

# RESPONDING TO CRISIS

When a cruise line requires our assistance, we begin responding to the crisis immediately. Our clients can reach us 24/7 via our toll-free number and speak to one of our doctoral-level consultants. We will carefully assess the situation and make our recommendations in order to respond quickly and effectively to the incident. We then take responsibility to assemble the appropriate staff to provide the services. In most cases, one counselor is sufficient to take care of the needs on the ships. If there is a large incident, a team of professionals will be deployed to the ship and/or port cities where the event occurred. Due to the urgency of these situations, our counselors are prepared to respond on very short notice. If airline travel is necessary, the cruise line typically will make all necessary travel arrangements to get the professionals to the ship or port city.



# OUR CORPORATE CLIENTELE

Ciminero & Associates, P.A. has provided critical incident consulting services to a diverse clientele over the past 30 years. These include such high-profile companies as American Express, Broward Health, FPL, Knight-Ridder, Miami Heat, Miami Herald, NBC, Pan Am, SunTrust Banks, and Texaco. Our Response Team has also worked with the following cruise lines:

- |                       |                               |
|-----------------------|-------------------------------|
| Azamara               | Paquet French Cruises         |
| Carnival Cruise Lines | Princess Cruises              |
| Celebrity Cruises     | Pullmantur Cruises            |
| COSTA                 | Regent Seven Seas             |
| Cunard                | Royal Caribbean International |
| Disney Cruise Line    | Seabourn Cruise Line          |
| Holland America Line  | Silversea Cruises             |
| MSC Cruises           | The World - Residences at Sea |
| Norwegian Cruise Line | Viking Ocean Cruises          |
| Oceania Cruises       | Windstar Cruises              |



Miami • New York

For further information, please contact:

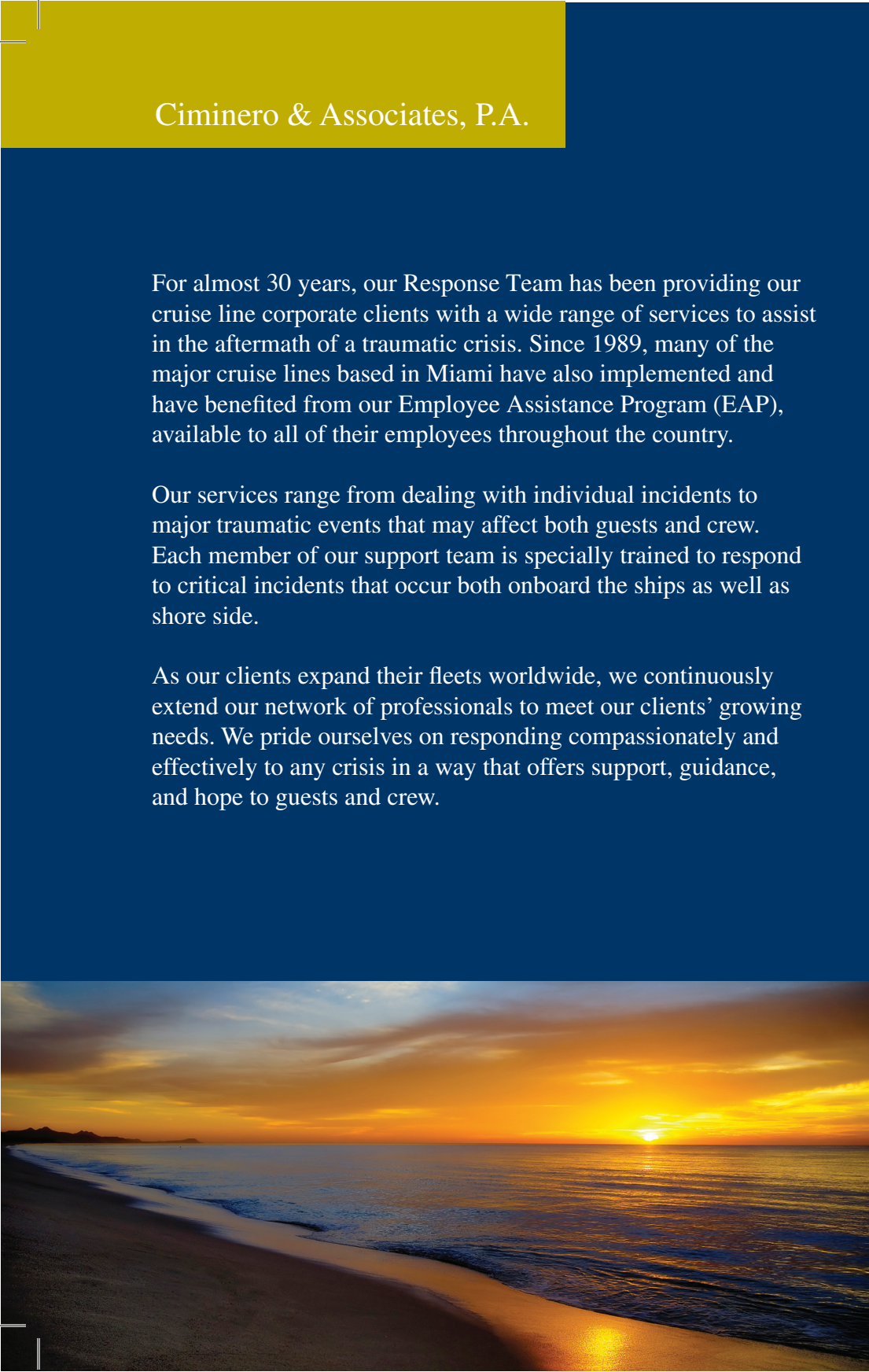
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# CRUISE LINE INTERNATIONAL RESPONSE TEAM



