

**From:** Postmaster <postmaster@icao.int>  
**Sent:** Friday, May 29, 2020 8:56 AM  
**Subject:** CMT Bulletin on COVID-19, No. 11, 29 May 2020

Dear colleagues,

Please find below the latest updates compiled by the ICAO Crisis Management Team.

For comments and suggestions on the CMT Bulletin, please e-mail [BSabroso@icao.int](mailto:BSabroso@icao.int).

Thank you.

Best regards,

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UNITING AVIATION

LATEST  
**C**  **VID-19** UPDATES  
FROM ICAO Crisis Management Team

CMT Bulletin No. 11, 29 May 2020

### **Global situation**

- As of 28 May 2020, the World Health Organization reports a total of 5,593,631 confirmed cases and 353,334 deaths globally <https://bit.ly/2Qx1B1w>
- The United Nations, Canada, and Jamaica convene a high-level event on financing for development in the era of COVID-19 and beyond <https://bit.ly/2yJNKza>
- **ICAO COVID-19 Webinar Series:** Over the coming weeks, a series of live presentations and discussions featuring international subject matter experts providing information and guidance on key COVID-19 issues impacting the aviation community will be made available

**WATCH:** The Minions and Gru are supporting WHO in making sure people of all ages stay safe and healthy during this COVID-19 pandemic:

- physically distancing
- being active at home
- being kind to each other

> <https://bit.ly/2M6x33R>

online, and free of charge. The series will include updates on actions and activities undertaken by ICAO to support Member States and industry deal with the current environment and to prepare for the resumption of services <https://bit.ly/2yIGskX>

- Effects of Novel Coronavirus (COVID-19) on Civil Aviation: Economic Impact Analysis (ICAO report updated 26 May 2020) <https://bit.ly/2yLibFe>
- How COVID-19 is changing the world: a statistical perspective



### At Headquarters

- The telecommuting arrangement at ICAO Headquarters has been extended until 30 June 2020. <https://bit.ly/2ZtBo9a>
- The special measures for an eventual, gradual and flexible return to work in ICAO premises are being finalized, in close coordination with the host government and the United Nations Headquarters in New York. CMT will provide FAQs and guidance before a gradual return to office is implemented;
- The Government of Quebec authorizes many institutions in the cultural sector to reopen gradually:
  - Starting 29 May, public libraries and museums will be able to open, and drive-in movie theatres may resume activities;
  - Beginning 1 June, activities of certain tourist accommodation establishment and marinas, and those of performance halls, music and sound recording studios may gradually resume;
  - See announcements on gradual resumption of activities under the COVID-19-related pause <https://bit.ly/2ZXqiK7>
  - See Deconfinement planning document with updates as of 25 May 2020 <https://bit.ly/3em6dB2>;
- The City of Montreal has announced that it will lift certain confinement measures and progressively resume services to citizens <https://bit.ly/36ioaxv>;
- The Medical Centre provides ongoing medical support via teleconsultation for urgent care issues, follow up of important test results, referrals to specialists, prescription renewals, support for medico-administrative questions related to COVID-19, and guidance related to occupational health and safety. The medical center continues to respond to all HR related matters, i.e., assessment of disability cases, sick leave approvals, medical clearance, etc. MYLE Patient Portal is now operational, enabling health care Professionals to unilaterally and securely share documentation and messages to the patients, allowing them to adapt to the current social distancing and teleworking guidelines.

Nutrition Tips  
presented by:



