

# Pilot Support Programme

MACE Meeting, 18th November 2020

Introducing a Pilot Support  
Programme at VistaJet

Dr. Matthias Groppe







# Introduction

- ▶ New Regulation (EU) 2018/1042 requires all Commercial Air Transport (CAT) operators to have a Pilot Support Programme (PSP) in place
- ▶ Details on CAT.GEN.MPA.215 with AMCs and GM
- ▶ Pilot Support Programme should form a part of the operators' SMS

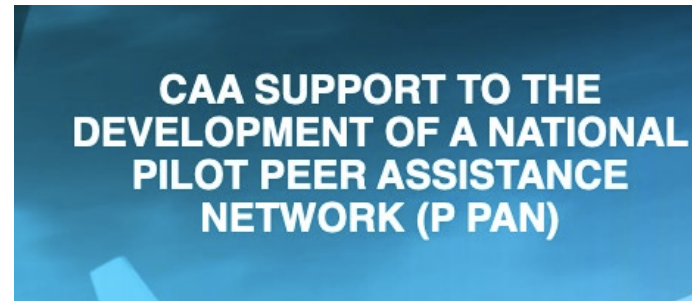
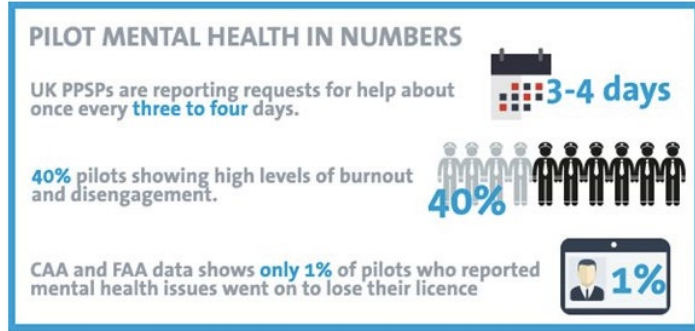
A culture of mutual trust and cooperation should be maintained so that the flight crew is less likely to hide a condition and more likely to report and seek help

# Example: EASA GM 2 CAT.GEN.MPA215

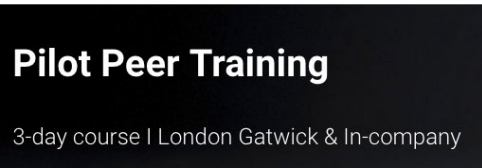
- ▶ Facilitation of trust in the Support Programme via
  - ▶ Multi-stakeholder platform
  - ▶ Participation of representatives covered in the support programme in the design, implementation and operation of the SP.
  - ▶ Common agreement among stakeholders: **TRUST** is essential for successful implementation

How can trust be achieved in the VistaJet Support Programme?

# Now Dominating: Pilot Peer Support



Advisory Services Avia



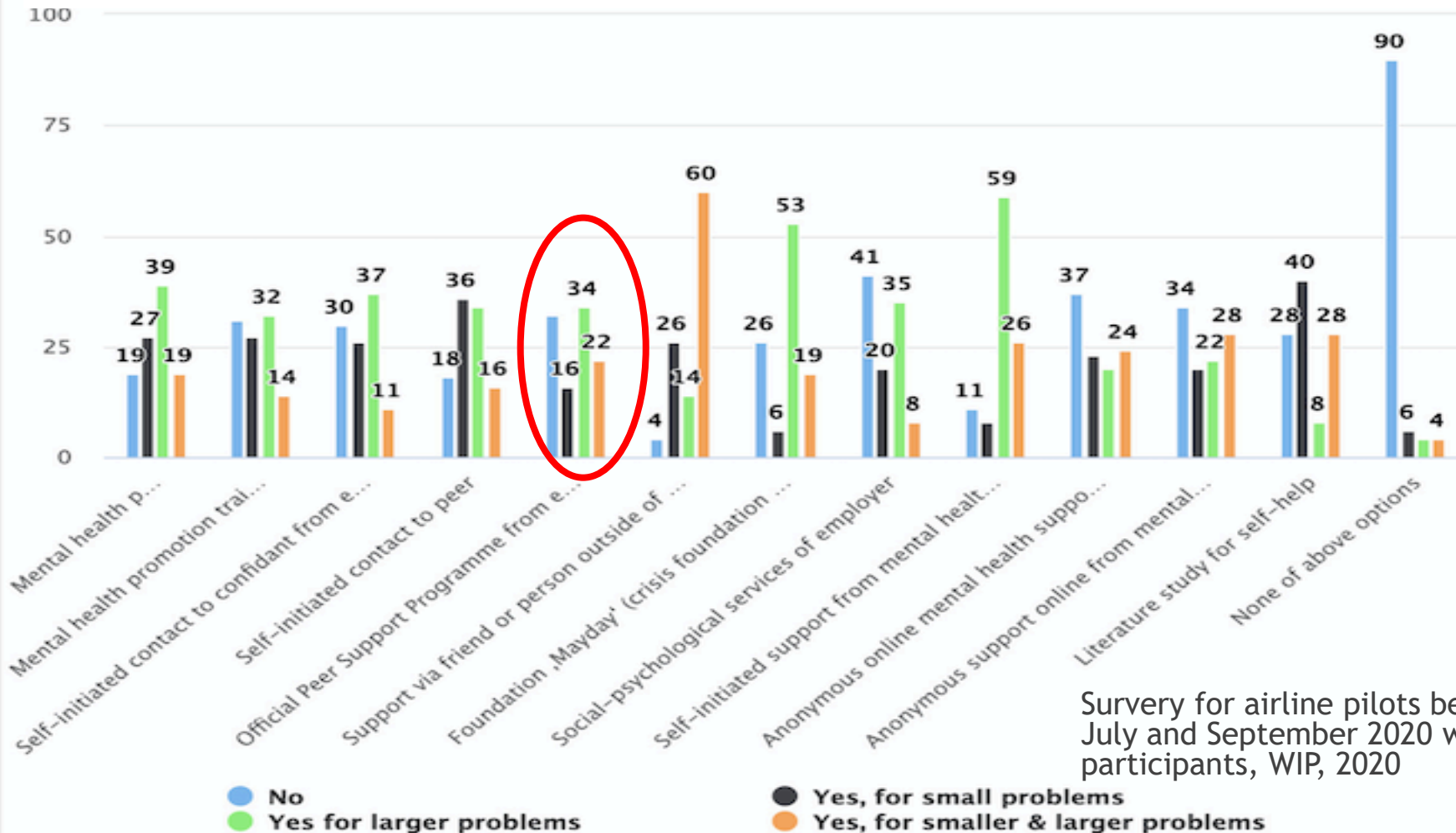
# Pilot Peer Support - The Solution?

