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## LEADER SHIP

The cruise industry has long acknowledged the cumulative negative impact of illness outbreaks. COVID-19 presents a frightful situation. From a public health perspective, though, we shift from Distress to Redress and Address. Leader-SHIP is the newsletter that interweaves media articles and cruise industry responses to provide guidance on actions being taken against the novel coronavirus. It negates forces of disruption and decline with measures for steadfastness ultimately having you enhance the practice of public health in your own life and of those around you.

***PLEASE NOTE THIS ISN'T A COMPLETE LISTING OF MEDIA ARTICLES BUT A SNAPSHOT ONLY.***

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### **In This Issue:**

- Encouraging news from the cruise ship that sailed into history
- Update on Cruise Industry Response To COVID-19
- More robots, fewer buffet lines: You will cruise again, but it will look very different
- 'Putting the company almost on life support': Cruise ship cuts devastate Alaska tourism
- Nagasaki Prefecture confirms 33 cases of COVID-19 on cruise ship docked for repairs
- Helloworld Boss Predicts Travel will Return in a Year, but Cruising May Take Longer
- More than 100 Australians among cruise ship crew stranded off Florida coast by US coronavirus restrictions
- Pacific Princess cruise ship docks in California to disembark last passengers
- REPORT: Cruise Line Initially Hid Covid Outbreak from Passengers
- Norwegian Cruise Line Seeks Financial Aid
- Victory Makes Operational Adjustments For 2020 Season
- 'Bad neighbour': will the cruise industry resume its rise in Australia after coronavirus?
- *Costa Fascinosa* Crew Member Dies in a Hospital in Brazil
- The cruise industry's response to COVID-19 is a spectacular crisis management fail



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### 23 April, 2020: Encouraging news from the cruise ship that sailed into history

*The quarantine clearly worked for those who were in it, which is comforting: it means that the Diamond Princess's ventilation systems almost certainly cannot have carried the virus from stateroom to stateroom.* Dr. Richard Lehman, the wonderful BMJ medical columnist who has come out of retirement to report on the pandemic, calls attention to an interesting Apr. 14 analysis of the spread of SARS-CoV-2 aboard the Diamond Princess. That's the cruise ship that had the virus sweep over it like a fire in February after an infected passenger from Hong Kong joined the trip for five days. The journey of the Diamond Princess has become a crucial, even historic natural experiment for researchers seeking to understand the novel coronavirus. Passengers and crew were shut up together in a floating apartment, with nobody exiting or entering at the height of the disease outbreak. It is not only a good test of how the virus spreads, but of how increasing restrictions on movement aboard the ship might have affected viral reproduction amongst the unwitting test "subjects." (These persons, and particularly the 14 who perished from COVID-19, should have a modest permanent memorial someplace when it can be arranged.) A new analysis by health-math boffins in China and Hong Kong dives into the details of life aboard Diamond Princess in an effort to understand what, on the epidemiological level, really happened. The study is not the first crack at this task and won't be the last. But even aside from the fancy modelling, the picture they draw hints at important features of the disease. *Read more....*

<https://nationalpost.com/opinion/colby-cosh-encouraging-news-from-the-cruise-ship-that-sailed-into-history>

### 23 April, 2020: Update on Cruise Industry Response To COVID-19

WASHINGTON, DC (21 April 2020)—As the world continues to address challenges regarding COVID-19, *Cruise Lines International Association* (CLIA) has been working with local and national governments around the world, as well as leading health authorities and our partners across the wider cruise community to coordinate our efforts during the ongoing suspension of worldwide cruise operations. The top priority for our entire community—including cruise lines, travel agents, ports, destinations, suppliers and beyond—continues to be the health and safety of passengers, crew and the communities in the places we visit. The fact remains that the vast majority of more than 270 cruise ships within the CLIA member fleet were not affected by this virus. This is due, in large part, to the aggressive measures adopted by CLIA oceangoing cruise lines in response to COVID-19 based on prevailing guidance from global health authorities, including the U.S. Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO). Those measures include rigorous screening protocols, enhanced sanitation measures and the availability of onboard medical care and treatment 24/7. *Read more...*

