



Command Pilot Manual

Welcome aboard, Angel Flight Central volunteer pilot!

We are thrilled to have you join our mission of providing life-altering air transportation for those in need. This manual serves as your essential guide to becoming an Angel Flight Central pilot, familiarizing you with our procedures, policies, and the incredible impact you will have on the lives of our passengers. Throughout this journey, we will equip you with the knowledge and resources to ensure a smooth and rewarding experience for both you and the individuals you will be helping. Please know we are always here to guide you and answer any questions you may have.

AFC Office: 8:30 AM – 4:00 PM CT Monday – Friday

Local: 816-421-2300

Toll-Free: 866-569-9464

Fax: 816-421-2409

After-hours Phone Number - **800-474-9464** – For Pilots and Passengers - Cancellations or disaster response. Leave your name, phone number, passenger name and message. The on-call Coordinator will return your call as soon as possible.

Email:

request@angelflightcentral.org

AFC General Information & Pilot Communications

Mail: Angel Flight Central, 10 NW Richards Rd., Kansas City, MO 64116

Physical Location:

500 NW Richards Rd., Kansas City, MO 64116

Charles B. Wheeler Downtown Airport - East side of field

Table of Contents

Introduction.....	3
Mission Statement.....	3
Online Mission Orientation.....	3
Website & Document access.....	3
Passenger Safety.....	3
Types of Passengers & Flights.....	3
Service area.....	4
Non-emergency medical flights.....	4
Compassion & humanitarian flights.....	4
Camp Flights.....	4
Disaster relief flights.....	4
Round robin flights.....	4
Flight Information.....	5
Flight Objectives.....	5
Passenger Safety & Comfort.....	5
The Eight Deadly Flying Sins.....	6
Potential Risky Mindset.....	6
Priorities in an Emergency.....	7
Safety is your Responsibility.....	7
Mission Assistants.....	7
Pilot Mentor Program.....	7
AFIDS Flight Coordination System & Flight Processes.....	8
Managing your account settings.....	8
Your Privacy.....	8
Procedures for Requesting a Flight.....	8
Flight Set-Up.....	8
Getting a Flight to Fly.....	8
List of Available Flights & Requesting a Flight.....	9
Once You Have Accepted a Flight.....	9
Passenger & Baggage Weight.....	9
Contacting a Passenger.....	9
Example of Passenger Checklist.....	9
Cancellations and Changes.....	10
Pilots Fund-a-Flight Program.....	10
Retiring Command Pilots.....	10
Waiver of Liability.....	11
Waiver Procedures.....	11
Flight Plans.....	11
FBO waiver, fees, and Obtaining Discounts.....	11
On Board.....	12
Completion of Flight.....	12

Introduction

Angel Flight Central Mission Statement

The Mission of Angel Flight Central is to serve people in need by arranging charitable flights for access to health care and for other humanitarian purposes.

Every Angel Flight Central flight is a mission of charity. Pilots donate their time, aircraft, and fuel, so passengers can focus on their condition and their families.

Online Mission Orientation

To become a Command Pilot, members must first complete an online orientation. This describes Angel Flight Central's policies and procedures for Command Pilots, who are the members responsible for the safe conduct of a flight/mission.

The purposes of the online Mission Orientation are:

- To confirm the Command Pilot applicant meets Angel Flight Central Command Pilot Requirements.
- To provide the new Command Pilot a thorough review of our safety policies, passenger considerations, coordination procedures and to resolve questions.
- To prepare the Command Pilot for what to expect and how to conduct a flight. A flight is not required as a part of the orientation, but our Mentor Program is available to all new Command Pilots who would like one.

Website and Document Access

The Angel Flight Central ("AFC") website is the most up-to-date source for information, forms, and requirements. Our intent is to enable Command Pilots to be able to download current forms from the website and update their manual as needed.

Passenger Safety

Safe flight operations are the primary consideration of Angel Flight Central, which includes the views of the pilot, passengers, AFC management, and of course the FAA. Command Pilots are expected to give special and sensitive consideration to their passengers' comfort and safety.

