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TRANSPORT CANADA

CIVIL AVIATION CONTINGENCY PLAN FOR PANDEMICS AND COMMUNICABLE DISEASE EVENTS

Prepared by:

Civil Aviation Contingency Operations

National Operations

Transport Canada

This Plan has been developed by Transport Canada in consultation with appropriate partners/stakeholders. In accordance with the Government Security Policy, this Plan cannot be distributed without the explicit permission of Transport Canada.

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Civil Aviation Contingency Plan for Pandemics and Communicable Disease Events

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INTRODUCTION

1.1 Authority

This *Civil Aviation Contingency Plan for Pandemics and Communicable Disease Events* has been prepared under the authority of the Minister of Transport in accordance with the *Emergency Management Act* (EMA), which requires that all ministers accountable to the Parliament of Canada Plan for, prepare for, and respond to emergencies related to their area of responsibility. This Plan recognizes the Minister of Health as the lead for pandemics and communicable disease events, unless otherwise indicated. To support the Minister of Health, the Minister of Transport and his/her delegated personnel may, in accordance with the *Aeronautics Act*, exercise the required authority to maintain a safe, secure, efficient, and environmentally responsible air transportation system.

The Director General, Civil Aviation (DGCA) will direct this Plan's implementation to support the Minister of Transport's multimodal response, and the Minister of Health.

In accordance with the *Quarantine Act* (2005), the Minister of Health is responsible for establishing quarantine stations and designating quarantine officers (QO) and environmental health officers (EHO). The *Quarantine Act* (2005) is intended to prevent the introduction and spread of communicable diseases arriving into or departing from Canada; it applies to travellers, conveyances, goods, and cargo. On behalf of Canada and the federal government, as a signatory nation to the World Health Organization's (WHO) International Health Regulations, the Minister of Health is the Canadian lead responsible for the application of these regulations.

Under the *Quarantine Act* (2005) and the *Canadian Pandemic Influenza Plan for the Health Sector*, the Public Health Agency of Canada (PHAC) is responsible for the promotion and protection of Canadians' health. To assist the PHAC in its mandate, a memorandum of understanding (MOU) between Civil Aviation, the PHAC and Health Canada (HC) has been established to facilitate co-ordination and exchange of operational information during a pandemic or communicable disease event.

The Civil Aviation Contingency Operations Division (CACO) maintains this Plan on behalf of the DGCA and supports the DGCA in the assessment of event-related risks and the implementation of a Civil Aviation response.

1.2 Purpose

This Plan aims to establish the framework and standard operating procedures (SOPs) for Civil Aviation responders to a pandemic or communicable disease event. It describes the actions that may be taken by response staff during the readiness, response, resumption, and recovery phases of the event, and the co-ordination required during each phase.

The general intent of this Plan is to ensure that the Civil Aviation response to a pandemic or communicable disease event is appropriate and adequately addresses the declared phase and subsequent issues.

1.3 Scope

This Plan applies to all Civil Aviation responders nationwide. The SOPs included in Appendix C1 apply to Headquarters personnel; however, they may serve as guidance to the Regions in the development of their own supplemental procedures to support the Plan.

This Plan applies to all Canadian airspace, or parts thereof, and to any airspace for which Canada has been delegated the responsibility of providing air navigation services, as described in the *Designated Airspace Handbook* (DAH – TP 1820).

This Plan will be activated within the departmental emergency response framework established in the *Departmental Emergency Response and Readiness Plan* (DERRP – TP 14695). It takes into consideration the *Canada/Mexico/United States (NAAT- North American Aviation Trilateral) Pandemic Influenza Aviation Operational Response Concept of Operations* (commonly referred to as the "trilateral CONOPS on communicable diseases") and the *Pandemic Influenza Contingency Plan* – which is part of the Transport Canada (TC) Business Continuity Plan (BCP) – and its related directions. In addition, Civil Aviation Directives (CAD) 1 – *Exemptions from Regulatory Requirements* and CAD 30 – *Risk Management and Decision Making in Civil Aviation* should be used in implementing this Plan. These documents are incorporated by reference.

This Plan may be implemented during any pandemic or communicable disease event. The WHO has established phases modelled on the identification and spread of influenza. These phases can serve as guidance for other communicable diseases. The PHAC has further explained these phases as follows:

Interpandemic Period

- Phase 1 No new virus subtypes in humans. Animals in Canada or abroad may be infected with a new subtype that is considered low risk for humans.
- Phase 2 No new virus subtypes in humans. Animals in Canada or abroad infected with a new subtype that has a substantial risk for humans.

Pandemic Alert Period

- Phase 3 Human infection(s) with a new virus subtype occurring in Canada or abroad. No or rare instances of human-to-human transmission.
- Phase 4 Clusters with limited human-to-human transmission; spread is localized.
- Phase 5 Large cluster(s) with human-to-human transmission still localized, suggesting that the virus may be becoming better adapted to humans but may not yet be fully transmissible (substantial pandemic risk).

Pandemic Period

- Phase 6.0 Increased and sustained transmission in the general population abroad. No cases identified in Canada.
 - 6.1 Pandemic virus detected in Canada (single cases occurring).
 - 6.2 Localized or widespread activity occurring in Canada.

Typically, pandemics occur in two time frames: the initial onset of the disease, followed by a lull in activity of up to six months, and then a second outbreak. Therefore, after the initial response, a secondary response may be necessary following a resumption phase. The secondary response would then be followed by another resumption phase, and finally the recovery phase.

In the event of a pandemic or communicable disease event, approximately 15 to 35 percent of the population may become ill and be absent from the workforce for a period of time.

TC will not likely be immune to the effects of a pandemic or communicable disease event and will look to its internal BCP to support delivery of critical services.

1.4 Scenario and objectives

Note: It is imperative that risk-management principles apply to decision making when determining which actions will be taken during a given event. The phases do not directly address the severity or consequences of the event.

In general, the Plan will be implemented when one of the following occurs:

- an alert is received, notifying TC that a Phase 4 condition exists in Canada or Phase 5 abroad;
- a request for assistance is received from the PHAC or Health Canada (HC);
- the DGCA directs TC to activate the Plan; or
- the Transport Management Executive Committee Crisis Management Team (TMX CMT) convenes and orders a departmental response.

Listed below is a selection of possible scenarios that would require the Plan's implementation:

- TC is alerted to a Phase 4 condition found in a region of Canada, or Phase 5 abroad.
- TC is alerted to a Phase 6.0 pandemic or communicable disease event in a foreign country serviced by a Canadian air carrier that, for its own reasons, has ceased to service that destination. Canadians are unable to return home.
- TC is alerted to a Phase 6.2 pandemic or communicable disease event in Canada with widespread activity.

The objectives of this Plan are to:

- provide for the co-ordination and assessment of information related to a pandemic's impact on the National Civil Air Transportation System (NCATS);
- monitor the ongoing safety of the NCATS;
- support an expeditious recovery of the NCATS;
- outline possible regulatory actions appropriate to the issues arising during an event;
- address business-continuity issues related to the availability of TC personnel; and
- support other departments in executing their regulatory duties.

1.5 Linkages to existing plans

The following plans and procedures relate to the implementation of this Plan:

- *Departmental Emergency Response and Readiness Plan* ([RDIMS #1104467](#))
- *Pandemic Influenza Contingency Plan* ([RDIMS #2018882](#)), which is part of the TC BCP
- *Canada/Mexico/United States (NAAT) Pandemic Influenza Aviation Operational Response Concept of Operations* ([RDIMS #5256983](#))
- *Memorandum of Understanding (MOU) between the Public Health Agency of Canada, Health Canada and Transport Canada Civil Aviation on the Information Exchange and Procedures Dealing with Any Person, Cargo or Other Thing On Board an Aircraft That Could Cause the Spreading of a Communicable Disease* ([RDIMS #3682857](#))
- PHAC – *The Canadian Pandemic Influenza Plan for the Health Sector* (www.phac-aspc.gc.ca/cpip-pclcpi/s01-eng.php)
- Civil Aviation Directive (CAD) 1–*Exemptions from Regulatory Requirements* (www.tc.gc.ca/civilaviation/directives/dir1.htm)
- Civil Aviation Directive (CAD) 30–*Risk Management and Decision-Making in Civil Aviation* (www.tc.gc.ca/civilaviation/directives/dir30rev4.htm)
- *Risk Management and Decision Making in Civil Aviation Type 2A–TP 13905 (Short Process)* (www.tc.gc.ca/civilaviation/systemsafety/pubs/tp13905/menu.htm),
- Civil Aviation Staff Instruction (SI) ADM-002–*Responses to High Profile Aviation Occurrences* (www.tc.gc.ca/civilaviation/managementservices/referencecentre/documents/adm/adm-002.htm)
- *ANS and Airspace Policies and Procedures Manual* – TP 13391

- *Civil Aviation Contingency Operations Duty Officer Procedures*

1.6 Limitations

- Insufficient or incomplete information will significantly hamper effective decision-making and, consequently, actions taken under this Plan (i.e. Phase 6.0 may require heightened co-ordination and information exchange with international, interdepartmental, and regulated stakeholders, whereas Phase 6.2 may require, in addition, regulatory actions to support ongoing safety of the NCATS). Notwithstanding, it is essential that any Civil Aviation actions related to the event—whether international, national or regional—be co-ordinated with appropriate authorities and documented in the Crisis Management System (CMS).
- As the phases announced by the WHO/PHAC increase, the potential impacts on internal resources are also likely to increase. Therefore, ongoing awareness of the Civil Aviation workforce's status will become increasingly critical to the Plan's effective implementation.
- Actions taken under this Plan shall be appropriately co-ordinated, with the PHAC as the lead for these events.

1.7 Assumptions

- Pandemics and communicable diseases are likely to enter and be spread in Canada by air travel.
- Outbreaks are likely to begin in localized clusters before spreading to the general population.
- A significant period of time (up to six months) may go by with little or no activity between outbreaks.
- All Canadians will be exposed at a similar rate. Loss or reductions in services, goods and infrastructure may occur, making judicious resource management necessary.
- Any pandemic or communicable disease event deemed significant by the WHO or the PHAC will be considered national; therefore, Headquarters will lead the response, with regional support and response to issues within their respective spheres of activity.
- The PHAC will alert federal departments directly or via the Public Safety Canada (PS) Government Operations Centre (GOC) at Phase 4 of the event.
- Decision-making and direction may originate from various sources of government, such as the Prime Minister's Office (PMO), PS, Health Canada, the PHAC, or the TMX CMT.

- Air carriers and service providers may reduce, alter or cease the provision of services due to unacceptable risk, inability to provide the service for safety reasons, or loss of infrastructure or personnel.
- The Civil Aviation response, unless otherwise directed, shall comprise enhanced monitoring of the NCATS and provision of support to the PHAC on request at all phases.
- The Civil Aviation response through direction from the TMX CMT and DGCA may, as provided for in the DERRP, be a form of enhanced monitoring with sporadic regulatory interventions until the event reaches Phase 6.2 with widespread activity occurring. Actions will be taken based on risk management and may involve:
 - issuing exemptions, approvals or authorizations (e.g. to flight and cabin crews, air traffic controllers, approved maintenance organizations [AMO], private and commercial air operators, airport operators, the Canadian Air Transport Security Authority [CATSA], flight training units [FTU], and air navigation service providers);
 - facilitating, at the Minister of Health's request, of airport entry or exit health screening and aircraft diversion under the *Quarantine Act (2005)* and the *International Health Regulations*;
 - issuing, modifying or cancelling licences and certificates;
 - restructuring, reclassifying or reassigning delegated airspace between Canada and the United States; and
 - setting transportation priorities.

1.8 Roles and responsibilities

The Transport Management Executive Committee Crisis Management Team (TMX CMT) is the senior body within the Department that is brought together by the Deputy Minister to direct and assess action taken by responding personnel during a pandemic or communicable disease event. The TMX CMT utilizes reports from the Transport Canada Situation Centre (TCSC) and other key government departments and agencies to evaluate the risk of exposure and the severity of the event's effects on national transportation systems.

The Director, Emergency Preparedness (EP) is the functional authority for overall national Emergency Preparedness activities, including the departmental lead for pandemics and communicable disease events. To aid in the management of these events, two committees have been created:

- the Corporate Working Group, and
- the Sector Working Group.

Under the DERRP, the Director, EP provides the departmental infrastructure (locale, systems and services) to support the overall response.

The Director General, Civil Aviation (DGCA), on the advice of the Director, National Operations and in consultation with the Manager, CACO, is responsible for implementing this Plan in response to a pandemic or communicable disease event. It is the task of the DGCA and the National Civil Aviation Management Executive Committee (NCAMX) to ensure that appropriate facts and risk assessments are provided to the TMX CMT for effective decision making. Based on the directions received from the TMX CMT, the DGCA will, in co-ordination with NCAMX, lead the national response for Civil Aviation to ensure the safety and continuity of the NCATS, and to support other departments, agencies and stakeholders. A common level of response will be established to facilitate the ongoing safety services within Civil Aviation in recognition of the risk that the pandemic or communicable disease event presents.

The Director, National Operations advises the DGCA and NCAMX on the status of the response and issues arising relative to the pandemic or communicable disease event. The Director supports the response by providing guidance to the Manager, CACO and making personnel available to meet the demands of the event.

The Manager, CACO is responsible, when designated, for acting as Event Director, Event Deputy Director or lead Civil Aviation responder to co-ordinate Civil Aviation activities in the TCSC. The Manager, CACO will recommend the strategies and options to implement as a response to issues arising from the event. The Manager, CACO will also co-ordinate the use of Civil Aviation specialist resources available to respond to the event's phase. An SOP has been developed to further explain the role and responsibilities of the Manager, CACO during a pandemic or communicable disease event (see Appendix C1).

Civil Aviation Specialist Responders are tasked with performing specific co-ordination, communication, monitoring, response, and reporting activities to support the Plan once it has been activated. These responders will be drawn from the following areas:

- **operational response:** from resources normally involved in the day-to-day monitoring and reporting of issues within the NCATS and most apt to participate in the activation of the Headquarters or Regional TCSCs (RTCSC). An SOP has been developed to explain this role and responsibility (see Appendix C1).
- **air operator oversight and standards:** from resources normally involved in the day-to-day monitoring and oversight of the national air operator infrastructure. Utilization of this resource will be determined as part of the event's risk-assessment and decision-making process. Personnel may conduct their response activities from a TCSC or from their normally assigned

- desk, depending on the use of resources. An SOP has been developed to explain this role and responsibility (see Appendix C2).
- **aerodrome safety:** from resources normally involved in the day-to-day monitoring and oversight of the national aerodrome infrastructure. Utilization of this resource will be determined as part of the event's risk-assessment and decision-making process. Personnel may conduct their response activities from a TCSC or from their normally assigned desk, depending on the use of resources. An SOP has been developed to explain this role and responsibility (see Appendix C3).
 - **air navigation services and airspace standards:** from resources normally involved in the day-to-day monitoring and oversight of the national air navigation service and airspace infrastructure. Utilization of this resource will be determined as part of the event's risk-assessment and decision-making process. Personnel may conduct their response activities from a TCSC or from their normally assigned desk, depending on the use of resources. An SOP has been developed to explain this role and responsibility (see Appendix C4).

Aircraft Services Directorate

During a pandemic or communicable disease event, the TMX CMT will consider approving the use of departmental aircraft for the transportation of critical goods (e.g. antiviral medications and vaccines, supplies or personnel necessary for pandemic or communicable disease event relief to specified destinations, subject to resource availability. Requests for such flights will originate from Health Canada, the PHAC, or other provincial, territorial or local (P/T/L) health authorities and will be co-ordinated through CACO. These requests are subject to the following conditions:

- Couriers or commercial carriers must not be available.
- CACO must be given advanced notification. (The required amount varies depending on the timing of the request and existing operations.)
- The flights must comply with the appropriate regulations, such as the [Transportation of Dangerous Goods Regulations](#) (TDGR). Emergency exemptions are possible, and should be referred to appropriate experts.
- Aircraft must not be used to transport unhealthy passengers or live viruses.

Subject to these conditions, the PHAC Emergency Operations Centre (EOC) will submit requests to use TC aircraft to CACO for co-ordination with the Aircraft Services Directorate (ASD). CACO will collect the appropriate information and complete a [Flight Authorization and Request form](#) (form number 27-0192).

Stakeholders

Once a pandemic or communicable disease event has been confirmed, stakeholders are informed of regulatory decisions in terms of airspace restructuring or

reclassification, diversion of aircraft, the establishment of air-traffic priorities, air-traffic management, and airport operational-safety activities. Stakeholders and their specific responsibilities are described in the table below but are not limited to those listed; others may be identified as the event develops.

The Web sites for the Canadian federal government departments listed below can be accessed via www.canada.gc.ca. The Web sites of private sector and non-governmental organizations (NGO) are provided in the table where possible.

