

BizAv Safety Conference

Pilot Peer Support

Dr Gill Green

Clinical & Aviation Psychologist

Centre for Aviation Psychology
www.centreforavationpsychology.com



- Est. 2016 in response to Germanwings tragedy
- World leaders in pilot mental health
- Focussed specifically in establishing and running PSP

CURRENT AOC CLIENTS





32 countries
Core EC regulations

- Provision of confidential (& independent) support to pilots
- Psychological assessment of new entrant pilots
- D & A random testing
- AME related...

Compliance deadline date: 14 Aug 2020



CAP PSPs

- We train and supervise Pilots to support Pilots
- Customised to each AOC's requirements & culture
- Covering 17,000+ pilots in 10+ AOCs
- Speaking 8 languages across 11 countries

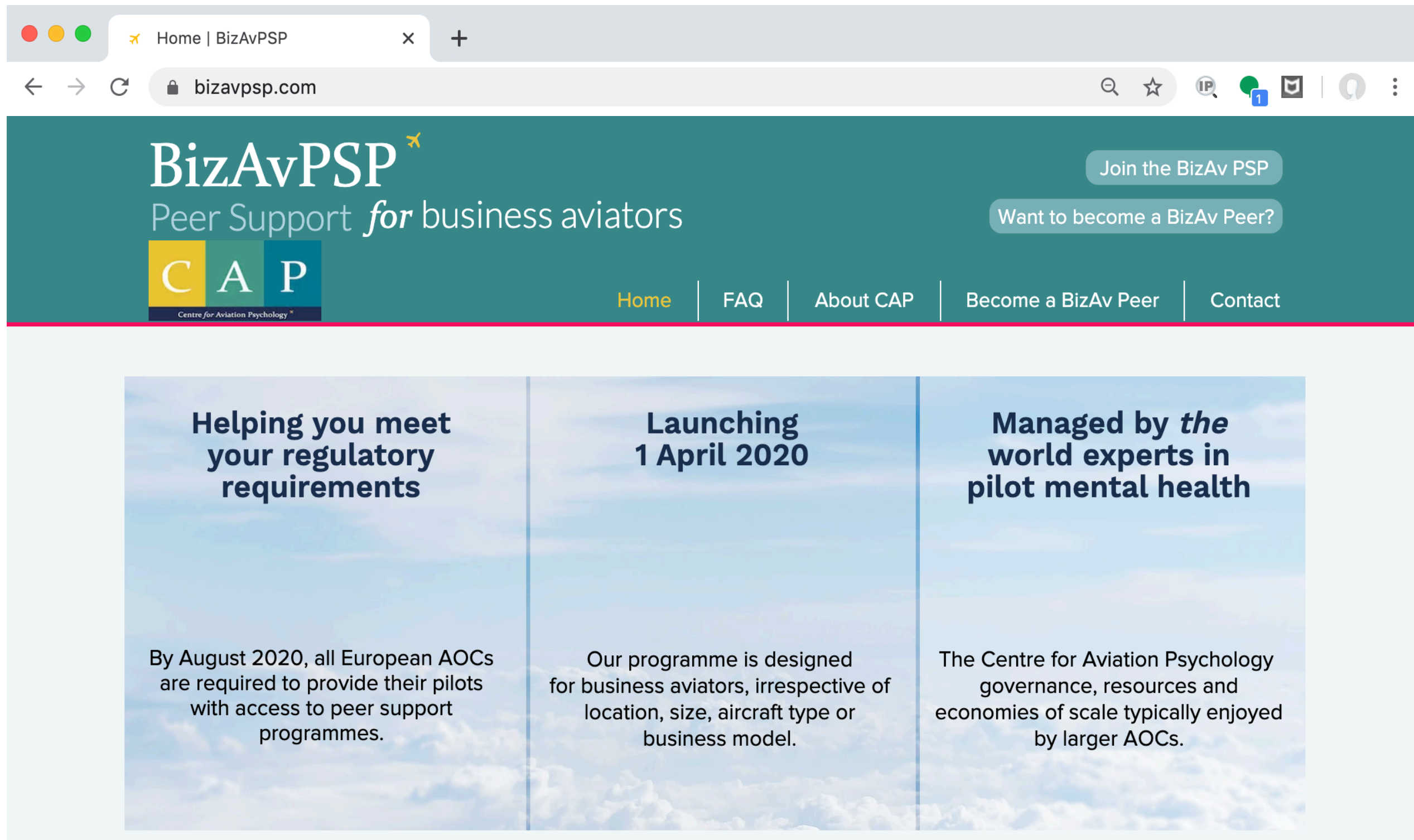


Essential Features of Peer Support Programme

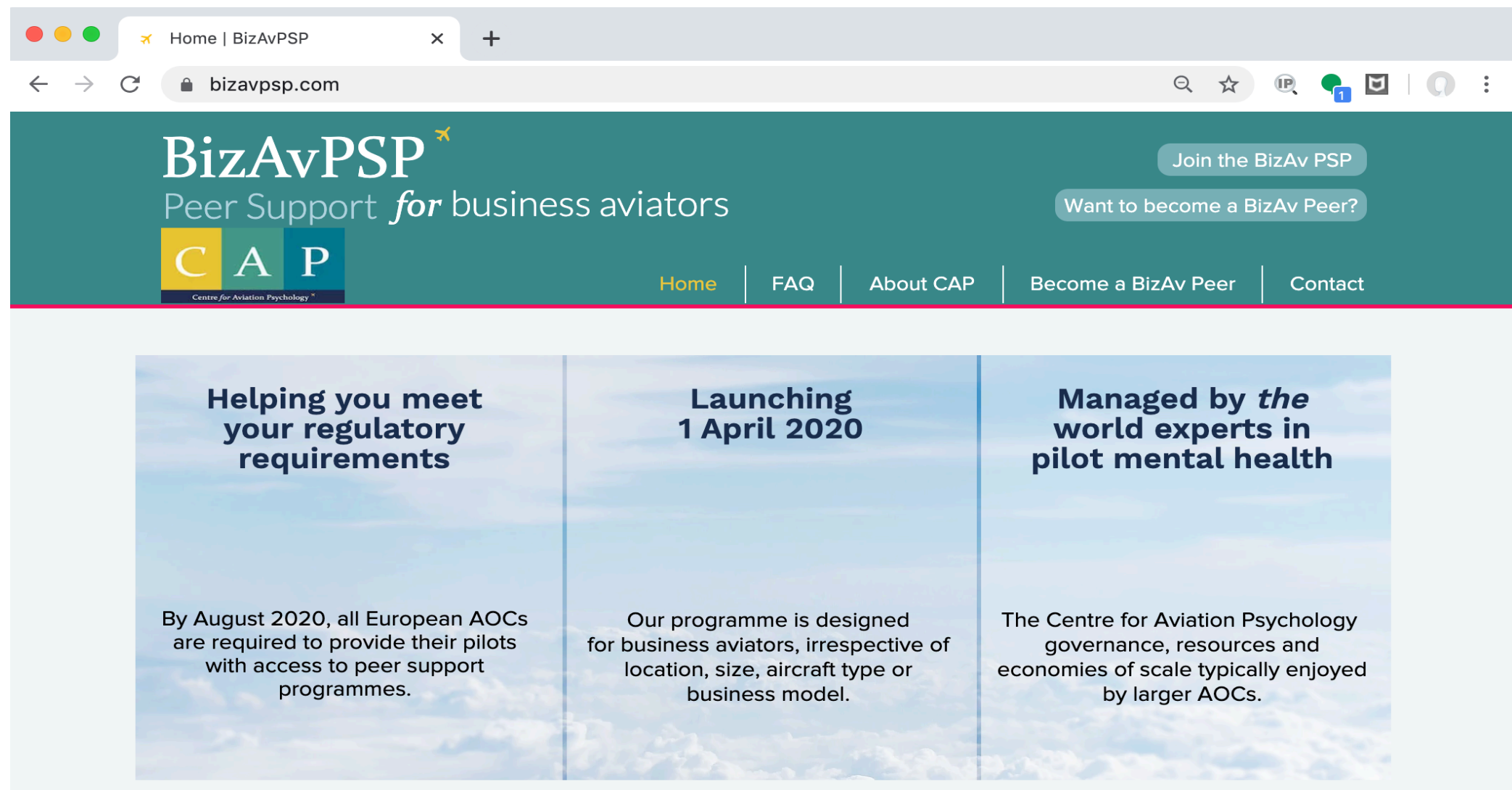
- Lowers barriers to seeking help
- Independent & confidential
- Professionally run & supported
- Easy to use (& good value)
- Risk management vs. return on investment
- Supports pilots whatever their challenges
- Compliments EAP and other services



Coming 1st April 2020...



www.bizavpsp.com



- Bespoke PSP for BizAv AOCs & their pilots
- Simple – removing burden from AOCs
- Professional, trained BizAv Pilot Peers



The CAP approach to PSPs


- Managed by expert 3rd party
- Professional, independent & confidential
- Users access service via website
- Peers supervised by clinical aviation psychologists
- Escalation protocols where threat to safety

How it works:

contact request

Pilot Assistance Network

An independent, confidential service on behalf of British Airways




PILOT ASSISTANCE NETWORK
For pilots, by pilots.

