Preparedness planning in Europe, a national view aviation perspective

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History

- March 2001 ECAC Directors General decided to organise an expert meeting to consider ‘whether there would be a role for ECAC in a matter that was increasingly attracting public attention’
- ECAC symposium on Selected Aspects of Passenger Health in Air Travel in Dubrovnik in October 2002
Dubrovnik Symposium

• Attended by more than 60 experts from 25 states, mainly chief medical officers and legal experts from administrations and operators in member states and observer states and from international organisations.
Dubrovnik conclusions

The symposium concluded that

• Unless supplementary efforts are made, medical incidents affecting air passengers are likely to increase in the years to come

• The implications must now be addressed on an international basis in a co-ordinated matter
Dubrovnik conclusions

• Essential requirements to progress:
  – To understand better the causes of medical incidents
  – To provide appropriate services to passengers
  – To consider legal aspects of services to passengers
  – To improve communication with the passengers on health related issues

• ECAC should be instrumental in progressing these issues

• The work should be co-ordinated with that undertaken at world level by ICAO and as necessary by WHO, as well as with the European commission
APHI Working Group

• ECAC Directors general of Civil Aviation endorsed in November 2002 the conclusions of the Dubrovnik Symposium
• Established a working group on Air Passenger Health Issues-APHI
• Membership: Member States and Observer states and Organisations-ICAO, EU, FAA, IATA, AEA, IAASM, AsMA and AECMA
APHI terms of reference

1. Develop and share the knowledge and understanding of medical incidents affecting passengers
   - Consider and recommend criteria in statistical data collection, with a view to developing a common database
   - Review and disseminate information on international research carried out on passenger health issues, with a view to fostering synergies at the international level.
2. Harmonise the provision of services to the passenger
   – In close co-ordination with the industry and regulatory authorities concerned, develop harmonised recommendations or guidelines, as necessary, and consider possible arrangements to oversee their application

3. Consider the legal aspects of relevance to passenger health
APHI terms of reference

4. Foster the development of improved information sources to the passenger
APHI 1 Vienna March 2003

• Presentations by ICAO, EU Commission, US-FAA, IATA, AEA, AsMA and Airbus
• Information on work done and contemplated in these organisations, confirming the relevance of the ECAC approach.
• Decision to elaborate on an ECAC document on Passenger Health issues.
APHI Subgroups

1. REPFORM subgroup
   – Drafting a harmonised reporting form for medical occurrence, and its use in the health care chain
   – Ways to progress to a common statistical database, in co-operation with ground medical assistance service providers

2. PROSERV subgroup
   – General introduction to the planned document
   – Review of existing regulations and best practices
   – Draft recommendations on service to be provided to the passenger
APHI Subgroups

3. INFOPAX

- Review of existing information sources
- Core explanations/guidelines to be used by the airlines
- Determine what air passengers should know and effectiveness of communication
APHI meetings

Paris, Rome, Prague, Paris
2003 SARS
2005 Avian Influenza
CAPSCA

Cooperative Arrangement for the Prevention of Spread of Communicable Disease through Air travel
APHI

• APHI developed a set of framework recommendations, that Directors General endorsed at their Triennial Session (Strasburg, 21 June 2006), as Recommendation ECAC 29-2 on the Prevention of the Spread of Communicable Diseases by Means of Air Travel.

• They decided a core group of experts to be established and tasked to monitor the situation of preparedness in ECAC Member States and coordinate with initiatives at the international level.
CorexP group

• Experts from Member States, WHO, the European Commission (DG TREN, DG SANCO, ECDC) and the industry: ACI-Europe and AEA.

• The core group held three meetings between December 2006 and March 2007.
COREXP group

A questionnaire on aviation preparedness and a set of specific questions relating to the issue of contact tracing was circulated to Member States in January 2007.
Directors General

insist that their states

• have aviation preparedness plans incorporated in/coordinated with the national preparedness plans.
• ensure all airports, ATM providers and AOC-holders have an adequate preparedness plan
• a national aviation preparedness contact point is nominated
• duly empower the aviation coordinator to act when needed.
• Try and connect with the ‘silos of expertise’ to assist in harmonising the planning in Europe, and to ensure the state receives the information regarding activities elsewhere in the world
Ireland

IHR
Ireland
Preparedness planning

Department of Health and Children and the Health Services Executive jointly published the ‘National Pandemic Influenza Plan’ in January 2007

– outlining the steps to be taken to prepare for, and deal with, a worldwide influenza pandemic
Ireland
National Pandemic Influenza Plan

• The purpose of the **National Pandemic Influenza Plan** is
  – to limit the effects of a potential pandemic and
  – to inform the public about pandemic influenza;
  – to explain what the Government and the health services are doing to prepare for a possible pandemic;
  – to give information on what members of the public need to do if there is a pandemic.

