



ADVENTURE  
CANADA

# A Day in the Life

Welcome aboard!

We are thrilled you are joining us and sharing your passions with our guests. Adventure Canada is well-known for providing the best expedition team in the industry; your expert knowledge, educational offerings, engaging personality, and love for fun gives our guests the very best experience.

As an expedition team member, you will have several responsibilities while you are on board, including offering presentations or other educational programs, assisting with on-board duties, socializing with guests, leading (or assisting) with landings and hikes, and assisting with our company operations.

This document is divided into four sections:

- education program
- expedition activities
- life on board
- expedition team duties, roles, and responsibilities

We hope your adventure with us will be an unforgettable experience. If you have any questions or concerns, please bring them to our attention by emailing [team@adventurecanada.com](mailto:team@adventurecanada.com) or speaking with the Expedition Leader or Program Director while on board.

## 1. EDUCATION PROGRAM

People are inspired and motivated to learn in different ways. Learning styles are often grouped as watchers, doers, thinkers, and feelers. Some guests thrive on presentations; others prefer to be out in the field exploring. It is best to take the multi-disciplinary approach in sharing your knowledge with guests. Please plan to bring elements of your presentations out into the field!

Our on-board program in 2022 will look a bit different than past years, but with a bit of creativity, we are confident that we can offer as exemplary a program as ever. As always, we ask that you submit ideas and suggestions for programming you can offer that are engaging, educational, and regionally relevant to the trip. Upon receipt of your [On-Board Education Program Form](#), we will work with you to fine-tune your topics and presentations to ensure we offer a comprehensive program.

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Please provide a variety of titles and synopses for presentations, workshops, and outdoor programming. The Program Director will then select and plan a diversity of program offerings from the entire expedition team.

We encourage creative ways of delivering your knowledge, minimizing the use of screens and maximizing guest engagement. Please come with your presentations, workshops, and other programming ready to go—you may be delivering on Day 1!

### PRESENTATION TIPS & TRICKS

Your presentations may include a PowerPoint slideshow or videos, depending on your topic and presentation style. **Please keep your presentations between 30-45 minutes**, including time for questions. Please be respectful of your colleagues by sticking to your allotted time.

- Whenever possible, please incorporate Adventure Canada's regenerative travel pillars into your presentations: climate action, environmental conservation, cultural revitalization, and community wellbeing. Our guests may not have fully considered the implications of these themes within your field—for example, how is climate change affecting archaeological sites? Or, how might photography have the power to support the revitalization of cultural practices? Please help enlighten your audience about how these themes relate to your work.
- Your presentation should have an introduction, middle, and a strong conclusion. Each presentation should carry a theme, be appropriate to the region we're travelling in, and maintain a smooth flow.
- Maintain enthusiasm throughout your program. What your audience remembers most is your excitement and dedication to your field. Present your subject with confidence. A strong, relaxed, and friendly presence will carry you a long way.
- Keep your talks concise, informative, entertaining, and substantive. Share some of yourself in your talks. Appropriate stories and anecdotes are usually enjoyed.
- Pack a back-up version of your presentation slides or any other audio-visual material required. Arrive 15 minutes prior to your presentation to make sure all your equipment is set up properly. We wish to offer professional-level presentations, and it is imperative that you understand the equipment you are working with. Please test the microphone volume levels and understand the technology you will be using.
- Project your voice when you speak. It is often said that if you talk to the back of the room your entire audience feels a part of your presentation. Many speakers focus on the front row and the back of the room feels left out as a result.

