



# **Mission Orientation Pilot Guide**

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## INTRODUCTION

It is understood that each Mission Orientation Pilot is committed to meeting Angel Flight West's mission objectives and effective evaluation of the Command Pilot (CP) applicant's qualifications.

It is also understood that each Mission Orientation Pilot (MOP) will find a need to adjust their own procedures and conduct their Mission Orientation session to be most effective as they see it, as long as the core material is covered

This guideline intends to bring into focus the necessary elements that need to be covered by all Mission Orientation Pilots.

The **AFW Command Pilot Manual** has been created to serve as a reference for both present and new Command Pilot applicants. It links to the AFW website for details and forms regarding AFW policy and procedures. It also contains a section specific to new Command Pilot Applicants.

The AFW website is to be the definitive source for all AFW requirements and procedures.

This Mission Orientation Pilot Guide is to be used for Mission Orientation sessions with one or more Command Pilot applicants who have prepared themselves for the session.

From feedback received from MOP's it was found that many of them found the orientation session more effective when the applicants arrived for the session prepared with basic knowledge of the material – and the Mission Orientation Pilot is then prepared to clarify AFW policy and procedures, plus provide additional knowledge to the applicant based on their own experiences.

As with any guideline, improvement is expected and encouraged. Help us improve this document, by sending us your suggestions.



## THE ANGEL FLIGHT WEST MISSION

### Mission Statement

**“The mission of Angel Flight West is to arrange free air transportation in response to health care and other compelling human needs.”**

### Mission Objective:

**That all missions flown are conducted safely and with the passenger’s comfort in mind.**

## AFW MISSION ORIENTATION PILOT GUIDE

### Purpose of this document

To provide Mission Orientation Pilots (MOPs) a format for conducting Mission Orientations for new Command Pilot applicants. This format covers expectations Angel Flight West considers most important. The format is intended to be a basic guideline that can be improved with experience.

### AFW Expectations of Command Pilots

- AFW expects that Command Pilots operate with an attitude of professionalism and at the highest level of safety. In that regard, AFW encourages Command Pilots to cancel missions if and when they feel any concerns whatsoever.
- The Command Pilot is expected to be compassionate and considerate of the patient and their families, and take reasonable actions to assure their comfort during the flight
- The Command Pilot is expected to have a good understanding of AFW procedures and policies
- The Command Pilot is expected to be able to prepare for and conduct an AFW mission as Command Pilot
- The Command Pilot is expected to be able to cancel a mission and understand how to assist the patient when necessary
- The Command Pilot is expected to complete AOPA or FAA safety training courses each year
- The Command Pilot is expected to schedule their first mission within two months after approval as Command Pilot, whenever possible



## Expectations of Command Pilot Applicants for Mission Orientation

The Command Pilot applicants are expected to come to the Mission Orientation prepared.

- They have read the AFW Command Pilot's Manual OR have viewed the AFW "How it Works" videos OR have arranged in advance to view the videos with the MOP (video links are in Command Pilot Manual at each appropriate section)
- Reviewed and filled out the forms noted for the Mission Orientation
- Have completed the required AOPA ASI Public Benefit Flying Course found on the AOPA Website [AOPA Education](#)
- Arranged the meeting at a time/place convenient with both parties
- Prepared a flight plan for a mission in their Wing (Page 4 of Command Pilot Manual) and are prepared to discuss details of the route chosen, weather, aircraft performance, airport, NOTAMS, and other considerations appropriate to conducting a safe flight
- Bring pilot license, medical, and current logbook plus copies of aircraft and/or renter's insurance to the orientation.
- Can demonstrate they understand and are enthusiastic supporters of both conducting safe mission flights and compassionate consideration of the passengers
- Are prepared to discuss and review with the MOP areas of the AFW procedures where they have questions.

## Expectations of the Mission Orientation Pilot (MOP)

- To verify the Command Pilot candidate meets all of AFW's experience and insurance requirements
- To send an email to Command Pilot candidate (suggested template at end of this document – feel free to write your own) with requirements for orientation.
- Review and assess the candidate's prudent planning capability and attitude for conducting safe flight.
- Review the AFW objectives for both mission/flight safety and PIC leadership regarding canceling a mission or diverting should the situation be such that the mission is untenable.
- Review the Command Pilot's responsibilities
- Review AFW objectives for a positive passenger experience during a mission flight.