<https://cruising.org/news-and-research/press-room/2020/april/clia-covid-19-toolkit>



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### **23 April, 2020: More robots, fewer buffet lines: You will cruise again, but it will look very different**

Few images capture the coronavirus' crushing impact on the travel industry better than those of cruise ship passengers lining their balconies, awaiting return to a land quite changed from the one they left. But soon those images may represent a form of travel from a bygone era. As cruise companies embark on a raft of improvements to save their reputations, it could change the face of cruising as we know it. "Lots of changes will occur before ships are permitted to resume service," The Cruise Guy's Stewart Chiron, an industry analyst who has been on 276 cruises, told CNBC. Indeed, some of those changes have already played out. Strict medical protocols were implemented when a series of major cruise liners went into lockdown following outbreaks onboard.

Others changes will be more gradual. But they will need to be in place by the time travel returns. UBS predicts "meaningful" cruise operations will resume by 2021 — and already, the demand is there. Reservations for next year are up 40% from 2019, according to booking site CruiseCompete, as holidaymakers rally to reschedule canceled trips and new customers plan ahead.

#### ***Strict health screenings***

Enhanced health care measures will, of course, be the first port of call. "They will have to rethink how everything is laid out for all public spaces, how the shore excursions are done, enhance sanitation procedures, (introduce) more stringent efforts to screen passengers," said travel influencer Scott Eddy. Already the Cruise Lines International Association has been working with member cruise lines, such as Carnival and Royal Caribbean, as well as the U.S. government, to produce a framework of such guidelines. Those include "more stringent boarding procedures," better monitoring capabilities and quarantine arrangements. But stricter medical protocols could be just the start, according to analysts who spoke to CNBC. Regular temperature checks, expanded onboard medical centers, improved air filtration systems and mandatory "fit to travel" documents for older travelers could all become part of the package for future cruises.

#### ***Dining disruption***

Beyond health care, there could be a further sea change ahead. Love them or loath them, the quintessential, self-service buffet could soon be a thing of a past — replaced by crew-manned serving stations and table service. "Historically, in the case of norovirus outbreaks on ships, this strategy has been employed by cruise companies to limit the spread of infectious disease," notes Sheri Griffiths of CruiseTipsTV. Reservation systems, too, could become routine for both dining rooms and entertainment venues, as liners move to comply with stricter capacity limits.



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### ***New technologies***

Meanwhile, the outbreak could push cruise companies to invest in more modern technologies. Sterilization robots already in use in other parts of the travel industry, such as hotels, could ensure hospital-level sanitation standards, suggests Clare Lee, a research analyst at Euromonitor International. “The pandemic has accelerated the tourism industry’s path towards higher hygiene standards to incorporate automated and digital cleaning systems,” said Lee. “Technologies that increase the tourism industry’s level of safety (will) be prioritized by industry players in order to gain back confidence from consumers post pandemic,” she added.

### ***Winners and losers***

Such sweeping changes will require heavy investment at a time when cruise operators are already struggling. Commentators suggest major players will be best placed to handle that, with many having mothballed ships in anticipation of better days ahead. “Travel is going to return ... and when it does, we’ll return with it,” Carnival CEO Arnold Donald recently told CNBC. But whether travelers will have the stomach to take to the seas with several thousand other passengers is unclear. *Ref:*

<https://www.cnn.com/2020/04/21/how-coronavirus-covid-19-will-change-cruise-ship-travel.html>

### **23 April, 2020: ‘Putting the company almost on life support’: Cruise ship cuts devastate Alaska tourism**

Taylor Vidic thought she’d be in Skagway by now, preparing for the cruise ship passengers to arrive in the tiny Southeast Alaska town. “I was planning on taking a ferry there to get ready for my first day of work tomorrow at the Red Onion Saloon and Brothel Museum,” Vidic said last week. But instead, the 26-year-old is at home in Juneau, out of work and reading announcement after announcement about the coronavirus pandemic canceling cruises, closing ports and shutting down businesses. “There’s kind of a cloud hanging above you,” she said. “You are waiting for these announcements to come out and then when they finally do, it’s kind of like you feel the wave hit.” *Read more....*

