

28 April 2020: EASA WS on Support Programmes

Presenter's biography

PANEL # 4

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First Officer

Emergency Psychologist, EMDR Therapist,
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Aviation Psychologist

MAYDAYITALIA Cofounder & President

Pilots Peer support in small A.O.C.



REGULATION

- GM5 CAT.GEN.MPA.215 Support programme
- **POSSIBILITY TO CONTRACT THE ESTABLISHMENT OF A SUPPORT PROGRAMME TO A THIRD PARTY**
- *The operator may contract the establishment of a support programme to a third party. For a smaller-sized operator, the synergies created by a third-party support programme can be beneficial and in some cases may provide the only feasible option to ensure access to a support programme or to ensure availability of trained peers.*



CRITICALITIES OF SMALL ORGANIZATIONS

EVERYTHING IS «LITTLE»

- PILOTS
- RESOURCES
- TIME
- PEOPLE = CHIEFS ≠ PEERS
- ANONYMITY AND CONFIDENTIALITY
- JUST CULTURE VS PSYCHOLOGICAL PRESSURE
- BUSY AND RUSH JOB

HOW TO MAKE IT WORKS

- OPERATOR'S RESPONSABILITY TO MAKE SURE PILOTS HAVE ACCESS TO A PSP
- PROVIDE AWARENESS & TRAINING FOR ALL CREWMEMBERS
- ALLOW CREWMEMBERS REACH OUT IN THE MOST EFFECTIVE WAY FOR THEMSELVES:

TRUST



ANONYMITY



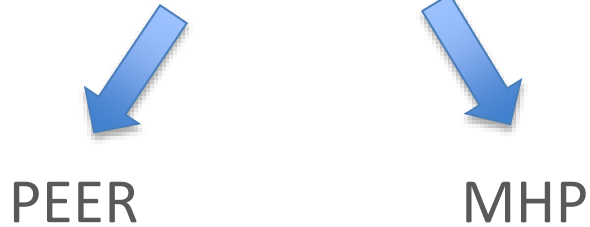
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OPPORTUNITIES FOR SMALL ORGANIZATIONS

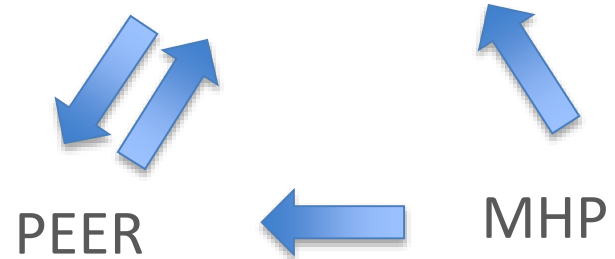
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THIRD PARTY ORGANIZATION
OR FOUNDATION



2

CONFEDERATION



CONTRACT TO A THIRD PARTY

- INDEPENDENT PROGRAM
- THIRD PARTY IS THE SOLE DATA KEEPER
- PROVIDES MHPs & MAY PROVIDE PEERS (OWN NETWORK)
 - IF THIRD PARTY PROVIDES PEERS
 - WORKING ENVIRONMENT
 - CREWMEMBER SITUATION
 - BE REPRESENTATIVE
 - PUNCTUAL AND LOCALLY SPECIFIC HELP
 - IF AOCs PROVIDE PEERS MUST GO THROUGH SELECTION AND STD TRAINING TO JOIN THE NATIONAL NETWORK

CONFEDERATION OF SIMILAR AOCs

Mental
Health Team



OVERSIGHT
COMMITTEE



PEERS



CONFEDERATION OF SIMILAR AOCs

THE PEERS GROUP

- RECRUITING AND SELECTING HIS OWN PEERS
- PEERS JOIN TOGETHER FORMING A BROADER GROUP
- PEER TRAIN TOGETHER
- PEERS TALK TO ANY PILOT
- «CLIENT» CAN TALK TO HIS OR OTHER COMPANY PEER

PLUS OF A THIRD PARTY

- A LARGER ORGANIZATION GENERATES TRUST EASIER
- THE ANONYMITY IN LARGER ORGANIZATION IS MORE ATTRACTIVE TO WORRIED PILOTS
- DATAS ARE TRULY ANONYMOUS TO OVERSIGHT COMMITTEE
- OWN PEERS KNOWS WELL EACH OTHER SINCE THEY BELONG TO A WELL ESTABLISHED NETWORK