- Clarify and confirm the candidate understands the Angel Flight West procedures and requirements for Command Pilots when requesting, preparing for, and conducting an AFW mission.
- Augment the Mission Orientation session with the MOP's personal experiences and insights relative to conducting AFW missions and passenger considerations.
- Determine if the candidate demonstrates the knowledge, judgment, and attitude to meet AFW's standards to safely plan, communicate, and conduct or cancel a mission.
- Be willing to mentor new Command Pilots as they prepare and conduct their initial missions.
- Have read the AFW Command Pilot Manual and the related material on the AFW website recently and are prepared to review and clarify any of the material with the Command Pilot applicant. Have viewed the AFW videos Command Pilots are expected to view prior to Orientation.
- **The MOP IS NOT expected to spoon feed the information to the applicant that comes to the Mission Orientation unprepared.** The recommended procedure is to refer the unprepared applicant back to the AFW Command Pilot's Manual and the AFW Videos for further education and reschedule the orientation session.

## MISSION ORIENTATION CHECKLIST FOR THE MOP

This checklist is provided as a guideline. Each designated MOP has the experience and discretion to modify the example checklist to suit their needs and to assure the expectations of AFW are met.

### Command Pilot Candidate's Preparation for the Mission Orientation

[http://www.angelflightwest.org/index.php?/members/become\\_an\\_afw\\_pilot/mission\\_orientation/](http://www.angelflightwest.org/index.php?/members/become_an_afw_pilot/mission_orientation/)

#### Prerequisites: Candidate must:

- Be a member of Angel Flight West
- Have all required documentation completed for review by the MOP
- Have reviewed Mission Orientation Procedure (and other required documents) on the AFW website
- Have reviewed AFW Command Pilots Manual and watched AFW Videos for orientation.
- Have completed the designated AOPA Air Safety Institute Public Benefit Flying Course [AOPA Education](#)
- Planned in advance the designated Angel Flight West mission flight plan and provide pertinent planning materials



## Pilot Requirements:

[http://www.angelflightwest.org/index.php?/members/become\\_an\\_afw\\_pilot/pilot\\_requirements/](http://www.angelflightwest.org/index.php?/members/become_an_afw_pilot/pilot_requirements/)

### Required Documentation to be verified by MOP

1. Completed/signed Pilot Affirmation form
2. Pilot Certificate w/ratings
3. Valid Medical Certificate
4. Driver's license or other government issued picture ID
5. Pilots Log Book, to show they meet current AFW requirements:
  - Total PIC Time
  - Cross Country PIC Time
  - Total PIC time within last 12 months: 50 hours or a BFR within the last 12 months, a Wings Pilot Proficiency Program Level, or added a new Rating within the last 12 months, or an IPC in the last 12 months.
  - Flight Review date within last 24 months
6. Insurance Documentation for Aircraft to be flown for AFW missions
7. Completion Certificate for AOPA Air Safety Institute Course for Public Benefit Flying [AOPA Education](#)
8. Review of candidate's Flight Planning documentation per AFW for home region
9. Mission Orientation Document completed and signed.

### Mission Planning Review

- Review Flight Plan for Simulated Mission
  - Weather
  - Fuel
  - Weight and balance
  - Planning and coordination (if multi-leg mission)
  - Planning scheduled departure/arrival times
  - Safety considerations
  - Personal VFR/IFR condition limits
  - Alternatives including go/no-go decisions
- Review of Airports Frequently used for AFW Missions in Area



- Familiarization with Class B/C & airport procedures
- Familiarization with non-towered airport procedures
- FBO usage and operation

## Review of AFW Command Pilot Manual

This is a guidebook for AFW Command Pilots which contains information on the following:

- Seeking an AFW Flight
- Preparing for the AFW Flight
- Safety of flight considerations
- Pilot and Passenger communications and responsibilities
- Changing or cancelling flight plans
- AFW Command Pilot and AFW procedures, forms, and resources
- Post flight procedures

## Mission Safety Is Critical!

- Command Pilot Responsibility
- Know when to go Safely, and when NOT to go due to unsafe conditions
- **The Eight Deadly Flying Sins**
  - “Must Complete the Flight” Mindset
  - Fuel Mismanagement
  - Overloaded and/or out of CG
  - High Density Altitude Operations
  - Take-off and Landing Misjudgments
  - Maneuvering Accidents
  - Continued VFR Flight into IMC Conditions
  - Controlled Flight Into Terrain (CFIT)