Our passengers are recommended by various sources and pre-screened by our Flight Coordination staff before a flight is scheduled. They include both people with medical needs and those traveling with them to assist them. Additionally, we fly passengers with other compelling needs.

For some passengers, this will be their initial flight in a general aviation aircraft. For those who are new to general aviation flying, special attention and communication needs to be provided so they can become aware of normal sounds, motions, and activity that takes place during the flight. You as the Command Pilot, can be confident your efforts and contributions are sincerely appreciated and bring immeasurable value to those you transport.

Types of Passengers & Flights

Angel Flight Central flies both children and adults who qualify for a flight. Patients, their families, physicians, medical providers [social workers, case managers, patient advocates] may request a flight. There must be a legitimate financial need, medical issue and/or compelling reason to travel over 100 NM and indicate why they are unable to afford their own travel expenses.

The AFC Medical Release is secured for each passenger and any companion with a medical condition, or current illness, from a physician who has recently seen the individual. The release expires after one year or if the passenger's medical condition changes (i.e. after major surgery).

Repeat flight requests require review and determination if a new medical release is needed.

Service Area

AFC serves people who reside in a 10-state area in the mid and upper Midwest [Illinois, Indiana, Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, South Dakota and Wisconsin]. Passengers outside these states are referred to other organizations that AFC works cooperatively with for Volunteer Pilot flights.

Non-Emergency Medical Flights

- Access to healthcare not available in a patient's home community.
- For persons unable to fly commercially for reasons like immune deficiency, continuous oxygen usage, and other medical reasons.
- To clinical trials or medical specialists outside the patient's home community.
- For pre and post-transplant appointments.

Compassion & Humanitarian Flights – We do not fly hospice or funeral flights but other flight requests are considered on a case by case basis.

Camp Flights

Angel Flight Central will partner with specialized summer camps for volunteer pilots to be “school busses in the sky” for children who are attending summer camps for their specific illness or other special reason and cannot afford travel. For volunteer pilots interested in flying “camp flights”, a separate annual Camp Affirmation must be signed and returned to Angel Flight Central prior to being eligible to request a camp flight.

Disaster Relief Flights

- Removing medically stable patients out of a declared disaster area.
- Transporting key personnel from disaster response agencies to assist with the disaster response effort. (i.e., American Red Cross, Heart to Heart International staff or their affiliated volunteers)
- Transportation of small cargo when commercial carriage is not an option. (blood, rescue equipment, etc.)
- Re-uniting or relocating individuals following a disaster.

Disaster Response flights are set-up when a local, regional or national state of emergency has been declared by appropriate authorities. AFC determines involvement at the time of the disaster. AFC Volunteer Pilots designate their interest to fly Disaster Response flights on their application or renewal form. AFC Volunteer Pilots must be active at the time of the response effort. Spontaneous unaffiliated volunteers (last minute new Pilot applicants or new ground volunteers) are not accepted during a disaster for the current response effort.

Round Robin Flights

Flights that are two (2) one-leg flights (to and from an appointment) that can be accomplished in one-day and the patient's appointment times are brief. The length of the appointment and time to/from the doctor's office is considered when arranging round robin flights. Pilots may choose to take both directions (2 flights; 1 outbound and 1 return flight); or only 1 direction. Pilots who can fly both directions are given priority.

Flight Information

Flight Objectives: *Safety Above All Else!*

The AFC Command Pilot is responsible for planning the flight, determining their ability to conduct the flight safely within the flight timeframe, conducting or canceling the flight, and doing their best to assure the comfort of their passengers. This section provides AFC's guidance for achieving this flight objective.

Angel Flight Central Command Pilots provide a great service for their passengers. They volunteer to provide transportation because they want to help others. Along with the desire to help comes the responsibility to ensure a safe trip. Angel Flight Central wants all Command Pilots to keep safety at the forefront as they plan and execute their flights. With that goal, this section covers some of the key safety aspects to be considered when flying AFC flights.

With that in mind, no Command Pilot is expected to:

- *Accept any particular flight*
- *Fly or continue a flight in the presence of any doubt about completing it safely*
- *Compromise safety in any way in order to complete a flight*

Canceling a flight is considered a demonstration of good judgment and will never be criticized. If these three tenets are kept in mind, then a pilot can expect to have an enjoyable time participating in Angel Flight Central.

