for fishing and is suitable as a spectator boat to watch regattas, or for a casual cruise. There is a specially designed 10' boarding ramp for the boat that must be properly secured to the T-head dock and starboard, aft deck of the boat. The ramp is left on the dock when the boat departs. The boat must dock and be securely tied-up before boarding or disembarking guests in wheelchairs. If the water is rough, guest wheelchairs can be secured to the cabin deck while the boat is underway. Secure the guest's chair with belts similar to a restraining system in a van or car. The attachment of the chair is done by using straps with buckles that secure to the tracks on the deck. This will be performed by a Fleet Director or trained volunteer prior to leaving the dock. If the seas are too rough during a boating trip, the straps may be secured by the Skipper and Crew to ensure guest safety. The cabin, and head are not used by CRAB or guests except for storage.



Dragon Force 65 Radio Controlled Sailboats

CRAB has a fleet of eight radio-controlled sailboats (RCS) for guests to sail from the T-head. The RC sailboats are steered using a “PlayStation” type controller to adjust the sails and rudder. CRAB has a Fleet Director and team of volunteers who are trained to instruct guests to sail the RC sailboats. Additional volunteers are needed as instructors if you have an interest in learning RC sailing.



Fleet Safety Boat



CRAB has a Sea Pro 18 center console with a 115hp Yamaha motor to serve as the fleet safety boat. The Fleet Directors and CRAB Staff are the primary operators of this boat. The Fleet Safety Boat has an AED aboard if needed by CRAB guests on the water. If you have the boating experience and ability to operate the Sea Pro, please let the Fleet Director know so you can be checked out. Crew on the boat have served as photographers or assisted with marks for regattas.

Fleet Race Committee or Spectator Boat

CRAB has a donated Dyer 29 named “Hyla” that is a Downeast type boat that is primarily used as a Race Committee Boat or spectator boat for regattas. It has a single engine Yanmar diesel with a cockpit suitable for 6-8 people. The cutty cabin, galley, and head are not used by CRAB except for storage. The Dyer is boarded by guests on the T-head for safety and ease of access.

III. KEYS TO SUCCESS AS A CRAB VOLUNTEER

Safety First!

Safety is our number one priority at CRAB. It is our focus from day one in volunteer training and while on the water with guests. Everyone is expected to make safety their highest priority while volunteering at CRAB...on land, the dock, and on the water. Our guests expect it and we exemplify it in our thinking and actions.

Dress Appropriately

CRAB Skippers, Crew and Support Staff should dress appropriately for a professional look around guests. Shirts must have sleeves and preferably collars. No tee-shirts or hats with any offensive logos or words will be permitted. Always wear proper closed toe, non-slip and non-marking shoes while working as Skipper or Crew. Do not wear flip flops or sandals. Clothing must be clean and presentable. It is smart to bring multiple layers of clothing. Wearing the appropriate clothing for the weather conditions is not only smart, it is critical when Skippers, Crew and Support Staff must be comfortable in order to provide our guests with an enjoyable sailing experience.

CRAB Skippers, Crew and Support Staff (this applies to guests as well) need to have with them sunscreen, sunglasses, proper clothing for the weather, a PFD, and a reusable water bottle. CRAB requires guests to have reusable water bottle and this applies to all volunteers. A water bottle filling station is at the Boathouse. It is CRAB's goal to reduce or eliminate the introduction of additional plastic waste to the environment. This process starts with our volunteers and guests. An ice machine is located inside the Boathouse.

Commitment & Punctuality

Please arrive on time! This means plenty of time to check-in, use the restroom, inspect your assigned boat, and be prepared for Fleet Director Sailing Briefing prior to arrival of guests. Skippers, Crew and Support Staff are expected to work the full time of the shift in which they have signed up for.

Don't Forget Your PFD!



No one is allowed on the dock or near a boat without wearing a life jacket or personal floatation device (PFD). Anyone on the dock without a PFD shall be asked to leave immediately and not return until they are wearing a PFD. If you see someone not wearing a PFD, please kindly ask them to go back to the Boathouse to get a PFD. Report anyone not wearing a PFD to the Fleet Director or CRAB Staff.

CRAB encourages volunteer Skippers, Crew, and Support Staff to purchase their own inflatable PFD. The inflatable PFDs that CRAB has purchased are for guests. If you do not plan to purchase a PFD, please use the standard, non-inflatable PFDs.

Good Communication

The key to successful communication is clear speaking, using known terminology or nomenclature, and strong listening. Tasks should be explicitly stated by the Fleet Director so that Skippers, Crew and Support Staff understand what is expected of them. This applies to any communication between CRAB Skippers, Crew and Support Staff as everyone needs assistance at times. If you are hard of hearing, please notify the CRAB Staff and Fleet Director. If you have been prescribed hearing aids, please wear them while sailing with CRAB. If you are unable to hear the VHF radio this could be a serious safety issue that must be addressed before boarding a boat.

Disability Awareness



Guest disability awareness and proper communication by Skippers and Crew are important for guests, caregivers, and family members to feel safe and comfortable. This commitment is shared, facilitated, and monitored by Fleet Directors and CRAB Staff. Communication works both ways. Skippers and Crew should encourage guests, caregivers, and family members to talk about what they are experiencing while sailing. It is best if guests or caregivers tell you of how they feel in advance of it becoming a safety issue. Create an environment on your boat that is relaxing and comfortable (and informative).

One very important piece of information that volunteers must remember. Do not attempt to board a guest that requires lifting. That is why the Aqua Lift is used. Always ask for assistance if you have any questions about boarding or disembarking guests. Skippers, Crew and Support Staff should report any guest issues with CRAB Staff and/or Fleet Director before boarding or as soon as possible. Avoid boarding guests while putting yourself in close proximity to their face (a post Covid policy that still has merit).

Staying Calm

If a Skipper is having difficulty sailing or docking their boat, CRAB Skippers or Crew should not shout corrective action instructions. It is up to the Fleet Director or CRAB Staff to provide the necessary instructions, preferably by radio, depending upon the circumstances. This also will serve to keep confusion and noise to a minimum with guests present. As a Skipper, never respond back to any instruction by yelling. Do as instructed by the Fleet Director. Discuss the issue after guests have departed.

Onboard Education & Entertainment

CRAB has placed a laminated “Fun Facts Sheet” on board to use when there appears to be an interest by the guests to learn more about Chesapeake Bay. The facts can be introduced in a conversation or used as quiz questions for the guests to try and answer. It is up to the Skipper or Crew to decide the best way to make a game of this information. If you are having a good time, the guests will see it in your facial expressions and tone of voice. Keep things light while sailing and engage the guests in conversation if they have an interest.

Always remember: Safety First and Have Fun Second!

IV. Chronology of a Guest Sail

Skipper and Crew Arrival and Check-in



Crews and Skippers should make a point of introducing themselves to CRAB Staff and the Fleet Director when arriving and checking-in for duty.

It's all about the preparation!

The Manager of Programs or Support Staff will assist in signing in Skippers and Crew. Skippers will sign-out a VHF radio at registration. The white board will have Skipper and Crew names with boat assignments. Please make sure you know what boat you are sailing and the name of your crew/skipper.

Skippers and Crew should become acquainted and ideally go through the boat preparation process together as a team. It is important that the Crew member and Skipper know expectations and who is responsible for each activity on the boat. CRAB has very experienced Crew and Skippers, as well as new Crew and Skippers. CRAB Staff attempt to match new Skippers with experienced Crew and vice versa. Please understand, a CRAB volunteer may have more years of experience sailing with CRAB than you do and this should be respected. Tell your Crew/Skipper what your experience is sailing with CRAB. Listen, learn, and enjoy being a team sailing “The CRAB Way”.

Now is a good time to use the restroom instead of waiting until guests arrive...and they need the facilities.

Prepping Boats

Prior to boarding passengers, Skippers and Crew should inspect the boat and perform all of the Pre-Guest Arrival items on the CRAB Sailing Checklist. The Sailing Checklist can be found in the Exhibit Section of this manual and will be provided upon check-in of every sail.

Ensure the boat is clean. It may need to have dew or dirt wiped off or hosed down before guests arrive. Make sure the cockpit is dry and clear of any extraneous items that may be a tripping hazard, i.e., foam foot-blocks, water bottles, radio, backpacks, etc.

Rigging

The jib is roller furled and secured (a foot above to a foot below the clew) with a sail-tie. The sail-tie must be removed and stored in the anchor locker. The mainsail rests in a stackpack on the boom. Unzip the stackpack and leave it in place while sailing. Do not untie the stackpack or the Lazy Jack lines!

The boom has a topping lift attached that needs to be removed prior to leaving the dock. It is secured on the mast while sailing. It should be reattached to the end of the boom when securing the boat at the dock.

Reefing

The main has two reef-points. Prior to sailing the Fleet Director will determine if the mainsail should be reefed and by how much (single or double reef) for the given wind and weather conditions.

CRAB's Fleet of First 22A's sail well with guests under full sail in winds less than 12 knots. Above 12 knots, the mainsail should be reefed using the green reef line on left of mast. At 15 knots or higher the mainsail must be double-reefed using the red reef line on right of mast. Also, above 15 knots the boats may be restricted to sail

only if the wind is from the West or Southwest to provide for a protected, low wave area in Sailing Area A. CRAB does not sail in Back Creek due to boat traffic and its narrow width.

The jib should also be partially furled if there are gusts above 15 knots that cause the boat to come about (head-up). A partially-furled jib – rather than a fully-furled jib - is necessary to enable tacking. To balance the boat in variable conditions, the jib should be partially furled to match the reef setting or fully deployed if sailing without a reef.

CRAB prefers not having Skippers reefing the main while sailing with guests. That is why the sails are reefed at the dock prior to sailing. This may include only partially unfurling the jib. If it is expected that a reef may be required while under way, it is important for the Crew to perform this task while the Skipper sails the boat or vice versa. The boat must be pointed directly into the wind to reef the sail. Letting out a reef should be the function of the Crew. Any Skipper reefing or shaking out a reef while underway with guests should notify the Fleet Director in advance of performing this task so they can monitor the situation.

Set a Reef

1. Point the boat directly into the wind.
2. Open the clutch for both reefing lines.
3. Release the boom vang, ease the reef lines and mainsheet (leaving plenty of slack).
4. Ease the mainsail halyard (black line) and lower the mainsail sufficiently to loop the ring at the appropriate forward reef point over the J-hook on the starboard side of the boom. This sets a new tack.
5. Trim the appropriate reef line (green for the first reef and red for the second reef) until the aft reef point is snug against the boom. This sets a new clew.
6. Trim the slack out of the other reef line and close the clutch.
7. Re-hoist the mainsail, with more tension on the halyard the stronger the winds. Re-tension the boom vang.

For additional instructions, please ask the Fleet Director for assistance. Skippers and Crew are responsible for shaking out all reefs when the boat is docked and being put-up for the day.

Starting / Running the Motor

The Tohatsu 5hp long shaft motors are fueled with liquid propane. The fuel level in the 2.4 gallon fiberglass tank can be checked by lifting and shaking the tank or using the fuel scale in the boathouse. If you are unsure of the fuel level, please ask the Fleet Director or CRAB Staff to assist you.

Motor Starting

1. Lower the motor by pulling motor towards the boat and lifting the black lever on the lower left side.
2. Open propane tank valve.
3. Be sure the red stop/safety lanyard is installed to the motor kill-switch.
4. Motors are stored in the forward gear shift position. **Motors must be shifted to neutral to start. Do NOT shift the motor into reverse.**
5. Slowly pull the starter cord if in doubt of transmission position. If it catches it is in gear.
6. Set the throttle grip to CLOSED (turtle picture) position.
7. Pull the choke knob out all the way.
8. CAUTION: Make sure all guests or Crew are clear of the area that you will be pulling the starter cord.
9. Pull out the starter handle gently to take up slack in the cord. When the slack is out of the cord (6-8”), pull it quickly. Repeat procedure until the motor is started.
10. Once running and warmed up, push the choke knob in, check engine speeds, if speed unstable, pull-out choke.
11. Check that fresh water is flowing out of the aft engine port immediately after starting the motor. **If no water is exiting the engine, turn the motor off immediately.**

It is important to use upper body torque when pulling the starting cord. (Think of a reverse golf swing) Turn sideways to the stern of the boat, brace your knee or leg against the transom, stretch your arms across your chest to the stern and start your pull by turning your lower body, then upper body quickly to the bow and half-way through your turn, pull the starter cord with your arms. While underway, please operate the Tohatsu motors at half-throttle for better fuel efficiency. Do not operate the engine in reverse at more than half speed.

