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**MEMORANDUM
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SAA AIRPORT MANAGERS, OCC, FLIGHT OPERATIONS, IN-FLIGHT SERVICES

SWINE INFLUENZA BRIEFING

As of 18:00 GMT, 29 April 2009, nine countries have officially reported 148 cases of swine influenza, with eight deaths. The following countries have reported laboratory confirmed cases: United States (91), Mexico (26), Austria (1), Canada (13), Germany (3), Israel (2), New Zealand (3), Spain (4) and the United Kingdom (5).

WHO advises no restriction of regular travel or closure of borders. It is considered prudent for people who are ill to delay international travel and for people developing symptoms following international travel to seek medical attention, in line with guidance from national authorities.

There is also no risk of infection from this virus from consumption of well-cooked pork and pork products. Individuals are advised to wash hands thoroughly with soap and water on a regular basis and should seek medical attention if they develop any symptoms of influenza-like illness.

Following a coordination meeting with Port Health, ACSA and other stakeholders in relation to the "Swine Influenza" outbreak the following measures are to be implemented by SAA personnel at all stations – effective immediately.

Ground staff

1. Passengers should be reassured that there is a coordinated effort between industry players to ensure a safe and healthy environment on board aircraft.
2. All SAA employees should be aware of the possible symptoms of swine influenza including fever, cough, sore throat, body aches, headache, chills, fatigue, and in some cases, diarrhea and vomiting.
3. If a person shows observable signs of swine flu illness, it must be reported to the immediate manager
4. The immediate manager must contact the relevant Port Health official or the Airport Clinic for further assessment.

On-board crew

1. Crew should suspect “Swine Influenza” when a passenger has a fever (temperature 38°C or greater) associated with one or more of the following signs or symptoms:
 - Appearing obviously unwell
 - Persistent coughing
 - Impaired breathing
 - Confusion of recent onset
 - Or any of the other possible symptoms of “Swine Influenza”.

2. In suspected cases the crew must:
 - As soon as possible, advise the captain of the situation because he/she is required by the *International Civil Aviation Organization regulations* and the *World Health Organization International Health Regulations* to report the suspected case(s) to air traffic control and to advise the destination station that cleaning and disinfection will be required
 - Page for medical assistance on board (*as per company policy*)
 - Contact medical ground support (*as per company policy*)

3. Management of suspected passenger:
 - Minimize the number of personnel directly exposed to the ill person
 - Relocate the sick passenger in a more isolated area if appropriate and if space is available
 - Designate one cabin crew to look after the sick passenger, preferably the cabin crew that has already been dealing with this passenger
 - If the sick passenger is coughing, ask him/her to wear a surgical mask. If no mask is available or the sick passenger 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 passenger to use an “airsick bag” to collect the used tissues
 - If the sick passenger cannot tolerate a mask the designated cabin crew should wear the mask
 - Ask accompanying passengers (spouse, children, friends, etc.) if they have any similar symptoms
 - Ensure hand carried cabin baggage follows the passenger and comply with public health authority’s request if any
 - Unless stated otherwise by ground medical support or public health officials, ask all passengers seated in the same row, 2 rows in front and 2 rows behind the sick passenger to complete a passenger locator card if such cards are available on the aircraft or at the arrival station

4. Management of facilities and waste
 - When possible, designate a specific lavatory for the exclusive use of the sick passenger
 - If not possible, clean the commonly touched surfaces of the lavatories (faucet, door handles, waste bin cover, counter top) with soap and water or available disinfectant after use by the ill passenger
 - 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 and label it biohazard
 - If the sick passenger has been relocated, make sure that the cleaning crew at destination will be advised to clean both locations

5. Crew member precautions
 - Crew members having close contact with a severely ill person should wear a facemask
 - The designated cabin crew member should wear disposable gloves when assisting the sick passenger and when in direct contact with blood or other body fluids
 - Gloves are not intended to replace proper hand hygiene. Gloves should be carefully removed and discarded and hands should be cleaned immediately following activities involving contact with body fluids. Gloves should not be washed or reused.
 - Hands should be washed for 20 seconds with soap and warm water before tending to the ill person, after removing gloves and mask, after touching commonly touched surfaces, after contact with respiratory secretions and after tending to the sick person.
 - Use waterless, alcohol-based hand gels when soap is not available and hands are not visibly soiled.

Prior to arrival at South African airports

Prior to arrival at South African airports (ORTIA, Cape Town, Durban and Lanseria), crew must:

- Report any suspected medical cases, including passengers with flu-like symptoms, to ATC and OCC
- Ensure that all General Declarations are duly endorsed with remarks pertaining to passengers showing signs of illness on board
- Make announcements to request passengers to remain seated to allow Port Health officials to board the aircraft, should there be suspected cases on board

On Arrival at South African Airports

1. Port Health officials will meet 99% of all incoming international flights on a 24-hour basis (effective immediately).
2. Crew must:
 - Open the aircraft door for the Port Health official
 - Meet the Port Health official at the door
 - Hand over the General Declaration list to the Port Health Official
 - Answer any questions regarding passengers on board.
3. Should there be no suspect cases on board and Port Health has determined the flight to be uninfected, passengers will be allowed to disembark
4. Should there be any suspect passengers on board:
 - Passengers must be asked to remain seated, the Port Health Official will embark the aircraft, interview passengers and get travel history
 - Port Health will isolate ill passengers and immediate passengers around the suspected passengers (9 people around) and transport them to hospital for further assessment, if considered necessary
 - Port Health will also assess crew that was serving the passengers for possible isolation
 - Remaining passengers will be allowed to disembark
 - Port Health will hand information leaflets to all passengers that were on board a flight with suspected cases and will also provide masks to contact persons, where necessary.
 - In the case of a greater number of suspected cases on board (probably 5 passengers or more), the flight might be repositioned for further assessment.

Management of SAA personnel that has been exposed

1. Personnel who may have been exposed to a passenger or worker suspected of having influenza should monitor their health for 7 days after the exposure.
2. If they become ill with influenza-like symptoms, including fever, body aches, runny nose, sore throat, nausea, or vomiting or diarrhea they should immediately take the following steps:
 - Seek medical care
 - Notify their manager
 - Contact their occupational health service or personal physician
 - Inform the occupational health service, clinic, or emergency room before visiting about the possible exposure to influenza
 - Do not travel, unless it is critical to travel locally for health care
 - Limit contact with others as much as possible
 - When not alone or in a public place, wear a facemask to reduce the number of droplets coughed or sneezed into the air
 - If traveling away from home, notify their employer and request assistance in locating a health care provider

Continuous monitoring and assistance

SAA will continue to monitor events concerning the “Swine Influenza” outbreak and will implement recommendations in accordance with the World Health Organization (WHO) and International Air Transport Association (IATA) guidelines, within the ambit of the International Health Regulations. Any changes in guidelines and procedures will be communicated to SAA personnel.

Contact numbers within South Africa:

- OCC: 011 978 3316
- Port Health: Mr. Ockert Jacobs – 082 372 0556
- Chief Medical Officer: Dr. Ansa Jordaan - 082 572 3941

Dr. Ansa Jordaan
SAA Chief Medical Officer