



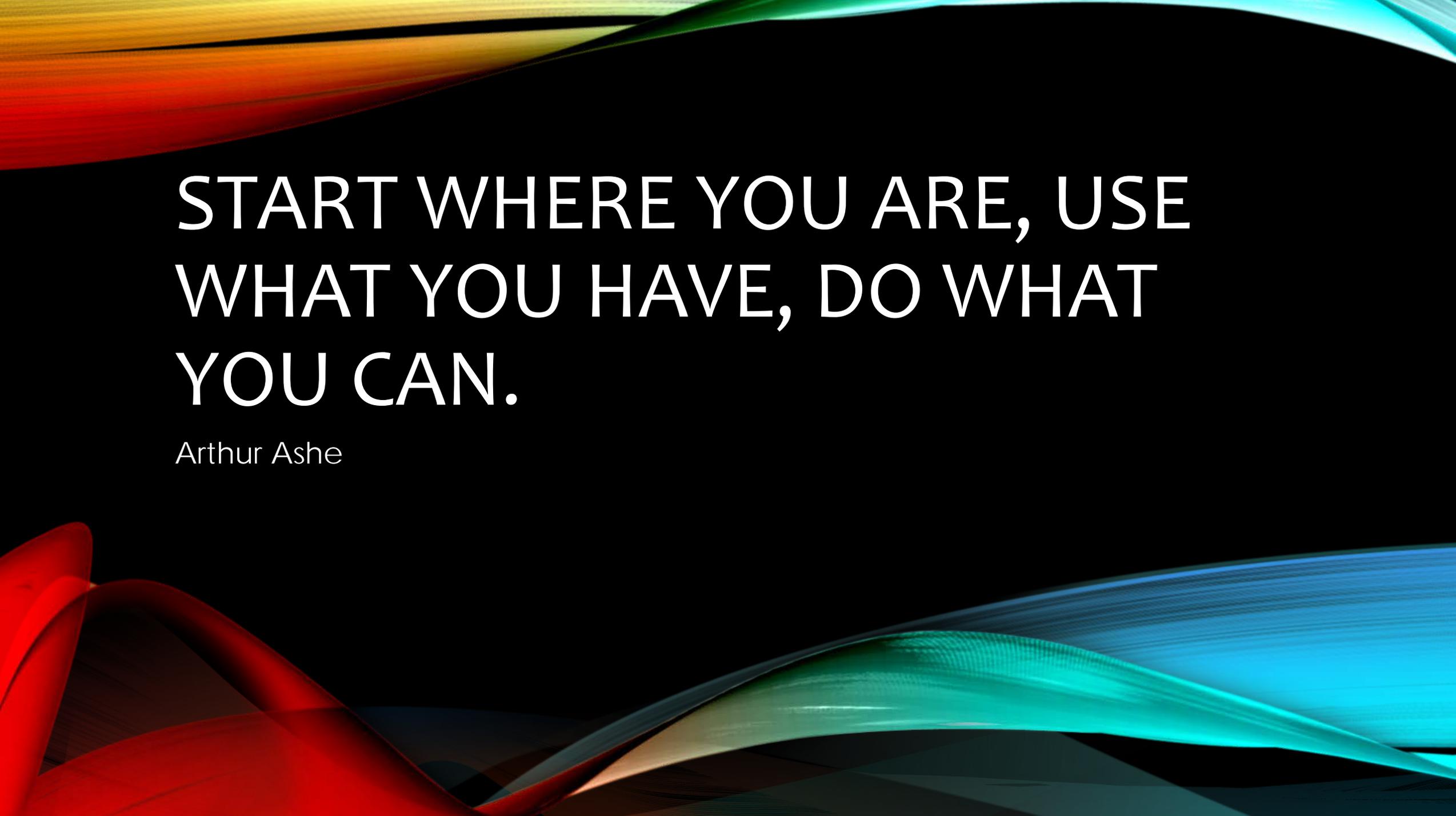
V A S A v i a t i o n

Alert 3
Fort Lauderdale

**DC-10 on the runway.
Left engine appears on fire!**







START WHERE YOU ARE, USE
WHAT YOU HAVE, DO WHAT
YOU CAN.