Stakeholders and their responsibilities

Stakeholder	Responsibilities
Aerospace Industries Association of Canada (AIAC)	The AIAC consults and co-operates with all government and regulatory authorities seeking the safety and security of aerospace industries. It is the collective voice of Canada's leading aerospace manufacturers and service providers. www.aiac.ca
Air operators	Air operators are responsible for the safety and security of all flights operating in the air and on the ground within their area of responsibility. They respond to situations in accordance with individual company emergency response plans and in keeping with current regulations and security directives. Aircraft operators are subject to Paragraph 34 (2/3/4) of the Quarantine Act (2005) as follows: Operator to inform quarantine officer before arrival: 2.) As soon as possible before a conveyance arrives at its destination in Canada, the operator shall inform a quarantine officer or cause a quarantine officer to be informed of any reasonable grounds to suspect that (a) any person, cargo or other thing on board the conveyance could cause the spreading of a communicable disease listed in the schedule; (b) a person on board the conveyance has died; or (c) any prescribed circumstances exist. Operator to inform quarantine officer before departure 3.) As soon as possible before a conveyance departs from Canada through a departure point, the operator shall inform a quarantine officer or cause a quarantine officer to be informed of any circumstance referred to in paragraphs (2)(a) to (c) that exists. Exception: 4.) No operator contravenes subsection (2) if it is not reasonably possible for the operator to inform a quarantine

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Stakeholder	Responsibilities
	officer or cause a quarantine officer to be informed before the conveyance's arrival at its destination in Canada, as long as the operator does so on the conveyance's arrival at that destination.
Air Transport Association of Canada (ATAC)	<p>ATAC consults and co-operates with all government and regulatory authorities to promote the safety and security of commercial aviation. An ATAC representative may use the industry association workspace at TC Headquarters (Room 739, 7th floor, Tower C, Place de Ville, Ottawa) to assist in co-ordinating information and response.</p> <p>www.atac.ca</p>
Airport authorities	<p>Airport authorities are responsible for providing an appropriate, timely, and effective response to any emergency event that may have an impact on life, property or the environment within the perimeters of their airports. To co-ordinate emergency response activities, airport authorities activate their EOC. EOCs play a vital role in co-ordinating all emergency response activities within airports. All airport operators are obliged to follow the requirements of Health Canada, the PHAC, and P/T/L health authorities.</p>
Airports Council International (ACI)	<p>The ACI works closely with ICAO and the WHO on a range of public-health issues to provide operational expertise and guidance to its member airports.</p> <p>www.airports.org/</p>
Canada Border Services Agency (CBSA)	<p>CBSA officers screen international air travellers arriving in Canada for signs of communicable diseases subject to quarantine. They refer those travellers displaying specific signs of a quarantined disease to PHAC quarantine officers for assessment.</p> <p>At airports of entry without PHAC quarantine officers on site, CBSA officers screen arriving international travellers for signs of illness but use pre-established telephone numbers to contact the PHAC. The PHAC takes the necessary steps to complete the assessment, which may include sending local emergency medical services to the site.</p>
Canadian Air Transport Security Authority (CATSA)	<p>The Government of Canada, assigned CATSA's its mission, which is to protect Canadians by ensuring the security of critical elements in the air transportation system.</p>

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Stakeholder	Responsibilities
Canadian Airports Council (CAC)	<p>The CAC consults and co-operates with all government and regulatory authorities seeking airport safety and security. The CAC is a primary stakeholder and the voice of Canada's airports. Its 45 members represent more than 150 airports, including all National Airports System (NAS) airports and most significant municipal airports in every province and territory. CAC members handle virtually all air-cargo and international-passenger traffic and 95 percent of domestic passenger traffic in Canada. A CAC representative may use the industry association workspace at TC Headquarters (Room 739, 7th floor, Tower C, Place de Ville, Ottawa) to assist in co-ordinating information and response.</p> <p>www.cacairports.ca/</p>
Canadian Business Aviation Association (CBAA)	<p>The CBAA consults and co-operates with all government and regulatory authorities seeking the safety and security of business aviation. In addition, the CBAA certifies private air operators. A CBAA representative may use the industry association workspace at TC Headquarters (Room 739, 7th floor, Tower C, Place de Ville, Ottawa) to assist in co-ordinating information and response.</p> <p>www.cbaa.ca/</p>
Canadian Owners and Pilots' Association (COPA)	<p>COPA consults and co-operates with all government and regulatory authorities seeking the safety and security of general aviation. A COPA representative may use the industry association workspace at TC Headquarters (Room 739, 7th floor, Tower C, Place de Ville, Ottawa) to assist in co-ordinating information and response.</p> <p>www.copanational.org/</p>
Canadian Transportation Agency (CTA)	<p>The CTA may issue exemptions from the requirement to hold a domestic licence under subsection 57(a) of the <i>Canadian Transportation Act</i>. The CTA handles general consumer issues and complaints related to air travel.</p> <p>www.cta-otc.gc.ca/</p>

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Stakeholder	Responsibilities
Department of Foreign Affairs and International Trade Canada (DFAIT)	DFAIT is the lead department for international pandemics or communicable disease events occurring outside of Canada, and is responsible for co-ordinating Canada's response, communicating with foreign States, providing advice and counsel concerning international conventions and agreements, and ensuring that the actions taken conform with Canada's international obligations. www.dfait-maeci.gc.ca/
Department of National Defence (DND)	DND provides assistance in responding to a wide range of civil emergencies within the scope of its mandate. As such, DND supports the pandemic or communicable disease event relief efforts of other departments and agencies, as necessary. www.forces.gc.ca/
U.S. Department of Transport (DOT), Federal Aviation Administration (FAA)	The DOT, through the FAA, takes action to mitigate the effects of pandemics or communicable diseases on the safety, security, and efficiency of the U.S. aviation system in co-operation with its domestic and international partners (e.g. Transport Canada). The FAA also supports national efforts to stop, slow, or limit the spread of pandemics and communicable diseases by using its air navigation services capabilities to enable, among other things, operational responses to aircraft suspected of carrying infected persons and the priority transport of medical materials and responders. www.faa.gov/
Foreign civil aviation authorities	Through agreements (including CONOPS agreements), MOUs, and arrangements with TCCA, foreign civil aviation authorities provide the co-operation and co-ordination necessary for emergency response activities.
Health Canada (HC)	Health Canada is the federal department responsible for helping Canadians maintain and improve their health, while respecting individual choices and circumstances. As part of the quarantine services, Health Canada's Environmental Health Officers (EHO) oversee disinfection activities in accordance with international and national standards. Once an aircraft has been disinfected, Health Canada determines if the aircraft can be returned to service. It also provides advice and consultation on health protection to federal departments, agencies, federal public-service workers, and emergency responders on a wide range of occupational health issues, including communicable diseases. Health Canada also provides communicable disease services to employees of departments and agencies; these

Stakeholder	Responsibilities
	<p>include the provision of immunizations and screening for communicable diseases for employees at risk due to occupation, exposure or location as identified in the Occupational Health Assessment Guide.</p> <p>www.hc-sc.gc.ca/</p>
<p>Helicopter Association of Canada (HAC)</p>	<p>One of the objectives of the HAC is to promote the continued enhancement of flight safety. A HAC representative may use the industry association workspace at TC Headquarters (Room 739, 7th floor, Tower C, Place de Ville, Ottawa) to assist in co-ordinating information and response.</p> <p>www.h-a-c.ca/</p>
<p>International Air Transport Association (IATA)</p>	<p>IATA works closely with ICAO and the WHO on a range of public-health issues to provide operational expertise and guidance to its member airlines.</p> <p>www.iata.org/index.htm</p>
<p>International Civil Aviation Organization (ICAO)</p>	<p>The principal responsibilities of ICAO's Aviation Medicine Section with respect to communicable diseases are:</p> <ul style="list-style-type: none"> • developing appropriate standards and guidance material to ensure that the aviation community contributes to reducing the risk of communicable-disease transmission by air; and • providing guidance to licensing authorities in contracting States on medical standards, medical problems relevant to flight operations, the effect of working conditions on health, biological and psychological problems relating to passengers and crew, first aid and survival equipment, and the medical aspects of accident investigation and prevention. <p>ICAO's Aviation Medicine Section co-ordinates international efforts to consolidate expertise from such organizations as the WHO, IATA, and the ACI to develop guidelines for States that will assist them in their preparedness planning. To support pandemic and communicable-disease preparedness planning, ICAO has issued planning guidelines that are awaiting final approval at ICAO HQ and will eventually be posted on their Web site.</p> <p>www.icao.int/</p>

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Stakeholder	Responsibilities
Law enforcement agencies (Royal Canadian Mounted Police [RCMP], provincial, and local police)	Law enforcement agencies are responsible for maintaining public order and assisting airport authorities and other agencies in maintaining airport security. In addition, the RCMP may be delegated by the Minister of Health to augment CBSA screening officers at airports.
National Airlines Council of Canada (NACC)	The NACC is a trade association founded by Canada's largest commercial airlines in order to ensure safe, sustainable, and competitive air travel for Canadian consumers. An NACC representative may use the industry association workspace at TC Headquarters (Room 739, 7 th floor, Tower C, Place de Ville, Ottawa) to assist in co-ordinating information and response. www.airlinecouncil.ca/
NAV CANADA	NAV CANADA, the primary air navigation services provider, is responsible for managing and co-ordinating air navigation services in Canada. During a regional, national or international emergency, NAV CANADA maintains communications with TC, DND, the U.S. FAA, and other stakeholders to implement an action plan. NAV CANADA maintains the safe and efficient flow of air traffic. To minimize the negative impact of a pandemic or communicable disease event, both domestically and internationally, NAV CANADA has developed a National Business Resumption Strategy that is a mitigation plan to ensure the continued provision of safe, efficient air navigation services. www.navcanada.ca/
Non-governmental organizations (NGO)	NGOs help people affected by emergencies and disasters, including pandemics and communicable diseases. NGOs work with municipalities, government departments, and other relief organizations to address immediate basic needs such as shelter, clothing, food, first aid, transportation, and emotional support.
Privy Council Office (PCO)	The PCO advises the Prime Minister on all issues related to pandemics and communicable diseases, including the government's readiness to respond.

Stakeholder	Responsibilities
Provincial emergency measures organizations (EMO)	Provincial EMOs are responsible for monitoring, co-ordinating, and assisting in the creation and implementation of emergency management programs in their respective provinces. In an aviation-related emergency, an EMO coordinates federal and provincial emergency activities and programs. It also provides advice and assistance to support local, municipal, or community emergency responses, or any support within their jurisdictions to continue airport operations when requested.
Provincial, territorial, and local (P/T/L) health authorities	P/T/L health authorities provide emergency health services to emergency victims and for mass medical problems (e.g. contagious diseases, mass injuries or casualties).
Public Health Agency of Canada (PHAC)	The PHAC monitors disease outbreaks in Canada and abroad, provides expert advice and laboratory services to provincial health authorities, assesses health risks to Canada, and develops control measures to protect public health. www.phac-aspc.gc.ca/
Public Safety Canada (PS)	Public Safety Canada is responsible for coordinating the federal whole-of-government response to a pandemic, as described in the Federal Emergency Response Plan. The PS's Government Operations Centre (GOC) will ensure strategic co-ordination of federal department and agency responses. www.publicsafety.gc.ca/
World Health Organization (WHO)	The WHO is responsible for managing global health emergencies. It tracks the status of health-related issues worldwide. Canada is a signatory nation for the WHO's <i>International Health Regulations (IHR)</i> and is required to comply with a variety of routine sections as well as specific requirements during a pandemic or communicable disease event. www.who.int/en/

2.0 Mission statement

TCCA will provide support to the Minister of Health (Health Canada and the PHAC) in a declared pandemic or communicable disease event in order to:

- minimize the impact on Canadians;

- mitigate safety hazards and interruptions to the NCATS; and
- co-ordinate information and actions with international partners.

3.0 Concept of operations

3.1 General intent

The general intent of this Plan is to ensure that the Civil Aviation response to a pandemic or communicable disease event is appropriate and adequately addresses the declared phase and subsequent issues. Civil Aviation will support the departmental response by providing resources to the TCSC when required, taking action on requests for assistance from Health Canada and the PHAC, and maintaining a safe and available NCATS.

Given the nature of pandemics and communicable diseases, in most instances up to Phase 6.2—and when the severity of the event poses a widespread threat to the NCATS—the CACO duty officer program or enhanced monitoring can effectively respond to the event without unduly taxing resources. When stakeholders begin to seek exemptions from the *Canadian Aviation Regulations* (CARs) due to the event's impact, a more robust response involving Civil Aviation specialists may be necessary.

3.2 Actions and activities

There will likely be early notification from the WHO/PHAC concerning a potential pandemic or communicable disease risk. Other than meeting the day-to-day operational issues addressed in the *CACO Duty Officer Procedures*, no additional actions will be carried out prior to the declaration of a Pandemic Alert Period—Phase 4 or 5—depending on whether the event is domestic or international. The Pandemic Alert Period triggers consultations between the Manager, CACO and the Director, EP regarding Government of Canada and departmental concerns as well as the readiness of plans, procedures and communication arrangements to allow a rapid shift to enhanced-monitoring or complete-activation response mode.

This Plan documents the arrangements and tasks established by Civil Aviation to meet the demands of a pandemic or communicable disease event. These are listed under the following four phases of emergency management:

- Prevention/mitigation
- Preparedness
- Response
- Recovery and resumption

Tasks listed in this section are plan-specific and, where applicable, have an associated SOP grouped by general area of expertise. These can be found in Appendix C of this Plan.

3.2.1 Prevention/mitigation phase

With the scope of its authority, Civil Aviation will implement, promote, and facilitate the prevention/mitigation activities recommended by Health Canada and the PHAC that are supported by the Department. These activities may include awareness programs and vaccination programs.

3.2.2 Preparedness phase

The PHAC has designated six airports as quarantine sites under the *Quarantine Act (2005)*. They are:

- Calgary International Airport;
- Halifax/Stanfield International Airport;
- Montréal/Pierre Elliott Trudeau International Airport;
- Ottawa/Macdonald-Cartier International Airport;
- Toronto/Lester B. Pearson International Airport; and
- Vancouver International Airport.

An additional 15 airports have been identified, under the authority of the Quarantine Act (2005), where specific conditions, a person in charge of an aircraft arriving from outside of Canada must alert a quarantine officer if they wish to land. Refer to Appendix A1 for a complete list of Canadian diversionary airports and their requirements.

The Government of Canada has designated three airports meeting the core capacity requirements for routine and emergency public health response as required by Annex B of the *International Health Regulations*. They are:

- Toronto/Lester B. Pearson International Airport;
- Vancouver International Airport; and
- Montréal/Pierre Elliott Trudeau International Airport.

The DGCA is accountable to the Minister of Transport for the establishment and development of Civil Aviation plans, arrangements and procedures to respond to a pandemic or communicable disease event in accordance with the *Emergency Management Act*.

The Director, National Operations oversees the establishment and development of Civil Aviation plans, arrangements, and procedures to co-ordinate and plan for a pandemic or communicable disease event and facilitates Civil Aviation emergency/contingency planning, training and exercises nationally.

CACO provides NCATS monitoring service 24 hours a day, 7 days a week on behalf of Civil Aviation. Incidents arising related to a pandemic or communicable disease event are initially co-ordinated, reported, and disseminated through CACO. These incidents

could include flight detentions and diversions, the right to refuse work, and infectious/contagious disease notifications. All reports and actions become part of a permanent record.

In addition, CACO receives and electronically redistributes to Civil Aviation managers pandemic and communicable disease information received from Health Canada via the PS GOC.

CACO participates in the departmental working groups established by EP to plan for a pandemic or communicable disease event. It shares information and encourages the unimpeded movement of air traffic between Canada, the U.S., and Mexico under the North American Aviation Tri-lateral (NAAT) sponsored Concept of Operations (CONOPS).

The International Operations Branch participates on the Steering Committee of the ICAO Co-operative Arrangement for the Prevention of Spread of Communicable Disease Through Air Travel (CAPSCA). CACO will be involved in conducting CAPSCA-related airport evaluations.

Civil Aviation has entered into an MOU with the PHAC to allow for the expeditious exchange between these parties of information and requirements related to pandemics and communicable disease events.

In addition to the maintenance of this Plan, CACO is responsible for internal training of National Operations personnel and those persons identified within the Civil Aviation Directorate as specialist responders with respect to this Plan.

Specialist groups cited within the SOPs are responsible for maintaining their SOPs and submitting pertinent amendments, additions or deletions to CACO.

Regions are responsible for writing and maintaining Region-specific supplementary SOPs to support their response activities within the Plan.

Exercises for this Plan shall conform to the directions and guidelines established in Chapters 7 and 8 of the *Departmental Emergency Book* (DEB-TP 13726).

Refer to Appendix B1, for a list of specific capabilities and activities according to the emergency management phase, and Appendix B2, for the Civil Aviation response by functional service.

These functional services are:

- Airports;
- air operators; and
- air navigation services.

