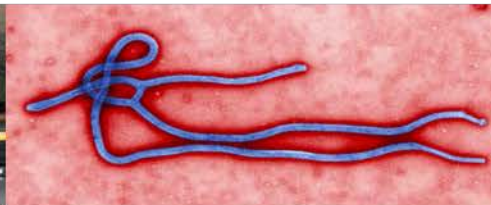


# 6th Collaborative Arrangement for the Prevention and Management of Public Health Events in Civil Aviation (CAPSCA) Meeting

Protea Hotel Midrand, Johannesburg South Africa

12 – 16 October 2015

## AIRLINE EMERGENCY RESPONSE PUBLIC HEALTH PLAN ZAMA NGUBANE



# Airline Emergency Response Public Health Plan

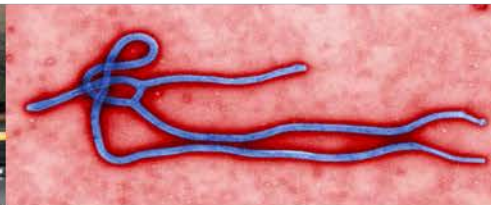
- Adhere to IATA Communicable Disease Guidelines
- Corporate Emergency Response Plan
  - Departmental Recovery Plan (MS)
  - Alarm & Contact Notification Document
- Presentation will commence from ground procedures to on board processes and notification procedures that follows

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

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12 – 16 October 2015

## AIRLINE EMERGENCY RESPONSE PUBLIC HEALTH PLAN DAICY DEMAS



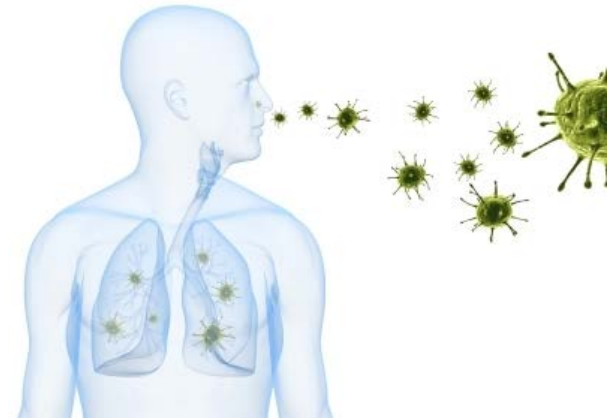
- South African Airways (SAA) – Airport Operations has established a clear procedure in response to a suspected communicable disease or passengers with ill health with the potential to pose a serious public health risk.
- The procedure is documented in the Customer Procedures Manual: Section 2 Chapter 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 trauma
- 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.

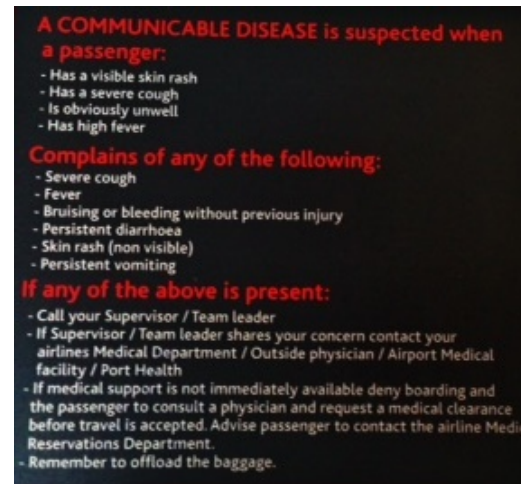


# What SAA has Implemented

- 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



- Masks , gloves and hand sanitizers readily available.
- Communiques 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.



# General Declaration

- 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:



# Changes Made to Gen Dec

- APPEARING OBVIOUSLY UNWELL;
- PERSISTENT COUGHING;
- IMPAIRED BREATHING;
- PERSISTENT DIARRHEA
- PERSISTENT VOMITING;





