



**The Bahamas  
Maritime Authority**

## **THE COMMONWEALTH OF THE BAHAMAS**

**M.v. Carnival Inspiration**

**IMO Number: 9087489**

**Official Number: 732037**



**Report of the marine safety investigation into the  
disappearance of a crew member off the coast of  
Southern California on 9<sup>th</sup> November 2017**

## M.v. Carnival Inspiration – Marine Safety Investigation Report

*The Bahamas conducts marine safety or other investigations on ships flying the flag of the Commonwealth of the Bahamas in accordance with the obligations set forth in International Conventions to which The Bahamas is a Party. In accordance with the IMO Casualty Investigation Code, mandated by the International Convention for the Safety of Life at Sea (SOLAS) Regulation XI-1/6, investigations have the objective of preventing marine casualties and marine incidents in the future and do not seek to apportion blame or determine liability.*

*It should be noted that the Bahamas Merchant Shipping Act, Para 170 (2) requires officers of a ship involved in an accident to answer an Inspector's questions fully and truly. If the contents of a report were subsequently submitted as evidence in court proceedings relating to an accident this could offend the principle that individuals cannot be required to give evidence against themselves. The Bahamas Maritime Authority makes this report available to any interested individuals, organizations, agencies or States on the strict understanding that it will not be used as evidence in any legal proceedings anywhere in the world.*

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The Bahamas Maritime Authority

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**SUMMARY**

- 1.1 Carnival Inspiration is a 1996 built passenger vessel of 70,367 gross tons, registered in Nassau, Bahamas and operated by Carnival Cruise Lines.
- 1.2 The vessel sailed from Long Beach, California on 6<sup>th</sup> November 2017 bound for Catalina Island and then Ensenada, Mexico before returning to Long Beach with 2,266 passengers and 887 crew members aboard.
- 1.3 The vessel has a 4-day itinerary Monday through Thursday followed by a 3-day itinerary Friday through Sunday (Catalina Island only included on a 4-day cruise).
- 1.4 The weather at Long Beach on departure is recorded as South-westerly winds at 11 knots, calm seas and 19 degrees Celsius air temperature.
- 1.5 On 7<sup>th</sup> November, at 18:00 hours, during a random alcohol screening one engine room Wiper failed the blood alcohol test with successive readings of 0.048% and 0.04% respectively.
- 1.6 The following day, repeat tests for the same crew member taken shortly after 08:00 hours indicated blood alcohol levels of 0.185% and 0.211%.
- 1.7 On 9<sup>th</sup> November at 18:45 hours a report was made to the Staff Chief Engineer that the same engine room Wiper was apparently missing. The report was made by his cabin mate who reported not seeing the Wiper since 7am the same day. At the time the report was made the vessel was returning to Long Beach with an estimated time of arrival of 04:30 hours on the 10<sup>th</sup> November.
- 1.8 Announcements for the crew member to report were made over the vessel's public address (PA) system at 19:25 hours repeated at 19:35 hours, 19:53 hours, 20:30 hours and 20:40 hours with no response.
- 1.9 At 21:00 hours Carnival's Corporate Investigator was informed of the situation. Immediately thereafter a search of the crew accommodation was completed.
- 1.10 At 21:47 hours a full crew headcount was completed, one crew member was identified as missing.
- 1.11 Man overboard (MOB) camera recordings were reviewed and that review determined no sightings of a possible man overboard incident.
- 1.12 At 23:10 hours the United States Coast Guard (USCG) Long Beach were advised of the situation.
- 1.13 The vessel's command elected not to turn around to undertake a man overboard search, as the last sighting of the crew member aboard on Closed-

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Circuit Television (CCTV) had been 16 hours earlier. MOB cameras did not indicate a potential fall overboard and at an average speed of 6 knots the vessel had travelled 98 miles from the location of that last confirmed sighting.

- 1.14 The vessel was all fast at Long Beach terminal at 05:45 hours on 10<sup>th</sup> November.
- 1.15 At 10:30 hours on the 10th, a full comprehensive vessel search was completed while the vessel was moored alongside at Long Beach, resulting in confirmation that the missing crew member was not located and his whereabouts remain unknown.