3.2.3 Response phase (and activation triggers)

Activation triggers

During a pandemic or communicable disease event, activation triggers are key to the Plan's effective and timely implementation. Unless otherwise directed, the response phase will commence when the WHO or the PHAC declares a Pandemic Alert Period—Phase 4 (domestically) or Phase 5 (internationally). During an international event not occurring in Canada, consideration shall be given to whether or not those countries affected by the event have flight service to Canada. In the event of a domestic outbreak, the additional risks to the NCATS must be considered.

Upon activation, the Manager, CACO will brief the DGCA and Director, National Operations to determine the level of monitoring required (routine or enhanced) at that time. CACO will initiate contact with critical stakeholders and plan the internal resources required to provide an adequate level of response. Internal and external communications briefs should also be considered.

Civil Aviation response activities

Managing a pandemic or communicable disease event for Civil Aviation is the responsibility of the Director, National Operations on behalf of the DGCA. The Director will delegate to the Manager, CACO responsibility for the staffing of the TCSC, co-ordination and communication with stakeholders, and preparation of TMX CMT and NCAMX briefings, as appropriate. The TMX CMT's or DGCA's decisions and instructions will be implemented through the Director, National Operations and the Manager, CACO.

In accordance with the DERRP, three distinct modes of operations exist:

- daily routine monitoring;
- enhanced monitoring; and
- activation.

Daily routine monitoring is carried out by CACO staff and the duty officer program.

Enhanced monitoring may be put into effect at the TMX CMT's direction. Civil Aviation activities may involve all or a combination of the following, based on the assessed severity of the pandemic or communicable disease event:

- participating as a member of the TMX CMT (DGCA);
- attending to the TCSC or RTCSC for extended hours (CACO/Regional Authorities);
- establishing contact and communications protocol with stakeholders (CACO);
- establishing media lines, if necessary (DGCA/Secretariat);
- approving briefing schedules, if necessary (DGCA);

- identifying key personnel to support activation (Director, National Operations);
- co-ordinating with departmental authorities (as required);
- co-ordinating enhanced monitoring activities with regional Civil Aviation responders (CACO); and
- conducting any of the activation tasks, if required (Civil Aviation).

Activation of the TCSC is declared by the TMX CMT. When activated, the TCSC is the departmental focal point for the management of information related to a pandemic or communicable disease event.

In addition to enhanced monitoring, the Civil Aviation response may include all or any of the following activities, depending on the severity of the event:

- designation of the Manager, CACO as the Event Director or Event Deputy Director;
- publication and assessment of NOTAMs, as required, to maintain the safety and availability of the NCATS (sample NOTAMs from three different sectors are found in Appendix A2);
- issuance of exemptions, approvals or authorizations (e.g. to flight and cabin crews, air traffic controllers, approved maintenance organizations [AMO], private and commercial air operators, airport operators, the Civil Aviation Transportation Security Authority [CATSA], flight training units [FTU], and air navigation service providers);
- facilitation, at the Minister of Health's request, of airport entry or exit health screening and aircraft diversion under the *Quarantine Act (2005)* and the *International Health Regulations*;
- issuing, modifying or cancelling licences and certificates;
- restructuring, reclassifying or reassigning delegated airspace between Canada and the United States;
- setting transportation priorities;
- providing for the co-ordination and assessment of information related to a pandemic's impact on the NCATS;
- monitoring the ongoing safety of the NCATS;
- supporting an expeditious recovery of the NCATS;
- addressing business-continuity issues related to the availability of TC personnel; and
- supporting other departments in executing their regulatory concerns.

The Manager, CACO will review the issues and arrangements in place in order to brief the Director, National Operations and recommend actions to be taken to the DGCA. The actions will be consistent with and support the directions given by the TMX CMT for the event.

Refer to the Organizational Capabilities Matrix in Appendix B1. Refer to Appendix E1 for a schematic of the Emergency Response Communications Network.

3.2.4 Recovery and resumption phase

By nature, a pandemic or communicable disease event may have a dormant period with little or few cases reported, followed by a second outbreak with broad exposure and increased severity. It is the responsibility of the WHO and the PHAC to determine when the pandemic or communicable disease event (international or domestic) has ended or entered a dormant state.

The TMX CMT will direct the activities of the Civil Aviation response in support of declarations made by the WHO or the PHAC.

Resumption activities may begin at different times for different sectors of the NCATS during the event's full duration. Final recovery will be based on the cessation of extraordinary activities as declared by the TMX CMT and directed by the DGCA for the NCATS sector.

Refer to Appendix B for a list of activities.

3.3 Situational awareness and public communications

The TCSC Crisis Management System (CMS) is the central database for logging all issues and activities related to the response to a pandemic or communicable disease event when the TMX CMT has decided to activate the TCSC.

Prior to and during activation of the TCSC, issues may arise that will need to be entered into other databases used by Civil Aviation during normal operations. The duty officer aviation incident report (AIR) reporting and notification system is to be continued during this period.

All databases used for NCATS safety oversight form part of the event log in which all relevant action is recorded. It is incumbent on the specialist making an entry to ensure that relevant data is entered into the CMS.

The event director will establish a cycle of interdepartmental and inter-governmental briefings via teleconference for the duration of the response.

The industry association workspace at TC Headquarters (Room 739, 7th floor, Tower C, Place de Ville, Ottawa) is available to pre-identified industry representatives when the TCSC is activated to facilitate information co-ordination for the NCATS community. See the Stakeholders and their responsibilities table in section 1.8.

Refer to Appendix E1 for a schematic of the Emergency Response Communications Network.

The PHAC designed a network schematic that illustrates the link between the PHAC Quarantine Officer (QO) and CACO during the critical steps of a pandemic or communicable disease intervention. This network schematic is found in Appendix E2.

Public communications are co-ordinated by the TC Communications and Marketing Group, which is responsible for the Public Communications Plan (Appendix D). The communications objectives before, during or after a pandemic or communicable disease event are to:

- raise awareness of the risk and implications of a pandemic or communicable disease event among stakeholders and employees;
- support departmental efforts to help employees and stakeholders prepare for and cope with a pandemic or communicable disease event;
- support the continuity of critical departmental operations during the pandemic or communicable disease event and the restoration of normal operations afterwards;
- consult with industry on possible impacts and provide appropriate assistance and guidance; and
- monitor the dissemination of key messages among stakeholders and the general public through media and public opinion research.

3.4 Health and safety

It is recognized that during a pandemic or communicable disease event, TCCA responders have the same risk to exposure and effects as the general public. Transport Canada currently offers an annual vaccination service to employees for most common influenzas; however, a pandemic or communicable disease event is not likely to have a vaccine readily available to combat its spread. Workplace cleanliness and normal infection control measures should be stressed to responders and centre operators. Advisories issued by Health Canada and the Public Health Agency of Canada should be monitored and implemented to ensure the health and safety of employees during a pandemic.

The *Pandemic Influenza Contingency Plan*, which is part of the TC BCP, should be referred to if not activated.

3.5 Co-ordination instructions

Prior to coming into effect, this Plan was co-ordinated with the following departments, agencies and branches:

- Health Canada
- Public Health Agency of Canada
- TC Communications Group
- TC Security Program Support

4.0 Plan maintenance

CACO is responsible for the management and maintenance of this Plan. Designated functional specialist areas are responsible for contributing to the maintenance of SOPs to ensure they are up to date and meet the response needs of specialist responders.

Civil Aviation Contingency Plan for Pandemics and Communicable Disease Events

They are also responsible for the maintenance of relevant policies, procedures and staff instructions. CACO will update this Plan as required by changing policy and legislation or incorporating lessons learned from exercises and actual emergencies.

Having received NCAMX concurrence, this *Civil Aviation Contingency Plan for Pandemics or Communicable Disease Events* is hereby approved.

Original signed by:

Martin J. Eley
Director General, Civil Aviation
Transport Canada

Date March 2, 2010

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Appendix A

Appendix A1–Canadian diversionary airports

Appendix A2–Sample NOTAMs for air navigation services interruptions

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Appendix A

Appendix A1–Canadian diversionary airports

The table below lists Canada's airports of entry. Quarantine stations are located at the airports that are shaded in the table.

Airport name	Identifier	Location	CFS AOE listing	Hours of service and comments
Calgary International (Passenger and Commercial Operations)	CYYC	Calgary, AB	AOE	<ul style="list-style-type: none"> ▪ 24 hours ▪ PHAC and Health Canada permanent quarantine services available ▪ CANPASS Air in place
Edmonton International	CYEG	Edmonton, AB	AOE	<ul style="list-style-type: none"> ▪ 24 hours ▪ CANPASS Air in place
Gander International	CYQX	Gander, NL	AOE	<ul style="list-style-type: none"> ▪ 24 hours
Goose Bay	CYYR	Goose Bay, NL	AOE/15	<ul style="list-style-type: none"> ▪ 1200Z–2000Z/GANDER 2000Z–1200Z ▪ Private, corporate, and charters of fewer than 15 passengers
Halifax/Stanfield International	CYHZ	Halifax, NS	AOE	<ul style="list-style-type: none"> ▪ 24 hours ▪ PHAC and Health Canada permanent quarantine services available ▪ CANPASS Air in place
Hamilton (Passenger and Commercial Operations)	CYHM	Hamilton, ON	AOE/110	<ul style="list-style-type: none"> ▪ 450 staged off-loading ▪ 1200Z–0400Z, service charge, prior notice required (PNR)
Kelowna	CYLW	Kelowna, BC	AOE	<ul style="list-style-type: none"> ▪ 24hours ▪ 120 staged off-loading
London (Passenger and Commercial Operations)	CYXU	London, ON	AOE/180	<ul style="list-style-type: none"> ▪ 450 staged off-loading ▪ 1200Z–0500Z, PNR prior to 2145Z
Montréal International (Mirabel) (Commercial only)	CYMX	Montréal, QC	AOE/C	<ul style="list-style-type: none"> ▪ CARGO–1300Z–2200Z Monday to Friday, except holidays ▪ Cargo aircraft and crews only

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Appendix A

Airport name	Identifier	Location	CFS AOE listing	Hours of service and comments
Montréal/ Pierre Elliott Trudeau International (Passenger and Commercial Operations)	CYUL	Montréal, QC	AOE	<ul style="list-style-type: none"> ▪ 24 hours ▪ PHAC and Health Canada permanent quarantine services available ▪ Designated as an international point of entry under the <i>International Health Regulations</i> (IHR) ▪ CANPASS Air in place
Ottawa/Macdonald-Cartier International (Passenger and Commercial Operations)	CYOW	Ottawa, ON	AOE/165	<ul style="list-style-type: none"> ▪ 24 hours ▪ 450 staged off-loading ▪ Secondary location 1200Z–0500Z, 1 hr PNR ▪ PHAC and Health Canada permanent quarantine services available
Québec/Jean Lesage International	CYQB	Québec, QC	AOE	<ul style="list-style-type: none"> ▪ 1300Z–0500Z‡
Regina International	CYQR	Regina, SK	AOE/120	<ul style="list-style-type: none"> ▪ 250 staged off-loading ▪ 08:00–24:00, local time
Saskatoon/John G. Diefenbaker International	CYXE	Saskatoon, SK	AOE/200	<ul style="list-style-type: none"> ▪ 300 staged off-loading 1400Z–0600Z ▪ Additional service 1200Z–1400Z, PNR by 2200Z
St. John's International	CYYT	St. John's, NL	AOE/165	<ul style="list-style-type: none"> ▪ 24 hours ▪ 450 staged off-loading
Sydney	CYQY	Sydney, NS	AOE/44	<ul style="list-style-type: none"> ▪ 200 staged off-loading ▪ 1200Z–2100Z, Monday to Friday, except holidays ▪ 1200Z–2000Z, Saturday and Sunday
Toronto/Lester B. Pearson International (Passenger and Commercial Operations)	CYYZ	Toronto, ON	AOE	<ul style="list-style-type: none"> ▪ 24 hours ▪ PHAC and Health Canada permanent quarantine services available ▪ Designated as an international point of entry under the <i>International Health Regulations</i> (IHR) ▪ CANPASS Air in place

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Appendix A

Airport name	Identifier	Location	CFS AOE listing	Hours of service and comments
Vancouver International (Passenger and Commercial Operations)	CYVR	Vancouver, BC	AOE	<ul style="list-style-type: none"> ▪ 24 hours ▪ PHAC and Health Canada permanent quarantine services available ▪ Designated as an international point of entry under the <i>International Health Regulations</i> (IHR) ▪ CANPASS Air in place
Victoria International	CYYJ	Victoria, BC	AOE/120	<ul style="list-style-type: none"> ▪ 24 hours ▪ 450 staged off-loading
Windsor	CYQG	Windsor, ON	AOE/325	<ul style="list-style-type: none"> ▪ 450 staged off-loading ▪ 08:00–24:00, local time
Winnipeg/James Armstrong Richardson International (Passenger and Commercial Operations)	CYWG	Winnipeg, MB	AOE	<ul style="list-style-type: none"> ▪ 24 hours ▪ CANPASS Air in place

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Appendix A2–Sample NOTAMs for air navigation services interruptions

This appendix provides examples of NOTAMs for air navigation services interruptions in the event of a pandemic or communicable disease event.

Issued by NAV CANADA

Reduced ATS system capacity

Example 1

050001 NOTAMN CZVR VANCOUVER FIR
CZVR DUE TO REDUCED SYSTEM CAPACITY AND ANTICIPATED TFC DEMANDS,
IFR ACFT CAN EXP DEP DLA OF UP TO 15 MIN AND ARR DLA OF UP TO 15 MIN
AT VANCOUVER INTL. ACFT INBOUND TO CYVR FM LOCATIONS OF LESS THAN
500 NM CAN ANTICIPATE GROUND DLA OF UP TO 15 MIN. IFR TRAINING FLT
NOT AUTH AT CYYJ, CYCD AND CYXX. VFR ACFT CAN ANTICIPATE
RESTRICTIONS AND SHOULD AVOID PLANNING FLT IN TML CLASS C AIRSPACE
YYMMDDHHMM TIL YYMMDDHHMM

Example 2

050001 NOTAMN CZVR VANCOUVER FIR
CZVR DUE TO REDUCED SYSTEM CAPACITY AND ANTICIPATED TFC DEMANDS,
VFR ACFT CAN ANTICIPATE RESTRICTIONS AND MAY BE DENIED FLT IN TML
CLASS C AIRSPACE YYMMDDHHMM TIL YYMMDDHHMM

Example 3

050001 NOTAMN CZVR VANCOUVER FIR
CZVR DUE TO REDUCED SYSTEM CAPACITY AND ANTICIPATED TFC DEMANDS,
IFR TRAINING FLT IN VANCOUVER TML AIRSPACE USING CYYJ, CYCD AND
CYXX NOT AUTH YYMMDDHHMM TIL YYMMDDHHMM

Example 4

050001 NOTAMN CZVR VANCOUVER FIR
CZVR DUE TO REDUCED SYSTEM CAPACITY AND ANTICIPATED TFC DEMANDS,
INTL IFR FLT TRANSITTING VANCOUVER FIR FM SEATTLE, OAKLAND AND
ANCHORAGE AIRSPACE MAY BE SPACED UP TO 15 NM IN TRAIL WITH
ANTICIPATED DLA OF 15 MIN OR MORE. INBOUND TRANSOCEANIC FLT CAN
ANTICIPATE MNM DLA. DOMESTIC IFR FLT ALONG W COAST AND TO
NORTHERN AD CAN ANTICIPATE GROUND OR AIRBORNE DLA OF UP TO 15 MIN.
YYMMDDHHMM TIL YYMMDDHHMM

Example 5

050001 NOTAMN CZEG EDMONTON FIR
CZEG DUE TO REDUCED SYSTEM CAPACITY IN EDMONTON ACC, ALL
WESTBOUND ACFT ORIGINATING IN EUROPE DESTINED TO USA LOWER 48
STATES OR CANADA SHALL ARRANGE FLT TO BE S OF NCA22 WESTBOUND NO
LATER THAN 0230 OR REMAIN CLR OF THE CZEG FIR E OF 105W
YYMMDDHHMM TIL YYMMDDHHMM

Issued by TCCA

Restructuring or reclassification of airspace

If a change to airspace structure or classification is required temporarily, a NOTAM shall be issued to indicate the change, as approved by Transport Canada.

Example 6

050001 NOTAMN CZWG WINNIPEG FIR
CZWG DAH IS AMENDED AS FOLLOWS:
GIMLI, MB CLASS D CTL ZONE IS ESTABLISHED AS FOLLOWS:
THE AIRSPACE WITHIN 5 NM RADIUS OF 503741N 970236W (GIMLI INDUS PARK
AD). SFC TO 5000 FT MSL. GIMLI TWR: VHF FREQ 126.2 (PRIMARY) AND 129.975
(SECONDARY) UHF FREQ 235.4 (PRIMARY) AND 263.5 (SECONDARY) HR OF
OPS: 1300/0100 DLY YYMMDDHHMM TIL APRX YYMMDDHHMM

Health protection flight restriction order pursuant to the *Emergencies Act*

Example 7

CYHQ – UNDER THE AUTH OF THE MINISTER OF TRANSPORT, PURSUANT TO
8(1)(A) OF THE EMERGENCIES ACT, NO AIR CARRIER SHALL OPR TO OR FM
CANADA AND THE FOLLOWING COUNTRIES: (List countries). ALL CARRIERS ARE
RESTRICTED FROM TRANSPORTING PASSENGERS WHO HAVE BEEN IN THE
COUNTRIES PREVIOUSLY REFERRED TO WITHIN THE LAST _(time)_____. AIR
CARRIERS CONTRAVENING THIS ORDER ARE LIABLE TO PENALTIES
DESCRIBED IN PARAGRAPH 8(1) (J) OF THE EMERGENCIES ACT.