## Mission Flow Chart

- Missions Available
- Requesting Mission
- Mission Confirmation



- Coordination with Passenger
- Coordination with other AFW Pilots
- Planning the flight
- Go-No-go decisions and communications
- Alternatives if flight is cancelled
- Meeting Passengers
- Connecting and meeting with linking flights and pilots
- Paperwork before flight
- Passengers briefing
- Managing the flight
- Destination activities
- Completion of Mission and paperwork.

## Passenger Considerations

- Introduce General Aviation
- Manage Passengers on the Ramp
- Complete a thorough passenger briefing
- Use appropriate safety restraints for all passengers
- Sterile cockpit as required
- Monitor passenger's condition
- Passenger's feedback to AFW regarding their experience

## Command Pilot Proficiency and Safety Training

- Importance and benefits of AOPA and FAA safety training courses, particularly the ASI Public Benefit Flying Course
- AFW requirements
- Statistical benefits – accident prevention



## Forms

All forms are available and downloadable on the AFW website.

As a convenience to the Mission Orientation Pilot, the following are the forms the MOP needs to confirm are properly filled out. The MOP is responsible for forwarding the first two completed forms to AFW headquarters. The third document, MOP Evaluation Form is to be completed and submitted by the new Command Pilot.

- **Pilot Affirmation Form**
- **Mission Orientation Document Form**
- **MOP Evaluation Form**
- **Email to Pilot Applicant Template**



## PILOT AFFIRMATION

**I promise to act as an Angel Flight West Command Pilot of any flight referred to me by Angel Flight West ONLY when I meet the following criteria:**

1. I hold a valid and current pilot certificate for the class and type aircraft (if a type rating is required) in which I will be acting as pilot-in-command.
2. I hold at least a valid and current Class III medical certificate.
3. I am in compliance with all Federal Aviation Regulations, including those regulations relating to flight reviews, day and night fuel reserves and instrument flight if applicable.
4. As appropriate for the pilot, aircraft and flight to be made, I meet the currency requirements (FAR 61.57) for:
  - a. Day flights (three take-offs and landings within 90 days)
  - b. Night flights (three take-offs and landings to a full stop within 90 days)
  - c. Instrument flights (within 6 months, under actual or simulated instrument conditions, six approaches, holding procedures, and intercepting and tracking courses through the use of navigation systems, or complete an IPC).
5. I am in compliance with all Federal Aviation Regulations relating to the use of alcohol and drugs, including reporting requirements specified in the regulations.
6. Whether flying rented or owned aircraft, I have in force liability insurance applicable to the flight providing minimum coverage of \$500,000 per occurrence and \$100,000 per seat.
7. I am flying an airplane with a valid standard airworthiness certificate (normal, utility, acrobatic, commuter or transport category).
8. If I am renting an aircraft, I have met the requirements of the renting agency for currency. If I belong to a flying club, I am a member in good standing and I have met all requirements to fly club airplanes for which I am approved.
9. I have flown at least 50 hours as pilot-in-command in the last 12 calendar months. If not, I have completed a Flight Review (per FAR 61.56), a Wings Pilot Proficiency Program Level, or added a new Rating within the last 12 months. If none of the above, I am Instrument Current (per FAR 65.57).
10. I have at least 250 PIC hours and at least 75 of these hours have been logged as pilot-in-command for cross country flight; or I hold a valid Commercial certificate and at least 75 hours as pilot-in-command for cross country flight, or a valid Airline Transport Pilot certificate.
11. If I am becoming a new Command Pilot, I have completed the AOPA Air Safety Institute interactive course entitled: Public Benefit Flying: Balancing Safety and Compassion. If I am an existing Command Pilot, I have completed an acceptable AOPA or FAA course.