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## 2 DETAILS OF INVOLVED VESSEL(S) AND OTHER MATTERS

- 2.1 Carnival Inspiration is a purpose-built passenger vessel registered at Nassau, Bahamas.
- 2.2 The vessel is in service primarily in the United States market of the cruise industry.
- 2.3 The principle details as at 9<sup>th</sup> November 2017 were as follows:
- Official Number - 732037
  - IMO Number - 9087489
  - Length overall - 260.78 metres
  - Breadth - 31.5 metres
  - Depth - 8.01 metres
  - Gross Tonnage - 70,367
  - Net Tonnage - 44,053
  - Call Sign - C6FM5
- 2.4 The vessel is powered by twin diesel engines connected to six ABB generators, providing 57,446 BHP to two variable pitch propellers.
- 2.5 Carnival Inspiration was built in 1996 at Kvaerner Masa yard in Finland. At the time of the incident, the vessel was operated by Carnival Cruise Lines.
- 2.6 The vessel was first registered under the Bahamas Flag in 1996 and is entered with Lloyds Register Classification Society. The vessel complied with all applicable statutory and international requirements and certification.
- 2.7 Carnival Inspiration was subject to a Bahamas Maritime Authority Annual Inspection on 28<sup>th</sup> October 2016 in Long Beach, California with one outstanding deficiency which was not contributory to the incident being investigated.
- 2.8 The last Port State Control Inspection was carried out by the United States Coast Guard in Long Beach, California on 10<sup>th</sup> July 2017. No deficiencies were identified.
- 2.9 The missing crew member is a 33-year-old Indian national, with black hair, brown eyes and a height of 5 feet 05 inches. His latest medical screening conducted in 2016 indicated him to be in good health.

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- 2.10 The crew member had sea service for 5 years on bulk carriers in the engine room and had served aboard numerous Carnival operated vessels, including Triumph, Ecstasy, Miracle, Paradise and Glory before joining Carnival Inspiration. He was well aware of Carnival practices and policies, notably in regard to alcohol consumption. Once he failed the Blood Alcohol Concentration (BAC) test the inevitable result would be immediate termination.

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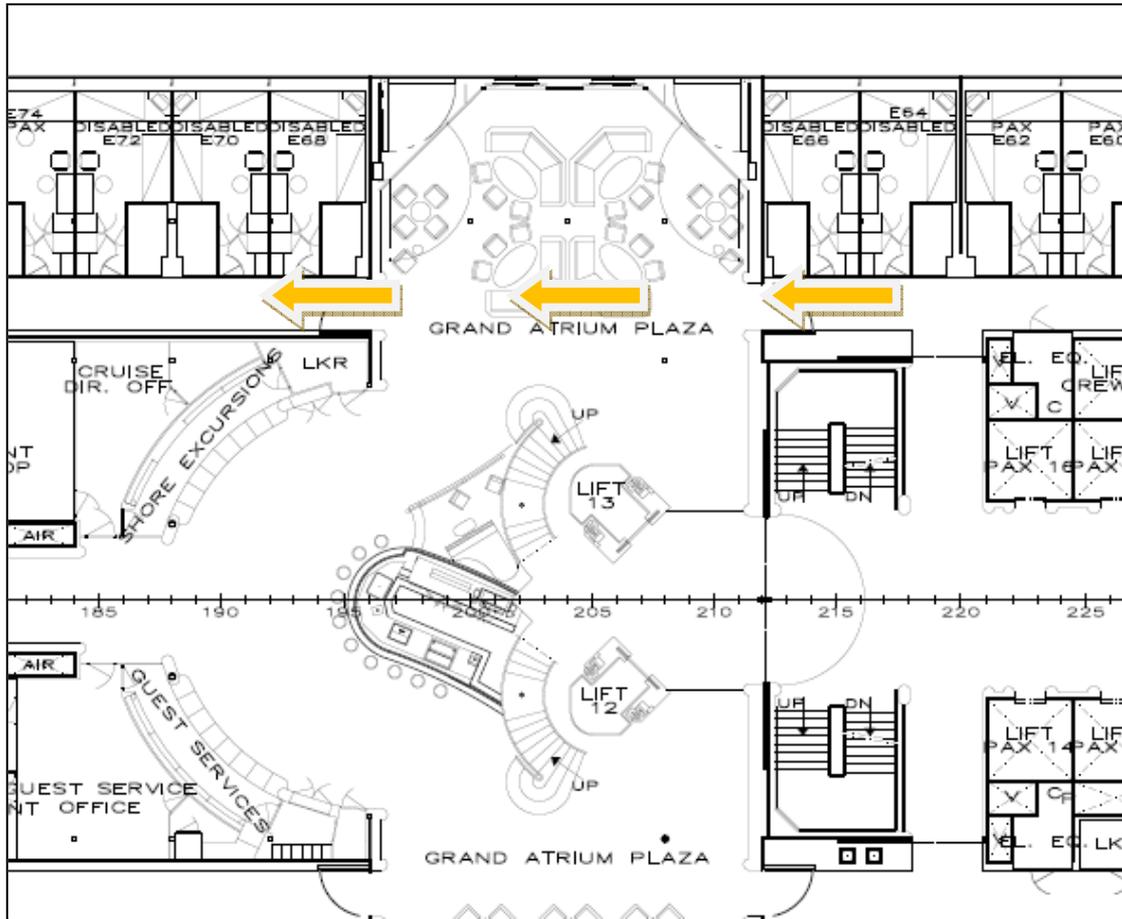
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**NARRATIVE OF EVENTS**

