



FAQs – Practical information on what should be done if someone onboard gets unwell.

This Q&A should be a practical guide to what should be done if someone on a vessel gets unwell, which seems to be the greatest concern at the moment. This Q&A does also address concerns about sending superintendents to visit/attend to ships and inspectors coming on-board.

Master: if one of my crew feels unwell and may be contagious, what do we do?

Immediately take his/her temperature and if 37.3 degrees or more, isolate the individual in a cabin and report the situation to the office. The office will provide access to medical advice and will also work with you on next steps in terms of port calls and disembarkation, if appropriate. Identify crew members who might have been in close proximity to the unwell seafarer and take everyone's temperature. Convey this message to the office.

Tell crew members not to get closer than one meter to the infected crew member and wash their hands on a very regular basis. Regularly sanitise all regularly used spaces-hygiene plus.

Request that all crew members stay off their social media accounts until the office has assessed the situation and have considered making a suitable announcement.

Master: If we are in a port at the time, we find we have an unwell crew member, do we report it to the Authorities? Can we disembark the sick seafarer to hospital? What other steps do we take?

If you are in Port or Port anchorage, you should immediately report the occurrence to the Port Authorities and isolate the individual concerned in a cabin having taken his temperature. The Port Authorities will then provide advice on what to do next depending upon their facilities and abilities to deal with the virus. The office should be kept advised of all communications.

If the Port will not take the sick seafarer to a medical facility, then you will have no choice but to keep the individual isolated and follow steps as per Q&A No 1.

Master: What happens if many of the officers and crew become infected?

Take everyone's temperature and keep the office advised of findings. Identify any crew member who might be in a higher risk category (Diabetes, heart, lung or kidney disorders,) and through the office obtain specialist medical advice on treatment.

Understand that only a small number of those infected get critically ill. Most have light flu symptoms at worst and will recover in short order.

If the vessel is in Port, you may not be able to safely move. Therefore, advise the Authority and the office will liaise with the Port on actions to be taken.

No one should go ashore.

Master: If I am at sea and scheduled to arrive at Port within the next few hours/days and find I have an infected crew member on board. Do I advise the Port?

Take the temperatures of all crew members including the unwell individual and isolate him in a cabin as per Q 1. Advise the office who will provide advice on next steps including arrival at Port.

No further notifications should be made until the office can establish the best and safest way to proceed for all crew members on board.

Master: We have a duty to inform the owner/charterer of any events that can cause delay to the ship and cargo. Do we provide these notifications?

First establish the nature and scale of the emergency by taking temperatures and taking actions as per Q1. Then immediately advise the office who will contact the owner/charterer with appropriate advice, having looked at Port situation and taken medical advice. The ship will then be informed of actions to be taken.

Master: Should one of my seafarers die due to the virus while on board, are there any special steps that we need to take?

Isolate the body as per any loss of life on board and advise the office immediately. Then maintain a close watch on all other crew members on board by taking temperatures and ensuring actions are taken as per Q1.

The office will identify appropriate locations for disembarkation of the body and also inform the family in a way which will hopefully not lead to social media coverage.

Ship: What happens if the Master becomes sick and there is no one with suitable qualifications to continue the passage?

The office should be immediately advised re the situation on board (which will likely be known) and advice will be provided on the course of action to be taken if already in Port; if at sea, in terms of seeking a Port of Refuge while the overall situation can be assessed and instructions passed to the vessel.

Master: If in Port, should any of those seafarers unaffected be allowed ashore?

It is highly unlikely that the Port Authority will allow anyone ashore if there is infection on board or infection in the region of the Port. For the moment it is probably unwise for any crew member to go ashore unless it is absolutely necessary.

Master: What about inspectors and other officials coming on board?

If you have no infection on board, and you have appropriate equipment for testing temperature, you can always insist that you take everyone's temperature prior to coming on board.

If not, then you can always insist that your crew stay more than a meter from anyone visiting from outside.

If you do have an infected person on board, then this should be notified to the relevant Authorities and it is extremely unlikely that anyone other than medical specialist will want to come on board.

Master: What direct help will I get to deal with this situation?

Rest assured that the safety and wellbeing of you and your crew is the utmost priority at this time and all the resources, medical and operational will be there to provide you and your crew every possible advice and support as well as keeping families, who will be very worried, right up to date with the necessary information. Again, it is important to stress that the great majority of those infected by the Covid 19 virus just have light symptoms and recover in a short space of time.

Ship: What happens if a small number of crew on board refuse to sail with the vessel to an affected area / port?

We understand the concerns of one of your fellow crew members and of course respect his wishes. Their health and wellness and that of all the crew being the Company's primary concern. I have received advice that the crew member concerned can isolate himself in a cabin for the visit to the Port and until such times as he feels comfortable with returning to his duties. In the meantime, we will be carrying out all the most stringent and focused procedures to avoid virus contamination. This includes no non-essential visitors to the vessel without strict checks. No shore leaves and full decontamination of all products and goods arriving on board. All Company procedures should be followed by all those on board.

Ship: What happens if all crew on board refuse to sail with the vessel to an affected area / port?

To the Master: we understand the concerns of the crew and of course respect their wishes, their health and wellness being our primary concern. Please ensure all the appropriate notifications are made from your end and we will do the same from the office (Port, Local Authorities, Coast Guard). We as managers will notify Flag State, Charterer, Manning Agent, owner and other parties as necessary.

Please advise the crew that we will be monitoring the situation in the port closely with a view to either providing an opportunity to load (discharge) or move the ship to a location unaffected by the virus.