<https://www.alaskapublic.org/2020/04/21/putting-the-company-on-life-support-cruise-ship-cuts-devastate-alaska-tourism/>

### **23 April, 2020: Nagasaki Prefecture confirms 33 cases of COVID-19 on cruise ship docked for repairs**

An Italian cruise ship docked in Nagasaki for repairs with 623 crew members aboard has become the latest host of a COVID-19 cluster, with the confirmation of at least 33 infections on Wednesday. Nagasaki Prefecture confirmed the spike in infections on the ***Costa Atlantica***, currently docked at the Mitsubishi Shipbuilding Co. facility in Nagasaki’s Koyagi district. Gov. Hodo Nakamura said Wednesday he would request assistance from the Self-Defense Forces to deal with the outbreak. A committee of Health Ministry experts said it appeared a cluster of infections had occurred aboard the ship. Those who show symptoms



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of ill health will be transferred to medical facilities in the area, while those who test negative will be returned to their home countries. As of Wednesday, 57 crew members had been tested. The *Costa Atlantica* was not carrying any passengers, local media reported. *Read more...*

<https://www.japantimes.co.jp/news/2020/04/22/national/nagasaki-coronavirus-cruise/#.XqCKFshKhPY>

### **23 April, 2020: Helloworld Boss Predicts Travel will Return in a Year, but Cruising May Take Longer**

*ELLOWORLD TRAVEL CEO ANDREW BURNES HAS PREDICTED INTERNATIONAL TRAVEL WILL NOT RETURN FOR AT LEAST NINE TO 12 MONTHS, WITH CRUISING NOT RETURNING TO POPULARITY UNTIL MID-NEXT YEAR.* Burnes addressed thousands of Helloworld agents in a letter discussing the recovery process from COVID-19, according to *The Australian*. The Helloworld CEO said cruise would return to popularity after increased health and safety measures become known, but warned it may take longer than the rest of the industry, which he expects will begin its path to recovery next year. However, he said that many staff members questioned if the cruise industry's popularity would ever return. "My answer is yes, of course. Cruise has proven to be one of the most popular sectors of the leisure travel industry in the world," Burnes said. "The product is popular, well-priced and delivers an all-inclusive break that people enjoy. "Cruise companies are going to have to have significantly increased cleaning and disinfecting measures, commit to much better on-board health including immediate isolation capabilities, respirators and other near ICU facilities and to stringent health checks for all embarking and disembarking passengers and crew." Burnes said travel agents would be more important than ever in navigating the new normal as countries will lift certain restrictions at different times to others. *Read more....*

<https://www.travelweekly.com.au/article/helloworld-boss-predicts-travel-will-return-year-cruising-may-take-longer/>

### **23 April, 2020: More than 100 Australians among cruise ship crew stranded off Florida coast by US coronavirus restrictions**

*Australia's ambassador to the US has written a letter to 107 stranded Australians after the US Centers for Disease Control prohibited cruise ship crew from travelling on commercial flights in the country.*

Australian dancer Amber Jenkins is one of 107 Australian crew members stranded on 40 ships off the coast of the US and in the Caribbean after the coronavirus pandemic wreaked havoc on the cruise industry. Ms Jenkins, a 22-year-old from Kempsey on the NSW mid-north coast, and three other Australian crew members are on Royal Caribbean's ***Adventure of the Seas***. The ship offloaded its passengers weeks ago and there have been no cases of coronavirus on the vessel, but a lack of available flights has meant the Australians are floating off the coast of Florida not sure when they will be able to fly home. *Read more...*

<https://www.sbs.com.au/news/more-than-100-australians-among-cruise-ship-crew-stranded-off-florida-coast-by-us-coronavirus-restrictions>



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### **23 April, 2020: Pacific Princess cruise ship docks in California to disembark last passengers**

