

EASA

Webinars on Support Programmes: Panel 2/4

Role of peers and trained mental health professionals

Peer Perspective

Capt. Andrew Forbes
British Airways

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Peer Perspective

- * Introduction
- * Existing mental health support for pilots
- * Need vs. Requirement for Peer Support
- * British Airways Pilot Assistance Network
- * Typical Issues, COVID-19, Escalation
- * Professionalising Peer Support
- * Questions

Available Mental Health support

Aviation Medical Examiner (AME)

Individual Member Support (Union)

Pilots Advisory Group (Union)

Company Doctors

Own GP

Employee Assistance Program (EAP)

Friends

Colleagues

Family

Airline Managers

Airline Trainers

Do pilots really need Pilot Peer Support?

(COMMISSION REGULATION (EU) 2018/1042 of 23 July 2018)

Why do Pilots need Peer Support?

- * Confidentiality
- * Pilot problem solving models
- * Fear of the unknown: Potentially a career ending process
- * Pilot mistrust of Psychology and Psychologists
- * Loss of respect / Stigma / Sign of weakness
- * Pilot murder /suicide and pilot suicide

www.speedbirdpan.com

[Home](#)[Talk to a Peer](#)[FAQ](#)[Resources](#)[Contact](#)

The BA Pilot Assistance Network. By pilots, for pilots.

TALK TO A PEER

The trained peer volunteers are here for you. Use the link below to request a conversation.

[Request a conversation](#)

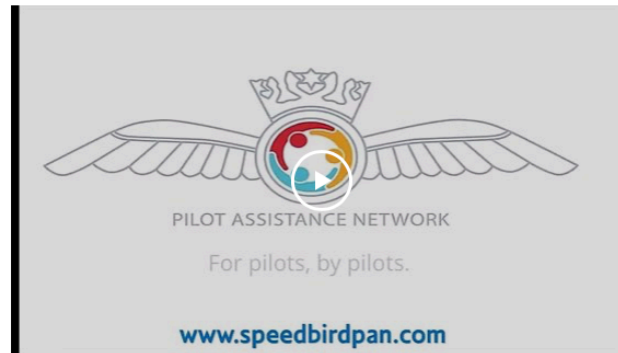
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FIND OUT MORE



OUR GOVERNANCE

[Watch Video](#)

FAQ

[MORE](#)

MEET OUR PEERS

[MORE](#)

COVID-19

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COVID-19

We have a range of articles, videos and websites designed to provide practical and moral support during the pandemic. Our key resources are written by pilots or psychologists very much with you in mind.

[COVID RESOURCES](#)

OTHER SUPPORT OPTIONS

We understand that in the current times, you might prefer to talk to a trained peer outside of your airline.

[MORE INFO](#)

Even if you don't want to talk to a trained peer, we have plenty of resources for you to explore.

[MORE](#)

TESTIMONIALS

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TESTIMONIALS

I contacted PAN when confronted with an issue at work. I was very impressed with the ease of the online form and the speed in which I was contacted.

I was at a very low ebb when I contacted Speedbirdpan. Talking with the Speedbirdpan peer was very helpful - it was good to have that immediate reassurance that I wasn't the first to have this type of experience.

The conversations helped me immensely and the ability to discuss issues confidentially is fantastic. I can not recommend the service enough.

[READ MORE](#)

HERE FOR YOU

We are an independent, confidential service for British Airways pilots, their colleagues and families.



[Home](#)[Talk to a Peer](#)[FAQ](#)[Resources](#)[Contact](#)

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Emergency?

Please note - this website does not provide an emergency service.

For operational emergency: contact the Duty Flight Crew Manager. For personal support: contact the Flight Crew Business Managers or the BALPA helpline.

BA City Flyer

If you are a BA CityFlyer pilot, this service is also available to you.

We have a number of trained BACF Pilot peers and will do our best to match you if specifically request this.

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I would like to talk to a BA 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

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.

Within the following number of hours:

Please choose

☐ 12

☐ 24

☐ 48

*

* Required

3. Please enter the phone number and email address 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.

Contact Number*

* Required

Contact Email*

* Required

I have read the terms & conditions and want to submit my request

[TERMS & CONDITIONS](#)

Typical Issues

- * Problems in Training
- * Bereavement
- * Infidelity
- * Divorce
- * Bullying in work
- * Company procedures
- * Financial / Legal problems
- * Child being bullied
- * Uncontrollable teenage son
- * Harassment Accusation
- * Attendance management program
- * Chronic fatigue
- * Long Term Sickness
- * Substance Abuse
- * Fear of Flying
- * Adjustment disorder
- * Anxiety disorders
- * COVID-19

Real issue often obscured

Escalation

- * Peer capacity to support
- * Hesitation and stigma
- * Involvement of MHP (Mental Health Professionals)
- * Airline involvement
- * Pilot's willingness to escalate
- * Options available
- * Confidentiality protection

Professionalising Pilot Peer Support (Really?)

- * Opposing Skill Sets (Pilots vs. Peers)
- * Delay between Initial Training and First Case
- * Lengthy gaps between cases
- * Confidentiality causes Problems in Quality Control
- * Need to monitor quality and skill fade
- * Means to both 'Qualify' and 'De-qualify' Peers
- * Need for Agreed Competencies and Supporting Behaviours
- * Need for a Method to measure Agreed Competencies

Competencies and Behaviours

Listening (L) <ul style="list-style-type: none">▪ Uses open questions to promote expression and explanation▪	Empathy (E) <ul style="list-style-type: none">▪ Maintains unconditional positive regard for the Pilot▪	Rapport Building (RB) <ul style="list-style-type: none">▪ Plans and schedules calls appropriately▪
Understanding (U) <ul style="list-style-type: none">▪ Uncovers the recent event that prompted PAN contact▪	<div>Pilot Peer Support Competencies (Telephone) © Confidentiality (C)<ul style="list-style-type: none">▪ Complies fully with signed Confidentiality UndertakingABBREVIATED</div>	Resources and Procedures (RP) <ul style="list-style-type: none">▪ Checks own capacity, wellbeing and resilience before, during and after each call▪
Signposting (S) <ul style="list-style-type: none">▪ Avoids the Expert / Client paradigm▪	Follow-up (F) <ul style="list-style-type: none">▪ Jointly decides chronology and means of further contact▪	Threat Assessment (TA) <ul style="list-style-type: none">▪ Considers<ul style="list-style-type: none">▪ Speech rate, volume, tonality, clarity, coherence▪

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