Health Advice on Prevention of Coronavirus Disease (COVID-19) for Cabin Crew (Interim)

I. Disease Information

Please visit the following websites for disease information, affected areas and updated information related to COVID-19:

(a) The Government’s website on COVID-19  

(b) Health quarantine arrangements on inbound travelers  

(c) Countries/areas with reported cases of Coronavirus Disease-2019  

The Department of Health advises cabin crew should take the following precautionary measures to minimise the risk of contracting and spreading COVID-19. Keep in view of the latest exemption condition including self-isolation and testing requirement for air crew that have been announced by the Government and disseminated to airlines. Visit the Government’s thematic webpage for some frequently asked questions (https://www.coronavirus.gov.hk/eng/exempted-persons-faq.html)
II. Preventive measures

A. Maintain Good Personal Hygiene and Immunity before the trip while in Hong Kong

(a) Avoid touching eyes, mouth and nose.

(b) Maintain Hand Hygiene (Annex I)
   i. Perform hand hygiene frequently, especially before touching mouth, nose or eyes; after using the toilet; after touching public installations such as handrails or door knobs; or when hands are contaminated by respiratory secretion after coughing or sneezing.
   ii. Wash hands with liquid soap and water, and rub for at least 20 seconds, then dry with a disposable paper towel. When the hands are cleaned, do not touch the water tap directly again (for example, using a paper towel to wrap the faucet before turning it off). If hand washing facilities are not available, or when hands are not visibly soiled, hand hygiene with 70-80% alcohol-based handrub is an effective alternative.

(c) Check body temperature regularly. Those with fever, respiratory symptoms or sudden loss of taste/smell should refrain from work, wear a surgical mask, avoid going to crowded places and seek medical advice promptly.

(d) Cover your mouth and nose with tissue paper when sneezing or coughing. Dispose the soiled tissues into a lidded rubbish bin, then wash hands thoroughly.

(e) All must wear surgical mask at all times.

(f) N95 respirators are generally not recommended for use by the general public in community settings as surgical mask can protect against COVID-19 which is mainly transmitted by droplet and contact route. Special training is required for proper wearing and removal of N95 respirator. Otherwise the infective risk due to inadequate protection and contamination may be increased.

(g) Staff are advised to stagger their meal time and adopt social distancing when having meals. If meal is offered to staff, have pre-packaged boxes or bags for each staff member whenever possible, instead of a buffet or family-style meal. Avoid meal sharing.

(h) Complete the vaccination course. The Government is implementing a

(i) Build up good body immunity by having a balanced diet, regular exercise and adequate rest, do not smoke and avoid alcohol consumption.

(j) Use the “LeaveHomeSafe” mobile app to record your whereabouts and check whether you have visited any venue as with a COVID-19 patient at about the same time.

B. **Before boarding**

(a) Should have sufficient surgical mask and 70-80% alcohol-based handrub readily available.

(b) Check temperature before departure. Those with fever or respiratory symptoms or sudden loss of taste/smell should not be allowed to board the plane, wear a surgical mask, avoid going to crowded places and seek medical advice promptly.

(c) **Wear mask** at all times except for identity checking. Perform hand hygiene frequently.

(d) Maintain appropriate social distancing with other people as far as possible.

(e) **Manage passengers at boarding gate**
   i. Make announcement to remind symptomatic (e.g. febrile/ respiratory symptom/ sudden loss of taste/smell) passengers should not be on board.
   ii. Use electronic alternative processes (e.g. mobile check in, non-contact boarding) to minimise physical contact and touching of common surfaces.
   iii. Regulate the number and flow of passengers entering the plane to ensure social distancing of at least 1 metre.
   iv. Advise all passengers to perform hand hygiene before boarding.
   v. Advise all passengers, except those with contraindication, 
      - children below age of 2 without supervision
      - people with difficulty breathing
      - people need assistance to remove the mask.

   to wear mask during flight as far as feasible. Provide mask to passengers if indicated.
C. **When on board (outbound or inbound)**

(a) Wear **mask** at all times except during meal.

(b) Wear **eye protection (face shield/goggle)** if anticipated to be in close proximity (e.g. within 1 metre) with passengers, such as offering meal and beverage to passengers. Wash hands or use an alcohol-based hand rub after removing PPE.

(c) Additional items of PPE such as **gown** and **gloves** will be required if physical contact with passengers is anticipated.

(d) Perform hand hygiene frequently. Avoid touching eyes, nose and mouth.

(e) Minimise physical contact with passengers and environment as far as possible.

(f) **Minimise frequency and duration of meal services. Stagger meal services to minimize the number of passengers without mask on at the same times.**

(g) **Make announcement to passengers regularly:**

   i. Wear mask at all times and perform hand hygiene frequently.

   ii. Avoid talking without mask while having meals. Talk only after finishing meals and after putting on masks.

   iii. Minimise the activities while on board wherever practicable.

   iv. Keep vigilant and maintain good personal hygiene, especially while using lavatories.

