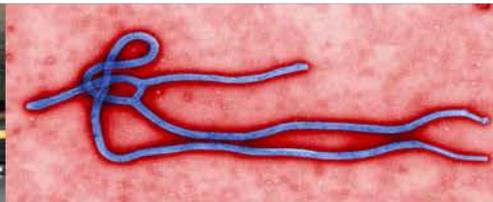


6th Collaborative Arrangement for the Prevention and Management of Public Health Events in Civil Aviation (CAPSCA) Meeting

Protea Hotel Midrand, Johannesburg South Africa

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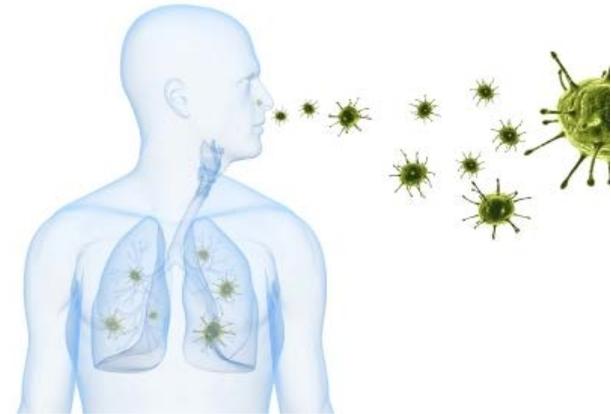
AIRLINE EMERGENCY RESPONSE PUBLIC HEALTH PLAN DAICY DEMAS



- South African Airways (SAA) – Airport Operations has established a clear procedure in response to a suspected communicable disease or passengers with ill health with the potential to pose a serious public health risk.
- The procedure is documented in the Customer Procedures Manual: Section 2 Chapter 39 as well as in the 14 CFR Part 382 learner guide.
- SAA procedure adheres to IATA Communicable Disease recommended guidelines in collaboration with the WHO.

Ground Staff Screening Process

- A communicable disease is suspected by ground staff, when a customer :
 - Has a visible skin rash
 - Has a severe cough
 - Is obviously unwell
 - Has a high fever
- and complains of the following :



- Severe cough
- Fever
- Bruising or bleeding without previous injury
- Persistent diarrhoea
- A non-visible skin rash
- Persistent Vomiting



- When ground staff suspect that a customer displays these signs or symptoms, they :
 - Call their Team Leader / Supervisor immediately
 - If Team Leader / Supervisor shares the same concern, contact the SAA Medical Department / External Physician / Airport Medical Facility / Port Health
 - If medical support is not immediately available, customer will be denied boarding and customer asked to consult a physician and request a medical clearance before travel is accepted



Procedure if a communicable disease is suspected and a customer is denied boarding

- Customer's baggage will be offloaded. Recommended that ground staff wash their hands with soap and water after handling the baggage.
- Assistance will be provided if customer requires to be escorted. Masks to be worn / Tissues used to cover both the customers / airline staff's mouth.



- In terms of Article 32 of the WHO International Health Regulation, SAA will treat customers with dignity and try to minimise discomfort. If a translator/interpreter is needed, we will try our best to arrange one.
- In some countries (eg: USA) , the Customer Complaint Resolution Official (CCRO) must be involved.
- Ground Staff / Airport will inform Customer Care of decision take and provide additional information.



Procedure if a communicable disease is suspected and a customer is allowed to board

- This should not happen as staff are aware of the problems associated if this is allowed.
- Seek guidance from SAA Medical department.
- Airline staff to note on General Declaration and advise Cabin Crew.
- Destination airport to be advised.



What SAA has Implemented

- Training Course that is mandatory for all ground staff to attend within 36 months (every 36 months). The training course explains important and essential aspects of communicable diseases. This will equip ground staff to effectively screen customers and forms part of the US DOT Part 382 training.
- Training records are available at the training section.
- Regular audits are carried out to ensure that ground staff know procedure to follow.