[Home](#) [Emergency?](#) [Talk to a Peer](#) [Questions & Answers](#) [Testimonials](#) [Resources](#) [BACityFlyer](#) [Contact Us](#)

The BA Pilot Assistance Network is here for you.

Trained, pilot volunteers supporting fellow flight crew members, colleagues and their families.

Welcome to PAN



03:10 / 06:06

What would you like to do?

Request a conversation.
Use this link to arrange to talk with a trained pilot volunteer.


[Request a conversation](#)

Find out how this service works?
Use this link to find out how our confidential, independent service works.

[Questions & answers](#)

Access helpful resources?
You are not on your own. Use this link to access a suite of effective resources.

[Helpful resources](#)



We are an independent, confidential service for British Airways pilots, their colleagues and their families.

EMERGENCY?

Please note: this website does not provide an emergency service.

For operational emergency: contact the Duty Flight Crew Manager.

For personal support: contact the Flight Crew Business Managers or the BALPA helpline.

How it works:

contact request

Pilot Assistance Network

An independent, confidential service on behalf of British Airways



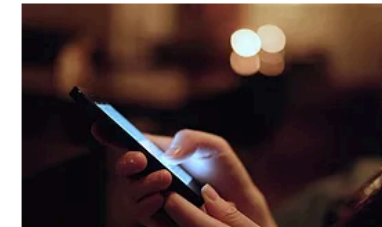
[Home](#) [Emergency?](#) [Talk to a Peer](#) [Questions & Answers](#) [Testimonials](#) [Resources](#) [BACityFlyer](#) [Contact Us](#)

Sometimes the best person to talk to is someone who knows exactly what it's like to be a pilot.

How do I speak to a Peer?

- Complete the contact request form below (having read the [terms and conditions](#))
- Once we have received your request, we will send you an email or text confirmation.
- A peer volunteer will contact you within the time you requested.
- The peer volunteer will send you an initial text or email (whichever you select as your preference) to arrange a suitable time to talk over the phone.
- Following that conversation you will both decide how you can best be supported.

Use this contact form to request to speak with a peer
If you have a general enquiry please contact us [here](#)



Whether you are a BA pilot seeking help for yourself, or a concerned colleague or family member, the BA Pilot Assistance Network is here to help. We are a network of trained BA pilot volunteers who are willing to listen and support you when you need an impartial, friendly peer at the other end of the phone.

Terms and Conditions

- You understand that your request is not an emergency. Click [here](#) if it is.
- Your confidentiality is our main priority and will be protected to the highest degree.*
- This is a peer support service staffed by trained, fellow volunteer pilots. While they have skilled access to resources and a range of professionals, their primary role is to support you as a peer.
- The peer volunteer will not tell you what to do, make decisions for you or intervene on your behalf.
- Consequently, the volunteer pilots, the PAN programme, CAP or BA cannot be held responsible for decisions and actions you may take following contact with the PAN.
- Having said that, we are here for you and will do everything we can within these parameters, to support you.
- As we are continually learning and striving to improve this service, your feedback is important to us. Consequently, if you make contact with us, when appropriate, we will ask for your consent to request feedback once your case is closed.

* The only exception to this is that if you tell us that either you or someone else is in imminent danger we are obliged to act on this information - and this may include waiving your confidentiality.

I would like to talk to a BA Peer

1. We need to be able to make contact with you. It does not have to be your real name or full name.

Your Name

2. How soon do you want us to make contact with you? This helps us to allocate resources and respond to your level of urgency.

Within the following number of hours:

Please choose

☐ 12☐ 24☐ 48

*

* Required

3. Please enter the phone number and email address that you want us to use to make contact with you. Only the peer volunteer will see this and it will not be used for any other purpose.

Contact Number*

* Required

Contact Email*

* Required

I have read the terms & conditions and want to submit my request

How it works:

different languages

I would like to talk to an easyJet Peer

1. We need to be able to make contact with you. It does not have to be your real name or full name.

Your Name

2. If you have a preference for someone who has a familiarity with your culture please select below (you can choose more than one). They will aim to make contact within 48hrs. If you require an urgent response, please select your selection and go to section 3.

Cultural Familiarity:

☐ British ☐ French ☐ German ☐ Italian
☐ Spanish ☐ Dutch ☐ Danish ☐ Greek
☐ Polish ☐ Not relevant

3. How soon do you want us to make contact with you? This helps us to allocate resources and respond to your level of urgency.

Within the following number of hours:

Please choose ☐ 12 ☐ 24 ☒ 48

* Required

4. Please enter the phone number and email address that you want us to use to make contact with you. Only the peer volunteer will see this and it will not be used for any other purpose.

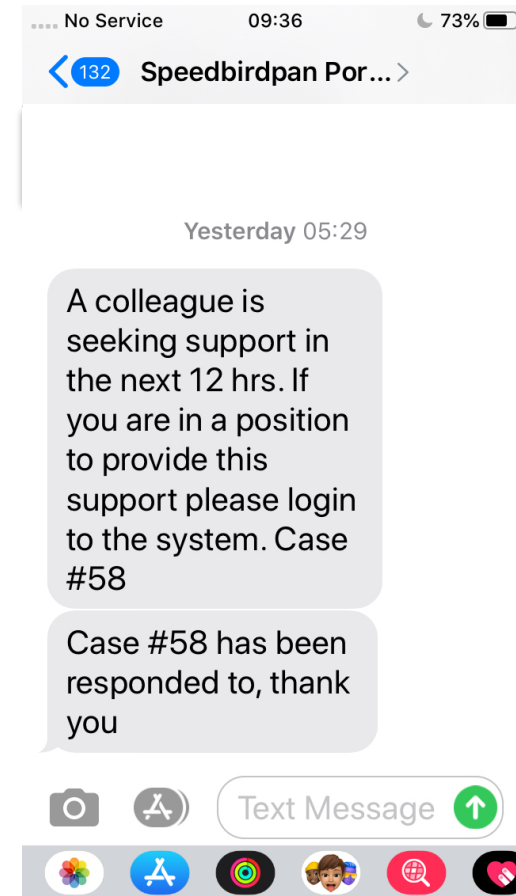
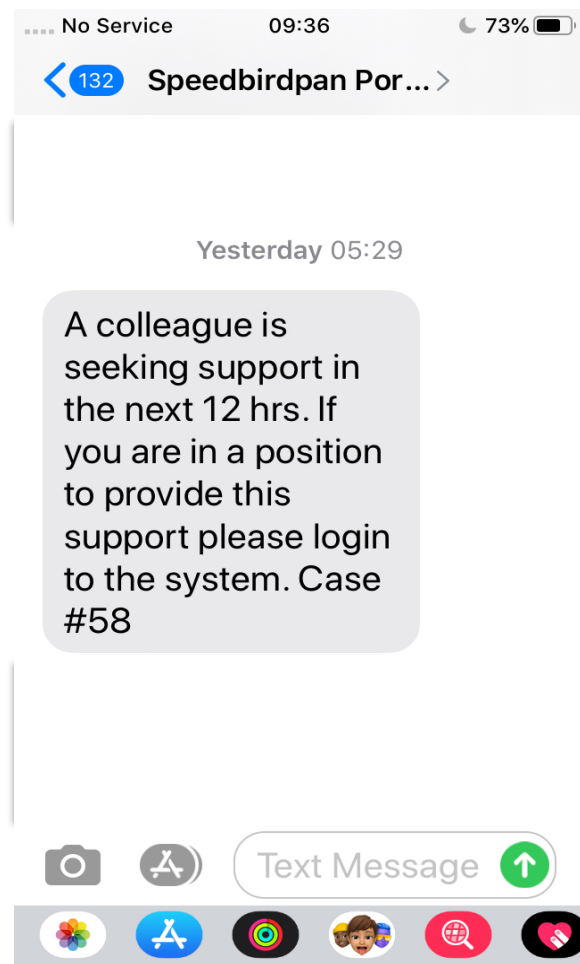
Contact Number*
* Required

