Airline Preparedness Planning

Airline Guidelines

Public Health Emergencies

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Airline Preparedness Planning

Plan:
- What is IATA?
- Responsibilities of IATA
- Example of guidelines for communicable disease
- Example of guidelines for suspected radiation contamination
- Business Continuity Planning
- Conclusion
International Air Transport Association

- Trade association of world’s airlines
  - Represent, lead, serve
- Incorporated in Canada in 1945
  - ‘Not for profit’ organization
- ~ 230 member airlines in 130 nations
  ~ 93% of scheduled passenger and cargo traffic
- ~ 1300 employees around the globe
- Mains offices: Montreal and Geneva
  - >70 regional/national offices
Responsibilities of IATA

- Prepare a business continuity plan
- Prepare an external plan to support its members
- Prepare guidelines for its members
- Coordinate the member airlines’ response to public health emergencies
External Plan to Support its Members

- IATA proposes a generic plan to be adapted

- The plan includes emergency response checklists

http://www.iata.org/SiteCollectionDocuments/airlines_erp_checklist_v2.pdf
External Plan to Support its Members

IATA recommends to its members:

- To consult with National Public Health Authorities before finalizing their emergency response plan
- To create an Emergency Response Team
- To designate an Emergency Response Center
- To adopt the IATA Guidelines for Suspected Communicable Diseases
Responsibilities of IATA

- Prepare a business continuity plan
- Prepare an external plan to support its members
- Prepare guidelines for its members
Guidelines
Suspected Communicable Diseases

Process:

- Initial draft by Medical Advisor

- Reviewed by Medical Advisory Group (MAG)
# Medical Advisory Group

<table>
<thead>
<tr>
<th>Name</th>
<th>Code</th>
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<tbody>
<tr>
<td>Dr. Thomas Bettes</td>
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<td>Dr. Patrick Rodriguez</td>
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<td>Dr. Elizabeth Wilkinson</td>
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<td>Dr. Tim Sprott</td>
<td>NZ</td>
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Guidelines
Suspected Communicable Diseases

Process (cont.):

- Reviewed and accepted by WHO

- Circulated to member airlines and posted on IATA web site

- Reviewed by WHO Transportation Working Group
Guidelines
Suspected Communicable Diseases

Process (cont.):

- Reviewed by ICAO Pandemic Planning Working Group

- Reviewed regularly by IATA MAG (2011)

- Reviewed regularly by ICAO CAPSCA
Guidelines
Suspected Communicable Diseases

Rationale:

- No guidelines available before
- Generic vs specific: More practical
- Created for individuals with limited medical knowledge and training
Guidelines
Suspected Communicable Diseases

Rationale (cont.):

- These individuals still have to respond to passenger illnesses

- They may or may not have access to expert opinions

- More in line with the ICAO Aircraft General Declaration, Health Part
Guidelines
Suspected Communicable Diseases

Who is at risk?
- Cabin Crew
- Cleaning Crew
- Passenger agents
- Maintenance crew
- Cargo and baggage agents
Guidelines
Suspected Communicable Diseases

Web site address:

http://www.iata.org/whatwedo/safety_security/safety/health/Pages/diseases.aspx

All the guidelines have been reviewed and updated in October 2011
Guidelines for Cabin Crew

The following are general guidelines for Cabin crew when facing a suspected case of communicable disease on board.

During an outbreak of a specific communicable disease, the World Health Organization (WHO) or member states may modify or add further procedures to these general guidelines.

However, these general guidelines provide a basic framework of response to reassure the cabin crew and help them manage such an event.
Guidelines for Cabin Crew

A *communicable disease* is suspected when a traveller (passenger or a crewmember) has a fever (temperature of 38°C/100°F or greater) associated with one or more of the following signs or symptoms:

- Appearing obviously unwell
- Persistent coughing
- Impaired breathing
- Persistent diarrhea
- Persistent vomiting
- Skin rash
- Bruising or bleeding without previous injury
- Confusion of recent onset
Guidelines for Cabin Crew

Note 1: this list of signs and symptoms is identical to the list in the Health part of the ICAO Aircraft General Declaration and in the World Health Organization International Health Regulations (2005) 2nd Edition.

Note 2: if food poisoning is suspected as a result of in-flight catering, proceed as per company-established protocol. The captain still has to follow the ICAO procedure of section 13 below.

Note 3: If temperature is normal but several travellers have similar symptoms, think of other possible public health issues such as chemical exposure.
Guidelines for Cabin Crew

1) If medical support from the ground is available, contact that ground support immediately and/or page for medical assistance on board (as per company policy).