- 3.1 All times noted in this narrative are given in the style of the standard 24-hour clock, without additional annotation and as local time in the Pacific Standard Zone (GMT-8 hours). Other timing is noted in brackets.
- 3.2 Carnival Inspiration completed the following itinerary during this voyage:
  - 6<sup>th</sup> November Departed Long Beach at 17:54 hours
  - 7<sup>th</sup> November Anchored at Catalina Island at 07:06 hours
  - 7<sup>th</sup> November Weighed anchor at 16:09 hours
  - 8<sup>th</sup> November Moored at Ensenada, Mexico at 07:20 hours
  - 8<sup>th</sup> November Departed Ensenada at 18:06 hours
  - 10<sup>th</sup> November Moored at Long Beach terminal at 05:40 hours
- 3.3 On 7<sup>th</sup> November 2017 a random alcohol test of crew members was scheduled for 17:30 hours, selection is random, and computer generated.
- 3.4 One engine crew member selected for the test reported at 18:00 hours and the test indicated a Blood Alcohol Concentration of 0.048%, following that reading the test was repeated 15 minutes later and a result of 0.040% was recorded.
- 3.5 On 8<sup>th</sup> November 2017 the crew member reported for work at 08:00 hours apparently under the influence of alcohol. The Chief Engineer made a report to the Staff Captain, requesting a reasonable suspicion alcohol test be performed.
- 3.6 The crew member was escorted to the vessel’s security office accompanied by the Staff Chief Engineer and Chief Motorman.
- 3.7 In accordance with the Corporate Alcohol & Drug Testing procedure the alcohol test would be administered by the Chief Security Officer using the vessel’s breathalyser.
- 3.8 The Carnival policy for zero tolerance was reviewed prior to making breath tests, including the permissible alcohol levels.
- 3.9 The alcohol test was administered, the first reading at 08:20 hours was measured at 0.185% BAC.
- 3.10 At 08:28 hours the crew member was added to the vessel’s Alcohol Restriction Maintenance listing to prevent further alcohol purchase on the vessel.

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- 3.11 Following a 15-minute period a second test was administered, the result was found to be 0.211% BAC.
- 3.12 The crew member was advised by the head of Security that his BAC exceeded the Company threshold and was instructed to rest in his cabin. Medical evaluation was offered and accepted.
- 3.13 The crew member was then escorted to the medical centre by the Engine Administrator and a Security Officer. Upon their arrival the Medical Centre was closed for training, they then proceeded to the crewmember's cabin.
- 3.14 A cabin search revealed two partly full bottles of whisky, these were confiscated and taken to the security office.
- 3.15 On completion of the training in the Medical Centre, the party returned to the medical centre where the crew member was reviewed by a duty Nurse and given instructions to remain in his cabin and to drink plenty of water to flush the alcohol from his body. He was also instructed that he should only leave his cabin to go to the mess room.
- 3.16 The Nurse reported that the crew member had bloodshot eyes, both his blood pressure and oxygenation levels were normal and that the crew member agreed he had drunk too much. During this 5-minute assessment the crew member was described by the Nurse as smiling and not at all despondent.
- 3.17 During the evening of 8<sup>th</sup> November, the crew member was seen at the Deck 7 forward smoking area and he approached other crewmembers to purchase alcohol for him.
- 3.18 The crew member borrowed a telephone card from his cabin mate and made two telephone calls, details of these are not available.
- 3.19 The crew member was seen in the crew bar close to midnight on 8<sup>th</sup> November.
- 3.20 The crewmember's cabin mate reports seeing him close to 07:00 hours on 9<sup>th</sup> November, dressed in Carnival issued blue coveralls.
- 3.21 The engine room staff attended a daily briefing at 07:30 hours on the 9<sup>th</sup> November outside the engine room, which the crew member did not attend. His absence would usually require an investigation but following the BAC tests he was restricted to his cabin and not on work duty. His absence did not raise any concerns or suspicion.
- 3.22 A review of internal CCTV cameras revealed the crew member leaving the crew smoking area outside the crew bar at 07:00 hours and passing through the Deck 7 Atrium lobby at 07:05 hours on 9<sup>th</sup> November.



