

A flight attendant in a blue uniform is seen from behind, pulling a black suitcase through an airport terminal. The background is a blurred airport with other people and seating areas. The text 'Flight Attendant Safety Summit 2024' is overlaid on the left side of the image.

Flight Attendant Safety Summit 2024

MedAire[®]
An International SOS Company

Are you prepared?

- ▲ When you think about taking care of your customers...
- ▲ What do you think of?
How do you prepare to take care of them?



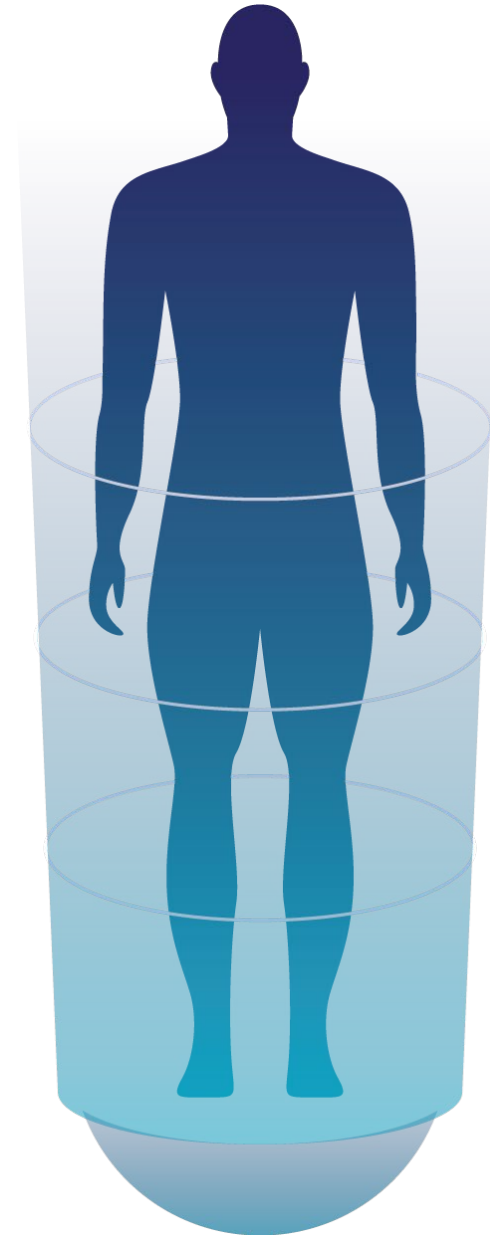
What does it mean to take care of yourself?



IN THIS SESSION

We will remind you of how to prepare YOURSELF to take care of others.

- ▲ Holistic Approach
- ▲ Physically and emotionally



Did you know... the unexpected could and does happen? Are you prepared?

- ▲ We take over 300 calls a month from crewmembers away from home and on duty that NEED some type of assistance
- ▲ Symptoms of chronic illness
- ▲ Injury on layover
- ▲ Illness and security



LAS VEGAS

RARE HEART CONDITION DISCOVERED ON LAYOVER

A European male crewmember on layover in Las Vegas, USA calls MedAire with complaints of general malaise and shortness of breath.

The crewmember had been taking medicine for bronchitis for 3 days but was not feeling any better. MedAire Nurse is concerned by symptoms and arranges for ER visit where crewmember is admitted to the hospital.

It is soon discovered the crewmember has rare heart disease and needs surgery immediately. Only 4 hospitals in the US can perform this surgery. MedAire arranges transfer by air ambulance to San Diego.

MedAire coordinates follow-up care and once stable arranges for transport back home via air ambulance where he can continue treatment.



MedAire's nurse triages crewmember and arranges to be seen at a nearby hospital.



MedAire's Global Access Network identified locations with proper medical facilities and makes air ambulance arrangements.



MedAire's Global Access Network arranges for air ambulance to transport the crewmember back home once stable for further treatment.

EXPERT CARE, EVERYWHERE.



MedAire
An International SOS Company

INDIA

PILOT FRACTURES LEG IN SHIMLA LAYOVER

A Pilot on layover in Shimla, India fractures both his legs and gets taken to the local hospital by first responders.

The Pilot calls MedAire who involves the International SOS Assistance Centre in New Delhi for risk analyses. International SOS contact the local hospital director and recommends a transfer to a more suitable hospital in New Delhi.

MedAire arranges ground transport to airport and air ambulance to New Delhi where pilot was admitted to a hospital with better capabilities until he is stable.

Pilot was sent back home in a commercial flight with medical escort to be properly treated.



MedAire's Medical team provides medical recommendations



MedAire's Global Access Network provided risk management and identified locations with proper medical facilities



MedAire coordinates follow-up care and makes arrangements medical escort to travel home with the crewmember once stable.

EXPERT CARE, EVERYWHERE.



BRAZIL

CREWMEMBER ON DUTY TRAVEL DRUGGED IN SAO PAULO

MedAire receives a call from a male crewmember on duty travel. He woke up dizzy in an unknown location without any money or his credit cards.

The crewmember states he only remembers meeting a nice man at a bar who convinced him to go to a dance club.

MedAire arranges for an ER visit and coordinates travel to get the victim to the appointment. Hospital staff suspects the victim had his drink spiked and gives a drug & alcohol screening. A sexual assault exam is also administered.

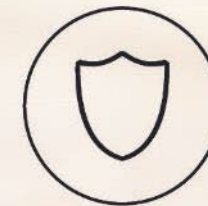
MedAire's medical team loops in the travel security team to coordinate cancellation of credit cards.



MedAire's CSE arranges for ER appointment and transportation to get to the hospital.



Screen tests are performed during the ER visit to mitigate further risks.



MedAire's travel security team arranges cancellation of credit cards.