2) If medical ground support and/or on board health professional is available, crew should follow their medical advice accordingly.
Guidelines for Cabin Crew

3) If no medical support is available: Relocate the ill traveller to a more isolated area but only if two rows can be cleared immediately in front of a solid bulkhead. If the traveller is relocated, do not reuse the vacated seat and make sure that the cleaning crew at destination will be advised to clean both locations.

4) Designate one cabin crew to look after the ill traveller, preferably the cabin crew that has already been dealing with this traveller. More than one cabin crew may be necessary if more care is required.
Guidelines for Cabin Crew

5) When possible, designate a specific lavatory for the exclusive use of the ill traveller. If not possible, clean and disinfect the commonly touched surfaces of the lavatory(ies) (door handles, faucet, waste bin cover, counter top) after each use by the ill traveller.
Guidelines for Cabin Crew

6) If the ill traveller is coughing, ask him/her to follow respiratory etiquette:

i) Provide tissues and the advice to use the tissues to cover the mouth and nose when speaking, sneezing or coughing.

ii) Advise the ill traveller to practice proper hand hygiene*. If the hands become visibly soiled, they must be washed with soap and water.

iii) Provide an airsickness bag to be used for the safe disposal of the tissues
Guidelines for Cabin Crew

7) If a face mask is available, the ill traveller should be asked to wear it. As soon as the mask becomes damp/humid, it should be replaced by a new one. These masks should not be reused and must be disposed safely after use. After touching the used mask (e.g., for disposal), proper hand hygiene* must be practiced immediately.
Guidelines for Cabin Crew

8) If the ill traveller cannot tolerate a mask, the designated cabin crew member(s) or any person in close contact (less than 1 meter) with the ill person should wear a mask. The airline should ensure that their cabin crew members have adequate training in its use to ensure they do not increase the risk (for example by more frequent hand-face contact or by mask adjustment, or by repeatedly putting it on and off.)
9) If there is a risk of direct contact with body fluids, the designated cabin crew member should wear disposable gloves. Gloves are not intended to replace proper hand hygiene*. Gloves should be carefully removed as per training syllabus and discarded as per paragraph (10) and hands should be washed with soap and water. An alcohol-based hand rub can be used if the hands are not visibly soiled.
Guidelines for Cabin Crew

10) **Store soiled items** (used tissues, disposable masks, oxygen mask and tubing, linen, pillows, blankets, seat pocket items, etc) in a biohazard bag if one is available. If not, use a sealed plastic bag and label it “biohazard”.

11) **Ask accompanying traveller(s)** (spouse, children, friends, etc.) if they have any similar symptoms.

12) **Ensure hand carried cabin baggage** follows the ill traveller and comply with public health authority’s requests.
Guidelines for Cabin Crew

13) As soon as possible, advise the captain of the situation because he/she is required by the International Civil Aviation Organization (ICAO Annex 9, Chapter 8, paragraph 8.15) and the World Health Organization International Health Regulations (WHO IHR 2005, Article 28(4)) to report the suspected case(s) to air traffic control. Also remind the captain to advise the destination station that cleaning and disinfection will be required.
Guidelines for Cabin Crew

14) Unless stated otherwise by ground medical support or public health officials, ask all travellers seated in the same row, 2 rows in front and 2 rows behind the ill traveller to complete a passenger locator card if such cards are available on the aircraft or at the arrival station.
Guidelines for Cabin Crew

Proper hand hygiene:

* A general term referring to any action of hand cleansing, performed by means of applying an antiseptic hand rub (i.e., alcohol-based hand rub) if hands are not visibly soiled, or washing one’s hands with soap and water for at least 15 seconds. Touching the face with hands should be avoided. Hands should be washed frequently.
Guidelines
Suspected Case of Radiation Contamination

Process:

- Initial draft by Medical Advisor

- Reviewed by ICAO Chief of Aviation Medicine Section
Guidelines
Suspected Case of Radiation Contamination

Process (cont.):

- Reviewed by IAEA (International Atomic Energy Agency)

- Reviewed by Medical Advisory Group (MAG)

- Will be circulated to member airlines and posted on IATA web site
Business Continuity Plan

Specific Issues for Public Health Emergencies

Guidelines for Air Carriers

* Coming soon on your friendly web site!
All Proposed Guidelines

Integration of these Guidelines in training of:

- staff
- ground handling companies
- ground-based advisory companies
Airline Preparedness Planning

In Conclusion:

- In the Aviation environment, certain groups of employees and some travellers may be exposed to some risks of communicable diseases or other public health threats.

- It is impossible to achieve zero risk.
Airline Preparedness Planning

In conclusion: (cont’d)

- Accepted guidelines should be followed to minimize risk.

- Monitor the WHO, ICAO, ACI and IATA web sites for updated information.
Web Sites

- www.who.int
- www.icao.int
- www.airports.org
- www.iata.org/health
Thank you for your attention
to represent, lead and serve the airline industry