Passenger Safety and Comfort

Angel Flight Central pilots often carry first or low time general aviation passengers. These passengers may have concerns and fears and need some knowledge to ensure their comfort and safety. To ensure this, the pilot should:

- **Introduce general aviation to first time passengers.** The time spent providing a general explanation about flying to a passenger while doing an abbreviated walk around will often calm a passenger's concerns and fears.
- **Manage your passengers on the ramp.** Passengers often don't know about the dangers that airplanes present (like invisible spinning props). Escort your passengers to and from your aircraft, making certain that everyone is under control. This is especially important with children. Make certain that your engines are shut down prior to enplaning/deplaning, and manage your passengers so they remain clear of other aircraft, whether the engines are operating or not.
- **Complete a thorough passenger briefing.** A good briefing includes explaining seat belt and shoulder harness operation, operation of entry doors and emergency exits, location and use of survival equipment, life jackets, and life vests, the use of oxygen masks, as well as what the passenger should and shouldn't do during the flight. From an operational standpoint, the passengers should be briefed on how to use headsets (and where to place the microphone), the intercom (if equipped), the pilot's preferred hand signals, and so forth.
- **Seat belts on all passengers.** Seat belts should be worn at all times. No child seat should ever be attached to a front seat. Child Safety Seats are required for children 40 pounds and under. The AFC Coordinator will instruct the family and list the safety seat on the itinerary. Children over 40 pounds must be in a safety restraint that has been adjusted to fit them. Children must NOT travel on laps or unrestrained during take-off, in-flight or landing. Check that the seat and restrains on the child are secure after the parent/guardian secures the child in the seat.
- **Sterile cockpit as required.** Passengers should be told that from engine start through the climb to cruise altitude is considered a "sterile cockpit" time where the passengers should only speak to the pilot if there are personal problems or issues.
- **Monitor weather conditions.** The pilot should continue to monitor weather conditions throughout the flight. If there are any questions regarding the weather, the pilot should create an alternate strategy. If the weather makes a successful completion of the flight questionable, the pilot should discuss the weather and the options with the passenger and, together, agree to an alternative strategy. Remember that the Pilot in Command has the final decision. Please contact Angel Flight Central with any changes to your original flight plan.

A safe conclusion to any flight is the ultimate goal.

- **Monitor fuel usage & requirements.** During the flight, the pilot is expected to continually monitor fuel consumption and remaining fuel. This becomes even more important if there are weather or other issues that may require a diversion or holding.
- **Use ATC/aircraft resources.** The pilot is encouraged to use ATC's resources for IFR flights, and anytime when there is an issue of safety. The passenger(s) can also be used as a resource. For example, asking the passenger to watch for other airplanes is always a good use of the passenger.
- **Monitor your passenger's condition.** Being constantly aware of your passenger's condition can mean a great difference in the success of a flight. If your passenger is uncomfortable for whatever reason, it is the pilot's responsibility to initiate an action. Often that will mean nothing more than providing fresh air or changing to an altitude that is smoother.
- **Flight Instruction.** It is not appropriate to conduct any flight training while the passenger is onboard the aircraft. This can give the passenger the impression that the pilot is unaware of how to fly the aircraft. You may take a flight instructor along as a Mission Assistant, but he/she can only instruct on the dead-head leg. Additionally, please use care when communicating with another pilot in the right seat. Chatter about the "right" way to do something, casual comments about safety and other inappropriate comments can make a passenger uncomfortable or frightened.

The Eight Deadly Flying Sins

Studies done by the AOPA's Air Safety Institute and other organizations have identified a finite set of causative factors that lead to the majority of accidents with injuries and fatalities.