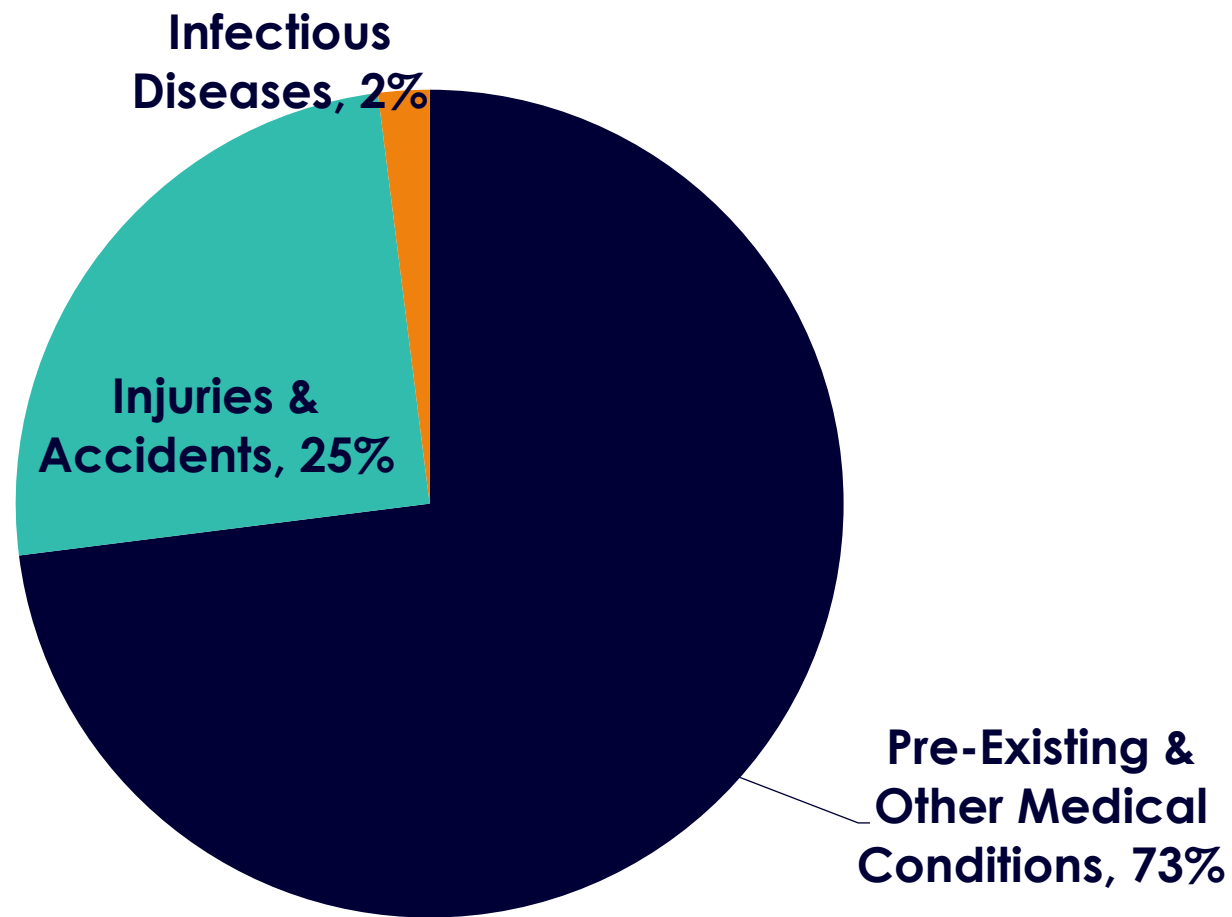


Coordinating with the treating physician MedAire provides a fit to fly status on the crewmember.

EXPERT CARE, EVERYWHERE.



