



**STATE ADMINISTRATION OF CIVIL AVIATION
OF REPUBLIC OF MOLDOVA**

OPERATIONAL DIRECTIVE

DO – 04 – 20/11/2009

**Prevention of the spread of communicable diseases and in special of
influenza A (H1N1) pandemic by means of air transport**

1. Present Operational Directive is issued in accordance with Civil Aviation Law No.1237-XII from 09.07.1997, State Administration Civil Aviation Regulation, adopted by Republic of Moldova Governmental Decision No. 1057 from 19.10.1998, on the basis of International Civil Aviation Organization (ICAO), European Conference of Civil Aviation (ECAC), International Air Transport Association (IATA) and World Health Organization (WHO) recommendations.
2. Present Operational Directive is elaborated together with the Section of Aviation Hygiene of National Scientific-Practical Centre of Preventive Medicine (NSPCPM) and stipulates measures of preventing the spread of communicable diseases, and in special the pandemic of influenza A(H1N1) and to ensure flight safety regarding passengers and aviation personnel health, according to Annexes.
3. Managers of aeronautical agents and institutions involved in air transport are responsible for ensuring the application of present Directive.
4. Operational Directive DO- 01 -12/01/2006 is repealed.
5. Present Directive enters into force from the date of signature.

Acting Director General



ZIDU Iurie

In order to prevent the spread of acute viral respiratory infections (pandemic influenza A H1N1) and to ensure flight safety with regards to passengers and aviation personnel health, the following actions shall be respected:

1. Air operators:

- a) Shall recurrently organize, at State Epidemiological-Sanitary Service, the training regarding preventive measures when first signs of influenza appear of flight and cabin crew members and personnel that offer services to passengers.
- b) Shall provide individual means of protection (disposable masks) for all the passengers and crew members; disposable gloves for cabin crew members and ground maintenance personnel.

2. Services in Airports (Frontier Service, Customs, Police, Airport Handling), services of Chisinau International Airport, Balti Airport, Marculesti Airport:

- a) Shall provide the personnel with means of individual protection (disposable masks and gloves);
 - Disposable means of individual protection:
At least surgical/medical masks or preferably respirators No. 95 type or other with a higher level of protection;
 - Impermeable protection gloves;
 - First aid kit – 1 unit;
 - Originally bottled drinking water 2 litres/person/day;
 - Desinfectants with virucide action.Estimative calculation of protection means needed during 24 hours per person is as follows:
 - individual masks = 1 mask per 8 hours of work = 3 masks/24 hours;
 - disposable gloves = at least 1 pair/hour x No. of hours in shift (gloves shall be immediately changed when soiled or damaged).
- b) Each institution has to purchase the means of individual protection for its stuff.
 - (1) "Handling" services will assure intensification of disinfection measures of all surfaces (aircraft, transport for passengers, airport building) before and after landing.
 - (2) Shall organize the training of personnel by the State Epidemiological-Sanitary Service concerning the preventive measures against influenza.

3. Catering Services:

In case if an ill passenger is detected on board additional disinfection measures shall be applied, as specified by the State Epidemiological-Sanitary Service.

In case when detected a suspected or ill person with acute respiratory disease, the following measures will be applied:

General Guidelines for Cabin Crew Members:

In case a communicable disease is suspected when a passenger or a crewmember has a temperature of 38,5°C or greater and exhibits one or more of the following signs and/or symptoms:

1. appearing obviously unwell;
2. persistent coughing;
3. impaired breathing;
4. persistent diarrhea;
5. persistent vomiting;
6. skin rash;
7. abnormal bleeding;
8. reduced mental clarity.

Note: *If in-flight food poisoning is suspected, proceed as per company-established protocol.*

Then the following measures should be taken:

1. as soon as possible, advise the captain of the situation because he is required by International Health Regulation to report the case of suspicions /disease to the port of destination before arrival and to ask for medical assistance on board on landing.
2. in case ground and/or on board medical service confirm the cabin crew suspicions or no support is available, then:
 - a) Relocate the passenger to a more isolated area (if space is available). If the passenger is relocated, make sure that the cleaning crew at destination will be advised to clean (disinfect) both locations;
 - b) Designate one crew member to look after the ill passenger, (preferably the cabin crew that has already been dealing with this passenger). More than one cabin crew may be necessary if more care is required;
 - c) When possible, designate a specific lavatory for the exclusive use of the ill passenger. If not possible, the commonly touched surfaces of the lavatory(ies) (faucet, door handles, waste bin cover, counter top, etc) must be cleaned with soap and water or available disinfectant after use by the ill passenger;
 - d) If the ill passenger is coughing, ask him/her to wear a disposable mask. If no mask is available or the ill passenger cannot tolerate the mask because of severe difficulty breathing, provide tissues and ask him/her to

cover the mouth and nose when coughing. Provide an air-sick bag to be used by the ill passenger for the safe disposal of tissues;

e) Designated cabin crew may wear a disposable mask (if available) especially if the ill passenger cannot tolerate a mask. The designated cabin crew should wear disposable gloves and mask when assisting the ill passenger in order to avoid direct contact with body fluids. Gloves are not intended to replace proper hand hygiene. In fact, immediately after activities involving contact with any body fluids, gloves should be carefully removed as per training syllabus and safely disposed as per paragraph **g**, after that hands should be washed with soap and water. An alcohol-based hand rub can be used if the hands are not visibly soiled.