Moving with the Motor

1. Look around 360 degrees to make sure your intended course is clear.
2. Shift motor into Forward or Reverse per the instructions of the Fleet Director on the dock.
3. Roll throttle to increase speed.
4. The motors should not exceed 50% throttle to get boat up to hull-speed. Only use more throttle if conditions warrant. Never exceed 50% power in reverse.

Stopping Motor

1. Bring motor slowly to idle.
2. Shift to Neutral.
3. Push in kill switch (red button) and hold until motor stops running.
4. Shut off fuel valve on propane tank.

CRAB Motor Lift and Locking

1. With the motor off, put gear shift in forward position.
2. Lift motor 3/4's of the way up.
3. Turn motor so throttle handle is on top of the tilted motor (approximately 45 degree angle).
4. Complete lifting and lock motor into position.

Note: DO NOT try to shift the motor into reverse when the motor is not running. If you are unsure if the motor is in neutral prior to starting. 1. Gently pull the starter cord to see if it extends. AND/OR 2. Put motor into forward and then back into neutral position.

Do not adjust the motor bracket. If you feel adjustment is needed, please inform the Fleet Director or Staff.

Reposition Dock Lines for Boarding Guests

When boarding guests, the stern of the First 22A must be secured tightly to the dock with no gap in between the boat stern and the dock. This will require easing the bow line in order to snug-up the stern. After the stern is secured, the bowline should be re-secured. Do not board guests without securing the stern as stated above or the boat will heel a foot or more when stepping aboard. NOTE: This instruction for securing the boat also applies when boarding and disembarking guests. However, once everyone is off the boat, the lines can be adjusted to allow the boat to float freely one-foot off and parallel to the dock.

Fleet Director's Skipper Briefing

Prior to the arrival of guests to the CRAB ABC, the Fleet Director will provide a Skipper's Briefing. All Skippers are expected to attend, listen, and ask questions at this time. Crew are welcome and advised to attend.

The briefing will include weather conditions, tides, how the boat's mainsail will be reefed (if at all) prior to leaving the dock, and the location that sailing will take place, in CRAB's designated sailing area, and any boat traffic (i.e. sailing school or regattas in the area). If bad weather is in the area, the sail may be cut short to ensure everyone's safety and comfort. CRAB Staff makes a decision about weather cancellations at 3:00 pm the day before the

scheduled event. It is our desire to wait as long as possible to confirm weather before cancelling since weather can be so variable in this area. However, if weather should change overnight, the decision to cancel will be made as soon as possible, and volunteers and guests notified.

The Fleet Director is responsible for reporting any safety issues or conditions to Skippers and drafting a daily Sailing Event Report for submission to the CRAB office with weather conditions, boat or equipment maintenance requirements, and any Skipper or Crew issues needing attention by CRAB Staff.

Shoreside Guest Orientation



As guests arrive, the Support staff will register guests, make Crew and boat assignments, help guests select and fasten PFDs, and answer any questions a guest or their families/caregivers may have.

Assistance with the guest's PFDs takes time and needs to be performed prior to departure. Support Staff should avoid standing in close proximity to a guest's face. Any assistance with a PFD should be done at an angle or from the side.

Make sure guests have water bottles filled and sun screen applied.

Asking guests if they need to use the restroom prior to sailing should be common practice. Support Staff can engage in conversation with guests and their

families/caregivers to learn how they found out about CRAB, if they have sailed before, or if there are any issues Skippers or Crew should be aware of when sailing. The Manager of Programs will organize guests into groups for the Skippers/Crew to escort to their boat. Skipper/Crew should ask the guests names and use them when addressing them. The Skipper should lead the guests onto the dock and the Crew member will walk in back. Don't walk through traffic on the dock. Please move equipment or wheelchairs before your guests walk by.

Support Staff will ask guests to complete a guest survey after they have returned to shore and removed their PFDs.

Remember! No guests are allowed on the dock without wearing a PFD and must be escorted at all times by a Skipper/Crew/Dock Support/CRAB Staff.

Boarding Guests

There is a CRAB way to board our boats and it must be used every time. If there is an issue with a guest demanding to board in a way that may not be safe or different from the way you have been trained, please ask them to stop and request that a Fleet Director assist with the boarding.

Before stepping on a First 22A with someone already aboard, please let them know verbally of your intentions, by saying "Stepping aboard." And, when disembarking, notify the Skipper or Crew by saying, "Stepping off." Due to the displacement of the First 22A, the boats can rock (roll, bounce, etc.) quite a bit and cause the person on board to be thrown about or have the boom swing around during the onboarding and disembarking process. Providing this simple courtesy will be appreciated by all.

Be sure to have a smile on your face. Guests are going to be more comfortable around Skippers who look and act like they are enjoying themselves. Being a Skipper or Crew may be a serious job, but you can communicate your confidence and ability better with a smile.

Rule #2 Have Fun! But it isn't fun if isn't safe.

Skippers and Crew escort guests from the Boathouse registration area, down the 45' ramp, to the dock, and directly to the designated boat for boarding (see [Boarding Boats](#)). Be sure guests have water bottles topped-off before heading to the boat. There is a water filling station on the Boathouse. An ice machine is located inside of the Boathouse.



No guests are allowed to leave land without a properly fitted PFD. When returning from sailing, PFDs must be worn on the dock and not removed until reaching shore. Guests must be escorted by a Skipper/Crew person to shore to ensure the dock is clear and they do not fall in the water, trip on lines, wheelchairs, or boarding equipment.

Disabled guests requiring the transfer slide or Aqua lift are boarded first and seated in the bucket seats. Guests requiring the Aqua lift are disembarked last. This will ensure that there is plenty of space for more than one person to assist with safely positioning the guest in the seat. If the guest is using a wheelchair, ask them if they want to have the wheelchair seat removed and placed in the boat's bucket seat prior to boarding. Once the disabled guest is secure in the seat, the remaining able-bodied guests may board.

The agility and ability of guests will determine how much assistance and/or equipment they will require for boarding. Under no circumstances are guests to board on their own. Always offer a hand and tell them to hold onto the seat or shroud with their free hand. Even able-bodied guests should be assisted because they may not be aware that the boat will heel when they step aboard. CRAB Skippers and Crew are trained to firmly hold the guest's wrist and elbow to support them during boarding. **Do not hold hands!** You cannot support a guest who falls by holding their hand that may be limp or damp.

Before boarding the boat, guests should give their bags, backpacks, purses, water bottles, etc. to the Skipper or Crew on the boat. Items should be placed well out of the way during the boarding process, preferably inside the cabin. Under no circumstances should a guest board with anything in their hands. One hand for the boat (shroud or seat back) and one hand for you.

Assistance in boarding is mandatory for all guests regardless of their ability or disability. Ensuring that everyone is safely in the boat and secure in their seats is the responsibility of the Skipper with the assistance of Crew. **All guests with mobility issues must use the transfer box or Aqua lift to board the boat.** Guests who cannot support their own weight when standing with assistance must use the Aqua Lift for boarding. Approximately 80% of CRAB guests in wheelchairs can support their own weight, if only briefly, during the boarding process. This means the transfer box/slide can be used for boarding the guest. Sometimes guests try to show their independence by saying they can board by themselves. Please explain to them that it is not allowed at CRAB and we want them to show their independence and ability while sailing.

The four-point harness safety belt on the bucket seats has a specific process to secure a guest properly and comfortably. The four belts should be fully loosened during the initial inspection of the boat by the Skipper/Crew. The guests should not see the belts being extended due to their size.

Assistance of guests during the boarding process should be done so the Skipper/Crew's face is not in close proximity to the face of the guest. If assistance in close proximity to the guest's face is required, ask a family member or caregiver to position themselves in this location.

Securing a Guest

1. Place the shoulder belts over the guest's shoulders, either on top of the PFD or to the side (if their shoulders are of sufficient size).
2. Place the lap belts across the guest's legs.
3. Place the two shoulder harness buckles into the guest's right-side lap belt.
4. Then attach the left-side belt to the other three belts by putting the left-side lap belt through the D-ring and securely snapping shut the "goose head" lever on the right-side belt.
5. The lap belt should be positioned below the guest's belly button and securely tensioned.
6. The shoulder harness belt straps are tensioned by pulling down to a comfortable location/tension on the guest's shoulders.
7. Once the belts are fastened and tensioned the guest's shoulders should be gently pulled forward to ensure they are secure in the seat.

The CRAB Way requires Skippers and Crew to be fully capable of securing the four-point safety harness belt on a guest correctly and efficiently. A video demonstration of the fastening of four-point harness safety belt is contained in the following video. **[Click Here: Transfer Slide Training Video](#)**

Radio Check

Every CRAB Skipper signs-out a handheld VHF radio when checking-in. The VHF radio must be kept on and tuned to the designated channel (usually Channel 78) and put on High Power (versus Low). Skippers are required to perform a radio check call to the Fleet Director prior to leaving the dock.

If the radio is not on High Power, CRAB Staff and/or Fleet Director on shore cannot hear you and you cannot hear them. The CRAB Boathouse has a 25-watt VHF radio that can pick-up radio calls farther out in the Bay, but a CRAB Staff person or Support Staff must be near the Boathouse to hear the call. When called by CRAB, Skippers are responsible for hearing the radio and **responding to the Fleet Director at all times.** The VHF radio should be turned on, the volume all the way up, and within easy reach or attached to the Skipper at all times. Skippers are advised to fasten the radio to their PFD or person when sailing due to the boat's open transom. Radios are to be returned to CRAB Staff and signed back in before the Skipper leaves for the day. Skippers are expected to reimburse CRAB for any lost or unreturned radios.

Leaving the Dock



With guests boarded, seated, and seat belts fastened, the Skipper and Crew should reintroduce themselves and learn the names of their guests. The Skipper will then conduct a safety briefing that covers:

- Guests to remain seated at all times while onboard, especially during docking, departure, and arrival.
- Location of throwable flotation device (seat cushion), lifeline, and fire extinguisher.
- Warning about the boom (head below boom, especially when jibing or tacking).
- Keep lines free and clear of guests.

After completing the safety briefing provide an explanation of what will happen after casting off: departing Back Creek, rounding markers, entering the Severn River and raising sails. Making the sailing interesting and enjoyable for everyone on board is the Skipper and Crew's responsibility.

When ready to cast off, it is the responsibility of the Skipper to properly inform the Fleet Director, CRAB Staff, or Dock Assistance of your intentions. Several boats may be ready to leave at the same time and only one boat is allowed to cast off at a time. The entrance to the CRAB Marina basin is 40' wide. When told it is your turn to cast off by the Fleet Director, the Skipper is to use the following orders for clarity and consistency:

1. (Skipper) Prepare to cast off.
2. (Fleet Director, CRAB Staff, or Dock Assistant response) Ready to cast off.
3. (Skipper) Cast off. (dock lines placed on boat).

CRAB Staff will work to swing the boat to a 90-degree angle from the dock so it is easier to exit the basin without excessive turning. Do not engage the transmission or throttle until instructed to do so.