ILLNESS & INJURY IN INTERNATIONAL TRAVEL



CREW SUPPORT BY THE NUMBERS



TOP 5 LOCATIONS

37% | United States

8% | Canada

7% | United Kingdom

6% | Australia

4% | Singapore

ASSISTED OVER 500,000 IN-FLIGHT MEDICAL CASES IN 35+ YEARS



184,857 CALLS

500+ PER DAY



91,965 CASES

250+ PER DAY



33%

NEUROLOGICAL



21%

GASTROINTESTINAL



7%

RESPIRATORY



6%

CARDIOVASCULAR



5%

INJURY/EXTERNAL

Travel Health for Passengers & Flight Crew

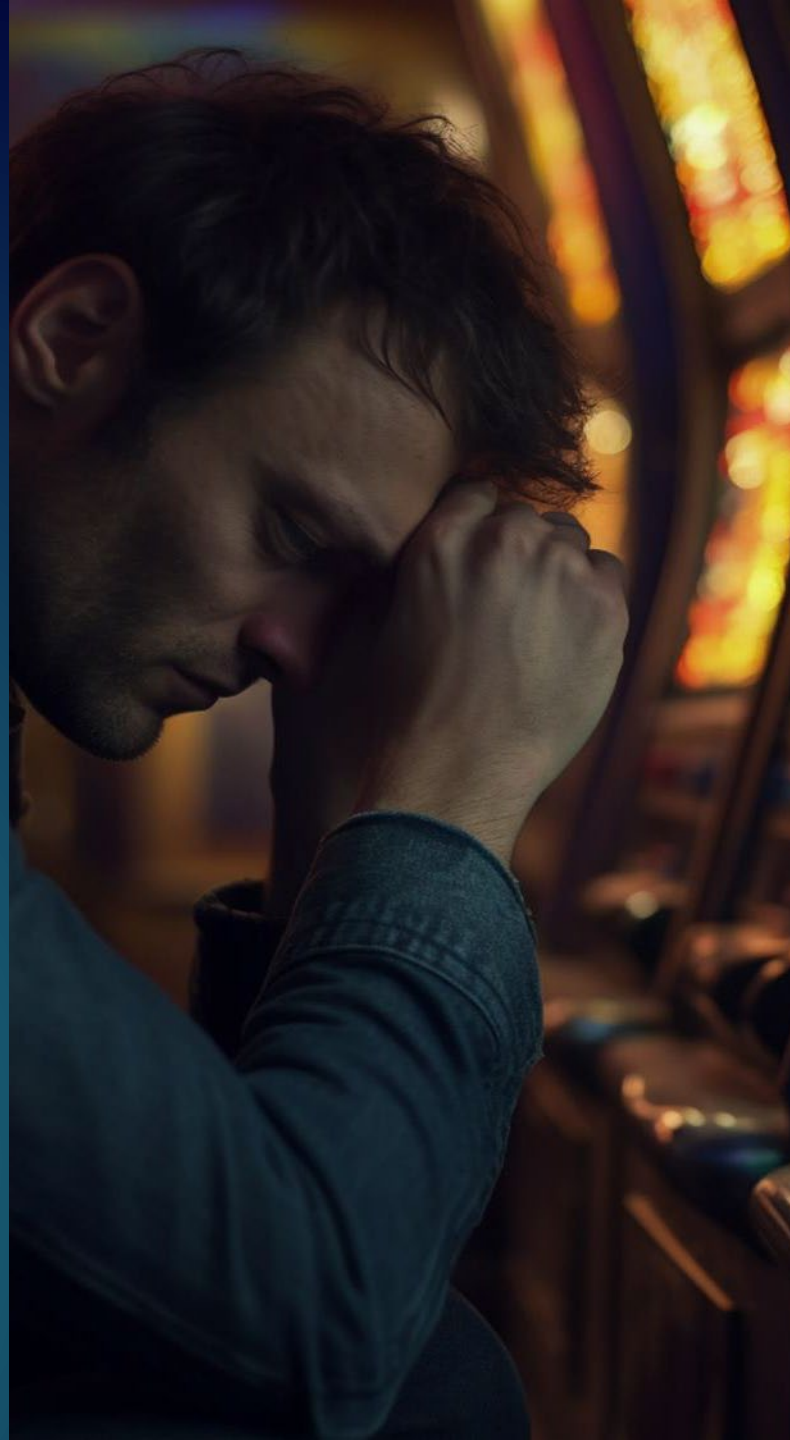


The “I’m Safe” Checklist



MENTAL HEALTH FIRST AID

- ▲ Critical Incidents vs Mental Health
- ▲ Do you know what the difference is?



FIT TO FLY – When to Seek Medical Advice



Recent surgery



Recent heart attack or stroke



Experiencing chest pain or shortness of breath



Severe sinus, ear, or nose infection



Flu-like symptoms



Fever greater than 100.4°F

The image features a dark, blue-toned background with a grid pattern. In the center, the text "Potentially Infectious" is written in a bold, white, sans-serif font. Below the text, several silhouettes of people in business attire are shown walking from left to right. They are carrying briefcases and rolling suitcases. The scene is set against a backdrop of a city skyline at night, with illuminated buildings visible through a window. The silhouettes and the city lights are reflected on a glossy surface in the foreground, creating a symmetrical effect. The overall mood is professional and modern.

Potentially Infectious

The background of the slide features a blue-tinted image of a city skyline at night, with several tall buildings illuminated. In the foreground, the silhouettes of several people are walking across a reflective floor. A large, dark, diagonal graphic element, resembling a stylized 'X' or a large arrow, is overlaid on the image, pointing towards the right side where the text is located.

Potentially Infectious

- Everyone is potentially infectious until proven otherwise!
- Personal protection equipment is the cornerstone of protection!

TRAVEL HEALTH

What are three viruses that can be transmitted through blood?

How are viruses like influenza spread?

What are three ways to help prevent the spread of airborne illness?

TRAVEL HEALTH

- Hepatitis B
- Hepatitis C
- HIV

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TRAVEL HEALTH

What are three viruses that can be transmitted through blood?

- Sneezing
- Coughing
- Droplets on surfaces

How are viruses like influenza spread?

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TRAVEL HEALTH

What are three viruses that can be transmitted through blood?

How are viruses like influenza spread?

- Wear a mask
- Sneeze/cough etiquette
- Handwashing
- Disinfect surfaces
- Vaccines

What are three ways to help prevent the spread of airborne illness?

DEHYDRATION



Two thirds of our body is made of water



Passengers and crew members are at risk for dehydration due to high altitudes & very dry climates



Drink enough fluids daily to ensure your urine remains pale yellow or clear



Take in water before, during & after exercise or during prolonged exposure to heat or hot weather





Skin turgor

Are YOU Dehydrated?

- ▲ Pinch the skin on the top of your hand
- ▲ If the skin goes back to normal quickly within seconds you are hydrated
- ▲ If it takes a couple of seconds, you need more fluids



Eye Protection When Traveling



EFFECTS OF TRAVEL ON THE EYES

- ▲ When traveling, you go through different altitude changes and weather, which all combine to have short and long-term effects on your eyes.
- ▲ Aviation environment is dry - only 10%-20% humidity.
- ▲ The short-term effects consist of high-altitude retinopathy, changes in corneal thickness, and photokeratitis.
- ▲ Long term effects include cataracts, and dry eye. As travelers, we are constantly battling with long-haul flights, dry air, and intense sunlight in certain geographic locations.



EYE PROTECTION ON THE GO



EYE PROTECTION ON THE GO



Remove eye contacts for longer flights & store properly. Wash hands before removing them. Sleeping can cause irritation so remove before a nap.

EYE PROTECTION ON THE GO



Hydrate your eyes by using eye drops and drinking plenty of water.



EYE PROTECTION ON THE GO



Pack back up glasses & for those wearing contact lenses, bring a travel size contact solution.



EYE PROTECTION ON THE GO

Pack allergy medications and do not rub your eyes should they become irritated from a different climate causing exposure to allergens/debris.







PRE-TRAVEL

- ▲ What is important to do before you leave your home/base?
- ▲ Physical and Emotional Needs?