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- Make certain your images are clean, right side up, high quality, and presentable. Avoid low-resolution images at all cost. If you must share a potentially disturbing image in your presentation, please give an appropriate warning before showing that slide.
- We inform our guests that it is acceptable to be absent from or leave during a presentation. Please do not be offended if your talk is interrupted by a wildlife sighting which clears the room or if guests prefer to be outside enjoying the scenery.
- Decide if your program can handle questions throughout, or if they should only be asked at the end—and let your audience know your preference at the outset of your presentation.
- At the end of your presentation, be sensitive to lengthy question-and-answer periods. Some guests may feel trapped if the question sessions go too long.
- ALWAYS repeat your audience's questions into the microphone so that the entire room can fully benefit.
- If our sail plan deviates from the original and we are going somewhere new that you can provide additional information about, please let the Program Director and/or Expedition Leader know.
- Please note, due to our busy schedule, you may not be able to share all of your suggested presentation ideas on any given expedition—however, it is always good to have them prepared just in case.
- When possible, please plan to attend and support your colleagues' presentations, too!

## 2. EXPEDITION ACTIVITIES

### **Lifeboat Drill**

According to maritime law, everyone on board is required to attend the lifeboat drill prior to sailing. Instructions will be announced over the ship's PA system for you to follow.

### **Expedition Team Meetings**

Expedition team meetings are held every morning at the wake-up call. Please join your fellow expedition team members in the Aurora Lounge to learn of the day's activities and plans. Don't forget to pack your own alarm clock—if you wait for the wake-up call, you'll be late to the meeting!

### **Expedition Team Zodiac**

The Expedition team Zodiac will depart 15–30 minutes before the first scheduled departure of our guests. In order for our operations to run smoothly, we request all team members be on time and present for the expedition team Zodiac run, unless providing other services elsewhere on the ship.

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### **Recaps/Evening Gatherings**

These sessions usually take place one hour prior to supper and usually last 30 minutes—followed immediately by the Expedition Leader’s briefing for the following day (see below). We encourage all expedition team members to attend all gatherings.

This is a time to bring our group together, to bond over the day’s events, and to add value or additional information to the day. We will use this time to expand on particular events or subjects that were of interest that day or to express some personal thoughts. For these sessions we like to minimize the use of screens and instead rely on storytelling and in-person engagement.

If you have something you would like to share, please let the Host and Recap Captain know as far in advance as possible to the gathering—no less than 30 minutes in advance of the start of Recap.

### **Expedition Briefings**

Briefings are an opportunity for the Expedition Leader to inform guests about the following day’s tentative schedule and build excitement about any new plans. These sessions usually follow an evening’s Recap and last 30 minutes immediately prior to supper. We encourage all expedition team members to attend so you are aware of what the guests know of the following day’s activities.

### **Deck Time**

Spending quality time out on deck, whether watching out wildlife or just enjoying the passing landscapes, can enrich the experience of our guests. Your presence and company are always greatly appreciated, and any interpretation you can give is a bonus. We are always looking for wildlife and the more eyes we have looking the better—don’t forget your binoculars! While not an assigned duty, we encourage you to plan to spend at least some time on deck each day with our clients.

### **Site Landings**

For all landing activities, the Expedition Leader will assign you to a specific task. Assignments may include, but are not limited to:

- leading/participating in hikes
- assisting guests from the Zodiac to the shore and vice versa
- collecting personal flotation devices (PFDs) from guests as they come ashore
- providing interpretation of a particular site, etc.



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Careful planning of such excursions is necessary and requires a full team effort! You will be informed of each day's assignments at the morning expedition team meeting. If you have not been assigned a particular task for each landing, please check in with the Expedition Leader as soon as possible. We can always find a way for you to help enrich our guests' experience!

While leading or participating in hikes on narrow trails, do your best to ensure all guests have an opportunity to stand close to you or the other guides. When providing interpretation, we suggest standing in the middle of the group so all guests can hear you.

### 3. LIFE ON BOARD

#### **Uniform and Dress Code: Expedition Professionalism**

Each expedition team member has or will be provided with a branded black vest—if you are a returning team member, please bring your vest with you. Please be sure to wear your **vest** and **name tag** at all times while on board.