• The plan concentrates on the health response to pandemic influenza but also

• provides advice on the planning which must take place across all sectors of society including business.

• The pandemic plan is based on core elements of response: communications strategy, re-organisation of health services and essential supplies.
Ireland
Preparedness Planning

The Irish Government attaching great importance to emergency planning set up a Government Task Force on Emergency Planning, chaired by the Minister for Defence, and an Interdepartmental Working Group on Emergency Planning, representative of all Government departments, overseeing the implementation of the Task Force initiatives.
Ireland
Preparedness Planning

• It was considered necessary to extend preparations for a pandemic beyond the healthcare sector into other areas of society as an influenza pandemic would have a very significant impact on economic activity and would pose a major threat to business continuity.

• Business continuity planning for high risks should be part of normal business practice.
It was recognized that in the event of a pandemic there would be

- high rates of absenteeism,
- disruption to supply-chains,
- disruption to business travel,
- controlling risk of infection in the workplace,
- a fall in demand for goods and services, as well as
- a fall in human resource,
- insurance implications
- cash flow implications.
The Government Task Force developed

- a user friendly preparedness checklist for enterprises and
- ten illustrative case studies covering a range of sectors as a tool for firms for business continuity planning.

- To help small and medium sized enterprises prepare for a pandemic,
- to increase awareness of business continuity planning issues for all emergencies
Ireland
Business Continuity Planning

Checklist Responding to an Influenza Pandemic

– the key risks to the continuity of business activities in the event of an influenza pandemic and of preparatory actions that can be taken to respond
Ireland
Business Continuity Planning and Procedures

1. **Planning Activities**
   1.1 Assign responsibility for planning and preparedness to a senior executive and a deputy
   1.2 Obtain information on pandemic influenza
   1.3 Consult within the company and with labour representatives
   1.4 Consult with suppliers
   1.5 Assess ‘High Level’ impact on your business and attach appropriate priority to the planning process
   1.6 Develop a plan
   1.7 Establish authorities, triggers and procedures for implementing plan
   1.8 Test plan in exercises
   1.9 Share best practice with other businesses
   1.10 Revisit plan periodically
Ireland
Business Continuity Planning

2. Business Issues to Address
2.1 Identify critical activities and the employees and inputs required to maintain them
2.2 Consider the possible impact of employee absences
2.3 Consider the possible impact of disruption to the supply of inputs
2.4 Examine the likely impact of a pandemic on the market and customers’ requirements
2.5 Identify and agree strategic imperatives
2.6 Understand the business need for face-to-face meetings during a pandemic
2.7 Understand the special needs of some employees during a pandemic
2.8 Consider the issues for business related travel during a pandemic
2.9 Consider the financial management implications of a pandemic
2.10 Examine the extent to which others will be dependent on the business in the event of a pandemic
2.11 Consider the circumstances under which you might decide to scale back or suspend operations during a pandemic
3. Measures to Underpin Continuity

3.1 Nominate deputies
3.2 Cross-train, and identify alternative sources of labour
3.3 Communicate with staff in a manner appropriate to the current state of pandemic alert
3.4 Prepare emergency communications plan
3.5 Plan for increased take-up of employee welfare services
3.6 Prepare policies on sick leave and compassionate leave during a pandemic
3.7 Prepare policies on foreign travel during a pandemic
3.8 Plan for the needs of staff overseas
3.9 Make arrangements to assure supplies in the event of a pandemic
3.10 Consider the possibility of changes to the product, service, or interaction with customers, during a pandemic, and plan for any changes considered appropriate
3.11 Review insurance coverage
4. Responding to Workplace Risks in a Pandemic
4.1 Prepare policies on hygienic employee behaviour
4.2 Plan to provide for hand washing, hand hygiene, tissue disposal and other facilities
4.3 Plan for frequent and effective cleaning of the workplace
4.4 Prepare policies on attendance by employees who are infected, or are suspected to be infected, with influenza
4.5 Plan measures to reduce face to-face contact with customers/suppliers and between employees from different site
4.6 Identify work organisation measures that can be taken to reduce potential for employees who are in the workplace to infect each other
4.7 Prepare policies on flexible work locations (e.g. teleworking) and flexible working times (e.g. shift working)
4.8 Provide ICT infrastructure to support teleworking and remote customer interaction.
Challenges of Planning for a ’Flu Pandemic

