



International Civil Aviation Organization

ASSISTANCE VISIT METHODOLOGY, QUESTIONNAIRE, CHECKLIST AND REPORT

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ASSISTANCE VISIT METHODOLOGY, QUESTIONNAIRE, CHECKLIST AND REPORT



OUTLINE

- ❖ PREAMBLE
- ❖ METHODOLOGY
- ❖ QUESTIONNAIRE
- ❖ CHECKLIST
- ❖ REPORT

ASSISTANCE VISIT METHODOLOGY, QUESTIONNAIRE, CHECKLIST AND REPORT



PREAMBLE

- ❖ An assistance visit is **NOT** an audit
- ❖ The Purpose is to assist States to do a gap analysis on their preparedness plans
- ❖ Bring the Aviation and Public Health sectors together – as well as all the other aviation stakeholders
- ❖ Affords an opportunity to sensitize States to join CAPSCA

ASSISTANCE VISIT METHODOLOGY, QUESTIONNAIRE, CHECKLIST AND REPORT



METHODOLOGY

- ❖ Preparation for the Assistance Visit
- ❖ Duration of the Assistance Visit
- ❖ Conduct of the Visit
- ❖ Debriefing
- ❖ Final Report

ASSISTANCE VISIT METHODOLOGY, QUESTIONNAIRE, CHECKLIST AND REPORT



PREPARATION BEFORE THE ASSISTANCE VISIT

- ❖ The State Civil Aviation Authority, in consultation with the airport operator, the Public Health Authorities and other stakeholders will request the ICAO Regional Office for an Assistance Visit (AV) and designate a contact point for the visit.
- ❖ The ICAO Regional Office will send a letter to the State CAA at least 60 days before the assistance visit attaching :
 - the preliminary agenda
 - checklist and
 - questionnaire
- ❖ The checklist will be used during the assistance visit.
- ❖ The assistance visit questionnaire should be completed and returned by the State to ICAO at least 15 days before the date of the visit.

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PREPARATION BEFORE THE ASSISTANCE VISIT

- Selection of Aviation focal point as part of National Pandemic Preparedness Plan.
- Selection of the international airport to be visited.
- Airport Status.
- Provision of the Airport Emergency Procedures (AEP) Manual approved by the State's Civil Aviation Authority.
- Provision of a copy of the Aviation Public Health Emergency Preparedness Plan (PHEP).
- Evidence of Emergency exercises/trials conducted at the airport to be visited in the last two years
- Awareness and compliance with IHRs in particular the following documents:
 - Articles 24, 25, 27, 28, 30, 31, 32, 35, 36, 38, 40, 41, 43, 46.
 - Annex 1(B), 4, 5, 9
- Assistance Visit team size.
- Preparation meetings with all relevant stakeholders to ensure awareness and compliance with the IHR and the relevant health related sections of the ICAO Annexes.
- Number of terminals to be evaluated
- Passenger movement at the airport

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DURATION OF THE ASSISTANCE VISIT

- The length of the assistance visit to the State will depend on:
 - the response to the AV checklist,
 - the response to the AV questionnaire
 - the size and the number of airports to be visited.
- The assistance visit usually covers one international airport per State and typically spans for a period of 2 days.
- The assistance visit includes a training/familiarization session involving all the stakeholders.

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CONDUCT OF THE VISIT

- ❖ The assistance visit technical advisors team will meet the relevant stakeholders.
- ❖ The meeting will be conducted by the team leader following a previously discussed agenda with the CAA designated point of contact.
- ❖ **The assistance visit technical advisors team will make a presentation** based on:
 - the results of the previously submitted AV checklist and questionnaire,
 - discuss how the visit will be performed,
 - what areas of the airport will be covered,
 - and what is expected to be achieved after the assistance visit is concluded.
- ❖ **The State Public Health Agency is expected to make presentations** related to the national public health emergency preparedness plan focused on the points of entry - airports;

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CONDUCT OF THE VISIT

- ❖ **The CAA is expected to make a presentation.**

- ❖ **The airport operator is expected to make a presentation**

- ❖ **Presentation of all relevant documentation**
- ❖ – Manuals, Standard Operating Procedures (SOPs) of all stakeholders should be made available to the assistance visit technical advisors team;

- ❖ **Presentation of Public Health Exercises** that have been conducted at the airport can also be presented if available;

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CONDUCT OF THE VISIT

- ❖ **The CAA and the airport operator is expected to schedule a tour of the airport facilities involved in public health emergencies :**
 - medical services,
 - ambulances,
 - designated locations for aircraft,
 - baggage treatment,

The aim is to verify the implementation of the airport public health emergency preparedness plan by the AV team.

