



Special Commission of Inquiry into the Ruby Princess

EXHIBIT 104

Email from Carnival to Ministry of Health annexing
Enhanced COVID-19 Procedures of 26 February 2020

Re: Enhanced COVID-19 procedures for cruise line industry

From: kathryn.woodger [REDACTED]
To: moh-pheoplanning [REDACTED]
Bcc: peter.little [REDACTED]
Date: Wed, 26 Feb 2020 19:50:04 +1100
Attachments: Enhanced COVID - responses.002.docx (26.6 kB); Enhanced COVID-19 procedures for cruise line industry.pdf (371.19 kB)



Enhanced COVID - responses.docx

Good evening,

Further to the recent letter and policy document sent by Dr Chant, please find attached some questions we have in regards to certain aspects of the new policy.

Overall, we are continuing to work with the NSW PH teams and adapt our processes to meet the requirements of the enhanced policy. We are confident that together we can continue to improve and enhance the screening process for everyone.

Peter Little will be able to answer any queries you may have and will take the lead on policy correspondence on behalf of Carnival Australia. He can be contacted on [REDACTED] or at peter.little@ [REDACTED]

Regards

Sture Myrmell

President

Carnival Australia

Level 5, 465 Victoria Avenue, Chatswood NSW 2067

p: [REDACTED]

e: [REDACTED]

w: www.carnivalaustralia.com

Carnival

Cruise Line

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Holland America

Line

P&O Cruises

P&O Cruises

World Cruising

Princess Cruises

Seabourn

----- Forwarded by Kathryn Woodger/PandO/AU on 26/02/2020 01:59 PM -----

From: "MOH-PHEOPlanning" [REDACTED]

To: "MOH-PHEOPlanning" [REDACTED]

Date: 23/02/2020 01:34 PM

Subject: Enhanced COVID-19 procedures for cruise line industry

Sent by: "Debbie Chia (Ministry of Health)" <Debbie.Chia [REDACTED]>

Dear Cruise Ship Industry Representative,

Re: Enhanced COVID-19 procedures for cruise ship vessels docking in NSW

Due to the international outbreak of COVID-19, the NSW Chief Health Officer has instituted a number of enhanced measures to assess the risk of COVID-19 in cruise ships entering NSW ports. These are in addition to existing requirements under the Commonwealth *Biosecurity Act (2015)*.

The NSW Chief Health Officer seeks your urgent assistance to confirm each cruise ship docking in NSW is able to meet the attached guidance *Enhanced COVID-18 Procedures for the Cruise Line Industry*. Please make sure this is shared with relevant staff, particularly the medical team for each ship.

If you have any concerns, please contact the Public Health Emergency Operations Centre on [REDACTED]

Your sincerely,

Public Health Emergency Operations Centre

E: [REDACTED]

100 Christie Street, St Leonards, New South Wales 2065
www.health.nsw.gov.au



I acknowledge the traditional custodians of the land on which I live and work and pay my respects to Elders past and present.

This message is intended for the addressee named and may contain confidential information. If you are not the intended recipient, please delete it and notify the sender.

Views expressed in this message are those of the individual sender, and are not necessarily the views of NSW Health or any of its entities.

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Enhanced COVID-19 procedures for cruise line industry.pdf

**IMPORTANT INFORMATION FOR CRUISE SHIP OPERATORS:
MEASURES TO CONTAIN THE RISK OF COVID-19 SPREAD**

Dear Cruise Ship Industry Representative,

The cruise ship industry provides important services for the community and visitors to NSW. I appreciate that the industry has been very active in taking measures to minimise the risk of an outbreak of COVID-19 among passengers and crew.

The recent outbreak of COVID-19 on the Diamond Princess cruise ship in Japan demonstrates the serious impact this disease can have in cruise ship environments.

To further reduce the risk in NSW, NSW Health has instituted a number of enhanced measures to assess the risk of COVID-19 in cruise ships entering NSW ports, and manage any cases detected in passengers or crew. These are in addition to existing requirements under the *Biosecurity Act (2015) (Commonwealth)*.

To assist in protecting cruise ship passengers and crew, I seek your urgent assistance to confirm that each cruise ship docking in NSW is able to meet the attached guidance, *Enhanced COVID-19 Procedures for the Cruise Line Industry*. Please make sure this is shared with relevant staff, particularly the medical team for each ship.

Should any sample test positive for SARS-CoV-2, the virus causing COVID-19, then a major public health response will be mounted to investigate and manage a potential outbreak and to reduce the risk of further infection among passengers, crew and the broader community.

I appreciate your ongoing efforts to help prevent outbreaks of COVID-19 on cruise ships and the broader community.

I would appreciate your response to [REDACTED]. If you have any questions please contact this email address, or Dr Sean Tobin, phone (02) [REDACTED]

Yours sincerely

Dr Kerry Chant PSM
Deputy Secretary, Population and Public Health
and Chief Health Officer
NSW Ministry of Health

Enhanced COVID-19 Procedures for the Cruise Line Industry

Supplies

Each cruise ship vessel should ensure that they have sufficient supplies of materials to manage a respiratory outbreak on board, including:

- face masks, alcohol hand rub for ill passengers and crew
- personal protective equipment for clinic staff.

Procedures to identify and manage cases of respiratory infection

Cruise ship vessel staff should ensure that:

- They actively identify and passengers or crew with respiratory symptoms (cough, sore throat, fever or difficulty breathing) and ask them to attend the medical clinic for free assessment and management 12 – 24 hours before arrival
- Passengers who may be infectious are appropriately isolated
- An accurate electronic list of all passengers and crew, including mobile/home phone number/email addresses can be provide to NSW Health within 1 hour of a request should a confirmed case be identified after disembarkation
- All passengers are advised that they may be contacted if a fellow passenger is later found to be positive for COVID-19.