INFLIGHT DURING TRAVEL

- ▲ Injury / back injury / turbulence (sprains / burns)
- ▲ Critical Incident / Support – Resources (mental health)





BACK INJURY

Causes of back injury	Examples in aviation
Sitting for long periods of time	Long flight durations
Twisting, reaching, or bending while lifting	Lifting baggage, lifting aircraft tools and equipment
Fatigue	Long flight durations with limited off-duty time
Lifting objects that are too heavy	Lifting baggage, lifting aircraft tools and equipment
Poor posture	Sitting in uncomfortable seats for long periods of time
Poor physical condition	Lack of time to perform physical activity due to busy work schedule
Poor design of the work area	Constrained physical work environment such as a cockpit or small aircraft cabin



BACK SAFETY

- ▲ Maintain posture
- ▲ Condition your back
- ▲ Use lifting equipment
- ▲ Lift properly

- ✓ Plan the lift; plan the route
- ✓ Ask for help
- ✓ Keep firm footing close to object
- ✓ Bend at knees
- ✓ Tighten stomach muscles
- ✓ Lift with legs
- ✓ Keep back upright
- ✓ Keep load close to body
- ✓ Do not reach or twist

AT DESTINATION

- ▲ Prevention - Travel Health
- ▲ Critical Incident (medical & security)





RETURN HOME

- ▲ Incubation period for some types of infections

A pair of blue and red compression socks is shown against a dark blue background. The socks feature a white ECG line graphic and the text 'Medaire' and 'Trained to Live' printed on them. The text 'Medaire' is visible on the side of the leg and on the heel patch. The text 'Trained to Live' is visible on the side of the leg. The socks are designed with a red heel patch and a red toe patch. The overall image is semi-transparent, allowing the text to be overlaid.

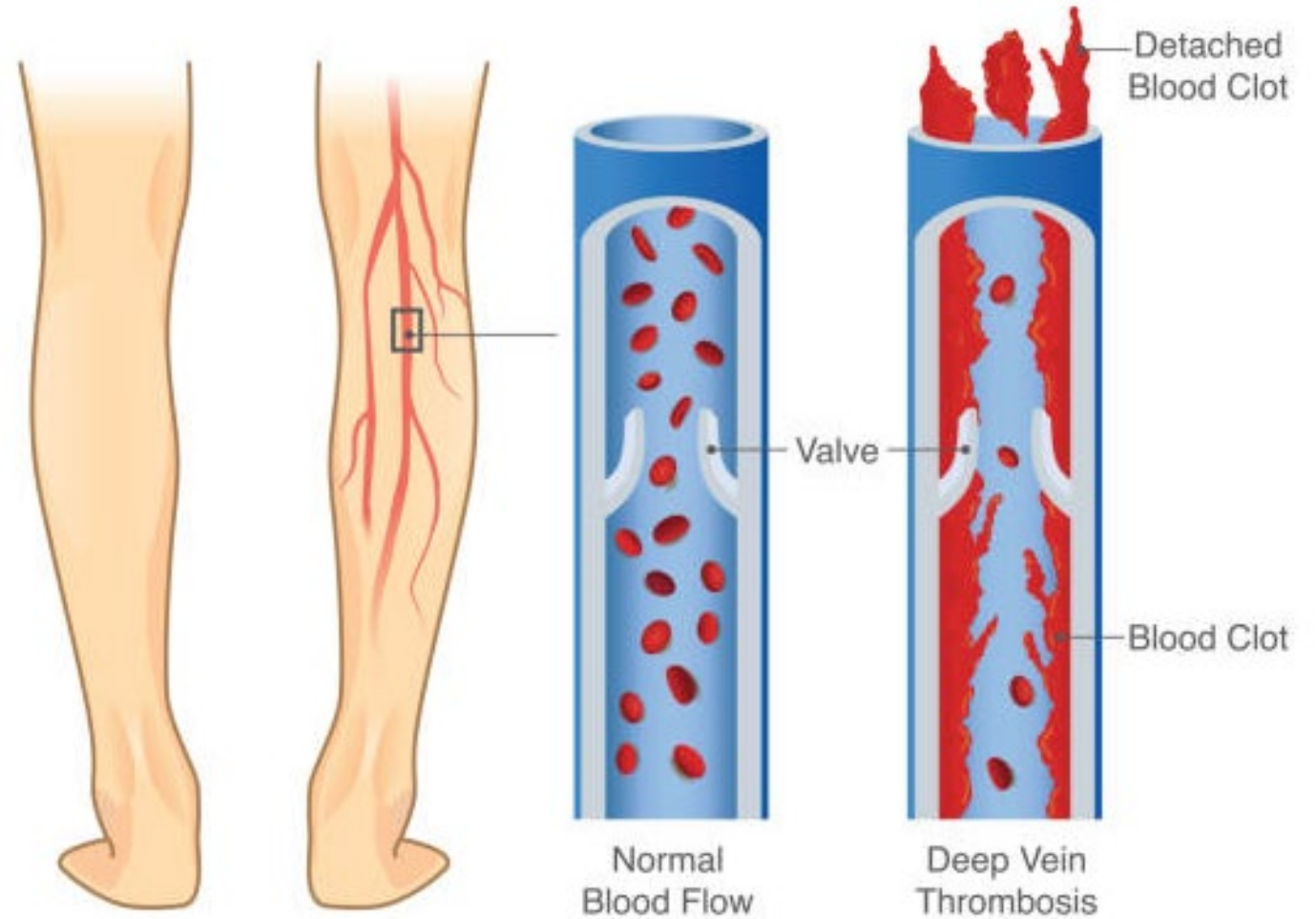
Compression socks help reduce that risk by supporting healthy circulation throughout your journey.



Deep Vein Thrombosis

What is deep vein thrombosis (DVT) ?

- ▶ DVT is a medical condition where a blood clot forms in a deep vein, often in the legs but also possible in the pelvis or arms.
- ▶ DVT can become fatal or cause serious complications if the clot dislodges and travels to the lungs.





