

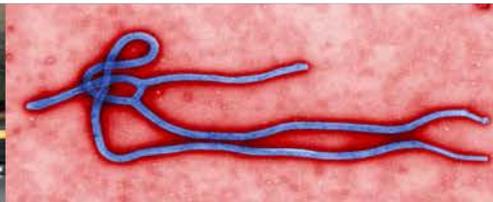
# 6th Collaborative Arrangement for the Prevention and Management of Public Health Events in Civil Aviation (CAPSCA) Meeting

Protea Hotel Midrand, Johannesburg South Africa

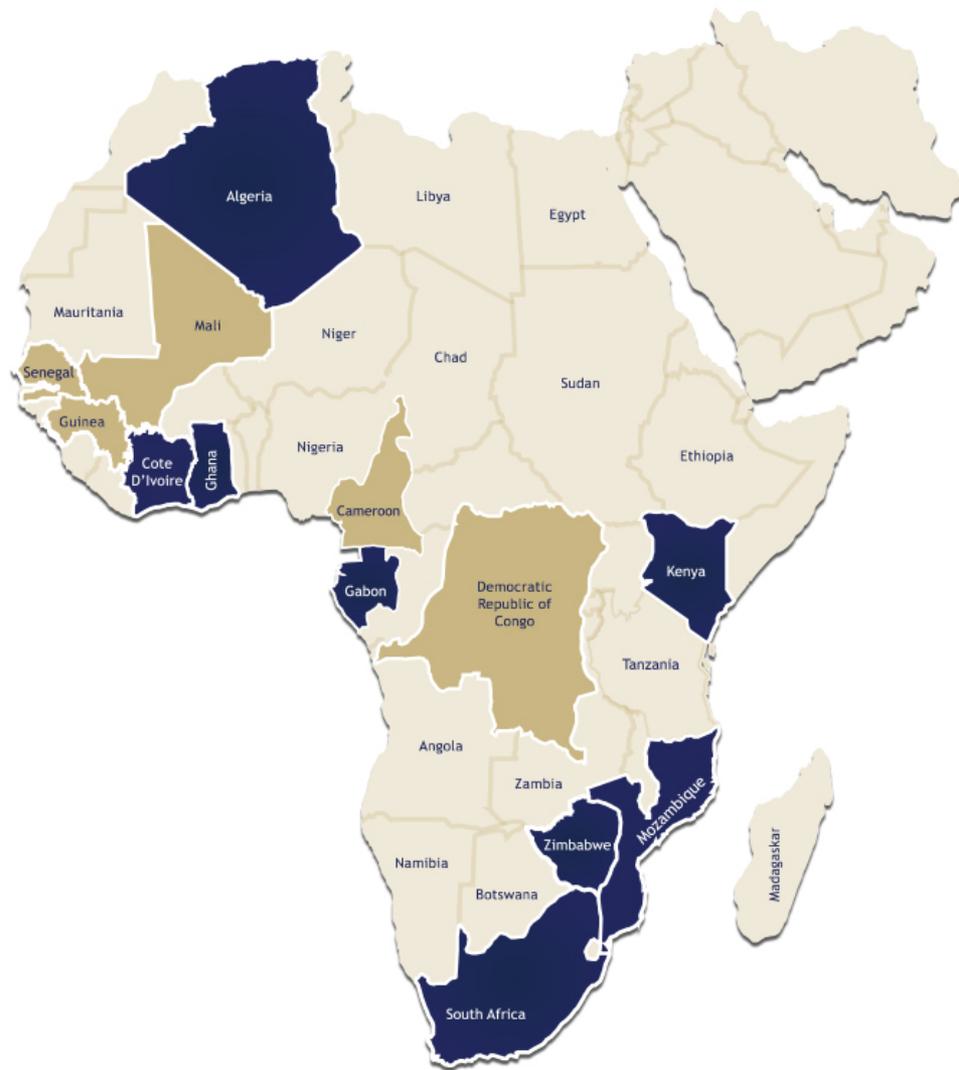
12 – 16 October 2015

## THE EFFECT OF PUBLIC HEALTH EVENTS ON CHARTER OPERATORS

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# Operational Areas



# Risk mitigation measures

- Comply with the CAA (Civil Aviation Authority), CDC, Department of Health, IATA, ICAO & WHO Guidelines.
- Awareness training at Crew sign out and Health & Safety Induction to all employees.
- Risk Assessments.
- Follow the Guidelines.