Contact Email*
* Required

I have read the terms & conditions and want to submit my request

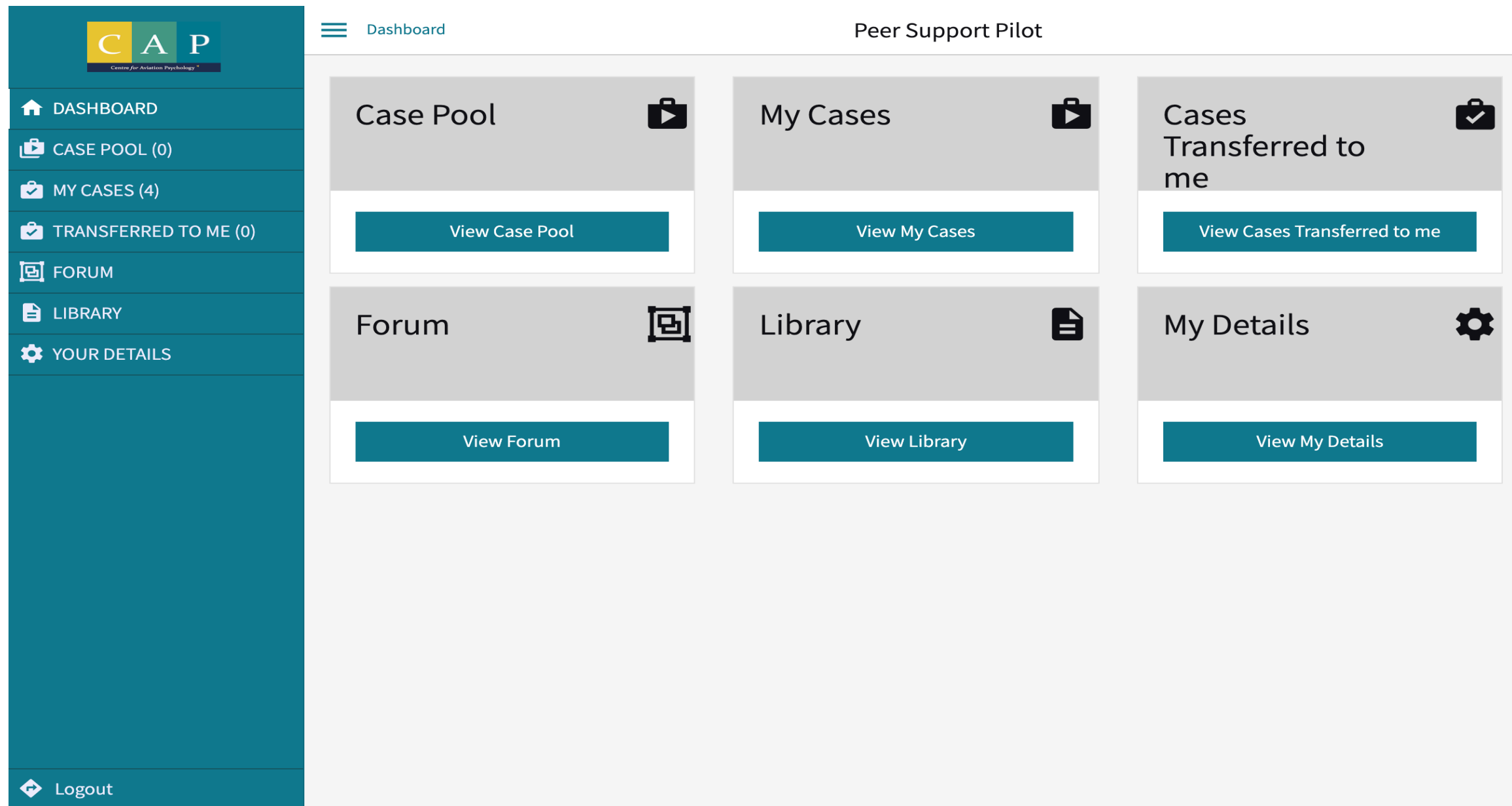
How it works:

allocating to a peer



How it works:

our bespoke case management software



How it works:

our bespoke case management software

The screenshot displays the CAP (Centre for Aviation Psychology) case management software interface. The interface is divided into three main sections: a sidebar, a main content area, and a right-hand panel.

Sidebar (Left): Contains navigation links for various functions:

- DASHBOARD
- CASE POOL (0)
- CASES
- MY CASES (0)
- DUPLICATE CASES (18)
- TRANSFERRED TO ME (0)
- PENDING TRANSFER (1)
- UNALLOCATED CASES
- CASE LOAD
- CLIENT
- USERS
- AUDIT LOG
- FORUM TOPIC
- FORUM
- Logout

Main Content Area (Center): Displays the "Notes for Case ID 47" section. It includes a "Back" button in the top right corner. The section is divided into two tabs: "Overview" and "Case Notes". The "Case Notes" tab is active.

Case Notes Section: Contains a form to "Add a New Note". The form includes fields for "Note Details:", "Time spent (minutes):", and "Add Note" button. Below the form is a section for "Upload Case Note Images", which includes a "File Name:" field and an "Image Upload:" field.

Right-Hand Panel: Displays a list of notes. The first note is by Aedrian OpsDir (0h 1m) on 25/10/2019 15:30:32, with the text: "This way we can communicate and overview what is going on in a particular case." The second note is by David Peer (0h 0m) on 27/09/2019 18:32:40, with the text: "Had written notes. can be uploaded to prevent the need to retype them!". Below the text is a photo of a handwritten note on a piece of paper.



Thank you!

Dr Gill Green

Centre for Aviation Psychology

www.centreforavationpsychology.com

www.bizavpsp.com

Centre for Aviation Psychology ✈



Peer Support Programme Implementation and Crisis Management

EXPERT CARE, EVERYWHERE.

CONFLICT OF INTEREST - MEDAIRE



Commercial Aviation
> 160 airlines



Luxury Yachts
> 1500 yachts



Business & General Aviation
> 3600 clients

MedAire's integrated medical, training and security solutions contribute to an airline's safety management system, while helping to achieve operational goals by reducing risks, managing costs, and enhancing customer service. We provide consistent care to crew and passengers in the air and on the ground.

EXPERT CARE, EVERYWHERE.

PEER SUPPORT PROGRAMME IMPLEMENTATION

What is a Peer Support Program ?

Peer support program consist of designated employees who are trained to provide emotional support to employees within their organization.

The goal of a peer support programme is to provide employees the opportunity to receive emotional and tangible support through times of personal or professional stress

Holistic Approach:

- Practical support
- Physical support
- Wellness coaching

A LAYERED APPROACH





TWO TYPES OF PEER SUPPORT PROGRAMMES

To provide peer support on an individual basis to assist employees who are experiencing personal or professional stressors

- Hospital visitation
- Career issues support
- Post-critical incident support
- Death notification
- Substance abuse and EAP referrals
- Relationship issues support
- Support for families of injured or ill employees

To provide peer support following a critical incident, often in conjunction with a mental health professional

MAIN ISSUES TO CONSIDER

Selection of peer support employees

Training

Confidentiality

Medical/clinical and professional oversight

Challenges

Various departments or positions

Previous education or training

Maturity, judgment

Personal and professional ethics

Credibility

WHAT QUALIFIES AS AN IN-FLIGHT TRAUMATIC EVENT

A photograph showing a passenger lying on the floor of an airplane cabin, being restrained by flight attendants. The passenger is wearing a red top and a grey t-shirt with 'VENZ' visible. The flight attendants are wearing white uniforms.

SECURITY EVENT / UNRULY
PASSENGER

A photograph showing two flight attendants performing CPR on a passenger lying on the floor of an airplane cabin. One flight attendant is kneeling and operating a blue AED, while the other is leaning over the passenger, performing chest compressions. The passenger is wearing a white shirt and has an oxygen mask on their face.

