Training for Airlines

and

Ground Services Providers

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Outline

1. Introduction
2. Guidelines
3. Mandate
4. Training
5. Achievements
6. Challenges
7. Way forward
Introduction

- Kenya Airways is the 3rd largest airline in Africa
- 65 destinations globally with the latest being Abuja
- Fleet of 47 Aircrafts;
  - B787-Dreamliners = 2
  - B777-300ER = 3
  - B777-200ER = 4
  - B767-300ER = 5
  - B737-800 = 5
  - B737-700 = 4
  - B737-300 = 5
  - Embraer 170 LR = 3
  - Embraer 190 AR = 14
  - Cargo Freighters = 2
Mandate...

Role as an airline in pandemic planning and response;

1. Protection of passengers
2. Protection of staff
3. Minimize spread
4. Care of the affected staff
5. Ensure proper identification, documentation and notification of suspected cases.
6. Allay anxiety of staff by constant communications and updates during epidemics
7. Liaise with stakeholders to ensure business continuity
Guidelines

i. Pilots

ii. Cabin Crew

iii. Customer service agents

iv. Cabin groomers

v. Medical staff

vi. Liaison with partners;
   • Port Health
   • Referral hospitals
1. Continuous Sensitization CSAs, cabin crew.

2. During pandemic
   a) Medical staff – IATA, ICAO, Literature review
   b) Frontline staff
      - Case definitions
      - PPE
      - Facilitation
      - Risk assessment
   c) Periodic updates to the senior management
1. Draft Aviation Pandemic Preparedness Plan

2. Trained;
   a) Medical staff = All
   b) Cabin Crew = All
   c) CSAs [refresher] > 50%
   d) Pilots (Fleet Notice) = All
Achievements...

3. Incorporated CAPSCA and PMC as part of induction of all CSAs and Cabin Crew

4. Presented to the Airport Emergency Preparedness teams at Wilson, Jomo Kenyatta and Moi International Airports [Incorporation of CAPSCA in response plans].

5. Initiated communication with one local airline [FLY 540]

6. Completed incorporation of the guidelines in the operation manuals
Challenges...

1. Staff turnover
2. Conflict between operations and training for both the trainers and CSAs [leading to divided attention between ops and training].
3. Changing PHEICs i.e. H1N1 to H5N1 to Ebola to Cholera to Ebola.....
4. Commitment of the other airlines
5. Clarity of responsibilities beyond the steering committee
Way forward...

1. Formulation of implementation and monitoring committee.
   a) Industrial Safety
   b) Cabin safety
   c) Passenger services
   d) In-flight services
   e) Medical division

2. Development of the Business Continuity Plan

3. Re-test the document KQ AvPPP [Table top exercise].
THANK YOU