- ❖ The airport assistance visit can be carried out for both departing as well as arriving passengers;

- ❖ A debrief will be conducted after the assistance visit

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DEBRIEFING

- ❖ Most important part of the visit.
- ❖ After the assistance visit (AV) is completed, the results are presented to all the stakeholders, including the State Public Health Authorities.
- ❖ A gap analysis is carried out and suggestions for improving the preparedness plan is discussed by the assistance visit technical advisors team and the stakeholders



FINAL REPORT

- ❖ The results of the assistance visit are provided to the CAA and can only be made public by them.

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QUESTIONNAIRE

Why have a questionnaire?

It helps to prepare, recognise relevant requirements and provide the necessary documentation

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QUESTIONNAIRE

NAME OF STATE : _____ CITY: _____
AIRPORT: _____

1. Competent authority/service provider complies with relevant ICAO Standards and Recommended Practices (SARPs) in:

- | | |
|-----------------------|--|
| Annex 6? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Annex 9? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Annex 11? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Annex 14? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| PANS-ATM (Doc. 4444)? | <input type="checkbox"/> Yes <input type="checkbox"/> No |

2. Competent authority complies with the WHO International Health Regulations, IHR (2005)? In particular with Articles/Annexes: 24, 25, 27, 28, 30, 31, 32, 35, 36, 38, 40, 41, 43, 46, Annex 1(B), 4, 5 and 9?

- Yes
 No
 Partially

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QUESTIONNAIRE Cont.

**3. Personnel are familiar with related guidance material,
available on :**

ICAO? Yes No

WHO? Yes No

IATA? Yes No

ACI? Yes No

**4. Pandemic Preparedness Plan is integrated with Airport
Emergency Plan?**

b

Yes

No

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QUESTIONNAIRE Cont.

10. Methods of airport screening:

- | | |
|---|--|
| Questionnaire | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Temperature measurement | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Availability at short notice (48 hours) if required | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Methods of aircraft screening: | |
| Cabin crew awareness? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Management of cases onboard defined? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Is the mechanism for deciding when to initiate
the pandemic contingency plan exists? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| When to stop it? | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| What kind of measures needed to be put into place? | <input type="checkbox"/> Yes <input type="checkbox"/> No |

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QUESTIONNAIRE

11. Requirements considered for screening equipment

Maintenance

Yes No

Calibration

Yes No

Personnel training

Yes No

12. Procedure for obtaining a timely diagnosis of a suspect traveller is in place?

Yes No

13. Designated area for screening is provided?

Yes No

14. Short-term holding area is provided for travellers undergoing health assessment?

Yes No

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CHECKLIST

❖ It is comprehensive

❖ Broken down to component parts:

- Administrative
- Documentation
- Emergency Operation Center (EOC)
- Rescue And Fire Fighting (RFF) Services
- Immigration
- Customs
- Cargo And Baggage Handlers
- Air Navigation Service Provider (ANSP)
- Medical Services
- Security
- Infrastructure
- Aircraft Operators
- Media

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CHECKLIST

- ❖ Each major component is further broken down to questions related to the component
- ❖ Contains reference to guidance materials relating to the component parts.
- ❖ Contains Tick boxes indicating whether the airport has complied(YES or NO)
- ❖ Contains a Remarks column for each component

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CHECKLIST

AREAS	REFERENCE	YES	NO	REMARKS
A. ADMINISTRATIVE				
Which entity fulfils the function of the “Competent Authority” (as defined in the WHO International Health Regulations (2005))i.e which entity has responsibility for implementation of , in particular IHR(2005) Articles 24,25,27,28,30,31,32,35,36,38,40,41,43,46, and Annex 1(B),4,5 and 9	IHR Article 1, Definitions			
Do the Civil Aviation Regulations cover public health emergency related provisions of ICAO Annexes and guidance material?	National documentation			
Annex 6	National documentation			