- Communicable Disease flashcards available at all check-in and ticketing counters, for staff to refer to



A COMMUNICABLE DISEASE is suspected when a passenger:

- Has a visible skin rash
- Has a severe cough
- Is obviously unwell
- Has high fever

Complains of any of the following:

- Severe cough
- Fever
- Bruising or bleeding without previous injury
- Persistent diarrhoea
- Skin rash (non visible)
- Persistent vomiting

If any of the above is present:

- Call your Supervisor / Team leader
- If Supervisor / Team leader shares your concern contact your airlines Medical Department / Outside physician / Airport Medical facility / Port Health
- If medical support is not immediately available deny boarding and the passenger to consult a physician and request a medical clearance before travel is accepted. Advise passenger to contact the airline Medical Reservations Department.
- Remember to offload the baggage.

- Masks , gloves and hand sanitizers readily available.
- Communiqués distributed by Medical Department to all SAA employees when faced with a suspected case of a communicable disease, so that all are informed of WHO updates.
- Briefing reminders.



General Declaration

- ICAO made changes to the General Declaration – Declaration of Health.
- SAA requested these changes in 2014 from Amadeus. They have lodged a service request and all carriers had to approve this. The final approval was obtained and the changes will be reflected by end of 2015.
- Ground staff will print a gen dec for each flight and hand over to the crew. The crew will update any incidents on board and on arrival hand the gen dec to Port Health.



Changes Made to Gen Dec

NAME AND SEAT NUMBER OR FUNCTIONS OF PERSONS ON BOARD WITH ILLNESSES OTHER THAN AIRSICKNESS OR THE EFFECTS OF ACCIDENTS, WHO MAY BE SUFFERING FROM A COMMUNICABLE DISEASE (A FEVER, TEMPERATURE 38°C/100.F OR GREATER, ASSOCIATED WITH ONE OR MORE OF THE FOLLOWING SIGNS OR SYMPTOMS: E.G. APPEARING OBVIOUSLY UNWELL; PERSISTENT COUGHING; IMPAIRED BREATHING; PERSISTENT DIARRHEA; PERSISTENT VOMITING; SKIN RASH; BRUISING OR BLEEDING WITHOUT PREVIOUS INJURY; OR CONFUSION OF RECENT ONSET, INCREASES THE LIKELIHOOD THAT THE PERSON IS SUFFERING A COMMUNICABLE DISEASE) AS WELL AS SUCH CASES OF ILLNESS DISEMBARKED DURING A PREVIOUS STOP.



