



*Difficulties on Peer  
Support Programme  
implementation*

ANAC  
WORKSHOP



# MEET and GREET

- Joined TAP in 1991
- CAPTAIN A330 /A340
- CISM PILOTS peer



The main goal as a Peer is to help co-mates recovering from any kind of stress induced by any kind of event and help him recover from that high level of stress the fastest way possible and bring him back to his best performance at his job which is flying safely and efficiently.

| About 11  
years ago....

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Heard about CISM from Air Traffic Controllers Association

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Decided was a very good thing to implement among us too

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our pilot association contacted Dr. Isabel Cambraia, to recruit and train the first group of 8 elements

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“Assisting Individuals in Crisis” and Group Crisis Intervention” by ICISF

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Our ICISF Trainer became our technical coordinator.

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On the next year another 12 joined the group.

So, we are now qualified and eager to start helping whoever needed...

# Now what?

How to reach pilots in stress?

To come to us, that individual must have:

- Knowledge of our existence
- Be aware that he is suffering traumatic stress
- Have TRUST in us and in the program





# CONFIDENTIALITY

- All the information relating to the individuals using the program is protected.
- PPPST (at the time called CISM), decided to be completely independent from any Airline or Pilot Association.



# Promotion and Raising Awareness

- APPLA and TAP Flight Operations Director issued some releases spreading the program
- Personal presentations among some Portuguese Airlines
- spread some flyers and posted banners in some hotspots
- spread the word in every flight or anytime we were together with colleagues



# Peer Demotivation.... Why?

# Lessons learned

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Budget was a big issue

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we need to educate and inform about CISM every day ....

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But we had no budget, and no support from the companies to do that

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Rostering did not allow peers training together

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Eventually, the peers group shrunk drastically

# When TAP began to grow fast....

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at least 10 minutes during classes to disclose our program among new pilots,

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during refreshment courses, remind that we were still working and available,

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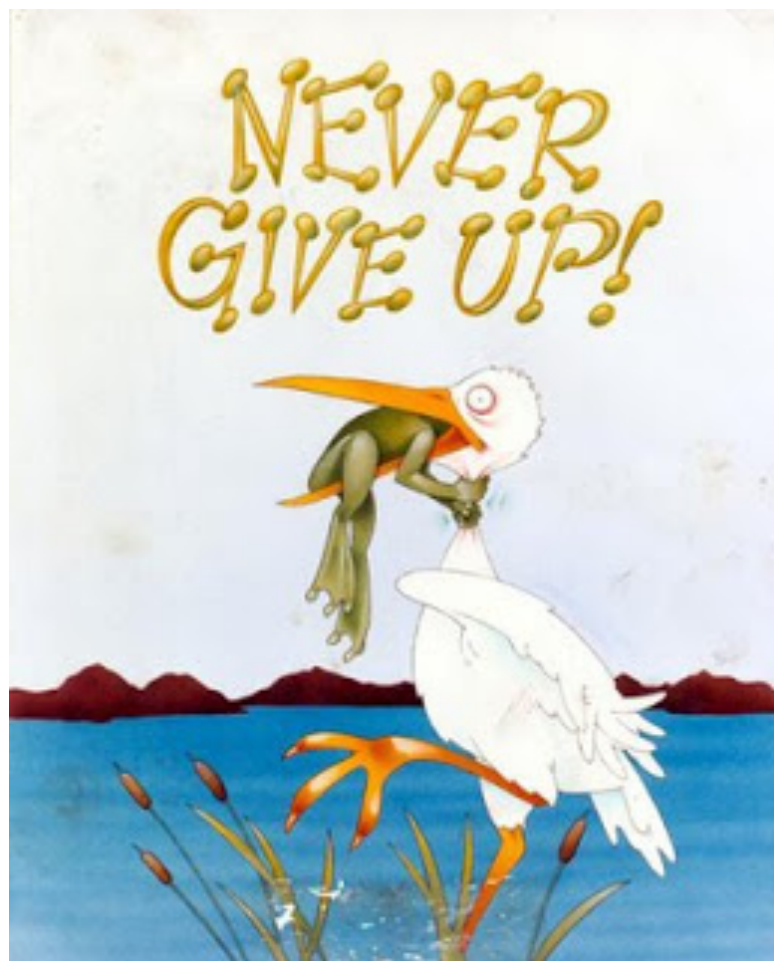
sensitize instructors and examiners among fleets to recommend us in case of any failure or incident