f) In case when detected a suspected/ill person with acute respiratory disease, passengers seating in the same row with the suspected/sick person, passengers 2 rows in front and 2 rows behind the sick passenger would be asked to wear disposable masks;

g) Store used items (disposable masks, gloves, oxygen masks and tubing, linen, pillows, blankets, seat pocket items, etc.) in a biohazard bag (if one is available). If not, use a sealed plastic bag.

h) Ask accompanying persons of the ill passenger (spouse, children, friends, etc.) if they have all or some of the same symptoms as the ill passenger.

3. Unless stated otherwise by ground medical support or quarantine officials, ask the passengers 2 rows in front and 2 rows behind the ill passenger and cabin attendants who took care of the ill person, to fill a passenger locator card in the aircraft. The model of passenger locator card is given in Annex 2. The data of completed locator cards would be evaluated by the State Epidemiological-Sanitary Service on landing.

General Guidelines for Passengers Registration Agents

This Guideline represents general guidelines for passengers registration agents which are facing suspected cases of communicable disease at the departure airport.

A communicable disease is suspected when a passenger:

- has a visible skin rash; or
- is obviously unwell; and/or
- complains of any of the followings:
 - a) severe cough
 - b) high fever
 - c) high fever accompanied by abnormal bleeding
 - d) persistent diarrhea
 - e) skin rash.

It is well understood that most of these signs and/or symptoms may not be obvious at the counter. However, when in doubt regarding the health of a passenger, especially during an outbreak, go back to an established procedure:

1. Inform your supervisor;
2. If supervisor agrees with your concerns immediately contact medical department and sanitary service of airport.
3. In collaboration with Medical Services a common decision will be taken regarding passengers embarking.

General Guidelines for Cleaning Crew

1. Wear special clothes and gloves.
2. Remove and store materials used at cleaning.
3. Wash hands with soap and water immediately after gloves are removed.
4. Surfaces to be cleaned (affected seats, adjacent seats of the same row, back of the seats in the row in front).
 - Armrests;
 - Seatbacks (the plastic and/or metal part, that of cloth will be changed and disinfected);
 - Tray tables;
 - Adjacent walls and windows;
 - Individual video monitor;
 - Lavatory(ies) used by the ill passenger: door handle, locking device, toilet seat, faucet, wash basin, adjacent walls and counter.
5. Special cleaning of upholstery, carpets or storage compartment is not indicated unless they have been soiled by ill passenger body fluids.
6. Use only disinfectants that have been approved by State Epidemiological-Sanitary Service and/or aircraft manufacturer.
7. Store used material and gloves in a biohazard bag (if one is available). If not, use a sealed plastic bag.
8. Do not use compressed air. It might re-aerosolize infectious material.

General Guidelines for Maintenance Services

High Efficiency Particulate Air (HEPA) filters

About 50% of the air in most modern aircraft is re-circulated. Nevertheless, the air is only reused after having gone through HEPA filters. Microorganisms suspended in air, including bacteria and viruses, are captured by HEPA filters applied to aircraft air circulation systems. Just like HEPA filters used in containment laboratories, HEPA cabin air filters have a microbial removal efficiency of >99.999% with bacteria, germs and viruses. As used filters are likely to contain microorganisms trapped in their meshes after hours of filtering activity, it is good routine practice to apply reasonable precautions when handling them, e.g. during their exchange.

It is recommended that maintenance staff of the aircraft keep following regular practices when replacing HEPA filters:

- Wear disposable gloves,
- When removing the filter, avoid hitting, dropping or shaking the filter,
- Do not use compressed air to try and clean a filter,

- The used HEPA filter should be placed and sealed in a plastic bag. A specific biohazard bag is not required for disposal of HEPA filter. Put the disposable gloves in the same plastic bag.
- Wash hands with soap and water when the task is finished.

Furthermore, there is no need to change HEPA filters on an arriving aircraft with a suspected case of communicable disease. HEPA filters should rather be changed at the intervals recommended by the manufacturer.