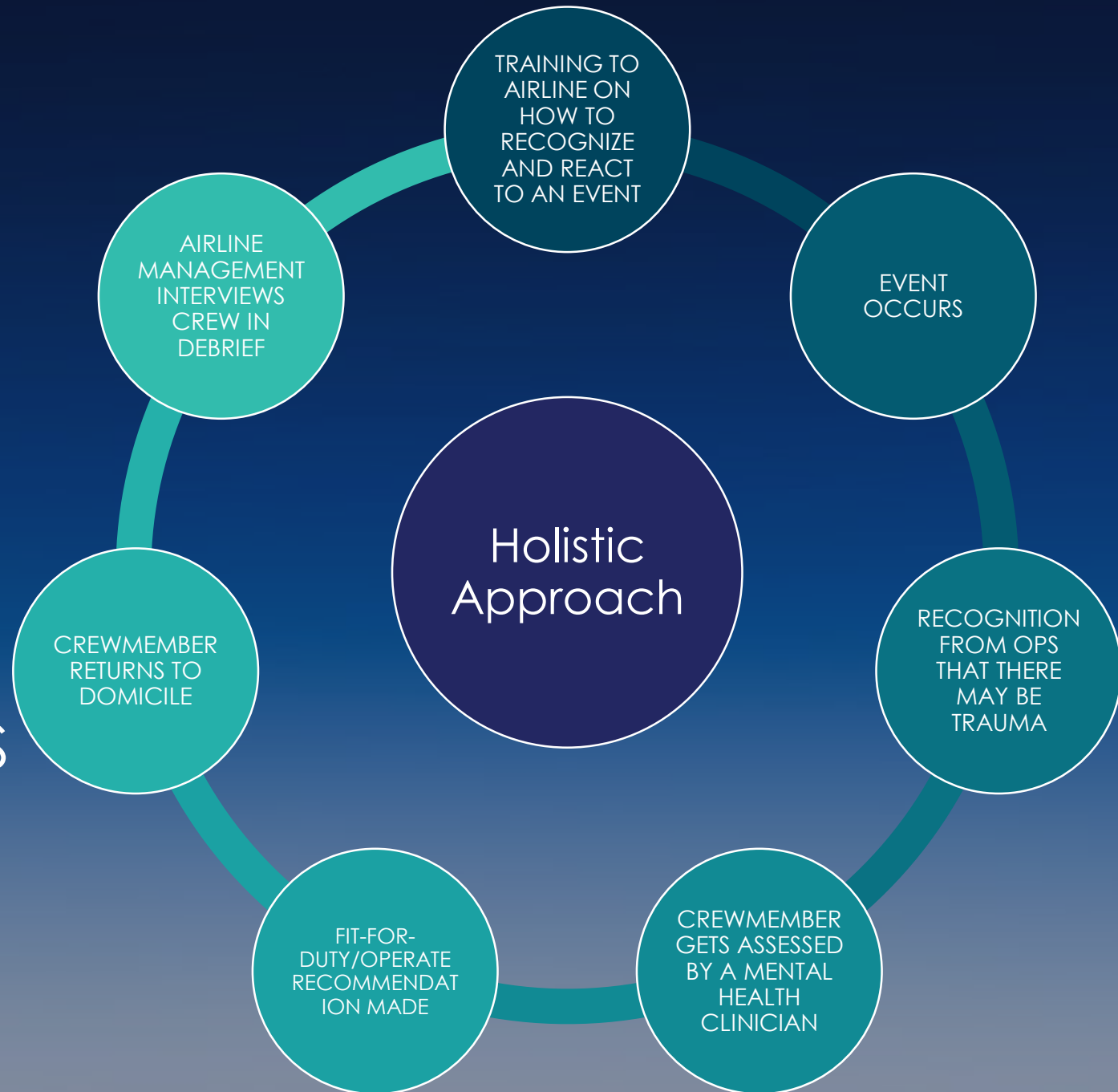
CPR, SERIOUS MEDICAL EVENT OR DEATH
ON BOARD

A photograph showing several passengers in an airplane cabin wearing oxygen masks. The cabin is dimly lit, and the passengers are looking forward.

SMOKE IN CABIN OR
MECHANICAL FAILURE

EXPERT CARE, **EVERYWHERE.**

HOLISTIC APPROACH TO THE MANAGEMENT AND TRIAGE OF IN-FLIGHT TRAUMATIC EVENTS





Emotional Support Program

Employee Assistance Program
(EAP)

BRIDGING THE GAP BETWEEN THE EVENT & YOUR EAP

Emotional Trauma
Management Train
the Trainer Course

24/7 Immediate
Emotional Support
Triage

Recommendation
on Crewmembers
Fitness for
Duty/Operate

Long-term
Emotional Support
Counselling Referrals

Friends & Family Emotional
Support



FEEDBACK & QUESTIONS NEXT STEPS

EXPERT CARE, EVERYWHERE.

2018 FACTS & FIGURES



120,000 CASES

300+ CASES PER DAY

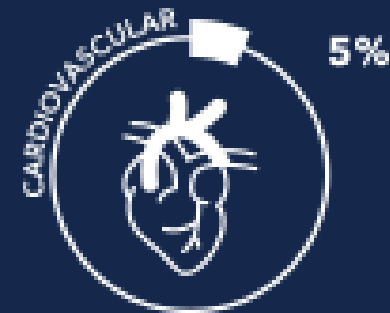
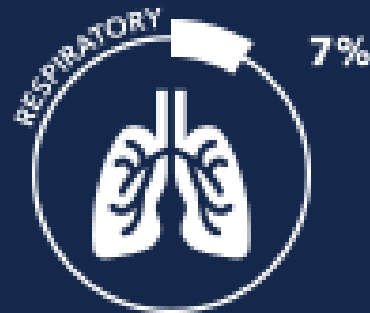


250,000 CALLS

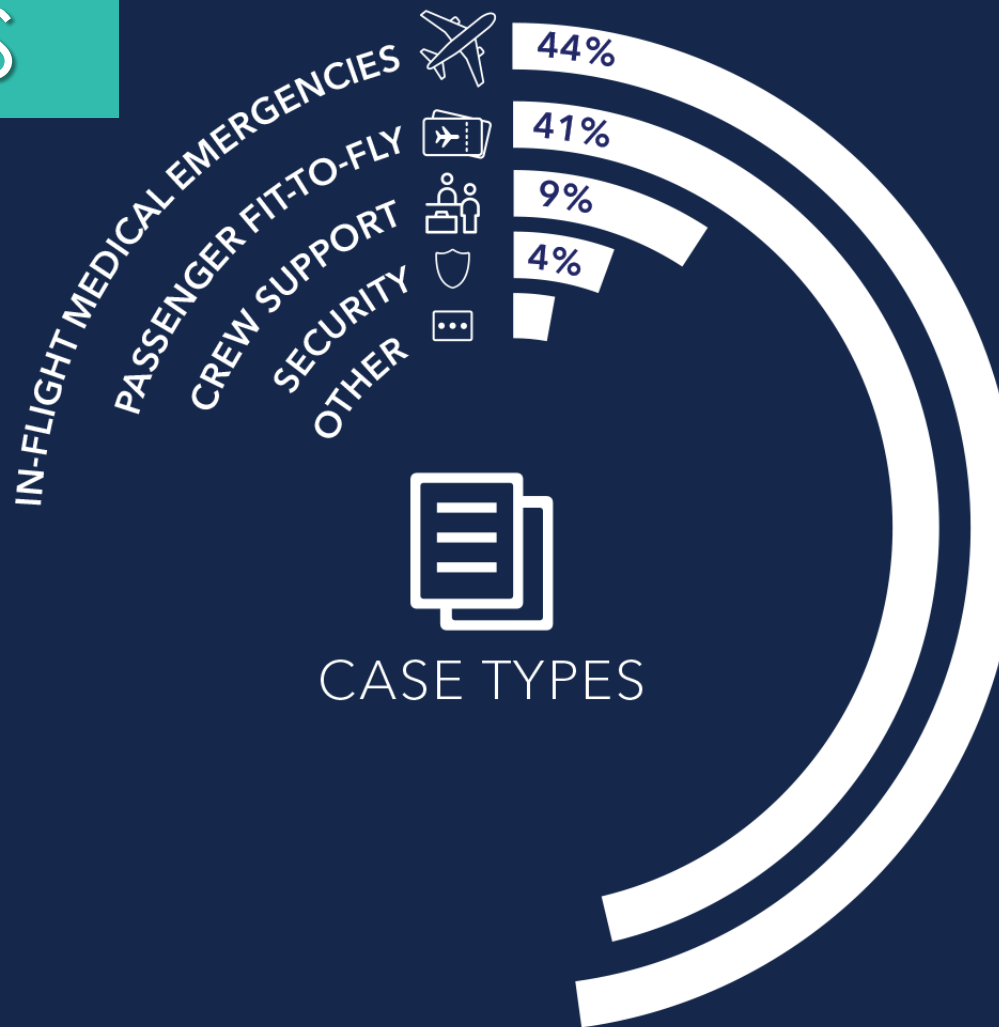
680+ CALLS PER DAY

CALLS ARE ANSWERED IN LESS THAN 30 SECONDS

TOP 5 MEDICAL CASES



EVERYWHERE.