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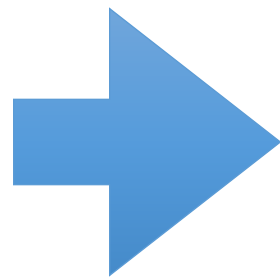
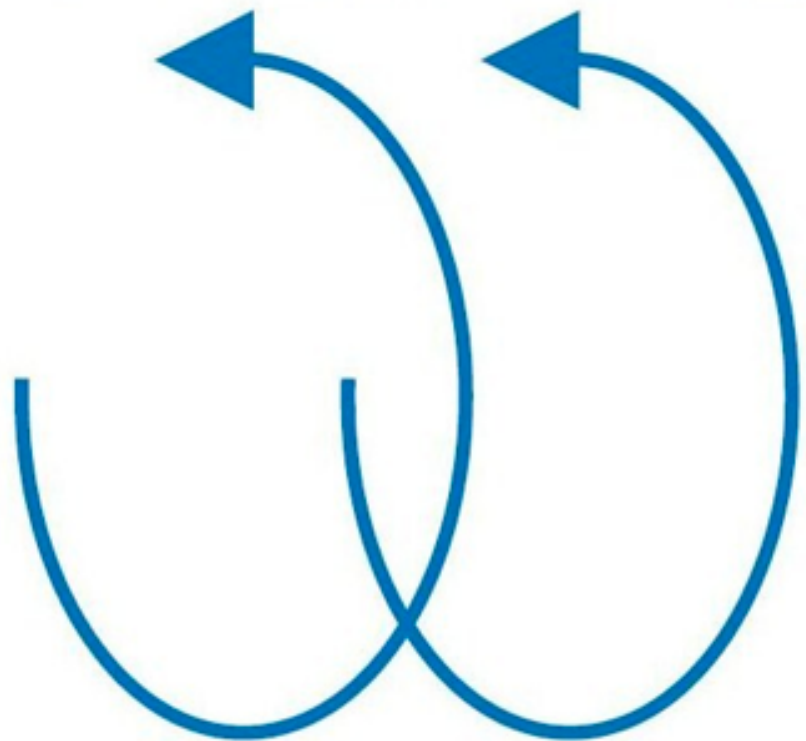
Sensitize Flight Safety to do the same in any incidents

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**None of this was or possible or happened at the time...**



ONE<sub>ON</sub>ONE



ONE<sub>ON</sub>ONE



PPST

PORTUGUESE PILOT PEER SUPPORT TEAM

## EASA welcomes new rules on mental fitness of air crew July 2018

- Meanwhile the German Wings accident happened and as a result EASA recommended that every airline should support and promote a Peer support program....
- Support programme: all pilots working for European airlines will have access to a support programme that will assist and support pilots in recognising, coping with, and overcoming problems which might negatively affect their ability to safely exercise the privileges of their licence.



# Difficulties in implementing Peer Support Program

- getting the pilot in need to reach out the peers and vice-versa

How can we solve this problem

# Solutions

- at least one good presentation about the program during the entry level of all pilots
- Raise awareness of the program in every annual refreshment course
- Include a reference to the program during debriefing, on Flight Safety, Fleets or Instruction to someone who fails any simulator, evaluation or has had any type of incident.



## Final considerations:

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Initial training and integration on the company.

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Refreshments and recurring training.

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Debriefing after scheduled flight simulators and inflight checks.

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Providing resources to develop promotional material

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Operators need to schedule training sessions in rosters to peers

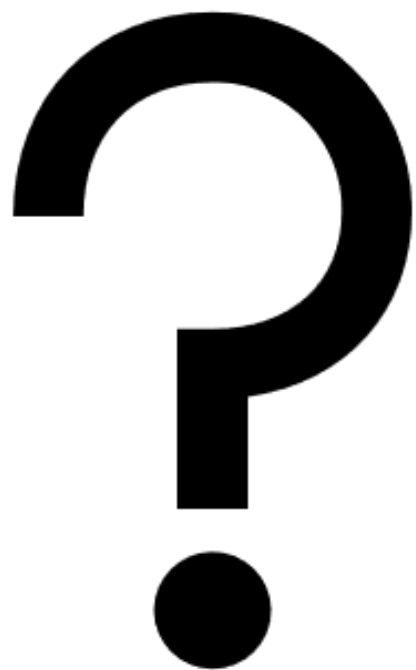
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Permanent supervision from a clinical psychologist

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- **Remember....benefits outweigh the costs**



Questions?

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# Obrigado!