# Pilot Support Systems

Antti Tuori,
A330/340 F/O, M.D., Ph.D., AME 2

# Why Peer Support ?

- Pilots usually approach assessments (medical / psych) with a solid portion of mistrust – as it could change their life

- Pilots are much more open with their issues towards Peers than to outsiders – it is daily business

- If we want to avoid people with problems to be driven 'underground', but come forward to seek help, we need to:

  - ➤ Offer a "safe zone" where they can be open without fear of either retribution or jeopardizing their livelihood

  - ➤ De-sigmatise mental health issues

  - ➤ Approach them with respect & gain their trust

ECA
European Cockpit Association

# Peer Support Programme – Success Factors

➢ Self-contained structure

➢ Full involvement of all relevant stakeholders including crew representation bodies

➢ Autonomous & independent

➢ Not directly accessible by outside stakeholders (regulator / management / media) – but their support is a must !

**ECA**
European Cockpit Association

# Peer Support Programmes (PSP)

➢ Enable early identification of problem cases through intervention of 'peers', i.e. colleagues / fellow-pilots

➢ Allow the pilots to be guided towards help, i.e. counseling and, if needed, treatment & rehabilitation

➢ Allow the airline to maintain crews if and after they successfully went through treatment, rather than losing staff and having to hire & train new ones with potentially the same problem

ECA
European Cockpit Association

# Why Peer Support ?

**AND IT WORKS:**

HIMS (Human Factor Intervention
From Inception1975 to 201

➤ 5,000 pilots were
under clos
popul

& returned to flying
s is based on a US airline
.000 pilots.

➤ Most ases involve alcohol, but not all.

The long term success rate
in this PSP is 88-90%

ECA
European Cockpit Association

# Peer Support Programmes

- ➢ Substance abuse

- ➢ Critical Incident Response Program

- ➢ "Traditional" PSP, focusing on pilots' daily life problems (domestic problem, training issues, etc.)

- ➢ All of the systems share a common requirements, as well as additional requirements specific for that program

ECA
European Cockpit Association

# CAT.GEN.MPA.215 Support programme

The operator shall enable, facilitate and ensure access to a support programme that will assist and support flight crew members in recognising, coping with and overcoming any problem which might negatively affect their ability to perform their duties. Such access shall be made available to all flight crew members.

The operator shall be aware of the additional benefits of using a Peer Support structure for its support programme, and shall facilitate such structures.

ECA
European Cockpit Association

# AMC1, 2 & 3 CAT.GEN.MPA.215
# Support programme

AMC 1 SUPPORT PROGRAMME                                    **OK**

AMC 2 CONFIDENTIALITY AND PROTECTION OF DATA     **OK**

AMC 3 PROCEDURES

(b)      A successful support programme should contain as a minimum the following elements:

(1) transparent procedures including education of flight crew regarding self-awareness and facilitation of self-referral;

(2) assistance of mental health professionals with relevant knowledge of the aviation environment;

(3) involvement and assistance of adequately trained peers

ECA
European Cockpit Association

# AMC4 CAT.GEN.MPA.215
# Support programme

AMC4 TRAINING And EDUCATION PROGRAMME

The operator should promote access of all flight crew members to the support programme.

Peers, as well as mental health professionals involved in the support programme, should receive initial and recurrent training on their role and function within the support programme.

The flight crew should receive training and education on the support programme.

ECA
European Cockpit Association

# European Peer Support Initiative

- ESAM, ECA, EAAP + others
- Facilitate coordination among likeminded stakeholders
- Promote best practices & industry standards for PSPs
- Could be used as guidelines in standardization
- Provide assistance & support for PSP start/set-up

ECA
European Cockpit Association

# Thank you!

# Questions?

ECA
European Cockpit Association