**Figure 1: Route followed by the crew member seen on CCTV on 9<sup>th</sup> November at 07:05 hours, passing aft along the port side through the Atrium lobby on Deck 7**

- 3.23 The crew member was not detected on any of the vessel’s CCTV<sup>1</sup> cameras after 07:05 hours on the 9<sup>th</sup> November and there was no footage captured to suggest he had accessed any external areas.
- 3.24 The crew member’s cabin mate returned to their shared cabin at lunchtime, the crew member was not present.
- 3.25 The cabin mate returned after work in the evening at 18:30 hours, the cabin remained empty and he raised an alarm with the Staff Chief Engineer.
- 3.26 Carnival’s policy for missing crew is included in the Ship Security Manual and outlines steps for ship searches, paging, and notification of authorities. This policy was followed once the crew member was established as a missing person.

<sup>1</sup> Screenshots from the vessel’s CCTV are included in Appendix III.

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Deck log entries made on 9<sup>th</sup> November are as follows:

18:25	Report from Cabin Mate to Engine Admin
19:25	First announcement
19:30	First search in engine room started
19:35	Second announcement
19:45	Log entry for missing person from 18:45
19:53	Third announcement
20:30	Fourth announcement
20:30	First engine room search completed
20:40	Fifth announcement
21:47	Full crew search commenced
23:10	USCG informed

3.27 Subsequently, in port at Long Beach Terminal on 10<sup>th</sup> November at 10:30 hours a full vessel search was completed following 'Bomb Search' guidelines.

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ANALYSIS

4.1 The vessel’s transit from Ensenada to Long Beach on 9<sup>th</sup> November was as follows:

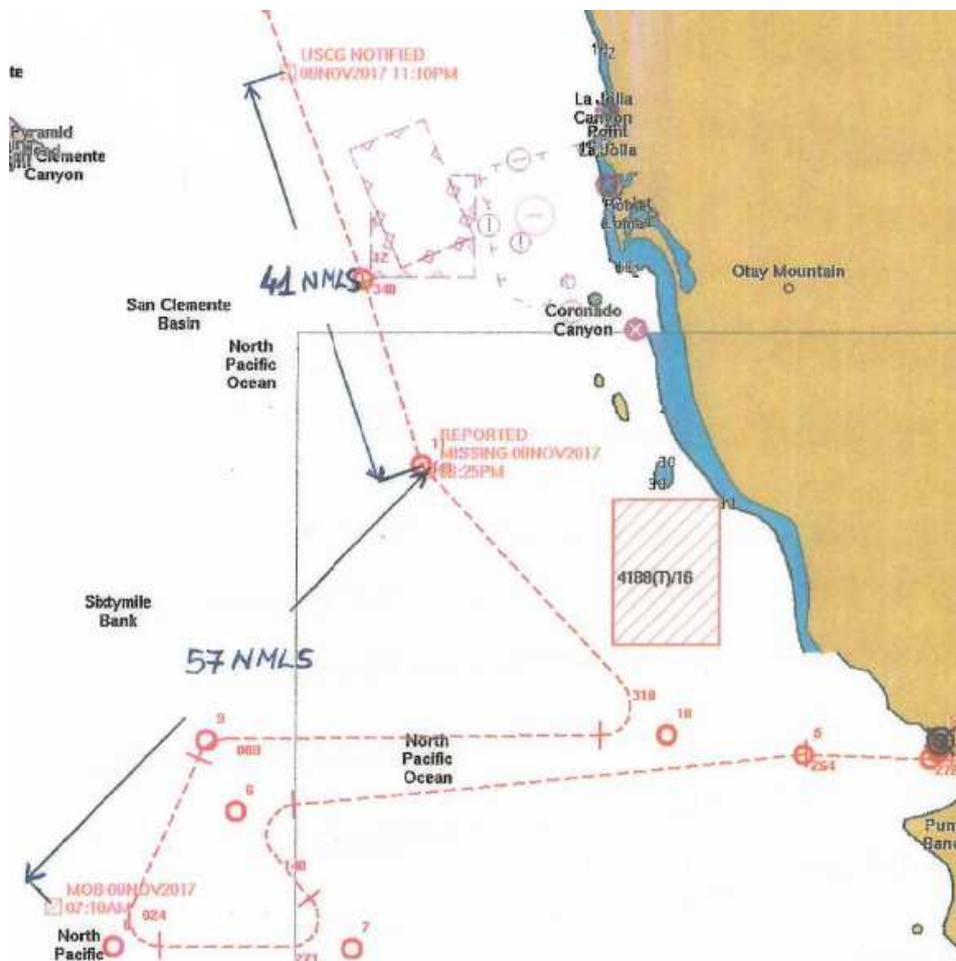


Figure 2: Route from Ensenada to Long Beach, California

4.2 The vessel’s log records the weather conditions at 08:00 hours on 9<sup>th</sup> November as follows:

Latitude	31 36.8 N	Longitude	118 13W
Course	086° Gyro	Speed	7.7 knots
Seas	2-3 Beaufort scale	Visibility	Good
Sea Temperature	9.6° Celsius	Air temperature	19° Celsius
Wind	326.7° at 23.8 knots		

4.3 Outside of passenger areas, the spaces where crew members can access the open areas of the vessel are very limited, these include: the deck forward of

the crew bar; the smoking area aft at deck 8 and the mooring decks forward and aft.