During the guest orientation session, on the first and final days of the voyage, at the Captain's Welcome event, and for the group photo, please wear a **white shirt** of your preferred style under your vest. This simple uniform has been designed to allow guests to recognize our expedition team members from the very start of the voyage.

During the day, casual and practical dress is best. Please wear clean and untattered clothing and footwear appropriate for hiking, boating, and deck time. In the evenings, we encourage casual but presentable clothing that makes you feel comfortable.

In addition to active wear, please pack one or two smart casual outfits that may be more appropriate for cocktail receptions, hosted dinners, or other special events onboard. Wearing authentic products and fashions from the regions we travel to is encouraged!

Please keep in mind that members of our clientele may hold different values than you do about appropriate attire, such as not wearing hats at the dinner table or not wearing robes or pajamas outside of your cabin.

Please do not wear any clothing that represents other travel companies.

#### **Work Hours**

Your average day will consist of a combination of presentations, informal conversations with guests, leading hikes or other shore activities, Zodiac excursions, participating in recaps, deck time, completing your assigned duties, and assisting the Expedition Leader or Program Director as needed. Be prepared for long but fun days: 12-14 hours on average.

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Work hours shall be no more than 14 hours per day and 72 hours per week, and there will be a guaranteed rest time minimum of 10 hours per day and 77 hours per week. If you are on back-to-back trips, the Program Director will schedule and inform you of your assigned time off.

### **Conservation Policy**

Adventure Canada is committed to minimizing the potential conflict between tourism development, the natural environment, and important historical sites. We ask you to help us make certain guests do not leave any paper, cigarette butts, or other foreign articles ashore. Please discourage the buying of illegal animal products. Stay on trails (when there are any) whenever possible to encourage minimal impact. Overall, maintain and promote the policy of "Take only photos, leave only footprints." We expect our expedition team to lead by example.

Please approach wildlife slowly and only when able to do so without being intrusive or interrupting the animal's behaviour. If you notice that you have frightened or chased off any wildlife from its habitat, you must move away. Adventure Canada has specific policies on behaviour around wildlife and historical/archaeology sites. We follow all AECO guidelines when travelling in Arctic regions. A mandatory briefing about these topics will be held for all expedition team members and guests.

### **Guest Relations**

More than any of your other professional duties, much of your time on a voyage is spent providing a forward-facing guest relations service. Spending time with guests allows them to get to know you better and provides one-on-one opportunities to learn more about why you add such great value to the voyage.

Please remember to always show support of your colleagues, the ship's officers, and crew. If there is a problem—be it personal, mechanical, operational, etc.—never involve guests. Solve the problem as you are able or seek direction on how to do so.

We must support each other in the eye of our guests. The greatest faux pas of all is denouncing the work or comments made by your expedition team members. In addition, please do not publicly refer to the amount of money passengers are paying for their voyage.

### **Radio Etiquette**

All expedition team members will be issued a radio at the first expedition team meeting. Please ensure that you sign your name and radio number (located on the back of radio) on the sign-up sheet. A quick training session will be held for those who are not previously familiar with their operation. You are responsible for the maintenance and care of your radio for the duration of your voyage. Please refer to Adventure Canada's Standard Operating Procedures (SOPs) for detailed instruction on radios.

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Please use the radios only when appropriate. You may be on the same channel as Zodiac operators and bear monitors—airtime should be reserved for them in case of an emergency. Radios should be used if an interesting site or sighting has been made or to inform expedition team members of a client who has strayed from the group.

Always assume that all guests will hear what you say on the radio. If the message is private, ask the recipient to switch to another channel and move away from any clients.

### **Sharing Cabins**

You may be assigned to share a cabin with another expedition team member. Please be considerate of them and organize your things, wash regularly, recognize the small space, and try not to disturb their rest.

### **Alcohol and Drugs**

For everyone's health and safety, we have a company alcohol consumption policy. Expedition team members must be able to respond to an emergency at all times. Please know your own limits and follow the alcohol policy found in our SOPs.