# Changes Made to Gen Dec

- SKIN RASH; BRUISING
- OR BLEEDING WITHOUT PREVIOUS INJURY;
- OR CONFUSION OF RESENT 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



```
*****
*                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



# THANK YOU



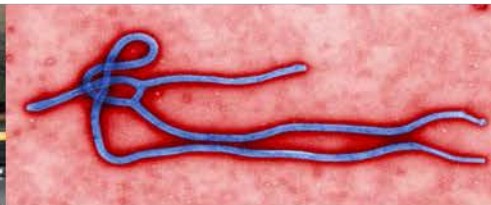
SOUTH AFRICAN AIRWAYS

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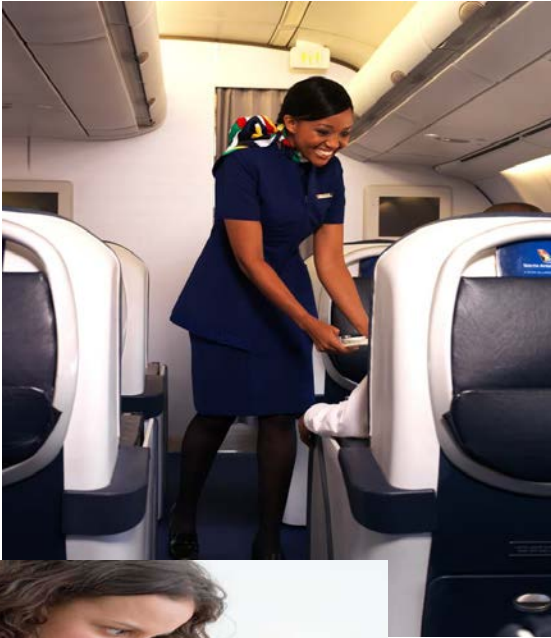
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12 – 16 October 2015

## 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**

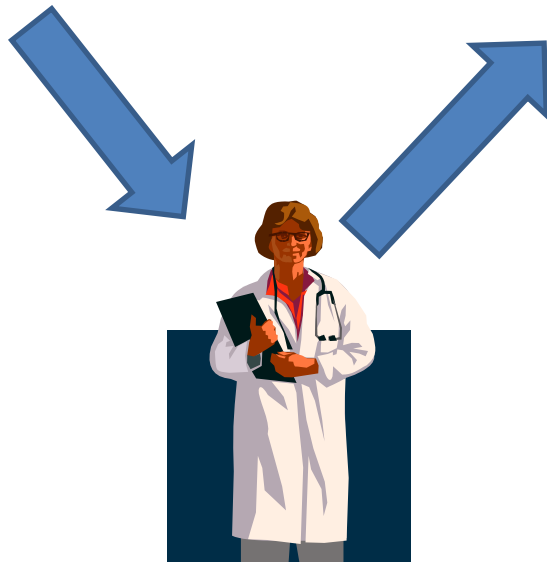
**Note : If the temperature of the affected person is normal but several travellers have similar symptoms think of other public health issues such as chemical exposure**

# NOTIFICATION ON BOARD



COMMANDER

Report suspected case



OCC

INTERNAL PROCESS ACTIVATED  
ERP / MEDICAL SERVICES

ATC



# 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
- Annual training by the Aviation Medical Department

# 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**



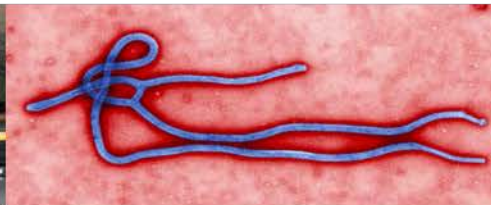
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**DR NONHLANHLA SISHABA**



# 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**

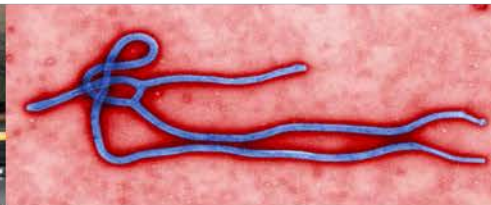
- **FITNESS TO RETURN ESTABLISHED**

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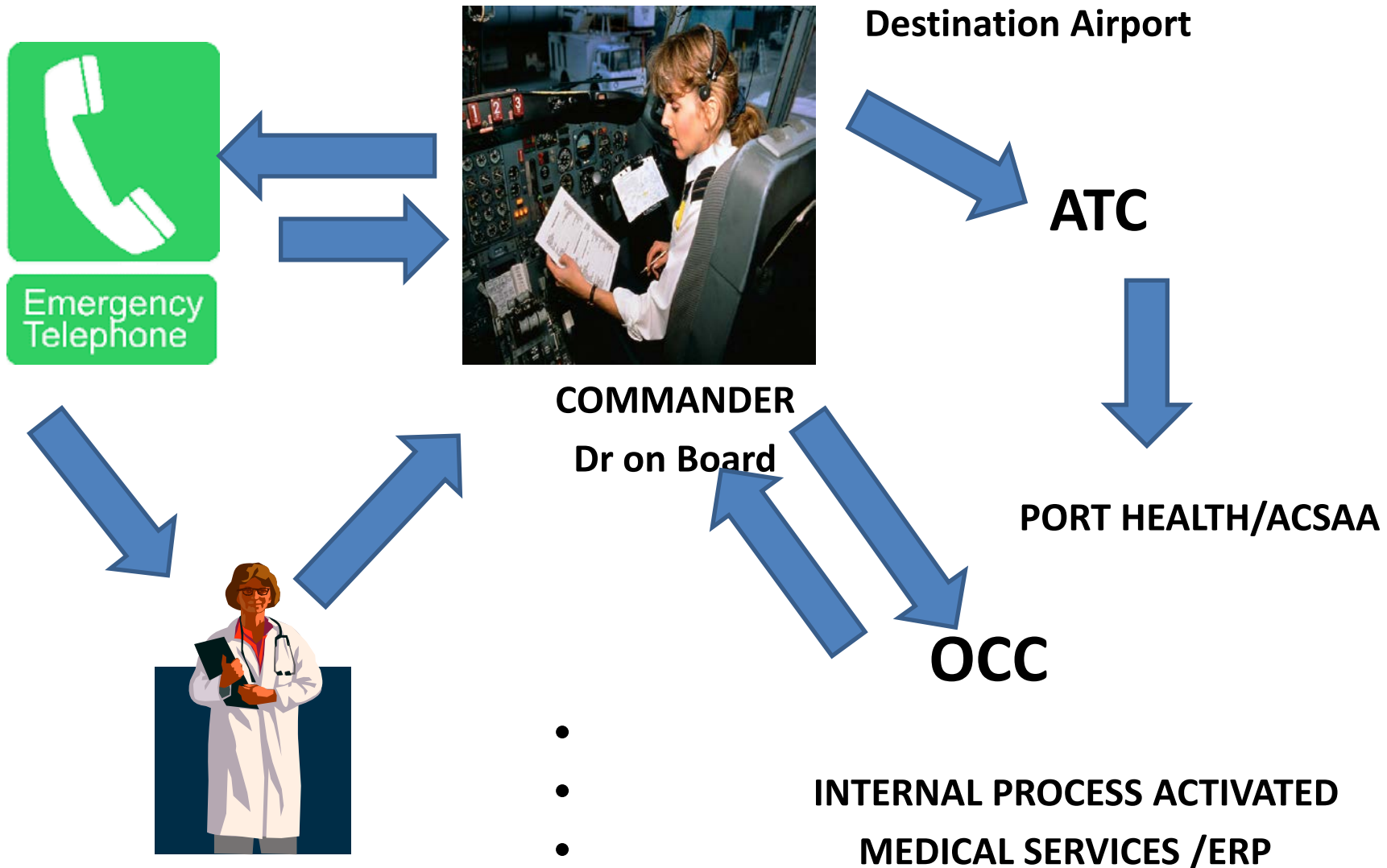
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## AIRLINE EMERGENCY RESPONSE PUBLIC HEALTH PLAN ZAMA NGUBANE



# NOTIFICATION



## TIER 1

1. Flight Commander notifies ATC and Airline OCC via SAT phones/
2. OCC MOD conducts conference call with Commander & CMO for assessment and implementation of plan purposes ( if applicable)
3. OCC conducts Crisis Assessment Call (CAC) with Business Continuity Committee (HOD's) to initiate the ff: activate ECC/Standby-TEC/1<sup>st</sup> Media Statement
4. OCC additionally notifies MCC and forward activation messages to ECC members ( relevant departments)

## TIER 2

### MCC notifies

- GH of a suspect contact case on board (Swissport & BidAir) for A/C cleaning and baggage services purposes
- Technical Clinic (drop of Biohazard waste )
- Biohazard Waste collection and disposal Service Provider

## TIER 3

### ECC manages and direct:

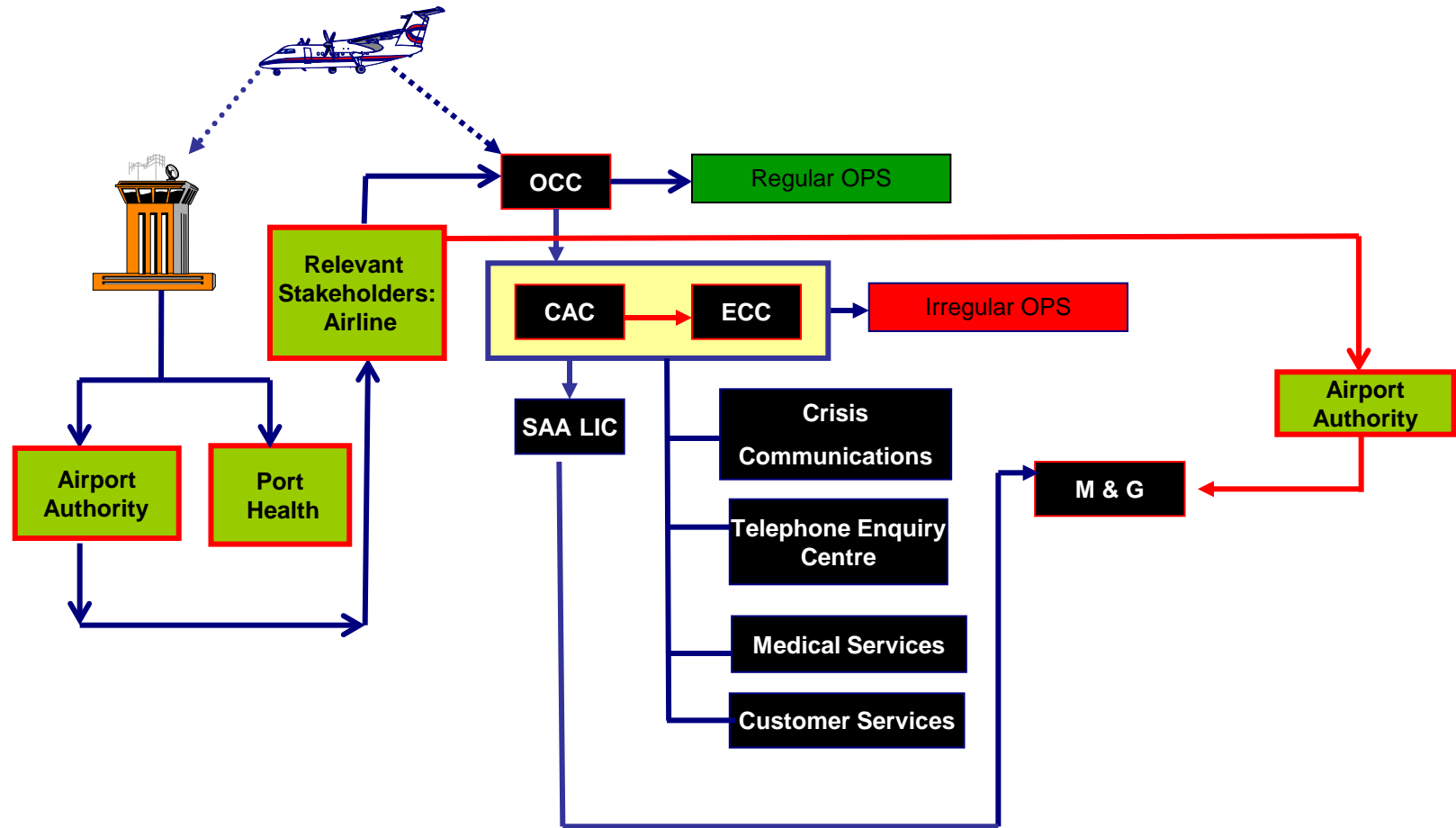
- BC Plan( LIC- manages and internal info centre airline airport ops activities)
- Supported and guided by CMO (subject matter expert and liaison with DOH)
- Conduct of media statement and releases
- Customer Service care – Health updates/ business standpoint and awareness
- TEC service activation ( if required)

## TIER 4

### Crisis Communications and BC

- Internal & external communication statement releases and updates
- MS continuous updates through pandemic awareness travel and DOH notices
- MS high visible presence for employees ( Clinic and site visits)
- Utilise strike contingency plan , personnel roster (skeleton staff)

# AIRLINE ACTIVATION / NOTIFICATION



# BC follow up steps:

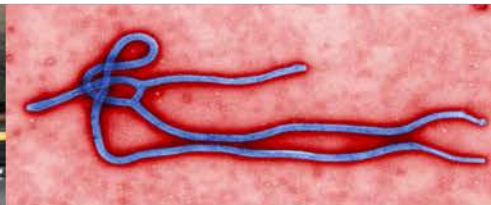
- SAAT and Clinic
- Logistic:
  - BidAir (A/C cleaning)
  - Swissport (baggage services)
- Cargo
- Crisis Communications
- Q&A

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

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## BIO-HAZARDOUS WASTE & AIRCRAFT PEST CONTROL BEN WHITE



# BIO-HAZARDOUS WASTE

- Waste generated during communicable disease incidents on-board an aircraft.
- Contaminate material e.g. seat cushions, seat covers, blankets, carpets, etc.