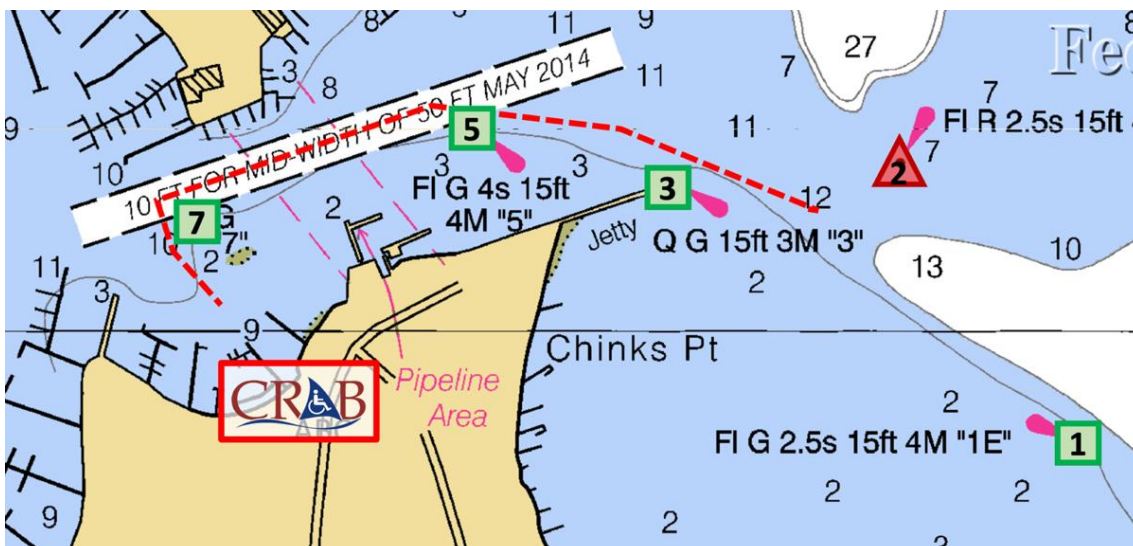
At the basin in the CRAB ABC marina, boats are positioned in three different directions parallel to the piers (Finger pier, Main pier, and T-head pier). Depending upon the wind, the boats will be cast off bow first or stern first. The Fleet Director or Staff on the dock will inform the Skipper of the departure procedure to be followed.

In general, the boat is swung out from the dock so the wind carries the boat perpendicular to the dock allowing it to turn easily in the basin to head out through the basin entrance to the Creek. This procedure is done with the Fleet Director or Dock Assistant Staff holding the bow or stern pulpit. The pulpit is pulled or pushed to get the boat in the proper 90-degree position before the Skipper is instructed to put the motor in gear and power away from the dock. Do not put the motor in gear until instructed to do so.

Be sure to head out of the marina so you will be rounding green channel mark 7 to starboard. Do not cut short this mark. There is a shoal due South of it and the boat will run aground.

Leaving the Creek

On leaving the CRAB marina, it is important to honor markers 7, 5, and 3 when leaving Back Creek. See chart below. The water is shallow outside of the markers. Give the markers space (2 boat widths) when passing in either direction.



Skippers also need to be vigilant for boating traffic in the creek, as it can be a very busy – especially on weekend afternoons in nice weather. Be alert for not just large power and sailboats, but also small boats, kayaks, canoes, paddle boards, and jet skis. These boat operators may not know the rules of the road, so always be vigilant and don't become distracted in the channel. Your situational awareness is particularly critical in this area.

Setting the Sails

Skippers shall wait to raise sails out in the Bay – never at the dock or in the Back Creek channel leading to the Bay. When raising the mainsail, it is necessary to have the boat pointed directly into the wind and the mainsheet released from block cam cleat, the boom vang eased, and the reef lines eased if necessary. If you have not already done so at the dock, release the topping lift from the end of the boom and secure at the mast. Any deviation from motoring directly into the wind will cause the fully battened mainsail to get caught in the lazy jack lines or the sail slug to jam in the mast track. If this happens, lower the sail, point the boat directly into the wind, and hoist the sail. If the mainsail is stuck, i.e., a batten caught in the Lazy Jacks or a sail slug not positioned properly in the mast track, it will be difficult to raise. **Do not try to muscle the mainsail up the mast.** The sail is easy to raise or lower if held directly into the wind. The Crew hoisting the mainsail and the Skipper keeping the boat into the wind must work as a team during this procedure.

The boat has a roller furling jib. The jib furling line (grey) is positioned on the starboard side of the boat deck. It should be released from the cam cleat prior to unfurling the jib. Do not let the wind catch the jib and have it fly out too quickly as it will cause the roller furling line to tangle in the drum. Keep some pressure on the furling line to prevent this from happening. Tail the line into the furling drum so it does not create a wrap that will cause the line to jam and prevent the jib from being furled. Otherwise, to clear the jam, the Crew member may need to go to the foredeck to untangle it (not easy while underway with guests).

Sailing

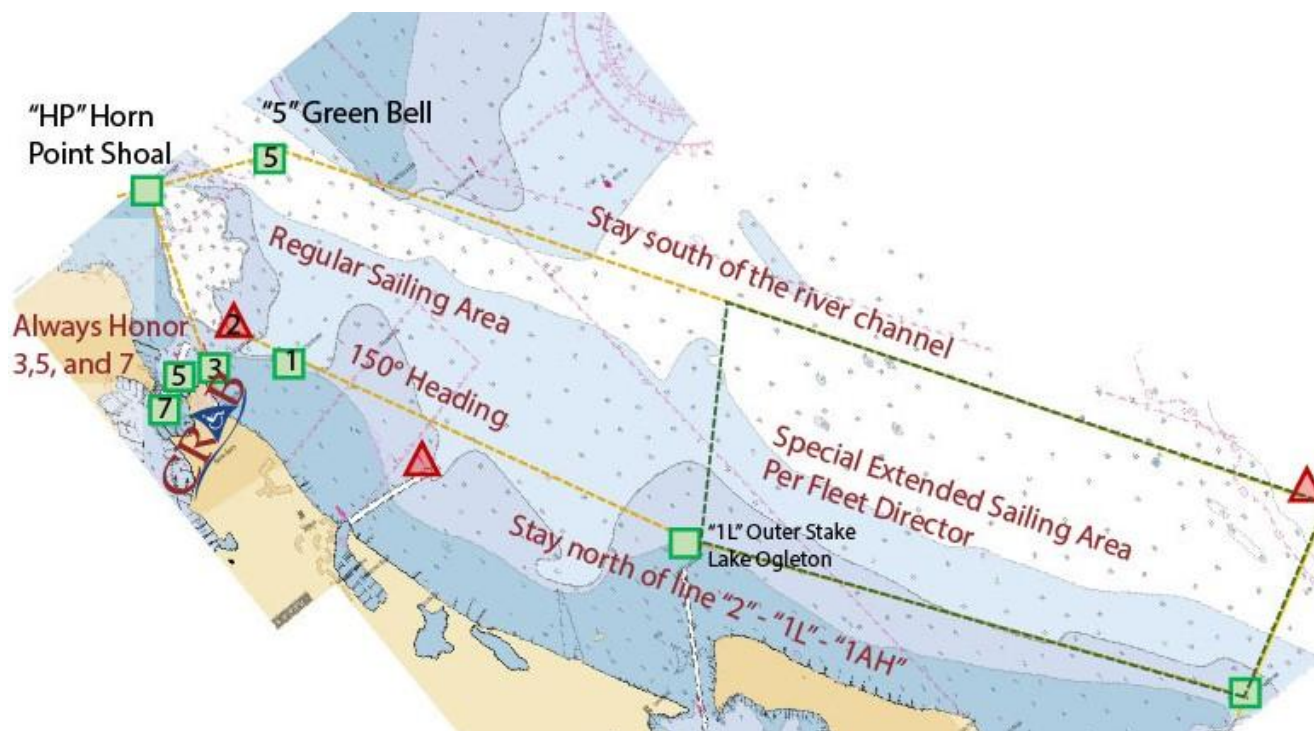
Getting guests involved in the actual sailing of the boat is one of the highlights for most guests. Skippers/Crew should encourage guests to take the tiller or main/jib sheets and explain how they should go about doing either activity well before they are expected to do it. Depending upon a guest's ability they can be assigned to work the jib sheets (2), steering the boat, or handling the mainsheet. Try and get as many guests involved in sailing as possible. Emphasize that sailing is actually a team sport (family activity) that everyone can enjoy.

Make sure all guests stay in the cockpit and do not lean out of the boat. It is extremely dangerous for a person to go overboard, particularly guests with disabilities. Skippers and Crew must also sit in the cockpit and not sit on

the cockpit coaming (rail). It is a bad example for our guests; and CRAB is unable to use any photos of you in this position. Do not do it.

Sailing Area

Remain in the designated Regular Sailing Area (see chart below) that extends from Back Creek green channel marker 1 to Lake Ogleton green marker 1L to the East. The chart includes “sightlines” to make it easy to avoid shallow water. The Severn River channel is the northern boundary of the approved sailing area. The Fleet Director may choose to expand the sailing area up to the Special Extended Sailing Area if the wind and weather conditions are favorable. It is your responsibility to be in complete control of the boat at all times and exercise situational



awareness. The Severn River and Annapolis Harbor can be very busy and congested waterways. Also, due to the large number of boats on mooring balls and anchored in Back Creek, the CRAB fleet does not sail in the creek.

With permission of the Fleet Director, boats may be sailed in Annapolis harbor’s no-wake zone (not into Spa Creek), but it is strongly advisable to stay out of the Severn River channel on weekends. It is simply too busy and choppy for enjoyable sailing. During weekdays, this area is less busy and can provide an enjoyable ride while maintaining vigilance and situational awareness for other boats approaching at speed.

Always be aware, conservative, and observant of the weather, tide, and boating traffic when sailing with CRAB guests.

Interacting with Non-CRAB Boats and Watercraft

Skippers and Crew will need to be vigilant in monitoring the actions of all manner of watercraft in this very busy boating area of Back Creek, Severn River, and Chesapeake Bay. Skippers should be knowledgeable of the right of way rules (USCG). Skippers should also recognize that many casual boaters may be unaware of the right of way rules and CRAB Skippers must be ready to take action to avoid a collision in advance of a crossing or overtaking situation. Sometimes signaling your intentions to change course, i.e. turning at Mark #7 towards the CRAB ABC Marina can be helpful information to other boaters. Keep your head on a “swivel” to ensure you have situational awareness of the boat traffic around you.

Returning to the Marina

When returning to the CRAB ABC, the Skipper should start the motor, drop and stow the mainsail, and furl the jib - before approaching the Back Creek green channel marker 1 – preferably at least 300 yards from the channel entrance. From this distance, the current, tide, or wind should not be a factor and there is still plenty of time to start the motor before getting too close to the entrance. If you have problems with starting the motor at this point, unfurl the jib and sail away from the channel and hail the Fleet Director or CRAB Staff on VHF Channel 78 for assistance. The Fleet Director may have another Skipper tow your boat back to the dock. If unable to start the motor or sail away when approaching the channel, set the anchor (stowed in the bow locker). Be sure the bitter end of the anchor line is tied off to the boat before lowering (not throwing) the anchor while the bow is pointed into the wind. Make sure the anchor is set by checking landmarks on shore. Wait for the Fleet Director to arrive.

When nearing green Marker 3 just off the point at the Annapolis Sailing School, the Skipper will inform “CRAB Base” (CRAB land staff, Fleet Director, or Dock Staff) by radio that they are “entering the Back Creek.” The motor should be running and all sails furled prior to this transmission. Motor must remain running until docked at the CRAB ABC.

Continue up the channel while honoring Green Markers 1, 3, 5, AND 7, before turning to the left and aiming for the Watermark charter boats at Annapolis Landing Marina (at 10:00 o'clock) leave the large charter boats to your starboard and come into the CRAB ABC Marina basin to dock in the same slip you departed from (unless instructed otherwise by the Fleet Director). The entrance is 40' wide at an angle from our neighbor's dock. A skipper may be instructed by the Fleet Director or CRAB Staff to remain in the channel or hold position beyond channel marker 7 if more than one boat is entering the marina. Please be aware of this possibility when following other CRAB boats. Know which direction you will turn and circle the boat while waiting outside of the channel.

