



International
Christian
Maritime
Association

SHIP VISITING HANDBOOK



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ICMA Ship Visiting Handbook

This booklet offers guidance to care for those providing pastoral care and services to seafarers in ports and onboard ships. It is based on the experiences of seafarers' missions within the International Christian Maritime Organization.

This edition is based on a preliminary edition written by the International Council of Seafarers' Agencies in 1977. It has been revised several times, including recommendations from chaplains and ship visitors. This edition includes addenda provided by numerous maritime welfare support organizations.

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1. Mandate and History of Seafarers' Missions

1.1 Seafarers' mission work had its beginning simultaneously, in Great Britain and America during the first half of the 19th century. Many seafaring nations established Seafarers' Missions that primarily offered care to its own nationals. Today's seafarers' missions serve all seafarers regardless of their nationality or religion.

1.2 Seafarers' ministry offers pastoral care and services to crews onboard ship and ashore regardless of their religion, nationality or ethnic background. It offers charity in the Christian sense of the word as well as providing practical help to the individual seafarer. Various Christian denominations, congregations, communities, and societies in major ports around the world provide this ministry. Seafarers' ministry is esteemed and respected by crews because it is identified as faith-based, not-for-profit work that puts seafarers first and advocates for their rights.

1.3 The local seafarers' ministry provides a safe haven for crews with problems and sometimes a last refuge for those in trouble. The engagement and competence of the local chaplains—ordained and lay—are critical to the worldwide reputation of seafarers' ministries.

1.4 Seafarers' ministry offers help to the families of seafarers, their dependents and families of those who have died at sea. In the case of a disaster, some chaplains are involved in the port's disaster plan for the care of passengers, crewmembers, and dependants. Many local seafarers' ministries operate centres and hostels that offer a variety of services such as:

- ship visiting
- hospital and prison visiting
- Christian worship
- communication (mail, phone, internet)
- advice and assistance for seafarers' problems
- recreational activities (sports and games)
- magazines, books and videos
- free transport

1.5 Full-time employees and/or volunteers manage seafarers' centres and hostels. Sponsorship and donations provide the financial resources to accomplish their work.

1.6 Since 1969, most seafarers' ministry societies and/or associations have joined in ecumenical cooperation under the umbrella of the International Christian Maritime Association (ICMA). ICMA provides for the exchange of practical experience through conferences, facilitates an efficient and effective cooperation between port missions, and offers training for ship visitors and port workers

1.7 Through ICMA, the seafarers' ministry has a voice in the International Labour Organization (ILO) and the International Maritime Organization (IMO). These two United Nations' agencies are vitally important to the development and implementation of seafarers' rights, working conditions and safety standards onboard ships.

1.8 For more information on the history of seafarers' ministry, do consult the latest publication of veteran historian, Roald Kverndal, "*The Way of the Sea: The changing shape of Mission in the Seafaring World*", published in 2008 by William Carey Library, 1605 E. Elizabeth St. Pasadena, California 91104. (www.missionbooks.org)

2. Why a “Ship Visiting Handbook”?

2.1 As chaplains, ship visitors and volunteers, we work within a unique set of circumstances to offer seafarers hospitality and care. In addition, we must respond to constant changes in the shipping industry.

2.2 In spite of functioning in an ever-changing environment, some guiding principles of ship visiting and the shipping industry should be at our fingertips in a Ship Visiting Handbook.

2.3 This edition includes essential updates reflecting the 2004 International Ship and Port Facility Security Code (ISPS) and the resulting changes in ship visiting practices.

2.4 This manual is intended to be stimulating and thought provoking. It cannot be exhaustive. It is deliberately short so that it can be a handy reference adapted to insure agency needs and ship visiting procedures.

3. Shipping in a Post 9/11 World

3.1 The pace of change in the shipping industry increased dramatically following the 11 September 2001 (9/11) terrorist attacks on the United States. These still-evolving changes include:

- Security
- International monitoring of training through registries
- Crew size and composition
- Turn-around time in port

3.2 The International Maritime Organisation, headquartered in London, responded to the call for security improvements following 9-11 with the creation of the International Ship and Port Facility Security Code (ISPS). The ISPS code required ships, ports, vessels, companies and facilities of member nations to create security plans by July 2004.

3.3 As governments and the industry adapt to new security measures, seafarers face greater hurdles in gaining access to shore leave, and they have assumed additional responsibilities onboard vessels.

3.4 Increased security measures, especially at US ports, have also created difficult and costly procedures for gaining the documentation required for shore leave. These adverse conditions enhance the need for ship visits and welcoming hospitality. Despite this pressing need, some ship visitors have experienced a greater degree of difficulty in gaining access to crewmembers onboard ships with restricted shore leave.

3.5 The registry of a ship refers to the country where the vessel is registered. The registry determines the flag that the vessel flies and the national laws that will govern the operation of the vessel. The term "Open Registry" refers to countries that have set up ship registries open to owners who may have minimal business or personal contacts with the operating nation. Open registries are sometimes referred to as "flags of convenience." Substandard and exemplary operators exist in both open and national registries.

3.6 Because of rigorous-enforced international monitoring of security measures and training for seafarers, all ships' registries must maintain safety and security standards or face denial of entry to ports and/or detention.

3.7 In addition to post- 9/11 increased security measures, significant changes to the shipping industry have resulted from of competition, cost savings and technological improvements. As technology mechanized functions and eliminated the need for some workers, crew size has been reduced. Technology has never decreased the long periods of time seafarers spend away from home.

3.8 These conditions can create stress and overwork for both officers and crews resulting in fatigue and lack of community onboard ships. The industry has begun to address fatigue-related issues.

3.9 The composition of crews has changed as well. Many crews are multi-national, which can lead to problems of communication and social isolation for crewmembers that do not speak the same language.

3.10 Seafarers have fewer opportunities to experience leisure and recreation in port because modernization of cargo handling for container and bulk cargoes resulted in shorter turn-around times.

4. Neither Pews, nor Pulpit, but Galley and Deck

4.1 Organization of the ship's crew

- * Captain
 - o Deck
 - Chief Officer (Chief Mate)
 - 2nd Officer
 - 3rd Officer
 - Deck cadets
 - Bosun and Deck ratings
 - o Radio
 - Radio and electronics
 - o Catering
 - Chief Steward
 - Chief Cook
 - 2nd cook
 - Galley assistants
 - 2nd Steward
 - Stewards
 - o Engine Room
 - Chief Engineer
 - 2nd Engineer
 - 3rd Engineer
 - 4th Engineer
 - Junior Engineers, Motorman & E/R ratings

- * 2nd Mate and 3rd Engineer
 - o Middle and afternoon
 - o 24:00 hours to 4:00 hours
 - o 12:00 hours to 16:00 hours
- * Chief Mate and 2nd Engineer
 - o Morning and Dog
 - o 4:00 hours to 8:00 hours
 - o 16:00 hours to 20:00 hours
- * 3rd Mate and 4th Engineer
 - o Forenoon and evening
 - o 8:00 hours to 12:00 hours
 - o 20:00 hours to 24:00 hours

4.3 Manning – Master & crew

- * Ships are now more than 80 times larger than in the 16th century.
- * A ship in 1550 of 160 tons has 25 crewmembers.
- * A ship now 260,000 tons has 25/30 crewmembers.
- * Trend towards reduced manning.
- * This increases the workload.
- * Times are awkward, and hours are long.
- * Turn-around times are shorter.