(h) **Manage sick passenger**

   i. The designated cabin crew member(s) should wear adequate personal protective equipment include surgical mask, eye protection, **gown** and **gloves** if need to physically contact the sick passengers. Wash hands or use an alcohol-based hand rub after removing PPE.

   ii. Move the sick passenger away from other passengers if feasible and designate crew member(s) to serve the sick. Assign a designated toilet for the passenger as far as possible.

   iii. Remind passenger to wear mask properly to cover mouth and nose. Encourage the passenger to wash hands or use an alcohol-based hand rub frequently.

   iv. Minimise contact with symptomatic passengers as far as possible.

   v. Advise other asymptomatic passengers travelling along with the
symptomatic passengers to stay in their own seats as far as possible.

vi. Advise passengers who develop fever, respiratory symptoms or sudden loss of taste/smell to wear the mask properly and seek medical advice promptly after landing.

vii. **Clean and disinfect contaminated surfaces according to airline protocol.**

(i) If cabin crew develop fever, respiratory symptoms or sudden loss of taste/smell while on board, inform the supervisor promptly and refrain from serving passengers. Make sure the surgical mask is worn properly. Seek medical advices promptly after landing.

**D. During layover at foreign ports**

(a) Maintain good personal hygiene: wear mask at all times and observe hand hygiene.

(b) Minimise physical contact with ground personnel.

(c) **Must self-isolate at the hotel room provided by the airline.**

(d) **Use point-to-point transportation arranged by airlines to travel between airports and the place of accommodation.** Wear masks during the entire journey to and from the airports.

(e) Avoid visiting healthcare facilities. If it is necessary to visit, wear a surgical mask properly and observe strict personal and hand hygiene. This needs to be reported to your supervisor.

(f) Keep hands clean at all times. Perform hand hygiene frequently. Avoid touching eyes, nose and mouth.

(g) Observe food hygiene. Avoid consuming raw or undercooked animal products.

(h) Avoid social gathering.

(i) Self-monitor your health condition, following the guidance provided by your employer’s occupational health program.

i. Take body temperature twice daily and watch out for symptoms of illness.
ii. If develop fever, respiratory symptoms or sudden loss of taste/smell, put on a surgical mask properly, inform your supervisor, seek medical consultation, and refrain from work on next flight.

E. Upon returning to Hong Kong from other country/territory

(a) All air crew members must take a post-arrival SARS-CoV-2 nucleic acid test at the Department of Health's (DH) Temporary Specimen Collection Centre (TSCC) and wait for the results there or any other location as designated by DH upon arrival at HKIA.

(b) After undergoing testing and immigration procedures, air crew members must use the designated channel to arrive at the pick-up point and travel to their accommodation (or designated location to wait for the test result) by point-to-point transportation. Wear masks during the entire journey of transportation.

(c) A Notification of Medical Surveillance will be served by staff of the Department of Health upon arrival and you should follow the instructions written on the notification.

i. Must self-isolate and undergo SARS-CoV-2 nucleic acid test(s) according to the exemption conditions as specified by the Chief Secretary for Administration.

ii. Must take point-to-point transportation arranged by your airline between the airport and your holding location as designated by the Department of Health, hotels or accommodation; and you should wear mask during the entire journey.

iii. Must pay attention to your health condition, and take body temperature twice daily. If you feel unwell, call the hotline of the Department of Health.

(d) Maintain good personal hygiene: wear mask and observe hand hygiene.

(e) Take a shower or bath and wash your hair after flight, and wash your clothes properly.
(f) Immediately report to supervisor and refrain from working subsequent flight if develop fever, respiratory symptoms or sudden loss of taste/smell. Consult a doctor promptly and inform the doctor of travel history. If in doubt, call the hotline of the Department of Health.

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Annex I  Proper Hand Hygiene

When to Perform Hand Hygiene
1. Before touching the mouth, nose or eyes,
2. After touching public installations such as handrails or door knobs or
3. When hands are contaminated by respiratory secretion after coughing or sneezing.

How to Perform Hand Hygiene
1. Wash hands with soap and water for at least 20 seconds, then dry with a disposable paper towel.
2. When hands are not visibly soiled, hand hygiene with 70-80% alcohol-based handrub is an effective alternative.

Video demonstration
1. Hand hygiene with liquid soap and water
   https://www.youtube.com/watch?v=pN2C6AJ2_EA
2. Hand hygiene with alcohol-based handrub
   https://www.youtube.com/watch?v=oNpAbLN2vPI&feature=youtube

For details, please visit the Centre for Health Protection website: