



Module 6

HEALTH

WORKBOOK



Please use this workbook as an additional resource when completing the Cruise Champion elearning module.

Modules



Module 1: Introduction

Module 2: Regulations

Module 3: Safety

Module 4: Security

Module 5: Environmental Protection

Module 6: Health

Module 7: Corporate Social Responsibility

Module 8: Conclusion

OVERVIEW

CLIA Cruise Lines ensure that all of the onboard staff (regardless of their onboard job) are trained in first aid and public health practices.

Other steps CLIA Cruise Lines take are:
(Complete the blanks)





SANITATION

Crew members regularly clean and sanitize the ship's facilities.

At the end of every cruise, crewmembers clean the ship from top to bottom using designated cleaning supplies and sanitation procedures.

(Fill in the blanks)

Cabins cleaned at least

Restaurants and snack areas

Common areas such as pools and elevators cleaned

CLIA is proud of its lines' strong record of excellence. Constant perfect scores are a testament to cruise line efforts to provide passengers with the highest level of service. Cruise ships are graded in dozens of areas including hygiene and sanitation of food, galley cleanliness, water, shipboard personnel and the ship overall.

NOROVIRUS

Cruise ships have often been associated with outbreaks of illness that are much less common than people perceive.

The most frequently reported incidents involve Norovirus, a contagious viral infection that causes gastroenteritis.

Despite sometimes sensational media reports, outbreaks of norovirus are uncommon and the risks of becoming ill from this virus are in fact greater on land than on a cruise.

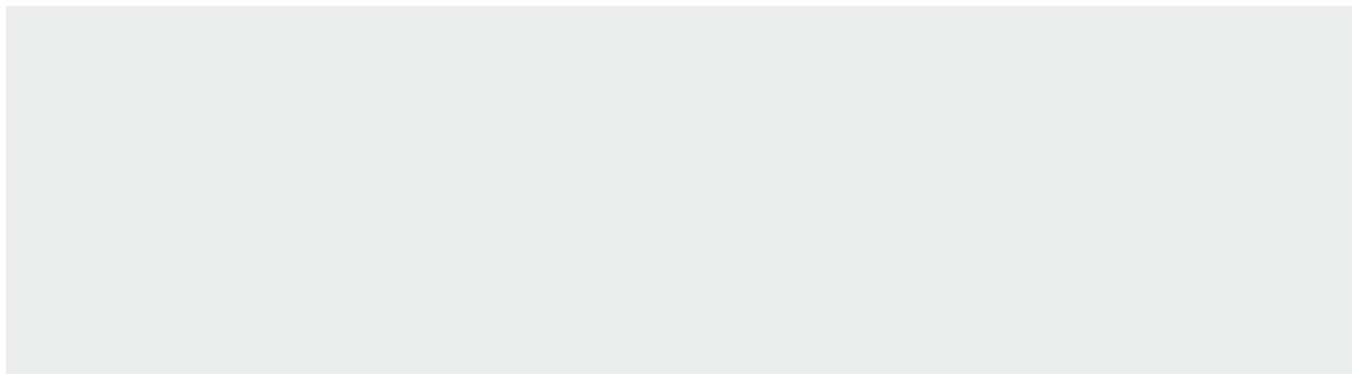


(Write down the most important facts of each section)

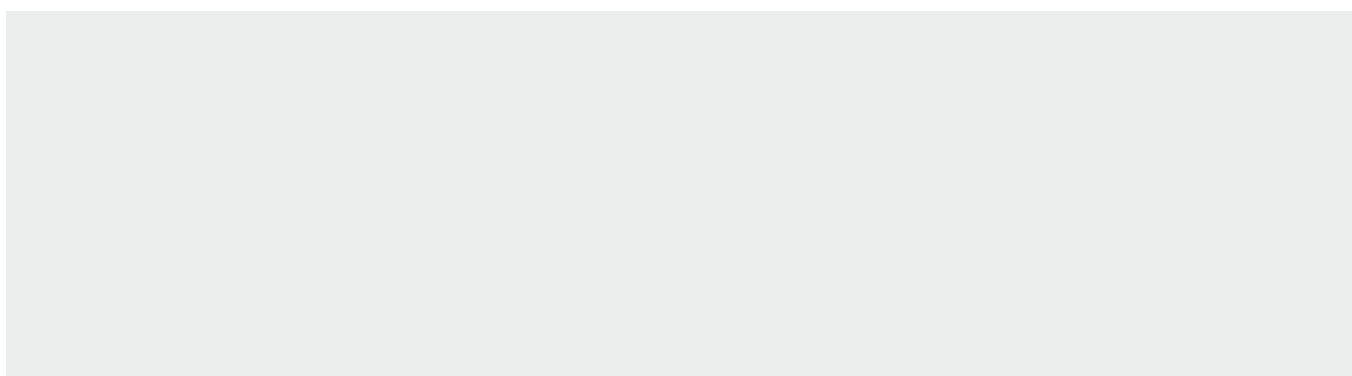
What is Norovirus?

