

## Transporting International Injured, Sick and/or Mentally Distressed Mariners Policy and Procedure

### Policy:

Tymac is in the unique position to offer the Port of Vancouver the fastest response time (in most cases) to international deep-sea freighters in the Burrard Inlet and English Bay to provide transportation for injured, sick and/or mentally distressed mariners. It is our duty as a good corporate citizen to help these people in their time of need. At the same time however, we cannot risk exposing Tymac employees or its other customers to foreign pathogens. The following procedure needs to be followed to ensure that the risk we take in transporting sick mariners is minimized.

### Procedure:

There are 2 distinctions:

- 1) A **stable injured mariner**, (i.e.: a broken arm, a sprained ankle, a sore tooth...).

If a mariner needs transportation due to an injury, unless they are bleeding profusely, there should be no risk to the Tymac Launch Master or Crew. Pick them up as soon as possible in a safe manner and transport them to the assigned rendezvous point according to their comfort or as their health requires.

- 2) A) A **critically injured mariner** (bleeding profusely, heart attack, unconscious...),  
B) A **sick mariner** (symptoms listed below), **and/or**  
C) A **mentally distressed mariner** (where thought and emotions are so impaired that contact is lost with reality).

In either of these cases, the agent needs to call 9-1-1 or the Mariners Clinic to determine the next course of action (i.e.: medevac or Tymac). Whether the mariner is injured or sick, paramedics or a doctor may need to be taken out to the ship to attend to, assess and/or stabilize a patient.

**Tymac will wait to transport the paramedics or doctor out to the ship to assess and attend the stricken mariner prior to allowing the mariner to board a Tymac vessel for transport ashore. Tymac will not pick up a mariner without attending medical experts.**

If a launch master is at a ship performing a service and they are requested to take a critically injured, sick and/or mentally distressed mariner ashore outside of this protocol, the launch master needs to decline and advise them to have their agent order an ambulance or a doctor to be delivered to the ship and/or call the JRCC to have the Canadian Coast Guard attend.

If a Tymac dispatcher is requested to send a launch to pick up either a critically injured, sick and/or mentally distressed mariner, he should:

- 1) Notify the agent, the ship, or whomever is calling with the order, that a launch and operator are awaiting the arrival of the paramedics or doctor to take to the ship.

- 2) If the agent, the ship or whomever is calling with the order have not already done so, they need to call 911 to have paramedics or a doctor dispatched to Tymac so that the paramedics or a doctor can be taken out to the ship.
- 3) Find out from the agent, the ship or whomever is calling with the order, what the paramedic's or doctor's ETA is.

Use the No.14 Launch to perform these pickups when possible. The launch master will need to be prepared to standby while the paramedics or doctor assess the patient and stabilize them to bring ashore.

The No. 14 Launch and the Tymac Dispatch Office will be equipped with a Sick Kit which will be stored in a Zip-Lock bag next to the 1st Aid Kit. The Sick Kits will include:

- Fluid repellent surgical masks
- Nitrile gloves
- Safety glasses
- Emesis bags
- Hand Sanitizer
- Disinfectant Wipes (made by Accel)
- Bleach (hydrogen peroxide solution)
- Spray Bottle
- Tyvek suit and booties
- Bio-hazardous bag

The launch master needs to take the following steps after sending the paramedics or doctor onboard the ship for a sick mariner:

- 1) Open all of the windows on the launch,
- 2) When receiving the sick mariner, the launch master should be wearing a surgical mask, Tyvek suit, safety glasses and nitrile gloves.
- 3) Ensure that the sick mariner puts on a paper surgical mask and nitrile gloves to limit their contamination spread.
- 4) If necessary, also give them an emesis (barf) bag. Tell the patient/paramedic to inform you if they are going to vomit. Tell them that you will slow down to allow them to go out on the back deck with a personal floatation device (PFD) to vomit using the emesis bag. Once they use the bag they need to seal it. Have the yellow biohazard waste bag ready for them to drop the barf bag into.
- 5) Have them sit in one of the back benches of the launch and leave the back door open.
- 6) Take the nitrile gloves off and place them in the biohazard bag, sanitize your hands with the hand sanitizer and proceed to the assigned rendezvous point.

- 7) If the sick mariner indicates that they are going to vomit, slow to idle speed to allow them to go onto the back deck with a PFD. Once the sick mariner stabilizes, have them seal their emesis bag and place it in the yellow biohazard waste bag, sanitize their hands with the hand sanitizer and resume a comfortable speed. Repeat as necessary.
- 8) Upon arriving back at Tymac, after disembarking the passenger, dispose of the surgical mask, Tyvek suit, safety glasses and nitrile gloves in the biohazardous bag as soon as possible. Use the spray and wipes that are present to further decontaminate yourself as needed. Dispose of the wipes in the biohazard bag.
- 10) Knot the biohazard waste bag and leave it inside the locked compound on the west side. Post the "Biohazard Present" sign on the gate (found just inside the gate). Inform the Tymac dispatcher of biohazard bag's existence in the compound.
- 11) Place the boat on the "Out of Service" list. Call Brian, Trauma Scene Clean Up, 778-999-7108 to come and clean it during regular business hours.
- 12) Either the launch master or the Tymac dispatcher need to inform a responsible manager of the incident at their nearest possible convenience. The manager will arrange for the biohazard bag to be disposed of properly and replenish the Sick Kit.
- 13) The Tymac dispatcher, at their soonest possible convenience, needs to call Peter Lahay, ITF Inspector- 604-418-0345 to inform him of the details surrounding the sick or injured mariner.

### **The Agent's Responsibilities:**

This Policy and Procedure will be distributed to the agents and they will be expected to understand these expectations and protocols when ordering transport ashore for a sick mariner.

When the agent, the ship or whomever is calling with the order calls 911 or the attending doctor, they will need to provide the answers to the following questions:

- 1) Has the ship cleared customs?

If yes, proceed with the following questions.

If not, the ship and its crew has not been admitted to Canada and not eligible to be serviced through the provincial health authority. A Health Canada Quarantine Officer should be called and informed of the situation: 604-317-1720

- 2) What is the name of the sick individual?
- 3) What is their Date of Birth?
- 4) What is the Nationality and Passport number?

- 5) What countries have they travelled to in the last 21 days?
- 6) Is the person not looking good? Do they have a sickly pallor? What is their skin condition, i.e.: normal, cold, hot and sweaty...?
- 7) Are they coughing up blood? (tuberculosis)
- 8) Do they have a fever (38C or more) and at least one of the following symptoms:
  - a) Shortness of Breath / Difficulty Breathing?
  - b) Repeated coughing?
  - c) Diarrhea?
  - d) Headache?
  - e) Recent confusion?
  - f) Skin rash?
  - g) Bruising / bleeding without previous injury?
- 9) Are they dead?

The agent needs to be ready to provide the 911 operator or doctor with all of this information.

Advise the operator that a water-taxi is standing by awaiting the paramedics or the doctor to take them to the ship.

If the situation is so desperate that the patient, 911 dispatcher or doctor suggests that the sick mariner cannot wait for the paramedics or doctor to arrive at Tymac, suggest that a helicopter ambulance be dispatched (also 911).

### **Mentally Distressed Mariner Precautions**

Prior to transporting a mentally distressed mariner, a doctor needs to be taken to the ship to evaluate the patient. If it is determined that the mariner needs to come ashore, the Police (call 9-1-1) or other suitable alternative to guarantee the security of the Launch Master and passengers, must attend the transport of the mariner ashore.