



Stiftung Mayday

Support Programme Perspective

EASA, 1st webinar on Support Programmes
for AirCrew during the COVID-19 crisis
July 10, 2020

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Peer

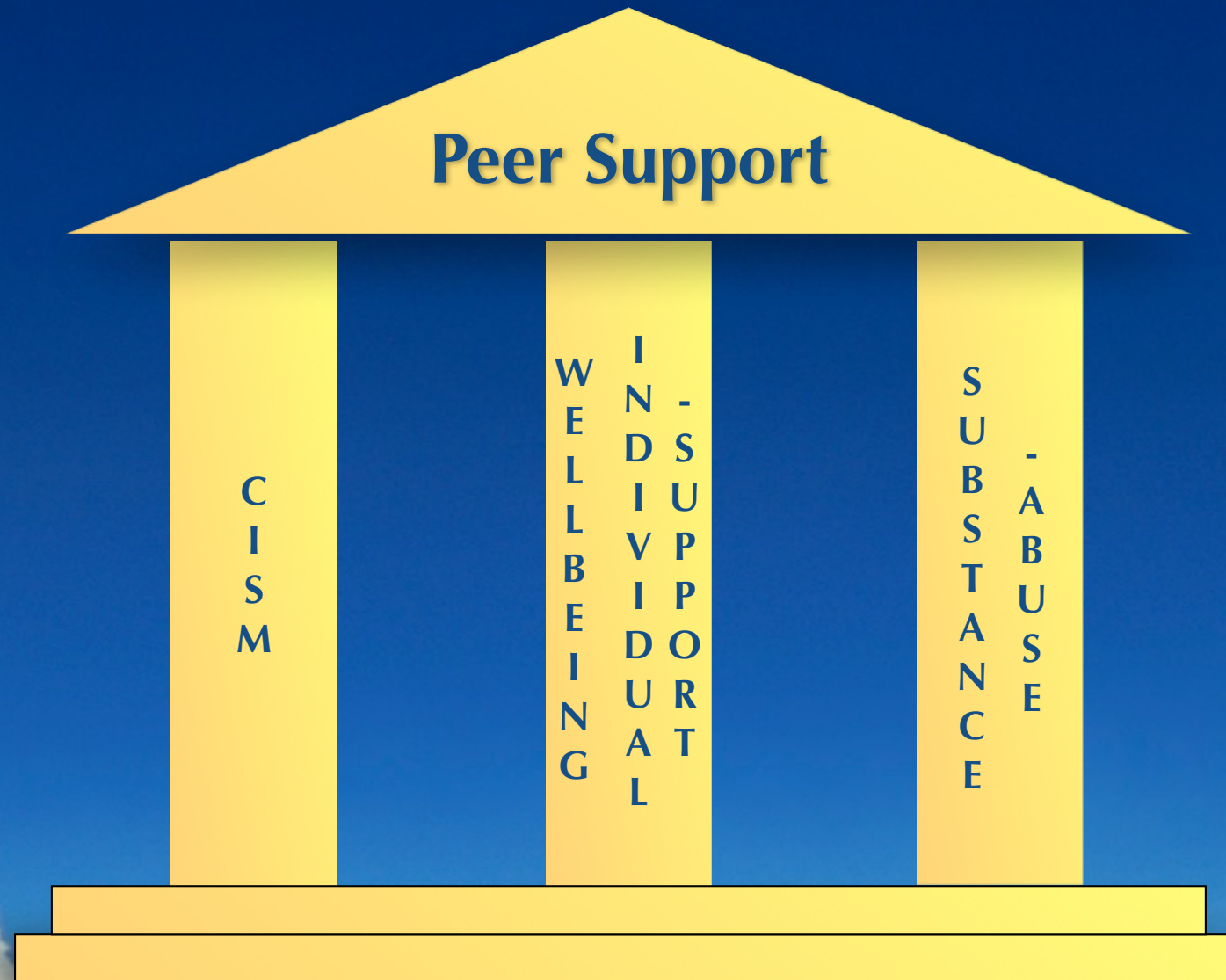
- A Peer is a colleague -
same job, same education, same training
preferably same gender, same role, same cultural background
- Has additional training according needs

Areas of Peer Support

- Substance Abuse and Dependence
- Critical Incident Response
- Pilot Training Assistance
- Professional Standards
- Pilot Well-being
- Aeromedical

Categorization according IFALPA

Pillars of Peer Support



Pilot's wellbeing

Pilot's population



Pilot Peer Support



AME, Health System ...



