SUPPORT PROGRAMME
AESA Guide

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Departures

Time	to
1:00	Working Group
2:00	Support Programme Guide
3:00	Challenges for SP implementation

2019 meetings:

→ **Introduction**

→ **Discussion**

Regulation, AMCs and GMs and fundamental aspects to meet requirements

ΛESΛ **Preparation of the Draft Guide for Support Program**

→ **Analysis**

→ **Comments**

Draft guide with contributions of the group members

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→ **Final draft**   Group Members sent final comments to AESA

→ **Publication**   Final meeting to present the PSP Guide

Guía para la elaboración del
Programa de Apoyo a las
Tripulaciones de Vuelo

Guide Highlights

1) Principles governing a Support Program
   - Importance of confidentiality to create and maintain trust.

2) Support Program Autonomy
   - Air operator responsibility but program may be autonomous enough.

3) Enabling the self-declaration or reference of a third party in case of a decrease in the medical aptitude of the flight crew
   - Recommendable first contact by call or in person.

4) Temporary relief of flight tasks
   - After recommendation of mental health and psychological professional.

5) Principles of Just Culture.

Guide Highlights

6) Confidentiality and Data Protection according to the applicable regulation
- (essential to create trust environment). Fulfilling this, the whole process must be documented.

Confidential and NON punitive

7) Elements and scope of a Support Program

8) Flight crew, peers and mental health and psychological professionals training
- definition of minimum requirements for this training

9) Assistance provided by mental health and psychological professionals with relevant knowledge of the aviation environment
- definition of minimum requirements, direct or indirect intervention in the different phases of the Program and will establish the cases to be scaled up.

Guide Highlights

10) Peer participation

    - key piece to build trust, first contact of the flight crew, peer accompanies the flight crew throughout the process.

11) Role of the Mental Health mental and psychological health professionals with and Peer Professional

    - Peer and mental health and psychological professionals will work together to ensure the support to the flight crew is properly made.

12) Monitoring of the efficiency and effectiveness of the Program.

13) Follow-up and support in the return to work.

Guide Highlights

14) Management of risks arising from fear of license loss.

15) A referral system to an aero-medical examiner in case of serious safety problems.

16) Relation with the operator safety management system.

17) Possibility to contract the establishment of a support programme to a third party.

Challenges for SP implementation

1) Create and maintain trust environment (All airlines, SP, crews and CAA involved)

2) Ensure confidentiality and data protection.

3) Extend SP for other personnel than Flight Crew.

4) SP in small operators. Specific Difficulties.

5) SP implementation takes time. Step by step.

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Thank you

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