300,000
MEDICAL KITS
DELIVERED

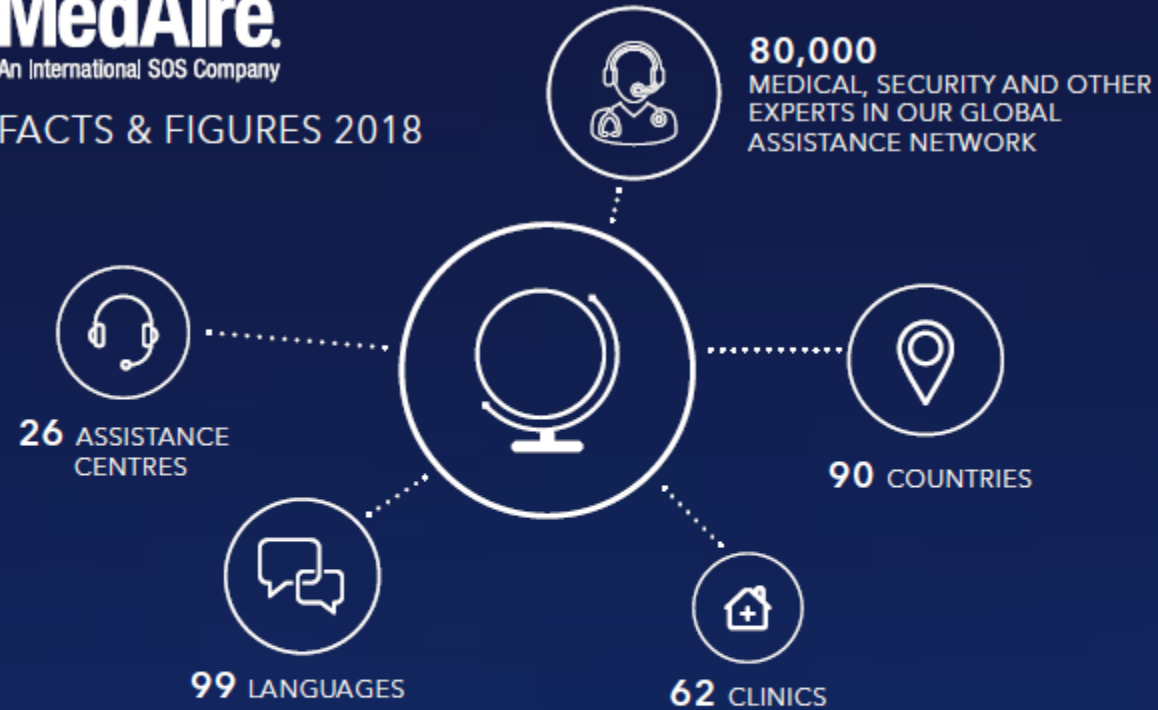


3,844
TRAINING CLASSES
41,412
STUDENTS



350+
TRAVEL SAFETY
REPORTS AND
SECURITY ALERTS

FACTS & FIGURES 2018



75
OF FORTUNE'S TOP 100
COMPANIES' CORPORATE
AIRCRAFT



50%
OF WORLD'S TOP
COMMERCIAL AIRLINES



50%
OF WORLD'S
SUPERYACHTS



**BUSINESS &
GENERAL AVIATION**
3800+ AIRCRAFT



75
OF FORTUNE'S TOP 100
COMPANIES' CORPORATE
AIRCRAFT

**COMMERCIAL
AVIATION**
150+ AIRLINES



50%
OF WORLD'S TOP
COMMERCIAL AIRLINES

LUXURY YACHTS
1100+ YACHTS



50%
OF WORLD'S
SUPERYACHTS

EXPERT CARE, **EVERYWHERE.**



Stiftung Mayday

Peer Support Programs

EBBA, Annual Safety Summit 19

November 12-13, 2019

Rena Achten

25.7.2018

EN

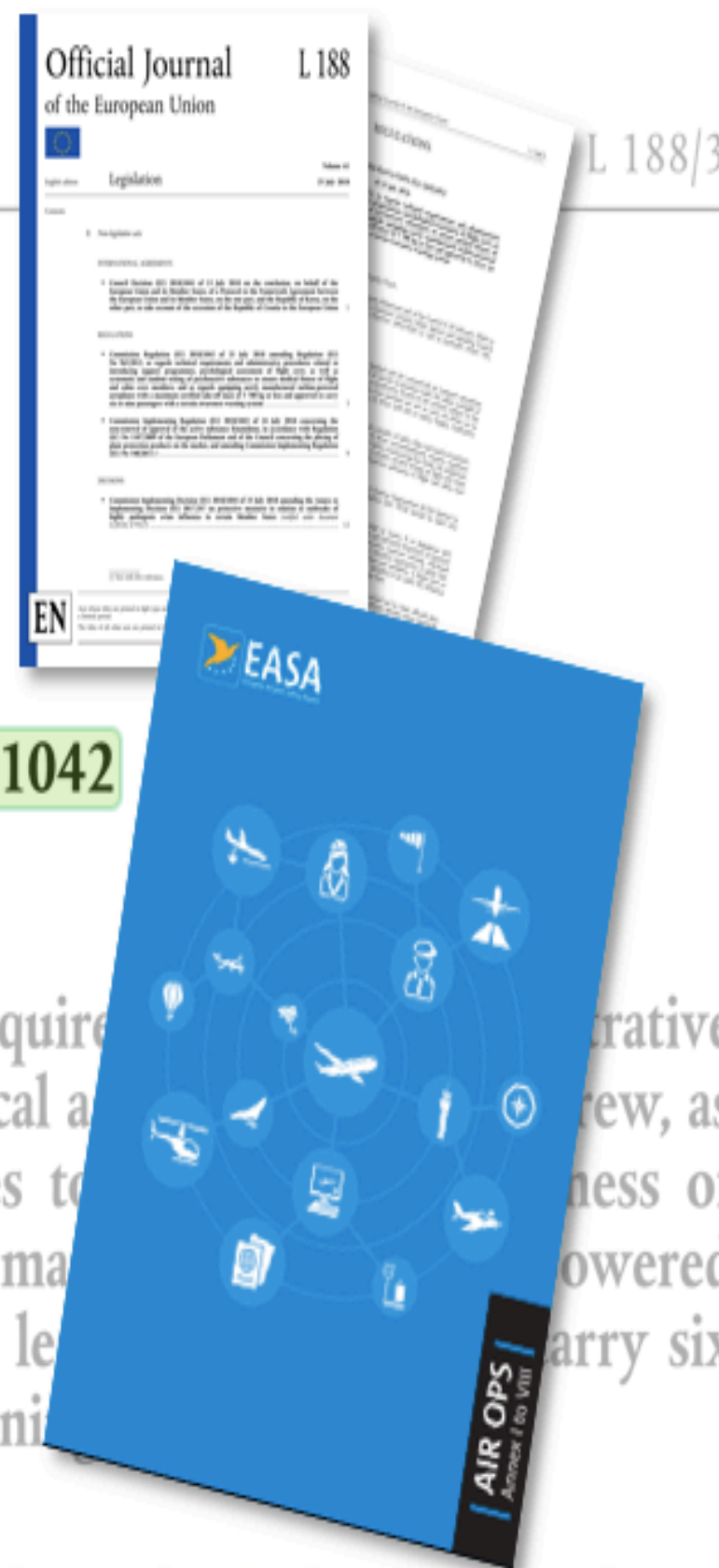
Official Journal of the European Union

REGULATIONS

COMMISSION REGULATION (EU) 2018/1042

of 23 July 2018

amending Regulation (EU) No 965/2012, as regards technical requirements for flight procedures related to introducing support programmes, psychological and physiological testing of flight crew, as well as systematic and random testing of psychoactive substances to flight and cabin crew members, and as regards equipping newly manufactured aeroplanes with a maximum certified take-off mass of 5 700 kg or less with a terrain awareness warning system to carry six to nine passengers with a terrain awareness warning system.



What is a Support Programme/Peer Support?

CAT.GEN.MPA.215 Support programme

- (a) The operator shall enable, facilitate and ensure access to a proactive and non-punitive support programme that will assist and support flight crew in recognising, coping with, and overcoming any problem which might negatively affect their ability to safely exercise the privileges of their licence. Such access shall be made available to all flight crew.

GM1 CAT.GEN.MPA.215 Support programme

SUPPORT PROGRAMME

- (a) A support programme is a proactive programme applying the principles of 'just culture' as defined in Regulation (EU) No 376/2014, whereby the senior management of the operator, mental health professionals, trained peers, and in many cases representative organisations of crew members work together to enable self-declaration, referral, advice, counselling and/or treatment, where necessary, in case of a decrease in medical fitness.
- (b) The support programme should be easily accessible for flight crew, and should provide adequate means of support at the earliest stages.

What are the elements of a support programme?

AMC3 CAT.GEN.MPA.215 Support programme

ELEMENTS OF A SUPPORT PROGRAMME

- (a) A support programme should contain as a minimum the following elements:
- (1) procedures including education of flight crew regarding self-awareness and facilitation of self-referral;
 - (2) assistance provided by professionals, including mental and psychological health professionals with relevant knowledge of the aviation environment;
 - (3) involvement of trained peers, where trained peers are available;
 - (4) monitoring of the efficiency and effectiveness of the programme;
 - (5) monitoring and support of the process of returning to work;
 - (6) management of risks resulting from fear of loss of licence; and
 - (7) a referral system to an aero-medical examiner in defined cases raising serious safety concerns.

The Purpose of Stiftung Mayday

- Supporting **flight license holders** and next of kin in need
- Supporting **flight crews** and next of kin after incidents and / or accidents

Pilot's wellbeing

Pilot's population



Prevention programs



AME, Health System ...