- * Legislation attempts to regulate fatigue.

4.4 Duties and Responsibilities (other than watchstanding)

- * Communications and safety
- * Cargo handling and stowage
- * Navigation and navigational instruments
- * Maintenance of machinery and equipment
- * Ship stores and victuals
- * Bunkers and fresh water
- * Personnel matters
- * Stability (at sea and in port)
- * Security in port

4.5 Major Ship Types and their purpose

- * Petroleum Products
 - o VLCC
 - o Produce carriers
 - o Gas carriers
 - o Chemical carriers
- * Bulk carriers
 - o Bulk ores
 - o OBO
 - o Bulk grain
 - o Timber
- * General Cargoes
 - o Break bulk
 - o Refrigerated
 - o Containers
 - o Vehicles
 - o Ro-Ro
 - o LASH
- * Passenger Vessels
 - o Cruise Liners
 - o Ferries
- * Fishing & others
 - o Trawlers
 - o Purse seiners
 - o Line fishing
 - o Tug
 - o Off-shore

4.6 Nautical Terminology

AB: trained able seaman

Abaft: Behind, towards the stern from an object onboard ship

Abeam: at 90 degrees from the direction of the vessel's bow

Adrift: A ship is adrift when it has broken away from its moorings and an object or person is adrift when unaccounted for or misplaced.

Aft: near or toward the stern (rear) of the ship

Agent: An agent is appointed by the owners to take care of the ship's business needs in distant ports.

Aground: a vessel that has insufficient depth to float above the sea bed/river bed, and has consequently "grounded"

Ahead: something that is in front of the ship's bow (front) and to move forwards

Alongside: said of the ship when it is beside another vessel or a pier

Amidships: in or toward the middle of the ship (also "Midship")

Ashore: not onboard ship, but on the land

Astern: something behind the ship

Athwartships: across the vessel, left to right, or right to left

Ballast: water, sand or rocks to give the ship stability when it is light(ie: empty of cargo)

Beam: the width of the vessel

Beaufort scale: a table wind force from 0 to 12, from calm to hurricane

Below: said of anything beneath the main deck: to go "below" is to go to a lower deck

Berth: a space to anchor or moor (tie up) the ship; to dock the ship; a built-in bunk for sleeping

Blast: the sound of a ship's horn

Boat Deck: the deck on which the lifeboats and other emergency lifesaving equipment are stored

Boat Stations: assigned place for each person during lifeboat drill, or in an emergency when lifeboats are lowered

Boom: another term for derrick

Bow: the front of the ship

Break-bulk cargo: general cargo consisting of a variety of packaging, bales and crates

Bridge: the area of the ship where the navigational aids and controls are located

Bulk cargo: a unpackaged, homogenous cargo such as grain, ore, or oil

Bulkhead: any wall or partition aboard ship

Bulwark: an extension of the ship's side above the deck to give protection in place of railings

Bunk: a bed onboard ship, with a side board to prevent the sleeper from falling out in the event of the ship rolling

Bunkers: the ship's fuel supply; the space where fuel is stowed

Buoy: a floating marker, moored to the bottom of the sea or tied to an anchor

Cable: the anchor chain; one tenth of a nautical mile.

Cadet: A trainee officer

Camber: the convex transverse curvature of the deck, shaped like this to shed water quickly

Catwalk: a protected walkway above or along the deck of a tanker

Chart: a nautical map to guide the ship

Cofferdam: a void space in a ship – usually to separate watertight compartments

Collision bulkhead: the foremost watertight bulkhead

Compass: instrument used to determine the course of the ship

Complement: the total number of the crew

Course: the direction toward which the ship sails

Courtesy flag: the national flag of the country being visited, flown at the foremost head or yardarm, as a mark of respect

Davits: the arms which are used to lower and hoist the lifeboats

Debar/Disembark: to leave the ship

Deck: any floor area of the ship

Deckhead: the ship's counterpart of the ceiling

Demurrage: compensation paid the ship owner for delays in cargo work

Derrick: a boom or spar rigged and used for hoisting cargo, etc.

Dock: landing pier or wharf

Draft/Draught: distance between the water surface and the keel (bottom) of the ship

Dry dock: a facility that enables the ship to be removed from the water in order to effect repairs and maintenance below the waterline

Dunnage: usually wooden planks that are spread to separate cargo from the bare steel of the ship

Embark: to go onboard the ship

Ensign: the flag flown to display the nationality of the ship

Fathom: a length or depth of six feet; originally one thousandth part of a nautical mile

Flare (of the bow): the part of the ship's side toward the bow that curves outwards and deflects the water at sea, and increases buoyancy as the ship pitches (a flare is also a distress incendiary)

Fore and Aft: front and back of the ship: lengthwise on the ship

Forecastle / Fo'cstle: the raised portion of the bow

Foreword / For'ard: towards the front of the ship

Freeboard: the height of the hull from the waterline to the weather deck

Freeing ports: openings in the bulwarks to shed water quickly

Flotsam: floating objects that had been thrown or lost overboard

Freight: money paid for the carriage of cargo

Funnel: the ship's smokestack

Gaff: a light spar protruding behind the mainmast, from which the ensign is usually flown in merchant ships under way.

Galley: the ship's kitchen

Hatch: a closable opening in the deck to provide access below

Hawse pipe: the pipe through which the anchor is suspended

Head: a restroom aboard the ship

High Seas: the entire ocean beyond the territorial limits of a country

Hogging: when the ship becomes over-stressed and both ends hang down

Hold: cargo storage area of a ship

Jack staff: a flag staff at the stem

Jetsam: Objects washed ashore which had been thrown or lost overboard

Jettison: the act of throwing cargo or equipment overboard to save the ship

Kingpost: a short sturdy mast that supports the derricks

Keel: the bottom of the ship.

Knot: one nautical mile per hour; a nautical mile is 6080 feet (a statute mile is 5280 ft.); 1 N.M. = 1.15 statute miles

Laden: fully loaded with cargo (down to her marks)

Light ship: no cargo onboard

List: the angle at which the vessel floats from the upright

Loadline: a system of horizontal lines on the ship's side indicating the maximum depth to which she may be loaded under varying conditions

Log: a record of events onboard ship – the ship's journal in addition to being the instrument which measures the ship's speed and distance run through the water

Mast: vertical structures to support derricks, lights, signalling equipment, telecommunications and navigating antennae, and flags

Mast house: large deck house at the base of a mast

Midcastle: the raised portion of superstructure amidships.