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AREAS	REFERENCE	YES	NO	REMARKS
A. ADMINISTRATIVE				
Annex 9 Annex 11 Annex 14 Annex 18 PANS ATM Doc 4444	National documentation			
Is a contact point established for policy formulation and operational organization of preparedness plan for aviation	ICAO web based Guidelines for States, Section “ General preparedness National Documentation			
Does the Public Health Authority have designated personnel at the airport?	National Documentation			
Has the State established a national committee for Public Health Emergency planning?	IHR Annex 1, A, 3			
Is this Committee involved in airport/ aerodrome Public Health Emergency Planning?	ICAO Annex 14, 9.1.1- 9.1.3			
Is the Civil Aviation Authority involved?	ICAO Annex 14, 9.1.19.1.3			
Is the Public Health Authority involved?	ICAO Annex 14, 9.1.19.1.3			
If so under a formal contract/agreement	ICAO Annex 14, 9.1.19.1.3			

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CHECKLIST Cont.

AREAS	REFERENCE	YES	NO	REMARKS
G. CARGO AND BAGGAGE HANDLERS				
Do personnel handling cargo participate in development and testing of the airport Emergency Plan for public health emergencies?	ICAO web-based Guidelines for States....Section "General Preparedness"			
Are relevant personnel trained to use protective measures for handling cargo that may contain infectious substances (ICAO Annex 18 – The Safe Transport of Dangerous Good by Air)?	ICAO Technical Instructions for the safe transport of dangerous goods by air, Chapter 6			
Are cargo and baggage handlers trained to use appropriate protective measures for handling luggage from suspected passengers?	IATA web-based Guidelines for aircraft operators...Section "Air Transport and Communicable; Diseases"			
Are personnel familiar with related guidance material available on www.capsca.org	www.capsca.org			

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CHECKLIST Cont.

AREAS	REFERENCE	YES	NO	REMARKS
L. AIRCRAFT OPERATORS:				
Do the aircraft operators have procedures enabling cabin crew to identify travellers suspected of having a communicable disease	IATA web-based Guidelines for aircraft operators...Section "Air Transport and Communicable Diseases			
Do the aircraft operators have procedures for managing a suspected case of communicable disease on board a flight	IATA web-based Guidelines for aircraft operators...Section "Air Transport and Communicable Diseases guidelines – cabin crew			
Are ground personnel familiar with WHO global influenza preparedness plan	WHO Pandemic Influenza Preparedness & Response 2009			
Number of trained personnel assigned for these duties, in relation to volume and frequency of travellers	National documentation			

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REPORT

The final report contains the description of the State and airport assistance visit. This will usually comprise but not be limited to the following:

- ✓ documentation exchanged with the CAA authorities;
- ✓ AV Checklist responses by the CAA and stakeholders;
- ✓ list of attendees;
- ✓ agenda;
- ✓ presentations made at the assistance visit meeting;
- ✓ issues discussed during the assistance visit meeting prior to the airport visit
- ✓ list of findings by the assistance visit team;
- ✓ recommended actions, with target completion dates;
- ✓ any other issues raised by the stakeholders.

The Assistance Visit Report template including the checklist is available for download on the CAPSCA web site at: www.capsca.org.

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REPORT TEMPLATE

INTERNATIONAL CIVIL AVIATION ORGANIZATION

COOPERATIVE ARRANGEMENT FOR THE PREVENTION OF SPREAD OF
COMMUNICABLE DISEASE THROUGH AIR TRAVEL (CAPSCA)

ASSISTANCE VISIT REPORT

STATE AND AIRPORT, CITY

(Dates)

EXECUTIVE SUMMARY

Maximum 1 page summary of organisations and facilities visited, main observations and associated recommendations, assistance provided, any other key mission results, and items of particular interest to ICAO.

ICAO, WHO and CAPSCA Representatives:	Names, Titles, Offices <ul style="list-style-type: none">• ICAO CAPSCA Regional Coordinator• Technical Advisors Team Leader• Technical Advisor(s)• WHO representative (when available)• At least one member from each sector (Civil Aviation & Public Health)• OJT for Technical Advisor (optional)
Place of Visit:	City, State
Dates of Visit:	Dates

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REPORT TEMPLATE Cont.