Legend

-  Heathy and well
-  Questions, complex life situations, problems
-  Physically and/or mentally sick

Pillars of Peer Support

Peer Support

C
I
S
M

W
E
L
L
B
E
I
N
G

I
N
D
I
V
I
D
U
A
L

-
S
U
P
P
O
R
T

S
U
B
S
T
A
N
C
E

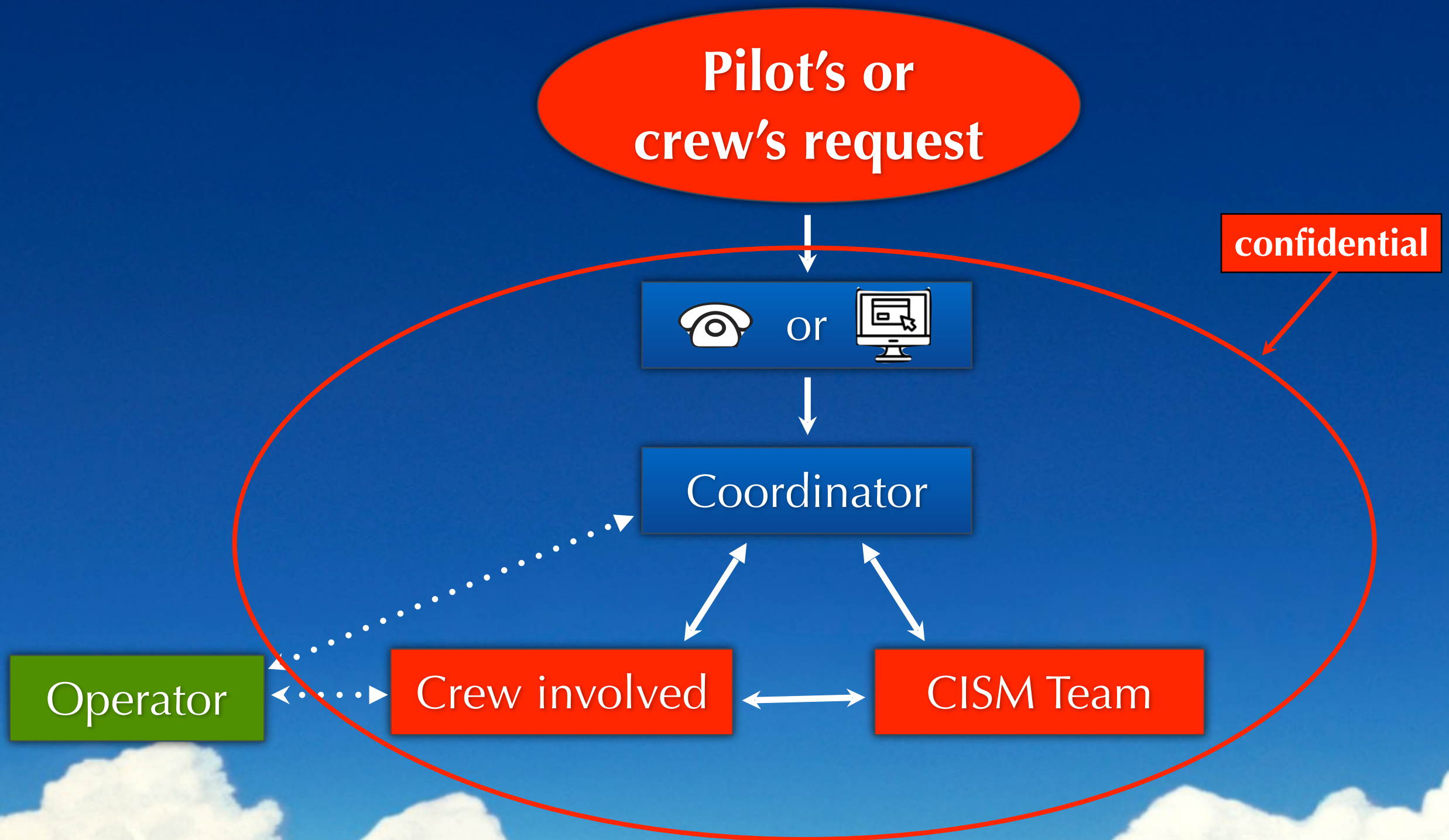
-
A
B
U
S
E

Individual Support

International Critical Incident Stress Foundation (ICISF)




Intervention Process



stiftung-mayday.de

Home page - Stiftung Mayday

Favoriten


Deutsch English Menu

Stiftung Mayday

Network of carers and Support


The Mayday Foundation maintains a worldwide network of carers, assisted by experienced and specially trained peers, both pilots and other crew members as well as mental health professionals and professional psychologists.

The Foundation provides this support voluntary and irrespective of alleged guilt, presumed innocence, the cause of the accident or incident and issues pursuant to insurance law.




Would You like to get in contact with us (e.g.CISM-Team)

[Contact Support](#)








Do you have questions?

[FAQ CISM](#)[FAQ Stiftung Mayday](#)




Looking for helpful resources?

[DOWNLOADS](#)     

stiftung-mayday.de

CISM Contact - Stiftung Mayday

Favoriten



Stiftung Mayday

Deutsch

English

Menu

Home » CISM Contact

Welcome to the Contact Form.

Important notice on our privacy policy regarding this form: The data You provide here is never handed over to third parties, and is stored on our servers only for as long as is necessary to service Your request. Further information is available on our [privacy policy](#) page.

The mandatory fields are marked with an asterisk (*). Due to our voluntary nature of our services, our response times are usually within 6 hours.

