

Phoenix Mesa Gateway Airport

Pandemic Response Plan

May 4, 2009

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Background

A pandemic is a global disease outbreak. A flu pandemic occurs when a new influenza virus emerges for which people have little or no immunity, and for which there is no vaccine. The disease spreads easily person-to-person, causes serious illness, and can sweep across the country and around the world in very short time.

A pandemic may come and go in waves, each of which can last for six to eight weeks.

Three major pandemics have swept across the globe since 1900. These pandemics had devastating social and economic effects. The most virulent outbreak occurred in 1918, named the “Spanish Flu” it killed an estimated 21 million people worldwide. Businesses, affected by public anxiety, rumor, and the illness itself, experienced 45-60% absenteeism.

An especially severe influenza pandemic could lead to high levels of illness, death, social disruption, and economic loss. Everyday life would be disrupted because so many people in so many places become seriously ill at the same time. Impacts can range from school and business closings to the interruption of basic services such as public transportation and food delivery.

The United States has been working closely with other countries and the World Health Organization (WHO) to strengthen systems to detect outbreaks of influenza that might cause a pandemic.

The World Health Organization has designated six phases of a pandemic outbreak, ranging from the inter-pandemic (between pandemic) phase to the Pandemic declaration.

Pandemic Phases

Inter-pandemic phase New Virus in animals, no human cases	Low Risk of human cases	1
	Higher risk of human cases	2
Pandemic Alert New virus causes human cases	No or very limited human to human transmission	3
	Evidence of increased human to human transmission	4
	Evidence of significant human to human transmission	5
Pandemic	Efficient and sustained human to human transmission	6

The recent spread (2006) of the avian flu (H5N1) has caused public health officials in the US and across the globe to take a more far-sighted approach to pandemic response. The U.S. government has placed emphasis on supporting pandemic planning for public and private sector businesses identified as critical industries and key resources.

Transportation systems have been identified as part of the nation's critical infrastructure. Therefore, the Phoenix-Mesa Gateway Airport is preparing a Pandemic Response and Preparedness Plan in order to reduce the impact of a pandemic on operations, customers, employees and the general public.

Key Principals

The guiding principals in determining pre-planning and future actions are:

- Protect the health of employees, tenants, and general public
- Maintain safe airport operating environment
- Safeguard PMGAA Resources

Plan Structure

PMGAA's plan is divided into two response functions, both of which should be activated in tandem.

Operations and Terminal Response Plan

The Operations and Terminal Response Plan deals with unique circumstances surrounding commercial air travel, and the precautions necessary to deal with potential threats to the general public arising from air travel. Guidance is provided by the Center for Disease Control and Prevention, CDC Quarantine Stations, Customs and Border Patrol, Department of Homeland Security and local and state health officials. All actions are designed to work in cooperation with local emergency responders and air carriers.

Employee and Business Continuity Response Plan

The Employee and Business Continuity Plan focuses on the health and welfare of employees and continuing business. The EBCRP identifies the risk level of employees and outlines prevention actions for different levels. This plan relies on educating employees on the dangers of pandemic illnesses such as influenza and illness prevention strategies. Should a pandemic be declared, the EBCRP will guide airport management on strategies for handling employee absenteeism, business and supply interruptions and maintaining business activities. Guidance on the EBCRP is provided by the Department of Health and Human Services, Occupational Safety & Health Administration, Department of Labor, and local and state health and emergency officials.

Operational and Terminal Response Plan

The very nature of air travel provides the ability for persons and goods to access far away places quickly. It also allows for germs, disease and illness to travel quickly across the globe. Add to this the concentration of many people, in the enclosed environment of an aircraft cabin for several hours, and it is easy to envision a fast moving pandemic spreading quickly across the continent and the globe.

Responsibility and Authority

Healthcare Authorities

The primary federal healthcare authority is the Center for Disease Control. In conjunction with the CDC, a variety of Federal, State and Local Divisions have the authority to issue travel restrictions, mandate travel entry/ exit screening, and order quarantine/ isolation.

The primary local public healthcare authority during a Pandemic Alert Period and a Pandemic Period is the Maricopa County Department of Public Health (MCDPH).

Health Officials are responsible to:

- Meet the arriving flight (if notified in time)
- Designate a health care facility for passenger assessment
- Provide medical assessment of the ill traveler
- Report potential cases to the Arizona Department of Health Services (ADHS notifies CDC)
- Identify other ill passengers
- Determine contacts, isolate contacts and quarantine if required
- Enforce isolation or quarantine when necessary

The Maricopa County Department of Public Health works closely with the Arizona Department of Health Services (ADHS) and the Center for Disease Control.