- Material is removed and sealed in plastic bags by ground handling agent and transported to SAAT`s bio-hazardous waste area.
- Disposal done via incineration



# BIO-HAZARDOUS WASTE

- Major incident – when Port Health place aircraft under quarantine.
- SAA aircraft is towed to SAAT premises.
- Contaminated area is disinfected by bio-hazardous waste contractor.
- Aircraft declared serviceable by Port Health after disinfection completed.

# SAA TECHNICAL AVIATION PEST MANAGEMENT

- Pest Management Industry in SA and the Legislative requirements,
- History & Significance of Aviation Pest Management,
- Integrated Pest Management Programme on aircraft:  
Elimination of crawling & flying insects as well as rodents,

# SAA TECHNICAL AVIATION PEST MANAGEMENT

- Procedures used: Disinsection, Disinfestation, Disinsectization,
- De-ratting & Fumigation;
- Other Aircraft Disinsection Techniques: Non-toxic Trapping, Mechanical Trapping and Vacuuming;
- Pesticides used on aircraft:  
Tested and Approved,

# SAA TECHNICAL AVIATION PEST MANAGEMENT

- Safety in the transportation, handling and application of Pesticides;
- Pest Management: A vital link between Vectors of common Disease and Public Health,
- Closing.

# MEDICAL CENTRE (Occupational Health)

- Aircraft disinfection kits for disinfection of contaminated surfaces are packed and dispatched to stores and Line stations.
- Calla 1452 disinfectant is the one used to disinfect contaminated surfaces

# MEDICAL CENTRE (Occupational Health)

- In the change of HEPA-filters on the aircraft and safe disposal thereof, enforcement on the wearing of PPE is strictly monitored to control to prevent the spread of respiratory diseases.
- Demonstrations are held for the correct fitting of PPE for technicians.

**THANK YOU**



SOUTH AFRICAN AIRWAYS

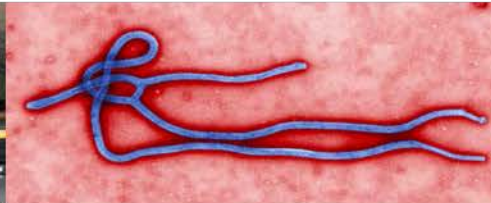
# 6th Collaborative Arrangement for the Prevention and Management of Public Health Events in Civil Aviation (CAPSCA) Meeting

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## AIRCRAFT CLEANING

### BUSHY M





**BIDAir Services (Pty) Ltd is an all South African organisation rendering ground handling services to a broad spectrum of Domestic, Regional and International airlines at 6 ACSA airports within South Africa.**



- As an ISAGO Accredited Ground Handling Agent all procedures pertaining to all areas of operation are documented and implemented? Reaccreditation begins in the first 6 months of next year.

IATA/ISAGO  
WHO  
CATS & CARS

- Certain Ground Personnel are familiar with World Health Organization (WHO) global influenza preparedness plan, but not a large section, only critical management ,supervisory and Team Leader members?



- However, BIDAir Services has a detailed Local Emergency Response and Contingency Procedures 2015 Manual which contains a chapter (19) on Mass Sickness (Management of Public Health Events in Civil Aviation) which has had sections tested over the last few years from the days of “Swine Flu” through to events with Ebola last year



All personnel at BIDAir Services undergo a training programme, made up of two areas, mandatory training and functional training. Mandatory training (initial training valid for 24 months) includes:-

- Airside Safety
- Aviation Security Awareness
- Communicable Diseases – This includes a section on Ebola.



- ❑ Dangerous Goods
- ❑ Human Factors
- Refresher training coincides with the bi annual issue of the Airport Permit
- Chapter 1.11 deals with all the requirements of staff development.



**Functional Training** – Each staff member will attend whatever course is required for them to perform their function:-

- ❖ Aircraft Cleaner