A maximum of THREE alcoholic beverages are permitted per day per expedition team member.

Absolutely no alcoholic beverages are to be consumed if you are driving Zodiacs, bear monitoring, or leading any shore-side activities. Refrain from drinking any alcohol prior to each evening's Recaps and Expedition Briefings.

We follow a zero-tolerance policy for consumption of drugs. In accordance with this policy, any unauthorized use, possession, manufacture, distribution, dispensation, or sale of illegal drugs, narcotics, and controlled or dangerous substances is not permitted on any of our properties, including vessels, and non-compliance will result in immediate termination.

### **Professionalism**

Please maintain a professional appearance while you travel with us. Be a respectful, positive, caring, helpful, and courteous person. Be aware of safety issues; take all necessary precautions involving safety both on and off the vessel.

We feel fortunate to have you join the team to provide your independent services and expertise. However, please remember you are always representing Adventure Canada while on board. Support your co-workers and please be sensitive to the crew and officers who live aboard ship.

### **Fun, Games, and Participation**

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Adventure Canada prides itself on the amount of fun we can jam in our daily schedule. We host theme parties, western and disco dances, pajama parties, and more. There will be many occasions for costumes and hijinks that create a sense of connectedness between guests and expedition team members.

We ask that you participate and encourage others to do so with your enthusiasm. In the words of Matthew Swan, “You don’t have to be any good, you just have to participate.” Have fun!

#### 4. Expedition Team Duties, Roles & Responsibilities

There are several different expedition team duties and roles on Adventure Canada expeditions, each with varying responsibilities. Below is a listing of many of these roles with a brief description of their responsibilities, following by a list of additional duties which you may be assigned.

**Expedition Leader (EL):** responsible for the expedition in its entirety. They arrange all excursions in a safe and effective manner. The Expedition Leader is responsible for keeping us safe and on schedule. This is a huge responsibility and all expedition team members should assist when possible. The Expedition Leader is also the director of all expedition team members on board and to whom all expedition team members report. If you have any concerns about the operation, please bring them up with the Expedition Leader in private.

**Program Director (PD):** responsible for client satisfaction on board, along with execution and management of the on-board program and team. The Program Director is the liaison with the ships’ hotel department and oversees the execution of the daily schedule and all on-board services, including the gift shop and spa. They manage on-board duties of the expedition team including the education program.

**Assistant Expedition Leader (AEL):** responsible for directly assisting the Expedition Leader and carrying through with the daily operations. They are also responsible for the Expedition Leader’s duties when the EL is not present.

**Assistant Program Director (APD):** supports the Program Director with daily on-board tasks. They are also responsible for the Program Director’s duties when the PD is not present.

**Host:** responsible for maintaining the tone of the expedition. A master of ceremonies during events and gatherings, they are responsible with the PD for organizing, administering, and following through with the daily schedule.





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**Charter Representative:** ensures quality control of all aspects of the expedition. Their primary function is to support the expedition team and maintain the “family feel” on Adventure Canada trips. This person often holds another role, such as the Expedition Leader or Host.

**Photographer:** responsible for delivering photography instruction on board and ashore as formal presentations, workshops, and one-on-one coaching. They are also responsible for shooting promotional images for Adventure Canada. They must also work with the AEL and the archaeologist to document stops for permitting.

**Archaeologist:** responsible for the integrity of our visits to archeology and historical sites. They provide interpretation during landings and in presentations. They are required to obtain permits and collect and submit data on the archaeological areas we visit. They are expected to uphold and maintain the condition of historical and archeology sites.

**Geologist:** responsible for providing interpretation on geological features and natural history both in the field and through on-board presentations. They compile the geological list for each voyage.

**Biologist/naturalist:** responsible for providing interpretation and information on wildlife we hope to see. They are expected to spend much time out on deck, as they are the primary wildlife spotters and also compile each voyage’s wildlife list.