Provided by:  
Ciminero & Associates, P.A.

800-533-0020



# Ciminero & Associates, P.A.

For almost 30 years, our Response Team has been providing our cruise line corporate clients with a wide range of services to assist in the aftermath of a traumatic crisis. Since 1989, many of the major cruise lines based in Miami have also implemented and have benefited from our Employee Assistance Program (EAP), available to all of their employees throughout the country.

Our services range from dealing with individual incidents to major traumatic events that may affect both guests and crew. Each member of our support team is specially trained to respond to critical incidents that occur both onboard the ships as well as shore side.

As our clients expand their fleets worldwide, we continuously extend our network of professionals to meet our clients’ growing needs. We pride ourselves on responding compassionately and effectively to any crisis in a way that offers support, guidance, and hope to guests and crew.



*With hope and guidance, together we can weather any crisis and look ahead to brighter days.*

## OUR SERVICES | OUR SUPPORT

Although relatively rare, tragic things do happen to crew and guests on cruise lines. Fortunately, the industry has taken proactive safety and security measures to prevent these events. Our cruise line clients have also taken major steps to help minimize the impact and trauma to those guests and crew who experience a critical event on a trip.

Our team of professionals has responded to many crew incidents on the ships including fatal accidents or life threatening injuries. In some cases, individual crew members were critically hurt in isolated events. We have also dealt with significant situations such as explosions or ship fires where many crew members are affected.

Many cruise lines are also providing direct support to guests who are injured or traumatized as well as to the families of guests who have experienced some trauma on the ship. In the past few years, there has been an increase in requests for help with incidents that occur while guests are on shore excursions. Many of these events require services on the ships whereas others need counseling services in a port city where a tragedy has occurred.

Ancillary services such as telephone crisis and supportive counseling for guests who need to talk to a professional while the ship is still at sea, or referrals to appropriate professionals in the guest’s home community are also available when requested by the company. We also provide training for guest relations staff and Care Team to handle critical events in a supportive and effective manner.

## REACHING OUT GLOBALLY

Our services are provided world-wide. Many of the locations covered in the USA, the Caribbean, and Central America are serviced by our Miami office. Some of the services on the West Coast and Western Mexico can also be provided by our national network. We have provided services in many locations outside the continental USA including Hawaii, Alaska, Canada, Mexico, Central and South America, most Caribbean Islands, Bermuda, and ports throughout Europe and the Mediterranean.



## OUR RESPONSE TEAM OF EXPERTS

Our current staff consists of a large network of psychologists and other mental health counselors who have expertise in trauma and critical incident debriefing. In addition to English, some counselors are also fluent in Spanish, Portuguese, Filipino and Indian dialects. The Response Team is headed by Dr. Anthony Ciminero who is a psychologist, author of several books, and senior consultant to the cruise line industry.