



Pilots Helping Pilots— The Success of Pilot Assistance Programs



Dr. Quay Snyder

President & CEO

Aviation Medicine Advisory Service



AVIATION MEDICINE ADVISORY SERVICE



Goals of Peer-to-Peer Support Programs

- ✈ Saving lives
- ✈ Optimizing health
- ✈ Preserving careers
- ✈ Enhancing safety

Resources—National Union Level

Pilot Assistance Committee

 Aeromedical

 HIMS

 Canadian

 CIRP

 Professional Standards

Resources—Individual Airlines

- ✈ Pilot Assistance Network – Delta
- ✈ Project Wingman – American
- ✈ Pilot Assistance Team Helpline – FedEx
- ✈ Others

Professional Confidential Resources

- ✈ AMAS – Aeromedical services contracted by ALPA
 - ✿ Full spectrum of medical/psychological conditions
 - ✿ Fulltime knowledgeable pilot aeromedical physicians advocating for pilots
 - ✿ Completely confidential – no cost to pilot
 - ✿ Liaison for pilot with doctors and FAA/TC – referrals for specialty care
 - ✿ Accelerated reinstatement of Medical Certificate
- ✈ Employee assistance programs
 - ✿ Paid for by company and insurance
 - ✿ Confidential – but not familiar with pilot certification/aviation safety
 - ✿ Limited duration of services

Capt. Howard Attarian

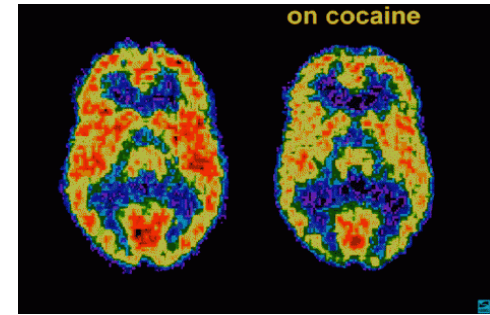
Sr. Vice President–Flight Operations

United Airlines



What are we dealing with?

✈️ A primary disease of mind and body



—NIDA

✈️ Alcoholism was recognized as a disease by the AMA in 1956

✈️ Recognized and codified by the FAA in 14 CFR 67

✈️ Recognized and codified by the APA in the DSM-V



Capt. Murray Munro

Chairman

ALPA Canada Pilot Assistance





VISION 2020
COMMITMENT TO LEAD
GLOBAL PILOTS' SYMPOSIUM
NEW ORLEANS 2016



Pilot Outreach

- ✈️ Key elements to a successful peer program: education and confidentiality
- ✈️ Pilots are very resilient given the right support
- ✈️ Pilots who have traumatic experiences in the cockpit and don't receive some form of support or help tend to leave the industry within two years

Capt. John Rosenberg

Chairman

ALPA Professional Standards Committee



Professional Standards

- ✈ Safety program
- ✈ ALPA committee
- ✈ Peer driven



Purpose of Professional Standards

- ✈ Offer conflict resolution
- ✈ Provide guidance for professional behavior within ALPA Code of Ethics
- ✈ Promote safety

Capt. Uwe Harter

Board Member Technical Affairs

Vereinigung Cockpit



Global Pilot Supply Network Workshop



14 April 2016

Global Pilot Supply Network Workshop

- ✈ Details of various global support programs
- ✈ Underlying basics: “safe harbor” concept
- ✈ Future action



Capt. Scott Hammond

Safety Chairman
SkyTeam Pilots Association



Pilot Assistance Network



Pilot Assistance Network

The Pilot Assistance Network (PAN) was established to provide a source of support for pilots during difficult times.

PAN is available for pilots seeking physiological, psychological, or medical assistance.

A pilot volunteer can be reached at

1-800-USA-ALPA
(1-800-872-2572)

- Ask for a PAN volunteer
- After hours, press 7 at the Main Menu

ALL CALLS TO PAN ARE STRICTLY CONFIDENTIAL

PAN @ Delta Air Lines

✈ 29 “Empathetic Peer” volunteers

✈ Annual training

✿ Listening skills

✿ Resource availability

» Professional help

» Contractual issues

» Pay issues

» FAA Medical Reporting

✈ 24/7 phone answering

✈ NOT CIRP/HIMS/ProStan



PAN Common Issues

- ✈ Depression/anxiety
- ✈ Divorce
- ✈ Child-related
- ✈ Eldercare
- ✈ Training hiccups
- ✈ Cognitive impairment
- ✈ Compound situations

Threat & Error Management

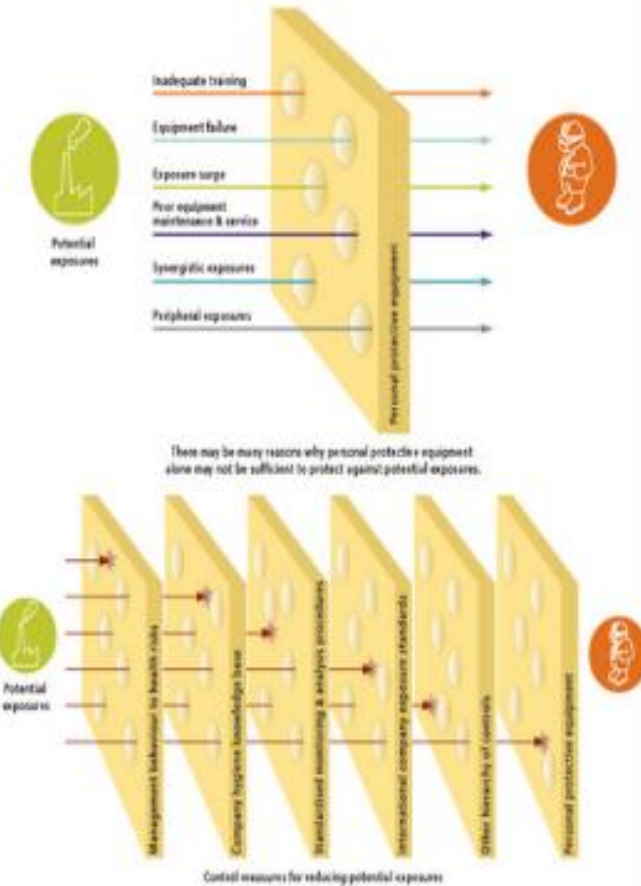
✈ Threat management

✿ Stress (AIM 8.1.1.f)

✿ Emotion (AIM 8.1.1.g)

✈ One of the layers

✈ Pilots don't "leave it on the ground"



http://sustainability.bhpbilliton.com/2005/images/repository/health/ourApproach/employeeHealth/h_swissCheese1.gif

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Trusted Teamwork

- ✈ Cooperation — pilot volunteers, union, airline management
- ✈ Promise of confidentiality
- ✈ Credibility of a peer
- ✈ Safety net of professional medical advocates

Minimal Costs / Saves Money

- ✈ Pilot volunteers
- ✈ Union support for volunteer PA team leaders
- ✈ Management support for limited time off duty
- ✈ Marketing of PA program – union & airline
- ✈ Superb return on investment
- ✈ Reduced airline liability & negative public relations profile

“Rough Air – Soft Landings”

- ✈ All pilots have life challenges
- ✈ Safe havens required
 - ✿ Protect confidentiality
 - ✿ Understand pilot thinking
 - ✿ Early help → better outcomes
 - ✿ Protection – certification, career, finances, safety
- ✈ Everybody wins with cooperation!



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