Name *

Telephone number *

Confirmation SMS

☐ Yes

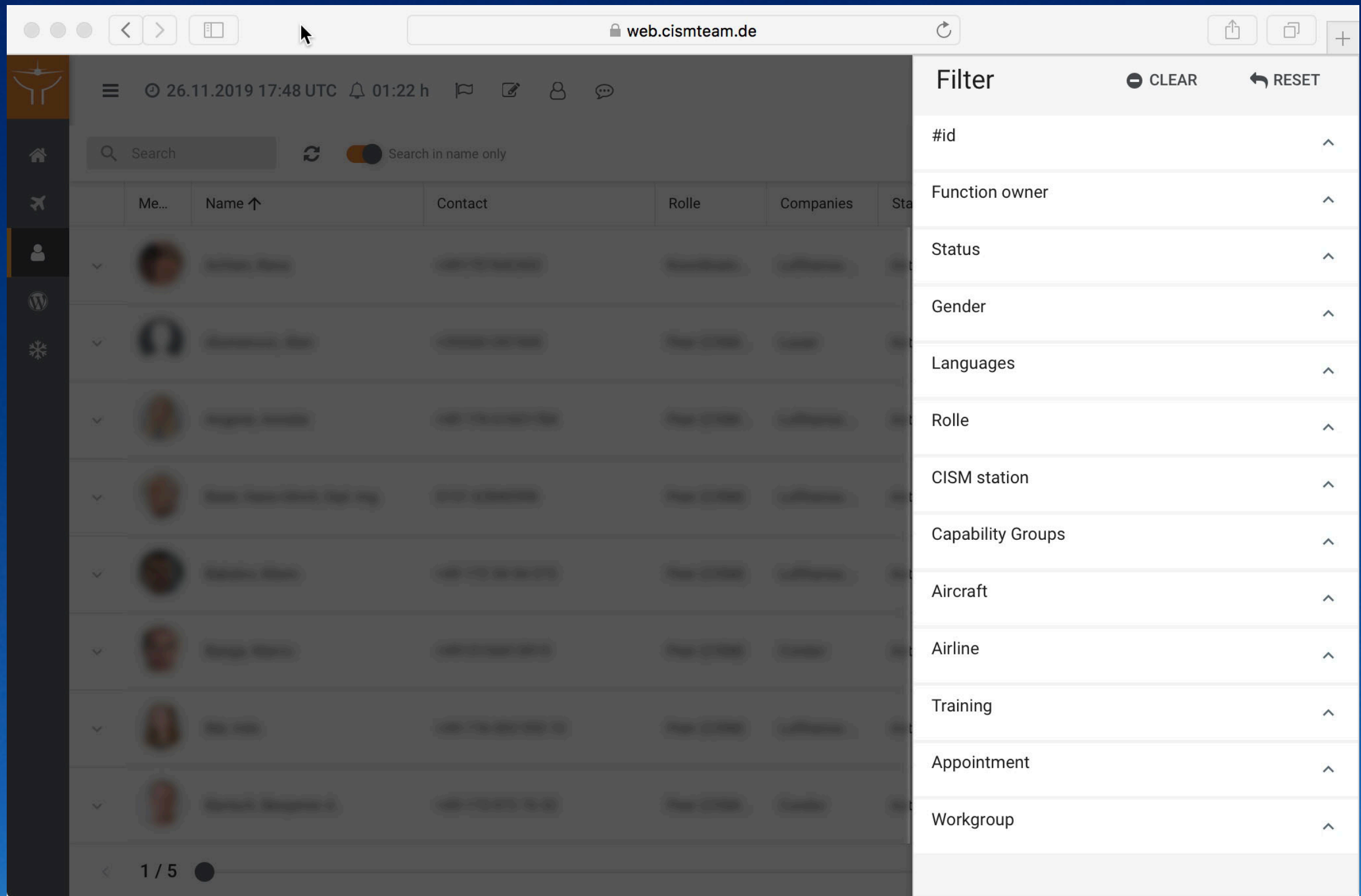
☐ No

Message / Subject

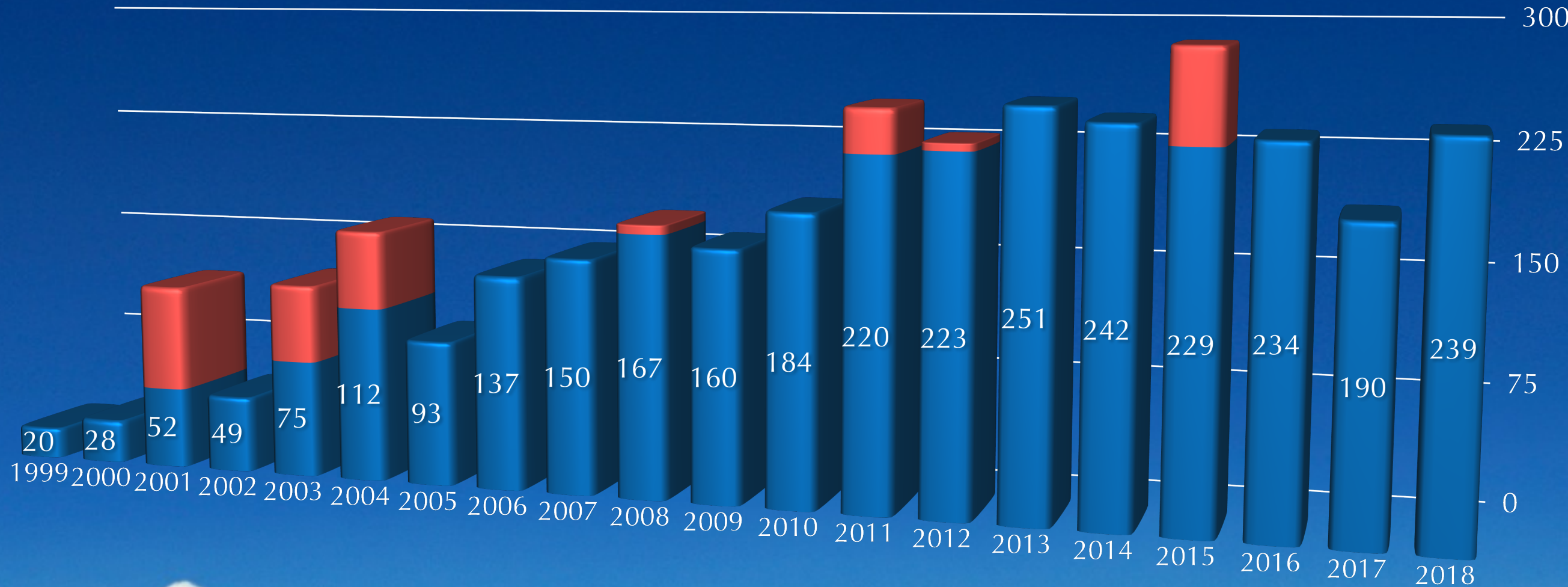
Preferred callback times

As a protection from automated use of this form: Please solve the small calculation $19 + 1 =$

Submit



Number of cases covered



What happened 2018?

(2017, 2016, 2015, 2014)

- **78% aviation related incidents** (76%, 83%, 81%, 84%)
 - 18% medical problems on board (16%, 14%, 10%, 13%)
 - 13% death on board (7%, 8%, 9%, 15%)
 - 8% smoke, fume and/or fire (17%, 14%, 6%, 10%)
 - 8% Layover (8%, before < 3%)
 - 8% unruly pax (4%, 7%, 6%, 5%)
 - 4% technical problems (4%, 5%, 3%, 7%)
 - 3% turbulence (3%, 8%, 5%, 6%)
 - <3% fear of flight (4%, 6%, 5%, 5%)
 -
- **22% private problems**, very often license-threatening and/or related to the death of a next-of-kin (24%, 17%, 19%, 16%)

Classification

	directly after the event	~ one week later	later (> 4 weeks and/or complex)
One Crew- member			
One Crew			
Several Crews			

Cases

	directly after the event	~ one week later	later (> 4 weeks and/or complex)
One Crew- member	Critical Incidents		Wellbeing Substance abuse
One Crew			
Several Crews	Tsunami, Terror, Significant Accidents ...		

Toolbox

	directly after the event	~ one week later	later (> 4 weeks and/or complex)
One Crew- member	SAFER-R Family-CISM		Mayday Model Referral
One Crew	Defusing sCMB	Debriefing sCMB	Debriefing Referral
Several Crews	CMB, RITS strategic planning		strategic planning

The CISM-Team

- 214 Peers
- 24 Coordinators
- 35 Mental Health Professionals
- 1 Clinical Director, 2 deputies
- Organisation- / Airline-representatives

Languages available

- Afrikaans
- Arab
- Bulgarien
- Danish
- Dutch
- English
- French
- German
- Greek
- Hebrew
- Indonesian
- Italian
- Japanese
- Luxembourgian
- Macedonian
- Persian
- Polish
- Portuguese
- Russian
- Swedish
- Sign (language of gestures)
- Spanish
- Turkish

CISM-Network



Stiftung Mayday

Hugenottenallee 171a
D-63263 Neu Isenburg

Tel: +49 (700) 7700 7701

Fax: +49 (700) 7700 7702

CISM Team 24/7: +49 (700) 7700 7703

E-mail: info@Stiftung-Mayday.de

Internet: www.Stiftung-Mayday.de

Thank you!
Any questions?