Legend



Healthy and well



Questions, complex life situations, problems



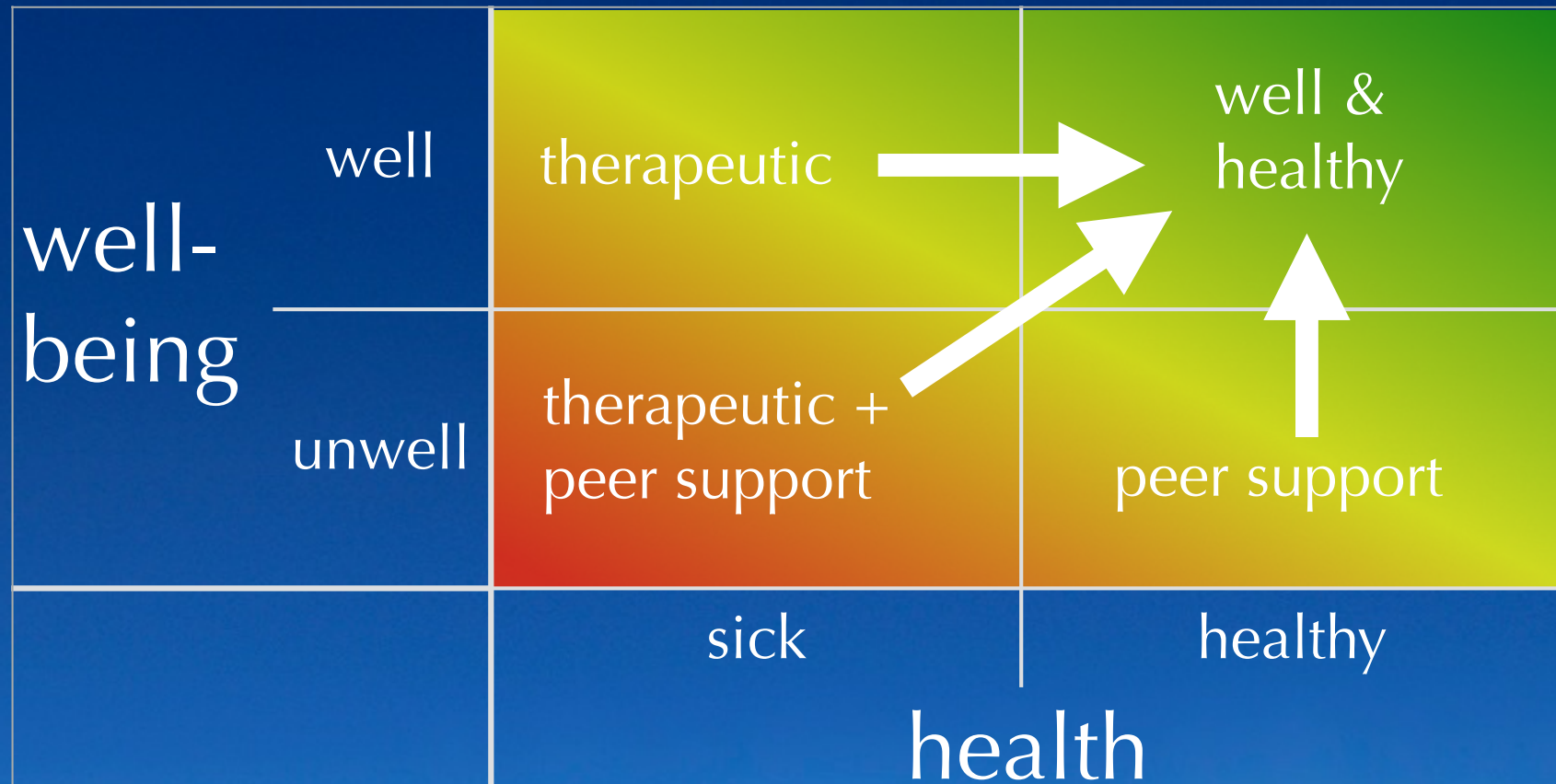
Physically and/or mentally sick

Two dimensions of being well

| | | | |
|------------|--------|--------|---------|
| well-being | well | | |
| | unwell | | |
| | | sick | healthy |
| | | health | |

Modified from Keyes 2010,
Santilhana, 2018

Recovering well-being



Modified from Keyes, 2010
Santilhana, 2018

Situation with SARS-CoV-2

- Increased risk of infection
- Operator under financial pressure
 - Reduced working hours => reduced income
 - Limited training => fear to fail check rides
 - Limited exposure => uncertainty
 - Risk being made redundant
=> fear exceptionally strong due to missing job-alternatives
- Difficult situations at home
 - Being at home all time
 - Insecurity of partner
-

Reactions to the situation

- By far the most reactions are normal reactions to an abnormal situations
- Only exceptionally a referral to professional help is needed

Requirements for peers dealing with SARS-CoV-2 cases

- Being unaffected themselves
- Listening skills
- Preferably: coaching training
- Supervision
- Referral network

Basic Principle

Don't do harm!



Vielen Dank!

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