Issued by the airport

Decontamination

Example 8

041748 CYHZYFYX
010249 NOTAMR 010127 CYYR GOOSE BAY
CYYR 5 WING GOOSE BAY IS APPLYING DECONTAMINATION PROTOCOLS FOR
FOOT AND MOUTH DISEASE. ALL FLT FM OR CONNECTING VIA EUROPE WILL
BE DECONTAMINATED. IF DECONTAMINATION HAS BEEN CARRIED OUT PRIOR
TO ARR IN GOOSE BAY, WRITTEN PROOF CONTAINING THE NAME OF THE
AGENCY, WHICH CARRIED OUT DECONTAMINATION, IS REQUIRED. TIL
YYMMDDHHMM

Appendix B

Appendix B1–Organizational Matrix

Appendix B2–Civil Aviation response matrices

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Appendix B1–Organizational capabilities matrix

Organization (internal/ external)	SPECIFIC CAPABILITIES AND ACTIVITIES			
	PREVENTION/ MITIGATION	PREPAREDNESS	RESPONSE	RECOVERY
World Health Organization	Establishes the <i>International Health Regulations</i> (Canada is a signatory nation).	Co-ordinates, on a global scale, nations' response to a pandemic or communicable disease event.	Identifies an outbreak and the countries affected. Defines the state requirements to mitigate the event.	Declares when an outbreak has subsided or been eliminated.
Health Canada	The protection of public health on aircraft and all other methods of transportation and their ancillary services (e.g. airports, flight kitchens) by implementing a range of public health activities (e.g. inspecting food, water and sanitation). Provides advice and information to the travel industry.	Maintains a trained cadre of designated environmental health officers respond to pandemic, quarantine and public health events of international concern on conveyances and ancillary services. Maintains working relationships with response partners. Maintains an MOU with TCCA on information exchange and procedures dealing with any conveyance that could cause the spread of a communicable disease. Holds capacity/protocol-testing exercises.	EHOs trained to respond at points of entry and departure to reduce the introduction and spread of communicable disease associated with conveyances goods and cargo, and ancillary services; Detain, decontaminate or destroy products that may cause a risk to health; and provides advice and information to Canadians and the travel industry.	Oversee disinfection of conveyances. Arranges for or participates in event debriefings and after-action reports.

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Organization (internal/ external)	SPECIFIC CAPABILITIES AND ACTIVITIES			
	PREVENTION/ MITIGATION	PREPAREDNESS	RESPONSE	RECOVERY
Public Health Agency of Canada–	Leads and implements the <i>Quarantine Act (2005)</i> relating to a pandemic or communicable disease event at international points of entry.	Co-ordinates the federal response to a pandemic or communicable disease event.	PHAC is the IHR National Focal Point and lead during a pandemic or outbreak of communicable disease. Inspects aircraft, baggage, and cargo and clears them as decontaminated.	Declares when an outbreak in Canada has subsided or been eliminated.

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Appendix B

Organization (internal/ external)	SPECIFIC CAPABILITIES AND ACTIVITIES			
	PREVENTION/ MITIGATION	PREPAREDNESS	RESPONSE	RECOVERY
PHAC–Office of Quarantine Services (OQS)	The OQS is not currently involved in the prevention phase of a pandemic	Maintains a quarantine service to respond to incidents involving sick international travellers suspected of carrying a communicable disease. Establishes pandemic-related border health measures. Works in collaboration with partners on planning the implementation of border health measures. Networks with key partners who play an integral role in quarantine response. Maintains an MOU with TCCA on information exchange and procedures dealing with any person, cargo or other thing on board an aircraft that could cause the spreading of a communicable disease, including the diversion of an aircraft.	Enforces the <i>Quarantine Act</i> (2005) by engaging the quarantine service. Works in collaboration with partners to implement border health measures. Determines whether to divert and/or detain an aircraft. Implements service capacity strategies.	The OQS is not currently involved in the recovery phase of a pandemic.

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Appendix B

Organization (internal/ external)	SPECIFIC CAPABILITIES AND ACTIVITIES			
	PREVENTION/ MITIGATION	PREPAREDNESS	RESPONSE	RECOVERY
TC Emergency Preparedness		<p>Maintain ongoing monitoring.</p> <p>Liaise with PHAC/PS.</p> <p>Liaise with the DSO/Corporate Pandemic influenza Committee.</p> <p>Establishes departmental working groups to plan and co-ordinate TC's operational response to an event.</p> <p>Provides the TCSC as a facility and support for response.</p>	<p>Ensure coordination of TC response as per DERRP.</p> <p>Increase monitoring.</p> <p>Arranges for a TMX CMT.</p> <p>Provides the TCSC and RTCSCs and logistical support.</p> <p>Prepares briefings for the TMX CMT, and/or senior management.</p>	<p>Arranges for event debriefings and after-action reports.</p>

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Appendix B

Organization (internal/ external)	SPECIFIC CAPABILITIES AND ACTIVITIES			
	PREVENTION/ MITIGATION	PREPAREDNESS	RESPONSE	RECOVERY
Civil Aviation Contingency Operations		<p>Develops and maintains the <i>Civil Aviation Contingency Plan for Pandemics and Communicable Disease Events</i>.</p> <p>Participates in working groups to develop response strategies.</p> <p>Develops and maintains MOU(s) and agreements for an event's response and co-ordination.</p> <p>Provides NCATS monitoring 24 hours a day, 7days a week.</p>	<p>Provides the event director for Civil Aviation and the initial response to an event.</p> <p>In co-ordination with the Director, National Operations and the DGCA, determines the level of response and activities to be conducted for the declared phase of the pandemic or communicable disease event.</p> <p>Co-ordinates information with other governments, departments, agencies, and stakeholders regarding the event.</p> <p>Takes action in support of Health Canada and PHAC requests for assistance.</p>	<p>Collects and collates all relevant information and records related to the event.</p> <p>Participates in event debriefings and after-action reports.</p> <p>Provides status updates to the DGCA and Director, National Operations on changes to any plans, MOUs, agreements or procedures as a result of an event.</p>

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Civil Aviation Contingency Plan for Pandemics and Communicable Disease Events

Appendix B

Appendix B2–Civil aviation response matrices

Airports emergency-response matrix

Critical Regulatory Services	Pandemic Phases	Stakeholders	Co-ordination	Authority	TC action by	Process	Required resources for BCP actions
Preparations for critical services	Phase 4	TC functional area in HQ, the Regions, or both Airport authorities	TCCA functional area Airport duty manager	Pandemic Plan activated	TCCA functional area	TCCA policies and procedures, directives, and BCP	TCCA
Monitoring airport activities	Phase 4	Airport authorities	Airport duty manager PHAC officer	Pandemic Plan activated	TCSC Airport ECCs PHAC EOC	TCCA policies and procedures, directives, and BCP	TCCA
Issuance of exemptions, approvals or authorizations	Phases 5 and 6	Airport authorities Airlines NAV CANADA	Airport EOCs TCSC and RTCSCs TC functional area in HQ, the Regions, or both TMX CMT, if activated NAV CANADA PHAC officer	<i>Aeronautics Act</i> CARs	TCCA duty or desk officer through functional area managers	CAD 1 and TMX CMT, if activated	TCCA
Facilitation of airport exit screening and diversion of aircraft under the direction of the Minister of Health	Phases 5 and 6	Airport authority Airlines NAV CANADA PHAC officer Foreign CAA's	TC functional area in HQ, the Regions, or both Airport ECCs NAV CANADA PHAC officer Foreign CAA's	<i>Quarantine Act (2005)</i>	TCCA duty or desk officer through functional area managers Aviation Security, Security Operations	Risk management Co-ordination Monitor airport isolation area	TCCA and Security Operations
Safety oversight	Phases 5 and 6	Airport authority Airlines NAV CANADA	TC functional area TCSC and RTCSCs Airport duty manager Airlines	<i>Aeronautics Act</i> CARs	Delegated officers or inspectors	Delegation of Authority directives	TCCA
Recovery–See section 3.2.4 and Appendix C3							

Civil Aviation Contingency Plan for Pandemics and Communicable Disease Events

Appendix B

Air operators emergency-response matrix

Critical Regulatory Services	Pandemic Phases	Stakeholders	Co-ordination	Authority	TC action by	Process	Required resources for BCP actions
Preparations for critical regulatory services	Phase 4	Airlines Commercial and general air operators AMOs	TC functional areas Airline operators and EOCs	Pandemic Plan activated	TCCA functional area	TCCA policies, procedures, directives, and BCP	TCCA
Monitoring airline activities	Phase 4	Airlines Commercial and general air operators AMOs	Airline operators PHAC EOC	Pandemic Plan activated	NCAMX	TCCA policies, procedures, directives, and BCP	TCCA
Issuance of exemptions approvals or authorizations	Phases 5 and 6	Airlines Commercial and general air operators AMOs	TC functional area in HQ, the Regions, or both Airline operators and EOCs TCSC and RTCSCs TMX CMT, if activated NAV CANADA PHAC officer	<i>Aeronautics Act</i> CARs Aviation OSH	TCCA duty or desk officer through functional area managers	CAD 1 and TMX CMT, if activated	TCCA
Aircraft diversion and quarantine at the airport	Phases 5 and 6	Airport authority Airlines Commercial and general air operators NAV CANADA PHAC officer Foreign CAAs	TC functional area in HQ, the Regions, or both Airline liaison office NAV CANADA PHAC representative Foreign CAAs	<i>Quarantine Act (2005)</i>	TCCA duty or desk officer through functional area managers Aviation Security, Security Operations	Risk management Co-ordination Monitor airport isolation area	TCCA and Security Operations

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Appendix B

Critical Regulatory Services	Pandemic Phases	Stakeholders	Co-ordination	Authority	TC action by	Process	Required resources for BCP actions
Licensing, certification, and delegation	Phases 5 and 6	Airlines Commercial and general air operators AMOs	TCCA functional area in HQ, the Regions, or both Airline operators CBAA AMOs and private air operators	<i>Aeronautics Act</i> CARs	TCCA duty or desk officer through functional area managers		
Safety oversight	Phases 5 and 6	Airlines Commercial and general air operators AMOs	TC functional area TCSC and RTCSCs Airlines AMOs	<i>Aeronautics Act</i> CARs	Delegated officers or inspectors	Delegation of Authority directives	TCCA
Emergency transportation priorities	Phases 5 and 6	Airlines Commercial and general air operators AMOs Other departments and agencies	TMX CMT, if activated TCSC and RTCSCs DND Other departments and agencies	Pandemic Plan activated	TCCA duty or desk officer through NAV CANADA	Co-ordination and consultation	TCCA
Recovery—See section 3.2.4 and Appendix C2							

Civil Aviation Contingency Plan for Pandemics and Communicable Disease Events

Appendix B

ANS emergency-response matrix

Critical Regulatory Services	Pandemic Phases	Stakeholders	Co-ordination	Authority	TC action by	Process	Required resources for BCP actions
Preparations for critical regulatory services	Phase 4	NAV CANADA ANS service providers	NAV CANADA NOC	Pandemic Plan activated	TCCA functional area	TCCA policies, procedures, directives, and BCP	TCCA
Monitoring of the ANS	Phase 4	NAV CANADA	NAV CANADA NOC FAA	Pandemic Plan activated	TCCA functional area	TCCA policies, procedures, directives, and BCP	TCCA
Issuance of exemptions, approvals or authorizations	Phases 5 and 6	NAV CANADA ANS service provider	NAV CANADA NOC TC functional area in HQ, the Regions, or both TMX CMT, if activated	<i>Aeronautics Act</i> CARs	TCCA duty or desk officer through functional area managers	CAD 1 and TMX CMT, if activated	TCCA
Aircraft diversion and quarantine at the airport		Airport authority Airlines Commercial and general air operators NAV CANADA PHAC officer Foreign CAAs	TC functional area in HQ, the Regions, or both NAV CANADA NOC Airline operators PHAC EOC Foreign CAAs	<i>Quarantine Act (2005)</i>	TCCA duty or desk officer through functional area managers Aviation Security, Security Operations	Risk management Co-ordination	TCCA and Security Operations
Restructuring, reclassifying or reassigning airspace		NAV CANADA Foreign CAAs	TC functional area in HQ Foreign CAAs	<i>Aeronautics Act</i> CARs	TCCA duty or desk officer through functional area managers	Airspace management policies, procedures, directives and MOUs Risk management Co-ordination	TCCA

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Critical Regulatory Services	Pandemic Phases	Stakeholders	Co-ordination	Authority	TC action by	Process	Required resources for BCP actions
Licensing, and delegation		NAV CANADA NOC ANS service providers	TC functional area in HQ, the Regions, or both NAV CANADA ANS service providers	<i>Aeronautics Act</i> CARs	TCCA duty or desk officer through functional area managers	TCCA policies, procedures, directives, and BCP	TCCA
Safety oversight		NAV CANADA NOC Service providers	TC functional area TCSC and RTCSs Airlines FAA	<i>Aeronautics Act</i> CARs	Delegated officers and inspectors	Delegation of Authority directives	TCCA
Emergency transportation priorities		Airlines NAV CANADA Other departments and agencies	TMX CMT, if activated TCSC and RTCSs DND Other departments and agencies	Pandemic Plan activated	TCCA duty or desk officer through NAV CANADA NOC	Co-ordination and consultation	TCCA
Recovery—See section 3.2.4 and Appendix C4							

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Appendix C

Appendix C1–Standard Operating Procedure for the Manager, CACO

Appendix C2–Standard Operation Procedure for Air Operator Specialist Responders

Appendix C3–Standard Operating Procedure for Aerodrome Safety Specialist Responders

Appendix C4–Standard Operating Procedure for Air Navigation Services Specialist Responders

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Appendix C1–Standard Operating Procedure (SOP) for the Manager, CACO

Purpose

The purpose of this SOP is to provide the Manager, CACO with additional guidance to address issues relating to a pandemic or communicable disease event. It covers TC operational procedures for immediate response, resumption of services, and recovery activities, as well as the co-ordination necessary to mitigate the effects of a pandemic or communicable disease event.

References

[International Health Regulations](#): developed by the WHO to maximize protection from the international spread of disease, while minimizing restrictions to international trade and travel. They are intended to standardize the procedures used by all countries in controlling certain worldwide diseases.

[Convention on International Civil Aviation](#): established by ICAO, which is charged with co-ordinating and regulating international air travel.

[Emergencies Management Act](#): gives accountability to each federal minister to plan and respond to emergencies in sectors regulated by their department.

[Aeronautics Act](#): empowers the Minister of Transport to regulate aeronautical services and products within Canada.

Scope

This SOP addresses issues relating to the provision of the national response for Civil Aviation during a pandemic or communicable disease event. It also addresses operational procedures for immediate response, resumption of services, and recovery activities.

Actions

The Manager, CACO—under the direction of the Director, National Operations and on behalf of the DGCA—is responsible for planning, responding to and co-ordinating Civil Aviation emergency activities during a pandemic or communicable disease event.

Notification

When notified of a pandemic or communicable disease event that gives cause for concern by the federal government and that requires preparation or response by Transport Canada Civil Aviation, the Manager, CACO shall:

- consult with the PHAC to determine the phase of the pandemic or communicable disease event and the current exposure to NCATS and international service providers with service to Canada;
- conduct an initial risk assessment in order to recommend the level of activity required by Civil Aviation to address the event;

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- instruct CACO staff to review the Civil Aviation Contingency Plan for Pandemics and Communicable Disease Events, all related MOUs and internal emergency response procedures to validate the arrangements therein, and initiate communication with stakeholders;
- assess the event in terms of resources required to respond to the proposed level of activity; and
- brief the Director, National Operations and the DGCA as to current risk and potential impact, recommended activity level and resources required, and the co-ordination arrangements established to date.

Response

It is recognized that resumption in some sectors may occur at different times, particularly when the pandemic or communicable disease has a dormant period between outbreaks. The response activity levels may vary throughout the event.

Once the TMX CMT has been convened and has determined the level of activity for Transport Canada, the Manager, CACO will:

- consult with the Director, EP;
- act as Event Director, Deputy Event Director or lead Civil Aviation responder, as required;
- determine the use of facilities and resource requirements dependant on the activity level;
- arrange for staffing of required positions in accordance with the activity level;
- participate in departmental committees established to co-ordinate a response to a pandemic or communicable disease event;
- initiate first contacts with stakeholders to validate co-ordination arrangements;
- ensure that, when a regulatory intervention is required, the responder responsible for conducting the intervention has the appropriate delegation of authority (and if not, re-route the intervention to the functional manager responsible for action);
- make arrangements to log all aviation-related actions; and
- brief the TMX CMT, NCAMX and the Director, National Operations on a pre-determined schedule.