Generic Altea Report

05OCT2015 10:15:12 Z

Report content



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*****
*                GENERAL DECLARATION                *
*                I.C.A.O. ANNEX 9 APPENDIX 1        *
*****
(OUTWARD) DATE : 04OCT
OPERATOR : SOUTH AFRICAN AIRWAYS FLIGHT NO : SA234
MARKS OF NATIONALITY AND REGISTRATION : SS-SXB
DEPARTURE FROM : JOHANNESBURG SOUTH AFRICA
ARRIVAL AT : LONDON UNITED KINGDOM
```

PLACE	FLIGHT ROUTING	NO OF PAX ON THIS STAGE
JNB CAPT	DELANEY A	-EMBARKING 227
LHR FO	MACKAUKAU H	PLUS INF 001
PS	CARR D	-THROUGH ON SAME
IFSC	MDLULI L	FLIGHT 000
SCCM	MAGALHAES G	PLUS INF 000
CCM	NAIDU E	ARRIVAL PLACE
CCM	MOHLALA S	-DISEMBARKING 227
CCM	MTYALI K	PLUS INF 001
CCM	MUGENI K	-THROUGH ON SAME
CCM	NGEMA T	FLIGHT 000
CCM	MOLETSANE J	PLUS INF 000
CCM	ADKINS M	
CCM	MATHABA R	

DECLARATION OF HEALTH :

PERSONS ON BOARD WITH ILLNESS OTHER THAN AIR SICKNESS OR THE EFFECTS OF ACCIDENT (INC PERSONS WITH SYMPTOMS OR SIGNS OF ILLNESS SUCH AS RASH FEVER CHILLS DIARRHOEA) AS WELL AS THOSE CASES OF ILLNESS DISEMBARKED DURING THE FLIGHT :

-

ANY OTHER CONDITIONS ON BOARD WHICH MAY LEAD TO THE SPREAD OF DISEASE :

FOR OFFICIAL USE ONLY

-

DETAILS OF EACH DISINSECTING OR SANITARY TREATMENT (PLACE DATE TIME METHOD) DURING THE FLIGHT IS NO



SOUTH AFRICAN AIRWAYS

THANK YOU



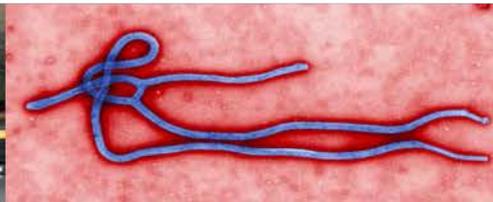
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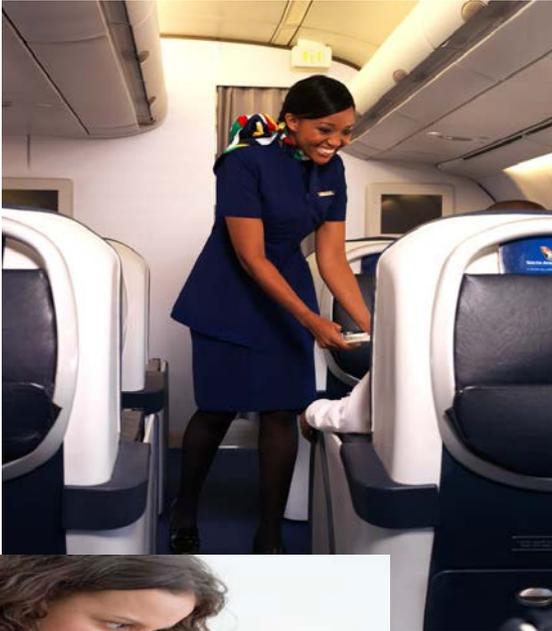
Protea Hotel Midrand, Johannesburg South Africa

12 – 16 October 2015

SUSPECTED COMMUNICABLE DISEASE GUIDELINES FOR CABIN CREW



Guidelines for Cabin Crew



A temperature above 38 degrees Celsius
Associated with one or more of the following

- Appearing obviously unwell
- Persistent coughing
- Persistent diarrhoea
- Impaired breathing
- Persistent vomiting
- Skin rash
- Bruising or bleeding without previous injury
- Confusion of recent onset



History of travel in last 21 days

Ask Accompanying Pax of any similar symptoms

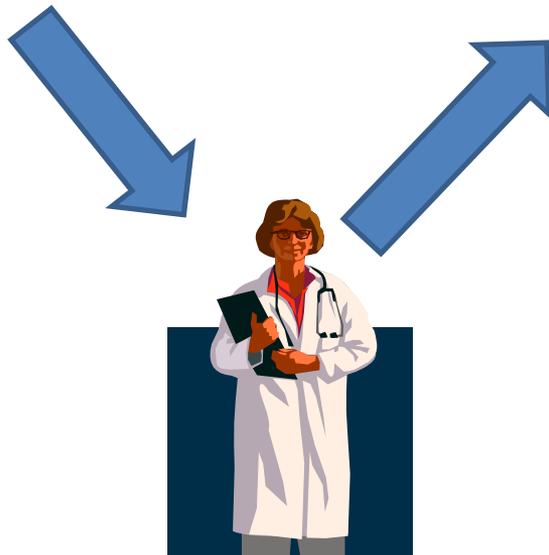
Note : If the temperature of the affected person is normal but several travellers have similar symptoms think of other public health issues such as chemical exposure

NOTIFICATION ON BOARD



COMMANDER

Report suspected case



OCC

ATC

INTERNAL PROCESS ACTIVATED
ERP / MEDICAL SERVICES

On Board Action Plan

Suspected Communicable disease

Relocate adjacent passengers
2 meters between ill pax/other



Designate one crewmember



No seats available offer
masks adjacent pax



Passenger Care

Respiratory Etiquette



