



COVID-19 Contingency Plan

cruise calls



Trondheim Port

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COVID-19 Contingency Plan for cruise calls

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This document was drafted and finalized in cooperation with the Trondheim municipal chief physician.

COVID-19 Contingency Plan

Introduction

The purpose of this plan is to have jointly agreed on how to handle cruise calls in Trondheim Port during the COVID-19 pandemic.

The plan will be made available to ship agents and cruise lines executives.

Cruise ships must oblige to the national regulations of Norway in order to call Trondheim Port. The Norwegian Coastal Administration has general information available in English on their homepage.

In order to sail in Norwegian waters, cruise lines have to seek permission with The Ministry of Health and Care Services in Norway via their respective agency. If the cruise lines' protocols are approved by the Ministry sailing can commence in Norway.

Since 27.11.2020 the following national ruling is:

Cruise ships that start a cruise or call a port outside of Norway may sail in Norwegian waters with a maximum of 50% passengers on board and a total maximum of 200 persons (crew and passengers). No crew or passengers are allowed to disembark in Norway. No new passengers or crew can embark in Norway. Vessels have to be able to return to the port of origin within 30 hours.

*some more specific rules apply to the crew

Link to the law concerning cruise in chapter 3 § 11 which is continuously updated with enforced changes:

[Forskrift om smitteverntiltak mv. ved koronautbruddet \(COVID-19-forskriften\) - Lovdata](#)

Important links:

Norwegian Institute of Public Health – Planning and start-up of cruise operation:

<https://www.fhi.no/en/op/novel-coronavirus-facts-advice/advice-and-information-to-other-sectors-and-occupational-groups/handling-COVID-19-on-ships/>

Norwegian Health Ministries guideline to cruising along Norwegian Coastline:

<https://www.helsedirektoratet.no/english/corona/coastal-cruises-along-the-norwegian-coastline-COVID-19>

The following chapters are addressing the case of cruise calls that adhere to national legislative.

1. Duties and authorities

Trondheim Port is an appointed contingency port during the COVID-19 pandemic. This is due to the proximity of one of the biggest hospitals in Norway – St. Olav hospital and the infrastructure connecting Trondheim to other destinations.

Ships arriving Norway from abroad, that suspect or have confirmed cases of COVID-19 on board, are obliged to notify the Norwegian authorities – in accordance with the [IHR regulations § 5](#).

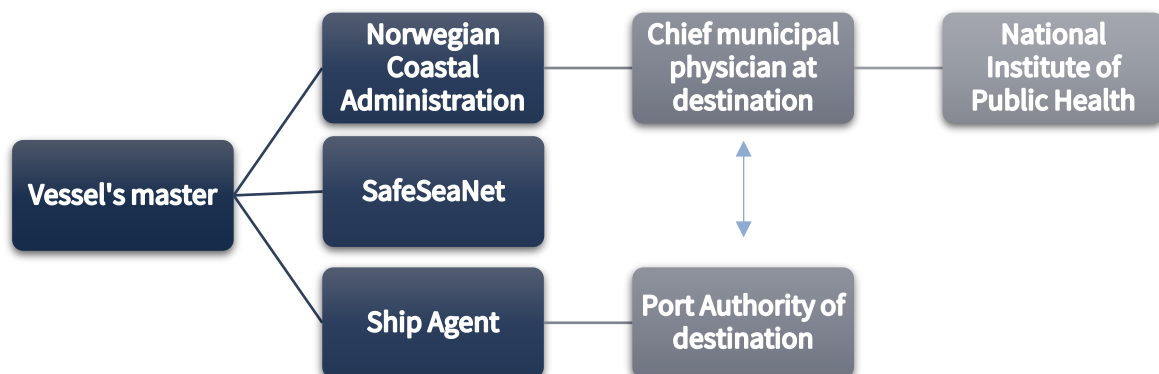
The vessel's master shall notify the Norwegian Coastal Administration's VTS in Vardø by telephone +47 78 98 98 98.

In addition, an electronic notification must be completed in SafeSeaNet Norway. The Norwegian Coastal Administration notifies the chief municipal physician in the municipality where the port of arrival is located. The municipal doctor's duty to contact the National Institute of Public Health is stated in the [IHR regulations § 4](#).

