



Peer support – How it is done in the Netherlands

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Overview

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What we do and why



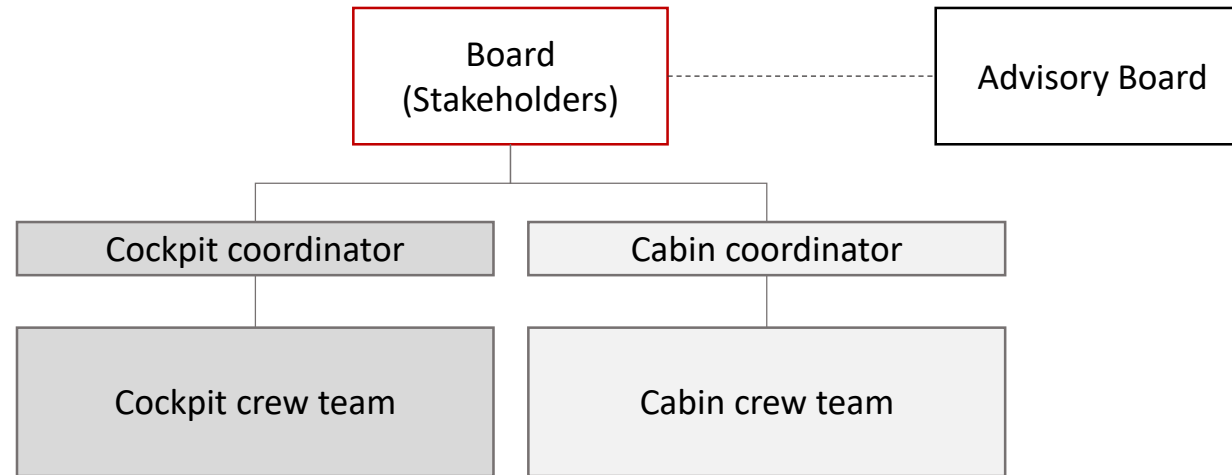
- The AntiSkid Group – ASG – is an **independent Peer Support Program** (PSP)
- ASG facilitates a **problematic substance abuse treatment program** for all flying personnel
- **ASG helps**, guides and assists, and ensures flight safety
- ASG is run by **peers** who are all **active cabin and cockpit crew** members: for colleagues, by colleagues
- Although different teams, the **program & process** for cabin crew and cockpit crew is the same

How it started



- ASG for cockpit crew has **existed since the 80's**, as part of the Independent Trustee Committee: Onafhankelijk Vertrouwensteam Burgerluchtvaart (OVB)
 - The OVB supports peers with social, mental or medical issues
 - For cabin crew, a similar organisation is in place, the Onafhankelijk Vertrouwensteam Cabine (OVTC)
- Since July 1st **2013 ASG cockpit crew team** started officially as an **independent** foundation:
 - ASG's independency from the OVB helps to **optimize the program and process** in cases related to problematic substance abuse
- In **2016 the ASG cabin crew team** was **established**

Organizational overview



- Cockpit and cabin crew teams consist of appr. 10 team members, led by the team coordinator. These are all active crew members.
- Board is formed by 5 ASG stakeholder members and one observer:
 - VNV representative (Dutch Airline Pilot Association)
 - VNC representative (Dutch Cabin Crew Association)
 - Operator representatives (KLM, KLM Cityhopper, Transavia and Martinair)
 - OVB representative
 - Observer Dutch Ministry of Infrastructure and Water Management (observer)

ASG goals



- **Early signaling** of problematic substance usage
- Providing flight and cabin crew with **proactive guidance and assistance**
- **Coordinating** treatment, rehabilitation and aftercare
- Promoting **reporting culture**
- Promoting **aviation safety**

Since ASG started, **multiple interventions** – based on self-reporting or reporting by others – have taken place leading to **successful treatment**.

How we work (1) – Reporting & intervention



1. Process starts with a **report or self-report** related to **potential problematic substance abuse**
 - Reports can be submitted by colleagues, the OVB, the union, the operator, relatives or oneself
2. Report is **judged on validity by the ASG team**, based on factuality, credibility and whether it is firsthand
 - Multiple reports are needed for validity, unless there is an imminent threat to flight safety
 - A self-report is always validated
3. If a report is validated, ASG triggers an **intervention**:
 - At request of ASG, the **person concerned** is **taken off-duty**
 - **Interview** is **scheduled** between two ASG team representatives (peers) and the person it concerns to **discuss the reported situation and next steps**
 - A **medical examination** is performed **by a professional** to determine problematic substance abuse

Confidentiality and **privacy** of both the reporter and colleague concerned are **guaranteed** towards reporter, colleague and operator **throughout the whole process**

How we work (2) – treatment, rehabilitation and aftercare



If **problematic substance abuse** is **determined** by medical examination, the **following steps** are taken:

4. **Company doctor is informed** and he / she sets up a **plan for treatment**
5. After treatment, a plan is made for **rehabilitation and after care**
6. Upon rehabilitation a **new medical license is issued** by the AME, possibly including restrictions

During the whole process, an **ASG team member** acts as a **buddy**. This buddy is not a professional, but guides, assists and supports: **peer support**

The role of the ASG peer



- What **support** can the peer give?
 - The peer as **buddy**
- What **training** is needed for a peer?
 - The peer is trained, but **not a medical expert nor professional**
- What are the **limits** of what a peer can do?
- What are the **experiences** of a peer?

The peer – a personal account



- What is the background/motivation of a peer?
 - A personal account

Crucial ingredients for a successful PSP



- **For colleagues, by colleagues**
- All processes intended to **enable return** into a **flying function**
- **Confidentiality** and **privacy** of reporter and colleague concerned
- PSP as **addition to company policies**, not as substitute
- **Just Culture**: full embracement by airline management
- **Centralized reporting** point of all reports
- National **government**:
 - Embrace & support PSP
 - Encourage airlines to join
 - Create rulemaking in order for the PSP to function in an optimal way

We are a **learning organization**!

Covid-19 perspective



- 3 peer support programs in the Netherlands:
 - ASG, independent
 - OVB, independent
 - CIRP (Critical Incident Response Program), operator
- All 3 PSP's have actively reached out to flight and cabin crew during the Covid-19 crisis, via their own and the operator's channels



Questions?

For more info visit:

www.antiskid.nl

ANNEX – ASG process flow