Maricopa County Department of Public Health

Phone: 602.506.6900

Fax: 602.506.6885

Authority for isolation and quarantine:

42 CFR Part 70 and 71 – CDC is authorized to detain, medically examine, and release persons arriving into the U.S, and traveling between states who are suspected of carrying communicable diseases.

Arizona statute 36-788 sets forth the requirements for the department or local health authority to initiate an investigation if that agency has reasonable cause to believe that a highly contagious and fatal disease exists within its jurisdiction. This statute also sets forth the authority

for the department or local health authority to establish and maintain places of isolation and quarantine and require isolation or quarantine of any person.

Department of Homeland Security

The U.S. Department of Homeland Security has authority over the following governmental agencies: Customs and Border Patrol, Immigration and Customs Enforcement and Federal Emergency Management Agency.

DHS has the authority to declare a state of emergency, thereby allowing federal assistance to local authorities.

Phoenix Mesa Gateway Airport Authority

PMGAA has the authority to document a response plan for the Charles L. Williams Passenger Terminal and associated facilities. PMGAA has the authority to document a response plan for its aviation related facilities. PMGAA has the responsibility and authority to and carry out actions that prevent the spread of illness at the Airport. PMGAA has the authority to close all of or part of the airport.

PMGAA has the authority and responsibility to enact the following prevention strategies during related phases of a pandemic and will take additional actions as directed by Health, Border or Transportation Authorities.

Inter-pandemic phase New Virus in animals, no human cases	Provide the traveling public with clean and sanitary facilities to prevent the spread of illness.	1
	Educate employees on general hygiene and healthcare. Remain alert to health threats by monitoring information outlets. Identify critical business resources and maintain continuous planning/ updates for Pandemic Response.	2
Pandemic Alert New virus causes human cases	Inventory critical supplies. Acquire additional supplies and "on demand" supplies as needed.	3
	Monitor information outlets. Review pandemic/ quarantine protocols with local air carriers. Identify isolation areas. Brief medium risk employees on personal health protection and supplies.	4

	<p>Follow travel surveillance protocols as directed by County Health Officials. Coordinate with Health Officials on entry/exit screening to and from affected areas.</p> <p>Post travel advisories as directed by Federal, State and local Health Officials.</p> <p>Post health and hygiene information as provided by CDC.</p> <p>Implement illness prevention actions for medium risk employees.</p> <p>Manage arriving ill passengers or illness threats.</p> <p>Monitor staffing levels. Utilize cross functional employees as needed.</p> <p>Determine triggers for cease of operations (safety, security, health)</p>	5
Pandemic	<p>Manage arriving ill passengers.</p> <p>Monitor triggers to cease operations and cease operations if warranted.</p>	6

Critical Supplies (Terminal Operations)

Maintain critical supply at a 2 week inventory level for medium risk employees.

- Respiratory mask
- Hand sanitizer (obtain on demand to prevent spoilage)
- Latex gloves (small and large)
- "Sani-com" alcohol wipes
- Tissue (obtain as needed)
- Biocide Spray (anti-microbial/ virucide/ bactericide)
- Red-Z Solidifier

Communication

In the event a travel restriction is imposed by Health Authorities, PMGA will use a variety of communication tools to advise the traveling public of the situation. Examples of the tools available include public address, website links, and printed information.

Public Address Announcement

Script:

“This airport has XXXX (name of disease) screening in place. Travelers that may be suffering from XXXX will not be permitted to board any flight. The main symptoms of XXXX are.....”

Adjust text according to the information to be conveyed. The WHO or Center for Disease Control (CDC) will provide the information on symptoms.

Website links

PMGA will post links to traveler information, such as cdc.gov, hhs.gov and other informational sites.

Printed information

Printed information such as posters and flyers will be displayed in accordance with advice from WHO, CDC, DHS, HHS, industry affiliates and local health authorities.

Air Carrier

Air Carriers are responsible for notifying Airport Operations when Emergency Responders are required to meet an aircraft to care for ill passengers. If the Air Carrier is aware that the passenger is suspected of carrying a pandemic alert virus (as designated by the World Health Organization and the CDC), this must be communicated to Airport Operations and Emergency Responders. Air Carriers must report ill passengers who meet certain CDC criteria (symptoms) to the nearest CDC Quarantine Station, as directed by the CDC and HHS.