# Risk mitigation measures

- IATA guidelines 2015
  - Cabin crew
  - Flight Deck Crew
  - Maintenance crew/Bird strike
  - Cargo and baggage handlers
  - Passengers Agents
  - Cleaning Crew
- Reference:  
<http://www.iata.org/whatwedo/safety/health/Pages/diseases.aspx>

# Risk mitigation measures

## **Guidelines for Cabin crew**

- The following are guidelines for cabin crew when managing a suspected case of communicable disease on board.
- A communicable disease is suspected when a traveler (passenger or a crewmember) has a fever (temperature 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

# Risk mitigation measures

1. Travel history.
2. Contact ground medical support (if available) / follow advise.
3. Relocate sick passenger or consider PPE for adjacent passengers.
4. Designate one cabin crew member to look after the ill traveler.  
(in case of no cabin crew member. First officer and abled body passengers?).
5. Designate a specific lavatory for the exclusive use of the ill traveler and use appropriate signage on the door.  
(in case of only 1 lavatory or none situated on the aircraft?)
6. If the ill traveler is coughing, ask him/her to follow respiratory etiquette:
  - Provide tissues and the advice to use the tissues to cover the mouth and nose when speaking, sneezing or coughing.
  - Advise the ill traveler to practice proper hand hygiene. If the hands become visibly soiled, they must be washed with soap and water.
  - Provide an airsickness bag to be used for the safe disposal of the tissues.
7. Note:
  - Face Mask on passenger or nearby passengers.
  - NB-PPE and Universal precaution kit and bio-hazard bag.
  - Passenger locator form.
  - TRAVELLER PUBLIC HEALTH DECLARATION

# Risk mitigation measures

## **Guidelines for Flight deck crew**

1. Pilot reports to ATC.
2. ATC reports to destination (and departure) ATC unit.
3. Destination ATC unit reports to public health authority/competent authority for the airport.
4. Public health authority (PHA)/competent authority contacts airline operating agency to obtain further details of illness.
5. The pilot in command communicates the following information:
  - Aircraft identification
  - Departure aerodrome
  - Destination aerodrome
  - Estimated time of arrival
  - Number of persons on board
  - Number of suspected case(s) on board
  - Nature of the public health risk, if known.

# Risk mitigation measures

## **Guidelines for Maintenance Crew**

- About 50% of the air in most modern aircraft is re-circulated. However, air is only reused after having gone through HEPA filters.
- When replacing HEPA filters:
  1. Wear disposable gloves.
  2. Avoid hitting, dropping or shaking the filter. If that cannot be achieved, wear a face mask.
  3. Do not use compressed air to try and clean a filter (it may create an aerosol).
  4. The used HEPA filter should be disposed of in a sealed plastic bag. A specific biohazard bag is not required. Put the used disposable gloves in the same plastic bag.
  5. Wash hands with soap and water when the task is finished.

# Risk mitigation measures

## Guidelines for Bird Strike

- The issue of a potential health risk to personnel involved in maintenance tasks following a bird strike has been discussed with bio-safety specialists at the World Health Organization and, while the risk is remote, the following general measures are recommended:
  - Wear disposable gloves
  - If body contact is unavoidable while cleaning the engine, wear a disposable coverall and a face mask.
  - Do not use air or water under pressure to clean the part of the aircraft that was hit by the bird.
  - Remove the bird remains and put them in a plastic bag.
  - Do not touch face, eyes, nose, etc. with your gloves.
  - Remove the gloves, the disposable coverall and mask (if used) and put them in the same plastic bag as the remains and seal the bag.
  - Dispose of the bag as for normal garbage.
  - Wash hands thoroughly with soap and water.



<http://wwwn.cdc.gov/travel/contentAvianFluBirdCollisions.aspx>

# Risk mitigation measures

## **Guidelines for Cargo and Baggage Handlers**

- The following are guidelines for cargo and baggage handlers that have to handle cargo or baggage transported by an aircraft arriving from an affected area or carrying a suspected case of communicable disease.
- Packages or luggage should not pose a risk. Ebola virus is spread through direct contact with blood or body fluids (like feces, saliva, urine, vomit, and semen) from an infected person.
  - Don't handle packages visibly dirty from blood or body fluids.
  - Wash your hands often to prevent other infectious diseases.
- Therefore, unless stated otherwise by WHO or a National Public Health Authority in the case of a new communicable disease, special handling of cargo and baggage is not necessary.

# Risk mitigation measures

## **Guidelines for Human Remains**

- Wear disposable gloves and, if available, a plastic apron.
- If the spillage has occurred on an aircraft, only use cleaning materials suitable for aircraft use.
- Do not try to clean the body fluids by hosing with water or air.
- Use material that will adsorb the body fluids and scrape the material into a biohazard bag.
- Wash the area with water/disinfectant after removal of the adsorbent material.
- Dispose of gloves and apron in a biohazard bag.
- Wash hands thoroughly with soap and water afterwards.