- 4.4 The entire exterior of the vessel is covered by infrared MOB cameras, these were reviewed by the watch officer and by the vessel's Captain and did not reveal any sightings of the crew member on 9<sup>th</sup> November.
- 4.5 To determine whether MOB cameras have shadow sectors or gaps in coverage, the Captain arranged for a crew member to test the systems effectiveness outside of the vessel – the cameras do not have any shadow or blind sectors. Camera clarity is such that the Captain reported seagulls were visible on the seas around the vessel.
- 4.6 The vessel was slow steaming from Ensenada to Long Beach, the arrival was timed for 04:30 hours on 10<sup>th</sup> November and speeds ranged from 7-10 knots. A man overboard is expected to have been clearly visible at this relatively slow speed and favourable weather condition.
- 4.7 The Captain decided not to turn the ship and proceed along the vessel's reciprocal course to undertake a man overboard search. Based on a review of the camera footage, there was no evidence to infer a possible man overboard situation. Part of the Captain's decision-making process involved consideration of the time between the distance travelled and last sighting of the crew member, therefore recovery of any person in the water was deemed extremely unlikely.
- 4.8 Carnival's Missing Person policy is located in EMR-1505, the purpose & scope are extracted below:

**1 Purpose**

To provide response instructions for a suspected missing persons situation.

**2 Scope**

This procedure governs the notification, search initiation and search pattern process for missing persons.

**3 Responsibilities**

**3.1 Heads of Department (HOD)**

Implement missing persons' routines for crew members and passengers.

**3.2 Hotel Department/Security Department**

Implement missing persons' routines for crew members and passengers.

Figure 3: Extract of the missing person policy

The process for a missing crew member is as follows:

**4 Process**

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Prior to activating the missing person's routine, all reasonable steps are to be taken to locate the person. If 10 minutes has elapsed and the person has not been located, the missing person's routine must be activated.

In the event of suspected or proven criminal activity, the Company Security Officer (CSO) needs to be immediately notified.

**4.1 Notification and Preliminary Search**

**4.1.1 Missing Persons**

**4.1.1.1 Crew Member:**

The appropriate Head of Department and Security Officer must be informed immediately.

- The Head of Department or Security Officer will obtain the necessary details; initiate a preliminary search of work and accommodation areas of missing crew member.
- If the preliminary search is unsuccessful, the Master, SSO and the OOW must be informed, and an announcement is to be made in all crew spaces and public areas.
- If the announcement is unsuccessful a missing person search must be initiated.

**Figure 4: Activation process for a missing crew member**

- 4.9 Two searches of the vessel were conducted. The initial search made by on duty security staff aided by the missing person checklist, covering accommodation, work and public areas of the vessel was conducted on notification of the missing crew member. Verbal reports of areas searched were made and recorded on vessel search checklists (see Missing Person Checklist located at appendix V) to ensure a thorough search was achieved. The second search conducted the following morning on the 10<sup>th</sup> November was a more detailed and thorough search of the vessel, classified as a 'Bomb Search'. The vessel is divided into areas under each department and crew members search dedicated areas. This search follows the guidelines in the vessel's Ship Security Plan and on reviewing the vessel's records indicate these procedures were properly followed.
- 4.10 The crew member was last seen on board on the morning of the 9<sup>th</sup> November by his cabin mate. A thorough search conducted whilst the vessel was at sea failed to locate the crew member. The vessel searches are designed to locate a missing person, however, if a crew member is determined not to be found then the routine search pattern would be unlikely to locate them if they are in possible hiding. A Wiper, by the nature of his work aboard the ship would be aware of the multiple hiding places that would avoid search teams on routine searches.
- 4.11 The following morning and once the vessel was berthed in Long Beach, a complete and thorough search was conducted. This search is designed, proved and tested to find any object on board which is not supposed to be there. The 'Bomb Search' made whilst alongside the Long Beach Terminal, whilst adequately covering the entire vessel may have given the crew member adequate time to leave the vessel before the search was commenced.