If the VTS in Vardø cannot be reached, please notify the National Institute of Public Health directly: Telephone + 47 21 07 70 00 (during working hours) or on +47 21 07 63 48 (Infection Control Unit)

The municipal chief physician (MCP) holds the authority in port regarding decisions that relate to protecting health and life.

The local ship agent is the contact between shore and ship. The ship informs the local ship agent, the agent informs the Port Authority and other relevant parties.



The following table shows 24/7 contact numbers for the relevant entities.

Entity	Position	Number
Trondheim Port Authority	Port Authority	+47 911 12 600 (Port inspectors - 24/7 contact)
European Cruise Service	Ship Agency	+47 9284 2328 (24/7 emergency contact)
GAC Norway	Ship Agency	+47 92893795 (24/7 Duty phone)
J.P. Strøm	Ship Agency	+47 90766063 (Arvid)
SDK Cruises	Ship Agency	+47 55 31 03 00
Trondheim Municipality	Municipal health department officials	To be prioritized in this order: Municipal chief physician: Tove Røsstad (+47 917 60 270) Infection control physician: Eli Anne Skaug (+47 922 48 231) Substitute municipal chief physician: Elizabeth Kimbell (+47 916 84 285) Infection control chief physician: Eli Sagvik (+47 952 63 814) (weekdays from 8 AM to 4 PM, SMS after operating hours)
Trondheim corona hotline	Trondheim Municipality	+47/ 90 50 90 52 Open hotline: Weekdays 08.30-18.00 Weekend 11.00-18.00
Legevakt "Emergency centre"	In case medical assistance is needed	+47/116117
Hospital	In critical cases	113

As long as there is a need to keep extended measures in place to prevent infection the following rules will apply. Trondheim Port Authority will inform all relevant entities in case of changes and when the plan is no longer applicable.

2. Trondheim Ports' conditions to receive cruise ships

Trondheim Port can safely handle cruise ships on all quay facilities with some restrictions.

Gatherings of people outside without assigned seats might be restricted in size by the Norwegian COVID-19 law. The number of people that can be gathered on our quay facilities at the same time cannot be higher than what is nationally/locally allowed.

Quay 68 – main cruise quay and quarantine quay

We can have a maximum of 310 people on the quay (red = disembarking, yellow =embarking) at the same time in order to keep physical distance of 2 meter. (626m²)

We can have a maximum of 180 people at the same time in the boarding area for transportation (red zone along breakwater = 354m²). That can be translated into 6 buses (30 persons each) on 118m. If we were to extend the boarding zone to 200m, we can have 300 people (approx. 10 buses), but it includes more walking. We have an area (green) of 220m² available directly connected to the ISPS-area that can be used to set up e.g. temporarily health screening tents.



Figure 1: Quay 68

Quay 2

We can have a maximum of 95 people on the quay at the same time (red = disembarking, yellow =embarking) in order to keep physical distance of 2 meter. (188m²)

We can have a maximum of 30 people at the same time in the boarding area for transportation (violet waiting zone = 55m²). That can be translated into 2 buses (30 persons each) at the same time, with the boarding zone in between parked buses. If circumstances allow it the bus parking area may be stretched to allow more buses to park. As long as the groups are kept separate in between buses.

We have an area (green) of 170m² available within the ISPS-area that can be used to set up e.g. temporarily health screening tents.



Figure 2: Quay 2

Quay 30

We can have a maximum of 70 people on the quay at the same (red = disembarking, yellow =embarking) time in order to keep physical distance of 2 meter. (2m² per person =157m²)

To enter excursion buses the guests will have to leave the ISPS-area. Transportation will happen outside the established ISPS-area and is thereby exposed to locals. We can assist on request to secure an unexposed passage to organized transportation. We can have a maximum of 90 people at the same time in the boarding area for transportation (violet waiting zone). That can be



Figure 3: Quay 30

translated into 3 buses (30 persons each).

We have an area (green) of 225m² available within the ISPS-area that can be used to set up e.g. temporarily health screening tents.

