



# **Strengthening Preparedness Planning in the Aviation Sector**

## **Airline Guidelines**

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# International Air Transport Association

- Trade association of world's airlines
  - Represent, lead, serve
- Incorporated in Canada in 1945
  - 'Not for profit' organization
- Over 240 companies in 140 nations
  - **95% of scheduled passenger and cargo traffic**
- Approximately 1400 employees around the globe
- Mains offices: Montreal and Geneva
  - >70 regional/national offices

# What does IATA do?

- Aircraft Operations
- Airport Development and Infrastructure
- Cargo
- Finance (clearing house)
- Industry Initiatives
- Passenger
- Regulatory and Public Policies
  - Permanent observer status at ICAO ANC
- **Health and Safety**
- Security and Facilitation

# Medical Advisory Group

Medical Director

“

American Airlines

“

Air France

“

Air New Zealand

“

British Airways

“

Emirates

“

KLM

“

Lufthansa

“

Qantas

Cathay Pacific

# IATA Medical Advisor

- **Establish effective working relations with WHO and other international bodies involved in airline medical issues**
- **Deal with all airline medical issues that affect or may affect international airlines**

# Emergency Response Plan: Public Health Emergency

## IATA External ERP

- To identify IATA's areas of responsibility
- To detail the interactions between IATA and its members during a public health emergency
- To support Public Health Authorities' policy and measures to control the problem in question and to limit the consequences
- To help IATA's members manage the emergency efficiently while maintaining their operations
- To adopt a standardised approach to emergency response for public health emergencies

# Emergency Response Plan: Public Health Emergency

## Airline ERP

- ✦ IATA recommends to its members to have a plan
- ✦ IATA proposes a generic plan to be adapted
- ✦ Consult with the National Public Health Authorities before
- ✦ Roles and Responsibilities with Checklists

# Emergency Response Plan: Public Health Emergency

## Airline ERP (cont'd)

- Create an Emergency Response Team
- Recommend an Emergency Response Center



# Emergency Response Plan: Public Health Emergency

## Airline ERP (cont'd)

### Executive Members

- Director Emergency Response
- Medical Director (or manager responsible for medical issues)
- Communication Director

# Emergency Response Plan: Public Health Emergency

## Airline ERP (cont'd)

### Responsibilities

#### Medical representative

- Initiate and maintain contact with all appropriate health authorities
- Make appropriate recommendations applicable for specific departments of the company, based on information received from the health authorities
- Establish point of contact for IATA Medical Advisor

# Emergency Response Checklist

Name: *med. Rep.*

Date

<input type="checkbox"/>	Contact appropriate health authorities	
<input type="checkbox"/>	Contact the IATA Medical Advisor if appropriate	
<input type="checkbox"/>	Contact the company Medical Officer closest to the airport(s) where the emergency is in effect.	
<input type="checkbox"/>	If appropriate for the emergency, contact the hospital(s) that are receiving passengers in order to obtain relevant information.	
<input type="checkbox"/>	Determine whether there is a requirement to quarantine any equipment.	
<input type="checkbox"/>	Determine whether there is a requirement to disinfect the aircraft	
<input type="checkbox"/>	Advise the Director Emergency Response of the actions required	
<input type="checkbox"/>	Advise Company Maintenance of the actions requires and ensure aircraft is properly disinfected	
<input type="checkbox"/>	Assist Corporate Communications with Press Release as required	
<input type="checkbox"/>	If necessary, advise F/Ops & IFS of the requirement of med. Examinations for crewmembers	

# Emergency Response Planning Public Health Emergencies

## A Template for Air Carrier

[http://www.iata.org/NR/rdonlyres/1D412DF9-289B-4508-BE9D-A57C4A84F103/0/AirlinesERPChecklists\\_V1\\_Nov30.pdf](http://www.iata.org/NR/rdonlyres/1D412DF9-289B-4508-BE9D-A57C4A84F103/0/AirlinesERPChecklists_V1_Nov30.pdf)