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CONCLUSIONS

- 5.1 The crew member was last seen on CCTV passing through the Deck 7 Atrium. To access an external deck area he would be visible on CCTV cameras. These were reviewed by ships security personnel confirming that he did not appear on any external deck on 9<sup>th</sup> November.
- 5.2 Despite comprehensive searches of the vessel being completed, the individual was regrettably not located, and his disappearance has been classified as a missing person incident. Whether the disappearance was accidental or deliberate could not be determined by the investigation.
- 5.3 For a crew member to disembark the vessel via a crew gangway requires the individual to scan their crew member identification card and pass through a security checkpoint. At the Long Beach terminal the fender aft affords an easy route to leave the vessel undetected by climbing down from the mooring deck thus avoid passing through a security checkpoint if intended.



Figure 5: Starboard side view at the berth in Long Beach, California



Figure 6: Starboard quarter view at the berth at Long Beach, California

- 5.4 Crew members and vessel security staff reported that the missing crew member had relatives living in the USA and that the vessel was visited at Long Beach by those family members. The crew member was facing certain dismissal, the opportunity existed for him to conceal himself on the vessel and leave undetected at Long Beach on the morning of the 10<sup>th</sup> November, prior to the Bomb Search being conducted.
- 5.5 The United States Customs and Border Patrol and the Federal Bureau of Investigations boarded the vessel at Long Beach and conducted an additional investigation to determine the whereabouts of the crew member. It is understood that this investigation remains ongoing at the time of writing this report.

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## 6

## RECOMMENDATIONS

### Recommendations for the operator:

- 6.1 Crew members are permitted one bottle of alcohol and a six pack of beer in their individual cabins under the guidelines in the Team Carnival Shipboard Handbook. Alcohol purchased in the Gift Shops is without oversight and paid in cash.

This policy should be reviewed to determine if it remains valid, especially as the crew have access to alcohol in the crew bar.

- 6.2 Consideration should be made to initiate the ‘Bomb Search’ protocol for a missing person shortly after any initial search fails to locate the missing crew member.

- 6.3 Consideration should be made to require the vessel’s security team to notify terminal staff if a crew member is identified as missing on arrival in port.

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**LIST OF APPENDICES**

- I. Extract from Drug and Alcohol Policy signed by crew member**
- II. Extract from Team Carnival Handbook**
- III. Extracts from CCTV footage**
- IV. Additional photographs**
- V. Missing Person Report Forms**

**APPENDIX I - Extract from Drug and Alcohol Policy signed by crew member**

A seafarer must not be under the influence of alcohol or drugs while on duty. Personnel are “on duty” during assigned working hours and scheduled operations, including overtime. Any seafarer on duty who tests at 0.04% blood alcohol level or higher will be considered intoxicated.

A seafarer must abstain from the consumption of alcohol for a minimum period of four hours prior to scheduled watch keeping or other scheduled duties.

The blood alcohol concentration for a team member must never exceed 0.08% blood alcohol level. A team member will be considered to be intoxicated “off-duty” if her/his blood alcohol level exceeds 0.08%.

Any Captain, Officer or team member found to have violated company policy regarding alcohol and/or drugs will be subject to disciplinary action that may include immediate dismissal.

**APPENDIX II - Extract from Team Carnival Handbook**

**Liquors/Cigarettes**

You are allowed to keep in your cabin one bottle of liquor and one carton of cigarettes. You can also keep a six pack of beer in your cabin.