Docking

Crew should be sure to have dock lines clear of lifelines, stanchions, and shrouds before tossing. Please stay clear of guests when tossing lines to the dock. Fenders should be deployed. Throw the lines well past the person intending to catch the dock line, but not in their face. Crew may also be required to fend the boat off the dock on departure or arrival. Having the boat hook on deck and ready can be important when lines are dropped in the water or if a boat needs fending off the dock. Being prepared and having a good understanding of who (Skipper and Crew) is doing, what and when is important when docking.

Upon entering the marina basin, the Skipper will stand off the dock until the Fleet Director or Dock Staff instructs the Skipper that they are ready to handle the dock lines that the Crew has prepared on the boat. The Skipper should keep the radio nearby to hear instructions from the Fleet Director or Dock Staff on approach to the dock. Using the radio will avoid the need to shout out instructions.

When docking a First 22A at the CRAB ABC it is important to take into consideration where on the pier you will be docking. Some positions may require docking in reverse to execute a tight turn into the pier. Some slips may allow for docking in forward. You will be directed by the Fleet Director or Staff where to dock, generally the same slip position you departed from. It also will depend on where a guest is seated in the boat (port or starboard) when using the Aqua lift.

When docking, do not allow any guest to get in a situation that takes them out of the cockpit. Throwing a line to the dock can easily be performed from the forward or aft cockpit area to avoid striking a guest. The dock staff will be responsible for securing the sailboat to the dock. No one (including Skipper or Crew) is to leave the boat until the boat is secure. Securing to disembark is the same as when boarding guests, **the stern of the First 22A must be secured tightly to the dock with no gap** in between the boat stern and the dock. After the stern is secured, the bowline should be re-secured. **Do not disembark guests without securing the stern.** Once everyone is off the

boat, the lines can be adjusted to allow the boat to float freely one-foot off and parallel to the dock. Please make this known to guests and assign any roles for able-bodied guests before arriving at the dock.

Adjust the mainsheet traveler to be away from the dock to give better clearance of the boom for guests disembarking. See Boarding Boats above. Skipper and Crew are responsible for assisting the guests while departing the boat and escorting them to shore before securing the boat. Dock Staff may assume this role, but it is the responsibility of the Skipper to confirm. Remember, guest carry-on items are to be handed to them after they are standing on the dock. No guest should have anything in their hands when disembarking.

Post-Sail

1. At the end of the day:
 - a) Adjust the dock lines so the boat lays parallel to the dock about one foot from the dock at midship.
 - b) Untie the topping lift from the mast and reconnect to the aft end of the boom.
 - c) Place seatbelts and straps over the seat back and outside of the seat so nothing is on the bottom of the seat. Rainwater collects in the seat and ruins the belts.
 - d) Shake out any reefs in the mainsail.
 - e) Start the sail tie one foot above the jib clew and wrap the tie so it extends one foot below the clew.
 - f) Make sure motor is lifted fully out of the water at a 45-degree angle handle up.
 - g) Turn the valve handle to the off position on the fuel tank.
 - h) Perform all Post-Sailing Checks on the Sailing Checklist.
 - i) Return VHF radio and Sailing Checklist to CRAB Staff.
 - j) Report any issues with guests, staff, boat, etc. to the CRAB Staff.

V. Handling Issues Afloat or Ashore



Changing Weather

Sailing operations should be conducted with the highest level of safety and guest comfort in mind. It is important to be very aware of the weather and wind conditions prior to departing the dock, while sailing, and returning to the dock. The Fleet Director will provide all Skippers the wind, wave, and tide conditions in a briefing prior to sailing. Under no circumstances should a skipper depart the dock if they have any question about the weather. The President/CEO or Fleet Director shall have sole responsibility for determining the suitability of sailing after properly reviewing the weather radar, forecasted wind conditions, wind direction, tides, other weather or sea anomalies, traffic, etc. This shall include: a go

or no-go decision, any reefing of sails that should be performed before leaving the dock, where to sail, and, how long to sail with guests.

It is the skipper's primary responsibility to be aware of their guest's physical state and if they are comfortable, cold, hot, wet, seasick, or in need of water to ensure a pleasant sail. If the guest(s) are not comfortable, the skipper shall return to the dock as expeditiously as possible. In addition, the skipper shall notify the Fleet Director by radio that they are returning to the dock and the reason in case any guests are in need of immediate medical assistance.

While sailing, if the wind or weather conditions should change, the Skipper should report the new weather conditions to the Fleet Director and ask for guidance. It is not difficult to furl the jib on the boats, but with guests, it is more challenging to reef the main. For this reason, CRAB's policy is to reef the main at the dock prior to departure if the wind is likely to cause the boat to heel excessively. If the wind speed increases quickly, the mainsail, can be furled into the sail-stack to ensure the boat is not overpowered in a manner to cause concern by the guests.

Skippers must be aware of their own comfort level in various sailing conditions. Do not push your comfort level at any time...with guests or when sailing alone. Please let the Fleet Director know before leaving the dock if you are not comfortable with conditions due to wind, cold, or heat...or your health. If guests or crew ask to return to the dock, the Skipper should reduce sail and proceed to the dock immediately.

Going Aground

If you run the boat aground:

- Lower sails.
- If an offshore breeze and a soft grounding, start the engine and try to back off. Raise the keel if necessary. If unsuccessful, hail the Fleet Director. Turning the keel winch handle to the right raises the keel. Turning it to the left lowers the keel.
- If a hard grounding or onshore breeze, **do not raise the keel.** Hail the Fleet Director.

Towing Another CRAB Boat

- Obtain the Fleet Director's permission before towing another boat.
- Both vessels must be in communications with each other at all times.
- Rig a bridle on the towing boat. – a line from one stern cleat to the other, long enough to clear the motor.
- Attach a towline to the bridle using a bowline or other loop (or from the towed boat to the towing boat.) Heave the towline to the other boat.
- While ensuring the rig does not foul the prop, the towing boat will take up the slack before making way.
- The Skipper on the towed boat will aim the bow towards the towing boat's stern.
- When docking, the towing boat will operate at sufficient speed for the towed boat to make way to the dock. A boat being towed should be docked on the ABC Marina T-head, not in the basin. Motor slowly and maintain control toward the T-head. With sufficient speed, the towed boat should cast off the towline while the towing boat reels it in taking care not to foul the prop. The released boat should coast into the T-head where the Fleet Director or Dock Staff will be on standby.

Person Overboard (POB formerly MOB)

Recovery of any person overboard is challenging. Having a guest overboard is even more challenging. Maintaining good safety practices is the best way to avoid a POB. However, should it happen:

1. In case of POB, throw the seat cushion (the required throwable floatation device) to person in water.
2. Be sure that the crew member keeps eyes on POB at all times.
3. Call the Fleet Director on the radio.
4. Commence recovery maneuver. They are wearing a PFD and should be able to float until sufficient support is available for a rescue.
5. Do not allow anyone to jump out of the boat to rescue the guest in the water.
6. Prepare to lower ladder on stern of boat. Engine must be turned off if anyone in the water is close to the stern or intending to board using the stern ladder.
7. Secure a line to the POB and keep them close to the boat.

8. Depending upon the POB's ability, they may not be able to board using the stern ladder. If they can board using the stern ladder, the engine must be turned off. If the POB requires a lift using the mainsheet halyard or additional Crew to assist, wait until the Fleet Director arrives in the CRAB safety boat.
9. If necessary, the Fleet Director or CRAB Staff will notify DNR or Harbor Master to request assistance.
10. Return to the CRAB ABC with the POB.

Medical Issues

All Skippers and Crew should review the CRAB Emergency Procedures. A copy is included in the appendices of this manual, and a laminated placard is aboard the boat.

Non-emergency illness or injury

Contact the Fleet Director and inform them of the issue. Use the on board first aid kit if that will help. Follow the Fleet Director's guidance which may be to end the sail and return to ABC. Maintain radio contact. Do not broadcast guest medical conditions over the radio unless absolutely necessary.

Emergency injury

Following the CRAB Emergency Procedures

Possible Cardiac Incident

Contact the Fleet Director and inform them of the issue. All Fleet Directors are CPR/AED certified and an AED is kept on the safety boat.

Sport Protection Handbook

CRAB is a member organization of Move United and is required to have a written Sport Protection Policy Handbook. CRAB has available the CRAB Sport Protection Policy Handbook for review upon request.

Engaging in sport should be an opportunity for all participants to have fun and learn how to sail, boat, or fish. Sport also encourages a healthy lifestyle and builds self-confidence. Unfortunately, sport can also be a high-risk environment for misconduct, including participant physical and sexual abuse. All forms of misconduct are intolerable and in direct conflict with the ideals of CRAB. Any potential misconduct should be brought immediately to the attention of CRAB President and CEO.

VI. INTERACTING WITH GUESTS: DISABILITY ETIQUETTE

The following information from the US Sailing Adaptive Sailing Resource Manual has been reviewed, updated, and modified by CRAB over the past 35 years of experience sailing with guests who have disabilities.

CRAB Skippers, Crew, and Support Staff should understand the following:

1. Attitude
2. Disability awareness
3. Focus on their ability
4. Communication
5. Personal space
6. Wheelchair information
7. Prosthetic devices



Attitude

A guest with a disability is just that – A guest with a disability. Guests with disabilities have special needs and may need extra assistance, or they may be unable to do some tasks. The majority of guests with disabilities are capable of performing some activities necessary to sail the boat. As a Skipper or Crew, do your best to find what a guest's abilities are so the guest may feel engaged and involved in the sailing of the boat. **Focus on their ability, not their disability.**

Treat our guests just the same as you would treat any other person.

Some volunteers may be uneasy when meeting a guest with a disability for the first time. Please look them in the eye in a respectful and caring manner. You should treat a person with a disability just the same as he/she would treat any other person. If there is a feeling that a guest may require assistance, he/she should be asked if they would like help before touching or assisting them. If they ask for assistance, inquire how they would like to be assisted.

If you have any questions or need assistance, please ask CRAB Staff or the Fleet Director and they will be very happy to answer your question or be of assistance. All guests must receive assistance from Skippers or Crew when boarding regardless of ability or disability. The First 22A heels when boarded and most guests are not aware of what this feels like or how they will react. Wheelchair guests may not board boats unattended or unassisted, no matter what. If this is an issue with a guest, contact the Fleet Director or CRAB Staff immediately.

CRAB does not want guests struggling with a task that is beyond their capabilities for physical or developmental reasons. CRAB encourages everyone to take an active and supportive role in the operation of the program. Skippers, Crew, and Support Staff are provided training and support to acquire new skills for the safety and operation of the sailing program. Remember that our guests with disabilities often don't see themselves as disabled and prefer to be treated just like everyone else and should be. It is best to always refer to the...

ABILITY rather than **DISABILITY**. One's disability is not focused upon; one's ability is acknowledged and nurtured.

Disability Awareness

There are a wide range of disabilities, and even the same type of disability will affect people differently. Some categories of disabilities and some challenges they may present are provided here.

Physical Mobility Disabilities: spinal cord injury (SCI), cerebral palsy (CP), paralysis (paraplegia or quadriplegia), muscular dystrophy (MD), fibromyalgia, cystic fibrosis, amputations, multiple sclerosis (MS), arthritis, and spina-bifida.