Officials met:	Name, Title, Organisation, E-mail address <ul style="list-style-type: none">• Civil Aviation Authority (aviation medicine, facilitation, aerodromes, air traffic services, flight operations/standards/safety)• National Public Health Authority including IHR Focal Point / WHO IHR Contact Point• Airport (rescue and fire fighting service, police, immigration, customs, port health, quarantine, medical, security, operations, public information, media relations, handling agents)• Air Navigation Services Provider Aircraft operators• WHO Regional/Country Office (when available)• Other UN agencies, e.g. OCHA, WFP (optional)• Tourism Authority• National emergency/disaster response agencies
Objectives of the Visit:	<ul style="list-style-type: none">• Promote and facilitate communication & collaboration between the aviation and public health sectors• Provide information on ICAO and WHO Public Health Emergency (PHE) requirements for the aviation sector• Evaluation of existing provisions• Assist States by providing advice and training

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REPORT TEMPLATE Cont.

Scope of the Visit:	<ul style="list-style-type: none">• PHE planning & preparedness in the civil aviation sector• All stakeholders involved in a response to a PHE in the aviation sector
Summary of Activities:	<ul style="list-style-type: none">• Day 1 - Meeting/Training• Day 2 am - Briefing and Airport visit• Day 2 pm - De-briefing meeting and discussion of the visit results
Meeting Agenda:	<ul style="list-style-type: none">• Opening Remarks by: ICAO, WHO, CAA, PHA• CAPSCA• ICAO Health Related SARPs & Documents• IHR (2005) related to Points of Entry (airports)• Public Health Authority on the National PHE Plan as applicable to the aviation sector• CAA on the national aviation sector PHE Plan as part of the National Plan• Airport operator on the PHE part of the Airport Emergency Plan• Air Navigation Services Provider on its PHE Plan• Aircraft operator on its PHE Plan• CAPSCA Assistance Visit methodology, checklist & report

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REPORT TEMPLATE Cont.

Airport Facilities Visited:	<p>All facilities having a role in PHE planning/response, such as:</p> <ul style="list-style-type: none">• Emergency Operations Centre• Passenger screening locations and facilities• Medical Services/Response – clinic• Immigration & Customs• ATC Tower• Passenger quarantine/assessment/holding facility/room/area• Designated aircraft parking position, if applicable• Rescue and Fire Fighting Services• Any other agency / area / facility involved in a public health emergency
References and Documents Reviewed:	<ul style="list-style-type: none">• ICAO Annexes 6, 9, 11, 14, 18 SARPs & Doc 4444• WHO IHR (2005)• ICAO, WHO, ACI & IATA guidelines• National PHE Plan – Aviation part• Airport Emergency Plan (PHE part)• ANSP Emergency Procedures (PHE part)

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REPORT TEMPLATE Cont.

(insert photos and other images when useful to illustrate)

- 1 Introduction
 - 1.1
- 2 Visit and Observations
 - 2.1
- 3 Conclusions and Recommendations
 - 3.1

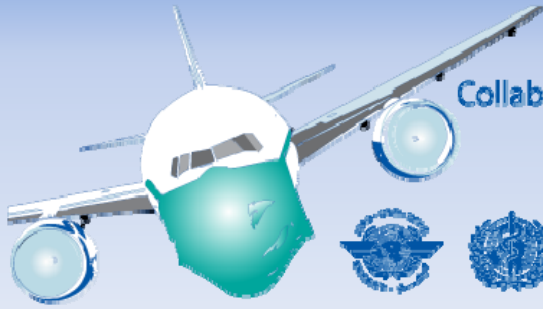
APPENDICES:

- A Checklist
- B Observations and Recommendations
- C Meeting/Visit Agenda
- D List of Participants



FINAL REPORT

- ❖ The results of the assistance visit are provided to the CAA and can only be made public by them.



Collaborative Arrangement for the Prevention and Management of Public Health Events In Civil Aviation

CAPSCA

www.capsca.org



Thank you

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