- **Fuel Mismanagement.** Fuel mismanagement constituted nearly 9% of all GA accidents. This type of accident happens nearly twice a week and is almost always avoidable.
- **Overloaded and/or Out of CG.** General aviation aircraft are reasonably limited in terms of payload and CG. Each aircraft's documents contain the aircraft's official "weight and balance" table so the pilot can ensure the aircraft as loaded is safe to fly. An overloaded aircraft doesn't perform at POH performance values, the stall speed is higher than normal, and an aircraft that is out of CG can be uncontrollable.
- **High Density Altitude Operations.** All pilots should always be aware of the performance-robbing effect of density altitude. Density altitude is an insidious danger because it doesn't have to be particularly hot for it to have a major impact on an aircraft's takeoff and climb performance, especially at heavy weights.
- **Takeoff and Landing Accidents.** Although typically not deadly, landings and takeoffs are responsible for an inordinate number of accidents.
- **Maneuvering Accidents.** Maneuvering flight has been the number one cause of fatalities in general aviation. During the last ten years, more than one-quarter of all fatal accidents happened during maneuvering flight. Low altitude maneuvering accidents are usually fatal and often, but not exclusively, the result of a pilot operating an aircraft in marginal weather conditions.
- **'Must Complete the Flight' Mindset.** Also referred to as get-home-itis. Pilots of all ratings and hours have succumbed to the desire to complete the flight and ended their flights in a tragic way. Beware and do not fall into this trap.

Potential Risky Mindset

AFC pilots are subject to all of the Eight Deadly Sins listed above, but the one that may be most compelling to a pilot is the last one, a pilot's desire to complete a flight in the face of risk. After all, an AFC flight isn't just a personal flight; it is a flight to help someone in need. The pressure to complete the flight might come from some of the following motives:

- **Carrying an Unknown Person as Passenger.** It is sometimes more difficult to disappoint a stranger than someone you know.
- **Awareness of Passenger's Personal Needs.** As an AFC pilot we want to help our passengers. The more we know about the person and their needs the more we want to make sure we deliver them to their destination.
- **Signed up for the flight.** Pilots have a strong personal motivation to complete what they start. When a pilot signs up for a flight, it is their nature to complete the flight.
- **Personal Obligations Afterward.** If a pilot has personal obligations after a flight, there will be pressure to complete the flight

Proximity to the Destination. The closer the aircraft is to the destination, the greater the desire to complete the flight.

Priorities in an Emergency

Many accidents are the result of a series of incidents, mistakes, or bad decisions; otherwise known as a safety chain. Often, all it takes to stop an accident is for one of the links in the chain to be broken. The best way to do that is to always make good decisions. But if there is a problem or issue, there are some things that can be done to mitigate the risk.

- With any problem or issue the pilot must fly the aircraft first.
- Know emergency procedures for the aircraft. Use emergency check lists when available.
- Use ATC as well as your passengers to identify a landing site, provide directions, read a check list, find a frequency, whatever is necessary.
- If the problem warrants, the pilot should DECLARE AN EMERGENCY. That ensures you can do what you need to do without endangering other aircraft, and you will have 100% of ATC's focus and assistance. Pilots are often reticent to declare, but every pilot needs to understand that when the situation warrants, declaring an emergency shows sound decision making and good judgment.
- As difficult as it sounds, forcing yourself to remain calm and talking through the problem and solution can keep you from fixating.
- Finally, as the old saying goes, runway behind, fuel left on the ground and altitude above are all worthless, so keep those in mind as you plan and fly any flight. Additional altitude can, for example, make an acceptable off-airport landing location accessible and additional fuel can take the stress out of a hold vs. divert decision.

Safety Is Your Responsibility!

As an AFC Pilot, you will have the opportunity to fly in a variety of weather conditions, into and out of a variety of airports, and with a variety of passengers. The responsibility for a safe flight is yours alone. At the same time, AFC flights provide an opportunity for you to increase your decision making and piloting skills while you are helping others.

Mission Assistants

Mission Assistants may be chosen by the pilot to accompany any Angel Flight Central flight. This individual, whether a pilot or non-pilot, will assist the Pilot in Command in managing passengers and ensuring a comfortable and safe flight for all. To facilitate flight planning and passenger management, Angel Flight Central requires the name, weight, date of birth, phone number, and email address of any mission assistant prior to the flight. This information will be used to create a flight itinerary, as well as to send a required one-time waiver for electronic signature to be signed prior to the flight.