Possible Challenges for Sailing:

- Equipment may need to be adapted to suit the guest's abilities.
- The Skipper/Crew may need to assist or be assisted with boarding of a guest on and off the boat using a transfer box or Aqua Lift.
- **Never lift a guest who cannot support themselves when standing.** The Aqua Lift should be used for any guest who cannot stand or support their weight while assisted.
- The guest may fatigue easily due to muscle weakness and spasticity.
- Mobility issues may increase susceptibility to hypothermia in cooler conditions and hyperthermia in hot, humid conditions. During extreme heat conditions coolers will be on each boat to store ice and cold compresses for the neck of guests who may experience heat related issues.
- There may be some difficulty with balance on and off the boat due to coordination issues, level of spinal cord injury/paralysis, and sensory loss.
- Reduced sensation or paralysis in the limbs could lead to injuries of the feet and legs. CRAB sailboats have foam blocks to provide elevation of guest's legs when requested or to be at a 90-degree angle to the seat. In addition, sail ties can be used to secure guest legs if they desire. A cockpit throw cushion or padding

under the buttocks of those with spinal cord injuries also can be a source of comfort. Sometimes guests will request that their wheelchair seat be placed underneath them on the boat. Ask wheelchair users in advance if they want their wheelchair seat placed in the boat seat.

- Loss of bladder or bowel control. Use a water bottle or a bucket to clean the area. Bring the sailboat back to the dock as quickly as possible for the guest's comfort.

Developmental Disabilities: Down syndrome, traumatic brain injury (TBI), cerebral palsy, and autistic spectrum disorders. Guests with these disabilities receive special consideration when sailing together. A vocal guest may not be the best sailing partner for a guest who is sensitive to noise. Please be sure the guests on your boat are compatible.

Possible Challenges for Sailing:

- Balance may be a problem on and off the boat.
- Guests may fatigue easily.
- Depending on the disability, it may be necessary to modify some of the sailing equipment.
- The Skipper/Crew will assist with helping the guest on and off the boat.
- Sensory impairments may reduce the ability to feel pain, and an injury may go unnoticed.
- Diabetics need to monitor their blood sugar levels. Ask the guest what his/her needs are and ask the caregiver or family member to inform you of any developments while sailing that require returning to the dock. The guest might need to keep their insulin nearby in a cool dry place as well as a snack should they have an insulin reaction (low blood sugar). Coolers are provided for all CRAB boats upon request or during hot weather.

Visual Impairments: Anything that causes a guest to have difficulty seeing such as congenital blindness, amblyopia, strabismus, cataracts, diabetic retinopathy, glaucoma, and macular degeneration. A person who is blind does not mind being referred to as blind.

Possible Challenges for Sailing:

- Guests may have difficulty becoming oriented on the boat or dock. This can include the direction of the water and docks, location of boats and equipment.
- Difficulty understanding the direction and distance to the buoys and other boats on the water. Audible aids and cues can help the sailor.
- Difficulty understanding the direction that the wind is coming from, and the velocity of it. Sensory cues will help the sailor. Additionally, giving consistent, encouraging, and frequent communication and feedback while out on the water will be helpful and useful to the visually impaired sailor.
- Not understanding where everything is positioned within the boat. Provide assistance in locating equipment or lines.
- A guest may have a desire to lean over the side of the cockpit in an attempt to touch and feel the water.

Hearing Impairments: Anything that affects a guest's hearing such as conductive hearing loss, sensorineural hearing loss, auditory neuropathy spectrum disorder, mixed hearing loss, and central hearing loss. People who are deaf do not mind being referred to as deaf.

Possible Challenges for Sailing:

- Difficulty identifying specific control lines, sheets and winches. Labels on jam blocks/cleats, equipment and lines are beneficial to the sailor.

- Unfamiliarity with the facility or sailing area. Using maps and charts provides a great resource for acclimation and/or orientation. A white board also can be provided for written instructions.
- Miscommunication on when to perform actions such as moving the tiller or trim a sail. Creating well-defined (and agree on) clear visual signals with the hearing-impaired sailor will solve this problem. For example, thumbs up means sail is at a good trim, thumbs down means sail needs adjusting. Waving your hand side to side means let sail out tapping your knee means trim sail in. Waving your hands over your head means applause to a deaf guest.
- Some deaf or hearing-impaired guests may be able to lip read. If they can read your lips, find out before sailing. You can then speak directly facing them to enhance your sailing instruction. Always speak directly to the deaf or hearing-impaired guest and not to their translator.

Cognitive Disabilities: Autism spectrum disorder (ASD), traumatic brain injury (TBI), dementia, attention deficit disorder (ADD), dyslexia, dyscalculia, aphasia, learning disabilities or some kind of difficulty with cognitive calculation or processing.

Possible Challenges for Sailing:

- Proficiency of the guest's water safety skills.
- The movement of the boat under sail or an abrupt change in motion (like heeling over in a gust of wind) may cause the guest to become fearful or erratic.
- Misunderstanding of expectations and directions. Be concise and deliberate when communicating.
- Problem-solving for the guest may be difficult in a challenging situation.
- Use of nautical terms could be confusing. Use everyday words and slowly introduce the nautical terms if appropriate.

Positive reinforcement, encouragement, and consistency should help the guest process and remember the sailing experience and training. Keep in mind that people living with the disabilities mentioned above may use a mobility, visual, or hearing aid such as a wheelchair, walker, or cane. CRAB guests are generally accompanied by a family member or personal care attendant (PCA).

Phrase your questions to require a YES or NO answer.

Certain medications can affect a guest's endurance, stamina, and focus. It is important that you ask guests or PCA's what if any concerns and needs may be present, be sensitive to those needs, and monitor the activities they are participating in to make sure that they are comfortable and enjoying their sailing experience.

As a courtesy ask guests if they want assistance.

Please be aware if a guest starts to act differently during the sail. They could be experiencing dehydration, fatigue, dizziness, confusion, and lethargy are symptoms as are paleness and withdrawal. Any signs of such symptoms require immediate attention and hydration. Return to the dock for further assistance.

Be aware that someone with a cognitive disability may have an interest or desire to jump overboard and swim. Making a point with the guest's family and/or caregiver that everyone must stay seated in the boat and not lean overboard.

Viewpoint

Every guest needs assistance boarding and disembarking the boats. This is for everyone's safety. First and foremost, ask them how best to help and listen carefully to what they tell you. NEVER assume that you know best how to help a specific individual. As stated before, the forearm grasp is better stability over just an extended hand. If the guest does not provide directions, you might suggest possible solutions or ask a CRAB Staff member or Fleet Director.

CRAB guests with disabilities should be encouraged to take an active, supportive role in the sailing of the boat and do as much as possible on their own. This enhances their independence and gives them an opportunity to be an active and important part of the sailing event. Some encouragement may be necessary, but in the end, it is the guest's decision. PCA's also should be involved in sailing instead of looking at their smartphone.

Training and support to acquire new skills should be offered to all CRAB guests. It is important for CRAB guests to be given achievable tasks and encouraged to progress at whatever rate they are comfortable. Working as a team provides incredible therapeutic value.

TIP: It is best to always refer to the ABILITY rather than DISABILITY.

The focus should be on achievement, acknowledging and nurturing the ability.

Communication

Skipper and Crew communication with guests is vitally important for safety and comfort. Please establish proper communication and understanding before departing the dock. Some guests with disabilities may have difficulty with communication. It is important to establish how a non-verbal person communicates YES and NO. Ask them to show "yes" and then "no".

Communication might become easier when you phrase questions requiring a YES or NO answer. If the person is not able to give a "Yes or No" response, ask the PCA or family member how much the guest understands and what is the best way to communicate with him/her.

The PCA (Personal Care Attendant), caregiver, family member or friend should be able to show you significant signs or communicative mannerisms that are identifiable and helpful. You need to be patient when a guest has difficulty with verbal communication. If you can't work out what the guest is trying to tell you, ask them to slowly repeat what they've said. Don't be embarrassed to say that you don't understand a communication. If you have a question, just ask. Speak to them in a clear and concise tone, keeping your sentences short and simple. Give them time to answer and never cut them off by finishing their sentences. If you as Skipper or Crew cannot hear well, please let them know in advance so they can speak more loudly to you.

When speaking with a guest in a wheelchair, talk directly to them. Do not talk around or over them to the PCA or family member. Try getting down to eye level and make sure they can hear you. When interacting with a guest with a hearing impairment, it is important to keep in mind that some of these individuals may have partial hearing loss, but can communicate fairly well. Other hearing-impaired individuals might read lips or use sign language. If this is the case, always speak while facing the guest.

Be mindful of how they prefer to communicate. If they communicate through sign language see if the guest has a sign language interpreter with them.

When communicating with a guest with a visual impairment, always make sure you introduce yourself and let them know where you are standing or sitting. It is equally helpful to let them know if you are leaving an area. The guest may have a guide (service) dog. Always check with the individual on how to interact with the guide dog. Remember, that this is a service animal. CRAB Support Staff on shore should ask if the guest wants to have their service dog join them on the boat. If so, which in many cases they do, please allot the necessary space in the boat for the service animal and inform the Skipper and Crew to ensure proper loading of the boat. Service dogs also can get seasick, so be aware of how the dog is reacting on the boat.

Communication is a two-way process. Relaying a message through speech or a communication aid is ineffective without a careful listener. When a guest is communicating with you, focus on them and listen to what they are saying. You may want to repeat back the message you think they are sending to you to confirm.

After you have given instruction to the guest, it may be helpful (not necessarily desired) to have the guest repeat back what you are communicating to ensure understanding.

Most importantly, Skippers, Crew and Support Staff should always be observant, respectful, and pleasant to anyone coming to sail as a guest at CRAB. ***If guest behavior becomes an issue or problem, CRAB Staff or Fleet Director should be notified immediately. It will be their responsibility to resolve the matter – not the volunteer Skipper or Crew.***

Personal Space

The use of personal space and physical interaction can be a type of non-verbal communication. Personal space requirements vary from person to person. Unwanted intrusions into personal space might lead to a guest withdrawing or having an outburst, particularly if he/she has a behavioral disorder. Physical interaction is one of the most important non-verbal signals. Touching can be perceived as a very positive thing, but it can also be perceived as a negative. **Do not touch a guest unless you have asked in advance if it is ok, and they have instructed you how to touch them.**

Ask a guest if they need assistance. Then ask how they would like to be assisted.

On the positive side, touching is one-way people demonstrate protection, support, and caring. In its negative context, touching may signal superiority and dominance. A guest with a disability may not necessarily want to be touched or assisted but is unable to communicate that. Skippers, Crew and Support Staff need to be aware and sensitive to this issue. Be cognizant of the reaction you receive.

If you attempt to assist someone stepping on the dock ramp or boat and reach out to hold their arm, they might not be able to speak up to tell you “No”. Pay attention to their facial expressions or body language. Are they looking angry or worried? Are they trying to pull away? Be aware of how your physical interaction is making that person feel. Better yet, ask the guest before they attempt something you think may require your assistance. Safety First!

Please note: Any sexual harassment of guests or other Skippers, Crew, Support Staff, or CRAB Staff will not be tolerated and will result in immediate expulsion from CRAB and reporting to the authorities. CRAB volunteers seeing or hearing such behavior are obligated to notify CRAB Staff or President & CEO immediately.

Personal Comfort

For the past several years, the Chesapeake region has experienced record heat. Heat is the number one reason why CRAB cancels guest sailing events.

All CRAB Staff and Volunteers should be alert for heat issues. The symptoms of **heat exhaustion** are **cool, moist skin with goose bumps**, heavy sweating, faintness, dizziness, fatigue, weak/rapid pulse, low blood pressure upon standing, muscle cramps, nausea, and/or headache. The symptoms of **heat stroke** are **dry skin**, confusion, irrational behavior or hallucinations, body temperature over 104°F, rapid/shallow breathing, rapid/weak pulse, seizures and/or loss of consciousness. To treat these heat injuries, move to a cooler area out of direct sunlight, loosen clothing, apply cool, wet towels to face, neck, chest, and limbs, fan the skin, drink cool water or sports drinks every 15 minutes (but not too quickly). **Heat stroke is life-threatening – call the Fleet Director and CRAB Base immediately.** It will be their responsibility to contact 911 and emergency medical personnel.