# Risk mitigation measures

## **Guidelines for Passenger Agents**

- The following are guidelines for passenger agents who may be faced with a suspected case of communicable disease at the airport.

A communicable disease is suspected when a traveler:

- Has a visible skin rash or,
- Has a severe cough or,
- Is obviously unwell and/or,
- Complains of any of the following:
  - Severe cough
  - Fever
  - Bruising or bleeding without previous injury
  - Persistent diarrhea
  - Skin rash (non visible)
  - Persistent vomiting

# Risk mitigation measures

- When in doubt regarding the health of a traveler, especially during an outbreak, refer to the airline procedures:
  - ✓ Call your supervisor.
  - ✓ 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.
  - ✓ Obtain external medical opinion.
  - ✓ Deny boarding and ask the traveler to obtain medical clearance in accordance with your airline's policy.
  - ✓ If assistance is required to escort a sick traveler, and if the sick traveler is coughing, ask him/her to wear a face mask.

# Risk mitigation measures

## Universal Precaution Kit

**SA CAA CATS 121.05.13**  
**IATA Guidelines**

- The contents of an aircraft universal precaution kit would typically include:
  - Dry powder that can convert small liquid spill into a granulated gel
  - Germicidal disinfectant for surface cleaning
  - Skin wipes
  - Face/eye mask (separate or combined)
  - Gloves (disposable)
  - Impermeable full length long sleeved gown that fastens at the back
  - Large absorbent towel
  - Pick-up scoop with scraper
  - Bio-hazard disposal waste bag



# Business Continuity Plan Organization

## MAIN COMPANY MEMBERS IN PUBLIC HEALTH EMERGENCY

### Executive Members

- Managing Director
- Director Emergency Response / Manager Flight Operations

### Core Members

- Operations Manager and Station Manager
- Safety Manager - Aircraft operations (AOC)
- Safety Manager - Maintenance (AMO)
- Health, Safety and Aviation Security Officer
- Flight Safety Officer
- Travel Department
- IT Officer

### Support Members

- Legal Representative
- Risk Management
- Human Resources
- Finance/Purchasing Representative

# Business Continuity Plan

## PROCESS

### 1. Risk Assessment

- ✓ To identify the potential causes of the crisis or disease outbreak.
- ✓ The global nature of the event
- ✓ The vulnerability of the demand/supply chain extend far beyond the organization and the region.
- ✓ The timeline & severity of the event.
- ✓ Different phases, each of which can last for months.
- ✓ Different scenarios have different severity rates and preparation needed.

### 2. Business Impact Analysis

- ✓ Looks at scenarios in which most workplace locations may be affected by decrease in manpower, decrease in countries' essential services (degradation of health, energy and information services), decrease in third party services available.

# Business Continuity Plan

## 3. Recovery Strategy

- ✓ The resources in the early stages of recovery may need to be higher than normally used to cope with disruptions and backlogs, planning for process prioritizing will be very important, as only a number of processes may be recoverable in the short to medium term.

## 4. Training and Testing

- ✓ Look at scenarios in which most workplace locations may be affected by decrease in manpower, decrease in countries' essential services (degradation of health, energy and information services), decrease in third party services available.

# Business Continuity Plan

## **BUSINESS CONTINUITY PLAN INITIATION**

### **1. Establishment of an Emergency Response Centre**

### **2. Triggers of Public Health Emergency Response**

- ✓ Notification from the World Health Organization (WHO) that there has been a progression into a more critical phase of the emergency in question. However, the information could also come from National Public Health Authorities.
- ✓ Triggered by air carrier level if, for instance many passengers and/or crew members on a particular flight display symptoms compatible with communicable diseases.
- ✓ Depending on the origin and the nature of the information received, the level of response will vary; it could be limited to action required by medical and communications staff or could extend to a full response including all affected parties.

# Business Continuity Plan

## 3. Activation of the Emergency Response Plan in a Public Health Emergency

- ✓ **Should be based on a number of factors including:**
  - a) World Health Organization assessment of the public health emergency.
  - b) National public health authority assessment.
  - c) Community Impact and Response.
  - d) Internal company assessment (based on the location and number of operations affected, number of affected employees or family members).
  - e) All of the above should be monitored and tracked continuously throughout the outbreak in order to evaluate the severity and its potential impact on operations.
  - f) The level of response may vary; it could be limited to employee's communication or extend to a full Business Continuity Plan activation.
  - g) If the decision is to activate the Emergency Response Plan, all the employees involved in the Emergency Response Team should be notified according to the Emergency Response Plan.

## CHECKLISTS

Roles and responsibilities of each team member and contain a checklist of actions to be taken by each team member.

# Challenges

- Line station Airport Screening.
- Crew and Aircraft configuration.
- Require charter specific guidelines.