Pilot Mentor Program

We strongly advise that all new Command Pilots take part in our Pilot Mentor Program. The AFC Mentor Program has been designed to help new pilots' transition into the exciting and rewarding world of charitable aviation. This program will also help orientate new pilots to general AFC procedures and guidelines, and is meant to supplement the new pilot orientation video.

When it comes time for the mentee pilot to tackle their first AFC mission in their own airplane, the mentor pilot will offer to go along with them as their mission assistant, and specifically guide the mentee pilot through all of the various aspects of being a charitable aviator, including:

- Help make the first call to passengers and connecting pilot(s)
- Help make the call to any handoff and/or destination airports
- Demonstrate a full passenger pre-flight briefing
- Demonstrate all the ways to handle submitting the AFC liability release
- Demonstrate loading luggage and passengers
- Demonstrate radio calls during the angel flight mission
- Demonstrate closing the mission report on the AFC website

After helping the mentee pilot complete their first mission, the mentor pilot will check in after mentee's next couple of missions to review how those missions went and to make sure the mentee has a solid foundation and background to continue their service to AFC going forward. If you are interested in learning if there is a mentor pilot available near you, please email request@angelflightcentral.org.

AFIDS Coordination System & AFC Flight Processes

Angel Flight Central has an online database system known as AFIDS (Angel Flight Information Database System) for communicating with our members and for facilitating flight coordination. AFIDS is accessible by members and requires your username and password for access. To access the login screen, visit afids.angelflightcentral.org

Managing your Account Settings

Once you've logged in to AFIDS, you will see a link to "Account Settings" at the top of the page. There, you are able to manage email subscriptions, change your personal data, change your password, post your availability, edit your license type, aircraft information and upload documents.

Here are a few of the things you can do using AFIDS:

- View a list of flights available
- Subscribe/unsubscribe to email distribution lists that keep you informed about flights available
- File mission reports
- Update your personal information in our database
- Renew your membership
 - Your AFC annual membership expires one year from your renewal date.
 - Pilot Agreement: Read and check all boxes next to each requirement and sign electronically.
 - Self-Certification at Member Renewal: You do not need to send/or upload copies of your credentials at annual renewal UNLESS your aircraft and/or insurance have changed or you have a new rating.
 - If you have not flown an AFC flight in the past 24 months you are required to participate in Pilot Re-Orientation.

Your Privacy

Angel Flight Central takes your privacy very seriously. Since your personal data is stored in our database, we have established a privacy policy which is available for viewing on the web site. In addition, anyone who gains access to private information must agree to an acceptable use policy covering the use and protection of private data.

Procedures for Requesting a Flight

You must be approved as a qualified Command Pilot in accordance with AFC procedures at the time of each flight. You must meet the requirements as stipulated in the AFC Pilot Affirmation Form. By signing this Affirmation form prior to flying every flight, Command Pilots agree to adhere to these requirements. If you have any questions about these policies or procedures, please contact our office at 816-421-2300 extension 204.

Flight Set-Up

Flights originate at a regional airport near a passenger's residence. Flight destination is an airport near their treatment facility or lodging. Flights are 250-300 nautical miles [NM]. Flights are generally not less than 100 NM or over 900 NM and with no more than 3-legs. Flights are set up for daylight flying; however, pilots may decide to fly at night with agreement from linking pilots and passengers.

Getting a Flight to Fly

You may secure a flight by one of the following:

- Web Site: You may request a flight directly off AFIDS
- Email distribution: You are subscribed to an e-mail distribution list that sends a list of available flights twice each week. To opt out of this email list, log on to the AFIDS system and click on the Account Setting link at the top of the page.

- A call from an Angel Flight Central Coordinator: You may receive a call from either Angel Flight Central's Coordinator staff or from a volunteer requesting you to fly. You are never obligated to fly a flight

List of Available Flights & Requesting a Flight

When you see a flight you are interested in, click on "REQUEST THIS MISSION". Complete any additional information requested and it will be submitted to the operations team. There is a comment box which is helpful to the staff if you can put any notes in this field about your flexibility, suggestions for handoff points or concerns about passenger numbers/weights.