**Cultural Educator:** responsible for providing information and interpretation on their culture in the form of both on-board presentations and on-shore guiding. They may also be asked to interpret the local language(s) when visiting communities.

**Musician:** responsible for musical entertainment throughout the expedition and inspiring and connecting passengers through their art.

### [Additional Duties](#)

Listed below are several additional duties which you may be assigned on each expedition. These assignments are your responsibility and are to be maintained throughout the expedition.

### **Zodiac Operators**

Zodiac operators must have a minimum Small Vessel Operator Proficiency (or equivalent), STCW Basic Safety, a Seaman’s Record Book, a Security Awareness certificate, and a marine medical certificate. They must be comfortable operating in all sea conditions. Each driver must demonstrate their capabilities to the Expedition Leader and Safety Officer at the beginning of each expedition. For those who would like Zodiac training, the Expedition Leader can arrange training sessions if time permits.

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You are responsible for ensuring guests follow all loading/unloading procedures and safety protocols, and demonstrate appropriate behavior while in the Zodiacs. There will be a Zodiac operator procedure and safety briefing with all expedition team members and guests. Details on specific Zodiac operations are found within the Standard Operating Procedures manual. Please ensure you have read and understood our SOP's.

### **Bear Monitors**

All bear monitors must have a Possession and Acquisition License (or equivalent) and should be experienced and comfortable with firearms and bear behaviour. Firearms (12-gauge shotguns and rifles) will be provided by Adventure Canada to bear monitors. Ammunition consists of flares, rubber bullets, and rifled slugs. There will be a bear monitor safety briefing for all expedition team members and guests. Details on specific firearm operations are found within the Standard Operating Procedures manual. Please ensure you have read and understood our SOP's.

### **Firearms Supervisors**

Two people will be designated to distribute and maintain the firearms and ammunitions. This duty consists of preparing firearms and ammunition for daily use, transporting firearms from the armory to the bear monitors and back to the armory upon return to the vessel. You will also be responsible for cleaning the firearms on a regular basis.

### **Kayak Guides**

Kayak guides must have an appropriate sea kayak certification from Paddle Canada, the Association of Canadian Sea Kayaking Guides, or the Guides Alliance of British Columbia. There are typically two kayak guides on each expedition who are responsible for the small group of twelve guests who apply for the specialty program. You are responsible for fitting guests with gear, keeping equipment clean and orderly, supervising and guiding guests during kayak excursions, and maintaining a close-knit and jovial atmosphere among the "yakkers."

### **Audio/Video**

A multi-person job, the responsible expedition team members will help prepare and test the on-board lounge's A/V systems for other presenters. A schedule is prepared at the beginning of each expedition for you to follow.

### **Library**

This person is responsible for tidying the library throughout the day and ensuring that all books are returned at the end of an expedition. We ask that all team members spend time casual

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interacting with guests in the library and other lounges, as it greatly improves the guest experience.

### **Wall Postings**

We have several visual display items and articles that are posted throughout the ship for our clients. The assigned expedition team members will need to review and rotate these materials on display. All wall postings should be relevant to our operations and the places we are visiting and should be updated regularly. If you have contributions to add to our displays, please pass these along to the Program Director for review. Laminated materials are strongly preferred.

### **Daily News**

We provide a condensed digital newspaper for our guests who are interested in keeping up with events from around the world. The person assigned to the daily news duty will be asked to print and/or make copies of this newspaper and post them around the ship each morning. You may also be asked to post daily crosswords or sudoku puzzles for guests to enjoy.

### **Expedition Journal**

The expedition journal is a summary of each voyage, sent to guests approximately one month after the expedition ends. It consists of photos and a description of each day's events (including place names, coordinations, and local weather). One team member will be responsible for writing and taking photos for the expedition journal (to be supplemented with photos taken by the on-board photographer). Entries are to be sent back to the office's marketing team on a daily basis. Please see the Program Director for further guidelines if this duty is assigned to you.