Block Off Toilet for specific Pax/If no extra toilet available crew to educate pax on UPK- Washing hands/wiping toilet seat tap handles/door handles with antiseptic provided or soap and water



CABIN CREW CONCERNS-EXPOSURE

When Exposed to Body Fluids

- **TRAINING FROM MNORT**
- **Inception of High Level PPE**
- **Identifying the GAPS**
Hot/Uncomfortable/
Pretty Scary for crew

Crew much more Relaxed

- **REMOVAL** suit even
- **More important**
- **INTENSIFIED TRAINING PRIOR TO FLIGHT AND IN RECURRENT TRAINING**

Proper Donning and Removal Key Aspect of Training



Flight Operations

- OM Part 1 Chapter 9 Rev 15
- Cabin Crew to inform the Captain of the passenger with suspected communicable disease
- Captain to notify ATC (to allow for notification of Port Health)
- Captain to notify the SAA GOCC (request disinfection of a/c)
- Captain to complete the Communicable Disease – GENDEC
- Trained by Sr. Linda annually during recurrent training

FOLLOW UP/TRACING

- **PASSENGER LOCATOR FORMS**
- **GENERAL DECLARATION FORMS TO BE COMPLETED BY CABIN CREW FOR PAX ROWS FORWARD/AFT/SAME HANDED TO PORT HEALTH ON ARRIVAL**



THANK YOU



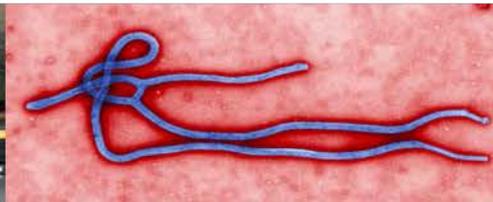
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DR NONHLANHLA SISHABA



Suspected Communicable Disease on Board

A SENIOR AVIATION DOCTOR, /A NURSE IS ON STAND BY 24/7 FOR ALL EMERGENCIES.



NOTIFICATION COMES THROUGH FROM THE AIRCRAFT VIA OCC – SICK PAX ON BOARD



COMMUNICATION BETWEEN SAA DR/NURSE OCC AND COMMANDER VIA SATCOM

DECISION IS MADE ON HISTORY RECEIVED FROM THE CABIN CREW

- A temperature above 38 degrees Celsius
- • Appearing obviously unwell
- • Persistent coughing
- • Persistent diarrhoea
- • Impaired breathing
- • Persistent vomiting
- • Skin rash
- • Bruising or bleeding without previous injury
- • Confusion of recent onset
- • History of travel in last 21 days
- **If Suspicion is confirmed ERP is activated via OCC**



1. AVIATION EMERGENCY RESPONSE PLAN ACTIVATED



**2. MNORT Instructions
Followed if Pax/Crew
Hospitalized**



CREWMEMBER MANAGEMENT POST INCIDENT



- **A GROUP DEBRIEFING**
- **GROUP POST COUNSELLING**
- **INDIVIDUALISED PROFESSIONAL
POST COUNSELLING PRN**

CREWMEMBER MEDICAL FILE DOCUMENTED

CONTINUED MONITORING/WELLNESS MANAGED

- **FITNESS TO RETURN ESTABLISHED**

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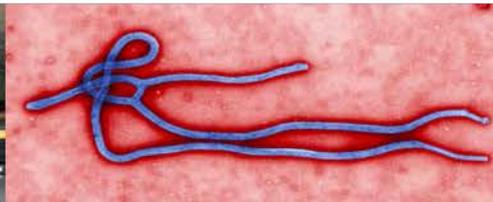
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AIRLINE EMERGENCY RESPONSE PUBLIC HEALTH PLAN

(OUTSTANDING SUBMITT SUNDAY)

ZAMA NGUBANE



THANK YOU



SOUTH AFRICAN AIRWAYS