Passageway: a corridor or hallway

Pier: the area where the ship docks

Pilot: a navigating advisor to the captain where local knowledge in confined waters is important

Pitching: the up and down movement of the bow and stern in a seaway

Plimsoll mark: another name for the loadline, named after Samuel Plimsoll, who was instrumental to bring about the first loadline act in 1876

Poop: the raised aftermost section of the hull

Port: the left side of the ship when facing forward (tip for remembering: port and left both have four letters, as does even: even numbered staterooms are on the port/left side of the ship): any opening on the side of the ship: a harbor where ships arrive and depart

Port side: the left hand side of the ship (marked with a red light at night)

Pounding: the slamming of ship's forefoot into the next wave in heavy weather

Quarter: to port, or to starboard of the stern

Quarters: crew living area

Rake: the backward slant of the funnel and masts; also, the forward slant of the stem

Sagging: when the ship becomes over-stressed and the ship sags in the middle

Screw: the ship's propeller

Scuppers: drain pipes, to clear the deck of water

Seaworthy: A ship is said to be seaworthy once the requirements regarding structure, watertight integrity, stability, machinery, equipment, life-saving appliances, communications and manning have been met.

Shackle: a mechanical link for joining wires or chain. Also, an anchor cable is made up of lengths of chain (called "shots" or "shackles") which are joined by special shackles

Sheer: the gentle curve upwards at each end of the ship so that the buoyancy is maintained in spite of pitching

Signal letters: also known as the "call sign," a group of letters allocated to each ship for identification

Starboard: the right side of the ship when facing forward.

Stateroom: guests' quarters/cabin

Stem: the extreme forward part of the hull that cuts the water

Stern: the rear part of the ship

Superstructure: the accommodation and upperworks of the ship above the hull

Swell: a large wave that rises without breaking

Windward: the direction from which the wind blows.

Yaw: the tendency of a vessel to sway from side to side of its intended course.

4.8 Tonnage Terms (how vessels are compared)

Gross: the volume of all enclosed spaces.

Net: the volume of money earning spaces (freight).

Displacement: the weight of the water the vessel displaces when afloat. (the weight of the ship)

Deadweight: the weight of the cargo, fuel and water carried.

TEU: space for one standard container; Twenty-foot Equivalent Unit.

5. Profile of a Good Ship Visitor?

- 5.1 Preparation and motivation is key to a good ship visit. An altruistic motivation always serves the seafarer's best interest. While the methods of accomplishing a meaningful ship visit depend on circumstances, in every instance, it is essential to listen well for a seafarer's needs.
- 5.2 A good ship visitor enjoys meeting people of different nations and religions, and is eager to communicate with everybody onboard without exception. The ship visitor should be able and willing to know and use common greetings and phrases in at least one international language other than one's own.
- 5.3 A good ship visitor is an accomplished listener and a capable counsellor. Conversation starters can include telling world news and port stories. However, the ship visitor's prime task is to tune in for verbal and visual clues. While listening, the Chaplain should not seek to impose a personal cultural, religious or moral view, but be interested in an exchange of information that may well include a non-coercive presentation of the Christian Gospel.
- 5.4 A good ship visitor has something to offer to the seafarers during their stay in port without making claims on them.
- 5.5 Records of a vessel's previous visit to the port allow the ship visitor to be sensitive to the needs of individual crewmembers and knowledge of the ship.
- 5.6 A ship visitor should undergo training and evaluation before starting work. Training should include the appropriate response to the occasional unfriendly reception onboard.
- 5.7 Shipping agents have the responsibility to represent the owner while the ship is in port. Although their role is different from the chaplain's or ship visitor, they too offer care for the crew.
- 5.8 A good ship visitor makes a port a friendly place for the travel-weary seafarer. Comprehensive training and on-going support of ship visitors reflect a sponsoring agency's respect for seafarers.
- 5.9 In a spirit of ecumenical fellowship, a good ship visitor seeks to cooperate with ship visitors representing other Christian denominations or agencies in the same port area.

6. Safety in Port Areas and Onboard

6.1 Become familiar with pertinent national law and port safety rules and adhere to them. Watch for safety signs posted in the port. If you have questions or are in doubt, check with your terminal operator, harbourmaster or port safety officer.

6.2 Wear a hard hat (protective helmet), neon vest or high visibility clothing and safety shoes especially in those areas in port and onboard where there is cargo handling.

6.3 When a ship is mooring, keep free from hawsers and ropes. They may come under strain and break. Allow the mooring gang time and space to do their work.

6.4 Before entering cargo-handling areas check shore and ship crane activities and keep an eye on their movements. Never stand under hanging cargo loads or in crane track ways.

6.5 Do not overestimate your physical capabilities. Be cautious on hard to mount, shaky or steep gangways. Coming down is often much more difficult than going up. Don't be afraid to ask for help.

6.6 Go up and down shipboard ladders slightly sideways—this gives you better shoe grip and handgrip on ladder rails.

6.7 Onboard tankers and in the vicinity of oil and chemical cargo handling installations, strictly observe the non-smoking regulations.

6.8 Onboard ship never:

- Stand where you could be hit by falling rope or wire
- Lean on guardrails
- Enter a compartment uninvited
- Run
- Touch any equipment

6.9 Park your vehicle only in authorized and sheltered areas. Conditions such as sandblasting in dockyards can be detrimental to your vehicle.

7. Planning the Day's Work

7.1 If you have more than one ship visitor at your seafarers' center, be sure there is a watch list or other work sharing arrangements. In large ports, there may be other seafarers' agencies or welfare organizations. Actively seek co-operation and make agreements with these organizations in order to avoid duplication of work and mutual interference.

7.2 The Maritime Association or harbour master may fax or e-mail a daily list of estimated arrivals which usually will include a number of important details for you (e.g.: berth, size of ship, type of cargo, last port, turn around time, agent, etc.). In large ports, good contacts with shipping lines, marine terminals and ship agents regulatory agencies will be helpful.

7.3 When preparing a ship visit, verify what kind of program you can offer that day or week. This may include access to communications, transport to tourist areas, shopping, cultural events, sports or recreational activities. If you keep contact with local parish and community leaders, you will be able to offer additional services. A crew may have many diverse needs and it is easy to make too many promises. Take on only those promises that you can keep.

7.4 You will need a way to record ships in port and activities in progress. This may be by a "paper check off list," a wall chart or a computer presentation. Most port chaplains prefer a computer-based record keeping system because it is easy to update. These records enable you to assess the situation in your port, set priorities for ship visits and organize ship visits and programs. The ship list itself should contain only the most important data (ship's name and flag, tonnage, berth, ETA, ETD), in order to survey it at a glance. But you may write notes that include further details and such as your planned activities and ship visiting report. Ship lists and programs need to be updated daily, and if all appointments and commitments are accurately entered, each ship visitor will be aware of all resources.

7.6 Leave the program flexible and plan for situations that keep you onboard ship longer than planned. Your first ship or the next may require much more of your time than you have planned. Give priority to short turn-around vessels or those berthed distant from commercial transportation.