The Pacific Princess cruise ship reached the Port of Los Angeles on Monday for its remaining passengers to finally disembark. The Princess Cruise Line vessel had been at sea since January 5 and was one of the last three cruise ships sailing with passengers amid the global coronavirus pandemic to dock. A spokesperson for Princess Cruises confirmed to Fox News on Tuesday that 119 passengers with no positive cases of COVID-19 or other illness will exit the ship in the days ahead. The disembarkation process in San Pedro may take several days, as the cruise line is coordinating homeward travel plans for all of the guests. The Pacific Princess first departed Port Everglades in Fort Lauderdale, Fla. on January 5 for a 111-day global cruise, the cruise line said in a statement. *Read more...*

<https://www.foxnews.com/travel/pacific-princess-california-disembark-last-passengers>

### **23 April, 2020: REPORT: Cruise Line Initially Hid Covid Outbreak from Passengers**

Even after it learned of potential coronavirus outbreaks on its cruise ships, *Carnival Cruise Line* delayed for more than a full day before warning passengers to self-isolate or taking appropriate steps to protect them, according to an explosive *Bloomberg* investigation. The article describes how the cruise operator slipped letters about the potential outbreaks onboard under passengers' doors while restaurants, stores and public events aboard its ship continued running like normal. It didn't adequately warn them until later, according to *Bloomberg*, and even launched new cruises after it knew doing so was hazardous.

Carnival CEO Arnold Donald defended the company's response. He told *Bloomberg* that his team had done everything possible to protect passengers still trapped on board and that their response was no worse than that in locations like New York City. But health officials aren't buying it. *Read more...*

<https://futurism.com/neoscope/report-cruise-line-hid-covid-outbreak>

### **23 April, 2020: Norwegian Cruise Line Seeks Financial Aid**

*Norwegian Cruise Line Holdings* (NCLH) appears to be looking to sell a stake of the company to an investment house that is bullish on the cruise and travel industry. According to a Reuters report, the cruise line has hired Goldman Sachs Group to explore financial alternatives which might help them weather the current economic storm battering the industry. *Read more...*

<https://cruiseradio.net/norwegian-cruise-line-seeks-financial-aid/>

### **23 April, 2020: Victory Makes Operational Adjustments For 2020 Season**

Victory Cruise Lines announced that it will extend its temporary suspension for all operations on board the Victory I through June 30, 2020 and cancel all planned itineraries for the Victory II for the remainder of the 2020 season. The Victory I will resume service on July 5, 2020. The company said the decision was made following continued, wide-spread governmental restrictions across ports, cities and public



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Volume 3 – Issue # 58

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institutions and an extended no sail order through Canadian waters through June 30. “Our top priority remains the health and safety of our guests, team members and crew,” shares John Waggoner, founder and CEO of American Queen Steamboat Company, which oversees Victory. *Read more...*

<https://www.cruiseindustrynews.com/cruise-news/22815-victory-makes-operational-adjustments-for-2020-season.html>

### **23 April, 2020: 'Bad neighbour': will the cruise industry resume its rise in Australia after coronavirus?**

*Plans to welcome larger ships and more frequent visits to Australia are now in limbo amid uncertainty about when – or if – the business will recover*

The *Celebrity Solstice* was given a civic reception when it docked in Newcastle in 2014. The lord mayor wore his robes and chains and personally welcomed passengers to the city; such was the pageantry required for a destination to impress the cruise industry in the hope of sharing in some of its spoils. Thousands lined the waterfront in Darwin, Brisbane and Sydney to glimpse the *Ovation of the Seas* – the largest cruise liner to operate in Australia – when it first docked in those cities. This month those same ships, along with about a dozen more, were ordered to leave Australian waters without ceremony. More than 700 passengers from one ship alone – the ill-fated *Ruby Princess* – have been infected with Covid-19, and at least 21 have died. Almost 200 crew members among the 1,000 who were still on board at Port Kembla on Tuesday have tested positive, and the ship’s final cruises are now the subject of a criminal investigation, at least one private lawsuit and a potential class action. Both *Celebrity Solstice* and *Ovation of the Seas* have also been linked to coronavirus cases and at least one death each, and the banishment of these floating cities marks an unprecedented and sudden rebuke for an industry that has grown rapidly in size and influence during the past two decades. *Read more....*