### **Spotting Scopes**

Adventure Canada has high-powered spotting scopes onboard, for team members and guests to use to identify wildlife. Based on experience, two team members will be assigned responsibility for these spotting scopes, including bringing the scopes to shore for each landing, supervising their use out on deck, and assisting guests in search of wildlife. They are also responsible for the safe storage of the scopes while not being used.

### **Route Map**

The voyage's route map is posted in a main display area of the ship as well as displayed electronically on the ship's TVs. The route should be updated every day and should include the date and location name (if not already on the map).

### **Disembarkation Team**

This small but mighty team plays an important role in ensuring smooth disembarkation operations, and is a great chance to get to know our guests. Different team members will be

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responsible for making announcements over the ship's PA system, helping guests with their personal flotation devices, directing guests to where they need to go, and acting as a social companion until their Zodiac arrives.

You help set the tone of excitement for their excursions by sending them off warmly as they proceed through the disembarkation process. Excellent radio communication skills are essential. You will work with the Program Director, Expedition Leader, and Zodiac operators to keep things moving smoothly and to know how many passengers to load per boat, depending on the conditions.

### **Bird/Mammal/Plant/Geology List**

Depending on your area of expertise and your role on board, you may be asked to complete a list of bird, mammal, plant, and geological sightings. These lists must include all sightings, dates, and species/types. A list template is available from the Program Director.

### **Coordinating Birthdays and Anniversaries \* Please note, this may be modified according to COVID-19 precautions \***

Throughout each trip, we may have guests and expedition team members who will be celebrating their birthdays or other special occasions. A list of birthdays and special occasions exists in the Program Director's "mighty binder" and these dates should be confirmed with the ship's purser when possible. This coordinator will be responsible for providing an appropriate card for each occasion on this list. It is important to have all expedition team members sign each card, which can be done at morning team meetings. During dessert each evening, you are responsible for recruiting expedition team members to sing.

### **Gift Shop**

If you are assigned this duty, please assist the Gift Shop Manager with maintaining the gift shop's displays, products, inventory, and sales.

### **Coordinating Community Guests On Board \* Please note, this may be modified according to COVID-19 precautions \***

When visiting communities, this person is responsible for working with the Host to act as a welcome party to local guests who come on board. You must coordinate with the Expedition Leader to determine how many life jackets are needed to send to shore—including youth sizes—if guests are arriving by Zodiac. You will then welcome them onto the ship at the gangway, assist with signing them on to the ship, and providing them with a visitor's badge. If time permits, please give them a tour of the ship or escort them to the dining room or lounge where activities are taking place.



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### **Boot Room Captain**

Rubber boots are handed out to guest and expedition team members before the first wet landing of every trip. This is a large task and participation is requested from ALL expedition team members. As the captain, you will be the one to coordinate the boot distribution and their return at the end of the trip. You will be responsible for assembling the expedition team approximately 15 minutes prior to starting this process to explain to everyone how the system will work, and delegate team members to help as needed. Further details will be provided on ship from the Program Director.

### **Supper Captain**

This expedition team member will be responsible for collecting fellow team members' supper menu selections and delivering this information to the Food & Beverage Manager or Hotel Director. ALL team members will be responsible for clearing their own tables after meals in the Aurora Lounge.

### **Kona Bikes**

Adventure Canada has a fleet of 16 mountain bikes available for guests to rent. Those assigned bike duty will be responsible for leading guided cycling tours of communities, fitting guests to their bike, and ensuring waivers are signed and that guests know that there is a rental cost. You must also perform any regular maintenance on the bikes.

### **Kayak Support**

Adventure Canada has a kayaking program available to a small group of guests. You may be asked to assist the kayak guides with loading or unloading kayaks into Zodiacs, cleaning equipment, or driving the safety Zodiac. The EL and kayak guides will coordinate with you if you are assigned to assist with this duty.

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