8. Your “Shipboard Packet”

- 8.1 The Shipboard Packet should contain general information, leaflets, a calendar of events, and brochures about the port, the city and your Seafarers’ Center.
- 8.2 The Shipboard Packet may also include street maps that include the surrounding area’s tourist attractions, the Seafarers’ Mission, municipal recreation areas, shopping centres and sport fields. Remember to include timetables and information about public transport. The quay where the ship is berthed should be marked in maps.
- 8.3 The Shipboard Packet should contain more specific information about how to get to your Seafarers’ Center, and its hours of operation and services offered.
- 8.4 The Shipboard Packet can also include an assortment of daily newspapers, printed news from the Internet in the crew’s language, books and magazines. Show good judgement in the reading matter you offer.
- 8.5 Include in the Shipboard Packet the Holy Bible, New Testaments and/or Scripture portions, as well as devotional aids and inspirational reading matter, tapes and videos, when possible in the seafarers’ own language. Exercise due sensitivity and wisdom when offering these.
- 8.6 Keep accessible, reliable and affordable phone cards that you are ready to sell. Be knowledgeable about what kind of access there is to other communications such as fax, phone, wire transfer, e-mail, internet that is available at your Seafarers’ Centre. For isolated berthed or short turn-around ships, remember to carry stamps and writing material with you.
- 8.7 Try to leave something in each person’s hand, preferably in the seafarer’s own language or one that he or she understands.
- 8.8 Many chaplains find these Shipboard Packets to be good “show and tell” aids for a Seafarer Sunday and volunteer training.

9. A Ship Visitor's Protocol in Port and Onboard

- 9.1 Verify that your agency has informed port authorities about your identity and purpose aboard ship. The list of port authority officials includes: port manager, harbourmaster, port security chief, customs, immigration border police and ship agents. Procure permission as required. Make yourself familiar with port control and security arrangements as well as with customs, immigration and all security regulations. Always wear approved identification.
- 9.2 If there is a gangway watch aboard ship, ask for the chief officer. Ask him, in turn, to introduce you to the captain. If the chief officer is not onboard, ask directly for the captain. If both are absent, ask for the duty officer. Never wake a sleeping officer on a newly arrived ship.
- 9.3 After introducing yourself to one of these officers and explaining your intentions, ask for permission to visit the rest of the crew.
- 9.4 If the crew is at work, you may have to wait for a break. However, there are others on every ship you may contact in the meanwhile such as the chief steward or purser, the cooks, the boatswain or the ship's soccer team captain.
- 9.5 When you meet crew at work, tell them briefly who you are and that you have left information material with the steward, cook or whomever. Hand them a business card if you use them or other material from your agency to remind them of your visit.
- 9.6 On ships with sensitive cargos (e.g. ammunition or nuclear freight), check with the agent and port security officials before boarding. These ships usually require specific permission to talk with the crew and to invite them to your Seafarers' Centre.

10. The Necessity of the Ship Visitor's Identification

10.1 Early and unmistakable identification as a ship visitor of the seafarers' mission makes boarding and a welcome reception more likely to occur. Visual recognition can be achieved by different means and methods. Consider wearing such items as a special jacket or hat with the badge of the seafarers' mission attached, a distinctive emblem on the safety helmet or hardhat, a t-shirt with your logo, or a simple armband with the logo of the seafarers' mission. A port chaplain has the least problem to be recognized when wearing a clerical collar or insignia. Park your vehicle that should be properly marked as part of the seafarers' mission within visual range of the ship to assist with identification.

10.2 Use visiting cards with the logo of your seafarers' mission for your introduction onboard. Have illustrated material ready for showing your Seafarers' Centre, hostel, club or recreation arrangements. Present your official boarding pass when or where appropriate.

10.3 Explain why you're coming onboard and what the seafarers' mission stands for (on most ships the seafarers' mission is a well-known institution). Explain your purpose onboard, ask about the length of time the vessel will be in port and for any peculiar features. Then announce briefly what services you and your mission can offer the seafarer.

10.4 Make it clear, that you are not an agent of a commercial organization, and that you're not merchandising or selling amusement for cash to the seafarers.

10.5 In large ports there may be several welfare organizations operating. Eliminate any possible confusion about whom you represent.

11. The Onboard Visit

(News about your town and your local seafarers' mission)

11.1 Describe specifically how the seafarers' mission can serve crewmembers on this particular ship. Indicate what cannot be done in order to eliminate false expectations. If the crew speaks different languages, you may need to seek one who can understand you. Explain your proposals and suggestions for the crew by means of illustrated material displaying your Seafarers' Centre, club or recreational facilities. Leave this material onboard.

11.2 Give crewmembers particulars about the neighbourhood of the quay and the port. Advise the crew where hazardous areas exist and how to avoid them. Inform them about matters of common interest, such as the nearest post office and bank, price-worthy shopping areas as well as schedules and routings of the public transportation system. Make use of pertinent maps, plans and brochures, which you afterwards leave onboard for the crew.

11.3 Give a description of your city, as well as its places of interest and history. Point out upcoming cultural and sporting events and festivities. Specifically mention those with a low admission fee. Mark up the maps and newspapers brought onboard for the crew so that places and events of special interest are clearly defined.

11.4 Talk with the crew about their specific needs or about any problem. Ordinary requests are stamps, mail, phone cards, e-mail, bank remittance and the next or best facility to phone home. Often there is interest in activities not often found onboard ships such as sports, entertainment and recreation. Many seafarers are grateful for magazines, books or videos in their language, including those with Christian content.

11.5 Don't forget to ask if somebody is sick onboard or if somebody has been disembarked to hospital since arrival.

11.6 While onboard, you should collect information about "your" ship. This will help you to plan a program in the best interest of the seafarer. Which flag does your ship fly? How long has ship been at sea? Did the crew experience any incidents of special nature? Which was the last port, which will be the next port? How long will the ship stay in this port? Will the ship remain at the same quay or change berth? Which ethnic groups, nationalities and religions are represented onboard? How are the work shifts for the crew in port?

11.7 If the minibus or van of the seafarers' mission is required for transportation, arrange a pick up time and find a person onboard who will confirm the time and number of people by phone. Whenever time schedules, meeting places or money are involved, be on guard that your interpreter understands and translates your message exactly

Remember: Even on a ship that makes regular stops in your port, there may be new crewmembers and those that "haven't gotten the word" of the services and counsel, a seafarers' mission offers.

12. Communicating Onboard — Relating Personally

(To be the seafarers' trusted friend in your port)

12.1 Whenever possible, make your visit at a time when the crew is most available such as coffee break, after lunch, after work, Saturday afternoon or Sunday evenings or other spare time.

12.2 Go to key places such as the officer and crew mess rooms or recreation rooms. During breaks you often find groups of the crew in vicinity of the galley, and in "scuttle butt" deck areas. Go to wherever you hear conversation. Always knock before entering, even if the door is open.

12.3 Learn how to make a quick assessment of the situation. Pick up the general disposition of the crew and try to find out where they have problems or special needs. Then ask your own clarifying questions.

12.4 Bear in mind those individuals who may have a problem or personal need. If possible, wait to be able to talk with them alone. Where the situation calls for it, be prepared to follow up later, whether personally or in collaboration with a colleague in a subsequent port of call.

