

9H-PAN

Pilot Peer Support

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www.centreforavationpsychology.com



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Centre for Aviation Psychology ✈



- Founders: Prof Rob Bor & Aedrian Bekker (Clinical & Aviation Psychologists)
- Est. 2016 in response to Germanwings tragedy
- Support AOCs with CAP.GEN.MPA.215



CAP PSPs

- Customised to each AOC's requirements & culture
- Covering 20,000+ pilots in 16+ AOCs
- Speaking 8 languages across 11 countries





9H-PAN: Essential Features

User Friendly

(Trained) pilot peers!

Confidential, non-judgemental

Easy access

For all wellbeing issues, large and small (non-emergency)

Professional

Internal/3rd party/
Network

Independent

Supported by aviation
mental health
professionals (MHPS)

SOPs (operating & safety
critical)

GDPR 2018 Compliant

Risk vs. ROI

Economies of scale,
resources

Mental well being a
known risk

Lives & careers saved

1:4 ROI (i.e.LTS,
training, recruitment)

PSP
Responsibilities

SMS

Access

Peers (& Training)

Supervision (& Back Up)

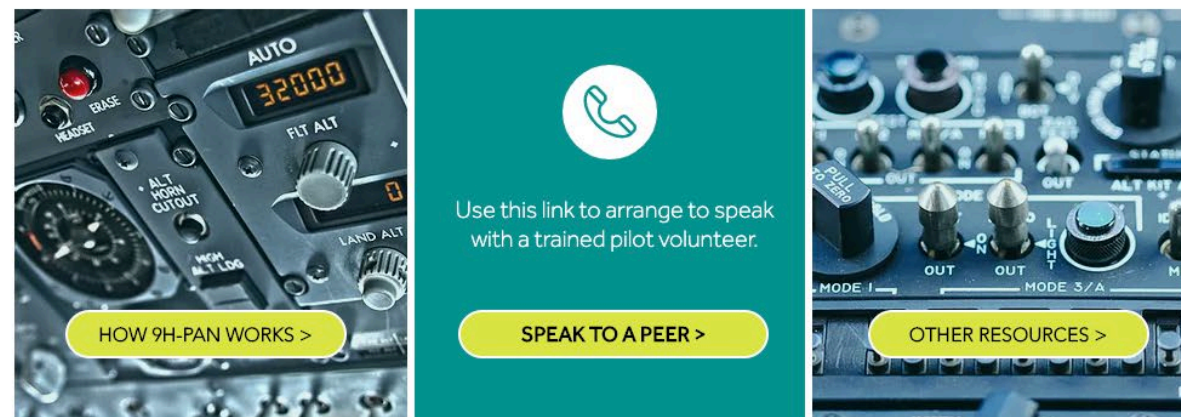
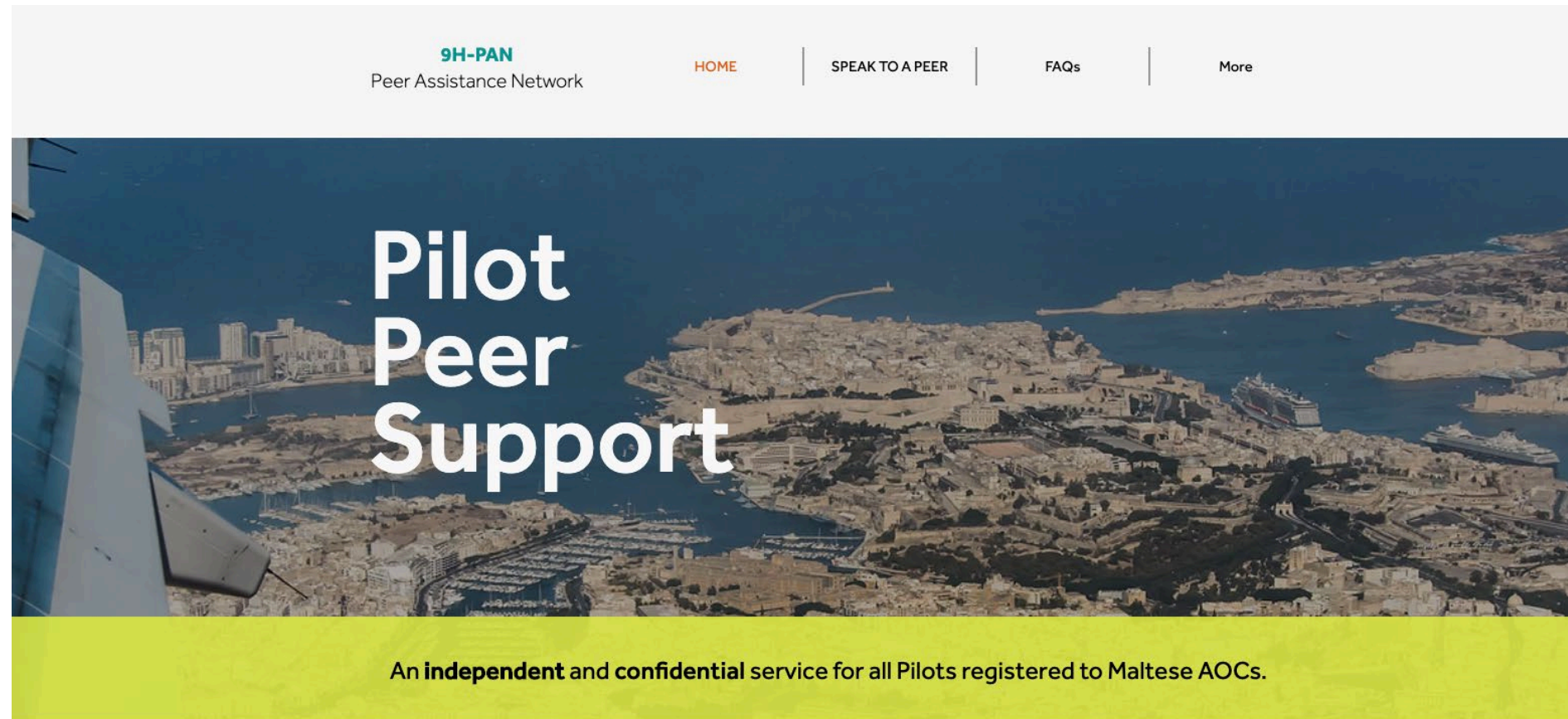
SOPs & Escalation Paths