Predisposing Factors For DVT

Three factors may contribute to a clot forming inside a vein:

01

Damage to the
blood vessel internal
wall

Example: trauma to
the legs, age

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Example: prolonged
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Predisposing Factors For DVT

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01

Damage to the blood vessel internal wall

Example: trauma to the legs, age

02

Reduced blood circulation

Example: prolonged immobilization, obesity, pregnancy

03

A state of increased blood coagulability

Example: Certain medical conditions (like cancer or clotting disorders), smoking

Factors That Elevate The Risk of Developing DVT



surgery

advanced age

restricted mobility

cancer

overweight

DVT PREVENTION TIPS



ON THE GROUND

- ▲ Exercise regularly and avoid prolonged periods of immobility
- ▲ Manage your weight and stop smoking
- ▲ Stay well hydrated
- ▲ Wear graduated compression socks

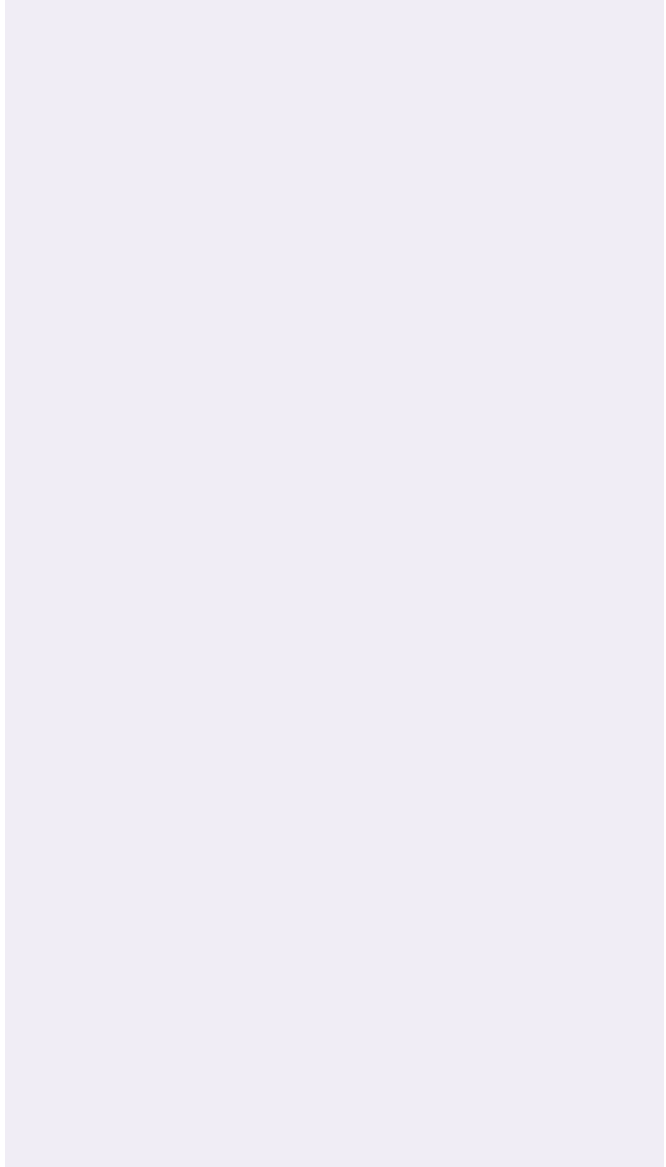


IN THE AIR

- ▲ **Seated Exercise;** tighten & loosen leg muscles, knee bends, foot circles, flexions and extensions
- ▲ Wear compression socks
- ▲ Avoid crossing your legs
- ▲ Wear loose clothes
- ▲ Stay well hydrated
- ▲ If you had a previous DVT or risk factors, consult with a doctor to see if some type of medication could be indicated



Compression socks help reduce DVT risk by supporting healthy circulation throughout your journey.



Compression Sock Precautions



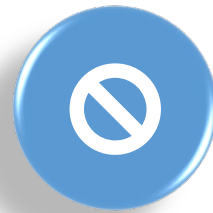
USE 15-20 mmHg, IDEAL FOR DAILY USE, TRAVEL, & SPORTS. IF LOOKING FOR MORE SUPPORT USE 20-30 mmHg, BE SURE THEY ARE NOT TOO TIGHT, CAUSING PAIN OR DISCOMFORT.



PUT ON THE SOCKS FIRST THING IN THE MORNING OR AFTER LAYING DOWN FOR AT LEAST 10 MINUTES WITH YOUR LEGS ELEVATED.



IF YOU HAVE A PREVIOUS DVT, CONGESTIVE HEART FAILURE, ISCHEMIA, DIABETES, OR PERIPHERAL ARTERY DISEASE CONSULT YOUR DOCTOR BEFORE USE.



DO NOT ROLL THE TOP DOWN.



DO NOT WEAR THEM FOR BEDTIME/NIGHT USE: MAY CAUSE INFLAMMATION.



HAND WASHING OF SOCKS PREFERRED TO PREVENT HEAT DAMAGE FROM DRYER USE, DO NOT USE IF THE SOCKS ARE DAMAGED

CREWMEMBER – RECOMMENDATIONS AT DESTINATION

- ▲ Limit exposure to pathogens:
 - ▲ Vector, Blood-borne, Water, Airborne





TYPES OF PATHOGENS

Vector-Borne Illness

Characteristics

- ▲ Transmitted to humans through the bite of an infected animal or insect
- ▲ Examples – Rabies, Malaria, Yellow Fever, Dengue Fever, West Nile Virus, Rocky Mountain Spotted Fever, Lyme Disease

Prevention

- ▲ Avoidance behaviors
- ▲ DEET
- ▲ Mosquito netting
- ▲ Check hair and body after being in high-risk areas
- ▲ Long sleeves, long pants, boots
- ▲ Personal protective equipment
- ▲ Research destination
- ▲ Vaccines (if available)



TYPES OF PATHOGENS

Blood-Borne Illness

Characteristics

- ▲ Transmitted by exposure to blood or body fluids through a break in skin such as a cut or cracked skin, or through splashing into mucous membranes which include mouth, nose or eyes
- ▲ Examples - Hepatitis B, Hepatitis C, HIV/AIDS

Prevention

- ▲ Avoidance Behaviors
- ▲ Vaccines
- ▲ Personal Preparedness
- ▲ Personal Protective Equipment: Gloves, Handwashing, Goggles