12.5 Converse with groups of seafarers. Subsequently counsel individuals or make arrangements for an appointment at the seafarers' mission (sometimes it is easier for the seafarer to speak more openly on neutral ground). You can also consider repeating your visit onboard at a more suitable time for the seafarer.

12.6 Where there is a Christian community on board, however small, make it a priority to meet with them, encourage them, and if possible replenish their devotional resources.

Remember: You offer something valuable and demand nothing in return. Always listen first and then comment or counsel.

13. Crews with Special Needs

13.1 For crews who have spent a considerable time at sea, or who face a prolonged sea time ahead, you should make a special effort to provide:

- hospitality, recreation, sports, entertainment and comfort
- Internet access, books, magazines, videos, movies
- a religious programme

13.2 For containerships' crews with exceptionally short turn-around times, your priorities should be:

- friendship and care for the seafarer onboard
- phone cards, transport to card phone or to seafarers' mission
- stamps, mail transfer and help with money remittances
- shopping assistance that could include providing transportation
- up-to-date newspapers, magazines and books
- religious services onboard

13.3 Ask how many women are aboard, and if they are passengers, wives or working crew. Sometimes wives are put on the crew list. Find an opportunity for conversation with the women. If the situation calls for providing another woman to speak with her, contact the seafarers' mission. Offer shopping assistance and make suggestions for places in the city where they can spend their free time in port. Give suitable reading material available.

13.4 Children and mothers onboard need space to walk and play. They may want access to play grounds, public parks, zoos and other entertainment and recreation areas. Often they have special shopping requirements.

13.5 If you meet students and cadets and time permits, arrange a visit with their age and peer group in the community and schools.

13.6 Sick persons aboard and hospitalised crewmembers in port are a chaplain's priority. Make "sick calls" regularly during and after a ship's time in port. Take shipmates with you or a translator when making hospital visits. Assure good communication among patient, hospital, ship and ship's agent. If you observe problems, do not hesitate to assist. Taking care of a hospitalised crewmember will become especially important when the ship has left the harbour.

13.7 Make sure that seafarers in prison or detained by authorities receive pastoral care and proper legal assistance and when possible receive a visit by a representative of their home country.

13.8 Be perceptive when you're talking with the crew if there is any sign of a crisis. You will be able to determine signs of trouble from questions and conversation, but also from appearance and non-verbal communication. An unhappy crew can signify a true crisis requiring immediate intervention, or be the residual effects of an earlier incident. Causes for unhappiness include a bad storm at sea, death onboard, severe personal conflicts, a series of accidents where safety regulations were ignored, late pay, or other incidents. It is the ship visitor's task to clarify what is at the heart of the problem and how to help. (The next chapter provides additional information.)

13.9 Consult a second ship visitor or one with more experience as you prepare a plan of assistance. Never act on the crew's behalf without their approval (the exception is when the vessel is un-seaworthy and you fear for their safety).

13.10 Be prepared to get assistance by carrying a current list of referral names and telephone numbers of persons and agencies.

14. When an Intervention is Necessary

14.1 The key to a successful resolution is communication. Patiently initiate conversations and act as a conciliator, not a meddler.

14.2 Poor personal communication onboard ship and lack of community due to language problems and differing ethnic norms and values, may result in undue loneliness or stress.

14.3 When a problem comes to your attention, listen to all sides. Don't automatically believe the first persons that reach you with a complaint. Put questions to other people possibly concerned or involved. Get an interpreter when needed.

14.4 If you come to the conclusion that it is an actual problem, it will be appropriate to interview the captain as well as multiple crewmembers. Sometimes crew will not agree to your speaking to the captain. Unless the issue is one of the vessel's safety, it is wise not to pursue the discussion without crew agreement that you do so. Occasionally captain and officers are unaware of problems among crewmembers. The captain may be grateful to be able to rectify a matter, before it gets out of control. Subject to the nature of the problem, you may have to check with the agent as well. Assume good will on the part of all involved.

14.5 If necessary, remind the crewmember of the articles of agreement signed by the seafarer and the operating company. The seafarer must comply with the contract. This compliance does not include being endangered or submitted to abuse by others. If a seafarer is considering ship jumping, explain the seriousness of breaking the contract and the law. The ship visitor's knowledge of seafarers' rights, flag states, and repatriation will be helpful in assisting seafarers.

14.6 If there appears to be violations of international maritime law or breach of safety regulations onboard, you can contact the coast guard or corresponding competent authority in your port to request an inspection.

14.7 Always show concern, but never promise something you cannot hold or deliver. Safeguard the personal dignity of the seafarer in each situation.

14.8 In rare instances, and when all other means fail, an appeal through the media may be the only way to bring pressure on those responsible to correct conditions that endanger the life and well being of the seafarer.

14.9 Contacts with the International Transport Workers Federation or Seamen's Church Institute's Center for Seafarers' Rights for assistance with contractual complaints may help bring resolution to a difficult situation.

15. Ministry to Fishers

15.1 Fishing is the world's most dangerous occupation. In addition, it is generally poorly paid. This set of conditions suggests a certain sensitivity on the part of a fishing port chaplain, as well as readiness to minister to wreck and storm victims, survivors and their families.

15.2 North American fishers live many nights ashore and may participate in local parishes. Their pastors may not understand or make time to respond to needs of fishers and their families. A fishing port chaplain may take the opportunity to assist them.

15.3 Fishers at dockside are concerned to offload their catches quickly or to conduct necessary boat maintenance. Leisure in port is often spent in shore sidebars or restaurants. Both dockside and pubs offer ministry opportunities.

15.4 For these reasons a hard hat with a visible cross, clothes that will not be harmed by a little fish oil, a sharp lookout, and an open, patient mind are assets for fishers' chaplains.

15.5 Crews and officers of fishers' factory ships stand in need of ministry also, and some operate at anchor with little or no opportunity for the crews to disembark for months at a time. Factory ship personnel will probably not be locally based and will experience all the hardships of any other merchant seafarer. They need contact with parishes, recreation, shopping, counselling, etc.

15.6 Language problems among the crew - and ashore - make this a very specialized ministry. Keep in mind that Christians may suffer ridicule and physical intimidation from non-Christian shipmates.

16. Cruise Ship Ministry

16.1 Cruise ship crews and staff have the same needs for ministry as mariners from break-bulk, container ships, and tankers, but the conditions of the ministry are different.

16.2 Aside from layovers for repairs, cruise ships in port will be dockside for a few hours up to, usually, eight. While in port the seafarer crews of the ship may receive shore leave or not, as merchant crews do; but staff will work watch on and watch off as at sea. So their longest time ashore may be four hours or less.

16.3 In addition, modern cruise ships employ a tremendous number of staff, approaching a ratio of two passengers for one staff person. Since cruise ship passengers number many hundreds in the smaller ships and thousands more often, a cruise ship ministry should be prepared to accommodate several hundred at a time, and to transport them quickly if at all.