For any further questions

Dr. Gerhard Fahnenbruck

Elsa-Brändström-Straße 28

D-63225 Langen

+49 (151) 58 947 702

Gerhard.Fahnenbruck@human-factor.biz

Hans Rahmann

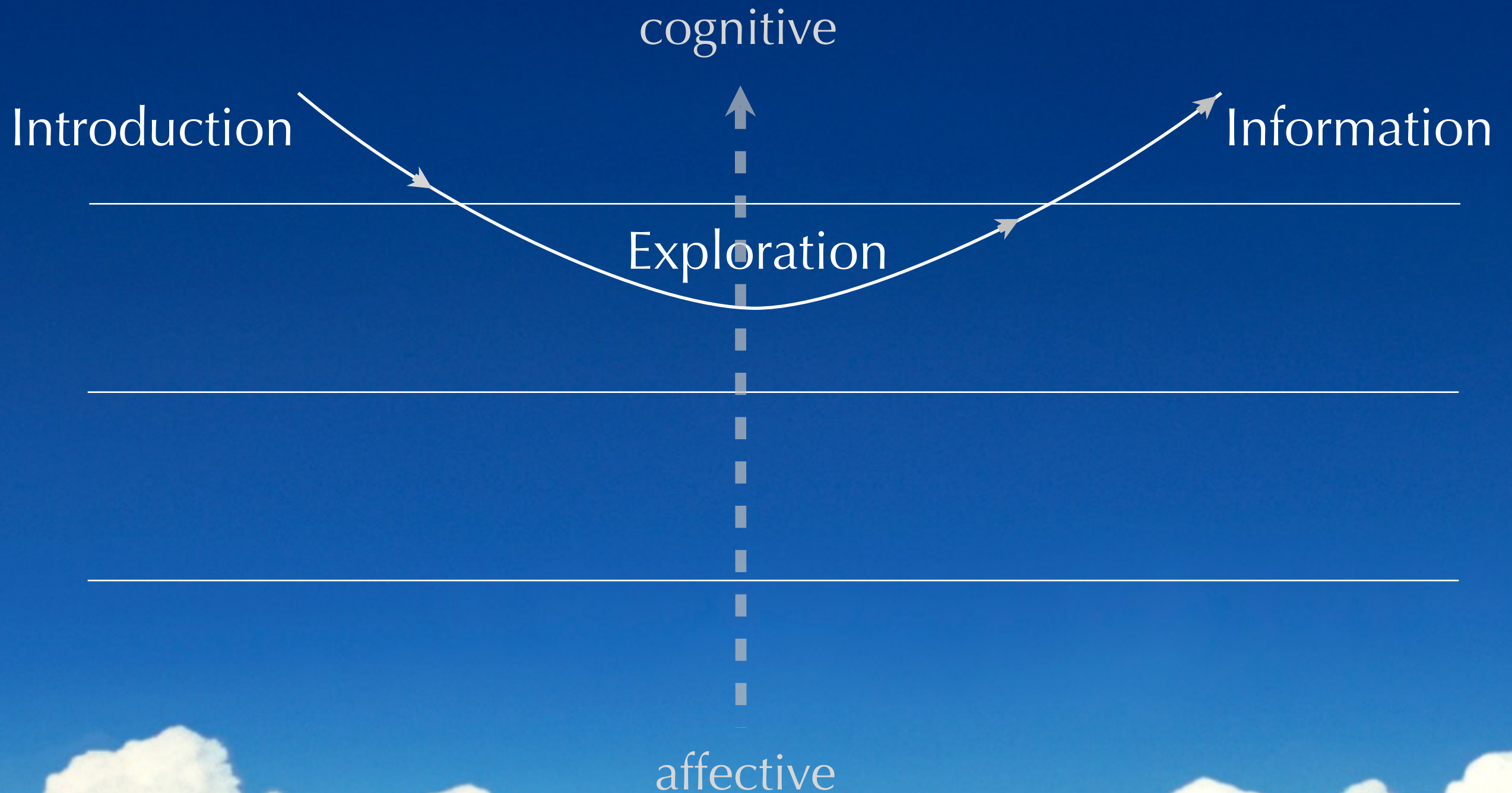
Carl-Goerdeler Str. 102

D-60320 Frankfurt

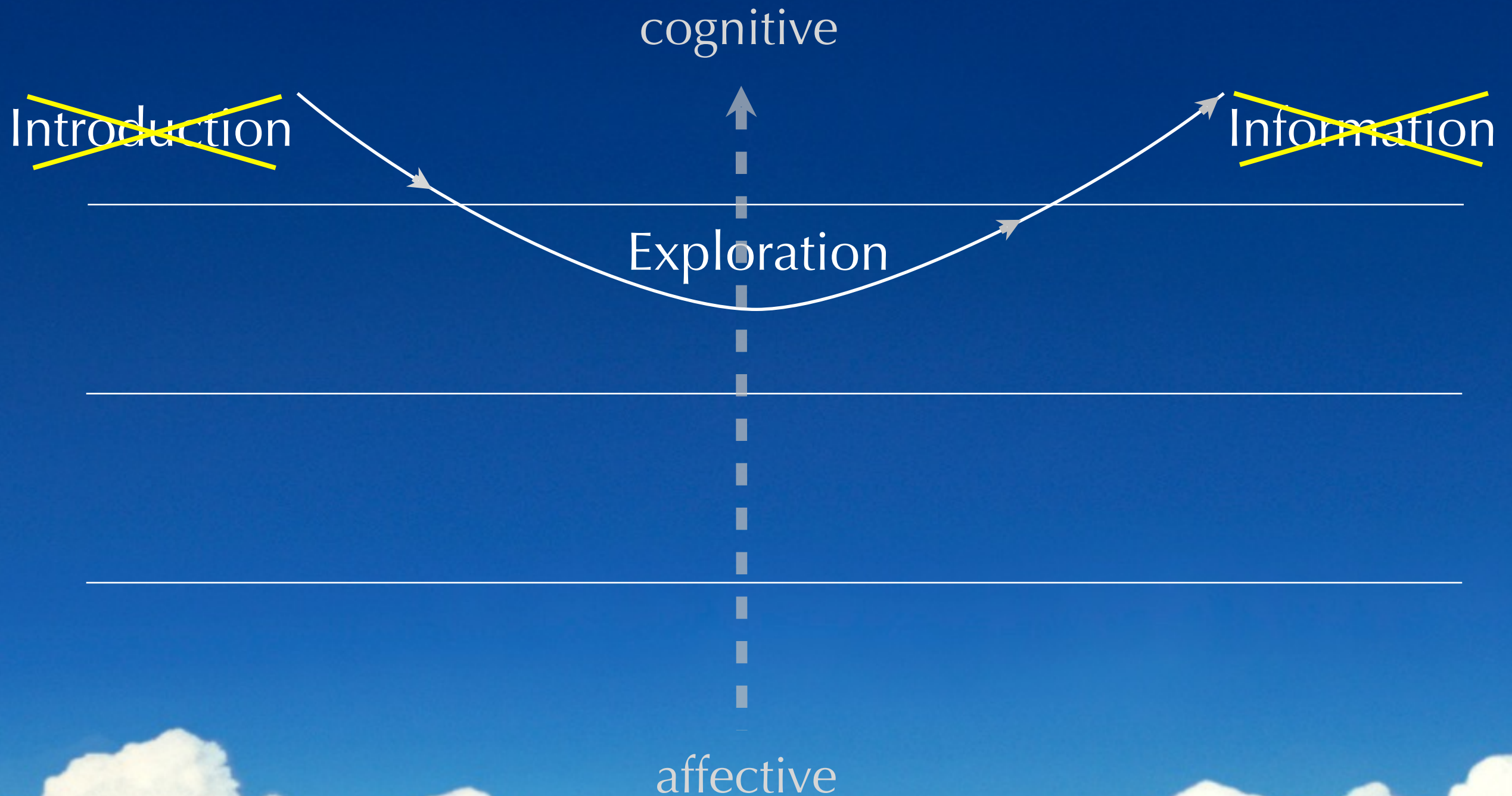
+49 (151) 58 909 666

HansRahmann@onlinehome.de

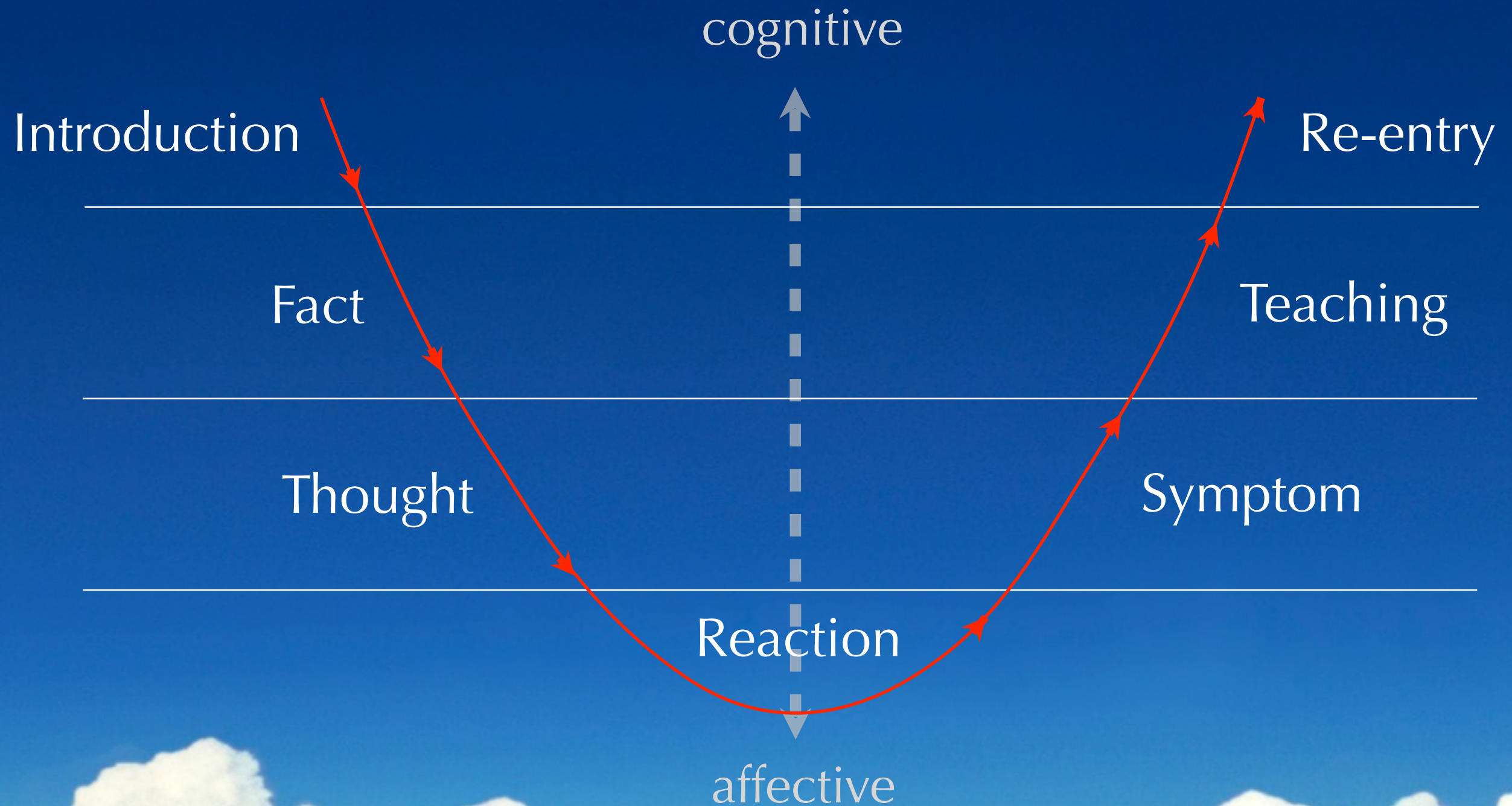
Defusing



Ops Debriefing



CISM-Debriefing



Mayday Model

- Make contact
- Understand the person's problem
- Look for resources and options
- Come to a decision
- Challenge the person to act

Chronology 4U 9525

- March 24
 - Date of Accident
 - begin of presence of peers at the bases
- March 26
 - Begin of presence of MHPs at the bases
- March 29
 - End of presence of MHPs at the bases
- April 3
 - End of presence of Peers at the bases
- April 7
 - End of acute crisis response

Statistics

- Persons involved from Stiftung Mayday
 - 123 Peers
 - 15 Coordinators
 - 11 MHPs
 - 3 Clinical Directors
- Working days spent ~1200
- Persons directly supported ~4500

Statistics

- Sick leave rates at Germanwings
 - day 1 and 2: ~50%
 - day 5: < 10%
 - day 10: < normal
- Germanwing's and Lufthansa's Management attributed the dramatic and positive reduction in sick leave rate by almost 100% to Stiftung Mayday's work