• Planning for business continuity should be a regular part of the organisation's approach to business.

• Planning for an influenza pandemic broadens the range of challenges, because the main focus is on people rather than buildings and systems, but this is an incremental change.

• In many cases it is possible to build plans for a response to the threat of an influenza pandemic on the base of existing plans for business continuity.

• Planning without creating unnecessary panic

• Conclusion

• A high priority on preparedness for an influenza pandemic should be made

• Business continuity planning is a significant and well planned investment in time and resources to underpin continuity of business.
Ireland
Pandemic Planning Aviation Perspective

• Keep passengers travelling into Ireland
• Keep airlines flying
• Keep airports open
• Provide ATM services
• Keep the regulatory authority working
Ireland
Pandemic Planning Aviation Perspective

- Irish Aviation Authority
  - Regulatory Authority
  - ATM service Provider
- Airports
- Airlines
Ireland
Pandemic Planning Irish Aviation Authority

Irish Aviation Authority

• Simple practical measures
  – Hygienic measures
  – Social distancing/illness distancing

• Cough etiquette
Hygienic measures IAA offices

- Frequent hand washing and hand washing instruction
- Paper towels available in the ladies and gents toilets.
- No cloth towels are available
- Dyson hand dryers installed.
- Paper napkins and paper kitchen towels available in kitchen and dining room
- Antiseptic Alcohol Hand Wash in strategic areas in the buildings
- Antiseptic screen and keyboard wipes available at working positions
Ireland
Pandemic Planning Irish Aviation Authority

Social distancing/illness distancing advice
• No travelling or going to work with flu like symptoms
• Returning travellers who fall ill-advised to seek medical care
Cough etiquette

• Advise to use tissue, disposal of tissues and hand washing.

• Flu hygiene leaflet spread throughout the office and pinned on toilet walls.
Stop the spread of germs that make you and others sick!

Cover your Cough

- Cover your mouth and nose with a tissue when you cough or sneeze.
- Put used tissue in the waste basket.

Clean your Hands after coughing or sneezing.

- Wash hands with soap and warm water for 20 seconds or clean with a cohoh-based hand cleaner.
- Dry hands thoroughly with a single-use towel.

How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDBRUB

Duration of the entire procedure: 40-60 seconds

1. Wet hands with water;
2. Apply enough soap to cover all hand surfaces;
3. Rub hands palm to palm;
4. Right palm over left dorsum with interlaced fingers and vice versa;
5. Palm to palm with fingers interlaced;
6. Backs of fingers to opposing palms with fingers interlocked;
7. Rotational rubbing of left thumb clasped in right palm and vice versa;
8. Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;
9. Dry hands thoroughly with a single-use towel;
10. Use towel to turn off faucet;
11. Your hands are now safe.
IAA
Business Continuity Plan and Procedures
1 GENERAL
1.1 Introduction
1.2 What is Flu Pandemic?
1.3 IAA Business Continuity Planning
1.4 Workplace Health and Safety
1.5 How will you know you have contracted Influenza (H1N1)
1.6 Managing Anxiety
1.7 Measures to increase social distancing
1.8 Assisting the national effort
1.9 responsibility
2 OPERATIONS & TECHNOLOGY - FLU PANDEMIC PLANS
2.1 Dublin ACC
2.2 Shannon ACC
2.3 En route communications Ballygirreen
2.4 Cork ACC
2.5 Technology Directorate
2.6 Training Centre
3 SRD- FLU PANDEMIC PLANS
3.1 Safety regulatory Directorate Plan

