

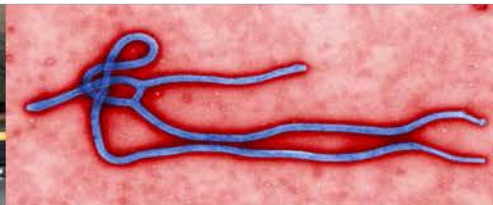
6th Collaborative Arrangement for the Prevention and Management of Public Health Events in Civil Aviation (CAPSCA) Meeting

Protea Hotel Midrand, Johannesburg South Africa

12 – 16 October 2015

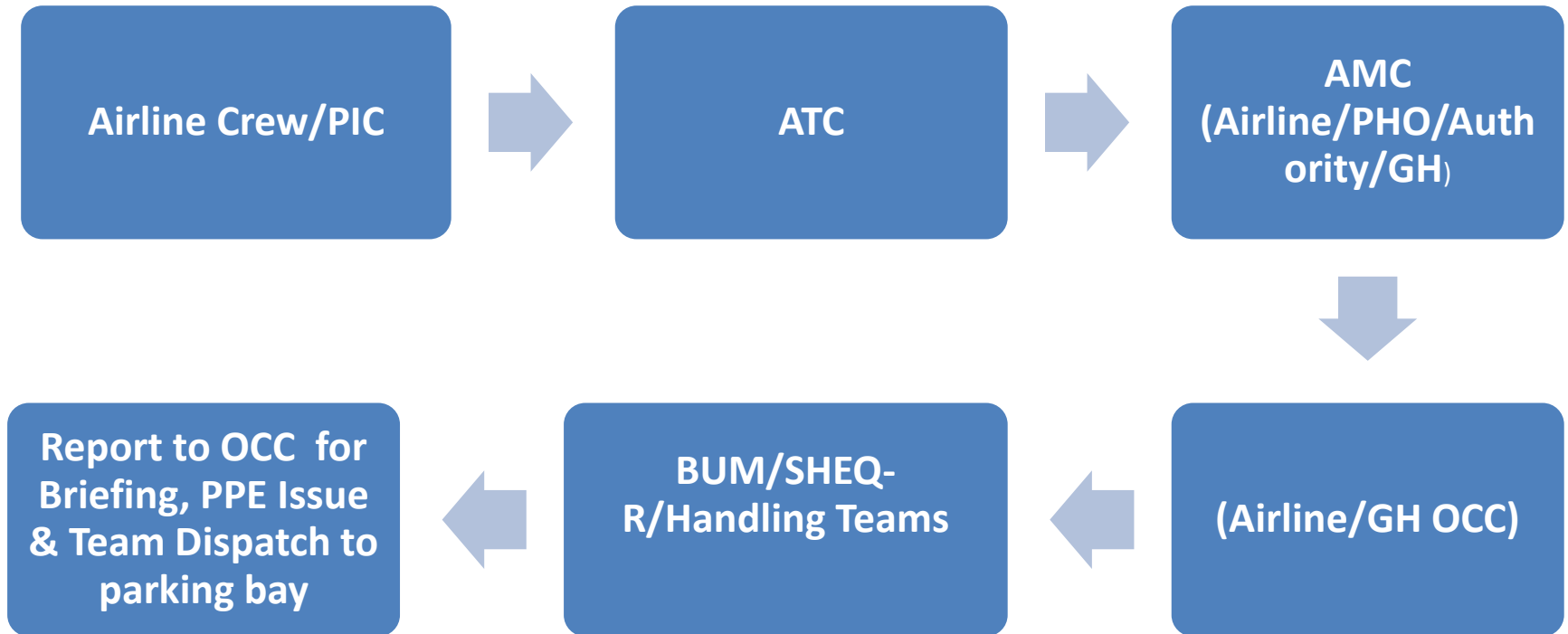
Baggage and Passenger Assistance

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
 - ❖ 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/JCE/2019.02/3

Illustration of PPE: gloves, gown, face shield, and goggles. © WHO/CDC/JCE/2019.02/3. Design and layout by Dr. Page, WHO & Design. www.who.int/ppe

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.

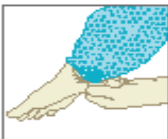
OR

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

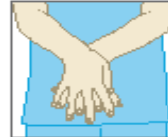


Step 1

- 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)

Check-In and/or Boarding

- ❖ A communicable disease is suspected when a traveler 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
 - Visible skin rash
 - High fever
 - Tiredness and Weakness
 - Abnormal sweating
 - Confusion of recent onset



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
- ❖ 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.
- 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.
- 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!

Q & A