State Epidemiological-Sanitary Service Responsibilities

At border crossing points State Epidemiological -Sanitary Service is responsible for:

- receiving information from the aircraft at destination border points regarding suspected persons with communicable disease;
- assessment of epidemiological circumstances, analysis of travel history (staying in unfavorable territories 7-10 days before the trip);
- setting up initial antiepidemic measures when a sick person is detected;
- checking documents confirming medical exam, laboratory investigations, prophylactic treatment;
- temporary isolation of the suspected person; suspected person will fill up the epidemiological card;
- call support of ambulance service at telephone number 903 in order to transport the suspected sick person to the designated medical institution; inform "focal point" of NSPCPM at telephone number 574 557;
- initial identification of persons contacted with suspected person that might be infected and making a list of those persons;
- daily monitoring of health state (fever, primary signs of disease (cough, head ache, myalgia, sore throat)), of border post personnel, who were in contact with the suspected person;
- daily stock checking of means of individual protection, quantity of disinfectants at border post services.

PUBLIC HEALTH - PASSENGER LOCATOR CARD

Public Health Passenger Locator Card to be completed when public health authorities suspect the presence of a communicable disease. The information you provide will assist the public health authorities to manage the public health event by enabling them to trace passengers who may have been exposed to communicable disease. The information is intended to be held by the public health authorities in accordance with applicable law and to be used only for public health purposes.

Flight Information

1. Airline and Flight Number <div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; width: 40px; height: 20px; margin-bottom: 2px;"></div> <div style="border: 1px solid black; width: 100px; height: 20px; margin-bottom: 2px;"></div> </div> <div style="display: flex; justify-content: space-between;"> <small>Airline</small> <small>Flight Number</small> </div>	2. Date of arrival <div style="display: flex; justify-content: space-around; margin-bottom: 2px;"> <div style="border: 1px solid black; width: 30px; height: 20px;"></div> <div style="border: 1px solid black; width: 30px; height: 20px;"></div> <div style="border: 1px solid black; width: 60px; height: 20px;"></div> </div> <div style="display: flex; justify-content: space-around;"> <small>DD</small> <small>MM</small> <small>YYYY</small> </div>	3. Seat Number <div style="border: 1px solid black; width: 60px; height: 20px; margin-bottom: 2px;"></div> <div style="text-align: center;"><small>Where you actually sat on the aircraft</small></div>
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Personal Information

4. Name

Family Name
Given Name(s)

Your Current Home Address (including country)

Street Name and Number
City

State/Province
Country
ZIP/Postal Code

Your Contact Phone Number (Residential or Business or Mobile)

Country Code
Area Code
Phone Number

E-mail address

Passport or Travel Document Number

Issuing Country/Organisation

Contact Information

5. Address and phone number where you can be contacted during your stay or, if visiting many places, your cell phone and initial address

Street Name and Number
City

State/Province
Country
ZIP/Postal Code

Country Code
Area Code
Phone Number

6. Contact information for the person who will best know where you are for the next 31 days, in case of emergency or to provide critical health information to you. Please provide the name of a personal contact or a work contact. This must NOT be you.

a. Name

Family Name
Given Name(s)

b. Telephone Number

Country Code
Area Code
Phone Number

c. Address

Street Name and Number
City

State/Province
Country
ZIP/Postal Code

7. Are you travelling with anyone else? YES ☐ NO ☐ If yes, please provide the name of the individual(s) or group(s)

PUBLIC HEALTH - PASSENGER HEALTH DECLARATION CARD

Public Health Passenger Health Declaration Card to be completed when requested by destination public health authorities. This part of the form contains the information that is not captured by the Passenger Locator Card on the reverse of this form. The information is intended to be held by the public health authorities in accordance with applicable law and to be used only for public health purposes.

Passenger Information

Sex

Male ☐ Female ☐

Birth Date

DD

MM

YYYY

Public Health Questions

a. Have you had a fever or chills in the last 24 hours?

Yes ☐ No ☐

b. Do you have a cough or difficulty breathing of recent onset?

Yes ☐ No ☐

c. Do you have a sore throat, runny nose, headache or body aches?

Yes ☐ No ☐

d. Have you vomited or had diarrhoea in the last 24 hours?

Yes ☐ No ☐

e. In the last 10 days, have you been near or spent time with someone who had a fever and cough, or was a known case of influenza?

Yes ☐ No ☐

f. Do you have a chronic disease or condition?

Yes ☐ No ☐

List all the countries where you have been (including where you live) in the last 10 days:

List in order with most recent country first (where you boarded)

1.

4.

2.

5.

3.

6.

The first part of this form "Public Health - Passenger Locator Card" has remained unchanged. This part of the form has been developed for the Influenza A (H1N1) outbreak only and will be revised afterwards.