Arthur Ashe



LESSONS LEARNED FROM FEDEX 910

START WHERE YOU ARE

- When I was a paramedic, the first thing I did on arrival to a scene was to assess the situation.
- We called it ABC's, Airway, Breathing, Circulation
- The first and most basic assessment. It doesn't matter if they haven't eaten if they aren't breathing.
- Dan's experience as a Flight Operations Duty Manager, essentially a world wide crisis manager for United, gave him the same basic tools to work with, evaluate, assess, develop a plan, execute, review and modify as necessary.
- We do something similar when we arrive to a CIRP callout.

USE WHAT YOU HAVE

Location: Hotel next to mall, close to airport

Hotel: Conference room and food available

Security: FedEx provided, heightened awareness by hotel staff

Privacy was a mandatory priority

We had our training and trust in each others ability before we even met due to our training. We also had close proximity for both of us for immediate response when we got the call.

DO WHAT YOU CAN

This involved addressing very basic needs first.

Have they been able to call their families?

Have they eaten?

Do they have a change of clothes?

We addressed these basic needs before we moved forward.

Personal effects were still under NTSB control. In other events, their personal effects may have been destroyed.

FIRST THINGS FIRST

Maslow's Hierarchy of Needs





CIRP is emotional first aid. We give our crews the tools and a path to process a very unusual and often times traumatic event. This emotional first aid starts when the crew realizes we are standing with them, and they aren't alone.



YOU ARE IN A STORM RIGHT NOW, I'LL HOLD YOUR UMBRELLA

One of the most important things we do in life is to show up. Period. It matters to them that someone cares, and they are not alone.

They are away from their families, their support systems, and everything familiar that may comfort them.

This is an extremely vulnerable time, especially for pilots, as we are used to being in control, and most of us thrive on a very orderly and predictable life. We as humans have a fear of the unknown. We like to know what is going to happen next.

The event that you show up for maybe a life altering event for the crew.

THE NEW NORMAL

- Our need to bring them to a level of comfort and complete trust in us. A major part of the understanding we need to get across to them is that the “Normal” in their lives has changed. There is now a new normal and we are there to help them in the process of dealing with that change.
- There is a process in place to assist everyone in dealing with such events. They are not the first to go through this type of thing, nor will they be the last. 99+% of the others got through it okay, they will too. The process has many, many steps. We will help you understand and get started with this.
- Just as we do in our jobs, we will assist you in taking one step at a time in the process and ultimately, you will get through it.

To make a difference
in someones life
you don't
have to be
brilliant,
rich,
beautiful
or perfect. You just
have to care enough
and be there.



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LESSONS LEARNED

- A FedEx pilot (CIRP trained) started this process by calling the crew and telling them CIRP would be responding. This helped by building a bridge for the crew to trust us. Introductions matter. They need to know we are able to understand the conversation without explaining technical aviation terms.
- We asked the hotel for a private place to talk, and they provided a conference room. People are often willing to help in whatever way they are able.
- We talked to FedEx ALPA, security, and management (who supported us 100%), prior to talking to the crew. FedEx was obviously very concerned about their crew, but trusted us to take care of them.

LESSONS LEARNED

- We inquired about their bags, and began making arrangements for obtaining a change of clothes and toiletries. It is important to get them out of uniforms into anything that doesn't identify them as crew, and helps them feel more normal.
- Something as simple as a change of clothes (and underwear) makes a difference.
- FEED them! Even though a visceral reaction is common with a traumatic event, food and water satisfies a basic need. We were careful with healthy choices with sandwiches, fruit, water and gatorade. Even though both crew members initially said they weren't hungry, by the time we were done, all the food had been consumed. This is where Dianna's experience in the medical field was beneficial.
- After our conversation with the crew, Dan outlined to them what would happen next. Both crewmembers commented later how much this was appreciated.

LESSONS LEARNED

- Then, we stayed. We made arrangements for dinner. Our conversation at dinner seemed to shift from the event to topics any crew would be talking about on an overnight.
- We were helping by simply providing a sense of normalcy.
- The next day, Dan was able to provide transportation and companionship while the crew was making statements. Again, being there counts.

LESSONS LEARNED

- Establish who you are and why you are here for them.
- Establishment of confidentiality is a "Must."
- Building trust between all parties is a "Must."
- Giving them space and time is important.
- Letting them vent is OK.
- Sharing personal contact information is valuable.
- We worked well together, despite never having done so before.
- We complemented each other.
- Because of our standardized training, we are interchangeable.



QUESTIONS

For us or for the universe