16.4 By convention, all cruise ship staff must be trained in safety at sea and in basic seafaring skills. However, their major roles include laundry, chambermaid, stewarding, cooking, dishwashing, waiting table and bar, social and tour direction. While most cruise ships do not segregate crew from staff, their duties, training and sometimes their home cultures, keep them apart.

16.5 While the roles and networks are different, cruise ship crew and staff share needs for calling home, sending money home, and reprovisioning all in a very short time.

17. Yacht Crew Ministry

17.1 Recreational ports carry their own special opportunities and needs. Cruising yacht owners constitute a strong, outgoing worldwide community through which its members find spiritual support and sustenance. Skippers, their families and friends may head for port and take advantage of local pastoral ministries whenever they wish.

17.2 However, a visible chaplain in recognizable garb is appreciated by boaters nearly everywhere and will find many opportunities for blessing vessels, informal acts of reconciliation, and occasional requests for Communion.

17.3 However, the sector of the yacht community most in need of advocacy and direct ministry are paid yacht crews. In international ports crews find themselves at the end of passages ashore; some find themselves in need of lodging, medical care, transportation home, another berth for another passage, or just the “normal” needs of a soul in a strange port. Depending on the season and the crowds, their needs may be impossible to meet without assistance.

17.4 In large destination resorts, large yacht owners or skippers typically may disembark crews more or less forcibly onto the local economy with little or no resources. Yacht crewing is mostly poorly paid, resort accommodations are expensive if at all available in the high season, and a port chaplaincy may be the only refuge.

17.5 In those same resorts, professional crews of sail racing boats are a growing ministry field during large regattas. The racing pro’s are a proud group, and may seem well off. However, they will all need spiritual support at one level or another, and the newbies suffer all the reverses and abandonments one might expect. Like fishers, the pro’s are usually glad for practical help of any sort on the dock or in the shed. You can find the professionals at a regatta working on the boat late into the night before any big race.

Annex I ICMA CODE OF CONDUCT

Membership in International Christian Maritime Organization (ICMA) carries an obligation to abide by the Constitution of the Association and of this Code of Conduct.

The Mission of ICMA: The seafarers of the world remind us of the ultimate purpose of all God's plans: "the end will not come until the Gospel of God's Kingdom has reached to the borders of the whole inhabited world (oikumene)" (Matthew 24:14). In a fragmented and divided society, it is ICMA's mission to promote unity, peace and tolerance. ICMA was founded for promoting and co-ordinating Christian ecumenical co-operation. Chaplains and staff of all ICMA Member Societies at local, national and international levels are therefore to:

- (a) Show an unconditional love to the seafarer as a human being, created in the image of God, and a sincere respect for her/his personal values and beliefs;
- (b) Serve seafarers and their dependants of all nationalities, religions and cultures, languages, sex or race;
- (c) Stand against, intolerance and injustice of any kind;
- (d) Respect the diversity of ICMA members and churches and to develop common uniting goals;
- (e) Respect the loyalty of those engaged in maritime ministry to their particular ecclesiastical discipline and tradition; refrain from proselytising, Seafarers
- (f) Co-operate with persons, organizations and institutions, Christian or non-Christian, that work for the welfare of seafarers.

ANNEX II The International Ship and Port Facility Security Code

On July 1, 2004, the International Maritime Organization's International Ship and Port Facility Security Code (ISPS) was enacted by member nations. The ISPS attempts to ensure ship and port facility security through risk management of each particular ship and port facility. The purpose of the ISPS Code is to provide a standardized, consistent framework for evaluating risk, enabling governments to offset changes in threat with changes in vulnerability for ships and port facilities.

Each country that is a party to the ISPS Code must identify and evaluate important assets and infrastructures that are critical to their port facilities as well as those areas or structures that, if damaged, could cause significant loss of life or damage to the port facility's economy or environment. They must also identify the actual threats to those critical assets and infrastructure in order to prioritize security measures. The countries' security assessments must address vulnerabilities of port facilities by identifying weaknesses in physical security, structural integrity, protection systems, procedural policies, communications systems, transportation infrastructure, utilities, and other areas within a port facility that may be a likely target.

Because each ship (or class of ship) and each port facility present different risks, the method in which they will meet the specific requirements of this ISPS Code are individually determined and approved by member countries.

In order to communicate the threat at a port facility or for a ship, countries will set appropriate security levels. Security levels 1, 2, and 3 correspond to normal, medium and high threat situations, respectively. The security level creates a link between the ship and the port facility, since it triggers the implementation of appropriate security measures for the ship and for the port facility.

Ships are subject to a system of survey, verification, certification, and control to ensure that their security measures are implemented. Port facilities will also be required to report certain security related information to the government concerned, which in turn will submit a list of approved port facility security plans, including location and contact details to the International Maritime Organization (IMO).

The ISPS Code requires shipping companies to designate a Company Security Officer for the Company and a Ship Security Office for each of its ships. The Company Security Officer's responsibility include ensuring that a Ship Security Assessment is properly carried out, that Ship Security Plans are prepared and submitted for approval by (or on behalf of) the Administration and thereafter is placed onboard each ship.

The Ship Security Plan should indicate the operational and physical security measures the ship itself should take to ensure it always operates at security level 1. The plan should also indicate the additional, or intensified, security measures the ship itself can take to move to and operate at security level 2 when instructed to do so. Furthermore, the plan should indicate the possible preparatory actions the ship could take to allow prompt response to instructions that may be issued to the ship at security level 3.

Ships must carry an International Ship Security Certificate indicating that they comply with the ISPS Code. When a ship is at a port or is proceeding to a port, the port country has the right to exercise various control and compliance measures with respect to that ship. The ship is subject to port State control inspections but such inspections will not normally extend to examination of the Ship Security Plan itself except in specific circumstances.

The ship may, also, be subject to additional control measures if the Contracting Government exercising the control and compliance measures has reason to believe that the security of the ship has, or the port facilities it has served have, been compromised.

Each country has to ensure completion of a Port Facility Security Assessment for each port facility within its territory that serves ships engaged on international voyages. A Port Facility Security Assessment is a risk analysis of all aspects of a port facility's operation in order to determine which parts of it are more susceptible, and or more likely, to be the subject of attack. Security risk is seen a function of the threat of an attack coupled with the vulnerability of the target and the consequences of an attack.

On completion of the analysis, it will be possible to produce an overall assessment of the level of risk. The Port Facility Security Assessment will help determine which port facilities are required to appoint a Port Facility Security Officer and prepare a Port Facility Security Plan. This plan should indicate the operational and physical security measures the port facility should take to ensure that it always operates at security level 1. The plan should also indicate the additional or intensified, security measures the port facility can take to move to and operate at security level 2 when instructed to do so. It should also indicate the possible preparatory actions the port facility could take to allow prompt response to the instructions that may be issued at security level 3.

Ships using port facilities may be subject to port State control inspections and additional control measures. The relevant authorities may request the provision of information regarding the ship, its cargo, passengers and ship's personnel prior to the ship's entry into port. There may be circumstances in which entry into port could be denied.