- ❖ Baggage Driver
- ❖ Passenger Handling Agent

All staff must write a test and where systems or equipment are operated they must also be certified as competent to do the designated task.



AIRCRAFT CLEANING  
SERVICE  
TRAINING



- As cleaners do not interface directly with passengers it is not required that they are familiar with procedures regarding prompt assessment, care and reporting of ill travellers.
- At the time of heightened activity of public health events, presentations were done to the staff about Ebola and all the preventative measures required to be safe.



- Furthermore staff notices were left on Notice Boards as well as Duty Management are updated daily with the latest developments regarding the health event.



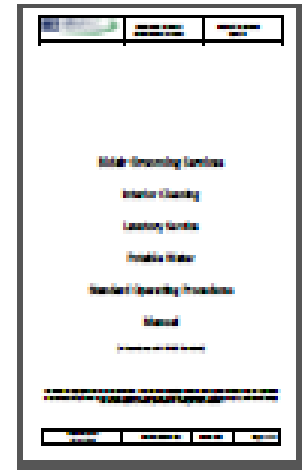


# AIRCRAFT CLEANING

Reference

**During Heightened Public Health Events in Civil Aviation the cleaning has to be focused as follows:-**

- **Contaminated area of the aircraft – A special team is dedicated to this event.**
- **Bio Hazardous disposal of the contaminated human matter**
- **General Cleaning of the aircraft**



## **AIRCRAFT CLEANING**

Reference

- **A special emergency team of senior cleaners is on standby for cleaning contaminated areas of an aircraft.**
- **This team are familiar with all the cleaning requirements of a cordoned off area, where the cabin has been contaminated.**
- **An Emergency Cleaning Kit is kept at the BIDAir Grooming Stores and is to be used in such a case.**

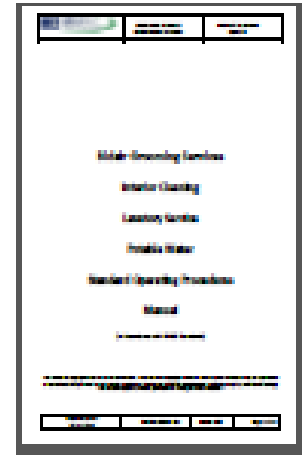
**The  
Emergency  
Cleaning Kit  
has been  
made up  
based on the  
IATA Universal  
Precaution Kit**

# AIRCRAFT CLEANING

Reference

**During handling of a public health event contaminated aircraft, cleaning crews will:-**

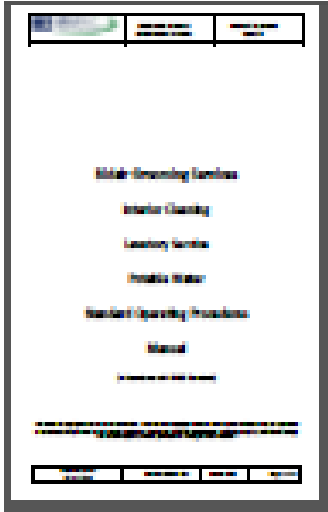
- **Wear impermeable disposable gloves and where applicable will wear bio hazard suits.**
- **Remove and dispose of the gloves when soiled. This becomes part of the “bio-hazardous” waste to be disposed of.**
- **Hands are washed with a sanitizer after removing the gloves.**



# AIRCRAFT CLEANING

Reference

- **Disinfect upholstery, carpets, and storage bins when soiled by bodily fluids. Disinfection must happen before any vacuuming to prevent re-aerosolization**
- **All soiled materials are placed in the “bio-hazardous material” bag, which is then sealed, labelled and taken to the SAA Technical Area where there is a designated handling point.**



**Additional Measures are implemented during “heightened public health events in civil aviation” and these include:-**

- **Daily status up date by Port Health.**
- **This looks at particular flights from the high risk areas and in particular at any flight reports received which require the use of the Emergency Kit or Emergency Team.**

**World  
Health  
Organisation  
Guidelines**

- **Duty Manager briefings to cleaning crews, allocation of resources, PPE and use of the emergency kit.**
- **Enforcement by observation and disciplinary action to ensure staff wear applicable PPE in all areas of the aircraft cleaning.**
- **Disinfectants are used for hand cleaning**
- **All cleaning equipment is thoroughly disinfected after each use.**

**World  
Health  
Organisation  
Guidelines**

**THANK YOU**



SOUTH AFRICAN AIRWAYS

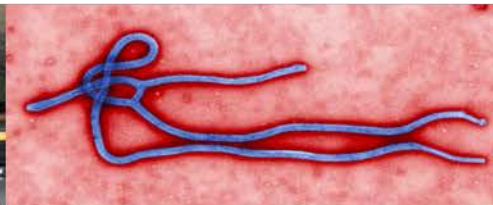
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## AIRLINE BAGGAGE SERVICES PROCEDURES

## BALI MABENA/ ZAMA NGUBANE







- Baggage Services will receive notification from Local Information Centre (LIC) with detailed passengers information.
- Airline OCC will notify the Ground Handler – currently Swissport to initiated Security Check.