TYPES OF PATHOGENS

Food and Water-Borne Illness

Characteristics

- ▲ Caused by a variety of organisms found in contaminated food and water
- ▲ Examples - Hepatitis A, Cholera, Typhoid, Campylobacter, Salmonella, E. coli

Prevention

- ▲ Avoidance behaviors
- ▲ Vaccines
- ▲ Personal protective equipment
- ▲ Avoid local markets where fruit is sold by weight
- ▲ Avoid dairy products
- ▲ Avoid raw fruit, vegetables, cold food, shellfish and street vendors
- ▲ Eat meat that is hot and well cooked, especially ground meat
- ▲ Avoid buffets



TYPES OF PATHOGENS

Airborne Illness

Characteristics

- ▲ Spread by coughing / sneezing
- ▲ Easily transmitted among the human population worldwide
- ▲ Usually viruses / bacteria, some are highly infectious
- ▲ Example – influenza, common cold, Covid 19

Prevention

- ▲ Vaccines
- ▲ Cough Etiquette
- ▲ Handwashing
- ▲ Gloves
- ▲ Mask

Personal Protective Equipment & Blood-borne Pathogens



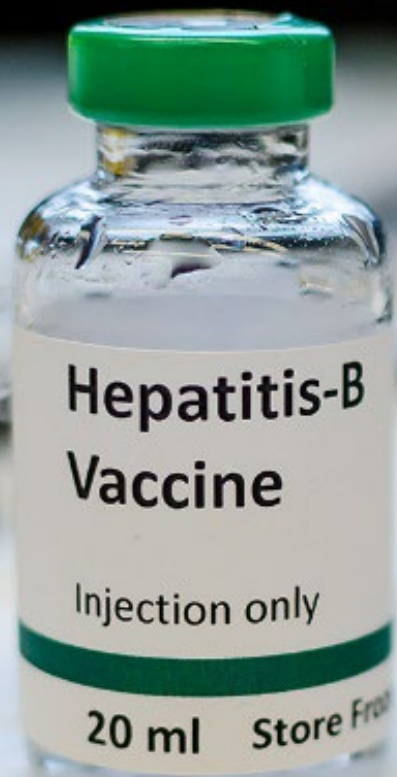
BLOOD-BORNE DISEASES

- Hepatitis B
- Hepatitis C
- HIV/AIDS





EXPOSURE RISKS ON THE AIRCRAFT



Blood-borne Disease Prevention

- ▲ Avoid exposure to blood or body fluids. Use personal protection equipment when providing first aid.
- ▲ Obtain a vaccination series for Hepatitis B. They are offered in a series of 3 vaccines and are effective in preventing Hepatitis B.
- ▲ Practice safe sex and avoid risky sexual behaviors.
- ▲ Avoid body piercings and tattoos which can increase your chance of contracting hepatitis.
- ▲ Avoid intravenous drug use or sharing of needles.
- ▲ Avoid blood transfusions or blood products in developing countries.

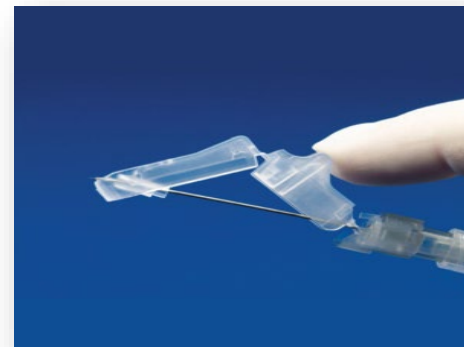


SHARPS EXPOSURE

What is your company's post-exposure plan?



Proper Needle Disposal



FORMS OF PROTECTION



Gloves

A key element in preventing the spread of disease and illness is gloves. Gloves should always be worn when you are providing first aid to someone or if you are performing CPR. Don the gloves before you become exposed to any blood or body fluids. Once the gloves are soiled, they should be removed and discarded in a biohazard bag.

Wash your hands after glove removal.

FORMS OF PROTECTION



Hand Washing

Hand washing is the most important part of disease prevention. The use of soap, running water and friction combined provide effective removal of viruses and bacteria from the hands.

Follow these guidelines

- Wash hands for 20 seconds or more.
- Use warm (not hot) running water.
- Lather with soap and cover all surface areas of the hands and wrists.
- Rinse well.
- Dry with disposable paper towels.

FORMS OF PROTECTION

Alcohol Hand Gels

Alcohol hand gels have been shown to reduce the number of bacteria and viruses on hands if used correctly. Hand gels should have at least a 60%-70% alcohol content to be effective. The gel should be applied as directed and rubbed into the hands and left to dry.

These alcohol-based hand gels can be used in-between hand washings or if hands have no visible soil on them.

It is advisable to use hand gels after coughing/sneezing/shaking hands or other exposures to potentially infected surfaces.



FORMS OF PROTECTION

PPE

Use appropriate Personal Protection Equipment (gloves, mask, gown). Gloves should always be worn.

If there is the risk for splashing or spraying blood, then use a gown/mask and goggles to protect your eyes/nose/mouth from exposure.



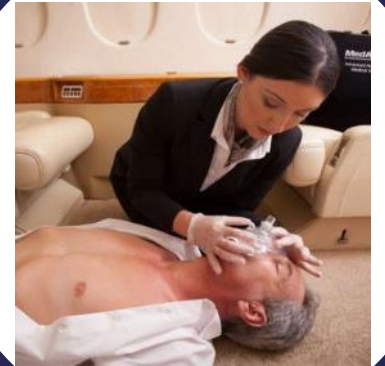
FORMS OF PROTECTION

CPR Protection

When you are providing CPR, it is always important to wear gloves and use a face shield or pocket mask for protection.

A face shield is a clear plastic sheet with a filter over the mouth. Place it over the victim's mouth to protect the rescuer from blood or body fluids during rescue breathing. Air flows through the filter while protecting the victim and rescuer.

A pocket mask is a clear plastic device that is fitted over the mouth and nose. There is a filter on top where the rescuer provides rescue breaths. Some pocket masks have an oxygen port where oxygen tubing can be connected to an oxygen system. This provides additional oxygen during rescue breathing.