- ▶ Tendency today: from Pilot Support Programmes to Pilot Peer Support
- ▶ Can trust be gained via PPS?

Anonymous Online Survey with 180 Airline Pilots: only 34% of the pilots would use a PPS System for a large mental health problem!\*

\*Online survey for airline pilots between July and September 2020 with 180 participants, WIP, 2020

# Results from Cockpit Survey (2020)



Survey for airline pilots between July and September 2020 with 180 participants, WIP, 2020



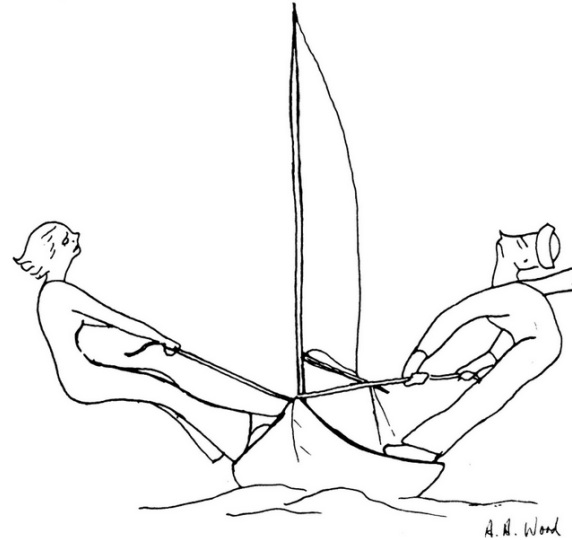




# Creating Trust.....

## .....Pilot Check Events 2020

- ▶ Two Annual Simulator Proficiency Checks
- ▶ Annual Line Check
- ▶ Annual Medical Check
- ▶ Regular Criminal Background Check
- ▶ CRM, DG, Safety, Security Checks
- ▶ Irregular Alcohol & Drug Screening
- ▶ Annual Psychological Assessment Questionnaire
- ▶ Mandatory Reporting of Safety and Mental Health Issues



Two sailors frantically steadying a steady boat (Watzlawick et al., 1974/2011)

**And how do we create trust?**

# Creating Trust With More Checks?

## Pilot Check Events 2010

- ▶ Two Annual Simulator Proficiency Checks
- ▶ Annual Line Check
- ▶ Annual Medical Check
- ▶ CRM, DG, Safety, Security Checks

## Pilot Check Events in 2020

- ▶ Annual Simulator Proficiency Checks
- ▶ Annual Line Check
- ▶ Annual Medical Check
- ▶ Regular Criminal Background Check
- ▶ CRM, DG, Safety, Security Checks
- ▶ Irregular Alcohol & Drug Screening
- ▶ Annual Psychological Assessment Questionnaire
- ▶ Mandatory Reporting of Safety and Mental Health Issues
- ▶ Initial Psychological Screening

## Pilot Check Events in 2030?

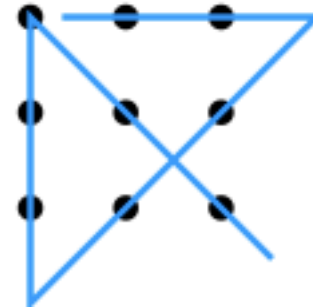
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# Alternate Approach

## Thinking Outside of the Box

- ▶ Using Results from Cockpit Survey
- ▶ In which box are we?



**Exercise: Connect all dots with four consecutive lines only!**

# New Approach for Mental Health at VistaJet



- ▶ How can trust be increased and maintained?
- ▶ How can Mental Ill-health be de-stigmatized?
- ▶ How can aircrews social environment be involved?
- ▶ How can day-to-day mental health support be provided?
- ▶ Which channels should be provided for mental health support?



# New Approach for Mental Health at VistaJet



- ▶ Education on stressors for mental health in the aviation workplace and private environment
- ▶ Creation of a ‚Safe-Zone‘ and a Pilot-Peer Assistance Network
- ▶ Wellbeing and health promotion: Resilience Training
- ▶ Critical incident support & reporting via VJ SMS
- ▶ Insurance for mitigation of risk from fear of LOL
- ▶ Options for Mental Health Support

# Many Thanks!