World Food Programme



World Health Organization



## Regional Offices

- ESAF RO's BCP is still activated and most staff are working from home except for the essential/critical staff. Virtual meetings continue to be the main mode of operation and meetings. There is no definite date for opening up of the UNON complex. The Emergency status in Kenya continues to be in disaster phase;
- WACAF RO's BCP remains in force. The UN CMT has initiated the development of guidelines to assist agencies in planning their return-to-work at the appropriate time, consistent with the Contingency Plan. A local clinic has been engaged to take care of UN personnel and their dependents in case of COVID-19 infection. The recruitment of an Expert in psychological counselling and stress management has already been finalized and staff members will be informed of the details;
- MID Office – In Egypt, the current measures in effect includes a nationwide curfew from 5:00 p.m. to 6:00 a.m., and shops, malls, restaurants and parks are closed until 29 May. As of 30 May, the curfew hours will change to 8:00 p.m. to 6:00 a.m., and shops and malls will be allowed to re-open. The UN SMT is still imposing telecommuting work arrangements with minimum staff allowed to physically go to the offices with prior approval by A/RD. Guided by the SMT, MID Office's Return to Office Plan prescribes a gradual return of staff to the Office on a voluntary basis at the early stages and takes due consideration of staff at high health risk and who are taking care of elderly or with children not going to school;
- SAM RO's BCP remains activated and all staff continues to work from home. Starting 1 June, cleaning services will be performed weekly. The Office is closed due to the Government's mandatory quarantine. Re-opening of SAM's premises will depend on the decision of the Peruvian government and the recommendations of the UNCT. UNCT has developed a proposal for clinical evaluation and procedures on COVID-19 confirmed cases, including COVID Molecular tests to identify cases in which MEDEVAC will apply due to lack of available ICU level 3 beds in the Peruvian health system. UNCT reports that 85% of ICU beds are currently occupied;
- APAC RO – In Thailand, the Emergency Decree has been extended until 30 June 2020, to prevent a second wave of COVID-19 infections. Temporary ban on international flights to Thailand is extended until 30 June 2020. APAC RO is now on its second week of its Phase 1 of gradual return to the premises, with 40% of staff effectively working from the office on alternating daily arrangement of maximum 20%. The office is considering to commence Phase II with maximum of 40% staff working in the premises every day as of 8 June 2020. APAC RSO in Beijing is currently open three days a week, moving to four days a week as of 1 June 2020. The general situation in Beijing is reported to be normal;
- EUR/NAT Office remains closed for staff and visitors until 2 June 2020, following UNESCO's guidelines on the quarantine relaxation measures. All non-essential staff will continue to work from home until 2 June 2020. Following the planned phased approach after 2 June, staff who wish to come to the Office before 2 June can do it provided they obtain RD's permission in order to keep track for health and safety reasons. The EUR/NAT Office will continue to closely monitor and observe the guidelines provided by the French Government and UNESCO;
- NACC Office – Mexico remains at Phase 3 (National Sanitary Emergency) as this week the number of contagions is on its maximum peak. Following the Government's Plan to return to the "New Normality", Mexico City has implemented a "traffic light" coding system providing status of hospital capacity (red for over 65% maintained for two weeks; orange for less than 65% and with a tendency of decreasing; yellow for under 50% maintained for two weeks; and green for under 50% with at least a month of sustainability). Currently, Mexico City expects to be on red light status at the minimum up to 15 June 2020. The NACC Regional Office remains closed with all personnel fully operational via telecommuting. The NACC continues to provide support to all its member States and Territories, and other external parties through extensive online assistance, webinars, video conferences, and teleconferences.

## Well-being Tips and Online Learning Resources

**Mental Health Support** is available through telephone counselling as well as video counselling - 24/7/365 to help you with the tools, resources and/or support you are looking for:

- ICAO's Employee Family Assistance Program Provider, Homewood Health offers 5 short-term free psychological counselling sessions. This programme is free of charge for ICAO staff members and their immediate family members and utilisation of the services provided is strictly confidential and anonymous. Call: 1-800-663-1142 or visit: [Homeweb.ca](http://Homeweb.ca)
- Wellness Together Canada, in partnership with Homewood Health, is providing up to 4 additional free psychological counselling sessions. Call: 1-866-585-0445 or visit: [wellnesstogether.ca](http://wellnesstogether.ca)



ICAO Employee and Family Assistance Programme. See [HR Postmaster](#) of 24 & 27 March for details.



Remote Learning - [Online Professional Development Opportunities](#) and more.



United Nations resources providing [advice on protecting mental health](#) while staff are teleworking.



OpenWHO.org offers [online training](#) on various topics related to COVID-19.

## Remote Working Facilities and Guidelines



Communicate via [Zoom](#) or [Microsoft Teams](#)



Remote Working Instructions – [FAQs and More](#)



ICAO [Cyber Security Awareness](#) for Home Computers

## Useful links

- ICAO site on COVID-19: <https://intranet.icao.lan/COVID-19/Pages/default.aspx>
- ICAO Intranet site on COVID-19: <https://intranet.icao.lan/COVID-19/Pages/default.aspx>
- Issuances from the United Nations: <https://www.un.org/en/coronavirus>
- Updates from the World Health Organization: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports/>
- Government of Canada's latest updates on COVID-19: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>
- Updates from Government of Quebec: <https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/>
- Updates from the City of Montreal: <https://montreal.ca/en/articles/coronavirus-covid-19>
- CAPSCA's network site on COVID-19 developments impacting aviation: <https://www.capsca.org/CoronaVirusRefs.html>;
- Get the [Canada COVID-19 app](#) (iOS or Android) for COVID-19 information, recommendations, and resources.
- [Managing the Return to Work: Information and Recommendations for Employers](#), published by the CRHA *Ordre des conseillers en ressources humaines agréés* of Quebec.

We are in this together.

This is the time to stay connected and to express solidarity and care to one another.

**ICAO Crisis Management Team**

This message is also available at <https://portal.icao.int/council/Pages/COVID-19.aspx>