The ISPS Code attempts to balance security requirements with seafarers' rights, including shore leave. The conference that adopted the ISPS Code also adopted a resolution urging governments to afford special protection to seafarers and the critical importance of shore leave into account when implementing the ISPS Code. It also encourages governments, member states of IMO and non-governmental organizations, such as ICMA, to report to the International Maritime Organization any instances in which seafarers have been adversely impacted by the implementation of the ISPS Code.

ANNEX III THE ILO and IMO

ILO

The International Labour Organization (ILO) is a United Nations agency that deals with labour issues affecting all workers. It periodically convenes special sessions to handle labour issues relating to the maritime industry. The ILO is a unique international organization because it allows ship-owners and trade unions to participate in discussions and to vote. The International Christian Maritime Association participates in ILO meetings as a non-governmental organization.

The ILO formulates conventions that are binding on the nations that ratify them. The number of the ILO Convention is frequently cited. From the perspective of port chaplains, the most significant ILO conventions are the Merchants Shipping (Minimum Standards) Convention (ILO-147) and the Seafarers' Welfare Convention (ILO-163)

Since 2001, the ILO has been working on an ambitious project to consolidate key principals, rights and standards found in over 60 ILO conventions and recommendations into a single comprehensive maritime labour convention. A draft convention is to be presented for adoption by the Maritime Session of the International Labour Conference by early 2006.

IMO

The International Maritime Organization, headquartered in London, is the United Nations' agency responsible for improving maritime safety and preventing pollution from ships. It is comprised of 164 member countries and several non-governmental organizations. The IMO's most important conventions have been widely accepted by many countries from all parts of the world. They include the International Load Line Convention, the International Convention for the Safety of Life at Sea (SOLAS) and its International Ship and Port Facility Security Code (ISPS), the International Convention for the Prevention of Pollution from Ships (MARPOL) and the Standards of Training, Certification and Watchkeeping for Seafarers (STCW). The IMO has shifted its emphasis from regulating technical equipment standards to regulating the human factors in maritime safety. The IMO's objectives for the 2000s include taking a proactive approach to address trends that adversely affect the safety of ships and those onboard, shifting emphasis from technical equipment requirements to people, avoiding excessive regulation, and developing a safety culture and environmental conscience.

The IMO adopts international shipping standards and regulations, but it does not enforce them. Implementation and enforcement of IMO standards is the responsibility of Governments. The flag state of a ship has the ultimate responsibility for ensuring compliance with IMO standards. Port states also enforce IMO standards on foreign ships calling at their ports.

ANNEX IV ITF AND ICSW

ITF

The International Transport Workers' Federation (ITF) established the ITF Seafarers Trust in 1981. It is dedicated to the spiritual, moral and physical welfare of seafarers irrespective of nationality, race or creed. Its funding comes from the investment income of the ITF Seafarers' International Welfare Assistance and Protection Fund, more usually termed the ITF "Welfare" Fund. That fund, despite its name, is used to provide a wide range of trade union services to seafarers. The Trust, on the other hand, is limited to supporting projects, which directly benefit individual seafarers' spiritual, moral or physical welfare.

ICSW

The International Committee on Seafarers' Welfare is an umbrella organization dedicated to the practical implementation of the International Labour Organization policies on Seafarers' Welfare. A not-for-profit organization, ICSW adopted these new projects in 2003: Seafarers Health Information, Twinning Centres and IT Service Pack. These projects and additional information about the organization is available at the website: www.seafarerswelfare.org.

ANNEX V GLOSSARY OF SEAFARERS' WELFARE AGENCIES

A

AGGIES – Royal Sailors' Rests
AGISM - Association pour les Gestion des Institutions Sociales Maritimes (France)
AISCU – Association of International Seamen's Clubs of the Ukraine
AMMLA – American Merchant Marine Library Association
AOS – Apostleship of the Sea (Stella Maris). Roman Catholic seafarers' ministry
ASAN – African Seafarers' Assistance Network

B

BISS – British and International Sailors Society

C

CDMB – Centro de los Derechos del Marino – Barcelona
CISB – Commonwealth of Independent States & Baltic States
CPC – Crisis Preparedness Committee (ICMA)
CSR – Center for Seafarers' Rights of SCI NY/NJ (see SCI)
CSWB – Cameroon Seafarers Welfare Board

D

DGSS – Danish Government Seamen's Service
DSM – Deutsche Seemannsmission (German Seamen's Mission)

E

ESM – Estonian Seamen's Mission

F

FAAM – Federation des Association D'Accueil de Marins
FGSS – Finnish Government Seamen's Service

H

HKF – Swedish Government Seamen's Service (Handelsflottans kultur-och fritidsrad)

I

IACS – International Association of Classification Societies
IAPH – International Association of Ports and Harbours
IASMM – International Association for the Study of Maritime Mission
ICMA – International Christian Maritime Association
ICONS – International Commission on Shipping
ICS – International Chamber of Shipping
ICSW – International Committee on Seafarers' Welfare
ICWTWU – Independent Confederation of Water Transport Workers' Union
IFSMA – International Federation of Shipmasters' Association
IHMA – International Harbour Masters' Association
ILO – International Labour Organization
IMHA – International Maritime Health Organization
IMO – International Maritime Organization

INMARSAT – International Maritime Satellite Organization
ISAN – International Seafarers’ Assistance Network
ISF – International Shipping Federation
ISFMA – International Federation of Shipmasters’ Association
ISM Code – International Safety Management Code
ISMA – International Ship Managers’ Association
ISO – International Standards Organization
ISPS – International Ship and Port Facility Security Code
ISS – International Sports for Seafarers (ICSW sub-committee)
ITF – International Transport Workers’ Federation
ITF ST – International Transport Workers’ Federation Seafarers’ Trust
IMB – International Maritime Bureau
ISU – International Salvage Union

J

JAWS – Justice and Welfare Secretariat (see MtS)
JMC – Joint Maritime Commission
JSWA – Japan Seamen’s Welfare Association

K

KGFS – King George Fund for Sailors (UK Charity)
KHE – Korea Harbor Evangelism
KIMM – Korea International Maritime Mission
KISMA – Korea International Seamen’s Mission Association

L

LAMM – Lutheran Association for Maritime Ministry
LIFE – International Seafarers’ Christian Missions

M

MARISEC – Maritime Secretariat (London-based) providing secretariat services for the FSF, ICS and other organizations
MARPOL – International Convention for the Prevention of Pollution from Ships, 1973
MEPC – Maritime Environmental Protection Committee (IMO)
MMtS – Mersey Mission to Seafarers
MNWB(UK) – UK Merchant Navy Welfare Board
MSC – Maritime Safety Committee (MO)
MtS – Mission to Seafarers

N

NAMMA – North American Maritime Ministry Association
NGSS – Norwegian Government Seamen’s Service
NSM – Norwegian Seamen’s Mission
NUMAST – National Union of Marine Aviation & Shipping Transport Officers (UK)
NZC – Nederlandse Zeemanscentrale

P

PoSS – Ports of the Seven Seas (edited by ICSW)
PSAP – Philippine Seafarers’ Assistance Programme