Pandemic Alert Period

- Airport Operations inventories critical supplies
- Ensure critical supplies are at operational levels
- Airport Operations initiates communication with air carriers to review protocols for pandemic phase
- Airport Operations communicates with TSA to review protocols for pandemic phase
- Airport Operations advises air carriers of designated aircraft isolation locations - Taxiway C (Charlie) and alternate locations (cargo parking pad, south ramp, other locations as deemed necessary)
- Airport Operations alerts medium risk employees of personal health preventative measures to be taken for Pandemic phase
- Airport Operations determines facility space for exit and entry health screening of arriving and departing passengers
 - o Exit screening designated location– TSA queue
 - o Entry Screening designated location– Arriving passengers enter the courtyard through the pedestrian gate at the north end of the courtyard (gate 33 P-) and entry screening takes place prior to the courtyard entry. Airport Operations coordinates with Airfield Maintenance and Finance to acquire tenting, tables, chairs, and other needed items
- Airport Operations prepares Facility Cleaning During Pandemic Phase document according to current CDC guidance.
 - o Airport Operations prepares Aircraft Cleaning During Pandemic Phase document according to current CDC guidance.
- Request Website updates as needed. Check <http://www.cdc.gov/socialmedia/h1n1/buttons.html> for updated material

Airport Employee Risk Levels

(derived from CDC risk matrix)

Position	Risk Level
Airport Operations	Medium
Gateway Aviation Services	Medium
Custodial Services	Medium
Airfield Maintenance	Low
Facility Maintenance	Low
Administration	Low

Marketing/Public Information	Low
Other Staff	Low

Pandemic Declaration Period

Managing ill passengers

International Passengers:

Gateway Airport is a customs user fee airport. No commercial air carriers arrive or depart to or from international destinations.

International General Aviation passengers could arrive at the General Aviation Center. Provided there is notification of a health threat prior to landing, passenger illnesses will be handled using protocols of the U.S. Customs and Border Patrol and those outlined in the Arizona Influenza Pandemic Response Plan, Supplement 9.

International aircraft arriving during times when U.S. CBP is not immediately available:

- Passengers will not deplane
- Gateway Aviation Services personnel will notify Airport Operations that U.S. CBP has not arrived
- International passengers remain isolated until CBP arrives
- Airport Operations will advise Mesa Police Department of isolated international general aviation aircraft on the FBO ramp
- Mesa Police Department will provide assistance as needed
- Mesa Fire Department will be alerted if passengers are in need of immediate medical care and may transport passengers if necessary, using all infectious prevention measures.

Domestic Passengers:

Air Carriers must notify Airport Operations of known or suspected health threats arriving at the airport. Air Carriers must also notify Airport Operations of known or suspected health threats that have departed from the Phx-Mesa Gateway Passenger Terminal.

On the request of MCDPHS, ADHS, emergency responders, or the air carrier, Airport Operation will determine one of the following actions to manage arriving passengers:

1. Divert the aircraft to Sky Harbor for isolation, assessment, or quarantine.
2. Isolate but do not deplane passengers until a healthcare assessment of ill passenger(s) is completed.
3. Deplane passengers into an isolation facility until a healthcare assessment is completed.

The following decision rules will be used in conjunction with air carrier coordination to determine the best course of action.

Guiding principles shall include:

- **Ill patient medical attention**

- **Non-ill passenger and crew member access to basic necessities**
- **Non-ill passenger and crew member comfort and care**

Condition	Answer	Decision
Can Gateway handle the aircraft operation?	No	#1
Is a healthcare assessment likely to be performed within 6 hours?	No	#1
Do ill passengers have access to medical care?	No	#1
	If yes to above continue	
Is a facility available to deplane passengers and provide for their comfort?	No	#2
Will basic health assessment take more than 3 hours?	No	#2
	If yes to above continue	
Can passengers receive basic needs and care while onboard the aircraft?	Yes If No	#2 #3
Is a healthcare assessment likely to be performed in a timely manner?	No	#3
Can passenger comfort be provided on board?	No	#3

Airport Operations implements Employee Personal Health Actions – Medium Risk

- Frequent hand washing
- Limited contact
- Social distancing
- Use of respiratory mask (if warranted)
- Use of sanitary gloves (if warranted)

Facility Cleaning

Distribute Facility Cleaning During Pandemic Phase document.