- Swissport will be given detailed information of the customer's baggage.
- Once the passenger is offloaded, the baggage will also be offloaded.
- Swissport will hand over the bag to SAA Baggage Services team



- Baggage Services will always wear protective gloves as a precautionary measure when handling the bag. The team will continuously wash their hands when touching the bag.
- This will be done, even though there's no evidence of the spread of disease through baggage contact
- Baggage Service will open an On Hand file on World Tracer System.
- They will contact the passenger to reunite them with their baggage.

# Baggage Handling

- In an event that the passenger is hospitalised or is unable to collect their baggage, we will contact next of kin to arrange delivery to their preferred address.
- Baggage Services will clear Customs on behalf of the passenger.
- Baggage Services will arrange delivery of the bag to the passenger's preferred address.



# Baggage Handling

- Once the delivery is confirmed, Baggage Services will update World Tracers system with BDO information of who received and signed for the bag.
- World Tracers file will be closed.



# Service Level Agreement

- South African Airways does not have an SLA specifically addressing Baggage Handling of Communicable diseases
- This is due to fact that WHO declared that there was no evidence that infection had been or could be transmitted by Cargo or Baggage Handling.

References: IATA Communique of March 2015



# Service Level Agreement

- The current SLA focus on Security Checks Offloading.
- The offloading of baggage will be:
  - Narrow Body Aircraft Check to be completed within 10 minutes
  - Wide Body Aircraft Check to be completed within 15 minutes



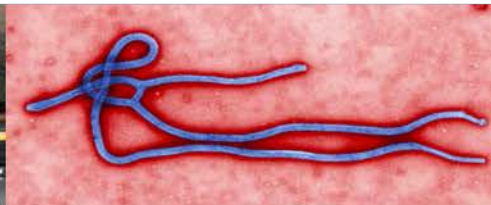
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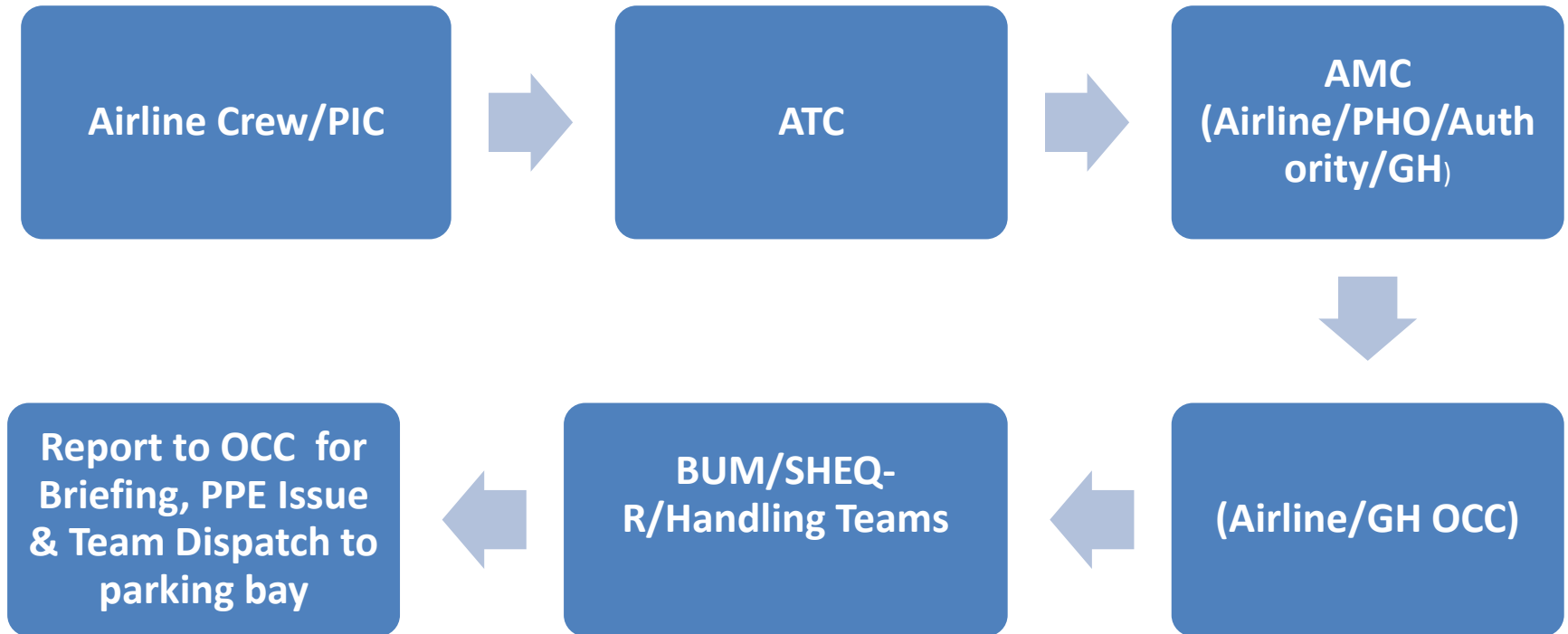
## Baggage and Passenger Assistance

**Mary Mamabolo – Swissport SA Pty Ltd.**



# Handling of Arrival Flights with Suspected Cases

- ❖ Notification Process for suspected passenger(s) on board.





# Handling of Arrival Flights with Suspected Cases (Cont.)

- ❖ Team Briefing session items;
  - ❖ Confirmation that handling involves a passenger suspected with communicable disease
  - ❖ Flight number, Aircraft Registration and Parking Bay
  - ❖ Services required e.g. baggage, ramp , wheelchair and PAU services



# Handling of Arrival Flights with Suspected Cases (Cont.)

- ❖ Team Briefing session items;
  - ❖ Short brief on communicable disease procedures; e.g. awaiting of Port Health Official approval prior services, etc.
  - ❖ Issuance of PPE and the reminder of usage and removal procedures
  - ❖ Team dispatch and constant communication is maintained with OCC during services



# Handling of Arrival Flights with Suspected Cases (Cont.)

## HOW TO PUT ON AND TAKE OFF

# Personal Protective Equipment (PPE)



WHO/CDC/JC/19/02/2020

Illustration of Personal Protective Equipment (PPE) for Health Care Workers (HCWs) and Visitors to the Hospital. © WHO/CDC/JC/19/02/2020. Design and layout by Dr. Pooja Khosla & Dr. Anjali Khosla. www.who.int/emergencies/diseases/novel-coronavirus-2019/operational-guidance/health-care-workers

### How to put on PPE (when all PPE items are needed)



- Step 1**
- Identify hazards & manage risk. Gather the necessary PPE.
  - Plan where to put on & take off PPE.
  - Do you have a buddy? Mirror?
  - Do you know how you will deal with waste?



- Step 2**
- Put on a gown.



- Step 3a**
- Put on face shield.

OR

- Step 3b**