# Emergency Response Planning Public Health Emergencies

## Guidelines for Suspected Communicable Diseases

# Emergency Response Planning Public Health Emergencies

## Rationale

- Guidelines were produced for “Suspected Communicable Diseases” and not only for specific Public Health Emergencies
- More practical
- More in line with the ICAO Aircraft General Declaration, Health Part

# Emergency Response Planning Public Health Emergencies

## **Basic assumptions:**

- The employees at risk have no medical training (first aid at best)
- They still have to respond to passenger illnesses
- They may or may not have access to expert opinions

# Emergency Response Planning Public Health Emergencies

## **Basic assumptions:**

- No previous general guidelines existed
- Guidelines were and will be produced with extensive consultation
- Guidelines are not mandatory



# Guidelines for Suspected Communicable Diseases

- Cabin Crew
- Passenger agents
- Cleaning crew
- Maintenance crew
- Baggage and cargo handlers

# Guidelines for Suspected Communicable Diseases

**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 cabin crew and help them manage such an event.

# Guidelines for Cabin Crew

***A communicable disease is suspected when a traveler (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 vomiting*
- *Persistent coughing*
- *Skin rash*
- *Impaired breathing*
- *Bruising or bleeding without previous injury*
- *Persistent diarrhea*
- *Confusion of recent onset*

**Note 1: this list of signs and symptoms is identical to the list in the Health Part of the aircraft General Declaration (ICAO)**

**Note 2: if food poisoning from in-flight catering is suspected, proceed as per company-established protocol.**

## Guidelines for Cabin Crew

- 1) If medical support from the ground is available, contact that ground support immediately *and/or*
- 2) Page for medical assistance on board (***as per company policy***)
- 3) If medical ground support and/or on-board professional is available, crew should follow their advices accordingly

## Guidelines for Cabin Crew

- 4) If no medical support available:
  - a) Relocate the sick traveler in a more isolated area if space is available. If the sick traveler is relocated, make sure that the cleaning crew at destination will be advised to clean both locations.
  - b) Designate one cabin crew to look after the sick traveler, preferably the cabin crew that has already been dealing with this traveler. More than one cabin crew may be necessary if more care is required.

## Guidelines for Cabin Crew

- c) When possible, designate a specific lavatory for the exclusive use of the sick traveler. If not possible, clean the commonly touched surfaces of the lavatory(ies) (faucet, door handles, waste bin cover, counter top) with soap and water or available disinfectant after use by the sick traveler.
- d) If the sick traveler is coughing, ask him/her to wear a ***surgical mask***. If no mask is available or the sick traveler cannot tolerate the mask, e.g. because of breathing difficulties, provide tissues and ask him/her to cover the mouth and nose when coughing. Advise the sick traveler to use an “air sick bag” to collect the used tissues.

## Guidelines for Cabin Crew

- e) If the sick traveler cannot tolerate a mask and the airline recommends that designated cabin crew should do so, the airline should ensure that their cabin crew 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 Cabin Crew

- f) The designated cabin crew should wear disposable gloves when assisting the sick traveler and when in direct contact with blood or other body fluids. Gloves are not intended to replace proper hand hygiene.\* In fact, immediately after activities involving contact with a suspect case or any body fluids, gloves should be carefully removed as per training syllabus and discarded as per paragraph f 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

- g) 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.
  
- h) Ask accompanying traveler(s) (spouse, children, friends, etc.) if they have any similar symptoms.

## Guidelines for Cabin Crew

- 5) As soon as possible, advise the captain of the situation as he/she is required by *International Civil Aviation Organization Regulations* (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.
  
- 6) Unless stated otherwise by ground medical support or public health officials, ask the travelers 2 rows in front and 2 rows behind the sick travelers 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. Avoid touching the face with hands.

# Guidelines for Passenger Agents

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 followings:*

- *Severe cough*
- *Fever*
- *Bruising or bleeding without previous injury*
- *Persistent diarrhea*
- *Skin Rash (non visible)*
- *Persistent vomiting*

# Guidelines for passenger agents

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

- 1) Call your supervisor
- 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.