**APPENDIX III - Extracts from CCTV footage**

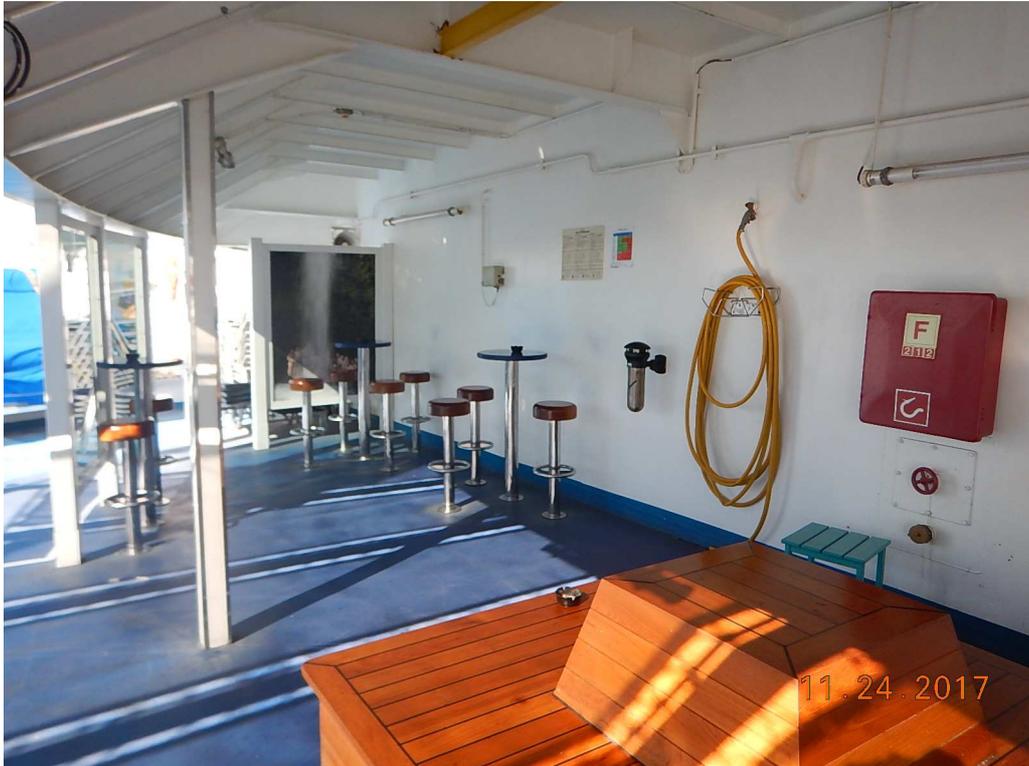


1. Crew member leaving the crew smoking area at 07:00 hours November 9<sup>th</sup>



2. Crew member transiting the Atrium at Deck 7 walking aft on the port side

**APPENDIX IV – Additional Photographs**



**1. Location of smoking area at crew bar forward**



**2. Route followed by crew member through Deck 7 Atrium lobby**

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3. External areas port/starboard and aft at Deck 8 has 100% CCTV coverage



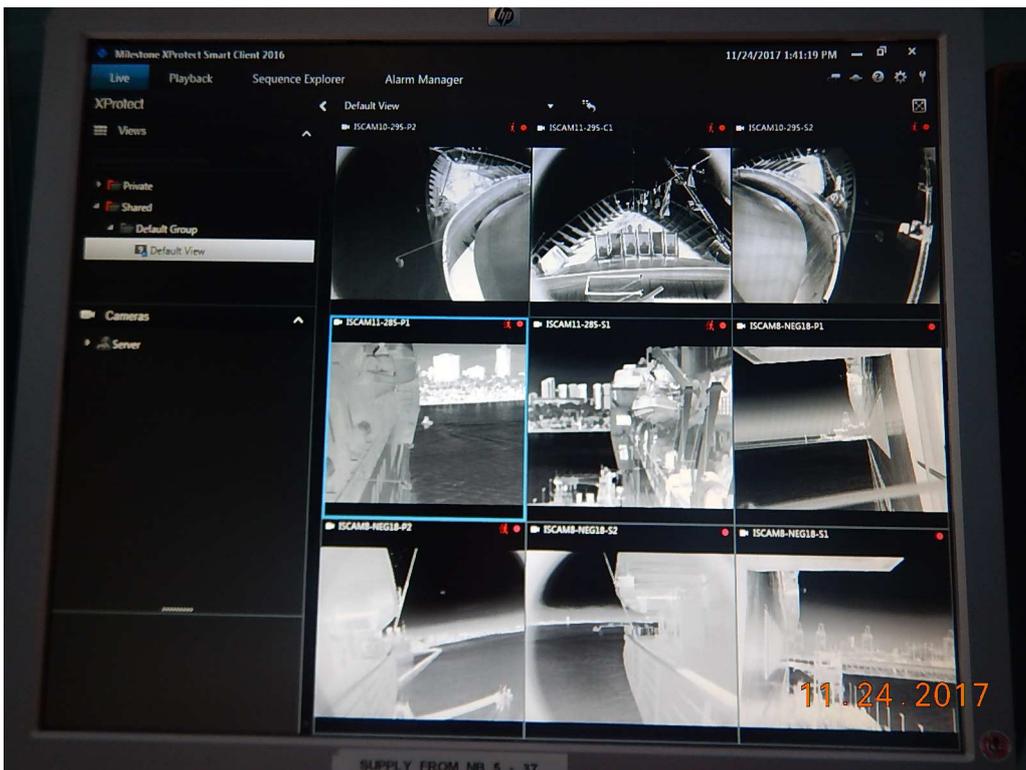
4. Aft mooring deck is CCTV covered



5. Aft mooring deck and stern fender at Long Beach, California



6. Vessel moored at Long Beach, California



7. Man overboard camera display at the wheelhouse

**APPENDIX V- Missing Person Report Forms**

**EMR-1505-F1 - MISSING PERSONS CHECKLIST**

<i>Initial Actions (Bridge)</i>	
<input type="checkbox"/>	Confirm Master notified
<input type="checkbox"/>	Mark ship's position on ECDIS at first report
<input type="checkbox"/>	Confirm preliminary search unsuccessful
<input type="checkbox"/>	Initial SITREP (Master, Second in Command, Security Officer and Head of Hotel)
<input type="checkbox"/>	Ensure broadcasts are made in all areas including passenger cabins
<input type="checkbox"/>	If no reply after 5 minutes ensure broadcast is repeated
<input type="checkbox"/>	If no reply after another 5 minutes initiate expanded search