Anchorage - enter Skansen guest harbor

We can have a maximum of 1 tender boat at the floating bridge at the same time (red marks disembarkation, yellow embarkation) in order to keep physical distance of 2 meter.

To enter excursion buses the guests will have to leave the ISPS-area. Which will be established temporarily for the cruise call and contain the floating bridge and 250m² on land.

Transportation will happen outside the established ISPS-area and thereby is exposed to locals. We can assist on request to secure an unexposed passage to organized transportation. We can have a maximum of 60 people at the same time in the boarding area for transportation (violet waiting zone). That can be translated into 2 buses (30 persons each) at the same time.

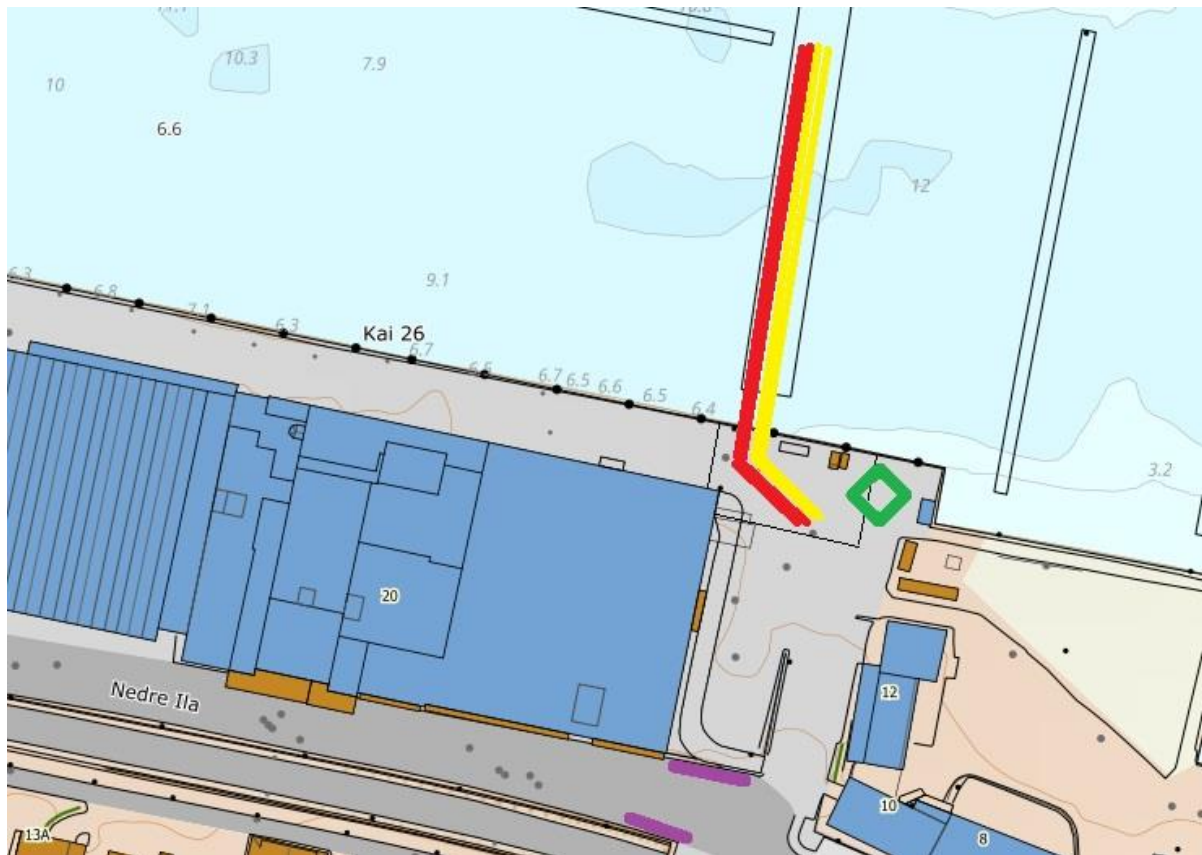


Figure 4: Skansen anchorage

We have an area (green) of 100m² available connected to the ISPS-area that can be used to set up e.g. temporarily health screening tents.