- Put on medical mask and eye protection (e.g. eye visor/goggles)



**Note:** If performing an aerosol-generating procedure (e.g. aspiration of respiratory tract, intubation, resuscitation, bronchoscopy, autopsy), a particulate respirator (e.g. US NIOSH-certified N95, EU FFP2, or equivalent respirator) should be used in combination with a face shield or an eye protection. Do user seal check if using a particulate respirator.



- Step 4**
- Put on gloves (over cuff).

### How to take off PPE



- Step 1**
- Avoid contamination of self, others & the environment
  - Remove the most heavily contaminated items first

- Remove gloves & gown**
- Peel off gown & gloves and roll inside, out
  - Dispose gloves and gown safely



- Step 2**
- Perform hand hygiene



- Step 3a**
- If wearing face shield:**
- Remove face shield from behind
  - Dispose of face shield safely



- Step 3b**
- If wearing eye protection and mask:**
- Remove goggles from behind
  - Put goggles in a separate container for reprocessing
  - Remove mask from behind and dispose of safely



- Step 4**
- Perform hand hygiene

# Handling of Arrival Flights with Suspected Cases (Cont.)

- ❖ After briefing session, team proceeds to the parking bay for preparation with all required equipment.
- ❖ No servicing allowed – await authorization from the Port Health Official.
- ❖ Once authorization has been granted by the Port Health Officer proceed with passenger disembarkation, baggage, cargo and mail offloading.



# Handling of Arrival Flights with Suspected Cases (Cont.)

## PAU & Wheelchair

- Handing of suspected passenger/s is performed under direct supervision of medical personnel
- Required PPE is only worn when instructed to do so by medical personnel.
- If there is a risk of direct contact with body fluids, wear the required PPE.
- Store all soiled items in a plastic bag and label “biohazard”.
- If the PAU and Wheelchair were used to transport the suspected/confirmed passenger. Both the PAU and Wheelchair is quarantined for cleaning and disinfection purposes.
- Cleaning of affected equipment is using recommended cleaning agents and disinfectants
- Only two or three cleaning crew members are allowed inside the PAU to minimize the risk.
- 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.
- Dispose of soiled material and gloves in a biohazard bag or plastic bag, seal and label it as biohazard
- Mops should be soaked in 500 ppm chlorine disinfectant for 30 minutes after being used.



## Ramp & Baggage

- Visual inspection during baggage, cargo and mail offload process is conducted to identify any blood or bodily fluids.
  - Await an instruction to offload baggage of the suspected passenger/s
  - Offload baggage for the suspected passenger/s and place on the local belt.
  - Lost Property department is informed once baggage has been placed on allocated belt.
  - Lost Property will retrieve the baggage and arrange reconciliation with the passenger
- If blood and bodily fluids are visible. Port Health, the Airline is notified immediately and handling of affected baggage is aborted.**



# Handling of Departure Flights with Suspected Cases

- ❖ Even though passenger and wheelchair services agents have no medical expertise and are not expected to make medical diagnosis, they can help to prevent in-flight medical emergencies by simply looking, listening and asking simple questions during check-in and boarding procedures.
- ❖ The passenger service agent will conduct a visual check on the bag/s for identification of any blood or bodily fluids during check-in.