Recovery and Resumption

Resumption will vary according to the severity and duration of the event on a given sector of the NCATS. Final recovery actions should not begin until the TMX CMT has declared the event over for Transport Canada. The Manager, CACO shall then:

- direct the closure and storage of all event logs;

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- arrange and conduct an event debrief;
- recommend amendments to the plan and related documentation and arrangements, if applicable, based on the debrief observations;
- make all necessary amendments as approved by the DGCA; and
- produce a Civil Aviation Response Report for the pandemic or communicable disease event.

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Appendix C2– Standard Operating Procedure (SOP) for Air Operator Specialist Responders

Purpose

The purpose of this SOP is to provide air operator specialist responders with additional guidance to address issues relating to commercial, business, and general aviation, as well as aircraft maintenance and manufacturing operations during a pandemic or communicable disease event. It covers TC operational procedures for immediate response, resumption of services, and recovery activities as well as the co-ordination necessary to mitigate the effects of a pandemic or communicable disease event.

References

[International Health Regulations](#): developed by the WHO to maximize protection from the international spread of disease, while minimizing restrictions to international trade and travel. They are intended to standardize the procedures used by all countries in controlling certain worldwide diseases. [Section 38 of the Regulations](#) stipulates that the pilot-in-command (PIC) of an aircraft or the pilot's agent must supply any information required by the State health authority related to the health conditions of passengers and crew on board an aircraft.

[Convention on International Civil Aviation](#): established by ICAO, which is charged with co-ordinating and regulating international air travel. Annex 9 to the Convention requires that the PIC of an aircraft ensure that a suspected communicable disease is reported promptly to air traffic control (ATC) in order to facilitate provision for the presence of any special medical personnel and equipment necessary for the management of public health risks on arrival.

[CARs: paragraph 705.07\(2\)\(l\)](#) requires that air operators have an emergency response plan that has the components set out in [subsection 725.07\(3\)](#) of the CARs Standards. The plan must outline the responsibilities of different responders and cover topics such as co-ordination and communication. The plan must also include procedures to activate and manage the emergency through ECCs, which are also known as EOCs. Just as with any other type of emergency, the decisions made by the air operator's senior management during a pandemic or communicable disease event are co-ordinated through ECCs and relayed to the appropriate TCSC or RTCSCs.

Scope

This SOP addresses issues relating to the provision of air operator services during a pandemic or communicable disease event. It also addresses operational procedures for immediate response, resumption of services, and recovery activities.

Response

Handling quarantined aircraft

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When either the PHAC or the provincial health authority has determined that an aircraft must be isolated and the persons on board detained for assessment because of a suspected or probable pandemic or communicable disease, the aircraft will be held off-gate and redirected, or towed to a selected mass-isolation area. The pilot, crew, and passengers are to remain on board the aircraft until medical personnel can conduct the assessment.

After a quarantined aircraft is released by the PHAC, TC and air operator management will co-ordinate their actions to ensure compliance with airworthiness standards.

Disinfection of aircraft and return to service

When directed by the Environmental Health Officer (EHO), air operators will ensure that they properly disinfect an aircraft on which a person with an infectious disease has travelled to prevent the transmission of any infectious disease into or out of Canada. The disinfection should be performed in accordance with manufacturers' and ICAO's guidelines. Air operators will ensure that disinfection is conducted in accordance with international and national standards, and overseen by Health Canada's Environmental Health Officers (EHO). Once the aircraft has been disinfected, Health Canada will determine if it can be returned to service.

Regulatory Action

The functional managers at TC will assess the impact of the pandemic or communicable disease on the aviation industry.

Standards Branch, Commercial Business and Aviation Division

The Certification Standards Division will consider giving exemptions to Canadian air operators who require an extension to the validity period of their employees' pilot proficiency checks (PPC), line checks, or annual training, provided the air operator requests the extension before the validity period has expired, and meets TC requirements. Should the need for an extension arise during a pandemic or communicable disease event, the request for exemption will be analyzed on a case-by-case basis in accordance with risk-assessment policies and procedures.

Standards Branch, Cabin Safety Standards Section

In a pandemic or communicable disease event, the Cabin Safety Standards Section will consider extending the validity period for flight attendant annual training, upon request.

Standards Branch, Maintenance and Manufacturing Standards Division

In the event that air operators cannot meet their maintenance requirements during a pandemic or communicable disease event, normal dispatch procedures must be followed, including removing aircraft from or returning them to service. The Aircraft Maintenance and Manufacturing Standards Division may, upon request, approve a deviation from maintenance requirements based on safety considerations.

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TC regional offices will handle deviations from maintenance requirements in the Regions, and Headquarters will co-ordinate any national deviations. Until there is no longer a need to deviate from maintenance requirements, regular levels of service will be suspended to address the added oversight activity.

Standards Branch, Aviation Occupational Health and Safety Division

Should an aircraft crew member refuse to work during a pandemic or communicable disease event, a Health and Safety Officer (HSO) will respond to the refusal, conduct an investigation, and render a decision, taking into account guidelines and procedures developed by TC and Human Resources and Skills and Development Canada (HRSDC)–Labour.

Standards Branch, Personnel Licensing Division

Instrument and instructor ratings can normally be extended for 90 days upon request. However in the event of a pandemic or communicable disease, an exemption can be issued to provide additional time limits. Authorized persons in the Standards Branch, Personnel Licensing Division, may provide extensions to permits, licences, and aircraft type ratings. The normal time limit on extensions is 90 days. In the event of an emergency, an exemption can also be issued to extend these time limits.

Civil Aviation Medicine Branch

Under existing regulations, pilots may apply for an extension of up to 60 days for the validity period of their medical certificate.

International Operations Branch

During a pandemic or communicable disease event, the International Operations Branch will act as a liaison, as required, between TCCA and ICAO, foreign civil aviation authorities, and foreign air operators.

Licensing exemptions

In the event that Canadian air operators are unable to provide regularly scheduled services to destinations in Canada because of a pandemic or communicable disease event, the Minister of Transport may grant an exemption from the requirements of being Canadian and holding a Canadian aviation document so that the CTA can grant an exemption from the requirement to hold a domestic licence under [paragraph 57\(a\) of the Canada Transportation Act](#). Any air carrier permitted to operate to, from, or within Canada during a pandemic or communicable disease must meet the insurance requirements set out in [section 7 of the Air Transportation Regulations](#), or any other level of insurance that may be indicated by the Minister of Transport.

Recovery and resumption

The recovery phase commences during the resumption phase. The outcome of both the resumption and recovery phases is a complete return of aviation operations to pre-pandemic or pre-communicable-disease-event levels. As part of the recovery phase, a debriefing session will be followed by a wrap-up report outlining any deficiencies that occurred during the pandemic or communicable disease event. Appendix C3–Standard Operating Procedure (SOP) for Aerodrome Safety Specialist Responders

Appendix C3– Standard Operating Procedure (SOP) for Aerodrome Safety Specialist Responders

Purpose

The purpose of this SOP is to provide aerodrome safety specialist responders with additional guidance to address issues relating to aerodromes. It covers TC operational procedures for immediate response, resumption of services, and recovery activities as well as the co-ordination necessary to mitigate the effects of a pandemic or communicable disease event.

References

[International Health Regulations](#): developed by the WHO to maximize protection from the international spread of disease, while minimizing restrictions to international trade and travel. They are intended to standardize the procedures used by all countries in controlling certain worldwide diseases. [Section 38 of the Regulations](#) stipulates that the Pilot in Command (PIC) of an aircraft or the pilot's agent must supply any information required by the State health authority related to the health conditions of passengers and crew on board an aircraft.

[Convention on International Civil Aviation](#): established by ICAO, which is charged with co-ordinating and regulating international air travel. Annex 9 to the Convention requires that the PIC of an aircraft ensure that a suspected communicable disease is reported promptly to ATC in order to facilitate provision for the presence of any special medical personnel and equipment necessary for the management of public health risks on arrival.

Scope

This SOP addresses issues relating to the provision of services at aerodromes during a pandemic or communicable disease event. It also addresses operational procedures for immediate response, resumption of services, and recovery activities.

Response

Airport entry or exit screening

Airport and air operators may only initiate actions related to health screening or the diversion of aircraft under the authority and direction of the PHAC. Under the [Quarantine Act \(2005\)](#), the Minister of Health is empowered to enforce the following measures to prevent the introduction and spread of communicable diseases:

- designate qualified persons, or classes of qualified persons as analysts, Screening Officers (SO), or EHOs;
- designate medical practitioners or other qualified health-care practitioners, or classes of such persons, as QOs;
- designate medical practitioners as review officers;

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- give a certificate of designation to every SO who is not also a customs officer, and to every QO and EHO. Such officers are then required to produce the certificate, on request, to the person in charge of the place or conveyance that the officer inspects and to any person that the officer questions;
- establish a quarantine station at any place in Canada;
- oblige the operator of the facility in which a customs office, within the meaning of subsection 2(1) of the *Customs Act*, is located to provide and maintain free of charge any area or facility, along with its fixtures, that the Minister considers necessary for establishing a quarantine station, when required in writing by the Minister;
- designate any place in Canada as a quarantine facility;
- compensate any person for the Minister's use of the place as a quarantine facility;
- consult with the provincial public health authority of the province in which the place is situated before taking possession of it;
- designate any point in Canada as an entry point; and
- designate any point in Canada as a departure point if, in the opinion of the Minister, it is necessary to prevent the spread of a communicable disease.

The [Quarantine Act \(2005\)](#) requires that conveyance operators arriving at or departing from Canada inform a quarantine officer, or cause a quarantine officer to be informed, as soon as possible of any reasonable grounds to suspect that:

- any person, cargo, or other thing on board the conveyance could cause the spreading of a communicable disease listed in the schedule;
- a person on board the conveyance has died; or
- any prescribed circumstances exist.
- If it is not possible for the operator to inform a quarantine officer before the conveyance's arrival at its destination in Canada, the operator must do so immediately on the conveyance's arrival at that destination.
- Specific screening requirements cannot be determined in advance of a pandemic or communicable disease outbreak. Instead, the PHAC will provide such information in consultation with Health Canada and the WHO based on the particular details of the event, including its epidemiology, mode of transmission, and the possible exposure history of individuals being screened.

Once directed by the PHAC, aerodromes implementing exit screening measures should:

- do so in accordance with the recommendations of the WHO, Health Canada, and the PHAC; and

- establish a system for assessing passengers who screen positive based on advice provided by the PHAC.

Aircraft diversion

In accordance with [section 35 of the Quarantine Act \(2005\)](#), and the NAV CANADA, TC, and PHAC MOU, NAV CANADA may be requested, at the discretion of the PHAC and in co-ordination with TC, to divert aircraft to the nearest suitable aerodrome.

The following should be taken into account when diverting an aircraft, no matter the reason:

- the diversion must be carried out in consultation with the PHAC, CACO and NAV CANADA;
- landing rights should not be denied to any aircraft that may have on board one or more persons who are ill with a communicable disease, such as influenza, that may pose a serious health risk; and
- if an aerodrome does not have the facilities to handle such a situation, the safe diversion of the affected aircraft to an aerodrome that has appropriate facilities may be required (see Appendix A1–*Canadian diversionary airports of the Civil Aviation Contingency Plan for Pandemics and Communicable Disease Events*).

Issuing exemptions, approvals, and authorizations

If a pandemic or communicable disease event requires activation of this Plan, TC's objective is to ensure sustainable, continuous, safe, and efficient aerodrome operations in support of the aviation system in Canada. Every effort should be made by both TC Headquarters and the Regions to ensure that all aerodromes operate in accordance with the requirements of Part III of the CARs.

For as long as the pandemic or communicable disease event affects Canadian aerodromes, TC will:

- increase the safety oversight monitoring at major and regional aerodromes; and
- conduct special or focused inspections, as circumstances require.

In accordance with [CAD 1](#)–Exemptions from Regulatory Requirements, CARs Part III exemptions may be required. The appropriate regional Aerodromes and Air Navigation Services Division will consider and approve the exemption in consultation with Headquarters. The exemption is intended to enable aerodromes to continue to operate safely during a pandemic or communicable disease event, and identifies a means of achieving an acceptable or equivalent level of safety.

Aerodrome operators retain the obligation and responsibility to ensure that they adhere to all relevant regulations and standards pertaining to their aerodrome certification at all times.

Recovery

The outcome of both the resumption and recovery phases is a complete return of aviation operations to pre-pandemic or pre-communicable-disease-event levels. As part of the recovery phase, a debriefing session will be followed by a wrap-up report outlining any deficiencies that occurred during the pandemic or communicable disease event.

Appendix C4—Standard Operating Procedure (SOP) for Air Navigation Services Specialist Responders

Purpose

The purpose of this SOP is to provide air navigation services specialist responders with the procedures for regulatory actions that may involve issuing exemptions to all or parts of the services, as defined in the [Civil Air Navigation Services Commercialization Act](#). These exemptions may deal with the provision of one or more of the following services in Canadian airspace, or in airspace delegated to Canada:

- aeronautical communication services;
- aeronautical information services (AIS);
- aeronautical radio navigation services;
- ATC services;
- aviation weather services;
- emergency assistance services; and
- flight information services (FIS).

All of the above-noted services are provided through one of the following air navigation infrastructures:

- area control centre (ACC);
- ATC tower;
- flight information centre (FIC);
- flight service station (FSS); and
- Communications/Navigation/Surveillance (CNS) and air traffic management (ATM) systems.

References

Under the delegated authority of the Chief of Standards Branch, Aerodromes and Air Navigation Division, airspace structure and classification is legally changed and defined by amendment to the [Designated Airspace Handbook](#) (DAH-TP 1820) and in accordance with [sections 601.01](#) and [601.02](#) of the [CARs](#).

NOTAMs are issued pursuant to [section 803.01](#) of the [CARs](#) and developed in accordance with Chapter 5, Annex 15, of ICAO's [Convention on International Civil Aviation](#).

NAV CANADA is the agency responsible for planning and managing Canadian airspace in accordance with section 13 of the [Civil Air Navigation Services Commercialization Act](#).

Scope

This SOP addresses issues relating to the provision of air navigation services during a pandemic or communicable disease event. It also addresses operational procedures for immediate response, resumption of services, and recovery activities.

TC managers have developed a table that identifies the air navigation services that correspond with TC's area of responsibility, as well as the potential risks and means to mitigate those risks, should air navigation services not be available. (Refer to the document attached, "Air Navigation Services Interruption Contingencies"). Using the table will ensure that information is passed on to the responsible manager for action. This will allow for a unified communications approach across the Department and consistent statements from managers and spokespersons informing the general public and stakeholders about decisions rendered.

Response

Assessment of impacts, risk management, and decision-making

When a pandemic or communicable disease event occurs, timely risk management and decision-making are imperative. If events do not allow time to document the process, the philosophy and steps in [Risk Management Type 2A \(Short Process\) TP 13905](#) should be followed, at a minimum.

Regulatory Actions

TC regulatory actions may require reclassifying or restructuring airspace.

Airspace restrictions will not normally be imposed as a result of a pandemic or communicable disease event. However, if it is determined that airspace restrictions are required, normal procedures should be followed, as described in the ANS and Airspace Policies and Procedures Manual TP 13391.

As a pandemic or communicable disease event begins to be felt throughout the NCATS, normal flow-control measures taken by NAV CANADA through their National Business Resumption Strategy should ensure these priorities are maintained. It is assumed that the system will continue to operate as normal until government intervention is required. Once government intervention becomes necessary, the TMX CMT in consultation with the NAV CANADA NOC will make the authorization of priority flights.

In addition to regulatory actions, air navigation services specialist responders will coordinate with their stakeholders to ensure an appropriate Civil Aviation response.

Issuing exemptions

Once the PHAC has declared that the pandemic or communicable disease event has entered Phase 5, air navigation services providers and operators who cannot meet the requirements of CARs [Parts IV](#) and [VIII](#) may request exemptions to the following services:

- aeronautical communication services,
- AIS,
- aeronautical radio navigation services,
- ATC services,
- aviation weather services,
- emergency assistance services, or
- FIS.

Recovery and resumption

The recovery phase commences during the resumption phase. The outcome of the resumption and recovery phases is a complete return of air navigation services operations to pre-pandemic or pre-communicable-disease-event levels. As part of the recovery phase, a debriefing session will be followed by a wrap-up report outlining any deficiencies that occurred during the pandemic or communicable disease event.

Normal air navigation services and flight operations will be resumed as requested by the air navigation services providers and as determined by the TMX CMT.