Quay 31 – deep water quay

The quay facilities are damaged and out of order for the moment.

■ A local ship agent must be present during a call.

If the call is cancelled due to COVID-19 outbreak in either our port or the homeport or on board the ship, no fees are charged.

3. Authorization to call Trondheim Port

The cruise lines book calls through their ship agent usually many months ahead of time. The ship agent contacts Trondheim Port Authority and books the call. Confirmation of availability and berth is sent to the ship agent.

24 hours before the call, the ship agent reconfirms the call per email to the Port Authority. By then the cruise line is reporting regularly through SafeSeaNet.

Shore to ship

Trondheim Port Authority will confirm the call 24 hours prior with the following content:

- Berth attribution
- Type of authorization (e.g. with or without disembarkation)
- Overview of local infection rate and up-to-date infection prevention rules and restrictions (links)
- Confirmation of services ordered and approval of schedule in coordination with ship agent and security to ensure infection prevention
- Attached to email: this document “Trondheim Port COVID-19 Contingency Plan”

If there are reported cases, passengers are not to disembark before the MCP has authorized it. If there are no cases reported, the ship and their passengers and crew are to follow the applicable local/national rules of infection prevention.

4. Passenger terminal arrangements

Trondheim Port is mostly used as a transit port. There is no terminal building, so we refer to the ISPS-area surrounding the quay. In case of a turnaround operation using a terminal building, a plan will be developed for the specific operation.

4.1 Disembarkation

This part includes all disembarkation arrangements both for crew and passengers.

These measures are implemented in case disembarkation of passengers and crew is allowed by the Norwegian legislative. In case of an emergency, the following infection control measures need not be adhered to.

(Advance) information and communication:

- This policy is shared with ship agents and cruise lines

- Visible posters and information sheets for guests that explain local COVID-19 measures (IMPORTANT: universally understandable posters)
- Every call's disembarking logistics needs to be agreed upon between port, ship/shorex agent and ship crew

Physical distancing:

- National/local rules apply at any given time
- Ships' crew is responsible to oversee that distance is kept, local security assistance can be hired
- Fences are set up by the port to manage direction flow and assist queuing

PPE (personal protective equipment):

- obligation for everyone to wear face masks within the ISPS-area (exception are children under the age of 12 and people that can document suffering from a breathing disorder)

Cleaning and disinfections:

- exiting the ISPS-area disinfection dispensers are set up
- intensified cleaning of points of contact (e.g. railings) and rentals like gangways after use with ordinary cleaning agent (soap and single-use cloth)

Health screening:

- if MHD (medical health declaration) is conveyed with neither possible, probable or confirmed cases, there are no further health screenings required from the local authorities
- see contingency chapter 6. for disembarkation with detected cases

Security screening:

- upon disembarkation there are no further security screenings required from the local authorities

The ongoing vaccination process might open up for exceptions for persons vaccinated.

4.2 Re-embarkation

This part includes all re-embarkation arrangements both for crew and passengers.

These measures are implemented in case disembarkation of passengers and crew is allowed by the Norwegian legislative. In case of an emergency, the following infection control measures need not be adhered to.

(Advance) information and communication:

- it is advisable to set a time period (slot) in which the return to the ship is to be made. This is to make sure that the lines are not getting too long.

Physical distancing:

- same as disembarkation

PPE:

- same as disembarkation

Cleaning and disinfections:

- entering the ISPS-area disinfection dispensers are set up

Health screening:

- same as disembarkation

Security screening:

- security at entering the ISPS-area includes having to show their cabin card/ prove of belonging to the ship

4.3 Embarkation

The same measures for re-embarkation apply for embarkation.

In case luggage is to be handled, it is the vessels decision whether to disinfect entering luggage on board. Luggage that leaves the ship is not treated with any disinfectant by the Port Authority.

5. Persons/entities authorized to visit the ship and protection measures

All visitors have to get screened by the ship and wear face masks.

Social distancing rules apply, the stricter one is to be adhered to.

Should it be necessary to send medical assistance for e.g. testing on board a vessel, the local staff will be dressed in full PPE suit before embarking the vessel. They are to be granted access to the vessel.