<https://www.theguardian.com/travel/2020/apr/22/bad-neighbour-will-the-cruise-industry-ever-be-the-same-again-after-coronavirus>

### **23 April, 2020: Costa Fascinosa Crew Member Dies in a Hospital in Brazil**

*Originally published 21 April, 2020*

Dear friends and colleagues, we lost another fellow crew member. It’s a sad day for all of us when we heard the news about the death of Bendie Antonio, a Filipino crew member of Costa Cruises. Bendie was taken off the cruise ship *Costa Fascinosa* and transferred to a hospital in Santos, Brazil, together with nine of his fellow crew members who tested positive for the virus. Bendie Antonio, age 42, died on April 19, from complications caused by the coronavirus, thousands of miles away from his family in the Philippines. *Read more....*

[http://crew-center.com/costa-fascinosa-crew-member-dies-hospital-brazil?fbclid=IwAR1Psf9U2e6s8mKyBQIH3LX-DUqJtqJl4fCjeEgbFeCa\\_Gdmn6WDmVz7y8](http://crew-center.com/costa-fascinosa-crew-member-dies-hospital-brazil?fbclid=IwAR1Psf9U2e6s8mKyBQIH3LX-DUqJtqJl4fCjeEgbFeCa_Gdmn6WDmVz7y8)



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**23 April, 2020: The cruise industry’s response to COVID-19 is a spectacular crisis management fail**

*A major health outbreak on board is a foreseeable crisis management risk for the cruise industry. And yet, it completely failed to prepare for, or appropriately respond to, the impact of COVID-19, Tony Jaques explains. The Ruby Princess, for example, discharged 2,700 untested passengers in Sydney and is now linked to almost 20 deaths.*

One of the basic principles of good crisis management is to prepare for the most obvious crisis risks. But the global cruise ship industry seems to have failed miserably. A headline in the New York Times said it all: “Passengers fell ill with coronavirus... And the ship sailed on.” Cruise ships are now recognized as one of the single worst sources of the disease, and one of the most badly-managed. Look no further than the Ruby Princess, which discharged 2,700 untested passengers in Sydney and is now linked to over 600 confirmed infections and almost 20 deaths. One of the basic principles of good crisis management is to prepare for the most obvious crisis risks. But the global cruise ship industry seems to have failed miserably. A headline in the New York Times said it all: “Passengers fell ill with coronavirus... And the ship sailed on.” Cruise ships are now recognized as one of the single worst sources of the disease, and one of the most badly-managed. Look no further than the Ruby Princess, which discharged 2,700 untested passengers in Sydney and is now linked to over 600 confirmed infections and almost 20 deaths.

***The cruise industry failed to prepare for the COVID-19 crisis***

It’s a story repeated around the world, and as recently as last week, eight ships with about 6,300 passengers were still at sea, despite the pandemic, including one vessel with 128 people who had tested positive. Cruise industry leaders say the coronavirus caught them “without warning.” Yet the first outbreak was on the Diamond Princess, quarantined in Japan on 4 February, and operators continued to launch cruises as late as mid-March – after the World Health Organization declared a pandemic. Indeed, when the cruise industry finally recognized the crisis and announced its own pledge to stop sailing, on 13 March, USA Today reported at least one ship departed after the midnight deadline and eight or more others set sail in the hours leading up to the announcement. So, what can we learn from this crisis management fail? For several years, I have promoted the concept of ‘natural’ crises. This doesn’t mean they result from natural disasters. They are natural to the organization. They are the industry-specific, or company-specific crises which are most likely, which are reasonably predictable, and which should be clear priorities. They are the crisis risks which should keep mindful managers awake at night. Read more... <https://mumbrella.com.au/the-cruise-industrys-response-to-covid-19-is-a-spectacular-crisis-management-fail-625006>