# Handling of Departure Flights with Suspected Cases (Cont.)

Most of these signs and/or symptoms may not be obvious at the counter, boarding gate and assisted waiting area; however, when in doubt regarding the health of a traveler, especially during an outbreak, refer to the airline procedures;

- ❖ Ask the suspected passenger their previous travelling details; check the passport to verify if passenger has been at CD affected areas.

- ❖ Call your supervisor.

- ❖ If the supervisor agrees with your concerns



# Handling of Departure Flights with Suspected Cases (Cont.)

- ❖ The Supervisor should contact the Airline Representative to report to the area immediately for further assistance as per their relevant procedures airline's policy.



- ❖ The Airline Representative to issue further instructions regarding the traveler (e.g. refer passenger to medical support or notify medical support team to report to the area immediately).





# Handling of Departure Flights with Suspected Cases (Cont.)

If the passenger is referred for medical treatment for verification to declare FIT or UNFIT to travel.



❖ If the traveler is under medical review the Passenger / Wheelchair Service Agent will arrange for checked baggage to be on standby

Once the traveler has been declared **FIT** to travel



❖ The Passenger / Wheelchair Service Agent will arrange for checked baggage to be loaded as per normal procedure.

# Handling of Departure Flights with Suspected Cases

Once traveler has been declared UNFIT to travel **X**



- ❖ The passenger will be offloaded
- ❖ If baggage has been checked in already the Passenger / Wheelchair Service agent or Airline Representative will issue an instruction to offload baggage (initiate security check) to the Swissport Baggage make-up area or ramp handling departments.
- ❖ The Baggage Supervisor will check if bag/s is still at the baggage make-up area or if it is already dispatched to the aircraft.

# Handling of Departure Flights with Suspected Cases (Cont)

## If Baggage is still at the make-up area

- The loading team will locate the bag/s and check if there is no visible blood or bodily fluids.
- If none noticed the bag/s will be handed over to the Airline Lost Property Representative.

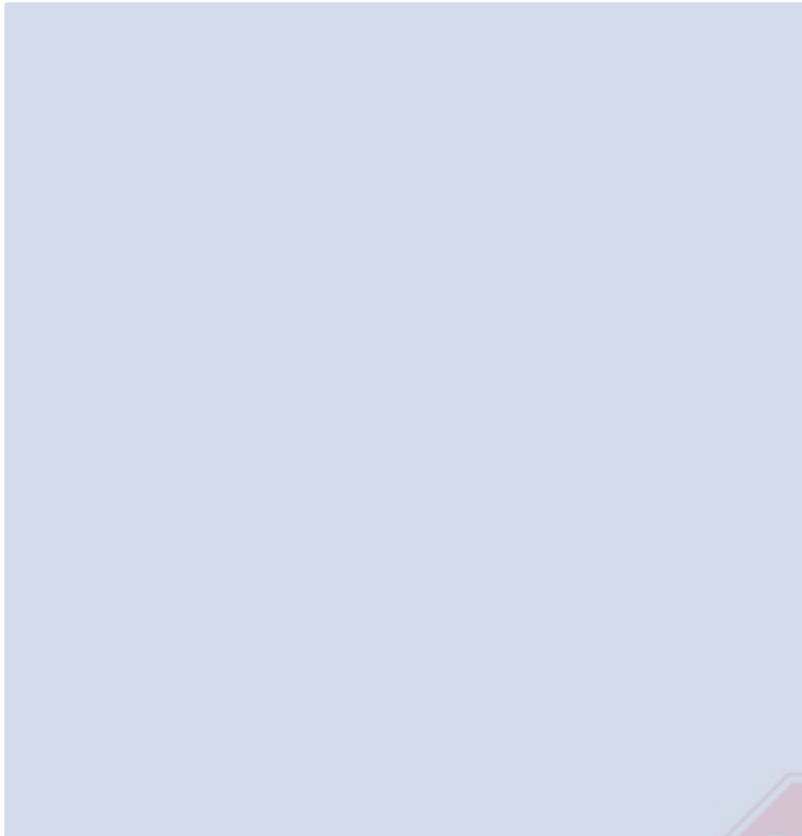
## If Baggage is already at the aircraft

- The Baggage Department will inform the Flight Supervisor to locate the bag/s and share tag number/s and loading unit details
- The Flight Supervisor will initiate the search according to the provided details.



# Handling of Departure Flights with Suspected Cases (Cont)

If Baggage is still at the make-up area



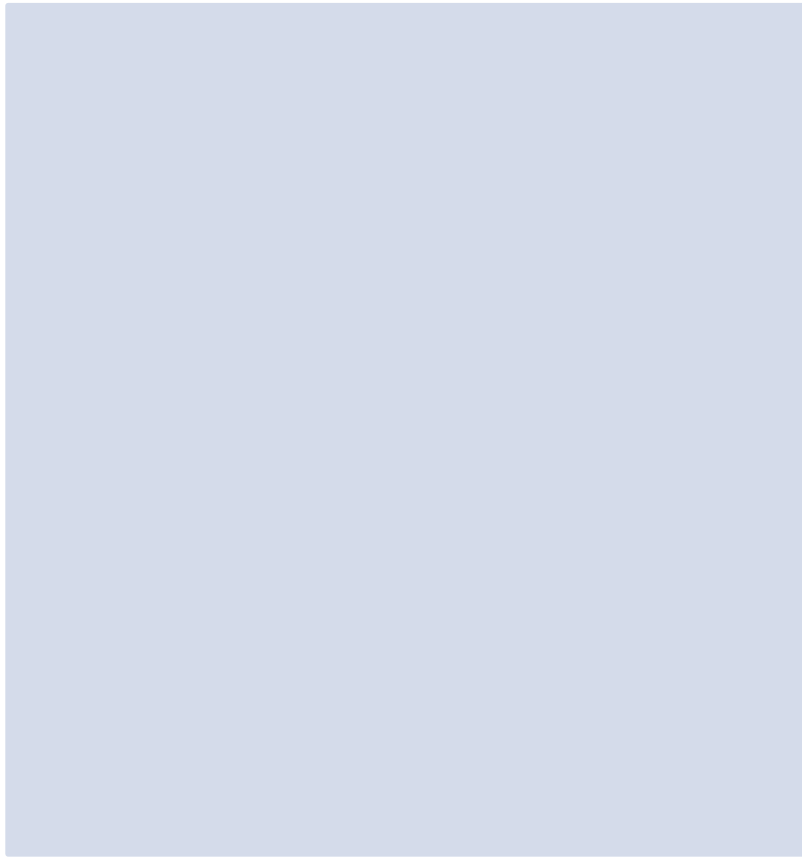
If Baggage is already at the aircraft

- Once the bag/s are located, the Flight Supervisor will conduct a visual check for identification of any blood or bodily fluids.
- If none noticed the supervisor send the bag/s to the relevant offloading area and inform the airline Lost Property (LPO) department to collect.



# Handling of Departure Flights with Suspected Cases (Cont)

## If Baggage is still at the make-up area



## If Baggage is already at the aircraft

- The airline Lost Property representative will collect bag/s and arrange reconciliation with the passenger.
- If blood and bodily fluids are visible. Port Health, the Airline is notified immediately and handling of the affected bag/s is aborted.

**THANK YOU**



SOUTH AFRICAN AIRWAYS

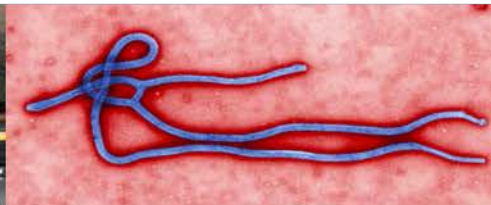
# 6th Collaborative Arrangement for the Prevention and Management of Public Health Events in Civil Aviation (CAPSCA) Meeting

Protea Hotel Midrand, Johannesburg South Africa

12 – 16 October 2015