Appendix C

Air Navigation Services Interruption Contingencies

Air Navigation Services and Airspace

Systems and Services Affected	Potential Impact	Operational Risks	Mitigation and Planned Actions
ATC Services – National	<ul style="list-style-type: none"> ▪ Control services restricted to emergency and humanitarian flights operating in accordance with CANSCA provisions at ACCs and control towers. ▪ NAV CANADA may provide limited control services within its capabilities ▪ Major air carriers may cease operations ▪ Possible increase in air taxi operations, especially at locations close to shared Canada–US borders ▪ Restricted aircraft movements at major aerodromes ▪ Possible service restrictions at aerodromes served by FICs, FSSs and associated RCOs 	<ul style="list-style-type: none"> ▪ Possible traffic increase in uncontrolled airspace ▪ Potential increase in VFR operations 	<ul style="list-style-type: none"> ▪ Restrict controlled airspace to emergency and humanitarian flights operating in accordance with CANSCA provisions ▪ Monitor activities in uncontrolled airspace ▪ Enhance system safety by relying heavily on regulatory procedures
ATC Services – Limited (Site or Region)	<ul style="list-style-type: none"> ▪ Potential NAV CANADA imposition of flow control into a specific area ▪ Potential NAV CANADA imposition of en route holds ▪ Restricted aircraft movements at related major aerodromes ▪ Possible service restrictions at related aerodromes served by FICs, FSSs and associated RCOs 	<ul style="list-style-type: none"> ▪ Possible traffic increase in uncontrolled airspace ▪ Potential VFR operations increase in adjacent airspace ▪ Possible increase in demand at feeder and peripheral aerodromes 	<ul style="list-style-type: none"> ▪ As necessary, reclassification of controlled airspace to meet NAV CANADA’s requirements
Flight Information and Operational Support Services – National	<ul style="list-style-type: none"> ▪ Pre-flight service to emergency and humanitarian flights only ▪ Flight briefings and weather information unavailable ▪ VFR alerting services are unavailable ▪ Manned weather observation program limited to contractors ▪ Ground station not available in MF area, resulting in no AAS ▪ Vehicle control services only at airports with FSS ▪ NAVAID monitoring restricted ▪ Runway lights are unavailable at airports with FSS only and no ARCAL ▪ Remote FSS services are unavailable (RAAS, FISE) ▪ SVFR is restricted ▪ ATC support is unavailable ▪ Accessibility of NOTAM, RSC, and JBI very limited 	<ul style="list-style-type: none"> ▪ Potential increase in VFR operations in terminal areas (arrival and departure phase of IFR flights at uncontrolled aerodromes served by a FSS) ▪ Possibility of flying without pre-flight briefings ▪ High risk of runway incursions ▪ Increased workload in ACC’s and therefore, more flow control likely ▪ Restricted precision approaches ▪ Increased conflicting traffic ▪ Alerting services left with responsible persons only ▪ Increase in frequency congestion (MF and en route) ▪ Landings and take-offs (at some aerodromes) restricted to day and VFR operations due to runway lights being unavailable 	<ul style="list-style-type: none"> ▪ If required, restrict some controlled airspace to emergency and humanitarian flights operating in accordance with CANSCA provisions ▪ Monitor activities at aerodromes with class E control zones ▪ Monitor activities in uncontrolled airspace ▪ Enhance system safety by relying heavily on regulatory procedures

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Systems and Services Affected	Potential Impact	Operational Risks	Mitigation and Planned Actions
Flight Information and Operational Support Services – Limited (Site or Region)	<ul style="list-style-type: none"> As above, but on a smaller scale 	<ul style="list-style-type: none"> As above, but on a smaller scale 	<ul style="list-style-type: none"> Monitor activities at aerodromes with class E control zones Monitor activities in uncontrolled airspace
Surface Weather Observations Reporting Networks – National	<ul style="list-style-type: none"> Surface weather observations not disseminated TAFs not amended in a timely fashion, eventually cancelled, or may not be produced SIGMETs and AIRMETs possibly not produced Pre-flight weather information and briefing service unavailable Disrupted international operations 	<ul style="list-style-type: none"> IFR having to file distant trans-border aerodrome alternates or act according to the area forecast alternate aerodrome weather minima requirements IFR and VFR unable to receive weather briefings and latest weather conditions for any sites, except by direct communication Increase of VFR flights in possible adverse weather conditions 	<ul style="list-style-type: none"> On a case by case basis, consider amending the alternate aerodrome weather minima requirements to permit filing alternates according to lower minima than current area forecast requirements (AIP MET 3.14.1) Liaise with NAV CANADA and Environment Canada regarding their course of action for mitigation
Surface Weather Observations Reporting Networks – Limited (Site or Region)	<ul style="list-style-type: none"> Surface weather observations not disseminated TAFs not amended in a timely fashion, eventually cancelled SIGMETs and AIRMETs possibly not produced. Pre-flight weather information for given sites not available Incomplete weather briefings to users International operations disrupted 	<ul style="list-style-type: none"> IFR having to file distant alternates or according to act area forecast alternate aerodrome weather minima requirements IFR and VFR unable to receive latest conditions for given sites while en route to destination (only by direct contact with ground station) Increase of VFR flights in possible adverse weather conditions 	<ul style="list-style-type: none"> On a case by case basis, consider amending the alternate aerodrome weather minima requirements to permit filing alternates according to lower minima than current area forecast requirements (AIP MET 3.14.1) Liaise with NAV CANADA and Environment Canada regarding their course of action for mitigation
Surface Weather Observing System – National	<ul style="list-style-type: none"> Altimeter settings unavailable for IFR approaches TAFs, SIGMETs, AIRMETs most likely not produced by Environment Canada Pre-flight weather information and briefing service unavailable International operations disrupted 	<ul style="list-style-type: none"> IFR flights having to divert to different US destinations IFR and VFR unable to receive weather briefings and latest weather conditions nationwide IFR and VFR operations taking place without knowledge of weather conditions along flight route. Destination weather possibly available from non-official sources (e.g., company dispatcher, friends, and family) 	<ul style="list-style-type: none"> Observations not taken in accordance with MANOBS 9.1, CARs 804 (enforcement) Liaise with NAV CANADA and Environment Canada regarding their course of action for mitigation
Surface Weather Observing System – Limited (Site or Region)	<ul style="list-style-type: none"> Altimeter settings not available for IFR approaches into certain locations TAFs not amended in a timely fashion, eventually cancelled, or may not be produced Pre-flight weather information for given sites not available Incomplete weather briefings to users International operations disrupted 	<ul style="list-style-type: none"> IFR flights having to divert to different destinations (safety concern is associated with emergencies, fuel exhaust, and time) IFR and VFR unable to receive weather briefings and latest weather conditions for given locations Increase of VFR flights in possible adverse weather conditions 	<ul style="list-style-type: none"> Observations not taken in accordance with MANOBS 9.1, CARs 804 (enforcement) Liaise with NAV CANADA and Environment Canada regarding their course of action for mitigation

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Systems and Services Affected	Potential Impact	Operational Risks	Mitigation and Planned Actions
CNS and ATM Systems – National	<ul style="list-style-type: none"> No access in IFR conditions No access where OC requires NAVAIDs No flow management with US and NAT 	<ul style="list-style-type: none"> Attempted VFR operations in IFR conditions No scheduled traffic to Canadian destinations Loss of Canadian alternates along US border or for NAT flights 	<ul style="list-style-type: none"> Increased monitoring of aircraft operations and meteorology NOTAM issued by NAV CANADA to the international community
CNS and ATM Systems – Limited (Site or Region)	<ul style="list-style-type: none"> No access in IFR conditions No access where OC requires NAVAIDs Loss of tactical control Limited flow management Loss of remote status monitoring and control 	<ul style="list-style-type: none"> Attempted VFR operations in IFR conditions Loss of Canadian alternates along US border or for NAT flights Re-routings to alternates outside affected area Delays due to procedural control, especially in the NAT Operations to destinations and alternates with unknown NAVAID status 	<ul style="list-style-type: none"> Increased monitoring of aircraft operations and meteorology NOTAM issued by NAV CANADA NAV CANADA may restrict flow Monitor PIREPs and advise CACO to advise NAV CANADA

General Aviation

Systems and Services Affected	Potential Impact	Operational Risks	Mitigation and Planned Actions
ATC Services – National and Limited <ul style="list-style-type: none"> Flight Training 	<ul style="list-style-type: none"> Traffic restrictions may be applied Flight training would probably be a low priority, meaning a commercial flight training services would be severely affected Greatest impact would be on schools conducting instrument rating training (compare to French doc) 	<ul style="list-style-type: none"> Mid-air collisions are the greatest operational risk when flight training operations proceed in high-traffic areas without ATC services Economic impact on students as examiners would have to exercise greater vigilance for traffic and the candidates would likely face longer flight test times 	<ul style="list-style-type: none"> Re-designation of controlled airspace to uncontrolled airspace would permit flight training operations to proceed Where traffic restrictions are imposed, a flight training unit could conduct some flight training operations from suitable uncontrolled aerodromes in the local flying area
ATC Services – National and Limited <ul style="list-style-type: none"> Flight Testing 	<ul style="list-style-type: none"> Unless traffic restrictions are imposed, flight testing for recreational, private, commercial, multi-engine, and instructor rating purposes can be accomplished without difficulty Instrument rating flight tests could be conducted only under VMC conditions with examiners simulating the IFR clearances 	<ul style="list-style-type: none"> Economic impact on students as examiners would have to exercise greater vigilance for traffic and the candidates would likely face longer flight test times 	<ul style="list-style-type: none"> Where radio procedures are assessed, the examiner could simulate the exercise For instrument rating flight tests, examiners can simulate clearances and operate under VMC conditions
Flight Information and Operational Support Services – National and Limited <ul style="list-style-type: none"> Flight Training and Testing 	<ul style="list-style-type: none"> The ability to obtain pertinent flight information and access to services normally provided by FSS will be limited Students, instructors, and examiners may not be able to file flight plans 	<ul style="list-style-type: none"> Training operations may be restricted to day VFR due to some services being unavailable There may be delays obtaining IFR clearances from the ACCs Economic impact on students as examiners would have to exercise greater vigilance for traffic and the candidates would likely face longer flight test times 	<ul style="list-style-type: none"> Weather information and other pertinent information would have to be obtained from other sources Day VFR training should continue with minor delays Flight itineraries may be filed in place of flight plans IFR training and examinations may be conducted in VFR conditions with the instructor or DFTEI simulating clearances

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Systems and Services Affected	Potential Impact	Operational Risks	Mitigation and Planned Actions
<p>Surface Weather Observations – National and Limited</p> <ul style="list-style-type: none"> ▪ Flight Training and Testing 	<ul style="list-style-type: none"> ▪ Difficult, if not impossible, to conduct IFR training and examinations in IMC or VMC conditions ▪ VFR training and examinations may be delayed, especially for cross-country flights 	<ul style="list-style-type: none"> ▪ IFR flights may be at risk when conducting instrument approach procedures without altimeter settings and encountering weather conditions that may exceed the capabilities of the aircraft and pilot ▪ There is an increased risk of VFR flights encountering adverse weather conditions ▪ Economic impact on students as examiners would have to exercise greater vigilance for traffic and the candidates would likely face longer flight test times 	<ul style="list-style-type: none"> ▪ Flight training may be limited to local VFR operations, eliminating the risk of encountering adverse weather conditions en route ▪ IFR training and examinations may be conducted in VFR conditions with the instructor or DFTEI simulating clearances
<p>CNS and ATM Systems – National and Limited</p> <ul style="list-style-type: none"> ▪ Flight Training and Testing 	<ul style="list-style-type: none"> ▪ IFR training and examinations delayed because NAVAIDS unavailable ▪ If ATC is required to separate traffic procedurally, IFR training and examinations will be restricted or delayed 	<ul style="list-style-type: none"> ▪ Economic impact on students as examiners would have to exercise greater vigilance for traffic and the candidates would likely face longer flight test times 	<ul style="list-style-type: none"> ▪ If GPS is available, students may be able to continue with GPS training. ▪ If NAVAIDS are available, but ATC service reduced, training and examinations may be conducted in VFR conditions with the instructor or DFTEI simulating clearances
<p>ATC Services – National and Limited</p> <ul style="list-style-type: none"> ▪ Air Shows 	<ul style="list-style-type: none"> ▪ Prevent the operation of air show aircraft at some sites such as control zones 	<ul style="list-style-type: none"> ▪ At air shows taking place in control zones, the director of flight operations usually has more control over flight activities than the air traffic controller. ▪ The risk of permitting an air show to take place without an air traffic controller is negligible 	<ul style="list-style-type: none"> ▪ Re-designating the airspace around an airport for the period of the air show would permit the air show to be conducted without an air traffic controller ▪ Re designation could be to class F, restricted against traffic other than air show traffic, or class G, uncontrolled, to provide adequate levels of safety that are equivalent to what is provided with more complete ATC services
<p>ATC Services – National and Limited</p> <ul style="list-style-type: none"> ▪ Parachuting and Aerobatics in Controlled Airspace 	<ul style="list-style-type: none"> ▪ Coordination with the ATC provider is required for these operations in controlled airspace and coordination is documented with a special flight operations certificate, which requires certain ATC procedures ▪ The absence of an ATC agency would make this coordination impossible 	<ul style="list-style-type: none"> ▪ Airspace is generally designated as controlled because of an anticipated increase in traffic ▪ The removal of ATC services generally means an anticipated reduction in air traffic ▪ Therefore, the requirements normally associated with uncontrolled airspace would not increase the risk to an unacceptable level 	<ul style="list-style-type: none"> ▪ Standard procedures associated with uncontrolled airspace, including broadcasting intentions on common frequencies

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Appendix C

Systems and Services Affected	Potential Impact	Operational Risks	Mitigation and Planned Actions
Flight Information and Operational Support Services – National and Limited Surface Weather Observations – National and Limited ▪ Recreational Aviation	<ul style="list-style-type: none"> ▪ Limited ability to obtain pertinent flight information and access to services normally provided by FSS ▪ Difficulty obtaining weather information, NOTAMs, and other similar information ▪ Difficulty filing flight plans ▪ Having information about significant weather unavailable may make it difficult, if not impossible, to conduct IFR training and examinations in IMC or VMC conditions ▪ VFR training and examinations may be delayed, especially for cross-country flights 	<ul style="list-style-type: none"> ▪ The small proportion of long distance operations may find that certain information is not available ▪ The small proportion of IFR traffic may be limited ▪ VFR and IFR operations may continue without obtaining pertinent information ▪ Negligible risk from a lack of weather information from FSS facilities as detailed weather and flight information is obtained from FSS facilities to a lesser extent than for other segments of Canadian aviation 	<ul style="list-style-type: none"> ▪ Re-designating the existing controlled airspace to uncontrolled airspace would permit recreational aviation activities to proceed with minimal increase in risk ▪ Minimal impact on recreational aviation
Flight Information and Operational Support Services – National and Limited Surface Weather Observations – National and Limited ▪ Special Flight Operations	<ul style="list-style-type: none"> ▪ Special aviation events may no longer be advertised by NOTAM ▪ Flight and weather information would not be available from FSS facilities 	<ul style="list-style-type: none"> ▪ Lack of NOTAM event advertisements would cause negligible risk as NOTAMs are not the prime source of information about special aviation events ▪ Coordinators of special aviation events are required to make their own alternate arrangements for flight and weather information 	<ul style="list-style-type: none"> ▪ Overall impact on special aviation events should be minimal

Commercial and Business Aviation

Systems and Services Affected	Potential Impact	Operational Risks	Mitigation and Planned Actions
ANS – National and Local	<ul style="list-style-type: none"> ▪ Increased activities of aircraft operators at satellite aerodromes ▪ Operators misuse the emergency and humanitarian flight designations ▪ Aircraft operators may execute flights in marginal weather, particularly in remote areas 	<ul style="list-style-type: none"> ▪ Operations in contravention of CARs ▪ Operators with a valid requirement may experience flight delays that affect safety ▪ Possibility of accidents 	<ul style="list-style-type: none"> ▪ Increased enforcement surveillance by commercial and business aviation inspectors ▪ Increased surveillance to monitor flights for valid emergency and humanitarian designations ▪ Restricted commercial operations where ATC services are deemed essential to safety and are no longer provided ▪ Increased monitoring

Appendix D—Public Communications Plan

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Appendix D–Communications Strategy

Background on Pandemic Influenza

A **pandemic** occurs when a new virus emerges and starts spreading as easily as common influenza. Because the virus is new, the human immune system will have no pre-existing immunity. This makes it likely that people who contract a pandemic virus will experience more serious symptoms than those caused by a common virus.

This document outlines Civil Aviation’s (CivAv) communications approach and recommends activities intended to keep both internal and external target audiences informed and to facilitate communication channels between all concerned parties. The department and the Treasury Board Secretariat (TBS) have developed a broader framework.

Target Audiences

Internal:

- All CivAv employees
- CivAv managers at all levels
- CivAv Occupational Health and Safety (OHS)
- Contract workers

External:

- General public (Canadians and travelling public)
- Industry stakeholders (airport authorities, operators, etc.)
- Media
- Unions

Communications Objectives

Internal:

- To reassure all CivAv employees that they will receive information as it becomes available, before, during, and after a pandemic.
- To inform all employees of the communications tools and information resources available to them.
- To let employees know that Transport Canada works in collaboration with the Public Health Agency of Canada (PHAC) and other federal departments and agencies to prepare for a pandemic or a communicable disease event.