During extreme heat conditions, CRAB Staff will provide coolers with ice and towels to assist with guest comfort and cooling. If a guest asks or appears to have issues with heat, take one of the towels from the cooler, wring it out and place it on the back of the guest’s neck and/or on top of their head. If additional cooling is requested by the guest, please return to the dock immediately.

Wheelchair Information



Do not assume that a guest in a wheelchair wants to be pushed. **ALWAYS** ask first. A guest's wheelchair is part of their personal space. It's almost an extension of them and should be treated with respect. You should never lean on or hold the wheelchair unless you are assisting. Never leave the chair unattended without first setting the brakes. After the guest transfers into the boat, make sure their wheelchair is moved to the side of the dock, but not too close to the water (1-foot). If there is no shelter or cover for the chair, turn the seat cushion upside down or flip the chair over to protect the seated area from the sun and weather.

There are many different models and styles of wheelchairs. People with upper body strength will generally use a manual wheelchair. Manual wheelchairs need to be pushed or self-propelled. Manual

wheelchairs come in a wide variety of sizes, weight, colors and performance levels.

Some issues to be aware of with a manual wheelchair: If the chair is difficult to push, the tires may be flat or low on air. Uneven ground, sand, and large stones should be avoided because it is very difficult to push a wheelchair over those surfaces. While on the dock it might be a good idea to keep the brakes on to help keep the chair from rolling. Try not to let the cushion lay on the ground. Some guests may want to use their wheelchair cushion in the boat. Remember, the guest will need to sit on that cushion when they return from sailing, so ask before boarding the guest. Seat cushions left on the wheelchair are generally turned upside down to reduce heat absorption from the sun's rays. We don't want to give guests a hot seat when they return from sailing.

Power wheelchairs are a bit more complicated. They too vary in size, weight, and shape. Power wheelchairs need to be turned off when stationary to keep the battery from draining and to prevent any accidental, unanticipated movement. If a powered wheelchair needs to be moved, ask the owner of the chair or his/her caregiver to move the chair. The electronic controls are extremely sensitive to touch. CRAB prefers for a PCA or family member to move electronic chairs on the dock due to the sensitivity of some controls. Great care must be taken when attempting to operate/move one, especially when on the dock.

TIP: Ask a PCA or family member to move an electric wheelchair to the side of the dock so it is not an obstruction to other guests on the dock.

Prosthetic Devices

A prosthetic device or prosthesis basically refers to the replacement of a body part, for example an arm or leg. Some people are born without body part(s) and some people have had body part(s) amputated due to an injury or illness. Make sure that the prostheses are safely secured or stored inside the boat's cabin if the guest chooses not to wear it. Place the prostheses in a dry and secure area that you and the guest always know where it is while sailing.

VII. INSTRUCTIONAL TECHNIQUES

When teaching sailing to guests with a disability, you may need to modify some teaching and instruction methods and techniques. If you have any doubts or questions, please ask a CRAB Staff Member or Fleet Director for assistance, advice or counsel. It is better to have this knowledge and understanding before leaving the dock. If you are on the water, contact CRAB Staff or Fleet Director by VHF radio channel 78 and get assistance.

It is the CRAB Skipper's responsibility for the safety of all guests on the boat. The caregiver or family member on board is responsible for letting the Skipper know if there is any situation that is a concern for a guest. It is important to establish this protocol with the caregiver/family member prior to leaving the dock. If they inform the Skipper that a guest is having an issue that demands immediate attention, please do not hesitate to notify CRAB Staff or the Fleet Director by VHF radio and immediately return to the dock.

Overall, as stated throughout this guide each guest, Skipper, Crew and Support Staff have unique and different learning abilities and styles. Please be sensitive to these differences.

Be aware that some guests may not be compatible with others and should be organized by CRAB Staff to determine appropriate boat assignments. Notify the Fleet Director or CRAB Staff if you think a change of guests needs to take place before leaving the dock.

Although it is difficult to make generalizations regarding a specific disability, below is an attempt at offering some suggestions/guidelines in approaching the more common issues within a disability group.

TIP: Sailing theory, rules, and tactics are the same for everyone, although physical parameters may be different when working with sailors with a disability.

Paraplegics & Quadriplegics

Most guests with paraplegia and quadriplegia will be able to speak and communicate his/her needs and participate in developing creative adaptations that will make the sailing experience easier and safe. Once the challenge of adapting the boat is complete (secure, supportive, appropriate seating; necessary straps for hands/feet; limb protection from hard surfaces, foam blocks for support, etc.), sailing instruction should be the same as for any other sailor.

Amputees

Guests with amputated limbs will require additional attention when it comes to weather conditions. If the guest is missing his/her leg(s) their body can become overheated more quickly since the blood in their body does not travel to their feet to be cooled before returning to the heart. Be aware that a guest with amputated limbs has a more challenging time controlling their body temperature and plan your sailing time in the heat of the summer to allow for them to return to the shade on land as quickly as possible if necessary.

Brain Injuries

When instructing a guest with a brain injury, take into consideration that processing and memory may be difficult, so it is important to talk slowly, clearly and to provide small amounts of information at one time. Break the task down into components. You may find that you need to repeat procedures a number of times before they understand. Visual aids in the classroom and on the boat may be helpful, i.e., using flashcards to show the different parts of the boat.

Each Skipper, Crew and Support Staff must determine the amount of information that can be processed by a guest, including the capacity of short- and long-term memory, and adjust accordingly.

This may all seem overwhelming, but if you can remember that you have a guest who is interested in sailing, and who is thinking and living beyond what others expect of them, everyone benefits from sharing in the experience of assisting these guests to learn and enjoy the sport of sailing. Sometimes guests can be reluctant to assume sailing responsibilities, or new ones. But with gentle encouragement and enthusiasm, they generally will accept the responsibility of sailing the boat. CRAB wants guests to learn how to sail, not just go for a boat ride.

Visual Impairments

When in the presence of a guest with a visual impairment, it is best to speak directly to them, using their name, which lets them know you are speaking to them. Talk clearly, but not louder than normal. It is always helpful to announce your presence, introduce yourself and let them know you are stepping away, so they are not left talking to someone who is no longer present. Be specific with directions, i.e., direct him/her to the left from his/her position instead of saying, “over there.”

If/when you are walking with a guest with a visual impairment, talk to the individual while guiding them and give them directions to avoid difficulties, i.e., tell them there is a ramp, a step/object in front of them, slow down until they feel it with their cane or foot and then proceed forward. When guiding, allow the guest with a visual impairment to hold on to your arm at your side or place a hand on your shoulder. They will tell you how they want to be guided.

Basically, being with a guest who has a visual impairment should heighten your awareness of your surroundings and in turn, assist them with avoiding any possible hazards.

When instructing a guest with a visual impairment, speaking clearly and giving the fullest explanation of technique will be extremely helpful. Remember that they visualize in their mind so your description will be very important. Avoid use of “visual cues” with those who are completely blind.

Sometimes it may be helpful if the guest can feel the Skipper actually performing a particular movement or the Skipper moves the person’s hand through the movement, i.e., steering with the tiller, adjusting a jib or main sheet. Offer verbal feedback on the progress of an activity that may naturally be observed by guests with vision can be very helpful and encouraging. Let the guest know what the boat is doing on the water, i.e., heading into the wind, sailing downwind, tacking, etc.

Blind sailors are some of the very best in the competitive, disabled, sailing community.

Hearing Impairments

Guests with hearing impairments may use hearing aids, lip read, sign language, or written notes to enhance their communication with others. Hearing aids:

Hearing Aids only amplify sounds; they do not clarify them much. Background sounds also get amplified, and this makes it difficult for the person to isolate sounds. So, if possible, background noises should be kept to a minimum. Also, remember that when sailing, the wind or waves may affect the ability to hear in general, and therefore can be more challenging for a guest who is hearing impaired, so alternative communication may need to be established, i.e., hand signals.

When a guest with a hearing impairment is lip reading, it is best to be at the same height level as the guest you are speaking with to make it easier for them to read your lips. Conversations should be kept simple and to a minimum in order to avoid confusion. It is also good to remember that talking quickly, moving a lot, or smiling while speaking make lip reading difficult. Additionally, beards and mustaches make lip reading very difficult if not impossible.

When giving instructions in the presence of a guest with a hearing impairment, be sure you have the guest’s attention so they can ascertain the whole message. Hand gestures and facial expressions can be very helpful in making the meaning clear. Use standard movements/body language that people with hearing impairments can

Blind sailors have been known to win many regattas against sailors with other disabilities.

Hearing is critical to communicating your sailing instructions to guests...and for the Skipper to hear the VHF radio.

understand. Make sure you keep your hands away from the face, so the guest can read your lips and expression. Check that you have been understood. This can be done with a simple “okay” sign with a thumbs-up.

Written Notes

Written notes can be used any time necessary or appropriate, but it is best not to rely on them unless necessary. It is better to communicate via methods described above. With patience and practice, you will find what works best for you and the hearing-impaired guest.

Special Note: There is a risk of social isolation for those with a hearing or a visual impairment because of difficulty in participating in conversations, so efforts should be made to include and encourage these guests in conversation.

Cognitive Disabilities

A developmental or neurological disability is a life-long disability that affects the cognitive processing ability of an individual, such as Down syndrome, Autism Spectrum, Cerebral Palsy, and traumatic brain injury (TBI).

Skippers, Crew, and Support Staff need to be aware of some common denominators among the population of people with intellectual/neurological disabilities. Any one guest may not display all of the following characteristics, but rather some of them, and to varying degrees: inability to think in abstract terms; lack of decision-making ability; poor short-term memory; learning difficulties and generally a few literacy/innumeracy skills; poor coordination and mobility skills, often due to lack of appropriate opportunity, or inconsistent concentration spans.

Skippers instructing guests with an intellectual disability should acknowledge that the level of expectation is crucial. Keep verbal instructions basic and brief. Be clear, precise, deliberate, sequential, and then reinforce your message.

When instructing guests with intellectual/neurological disabilities, demonstrating the activity and allowing the guest to participate in the demonstration gives the guest a standard with which to model his/her performance.

Guests with an intellectual/neurological disability tend to learn more by doing than looking and listening. When teaching new skills, be sure to move the guests through the desired motions. Praise and encouragement are very important.

Break down skills into small teaching components, ensuring each part is learned fully before progressing.

Review and repeat skills, and drill in many different ways and situations. Reinforcement should be spontaneous and immediate. Teach basic skills. Keep practice time on specific activities short to avoid loss of concentration and boredom. Be sure to vary your activities and drills.

While sailing, a guest with an intellectual/neurological disability may become fearful and react in an unexpected manner. Guests with intellectual/neurological disabilities may react negatively to other guests with in disabilities if their reaction to a given situation on the boat is different than theirs, i.e., one guest may scream when excited and the other guest may dislike loud noises and become withdrawn. Guests should be monitored closely until their level of confidence is ascertained. On the other hand, a guest with an intellectual/neurological disability may show no concern for his/her own personal safety or the safety of others.

Again, initial close monitoring is necessary.

Consistence in Skipper, Crew and Support Staff behavior and basic instruction is both important and helpful for guests with an intellectual/neurological disability.

Always check with care givers/family members and guests themselves as to how they are feeling when they arrive, and if there is anything specific that needs to be monitored that day. This is most important for those guests who may be more dependent and be less able to advocate for themselves.

Most importantly, enjoy the experience of sharing and learning with CRAB's guests. CRAB Skippers, Crew and Support Staff derive as much out of the experience as does the guest with the disability.

Wounded Warriors/Recovering Warriors

Wounded warriors are not especially different from other CRAB guests with disabilities, but the cause of their injuries and type of injury can be very different if it happened during combat. Warriors may be larger, stronger, or better able to work around their disability than someone from the general public due to the extensive physical therapy they undergo. It is best not to inquire about their injury or combat experience unless they want to tell you. Asking them how much boating or fishing experience they have is a good start to conversation. If they have family members sailing be sure to include them in the conversation. Members of the military are used to working as a team. It is important to get every guest/family member engaged and part of a team sailing the boat. They don't get this opportunity to engage as a family unit while involved in an outdoor, physical activity, so make the most of it.