Biohazard Bag Use

- Where is it located in your medical kit?
- When do you use it?
- How do you dispose of it?





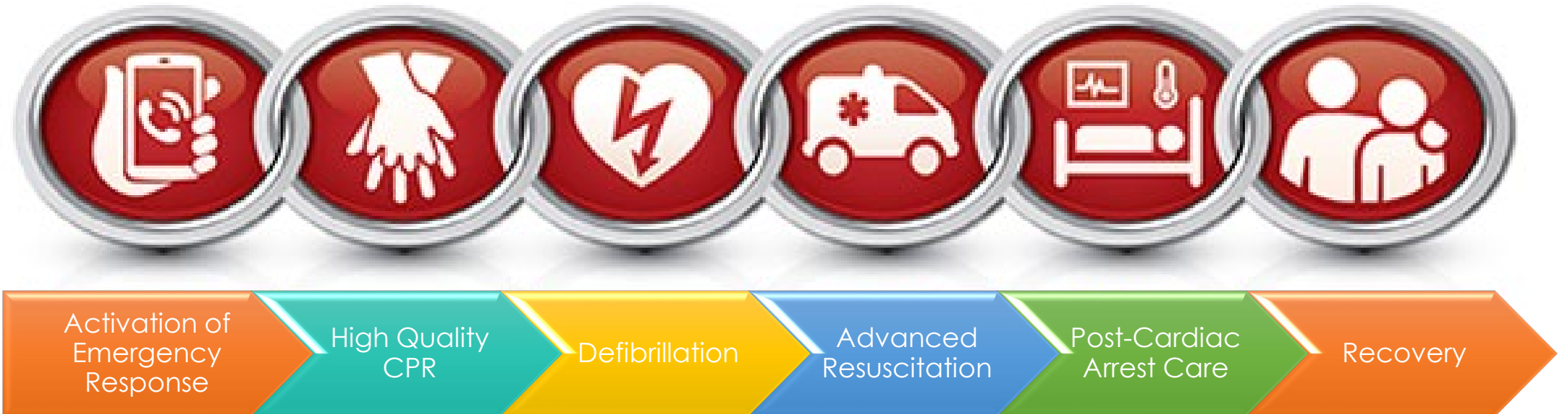
Use of Rescue Breathing Barrier Devices



Adult CPR

Adult Chain of Survival

EARLY recognition & activation of EMS & EARLY DEFIBRILLATION are the keys to survival in the adult victim





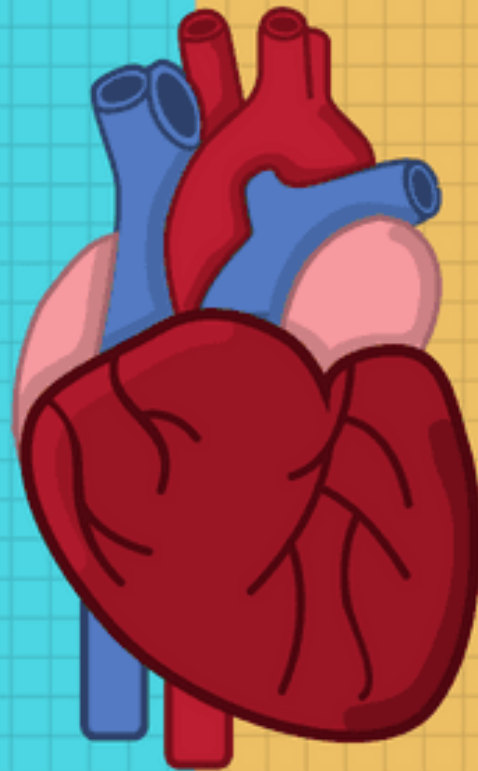
Women & Cardiac Arrest

CARDIAC ARREST VS. HEART ATTACK

Cardiac arrest occurs when the heart malfunctions and stops beating unexpectedly.



A cardiac arrest is an **ELECTRICAL** problem.



Heart attack occurs when blood flow to the heart is blocked.



A heart attack is a **CIRCULATION** problem.

