CAPSCA

Cairo, Egypt, Dec, 2012
Airline Preparedness Planning

Airline Guidelines

Public Health Emergencies

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Airline Preparedness Planning

Plan:
- What is IATA?
- Responsibilities of IATA
- Guidelines for cabin crew
- Guidelines for passenger agents
- Guidelines for cleaning crew
- Conclusions
International Air Transport Association

- Trade association of world’s airlines
  - Represent, lead, serve
- Incorporated in Canada in 1945
  - ‘Not for profit’ organization
- ~ 240 member airlines in 130 nations
  - ~ 84% of passenger and cargo traffic
- ~ 1300 employees around the globe
- Mains offices: Montreal and Geneva
  - Many 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

Who is at risk?

- Cabin Crew
- Cleaning Crew
- Passenger agents
- Maintenance crew
- Cargo and baggage agents
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 contamination.
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
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 a mask is unavailable or the ill traveller cannot tolerate it, the designated cabin crew member(s) or any person in close contact (less then 1 metre) 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.)
Guidelines for Cabin Crew

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 request.
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.
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.
The following are general guidelines for Passenger Agents who may be faced with a suspected case of communicable disease at the airport.

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 passenger agents and help them manage such an event.
Guidelines for passenger agents

A communicable disease is suspected when a traveller is observed to have:
- A skin rash or a severe cough or is obviously unwell, or complains of any of the following:
  • Severe cough
  • Fever
  • Bruising or bleeding without previous injury
  • Persistent diarrhea
  • Persistent vomiting
  • Rash (non visible)
Guidelines for passenger agents

Most of these signs and/or symptoms may not be obvious at the desk. However, when in doubt regarding the health of a traveller, especially during an outbreak, refer to the airline procedure

1) Call your supervisor
Guidelines for passenger agents

2) If the supervisor agrees with your concerns and if medical support is available (own medical department or outside designated physician or group) contact that support immediately.

3) If the supervisor agrees with your concerns but medical support is not immediately available, deny boarding ask the traveller to obtain medical clearance in accordance with your airline’s policy. For some countries you may also have to involve the company's Customer Complaint Resolution Official (CCRO).
Guidelines for passenger agents

4) If assistance is required to escort a sick traveller, and if the sick traveller is coughing, ask him/her to wear a surgical mask. If no mask is available or the sick traveller cannot tolerate the mask, e.g. because of breathing difficulties, provide tissues and ask him/her to cover the mouth and nose when coughing or sneezing.

If masks are available but the sick traveller cannot tolerate a mask and the airline recommends that designated passenger agents should do so under those circumstances, the airline should ensure that their passenger agents have adequate training in its use to ensure they do not increase the risk (for example by more frequent hand-face contact or adjusting and removing the mask).
Guidelines for cleaning crew

The following are general guidelines for Cleaning Crew who has to clean an arriving aircraft with a suspected case of communicable disease.

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 cleaning crew and help them manage such an event.
Guidelines for cleaning crew

1) Wear impermeable disposable gloves.

2) Remove and discard gloves if they become soiled or damaged, and after cleaning.

3) Use only cleaning agents and disinfectants that have been approved by aircraft manufacturers at recommended concentrations and contact times.
Guidelines for cleaning crew

4) Begin the cleaning at the top (light and air controls) and proceed downward progressively working from clean to dirty areas.

5) Surfaces to be cleaned:
   affected seat, adjacent seats same row, back of the seats in the row in front:
   - Light and air controls
   - Adjacent walls and windows
   - Seatbacks (the plastic and/or metal part)
   - Individual video monitor
   - Tray tables
   - Armrests

   in the lavatory(ies) used by the sick traveller:
   - door handle, locking device, faucet, wash basin, adjacent walls and counter and toilet seat
Guidelines for cleaning crew

6) Disinfection of upholstery, carpets, or storage compartments is only indicated when they have been soiled by body fluids. In such cases, disinfect before vacuuming to eliminate the risk of re-aerosolization.

7) Wash hands with soap and water immediately after gloves are removed. An alcohol based hand sanitizer can be used if the hands are not visibly soiled.

8) Dispose of soiled material and gloves in a biohazard bag if one is available. If not, use a sealed plastic bag and label it as biohazard.
Guidelines for cleaning crew

9) Do not use compressed air. It might re-aerosolize infectious material.
All Proposed Guidelines

Integration of these Guidelines in training of:

- staff
- ground handling companies
- ground-based advisory companies
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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