Sometimes generic conversation about military service is OK, such as: which service were you in? Where were you stationed? What was your MOS or specialty training? What did you like most about military service? These questions can be innocuous, non-threatening, and there are layers of answers which allow the veteran to say as much or as little as s/he is comfortable communicating.

If a warrior is sailing with their service dog, remember the animal is a service dog and not a pet. Dogs have been known to get seasick, so pay attention to them as well as the guest.

Warriors with Post-Traumatic Stress Disorder (PTSD) and Traumatic Brain Injury (TBI) may be a little more challenging to engage (maybe not). You should be able to get them engaged in sailing with their family or friends playing a supportive role. Be sensitive that there may be "trigger events" that can cause anxiety for the warrior, i.e., a loud noise such as a starting gun, a jibe of the boom, or yelling.

CRAB has a long history of serving wounded warriors and teaching them how to sail and/or race. They are extremely appreciative of what CRAB volunteer Skippers and Crew do for them. So, enjoy yourself and share your love of sailing with them while you are together on the water. It is the least we can do for those who have given so much for our country.

VIII. TRANSFERRING GUESTS



Guests with physical disabilities generally require assistance in transferring from their wheelchairs, walkers, or crutches to the boat from the dock. Transfers can be done in a variety of ways. In every instance, the boat must be secured to the dock. The stern quarter must be tied immediately adjacent to the dock with no space (remove fender). Only qualified volunteers who have been trained to use the Aqua Lift or transfer box should be directing the guest transfer process.

Positioning of Boat

In order to properly prepare the boat for a transfer, remove the fenders and bring the boat alongside the dock. Ensure as much contact as possible between the dock and the stern quarter of the cockpit area of the boat. There should be no slack in the stern or bow dock lines. Make sure everything is clear for the transition

from the dock to the cockpit prior to starting the process. Checking the area twice is good practice by both the Skipper and Crew. Do not be shy about asking for additional assistance before starting the boarding process.

Positioning of Guest and Transfer Box

This is more detailed information on the use of the transfer box with CRAB guests using a wheelchair, have difficulty standing, or may have a visual impairment and need assistance in boarding. Position the transfer box so that the slide is immediately adjacent and perpendicular to the First 22A seat the guest will be sitting or facing the seat on the outboard side of the cockpit. Make sure the slide angles downward onto the cockpit seat (next to the seat the guest will be sitting in). If there is not a downward angle, the Skipper, Crew or Support Staff must stand on the rail to lower the freeboard for the slide to be at a downward angle or slide. Place the type IV throwable cushion underneath the slide bar to prevent it from scratching the fiberglass cockpit seat. Place a towel on the transfer box for the guest to sit on. The towel will insulate the box (which oftentimes is hot to touch from being in the sun) and will also better facilitate the guest being able to slide.

All of this work and positioning of the transfer box should be done prior to having the guest sit on the box.

Move the guest from their chair or standing position to a sitting position on the transfer box. Guests with upper body strength and use of their arms may prefer to make the transfer by themselves without much assistance. However, please have them explain how they will make the transfer so you know what is happening and can be positioned to be of assistance if needed. If the guest wants their wheelchair cushion moved to the boat seat, do so before they are seated.

Ask the guest how they would prefer for their legs to be lifted to the transfer box from the dock. Guide, slide and gently pull the guest down the transfer box ramp to the preferred seat. Be sure to go slowly and keep shoes and clothing in place on the guest. Make sure the transfer box is positioned adjacent to the chair.



Have someone positioned in the boat in front of the slide to guide the guest down the slide. Having one, two or three people on the dock supporting the guest's back is helpful and provides better support for the guest during transfer. When the guest's feet reach the cockpit sole the guest can inform you how they want to be turned towards the bucket seat so their bottom lands gently and squarely into the seat. Watch out for the boom, and have it secured outboard from the cockpit. This process may involve physically lifting and moving the guest's feet so they are angled to support the guest while lowering into the seat. Be sure to let the guest know what you are doing

before touching their feet.

Once the guest is in the seat be sure to secure the 4-point seat belt below the belly button of the guest. Ask the guest if they would like to have a footrest to raise their thighs to a 90-degree position. It is a block of foam that slides under their feet. A microfiber cloth in the cabin can be used to create a soft cushion between the guest's neck and the shoulder harness. **If the guest requests a sail-tie to secure their legs in place, use a simple slip knot that can be easily untied in an emergency.**

A video demonstration of the transfer box is contained in the following video. [Click Here: Transfer Slide Training Video](#)

AquaLift Transfer of Guest

The CRAB floating dock has four base mounts for the Aqua Lifts (formerly Hoyer Lifts) on each of the three piers. Before boarding the boat, it is important to confirm that the guest's preferred hand will be aft and closest to the tiller. If the seat in the boat is on the opposite side, the Fleet Director CRAB Staff should be notified so the boat can be switched out or the boat turned around. Ideally, this is confirmed prior to the guest arriving at a boat. The remote-controlled Aqua lift is operated by trained Skippers/Crew, CRAB Staff or Fleet Directors. However, it is good for all Skippers and Crew to know the operating procedure.

Place the Aqua Lift securely in the base mount and lower the lift by pressing the button controlling the direction of the lift arm. Manual Aqua Lift requires the release of the pressure button on the base of the pump.

Prior to placing a guest in the Aqua Lift, make sure the boat is in the correct position (seat directly in front Aqua lift post) to swing the guest immediately above and into the seat on the boat. Position the boat so that the seat the guest will be placed is immediately below the hanger attached to the end of the arm on the lift. Once confirmed, firmly secure the boat in position. If necessary, have a Crew member and Dock Assistant maintain the boat's position. Sometimes the boat may have to be moved forward or aft to better position the seat (in the boat) with the Aqua Lift arm (perpendicular to the boat hull and seat).

Next, swing the arm back over the dock to a position where the guest's wheelchair can be reached by the hanger. Make sure the arm is not swung back over the dock at a height that may strike the guest's face or body. The arm will likely be

Never assume that you know how to move or transfer a guest in a wheelchair. It is best to ask HOW you may assist them in a transfer, and WHAT works best for them. If they are unsure, you may tell them how CRAB does it. Be sure to review and get their concurrence.

positioned close to the guest's face, so be particularly careful when positioning the arm with the hanger and have someone place a hand on the end of the arm, if necessary, to protect the guest's face.

The guest will need to have a proper lifting cloth or sling with attachments for connecting to the hanger on the lift arm. Some guests have their own lifting cloth and could possibly be sitting on it in their chair. If not, CRAB has a sling available at the Boathouse. The sling has four, color-coded, loops on the corners that are to be connected to the metal hanger. Connect the same-colored loops to the hanger for the two back loops and the same colors for the leg loops. The two back loops are connected straight over the guest's back to the hanger. The two, leg loops are crossed inside of the legs to the hanger to secure the legs in position (see picture above).



A CRAB Staff Member or Fleet Director must be present for the use of the Aqua Lift with a guest.

Once the guest's sling is secure on the metal hanger, the Aqua Lift can raise the guest from their wheelchair. After gently lifting the guest from their chair have the chair removed from under the guest. Raise the guest to a height that is sufficient to swing the guest's feet over the deck of the boat to the boat seat. Ask the guest if they want a cushion or their wheelchair cushion placed in the seat before guiding the guest to the seat.

Position the guest immediately above the seat and slowly lower the guest with the assistance of a crew member in the boat guiding the guest's body into the seat with their back firmly positioned to the back of the seat. Lower the lift arm to unhook the sling loops from the hanger. Be careful to keep the metal hanger away from the guest's face. The sling can remain underneath the guest (if not required for another guest) while sailing and the seat belt can be easily attached over the guest sitting on the sling. Raise the arm and swing it away from the cockpit and back over the dock.

To lift a guest from the boat using the Aqua Lift this process is reversed. The positioning of the boat so the lift will reach the guest is important and Crew can hold the proper boat in position. It is not as critical to have the chair placed exactly where it needs to be on the dock as it can be moved into position by the caregiver while the guest is attached to the Aqua Lift. After lifting the guest from the boat, remove their wheelchair cushion (if it was used) and place back on the wheelchair, position them over their chair, and gently lower the guest and carefully position them into their wheelchair. Have the caregiver assist with the removal of the sling underneath the guest. Generally having the guest lean forward will allow the sling to be pulled from the back and up to remove it. Return the sling to CRAB Staff or a Fleet Director for storage in the Boathouse. Do not leave it on the dock or in the boat. The Aqua Lift is to be returned to the Boathouse at the conclusion of the sailing day.

IX. Volunteer Training

Crew Training

Crew should strive to master the following activities on the boat:

- Operate winch (load, turn, release)
- Operate rope clutch
- Raise/lower mainsail
- Launch/furl jib
- Disconnect the topping lift and secure at mast
- Set and shake-out a reef in the mainsail
- Tack/jibe (control jib sheets)
- Steer a course
- Tie a full cleat hitch
- Throw/Control both dock lines when docking
- Operate radio (hail and receive transmissions)
- Demonstrate guest awareness
- Demonstrate heat injury awareness

Advanced Crew Knowledge & Training

- Operate motor (start, shift, make-way, secure)
- Exercise situational awareness at all times

It is important that the Crew and Skipper know expectations, communication style, and who is responsible for each activity on the boat. CRAB has very experienced Crew and Skippers, as well as new Crew and Skippers. Make sure to tell your Skipper your experience and comfort level before sailing together. CRAB expects Skippers and Crew to work as a team. If there are any issues or concerns about communication and operations with guests, please inform the Fleet Director or CRAB Staff at the conclusion of the sail.

Skipper Training & Checkout

BENETEAU F22As

Before any volunteer is allowed to be a CRAB Skipper, they must have extensive, recent, and relevant sailing experience to merit becoming a Skipper. Skipper sailing experience is reviewed and evaluated by CRAB's President/CEO. Upon acceptance into the CRAB Skipper training program, the Fleet Director will be responsible for having the new volunteer Skipper serve as Crew on two sailing trips with guests of at least an hour with an experienced CRAB Skipper.

After two successful trips as Crew, the Skipper in training must conduct two sails as "Skipper under observation" with guests and one of the Fleet Directors or an experienced Skipper designated by the Fleet Director. Following successful completion of the two sails as a Skipper under observation with guests, the Fleet Director may provide his/her approval of the Skipper's competence to be a CRAB Skipper. The Manager of Programs will be notified by the Fleet Director when a new Skipper has successfully passed the training process and is capable of being a CRAB Skipper in the future.

CRAB likes to recognize new Skippers by presenting them with a CRAB Skipper's hat upon successful completion of their check-out. This is done by the Fleet Director or President/CEO.

Additional check-rides may be required to ensure Skipper competence with guests or to enhance familiarization with the First 22A. This is not uncommon and should not be viewed negatively. CRAB wants every Skipper to be

very comfortable sailing with guests. A qualification checklist for skippers-in-training is provided by the Manager of Programs at the first training sail.

DREAM CATCHER

Skipper checkout on the power catamaran “Dream Catcher” is reserved for Skippers with extensive powerboat experience (preferably twin-engine on a boat over 30’). Notify the Manager of Programs to arrange for consideration and checkout. This boat is primarily used for CRAB’s Fishing Program and a spectator boat for regattas.

DYER 29

Skipper checkout on the Dyer 29 is reserved for Skippers with extensive powerboat experience on single engine boats of at least 30 ft. Notify the Manager of Programs to arrange for consideration and checkout. This boat is primarily used as a Race Committee boat for CRAB Regattas and requires anchoring experience.

DRAGON FORCE 65

Skippers also are recruited and trained for the radio-controlled sailboat program. Notify the Manager of Programs if you are interested in participating in this sailing/racing program. The sailing is conducted from the CRAB Marina T-head and is supported by experienced RC-sailboat skippers.