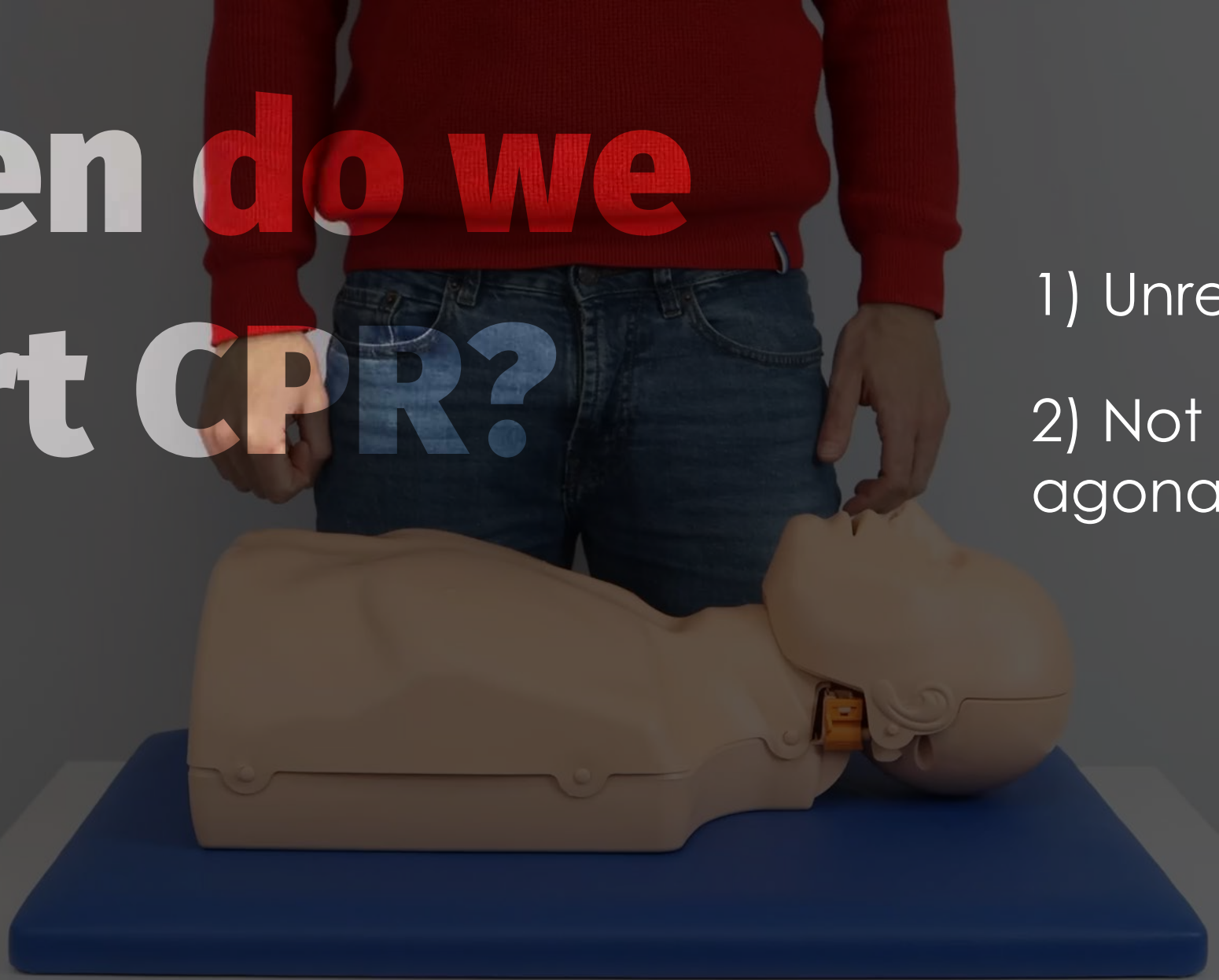


Anatomy of A Heart Attack



When do we start CPR?

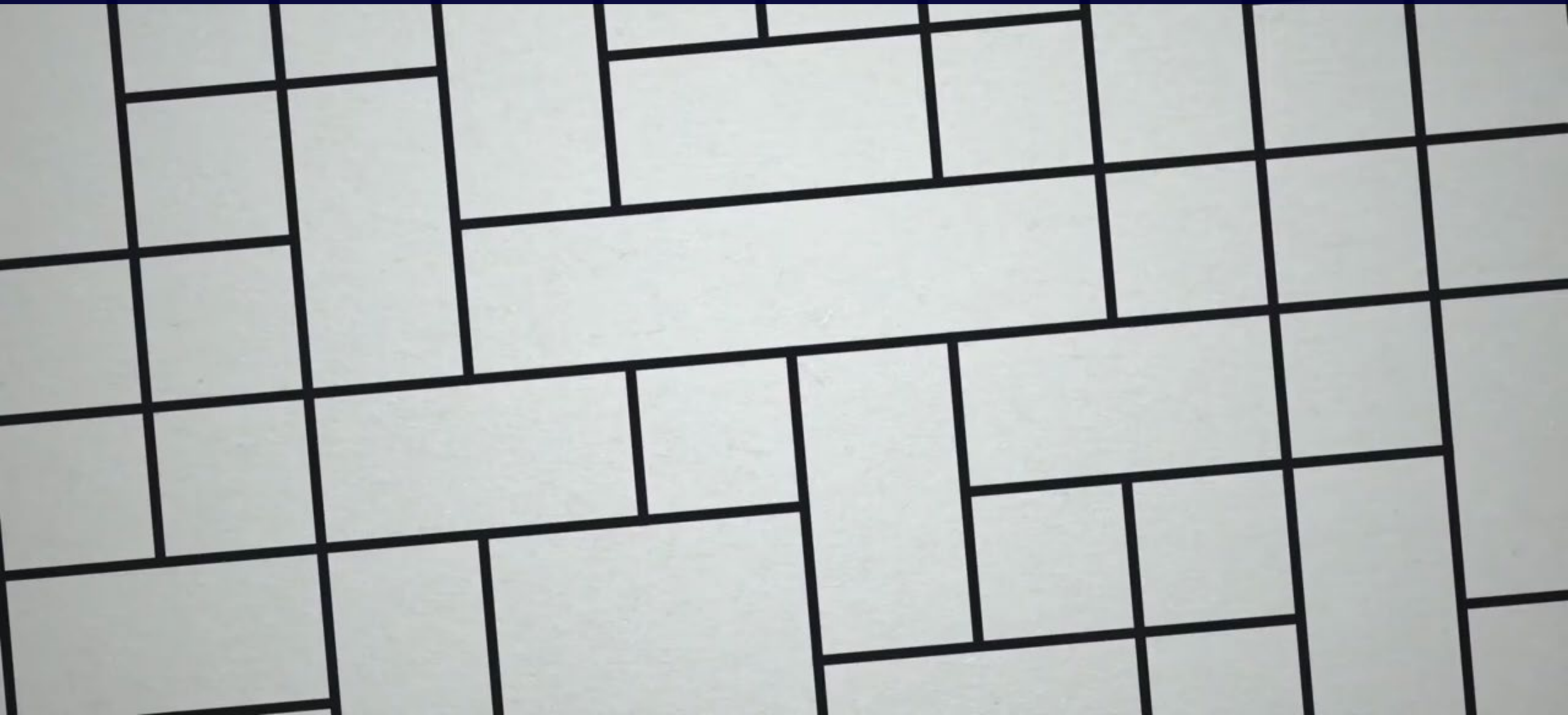
- 1) Unresponsive
- 2) Not breathing or agonal breaths



What Is A Normal Respiratory Rate In The Adult?



What are agonal breaths?



The Importance of Correct Compressions

CPR In Action



AED Use

Hands-Only: CPR & AED

#CPRwithHeart

HANDS-ONLY
CPR
2 STEPS
TO SAVE A LIFE
+AED

Products are shown for demonstration purposes only; the American Heart Association does not endorse or recommend any specific manufacturer or products.



How does the AED work?





Thank You

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