**I understand that it is my responsibility and obligation to decline serving as pilot-in-command on any flight referred to me by Angel Flight West unless ALL of the above statements are true at the time of the flight. I further understand that I will complete this affirmation annually at the time of my membership renewal.**

**Pilot Name (print)** \_\_\_\_\_ **Membership Number** \_\_\_\_\_

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

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## Mission Orientation Document

(Fax and or scan and e-mail this summary page to the AFW Office at 310-397-9636 or [orientation@angelflightwest.org](mailto:orientation@angelflightwest.org))

Applicant Name (print): \_\_\_\_\_

Membership Number: \_\_\_\_\_

### Pilot Certificate and Ratings (verify identity by picture ID)

Certificate Type: Private \_\_\_ Commercial \_\_\_ ATP \_\_\_ #: \_\_\_\_\_

Last Flight Review Date \_\_\_\_\_

Medical Certificate: Class \_\_\_\_\_ Date \_\_\_\_\_

### Logbook Review

PIC Time \_\_\_\_\_ (250 PIC min) Cross-Country PIC Time \_\_\_\_\_ (75 PIC min)

Preceding 12 months PIC Hours \_\_\_\_\_ (50 PIC min – see exceptions in requirements page)

**Other Documents** (The insurance and course certificate needs to be viewed only. The pilot affirmation will be faxed with this checklist, see below)

Certificate of Insurance: Owner \_\_\_\_\_ Renter \_\_\_\_\_

Liability coverage amount: \_\_\_\_\_ Per seat \_\_\_\_\_

Completion of: AOPA Air Safety Institute course: Public Benefit Flying: Balancing Safety and Compassion. Date: \_\_\_\_\_

### Orientation Completed Satisfactorily

\_\_\_\_\_  
Mission Orientation Pilot Signature Date \_\_\_\_\_

\_\_\_\_\_  
MOP Printed Name MOP Membership Number \_\_\_\_\_

\_\_\_\_\_  
New Command Pilot Signature Date \_\_\_\_\_

### Return of Orientation Documents

The MOP will keep a copy of these documents.

The MOP will also fax, scan and email or mail if fax is unavailable this summary sheet to:

310-397-9636 (fax)  
[orientation@angelflightwest.org](mailto:orientation@angelflightwest.org)  
Angel Flight West  
3161 Donald Douglas Loop South  
Santa Monica, CA 90405  
Toll Free Phone: 888-426-2643



Angel Flight West  
Mission Orientation Evaluation Form

Pilot Applicant \_\_\_\_\_ Date \_\_\_\_\_

Membership Number \_\_\_\_\_

To help AFW assure that the Mission Orientation process is a positive and informative experience for all prospective Angel Flight West Command Pilots, please complete this form and return to:

Angel Flight West  
3161 Donald Douglas Loop South  
Santa Monica, CA 90405  
Fax: 1-310-397-9636

Was the orientation process conducted in a professional and courteous manner?

Did you review the mission planning with the Mission Orientation Pilot?

Did your Mission Orientation Pilot cover the following with you and answer any questions you had?

Angel Flight West Forms and Procedures

Safety as a prime concern

Obtaining a mission

Waiver of Liability

Decision making

Unanticipated extra passengers and/or baggage

Reasons to cancel a mission

Do you have further comments about any aspect of the Mission Orientation process?

Orientation Pilot Name \_\_\_\_\_



Dear **Command Pilot Name**,

You are scheduled to complete a Mission Orientation with me on (insert date). I look forward to meeting with you. In order to make the process run smoothly, please use the following checklist to prepare for our meeting.

### **Command Pilot Applicant Checklist**

1. You have read the AFW Command Pilot's Manual AND/OR have viewed the AFW "How it Works" videos AND/OR have arranged in advance to view the videos with the MOP (video links are in Command Pilot Manual at each appropriate section)
2. Complete the Pilot Affirmation and Mission Orientation Document forms available in the AFW database called AFIDS.
3. Arrange a meeting with a Mission Orientation Pilot. The directory of MOP's is available in AFIDS on the left hand menu bar
4. Complete the required AOPA ASI Public Benefit Flying course found on the [AOPA Education](#) webpage.
5. Prepare a flight plan for their home region (Page 4) and be prepared to discuss details of the route chosen, weather, aircraft performance, airport, NOTAMS, and other considerations appropriate to conducting a safe flight
6. Assemble the documentation to be verified by the MOP during orientation

If you have any questions prior to our meeting, please feel free to let me know and I will do my best to assist you.

We will meet at (insert location) on (insert date) at (insert time). I look forward to meeting with you.

Sincerely,