TC Managers at all levels

- Management teams are encouraged to discuss possible approaches (or courses of action) in the event that they are faced with a crisis involving employees’ health.

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- It is imperative that Business Continuity Plans be reviewed regularly and kept up-to-date.
- Managers need to inform employees of their role in Business Continuity Plan, and address any concerns they may have.
- Managers should encourage their staff to become informed/educated on a pandemic or a communicable disease event.
- Managers should contact Labour Relations or OHS Advisor for information.

External:

- To reassure Canadians and the travelling public that the Government of Canada is deploying every effort to help keep them safe.
- To keep airport authorities and airline operators informed of any new guidelines, directives or temporary regulations.
- To work with PHAC as the lead agency; respond factually to media requests as they arise and defer them to other government departments as appropriate; and prepare communication products as requested.

Strategic Considerations

Internal:

1) Communicating with Employees

- **Proactive communication with employees** is essential. Informing and educating employees –**now**, before a pandemic or a communicable disease event begins is key to ensuring they are prepared to deal with a pandemic or a communicable disease event. Once the pandemic or communicable disease event begins, employees will have many questions that will need to be answered and it will be extremely important to provide them with ongoing and timely updates.
- **Inform without alarming:** information should be presented in an informational manner so that employees are informed, but not alarmed.
- **Employees should know** that, **1)** during a pandemic or a communicable disease event, the department will do everything possible to protect their health and safety while meeting its core operational requirements, but that **2)** priorities may have to be adjusted based on the number of employees who are affected by a pandemic or a communicable disease event; and **3)** some employees may be asked to take on other duties.
- **Reach the entire audience** by using a variety of communications tools and ensure two-way communications.
- **Reduced staff:** Transport Canada needs to plan how to deal with high rates of absenteeism at the peak of a pandemic or a communicable disease event. This may affect the branch's ability to operate normally, including its ability to communicate with employees in a timely fashion.

Human Resources, the BCP Coordinator, Communications and Civil Aviation working closely together, will ensure employees are informed on issues which will affect them personally like leave, pay and benefits, safety and health in the workplace, and support to critical services.

2) Communicating with Managers

Managers should know how to respond to employees on questions about a pandemic or a communicable disease event as it relates to their work and/or ability to work. For example, employees will likely have questions about benefits, sick leave, alternate work arrangements, and policies.

3) Communicating with the Regions

Regional coordination during pandemic: regular teleconferences will be held with regional counterparts to discuss the situation and to coordinate efforts within CivAv.

4) Communicating with Bargaining Agents: consultation with bargaining agents will be a very important issue. They should be included early on in the planning/consultation so that we come to agreements on certain employee issues. They could also be asked to promote messages.

5) Post pandemic or communicable disease event Communications

As business returns to normal, timely communications will be required with employees and among key players, including the TC core support group, OGDs and other levels of government.

Partnership

Co-ordination with OGDs: Treasury Board Secretariat, Public Safety, PHAC, and provincial and municipal governments

Regular and ongoing co-ordination on HR issues with OGDs will be done by TC Human Resources. This will be required prior to, during and following a pandemic or a communicable disease event.

Messaging will have to be consistent throughout the federal public service, so ongoing and timely communication with Treasury Board Secretariat (TBS) and other central agencies will be essential.

Regular and ongoing co-ordination on internal and external Communications issues with OGDs will be done by Communications and Marketing. This will be required prior to, during and following a pandemic or a communicable disease event.

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Regular and ongoing co-ordination on operational issues will be done by the TC Situation Centre with Emergency Operations Centres at OGDs. This will also be required prior to, during and following a pandemic or a communicable disease event.

The approval processes must be streamlined to allow communications to happen quickly. These processes should be decided upon prior to a pandemic or a communicable disease event.

Key Messages

PRIOR TO a pandemic or a communicable disease event

Internal:

- The health, safety and well-being of all employees are of the utmost importance to Transport Canada (TC).
- TC is working in collaboration with PHAC and other federal departments and agencies to prepare for a possible a pandemic or a communicable disease event.
- Here's health advice: play an active role in staying healthy and preventing the spread of all types of influenza. Wash your hands frequently and get your annual vaccines to help stop the transmission of the virus.
- TC has developed a Pandemic Influenza Contingency Plan to enable managers to lead and coordinate efforts to deliver services during all phases of a pandemic or a communicable disease event.
- Every effort will be made to ensure employees receive information as it becomes available, before, during, and after a pandemic or a communicable disease event. For regular updates **during** a pandemic or a communicable disease event, employees should speak to their manager, visit the TC Influenza website at <http://tcinfo/influenza/en/menu.htm> and/ or call the TC Emergency Info Line at 1-866-463-6821.

External:

- The Government of Canada remains vigilant. PHAC, the lead agency, continues to monitor the situation closely.
- Transport Canada is working with PHAC to help safeguard Canadians and the travelling public.
- Transport Canada actively promotes the need for a pandemic or a communicable disease event planning to industry.
- Transport Canada has consulted with industry partners on their pandemic or communicable disease event plans and the expected impacts of such an event.

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- If required, Transport Canada can adjust regulatory requirements to facilitate or restrict the movement of regulated means of transportation, goods and people, as well as seek voluntary compliance from industry, as appropriate.

DURING PANDEMIC

Internal:

- Transport Canada will continue to work in collaboration with PHAC and other federal departments and agencies to minimize the spread of a pandemic or a communicable disease event.
- The department's Pandemic Influenza Contingency Plan will provide leadership and coordinate TC's efforts to deliver services during all phases of a pandemic or a communicable disease event.
- The department will do everything possible to meet its core operational requirements.
- Priorities can be adjusted based on the number of available employees.
- Employees may be requested to perform other duties they have not been previously called upon to perform.
- The TC Emergency Info Line (1-866-463-6821) and the TC Influenza site <http://tcinfo/influenza/en/menu.htm> will be updated regularly to provide employees with current information.
- For OHS matters, employees are to speak with their supervisor or managers. A guide for managers has also been developed – see <http://tcinfo/influenza/en/menu.htm>.

External:

- The Government of Canada remains vigilant and PHAC, the lead agency, continues to monitor the situation closely.
- Transport Canada works with PHAC to help safeguard Canadians and the travelling public.
- Transport Canada does not have regulatory authority to provide direct oversight for the transportation industry's health related preparedness.
- However, Transport Canada actively promotes the need for pandemic or communicable disease event planning to industry.
- Transport Canada has consulted with industry partners on their pandemic or communicable disease event plans and the expected impacts of such an event.
- If required, Transport Canada can adjust regulatory requirements to facilitate or restrict the movement of regulated means of transportation, goods and people, as well as seek voluntary compliance from industry, as appropriate.
- Transport Canada provides technical emergency response and regulatory advice for the transportation of dangerous goods (emergency permits, exemptions, etc.).
- For flight information, please contact your airline.

INTERNAL AND EXTERNAL COMMUNICATIONS APPROACH

Communications will be tailored and timed appropriately to suit the situation, i.e., pre-pandemic or communicable disease event, and during a pandemic or a communicable disease event. All communications activities will be developed with the following principles in mind:

Internal:

- **Face-to-face communications are essential:** a pandemic or a communicable disease event is an issue that will touch every employee — an employee may become sick, know or work with someone who becomes sick or will have to care for someone who has been affected by a pandemic or a communicable disease event. It is a people issue. Therefore, communications between managers and staff should be face-to-face whenever possible.
- **Information is power:** Employees will be encouraged to learn about and will be provided with easy access to information on a pandemic or a communicable disease event (e.g., they will be provided with links to the World Health Organization, PHAC, TBS, and TC's Pandemic websites). Informed employees are better equipped to prepare themselves for a pandemic or a communicable disease event and to know what to do during one.
- **Cue up with the media:** In response to the growing number of media reports about a a pandemic or a communicable disease event, TC, in collaboration with TBS, have Deputy Minister's messages prepared to demonstrate to employees that the department is aware of the situation and is prepared to help employees through it.

External:

- News releases and web updates will be issued in a timely manner to support the key messages promoted by PHAC, the lead authority in a pandemic or a communicable disease event.
- Media calls on issues related to TC jurisdiction will be responded to and others will be deferred as they arise.

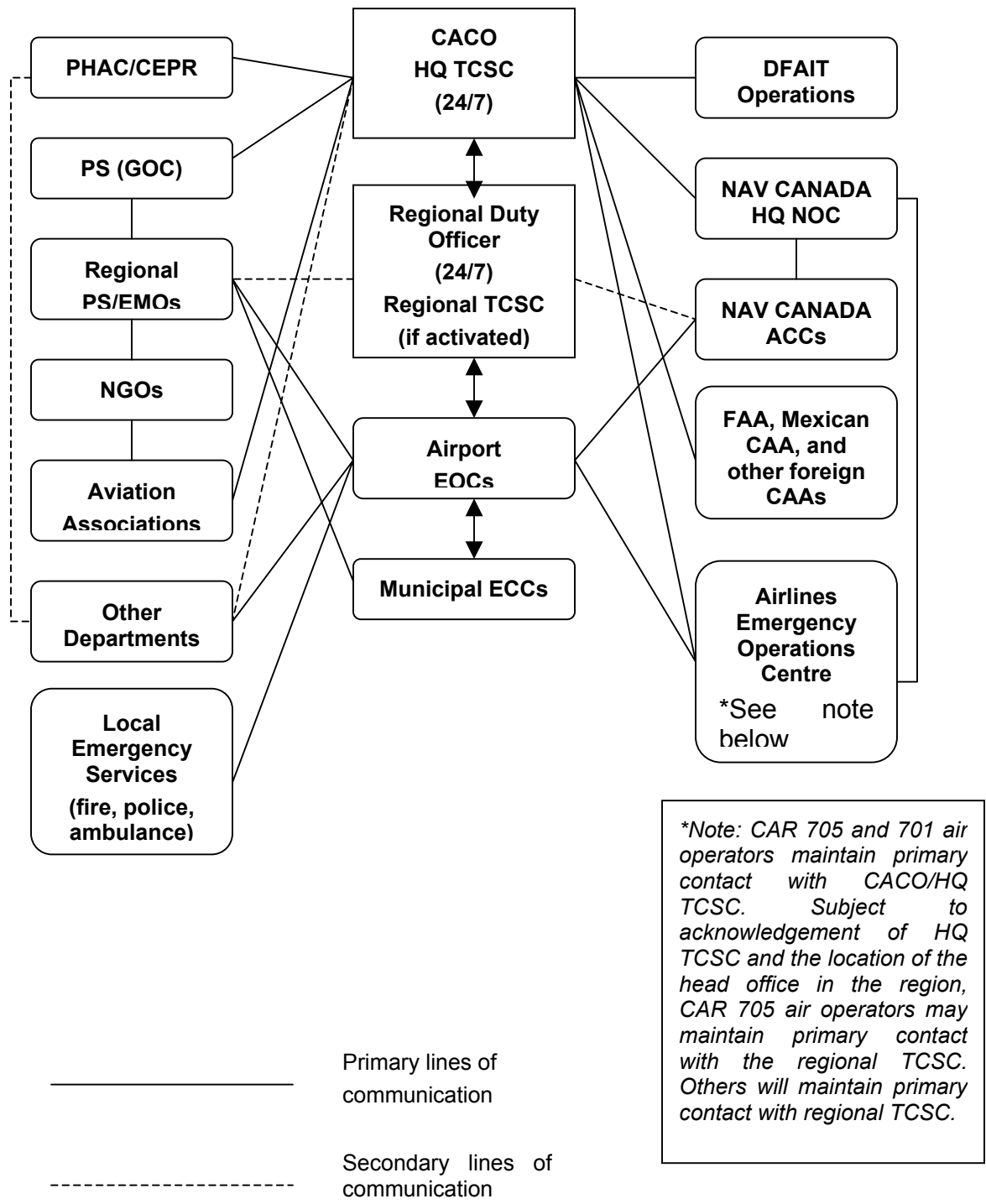
Appendix E

Appendix E1–Emergency Response Communications Network

Appendix E2–Communications Network for the PHAC Health Alert for Communicable Diseases

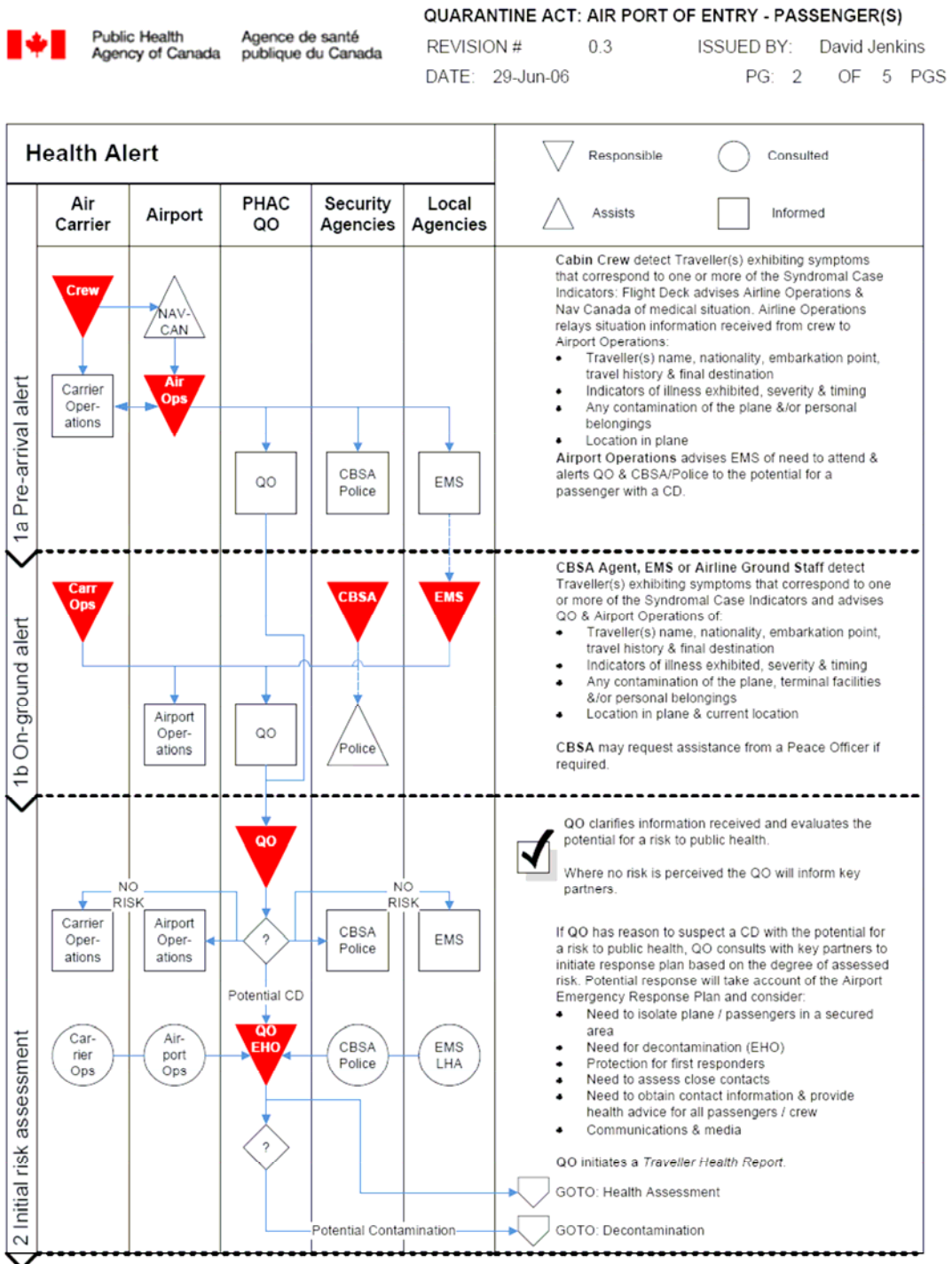
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Appendix E1–Emergency Response Communications Networks