## Guidelines for passenger agents

- 3) If the supervisor agrees with your concerns but medical support is not immediately available, ***deny boarding*** and ask the traveler to consult a physician and request a medical clearance before travel is accepted.
  
- 4) If assistance is required to escort a traveler, appropriate personal protective equipment (PPE) should be worn as necessary.

## Guidelines for cleaning agents

- 1) Wear impermeable disposable gloves.
- 2) Remove and discard gloves if they become soiled or damaged, and after cleaning.
- 3) 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.



## Guidelines for cleaning agents

4) Surfaces to be cleaned (affected seat, adjacent seats same row, back of the seats in the row in front):

- Armrests
- Seatbacks (the plastic and/or metal part)
- Tray tables
- Light and air controls
- Adjacent walls and windows
- Individual video monitor
- Lavatory(ies) used by the sick traveler: door handle, locking device, toilet seat, faucet, wash basin, adjacent walls and counter

## Guidelines for cleaning agents

- 5) Disinfection of upholstery, carpets, or storage compartments is not indicated unless they have been soiled by body fluids. In such cases, disinfect before vacuuming to eliminate the risk of re-aerolization.
- 6) Use **only cleaning agents/disinfectants** that have been approved by aircraft manufacturers.
- 7) 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.
- 8) Do not use compressed air. It might re-aerosolize infectious material

# Guidelines for Maintenance Crew

## **NOTE:**

There is no need to change HEPA filters on an arriving aircraft with a suspected case of communicable disease. HEPA filters should be changed at intervals as recommended by the filter manufacturers.

# Guidelines for Maintenance Crew

When replacing HEPA filters:

- 1) Wear disposable gloves. (**mask?**)
- 2) When removing the filter, avoid hitting, dropping or shaking the filter.
- 3) Do not use compressed air to attempt to clean a filter.

## Guidelines for Maintenance Crew

- 4) The used HEPA filter should be disposed of in a sealed in a 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.

# Guidelines for Maintenance Crew

## **Vacuum waste tank**

Since the external venting of the vacuum waste tanks is not equipped with filtering devices capable of preventing the spread of viral or bacterial contamination, it is not recommended to vent the vacuum waste tanks inside a hangar. If venting of the vacuum waste tanks has to be done inside a hangar, it is recommended to use a technique that exhausts the air outside of the hangar.

# Guidelines for Maintenance Crew

## 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 the following measures are recommended:

# Guidelines for Maintenance Crew

## **Bird strike**

- Wear disposable gloves
- If body contact is unavoidable while cleaning the engine, wear a disposable coverall and 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 gloves
- Remove the gloves and the disposable coverall (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



# Guidelines for Maintenance Crew

## Note:

The US Center for Disease Control and Prevention (CDC) provides detailed guidelines for bird strike in “**Affected Areas**”. The guidelines can be consulted on:

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

## **Cargo and Baggage handlers**

During the SARS outbreak, the WHO reviewed the situation as it related to cargo handling and declared that there was no evidence that the infection had been or could be transmitted by cargo or baggage handling. Whilst the WHO has not made a similar statement regarding Influenza so far, the United States Center for Disease Control and Prevention has made the following statement on this particular issue:

## Cargo and Baggage handlers

“There is no evidence that avian influenza is spread through contact with baggage, packages, or other objects, including items arriving from areas where avian influenza cases have been reported. Special handling of cargo arriving from areas where avian influenza cases have been reported is, therefore, not necessary. Cargo handlers should wash their hands frequently for the prevention of any possible infectious disease.”

# Cargo and Baggage handlers

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 at this time.

# Guidelines for Suspected Communicable Diseases

[http://www.iata.org/whatwedo/safety\\_security/safety/health\\_safety/aviation\\_communicable\\_diseases.htm](http://www.iata.org/whatwedo/safety_security/safety/health_safety/aviation_communicable_diseases.htm)

# Guidelines for Suspected Communicable Diseases

Integration of these Guidelines in training of:

- staff
- ground-based advisory companies



Thank you for your attention.



to represent, lead and serve the airline industry