Many of our flights have more than one leg. The list shows any flights with one or more legs available. Other legs are shown even if they are taken so that you will know that the flight is a relay. In some cases, the flight will be a relay with another organization.

You will receive an email acknowledging the request; this does not yet confirm you have been assigned the flight. You will then receive a separate email to confirm that you have been assigned the flight or that it has been assigned to someone else or canceled. Finally, you will receive the Mission Assignment Form/Itinerary with all the details of your flight.

Once You Have Accepted a Flight

Angel Flight Central's Coordination Staff will have already approved a passenger for a flight.

A copy of the Mission Assignment Form will be emailed to you. Please read the entire form before making any phone calls.

The form will include:

1. Passenger's name, address and phone number(s)
2. Name(s) of any companions
3. Weights of all passengers and baggage
4. Flight and/or appointment times
5. Agency name, contact person(s) and phone numbers
6. Medical situation of passenger or other compelling need
7. Scheduled date of flight
8. Origin and destination airports
9. When appropriate, the contact information of pilot(s) on other leg(s) of flight
10. Destination lodging and facility information.

Passenger & Baggage Weight

Passenger(s) weight, height, baggage weight and additional equipment are reviewed during Passenger Screening. Total baggage weight must not exceed 50 pounds on any leg. Your aircraft may be able to carry more weight, but your linking pilot may not! Leave the flights you cannot accommodate for pilots with larger capacity aircraft. Passengers are strongly discouraged from requesting multiple companions and are informed that their flight may not be filled if they have companions and weight that exceeds most GA aircraft.

Contacting a Passenger

Contact the passenger directly, unless informed otherwise by the Flight Coordinator. This must be done immediately, regardless of when the flight is scheduled, even if you don't have all the details at that moment. Passengers can get anxious when they do not know a pilot has been assigned to their flight. Also, if this is a multi-leg or link flight it is best to contact the pilot for the other leg(s) as soon as possible for coordination purposes.

Example checklist for passenger contact:

- Your normal communication is directly with the passenger and/or the parent involved. NOTE: In certain situations, the Flight Coordinator may inform you that you are to contact the requester instead of the passenger. The requester will then be the person who relays details of the flight to the passenger. When possible however, always confirm departure time with passengers directly.
- Inform passenger of appropriate rendezvous point. Be very specific, e.g. the exact airport (especially in areas where there are multiple airports); which building; inside or outside; etc. Remember, many passengers may not

be familiar with General Aviation airports/FBOs etc. so please make sure they are clear as to where on the airport you will meet.

- Exchange phone numbers at this time.
- Describe yourself and ask passenger to describe himself/herself. Wearing Angel Flight Central logo clothing or your badge can help with this process.
- Describe airplane and give tail number.
- Inform passenger of the flight's estimated arrival time so he/she can notify pick up people on the other end of the flight.
- Although passengers have already been informed that they should have back-up plans in case of a cancellation, it would be wise to remind them to do so. They should either be able to change their appointment or have an alternate transportation plan.
- Ask the passenger if they have planned for ground transportation at their destination.
- Angel Flight Central does not provide ground transportation. All passengers are informed of this in advance and are expected to make their own arrangements. The pilot is not obligated to provide ground transportation.

Contact the passenger again the day before the flight to reconfirm details of the flight. Also, contact the other pilot(s) on a multi-leg flight to coordinate arrival/departure time estimates and locations plus aircraft and cell phone numbers.

Cancellations and Changes

If the flight must be canceled:

- If the passenger or requester calls the Angel Flight Central office to cancel a flight, you will be informed immediately by the Flight Coordinator or volunteer coordinator.
- If the passenger or requester calls you to cancel, please inform the Angel Flight Central office immediately and any linking pilots (if applicable).
- If you make any major changes in the flight schedule with the passenger and/or social worker, please inform the Angel Flight Central office immediately. If another linking organization pilot is involved in a flight, please notify their pilot as well. Their contact information is on your Mission Information Form. During non-business hours, for matters that can't wait until the next business day, you can contact the 24-hour answering service for Angel Flight Central at 800-474-9464.
- If you must cancel because of weather, mechanical or other reasons:
 - Call passenger immediately
 - Call Angel Flight Central office.
 - If this is during non-business hours and requires action before the next business day, please call the 24-hour AFC answering service at 800-474-9464.
- You are strongly encouraged to cancel a flight whenever you feel a situation warrants a cancellation. **Safety is our top priority.** There is no passenger situation that should ever cause you to compromise the safety of a flight.

