



CORPORATE SAFETY

March 22, 2020

CORONAVIRUS DISEASE 2019 (COVID-19)

UPDATE 15: This bulletin has been updated to reflect the most recent developments related to the novel coronavirus COVID-19 Pandemic.

Due to the fact that the epidemic is occurring on a scale which crosses international boundaries, the World Health Organization (WHO) has declared a Pandemic as of March 11, 2020.

Air Canada will continue to monitor this evolving situation closely in consultation with the Public Health Agency of Canada (PHAC), Transport Canada and Global Affairs and will adjust its schedule as appropriate.

General observed vigilance including standard health precautions have been issued by health organizations such as the WHO, PHAC and the Centers for Disease Control and Prevention (CDC). As per the PHAC, the health risk from COVID-19 to the Canadian public is as follows –

There is an increased risk of more severe outcomes for Canadians:

- *aged 65 and over*
- *with compromised immune systems*
- *with underlying medical conditions*

There are also increased health risks for Canadian travelers abroad. Because of these risks, the Government of Canada advises you to avoid non-essential travel outside of Canada until further notice. This includes cruise ships.

Employee Guidelines

One should practice good hand hygiene and wash hands with soap and water for at least 20 seconds or use hand sanitizer if soap and water are not readily available. Cough/sneeze etiquette is also recommended.

As in all existing suspected communicable disease protocols, the following interim guidelines are effective for our operational colleagues:

- A. **Airports** – If a passenger displays symptoms and has a history of travel to an area of concern, the Customer Service Agent shall contact the local Air Canada Airport Manager or Handling Agent Manager/Supervisor, and follow the procedures as outlined in ACpedia² – Medical (MEDA) Incidents (Onboard or at the Airport) Policy and Procedure. For additional details, refer to ACpedia² – MEDA Procedures – Contagious and Infectious (Suspected Communicable) Diseases – Policy and Procedure.
- B. **Inflight** – If a passenger displays symptoms and has a history of travel to an area of concern, notify the Service Director and follow the procedures in the Flight Attendant Manual -Section 6.5 (Suspected Communicable Disease).
- C. **Flight Operations** – If a passenger displays symptoms and has a history of travel to an area of concern, follow the procedures in the Flight Operations Manual - Section 12.5.7 (Passenger Requiring Medical Assistance or Suspected Communicable Disease).
- D. **Air Canada Maintenance** – Follow procedures in the Control Manual – Section 8.2.6 (Emergencies – Infectious Disease Response).
- E. **Cabin Standards & Services** – Follow internal SOPs and applicable health authority guidelines relative communicable disease/biohazards.

If you develop a fever and symptoms of respiratory illness, such as cough or shortness of breath, within 14 days after travel from regions of sustained community transmission of COVID-19, you should call ahead to a healthcare professional and mention your recent travel. If you have had close contact with someone showing these symptoms who has recently traveled from this area, you should call ahead to a healthcare professional and mention your close contact and their recent travel. Your healthcare professional will work with the local public health authority to determine if you need to be tested for the COVID-19 virus.



Coronaviruses

Coronaviruses are a large family of viruses that are known to cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS) and Severe Acute Respiratory Syndrome (SARS). They are found worldwide in humans and animals.

The virus responsible for COVID-19 is considered a new virus and like all new viruses, there is evolving research regarding transmission, infection and disease.

The evidence from analyses of cases to date is that COVID-19 infection causes slight to mild respiratory disease in the majority of cases and most people fully recover. Although there are cases of critical illness (severe pneumonia), the great majority of the most severe illnesses and deaths have occurred among the elderly and those with other chronic underlying medical conditions. To date, the notable symptoms are of lower respiratory tract illness and include fever, cough and difficulty breathing.

In terms of global surveillance, Air Canada has entered a partnership with a third-party company over the past year that monitors infectious disease outbreaks all over the world and provides us with information in real-time.

This bulletin will be updated as more information becomes available.

For further information, please refer to the Frequently Asked Questions About Coronavirus Disease 2019 (COVID-19) Bulletin.



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