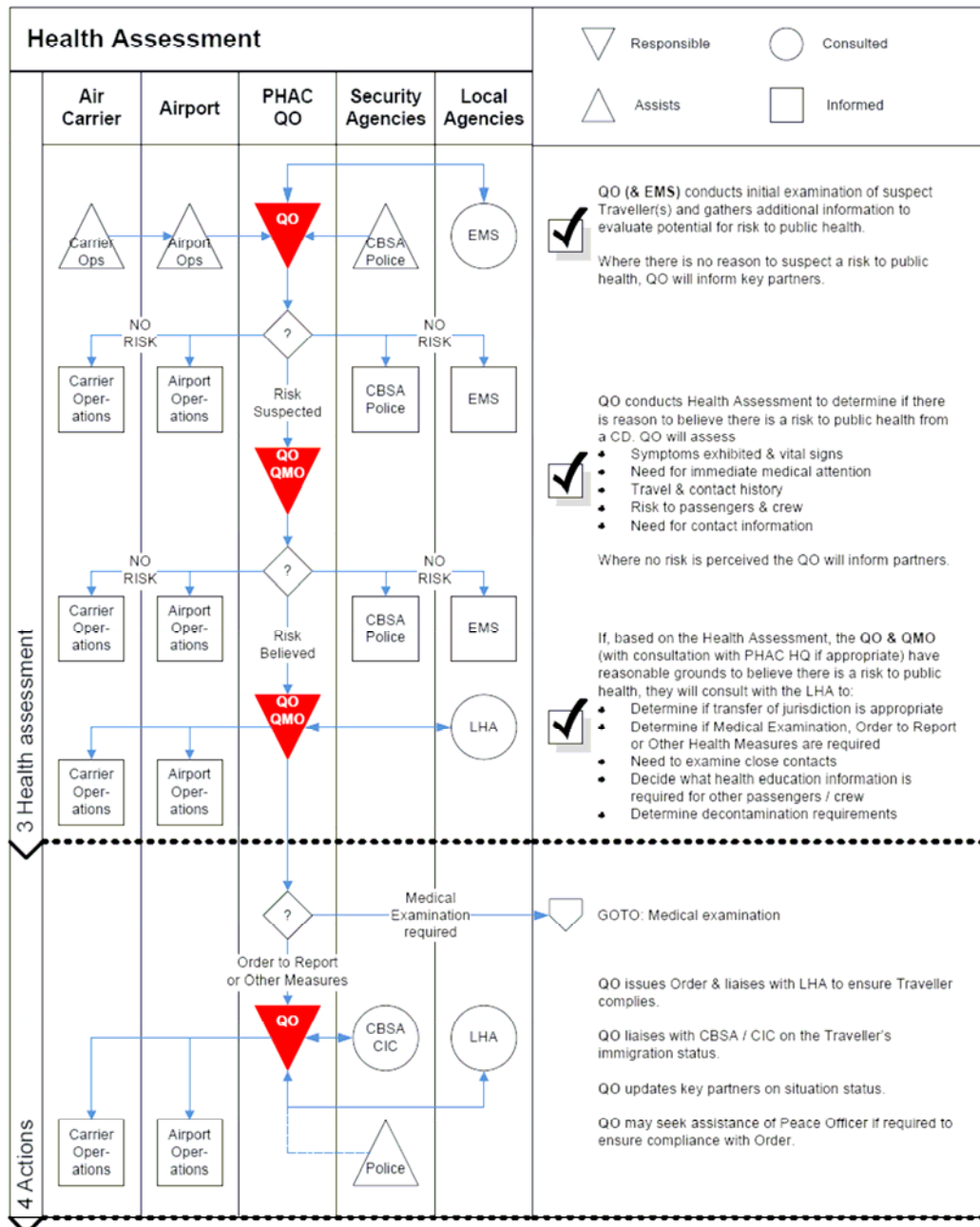
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Appendix E2–Communications network for the PHAC Health Alert for communicable diseases



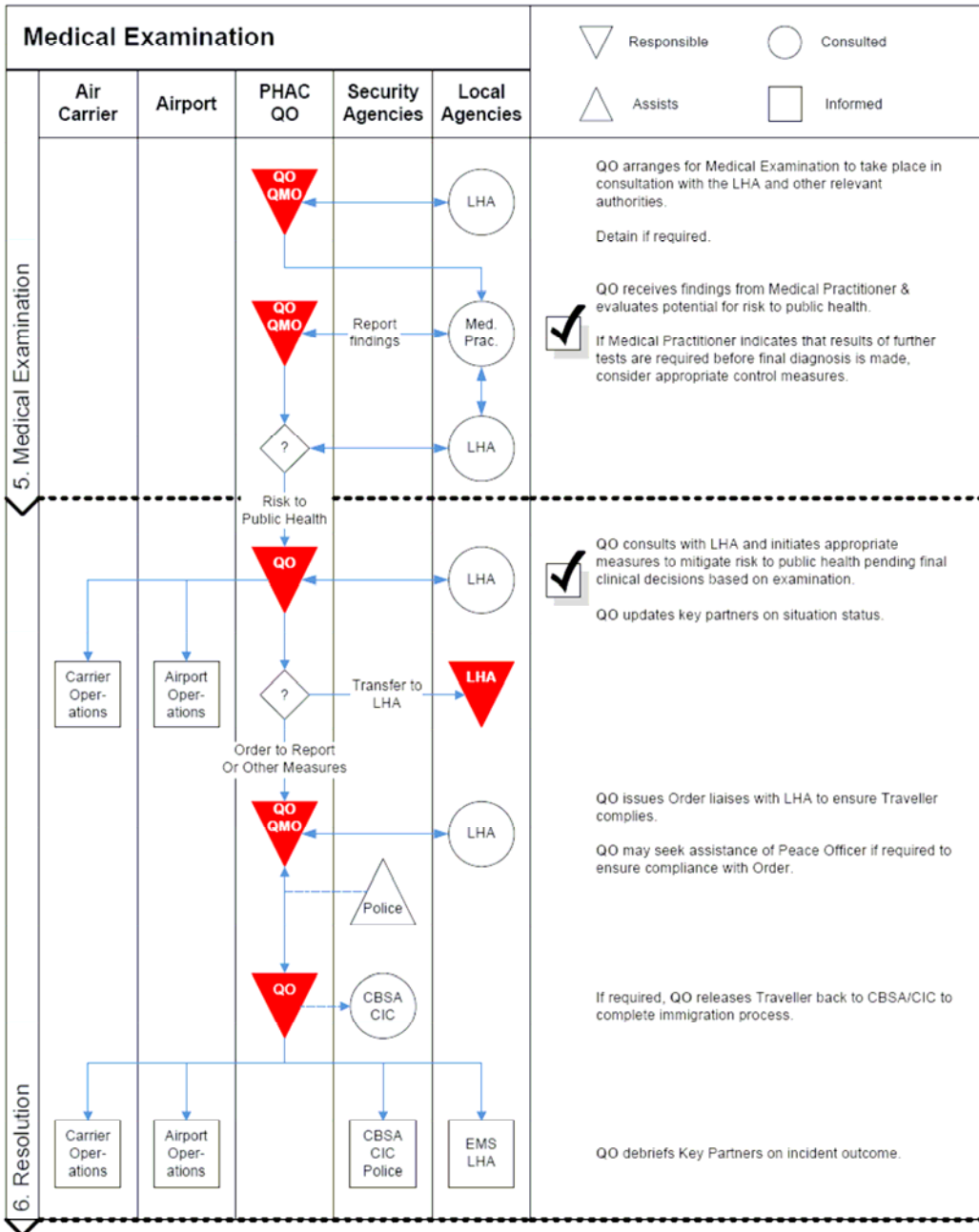
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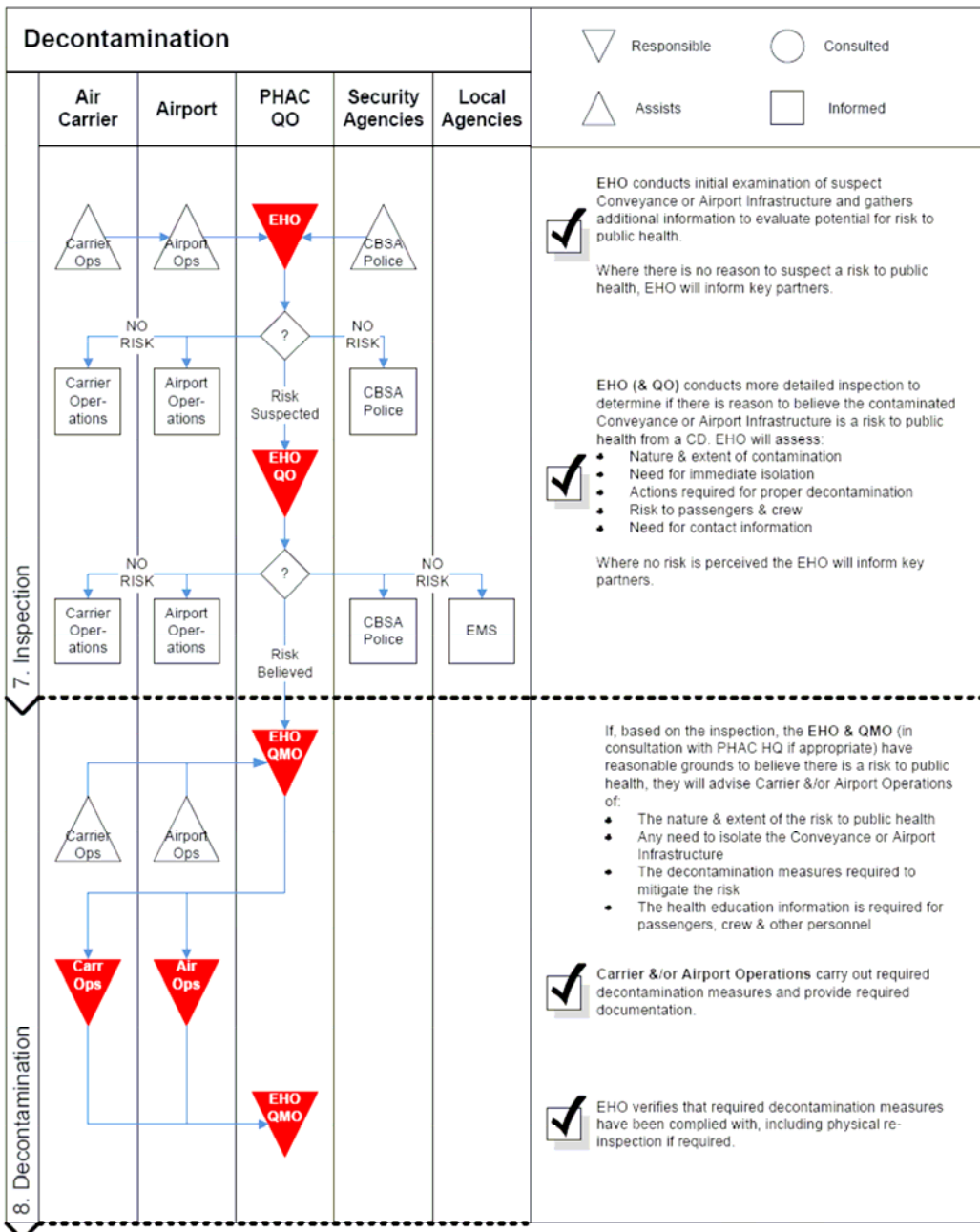
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Appendix E



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Appendix E



Appendix F–Glossary of Acronyms, terms and definitions

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Appendix F–Glossary of Acronyms, terms and definitions

N.B. Acronyms, terms and definitions contingent on SOPs, functional policies, procedures, and Staff Instructions are not included in this Appendix. The aforementioned documents may contain additional acronyms, terms and definitions relative to specific content.

ACI	Airports Council International
AIAC	Aerospace Industries Association of Canada
Air operator	Notwithstanding the exact meaning of the term as defined in Part VII of the <i>Canadian Aviation Regulations</i> (CARs), in this Plan the term includes commercial, business and private aviation operators as well as associated maintenance organizations.
Airport	An aerodrome for which, under Part III of the CARs, an airport certificate has been issued by the Minister of Transport.
ANS	Air Navigation System
AOE	Airport of entry (for customs and immigration)
ATAC	Air Transport Association of Canada
BCP	Business Continuity Plan
CAA	Civil Aviation Authorities
CAC	Canadian Airports Council
CACO	Civil Aviation Contingency Operations
CAD	Civil Aviation Directive
CATSA	Canadian Air Transport Security Authority
CBAA	Canadian Business Aviation Association
CBSA	Canada Border Services Agency
CEPR	Centre for Emergency Preparedness and Response
CFS	<i>Canada Flight Supplement</i>
CIC	Citizenship and Immigration Canada
CMS	Crisis Management System
CMT	Crisis Management Team
Communicable disease	A human disease caused by an infectious agent or a biological toxin that poses a risk of significant harm to public health. It is also a disease listed in the <i>Quarantine</i>

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	<i>Act</i> (2005) schedule and includes infectious agents that cause communicable diseases. Diseases currently listed in the schedule are cholera, the plague, smallpox, SARS, influenza, typhoid, meningitis and yellow fever.
CONOPS	Concept of operations
Conveyance	Any vessel, aircraft, train, motor vehicle, trailer or other vehicle by means of which persons, goods, or cargo may be transported.
COPA	Canadian Owners and Pilots' Association
Crisis	A situation that challenges the sense of appropriateness, tradition, values, safety, security or integrity of a department or organization.
CTA	Canadian Transportation Agency
DAH	<i>Designated Airspace Handbook</i> (TP 1820)
DEB	<i>Departmental Emergency Book</i> (TP 13726)
DERRP	<i>Departmental Emergency Response and Readiness Plan</i> (TP 14695)
DGCA	Director General, Civil Aviation
Disaster	A sudden and calamitous event producing great material damage, loss and distress.
DND	Department of National Defence (Canada)
DOT	Department of Transport (United States)
ECC	Emergency co-ordination centre
Environmental health officer (EHO)	A person qualified as a public health inspector and designated by the Minister of Health.
Emergency Operations or Co-ordination Centre (EOC/ECC)	The physical location designated for gathering, analyzing and disseminating information, and the facility where decision and policies governing emergency response are planned and implemented. Generally, the operations centres of airports, airlines and other departments or agencies are called Emergency Operations Centres or Emergency Co-ordination Centres.
Emergency responders	The individuals or groups within or external to TC involved in or affected by the TC Emergency Preparedness Program.
Emergency response Plan	A written contingency plan of operations containing procedures for co-ordinating the response of emergency

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	services and other agencies that could be of assistance.
EMO	Emergency Measures Organization
EOC	Emergency Operations Centre
Exercise	Planned events that provide a setting for practising emergency response and that evaluate the associated plans, procedures and resources.
FAA	Federal Aviation Administration (United States)
GOC	Government Operations Centre
HQ	Headquarters
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
IHR	<i>International Health Regulations</i>
International airport	Any airport designated by the State in whose territory it is situated as an airport of entry and departure for international traffic, where the formalities incident to customs, immigration, public health, animal and plant quarantine, and similar procedures are carried out. (Source: <i>International Civil Aviation Vocabulary</i> , second edition, 2001)
International traffic (of airports)	For airport traffic purposes, international traffic means: passengers, freight, and mail disembarked at an airport located in a country other than that of the airport of embarkation, or vice versa; and movements on flights of national and foreign aircraft whose origin or destination is located in the territory of a State other than that in which the airport under consideration is located. (Source: <i>International Civil Aviation Vocabulary</i> , second edition, 2001)
Lead (TC)	The position of responsibility that co-ordinates TC's response to an emergency situation. There can be HQ and regional leads.
Minister	Within this Plan, means the Minister of Transport, unless otherwise specified.
MOU	Memorandum of understanding
NAAT	North American Aviation Trilateral
National emergency	In accordance with section 3 of the <i>Emergencies Act</i> , "an

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	urgent and critical situation of a temporary nature that: (a) seriously endangers the lives, health or safety of Canadians and is of such proportions or nature as to exceed the capacity or authority of a province to deal with it, or (b) seriously threatens the ability of the Government of Canada to preserve the sovereignty, security and territorial integrity of Canada, and that cannot be effectively dealt with under any other law of Canada.”
NCAMX	National Civil Aviation Management Executive Board
NCATS	National Civil Air Transportation System
NGO	non-governmental organization
Outbreak	An occurrence of a communicable disease with the potential for spread between countries or within geographic regions in Canada or abroad.
PCO	Privy Council Office
PHAC	Public Health Agency of Canada
PS	Public Safety Canada
P/T/L	Provincial/territorial/local, as related to health authorities.
Quarantine officer (QO)	A person qualified as a medical practitioner or other health-care practitioner and designated by the Minister of Health. (Source: <i>Quarantine Act</i> (2005)).
RD	Regional Director
RDCA	Regional Director, Civil Aviation
RDIMS	Records Documents Information Management System (Only available to Transport Canada)
Risk	A measure of the probability and severity of an adverse effect to life, property or the environment. While evaluating risk components in the plan-development process, TCCA recommended the use of the Type 2A risk-management process.
Risk management	A decision-making process that identifies risks, assesses their implications, determines a course of action, and evaluates the results.
RTCSC	Regional Transport Canada Situation Centre
SARC	Specialized Aviation Response Cell (United States)

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Appendix F

Screening officer (SO)	A person designated as a health-screening officer under subsection 5(1) of the <i>Quarantine Act</i> (2005) or an officer within the meaning of subsection 2(1) of the <i>Customs Act</i> , such as CBSA, CIC or RCMP officers.
SOP	Standard operating procedure
TBS	Treasury Board Secretariat
TC	Transport Canada
TCCA	Transport Canada Civil Aviation
TCSC	Transport Canada Situation Centre (Headquarters)
TP	Transport Publication
U.S.	United States
WHO	World Health Organization