Q

QVSR – Queen Victoria Seamen’s Rest

S

SCFS – Seamen’s Christian Friend Society

SCI NY/NJ – Seamen’s Church Institute New York/New Jersey

SIRC – Seafarers’ International Research Centre (Cardiff University)

SiS – Sjomanskykan I Sverige (The Seamen’s Church Sweden)

SOLAS – International Convention for Safety of Life at Sea, 1974

SoSS – Sports of the Seven Seas (worldwide sports competition for seafarers)

SFS – Sailors’ Families’ Society

Stella Maris – See AOS

SM Finland – Suomen Merimieskirkko r.y. (Finnish Seamen’s Mission)

SPWO – Stichting Pastiraat Werkers Overzee (Dutch pastoral care to dredging people)

SWB NZ – Seafarers’ Welfare board New Zealand\

U

UNCLOS – United National Convention on the Law of the Sea 1982

USS – United Seamen’s Services

ANNEX VI USEFUL ADDRESSES

CENTER FOR SEAFARERS' RIGHTS (CSR)

Of the Seamen's Church Institute of New York & New Jersey

241 Water Street, New York, NY 10038, USA

Tel: +1 232 3499 090 Fax: +1 212 3498 342

E-mail: csr@seamenschurch.org Douglas Stevenson, Esq.

Website: www.seamenschurch.org

INTERNATIONAL COLLECTIVE IN SUPPORT OF FISHWORKERS

Indian Office ICSF, 27 College Road

Chennai 600006 India

Telephone: (91) 44-2827 5303

Facsimile: (91) 44-2825 4457

E-mail: icsf@vsni.com

Brussels Office:

ICSF, Brussels Office

Rue du Midi 165,

B-1000 Brussels, Belgium

Telephone: (32) 2-513 1565

Facsimile (32) 2-513 7343

E-mail: icsfbrussels@yucom.be

website: www.icsfinet

INTERNATIONAL COMMITTEE ON SEAFARERS' WELFARE (ICSW)

Forsyth House

77 Clarendon Road

Watford

Hertfordshire WD17 1DS, United Kingdom

Tel: +44 1923 222 653 Fax: +44 1923 222 663

E-mail: icsw@icsw.org.uk

Website: www.seafarerswelfare.org

INTERNATIONAL LABOUR ORGANIZATION (ILO)

4 Route des Morillons,

CH-1211, Geneva 22, Switzerland

Tel: +41 22 799 6111 Fax: +41 22 798 8685

E-mail: ilo@ilo.org Website: www.ilo.org

INTERNATIONAL MARITIME BUREAU (IMB)

Maritime House, 1 Linton Road, Barking

Essex IG11 9HG, United Kingdom

Tel: +44 20 8591 3000 Fax: +44 20 8594 2833

E-mail: ccs@icc-ccs.org.uk

Website: www.iccwbo.org/ccs/menu_imb_bureau.asp

International Transportworkers Federation (ITF)

ITF House

49-60 Borough Road

London, SE1 1DR England

Tel: +44 (0) 20 7403 2733
Fax: +44 (0) 20 7357 7871
E-mail: mail@itf.org.uk
Website: www.itf.org.uk

JUSTICE AND WELFARE SECRETARIAT (JAWS)
c/o The Mission to Seafarers
St. Michael Paternoster Royal
College Hill, London EC4R 2RL United Kingdom
Tel: +44(0) 20 7248 5202 Fax: +44 (0) 20 7248 4761
Website: www.missiontoseafarers.org
Rev. Ken Peters

MERCHANT NAVY WELFARE BOARD (MNWB)
30 Palmerston Road
Southampton Hants S014 1LL United Kingdom
Tel: 023 8033 7799
Fax: 023 8063 4444
E-mail: enquiries@mnwb.org.uk
Website: www.mnwb.org.uk

INTERNATIONAL CHAMBER OF SHIPPING and
INTERNATIONAL SHIPPING FEDERATION
12 Carthusian Street
London EC1M 6EZ England
Tel: +44 20 7417 8844
Fax: +44 20 7417 8877
E-mail: post@marisec.org
Website: www.marisec.org

INTERNATIONAL MARITIME ORGANIZATION
4 Albert Embankment
London SE1 7SR United Kingdom
Tel: +44 (0) 20 7735 7611
Fax: +44 (0) 20 7587 3210
Website: www.imo.org

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52 Park Place

Cardiff, CF10 3AT Wales, UK

INTERNATIONAL ASSOCIATION FOR THE STUDY OF MARITIME MISSION

York St. John College,

York YO31 7EX, UK

Tel: +44(0) 1904 716861

Fax: +44(0) 1904 612512

E-mail: s.friend@yorksja.ac.uk

Website: www.freewebz.com/iasmm/index.html

ACRONYMNS AND ABBREVIATIONS OF MARINE INDUSTRY TERMINOLOGY

Website: www.nautinst.org/acroymns.htm

ANNEX VII USEFUL RESOURCES

ISAN TELEPHONE ASSISTANCE

Seafarer Help is a completely free and confidential telephone support service provider by ISAN (International Seafarers' Assistance Network) for all seafarers and their families. Whatever problem you have, whatever you want to know, whatever language you speak, wherever you are, whatever time it is, we are here for you. ISAN operators offer translation services in any language for seafarers.

Ask Seafarer on: (see table) + 44 800 73 23 27 37

Toll free available from:

Australia	0011	Korea	001
Austria	00	Luxembourg	00
Belgium	00	Macao	00
Canada	0011	Malaysia	00
Cyprus	00	Netherlands	00
Denmark	00	New Zealand	00
Finland	00	Norway	00
France	00	Portugal	00
Germany	00	Singapore	001
Hong Kong	001	South Africa	09
Hungary	00	Spain	00
Iceland	00	Sweden	00
Ireland	00	Switzerland	00
Israel	012	Taiwan	00
Italy	00	USA	011
Japan	001	UK	00

From all other countries, call us on: +44 20 73 23 27 37

We will call you back immediately.

INTERNATIONAL SEAFARERS' ASSISTANCE NETWORK (ISAN)

32 High Street, Purley, Surrey CR8 2PP, United Kingdom

Tel: +44 20 8763 3439 Fax: +44 20 8668 1262

E-mail: info@seafarerhelp.org Website: www.seafarerhelp.org

ICMA Secretariat, *ICMA Directory: Christian Chaplaincies and other Seafarers' Welfare Agencies throughout the Maritime World* (Updated regularly)

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SCI of NY/NJ, *The Nicos J. Vardinoyannis Seafarers' Handbook* (1999)

Paul K. Chapman, *Trouble on Board: The Plight of International Seafarers* (1992)

Kaarlo Kalliala, *Stangership: A Theological Etude on Strangers Aboard and Abroad* (1997)

Paul G. Mooney, *Maritime Mission in the New Millennium* (2005)

Roald Kverndal, *Seamen's Missions: Their Origin and Early Growth* (1986)

Roald Kverndal, *The Way of the Sea: History & Theology of Maritime Mission* (2006)