MINUS OF A THIRD PARTY

- DIFFICULT TO BALANCE COSTS AND LOCALIZED HELP
- DIFFICULT TO PROVIDE LOCALIZED HELP
- DIFFICULT TO REFLECT AOC'S SITUATION & BE REPRESENTATIVE

PLUS OF A CONFEDERATION

- THE ANONYMITY IN LARGER ORGANIZATION IS MORE ATTRACTIVE TO WORRIED PILOTS
- ANONYMISED AND AGGREGATED DATAS COMING FROM MULTIPLE COMPANIES ARE SPREAD OVER LARGER NUMBERS
- DATAS ARE TRULY ANONYMOUS TO OVERSIGHT COMMITTEE
- OWN PEERS WORK ON PROACTIVE EDUCATION AND JUST CULTURE INSIDE THEIR WORKING ENVIRONMENT

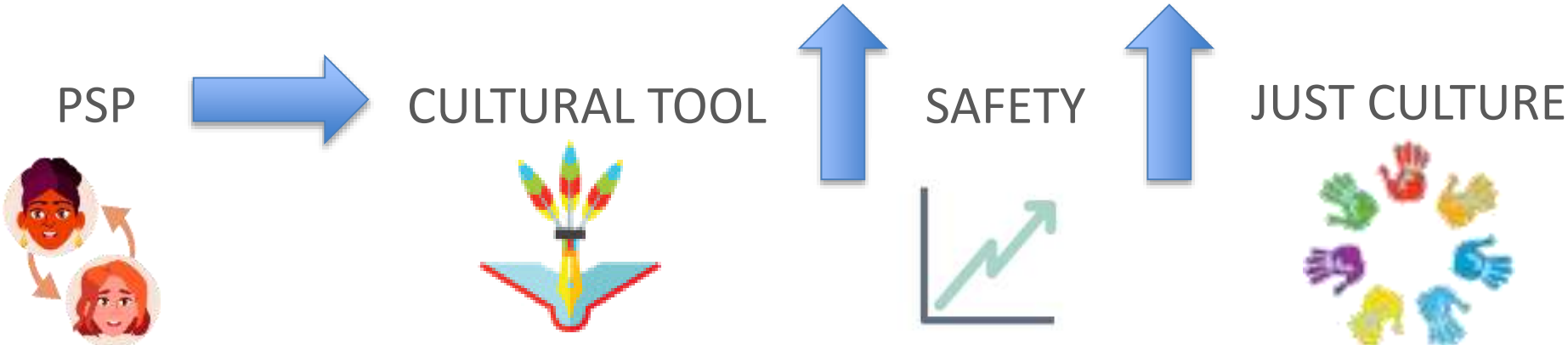
MINUS OF A CONFEDERATION

- DIFFICULT PEERS COORDINATION
- DIFFICULT TO DESIGN AND COMPLICATED TO RUN AND ADMINISTER
- DIFFICULT TO BALANCE COSTS AND LOCALIZED HELP
- AOCs SHOULD COMING FROM THE SAME JOB ENVIRONMENT
- DIFFICULT TO SHARE COMMERCIALY SENSITIVE INFORMATION BETWEEN PEERS, OVERSIGHT COMMITTEE & COORDINATORS

THE PRO-ACTIVE ATTITUDE OF PSP



PSP IS MORE THAN JUST REACTIVE INTERVENTION
AFTER A CRISIS



THE PRO-ACTIVE ATTITUDE OF PSP

ACTIVE PARTICIPATION OF PEERS INSIDE ORGANIZATION



INTERACT PROACTIVELY
RECEIVE GUIDANCE
PARTICIPATE TO A PREVENTIVE
AND PROACTIVE CULTURE

MANAGEMENT
BELIEVE IN THE POWER
OF SUPPORTING THEM

HOW TO MAKE IT WORK?

PROACTIVE SIDE OF PSP



THE PRO-ACTIVE ATTITUDE OF PSP



PSP



AWARENESS



HUMAN FACTOR

HUMAN COMPONENT



JOB ENVIRONMENT



GROUP CULTURE





Francesca Bartoccini

WELLBEING IN AVIATION

WELLNESS

RESILIENCE

EASA REGULATION 1042/2018



IBN
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PEER SUPPORT



CRISIS INTERVENTION

EASA REGULATION 1042/2018



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THE END

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