4 AVIATION HOUSE - FLU PANDEMIC PLANS
4.1 Departmental Functions and staffing levels
4.2 Departmental responsibility
4.3 IT
4.4 Procurement & Contracts
4.5 Customer Relations
4.6 Internal Audit
4.7 Executive Secretariat
4.8 Property & Security
4.9 Corporate Affairs
4.10 Human resources
4.11 Finance Department
4.12 Corporate Communications Strategy
5 APPENDICES
A Business Continuity Planning Guide
B Alert Green
C Alert Yellow
D Alert Orange
E Alert Red
F Alert Black
G Basic Information on Sanitation
H Contact on key organisations for information and assistance on flu pandemic.
I Roles and responsibilities of the Flu Manager (Appointed at Alert yellow)
J Screening Procedures for visitors and staff who are unwell
K Detection of visitors and staff who are unwell
L Notification Form- Suspected flu-case at work
M Alert Levels
The Authority had established a **Flu Pandemic Group** in May and includes representatives from Operations, Technology and Training, SRD, HR, Corporate Affairs.

The Group was established to put in place a plan to ensure continuity of services provided by the Authority.

End July Swine Flu A(H1N1) Virus staff office notice
Ireland
Pandemic Planning Irish Aviation Authority

- Early May 2009 Irish Air Operators, Airport Authority, Health Services Executive and IAA (Business Contingency Planning Coordinator and chief aero-medical officer) discussed the spread of the A(H1N1) influenza virus and actions to be undertaken.
- A process for rapid acceleration of information to air operators is required.
- HSE/IAA Major Emergency Response procedures will provide a communications forum between air operators and the HSE to enable the air operators provide a rapid response to a developing major health emergency:
  - To provide relevant up to date information on developing major health emergency;
  - To control and spread of disease to the national population;
  - To assist air operators and crews in their management of passengers in a developing major health emergency;
  - To assist airport authorities and aerodromes in their management of the travelling public in a developing major health emergency;
Also

• Air travel should **not** be curtailed;
• Passengers becoming ill on an aircraft should be treated in the normal manner;
• Contact information from passengers seated two rows in front and two rows behind the person becoming ill should be retained by the airline (passenger manifest);
• Passengers becoming ill on the ground and suspecting that they have contracted the A(H1N1) virus should be provided with the HSE contact information which has been issued to all airport authorities;
• Air operators will comply with the public health requirements to make announcements to passengers on all flights arriving into Irish state airports about the existence of the A(H1N1) influenza virus.
• Leaflets with health advice for travellers and contact telephone numbers in available in the Airport.
“Ladies and Gentlemen in line with the general flu hygiene precaution guidance given by the World Health Organisation AIRLINE NAME would like to remind you of the following.
If you cough or sneeze please cover your nose and mouth with a tissue and then wash your hands as soon afterwards as possible. Used tissues can be placed in the sick bag in the seat pocket in front of you. This should be given to the crew when they are collecting in.
Please make sure that young children also follow these precautions. A leaflet with health advice for travellers is available in arrivals. You are asked to take one with you and carefully read the advice provided.
Thank you for your co-operation”
Ireland
Pandemic Planning Aviation Perspective

Announcement to passengers on all flights arriving into Irish state airports about the existence of the A(H1N1) influenza virus and availability of information.
Ireland
Pandemic Planning Irish Aviation Authority
Advice to air operators

• Informing air operators of recently developed guidance from the Department of Health & Services (HSE)

• Directors of aviation safety, Directors of aviation operations to be familiar with the HSE/HPSC/WHO/IATA/CDC/ECDC websites and its recommendations about the A(H1N1) influenza virus. The IAA advises that to adopt new or revised HSE/HPSC/WHO/IATA/CDC/ECDC recommendations, as appropriate, and distribute this information to its passengers and crewmembers
Ireland
Pandemic Planning Irish Aviation Authority
Advice to Airports

• to be familiar with the HSE/HSPC/WHO/ICAO/ACI/CDC/ECDC websites and its recommendations about the A(H1N1) influenza virus. The IAA advises that to adopt new or revised HSE/HPSC/WHO/ICAO/ACI/CDC/ECDC recommendations, as appropriate, and distribute this information to its passengers and employees
Ireland
Pandemic Planning Aviation Perspective

- What did we do right, what went wrong?
- Why?
- Are we ready for a new pandemic or other threat?
- What should we be doing now?
Thank you for your attention.

Any questions ??