## AIRLINE CRISIS COMMUNICATION PLAN

# TLALI TLALI



# Aims and Objectives

- To provide clear and concise direction to manage crisis situation effectively and efficiently by working together with key stakeholders
- To protect the reputation of the business
- To be the reliable source of accurate and relevant information
- To maintain public confidence across stakeholder



# Roles and Responsibilities

- **Media Liaison** – management of media interests, media briefings; positioning and statement approvals; media contact for SAA
- **External Communication** – content generation, packaging and external distribution
- **Internal Communication** – content distribution through internal channels
- **Social Media** – information management on social media and monitoring
- **Stakeholder Management** – coordination of overall stakeholder relations including government/shareholder

# Processes and Procedures

Notification of the Group Corporate Affairs team leaders to implement relevant elements of the Crisis Communications Plan. These include:

- Preparation and distribution of the first media statement
- Notification of the Shareholder Department  
(Communications team)
- Internal distribution of the statement to support divisions  
(IT; staff; Call Centres; etc.)

# Processes and Procedures

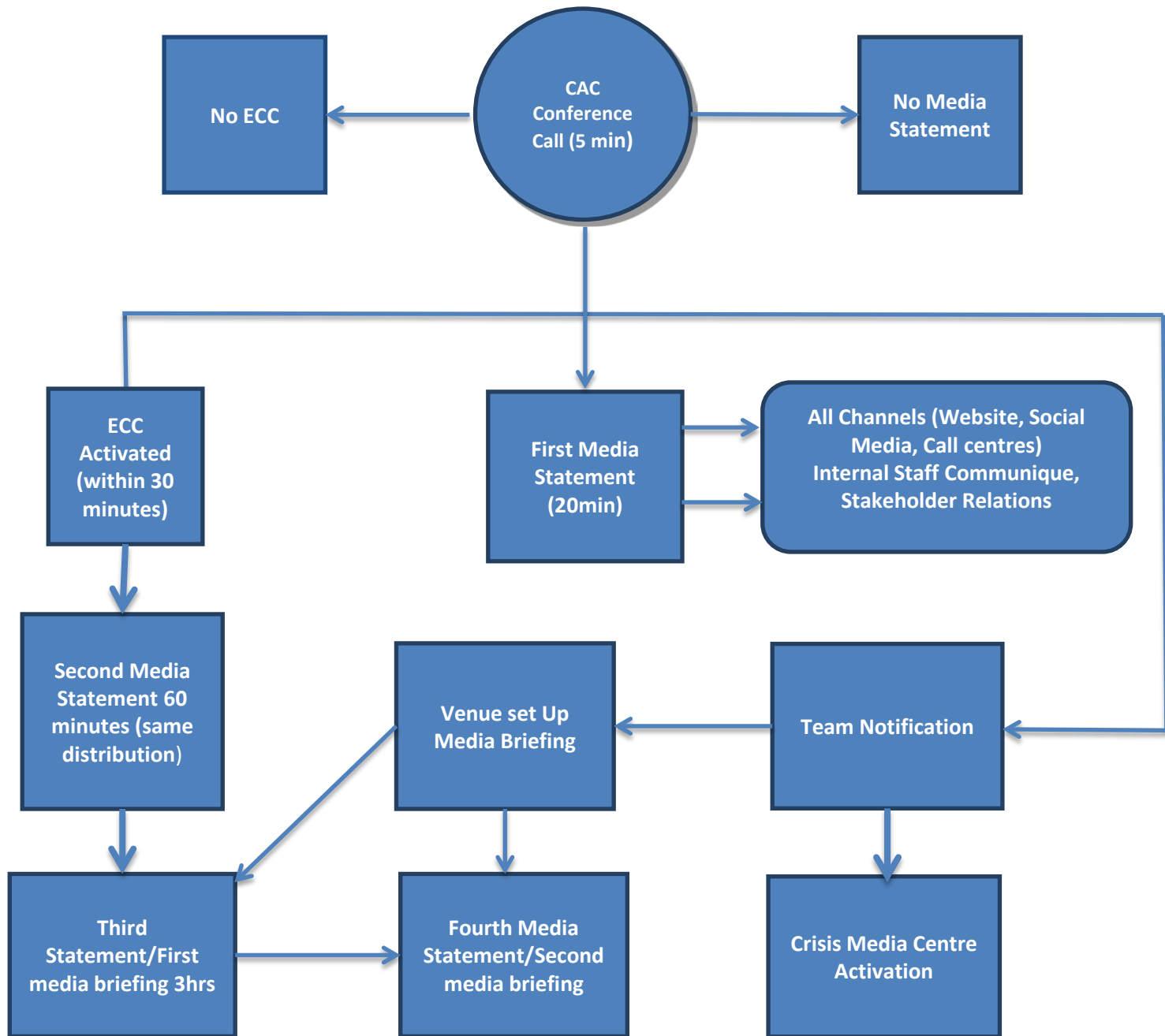
- Ensure the translation of the media statements to be available in other languages
- Team leaders to confirm that all members have been activated for tasks and/or shifts
- Re-route corporate affairs cell phones to land lines in the media centre

# Processes Continued....

- Arrange press briefings, media interviews and finalise the production of background material for media relations purposes where necessary
- Brief and dry-run spokespeople ahead of press conferences and media interviews

# Processes Continued....

- Coordinate the finalisation of scripts for call centres, radio messages, others as required
- Manage all media enquiries and redirect other enquiries
- Media monitoring



# Extract from media statements SAA published in 2014

## **JOHANNESBURG. 13 August 2014**

- – South African Airways’ (SAA) decision to continue operating in West Africa is consistent with the position adopted by the World Health Organization (WHO) and the International Air Transport Association (IATA).
- The Emergency Committee of the WHO on the Ebola outbreak, held a meeting in Geneva from 06 - 07 August 2014 and concluded that “there should be no general ban on international travel or trade” to that region.

## Extract from media statements SAA published in 2014

- Having noted the announcement by the WHO, SAA has stepped up measures aimed at protecting its passengers, crew and ground staff.
- The measures include ensuring that the airline has in place vigilant staff that will be on the lookout for passengers who bear specific and visible associated communicable diseases symptoms.
- The staffs are adequately trained to manage incidents of this nature, should a need to do so arise.



## Extract from media statements SAA published in 2014

- In cases where a passenger may bear visible symptoms associated with the infection at check in, such passengers will be isolated from the others.
- This will be followed with passenger interviews and tests conducted by the health authorities in order to determine the possible cause(s) of the symptoms.
- In the event that there is any doubt regarding the medical condition of any suspected passenger, SAA may elect to deny such passenger/s to board its aircraft.

Think special, feel special,  
and never fail to astonish the customer.



# Thank You

Q & A