The Figures

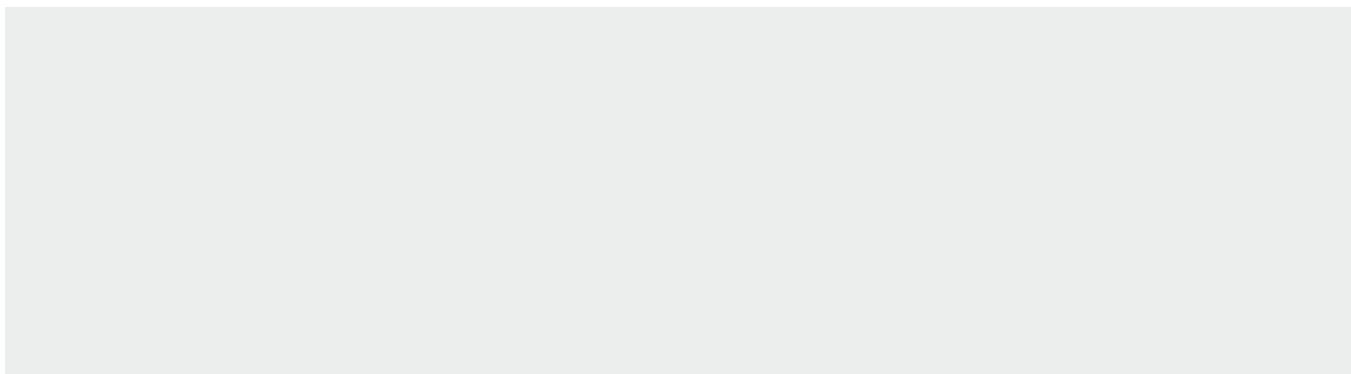
Incorrectly associated with cruise ships



Preventing Norovirus



A swift response



FOOD SUPPLY

The on-board dining experience has become one of the highlights of cruising, with increasingly sophisticated standards of cuisine on offer.

Complex processes and tight management are required to deliver such dining experiences, as well as to safeguard the health of passengers.

The first priority of cruise lines is to ensure they work with suppliers that offer high quality produce and adhere to very high sanitation standards that are checked by third-party audits.

On board, the food is subject to exceptional handling and sanitary practices - from storage right through to preparation and serving. Cruise ships are then subject to



SUSTAINABLE SOURCING CERTIFICATES

Many cruise lines look for vendors who also responsibly manage environmental, social or economic impacts associated with sourcing goods and services.

For example, for marine items, cruise lines may ensure the product is certified by MSC (Marine Stewardship Council who is committed to being the world's leading certification program for sustainable wild-capture fisheries), or ASC (Aquaculture Stewardship Council who is committed to being the world's leading certification program for responsibly farmed seafood).



Cruise lines ensure that any relationship with food vendors have the following 4 principles: *(Fill in the blanks)*



ACCIDENTS & CARE TEAMS

What do cruise lines do with passengers injured on shore?

If an injury is relatively minor but still requires local hospitalisation, cruise line procedures are in place to ensure a local Port Agent is responsible for representing the patient locally and for communicating between the cruise line, onboard doctor, local hospital and passenger.

Depending on the severity of the injury or illness, cruise lines have trained staff who can be dispatched to support guests who are hospitalised abroad. There are also contingency plans to dispatch care teams if an accident involves multiple people.

In addition, Cruise Lines have crew members who are trained to provide appropriate care and support onboard to relatives, friends, and other passengers of the injured victim.





Remember with the right information, you'll be able to respond to your customers with confidence whenever the need arises.

By understanding how highly regulated the cruise sector is, and the many layers of oversight that help ensure its safe operation, you'll be better able to inform your clients and address any of their concerns.