<i>Follow On Actions (Safety Center)</i>	
<input type="checkbox"/>	Ensure video surveillance footage is reviewed - conduct time check between Bridge and CCTV office / Security Office to establish system time differences.
<input type="checkbox"/>	Commence incident log
<input type="checkbox"/>	Reduce speed
<input type="checkbox"/>	Conduct recommended departmental search patterns
<input type="checkbox"/>	Evaluate current and forecasted weather and sea conditions
<input type="checkbox"/>	
<input type="checkbox"/>	

<i>Communications</i>	
<input type="checkbox"/>	Contact Company dedicated emergency number, <b>FOC, Flag Administrator</b>
<input type="checkbox"/>	GMDSS Broadcast, update AIS status
<input type="checkbox"/>	Provide regular broadcasts to passengers keeping them fully informed

<i>Considerations (Approximately 60 minutes after first notification)</i>	
<input type="checkbox"/>	Conduct SITREP with key personnel (Master, Second in Command, Chief Engineer, Security Officer, Lead Medical Officer and Head of Hotel)
<input type="checkbox"/>	Based on the outcome of the above SITREP, either reinstate search procedures or turn ship around
<input type="checkbox"/>	Use IAMSAR Vol. III and tidal documents to establish external search pattern

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### EMR-1505-A1 – Missing Person Data Sheet

<i>Missing Persons Data Sheet</i>	
<input type="checkbox"/>	<b>Basic Information About The Missing Person:</b> <ul style="list-style-type: none"> <li>- Full name</li> <li>- Gender</li> <li>- Date of birth</li> <li>- Language</li> <li>- Nicknames, if any</li> <li>- Cabin Number</li> </ul>
<input type="checkbox"/>	<b>Physical description of the Missing Person:</b> <ul style="list-style-type: none"> <li>- Height</li> <li>- Weight</li> <li>- Age</li> <li>- Build</li> <li>- Hair Color/Length of Hair</li> <li>- Eye color</li> <li>- Any Distinguishing Marks – such as tattoos, birthmarks, scars, etc.</li> <li>- Beard/Mustache/Sideburns</li> <li>- Find the most recent photo of the missing person</li> </ul>
<input type="checkbox"/>	<b>Clothing that the Missing Person was wearing the last time seen:</b> <ul style="list-style-type: none"> <li>- Style and color of shirt</li> <li>- Style and color of pants</li> <li>- Style and color of jacket or outerwear</li> <li>- Type of headwear</li> <li>- Type of glasses</li> <li>- Type of gloves</li> <li>- Type of footwear</li> </ul>
<input type="checkbox"/>	<b>Plans of the Missing Person the day they went missing:</b> <ul style="list-style-type: none"> <li>- What were the missing person's plans and/or activities on the day they went missing?</li> <li>- Where was he/she going?</li> <li>- Why was he/she going there?</li> </ul>
<input type="checkbox"/>	<b>Information about the last time the Missing Person was seen:</b> <ul style="list-style-type: none"> <li>- The time and location of where he/she was last seen</li> <li>- The name of the individual who last saw the missing person</li> <li>- The name of the individual who last talked at length with the missing person</li> <li>- The direction the missing person was traveling the last time seen.</li> <li>- The attitude of the missing person the last time seen</li> <li>- Was the missing person complaining of or concerned about anything before he/she went missing?</li> </ul>
<input type="checkbox"/>	<b>Overall health and condition of the missing person:</b> <ul style="list-style-type: none"> <li>- Physical condition</li> <li>- Any known medical problems</li> <li>- Is the person suffering from Alzheimer's disease/dementia/memory loss?</li> <li>- Are they wearing an identification bracelet or carrying an identification card?</li> <li>- Any handicaps or disabilities?</li> <li>- Any psychological problems?</li> <li>- Any medications that the individual is taking?</li> <li>- Any addictions that the individual has?</li> </ul>
<input type="checkbox"/>	<b>In the event of suspected or proven criminal activity:</b> <ul style="list-style-type: none"> <li>- Notify shoreside security services</li> <li>- Secure the personal belongings and living space of the missing person until local authorities provide further direction</li> <li>- Secure primary shoreside Care Team point of contact to serve as the family's liaison.</li> <li>- Upon identity confirmation, make arrangements for onboard family and/or friends to notify the respective emergency contact.</li> <li>- If t/w unable to make notification, contact security Services to initiate face to face notification via local law enforcement.</li> <li>- Provide unlimited phone and internet access to companion on board.</li> </ul>