Airport Operations and Custodial Services follow guidance for maintaining Terminal and associated facilities. See Facility Cleaning During Pandemic Phase document.

Aircraft Cleaning (if performed by Airport/GAS employees)

Distribute Aircraft cleaning guidance.

Airport and GAS personnel follow guidance for cleaning possibly infectious material from aircraft.

See *Aircraft Cleaning During Pandemic Phase* document.

Employee and Business Continuity Response Plan

The EBCRP is deployed in 3 phases that coincide with WHO pandemic phases.

WHO Description	PMGAA Actions	WHO Phase	PMGAA Phase
Inter-pandemic phase New Virus in animals, no human cases	Provide the employees with clean and sanitary facilities to prevent the spread of illness.	1	1
	Educate employees on general hygiene and healthcare. Remain alert to health threats by monitoring information outlets. Identify critical business resources and maintain continuous planning/updates for Pandemic Response. Identify Operational Critical positions. Cross train employees in operational critical positions.	2	
Pandemic Alert New virus causes human cases	Inventory critical supplies. Acquire additional supplies as needed.	3	2
	Monitor information outlets. Review employee sick leave protocols. Review employee telecommuting policy. Identify cross trained or cross functional employees. Provide employees with up to date and factual information on the current threat. Review Employee Disaster Response Plan to ensure resource are in place to support employees. Ensure Employee Information Phone Line is available for	4	

	<p>deployment.</p> <p>Update outgoing message on Employee Information Phone Line.</p> <p>Department review of Business Continuity Response Plan.</p> <p>Brief medium risk employees on personal health protection and supplies. (No PMGA employees meet "high risk" criteria)</p>		
	<p>Post health advisories as directed by Federal, State and local Health Officials.</p> <p>Distribute Health & Welfare information to employees for employee and family illness symptoms and treatment.</p> <p>Implement illness prevention actions for medium and high risk employees (ie: social distancing, personal protection, limited contact).</p> <p>Track employee illness as needed.</p> <p>Monitor staffing level of mission critical functions (Airport Operations, Airfield Maintenance, Safety, Security)</p>	5	2
Pandemic	<p>Implement Business Continuity Plan and Employee Disaster and Emergency Support Plan.</p> <p>Communicate with employees who are ill or have ill employees.</p> <p>Implement Social Distancing and Limited Contact.</p>	6	3

Information from Health Agencies

If the Federal government does direct states and communities to implement their emergency plans, recommendations, based on the severity of the pandemic, may include:

- Asking ill people to voluntarily remain at home and not go to work or out in the community for about 7-10 days or until they are well and can no longer spread the infection to others (ill individuals may be treated with influenza antiviral medications, as appropriate, if these medications are effective and available).
- Asking members of households with a person who is ill to voluntarily remain at home for about 7 days (household members may be provided with antiviral medications, if these medications are effective and sufficient in quantity and feasible mechanisms for their distribution have been developed).
- Dismissing students from schools (including public and private schools as well as colleges and universities) and school-based activities and closure of childcare programs for up to 12 weeks, coupled with protecting children and teenagers through social distancing in the community, to include reductions of out-of-school social contacts and community mixing. Childcare programs discussed in this guidance include centers or facilities that provide care to any number of children in a nonresidential setting, large family childcare homes that provide care for seven or more children in the home of the provider, and small family childcare homes that provide care to six or fewer children in the home of the provider.
- Recommending social distancing of adults in the community, which may include cancellation of large public gatherings; changing workplace environments and schedules to decrease social density and preserve a healthy workplace to the greatest extent possible without disrupting essential services; ensuring work-leave policies to align incentives and facilitate adherence with the measures outlined above.

Further updates to the US investigation and any related travel recommendations will be posted on when available.

CDC Recommendations to help reduce risk of infection and stay healthy.

- Practice healthy habits to help stop the spread of influenza
- Wash your hands often with soap and water. This removes germs from your skin and helps prevent diseases from spreading.
- Use waterless alcohol-based hand gels (containing at least 60% alcohol) when soap is not available and hands are not visibly dirty.
- Cover your mouth and nose with a tissue when you cough or sneeze and put your used tissue in a wastebasket.
- If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands.
- Wash your hands after coughing or sneezing, using soap and water or an alcohol-based hand gel.
- Follow all local health recommendations. For example, you may be asked to put on a surgical mask to protect others.

Information Outlets:

www.cdc.gov/travel

<http://www.who.int/en>

<http://www.azdhs.gov/>

http://www.maricopa.gov/Public_Health/