6. Contingency in case of COVID-19 outbreak¹

This part of the plan includes the measures to be taken in case an outbreak of COVID-19 takes place on board a ship using the port facilities.

Cruise lines that are members of CLIA (Cruise Lines International Association) have testing facilities on board and have protocols in place that guarantee testing of probable or possible cases on board. They are also required to isolate or quarantine people that have possibly been in contact with a confirmed infected person. The cruise lines are also required to have medical staff on board that can treat infected persons².

In case a cruise line should need testing assistance from the local municipality, the testing team will come on board for testing.

6.1. Disembarkation of possible, probable or confirmed cases

St. Olav Hospital is the third biggest hospital in Norway with approximately 1000 beds. It is located 3km from all cruise quays in Trondheim and can accommodate COVID-19 patients for hospitalization. St. Olav has a COVID-19 dedicated capacity including intensive care unit beds and ventilators.

Trondheim municipality has signed agreements with hotels for quarantine and isolation purposes.

Capacity depends on the current entry restrictions for travelers. The stricter the entry regulations the more capacity is available.

The local ship agent arranges appropriate placement for disembarking guests by contacting the local corona hotline or the St. Olav emergency centre. They will forward the requested placements to the municipal infection control office which attributes the rooms.

6.2. Procedures for disembarking possible, probable, confirmed cases of COVID-19 and contact persons for these cases.

If a person has to disembark that ought to be either isolated or in quarantine, the local ship agent, the municipal infection control chief physician and the ships staff decide together on the appropriate procedure for each case.

6.3. Medical health declaration as part of clearance

The local ship agent obtains a medical health declaration as part of clearance.

6.4. Procedures for repatriation

The cruise line is responsible and uses the local ship agent to coordinate locally.

¹ A confirmed outbreak of COVID-19 is defined as: two or more people with symptoms compatible with COVID-19 infection within 72 hours and at least one confirmed case COVID-19.

² https://cruising.org/-/media/Files/CLI7014_MemberPolicy_05

6.5. Extreme case of COVID-19 outbreak on board

The MCP can decide to quarantine an entire ship or individuals according to Public Health law [§16](#).

Quay 68 is assigned for ship quarantine. Trondheim Port Authority may have an alternative quarantine quay available.

There are three ports that are appointed contingency ports according to the IHR-regulation³ that have to assist in an extreme situation that has an international impact. Those ports are Bergen, Oslo and Tromsø. Trondheim Port was evaluated under the current COVID-19 pandemic and was appointed contingency port due to its capacity.

6.6. Contact tracing

The cruise vessel tracks close contacts to a confirmed case and reports back to Trondheim if the person in questions has come in contact with locals.

That can be done through their respective ship agency. The ship agent informs the municipal chief physician office, Port Authority and other suppliers that might have been in contact (other suppliers).

Confirmed cases need to be reported back to Trondheim municipality within 14 days after departure.

7. Other considerations

Conducting services

When provided services by Trondheim Port Authority itself and their local suppliers, the following rules must be adhered when operating:

- Physical distance between local staff and ship crew/passengers according to local/national rules
- Wearing of face masks at all times
- Proper hand hygiene at all times and especially when handling common equipment (e.g. ropes)
- Disinfection of water hose connection after use

Services may include mooring services, bunkering of water, garbage disposal and more.

One has to avoid main disembarkation/embarkation times, when executing service in close proximity of passengers. Ship agent and local supplier agree on an appropriate time.

³ <https://lovdata.no/dokument/SF/forskrift/2007-12-21-1573>

Crew movement

The ship agent is responsible to oversee crew changes and make sure national and local infection prevention regulations are adhered to.

Hazardous waste reception and handling⁴

Ships that order waste reception in port, should wrap injection needles thoroughly before putting them in bags. Other waste that has been or might have come in contact with the COVID-19 virus is bagged (yellow bags) and declared as dangerous garbage (Norwegian classification). Other PPE-waste that has been used as a prevention measure like face masks from guests are considered ordinary waste.

Sanctioning

Deliberately breaking COVID-19 related rules can be sanctioned.

⁴ Discussed with Trondheim Renholdsverket februar 2021