Becoming a Fleet Director

Contact the CRAB Manager of Programs if you are interested in applying for a position as a seasonal Fleet Director.

CRAB SAILING CHECKLIST

BOAT | 1 2 3 4 5 6 DATE | _____ AM PM

PRE- GUEST ARRIVAL

- ✓ VHF RADIO CHECK (CHANNEL 78)
- ✓ FOUR-POINT HARNESS BELT STRAPS FULLY LOOSENED
- ✓ REMOVE TOPPING LIFT FROM THE BOOM & SECURE ON THE MAST
- ✓ ENGINE CHECKED/WARMED UP
- ✓ PROPANE FUEL LEVEL SATISFACTORY
- ✓ SAILS/LINES READY FOR SAILING & CHECKED FOR WEAR
- ✓ ENSURE KEEL IS IN FULLY DOWN POSITION
- ✓ THROW CUSHION IN COCKPIT

ON-BOARD

- | | | | |
|--|--|--|----------------------------------|
| <input type="checkbox"/> Foam Block Footrests(2) | <input type="checkbox"/> Anchor & Rode | <input type="checkbox"/> Sponge | <input type="checkbox"/> Fenders |
| <input type="checkbox"/> Chart of Local Area | <input type="checkbox"/> Boat Hook | <input type="checkbox"/> Dock Line | <input type="checkbox"/> Oar |
| <input type="checkbox"/> Fire Extinguisher (Charged) | <input type="checkbox"/> Winch Handle | <input type="checkbox"/> Bucket with Line Attached | |
| <input type="checkbox"/> Type IV Throw Cushion | <input type="checkbox"/> Bilge Pump Handle | | |

ORANGE SAFETY BOX

- | | | | | |
|--|---|---|--|--|
| <input type="checkbox"/> First Aid Kit | <input type="checkbox"/> Orange Flag | <input type="checkbox"/> Air Horn | <input type="checkbox"/> Boat Registration | <input type="checkbox"/> Tissues |
| <input type="checkbox"/> Rubber Gloves | <input type="checkbox"/> Pliers | <input type="checkbox"/> Spare Shackles | <input type="checkbox"/> Motor Tool Kit | <input type="checkbox"/> Screwdrivers(2) |
| <input type="checkbox"/> Cooling Towel | <input type="checkbox"/> Microfiber(cleaning) | | | |

PRE- DEPARTURE

- ✓ GUEST SAFETY BRIEFING – HEAD, HANDS, FEET
- ✓ GUESTS WEARING PROPERLY SIZED PFDs & HAVE WATER
- ✓ GUESTS SECURED & COMFORTABLE (SEAT BELT, SEAT CUSHION, FOAM BLOCKS)
- ✓ GEAR IN CABIN PROPERLY SECURED

POST-SAIL

- ✓ ALL PERSONAL GEAR & TRASH OFF BOAT
- ✓ ENGINE RAISED & FUEL TURNED OFF
- ✓ DOCK LINES CLEATED PROPERLY – BOAT 1 FT OFF DOCK
- ✓ SAILS, LINES & GEAR PROPERLY STOWED
- ✓ SEATBELTS OUT OF THE SEATS
- ✓ SECURE TILLER HANDLE COVER
- ✓ JIB SAIL TIE 1' ABOVE & BELOW THE CLEW
- ✓ BOAT FENDERED PROPERLY
- ✓ SECURE TOPPING LIFT TO THE END OF THE BOOM
- ✓ BOOM SECURED IN COCKPIT AWAY FROM DOCK
- ✓ TURN OFF VHF RADIO & RETURN

COMMENTS

SKIPPER _____

SIGNATURE _____

CRAB Emergency Response Card

CRAB ABC – 7040 Bembe Beach Road, Annapolis, MD 21403

410-266-5722

**For All Emergency Situations
Contact Fleet Director or CRAB Base on VHF or Phone for
Notification and Assistance**

Injured Person on Boat

- Be ready to give Type of Injury & Situation, Location and Boat #, Estimated Time to Reach ABC

Medical Help Needed on Land

- Contact CRAB Base Staff who will arrange for AACO Emergency Response to ABC. Drop sails and immediately motor to the ABC.

Boat or Motor Problem

- Contact Fleet Director or CRAB Base on VHF or Phone for assistance

AED & First Aid Kit

- An AED is located at CRAB Base and on Chase Boat - for sudden Cardiac Arrest

- First Aid kit on each boat & at CRAB Base

- All CRAB Staff and Fleet Directors are CPR and AED Trained

CRAB Staff

Paul "Bo" Bollinger – President/CEO	703-623-4097
Gina Ricci - Manager of Programs	610-909-3888
Dan Flagler - Fleet Director	410-371-9233
David Jackson – Fleet Director	410-428-4142
Walt Laird - Fleet Director	804-357-1870
George Pappas - Fleet Director	703-628-4370
Dan Pendergast - Fleet Director	410-279-2172
Tom Spitzer - Fleet Director	240-393-3715
Jim Barnes - Fleet Director	303-588-1510

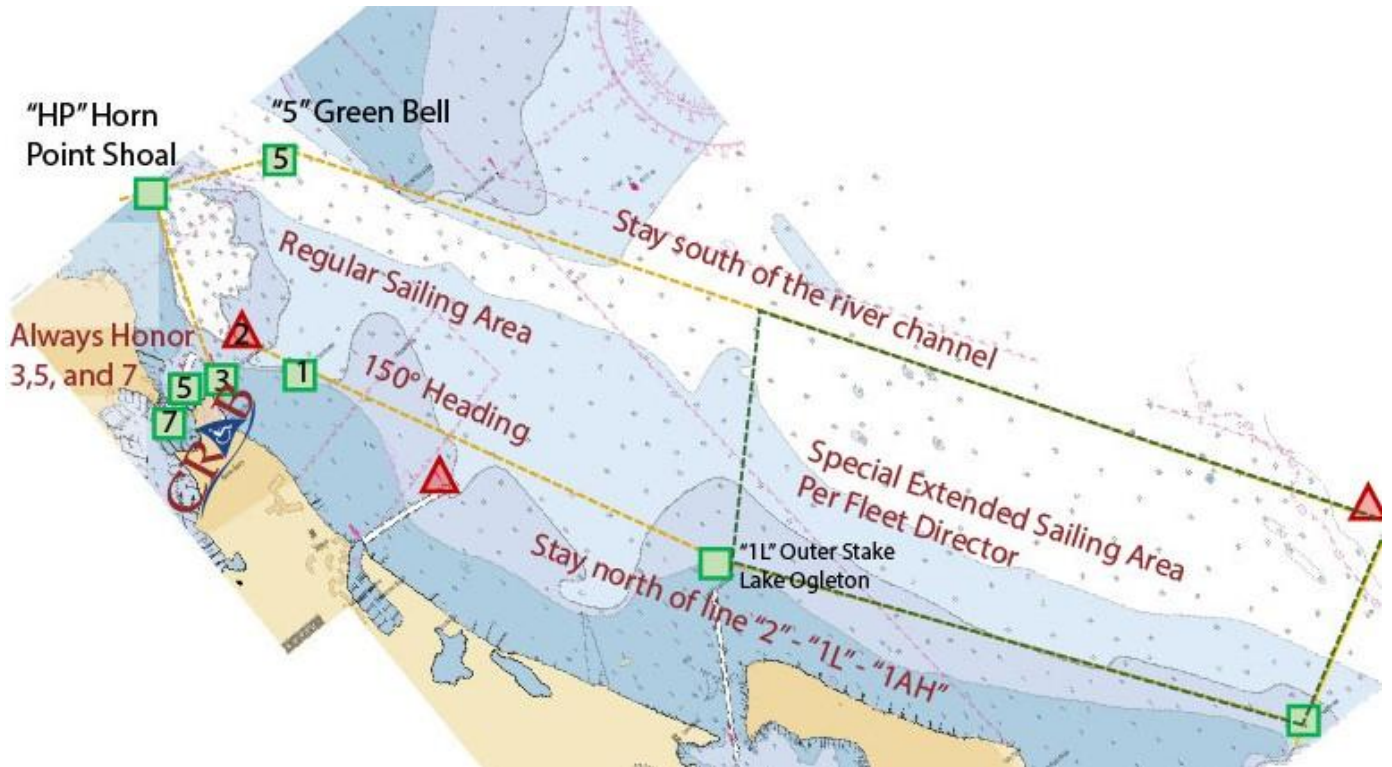
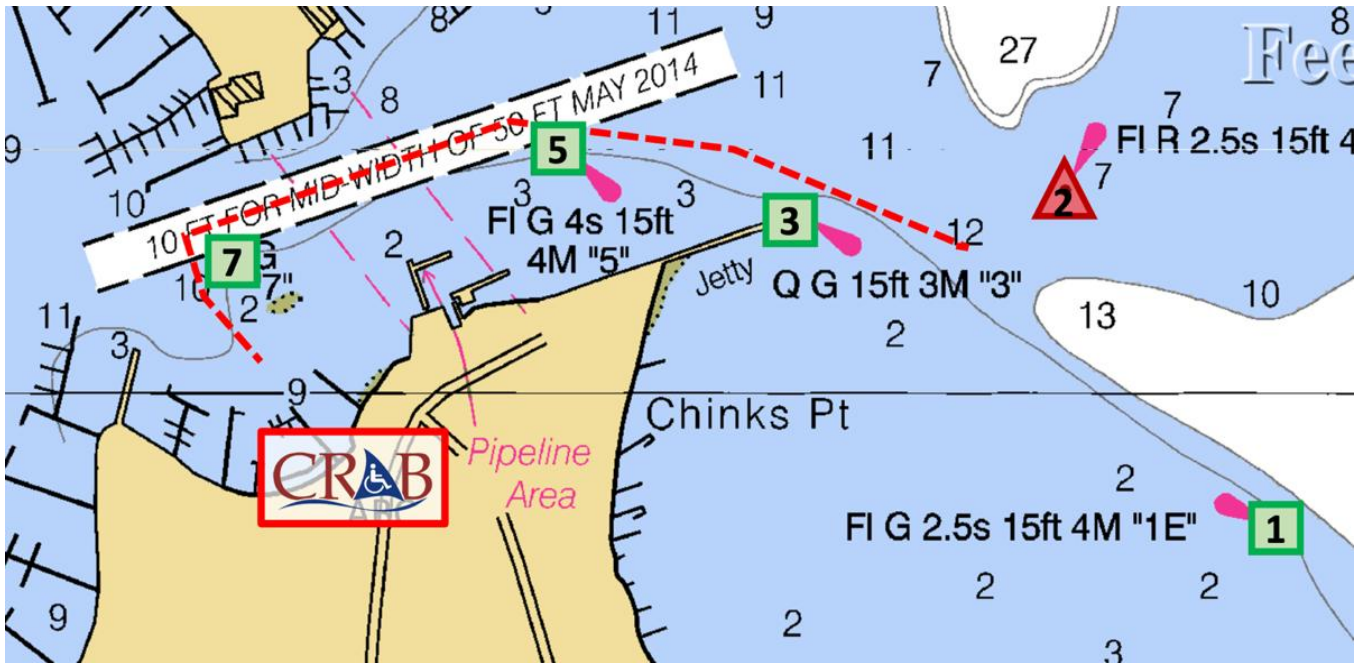
Other Contacts

Annapolis Harbormaster - VHF 17 / Phone 410-263-7973

US Coast Guard Annapolis - VHF 16 / Phone 410-267-8107

Maryland DNR - VHF 16 / Phone 877-224-7229

Incident Report - A report will be written by the Fleet Director. Please provide them with full details of incident prior to leaving the ABC.



Acknowledgement Protocol

Chesapeake Region Accessible Boating, Inc.
Sailing Operations & Volunteer Training Manual
Revised March 2026

Please click [HERE](#) to complete the Volunteer Acknowledgement Form regarding the receipt and comprehension of the 2026 CRAB Sailing Operations & Volunteer Training Manual.