Reporting requirement to NSW Health

At least 24 hours before arrival at port - each cruise ship vessel should ensure that the following information is provided to NSW Health:

- A copy of full acute respiratory diseases (ARD) log (including details of patients presenting with fever or acute respiratory illness, a list of countries they have visited in the 14 days prior to embarkation, and results of rapid influenza testing)
- A list of any passengers and crew who have been in contact with a confirmed case of COVID-19 within 14 days before embarking (if known)
- A list of passengers and crew who have been in China (including Hong Kong), Thailand, Singapore, Japan or Indonesia in the 14 days prior to embarkation
- Number of swabs collected for COVID-19 testing. If respiratory swabs are collected during a cruise (i.e. for rapid flu testing), please store at fridge temperature so they can be taken for COVID-19 testing
- The details for any identified respiratory outbreak on board
- A list of the on-board medical staff and their contact details
- A list of any planned medical disembarkations
- A list of any deaths during the cruise, including cause of death.

Please note that the ship will not be granted pratique / allowed to disembark passengers or crew until given clearance by the Human Biosecurity Officer.

1 A respiratory outbreak is defined as >1% of people on board affected. Smaller numbers of cases with mild respiratory illness are expected and do not necessarily represent an outbreak.
Enhanced COVID-19 Procedures for the Cruise Line Industry

Commented [CA1]: We would like to clarify which voyages these rules apply to. Is it International only? Are domestic or coastal exempt? By example, it will not be feasible to operate 3 or 4 day domestic voyages Sydney – Sydney under these rules.
Could you please define what is meant by a Major Public Health Response?

Commented [CA2]: We already encourage reporting of illness throughout the voyage. We will continue to message throughout the cruise.
We do not consider the offer of a free assessment for all guests to be necessary or manageable onboard and request this point be reconsidered. Our operation over time has provided us with feedback that our current practices are working and we have no evidence to suggest that guests do not present when ill or suffering symptoms.

Commented [CA3]: Could we simply report on cases who have a travel history to the areas as listed in this directive?

Commented [CA4]: It's not clear if the ship is required to collect specimens for COVID-19 testing, or if they should only be collected where there is suspicion. Based on application of this guidance to date, specimens have not been a requirement.
If specimens are collected either by the vessel or NSW Health ashore, what is the process and is the vessel required to remain in port until results are received?

Commented [CA5]: Does respiratory outbreak mean ILI?

Pre-arrival preparations for Health Screening

NSW Health will conduct a risk assessment based on the aforementioned information. The risk assessment will determine if enhanced health screening is required by the Health Team prior to disembarkation. NSW health will notify the ship the day before arrival into port if enhanced health screening is required.

If a Health Team is to conduct enhanced health screening for COVID-19, ships are required to make a series of announcements **the day before arrival** (and if possible provide written communication) to notify passengers and crew that the following people will be required to present for assessment by a Health Team prior to disembarking:

- Anyone who is feeling sick with respiratory symptoms or fever or
- Anyone who is a close or casual contact of a confirmed case or
- Anyone who has travelled or transited through mainland China (regardless of current physical health status)
- Anyone who has travelled (excluding transit) in Hong Kong, Thailand, Singapore, Japan or Indonesia in the 14 days prior to embarkation (regardless of current physical health status).

The Ship should then:

- Designate a senior officer, for example the Hotel Director, to liaise with the Health Team both prior to boarding and whilst on the vessel.
- Arrange a suitable space on the ship for the assessment. This should be a large, open area (e.g. function room, conference room) capable of holding at least 60 people, set up with 4 stations consisting of a desk and 3 chairs.
- Please provide separate seating and bottled water for those waiting for assessment and hand rub dispensers at entry and exit points.
- Ensure that any crew or passengers requiring assessment are wearing a surgical mask while waiting.
- Have medical and other staff available to facilitate the assessment process, including bilingual staff if relevant (wearing surgical masks).
- Assign sufficient crew to check the contact details of passengers and crew being assessed, and to assist with crowd control and flow of people.

The Ship's medical team will be requested to assist in the collection of swabs for any passengers and crew as requiring testing to exclude COVID-19.

The following procedures should be used to collect nasopharyngeal swabs:

- Collect two viral swabs using droplet precautions. One swab can be used for rapid influenza testing on board immediately but the other swab must be placed in a sheath/tube (preferably transport medium) and stored in a refrigerator in preparation for disembarkation and COVID-19 testing. Samples that do not meet biohazard standards will not be processed and will need to be retaken.

- Ensure the sample is fully labelled with at least 3 points of ID (name, DOB, address), and accompanied with a pathology request form. Please ensure that any test results or collections are noted on the ARD log.
- Once the test has been taken, the passengers staying on the ship should be advised to self-isolate in their rooms, and be provided with face masks and alcohol hand rub.
- Any samples taken on board will be forwarded to the lab for COVID-19 testing on arrival into the port (even if the passenger's symptoms have resolved).

Enhanced COVID-19 Procedures for the Cruise Line Industry

- If an individual room is not possible, then face masks should also be supplied to any room-mates and advice given regarding strict hand hygiene and limiting contact.
- Disembarking passengers will be given isolation instructions to follow while they wait for their results.

Should any sample test positive for SARS-CoV-2, the virus causing COVID-19, then a specific NSW Health public health response will be mounted to investigate and manage any potential outbreak, in close coordination with senior Ship staff and the Cruise Line operator.

Commented [CA6]: This is a point we will require clarification on. Is the expectation to hold in quarantine onboard until the results are returned? If so this will cause a significant delay to the following voyage.



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