Governance & Stakeholder Engagement
e.g. Pilots/Unions/Occ Health/AMEs/ AOCs/ NAAs

Professional Indemnity Insurance (for peers)

GDPR: DPIAs; Data Controller; (Sensitive, Personal Data); Security; Assurance

SMS



- Dedicated PSP for Maltese AOCs & their pilots
- Simple, anonymous & confidential
- Professional, trained & managed CAP Pilot Peers

How it works: contact request

www.9h-pan.com

I would like to talk to a 9H-PAN Peer

1. We need to be able to make contact with you. (It does not have to be your real name or full name.)

Your Name

John Pilot

2. How soon do you want us to make contact with you? This helps us to allocate resources and respond to your level of urgency.

Please contact me within the following number of hours:

Please Choose

☐ 12

☐ 24

☒ 48

3. Please enter the phone number that you want us to use to make contact with you. Only the peer volunteer will see this and it will not be used for any other purpose.

You will need to enter it twice (confirm number) just to make sure everything is correct.

Phone Number*

* Required

+356 70000000

Confirm Number*

* Required

+356 70000000

4. Language and Culture

Dropdown

I have re

✓ Maltese

English

Danish

German

Irish

Italian

French

Spanish

Swedish

www.9h-pan.com/faqs

9H-PAN

Peer Assistance Network

HOME

SPEAK TO A PEER

FAQs

RESOURCES

CONTACT

FAQs

General Requesting a call Steps and Stages Technical Issues Confidentiality

- Who can use this service?

+
- What can I use this service for?

+
- How bad do things need to get before I can request a call?

+
- What happens if I make a request?

+
- What if I am concerned about a colleague?

+
- Can I use this service in an emergency?

+
- How do I complain about this service?

+

Thank you!

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