Pilots Fund-a-Flight Program

A pilot may Fund-A-Flight and receives a tax-exemption and mission milestone credit for their donation; as if they had flown the flight. It is a monetary donation to the AFC organization. This is not required of Volunteer Pilots; however the airline ticket may cost significantly less than the amount that the pilot would have spent on the flight in a private aircraft and has the benefit of helping the patient reach their destination to receive needed healthcare. You may request to pay for flights that are challenging to fill or if a Volunteer Pilot must cancel a flight.

Pilots must call the AFC Coordinator BEFORE purchasing a ticket for a passenger. The Coordinator must first determine: Will the passenger's doctor approve travel on commercial transportation? Does the passenger require continuous oxygen? Did the passenger's request originate with AFC or was it set-up by another organization? The Coordinator will instruct the pilot on ticket purchase and mission report procedures if the passenger can fly commercially.

Retiring Command Pilots

If you are no longer flying, sold your aircraft or continue to fly but have chosen to stop flying AFC passengers; you may

continue to stay active as a volunteer for AFC by funding commercial flights. Please notify AFC by email request@angelflightcentral.org or call the office when your status changes. Pilots must remain on active status in AFIDS to obtain the tax-benefit and mission milestone credit for purchased flights specific to a passenger. Membership renewal must be completed annually, whether or not the pilot continues to fly.

Waiver of Liability

Every passenger that you fly on an Angel Flight Central flight must sign a waiver of liability form prior to the flight and that waiver must be sent to the Angel Flight Central office prior to the flight. This includes passengers, companions, and mission assistants. A pilot is covered by signing their annual Pilot Affirmation so continue to ensure this is done annually. Beginning in summer 2024, Angel Flight Central implemented a One Time Waiver (OTW) procedure. This eliminates the need for plane-side waivers, saving you valuable time. Once signed, the OTW covers all future Angel Flight Central missions for that passenger/companion/mission assistant.

The waiver is designed to protect you, the pilot, and Angel Flight Central from legal action connected with your flight.

Waiver Procedures:

- The responsibility for collecting the waiver rests with the Flight Coordinator.
- Passengers will receive a link via sms or email to review and sign the OTW. Once signed, a Flight Coordinator will then review and approve the OTW.
- Prior to your mission, a Flight Coordinator will inform you if a OTW is missing for a particular passenger and companion.
- Passengers under 18 need to have a OTW signed by a legal guardian.

Optional plane-side waivers. If a volunteer wants to have an agreement between himself/herself and the passenger, the plane-side waiver is still available to them. The plane-side waiver can also be used if the volunteer wants to have an agreement between himself/herself and the mission assistant.

Last-minute changes to companions. If there is a last-minute change to the companions such that a one-time waiver has not yet been collected for a companion, the volunteer must obtain a signature on the plane-side waiver for any such companions. Please notify Angel Flight Central staff immediately of any last minute changes to companions.

Paper waivers: Paper versions of waiver must be available. Paper versions of the plane-side waiver are used when the electronic waiver is not available or the volunteer does not have an appropriate mobile device. Paper versions of the one-time waiver are used when the passenger does not have access to the internet or an appropriate mobile device. Paper versions of the waivers can be uploaded to AFIDS and tracked similarly to the electronic waiver.

Volunteer access to waivers. Volunteers have access to one-time waivers for passengers and companions on all of the flights they have been assigned. This allows the volunteer to download a copy of the one-time waiver for their records (optionally), and also to see who has signed. Volunteers can use this to verify at the time of the flight that there are no new or changed companions, and if necessary, obtain a plane-side waiver. Volunteers will continue to receive an email with a PDF of any plane-side waivers they obtain. Past and future missions can be viewed in AFIDS by choosing "Mission Summary" once logged in in the bottom left hand corner. Choosing the relevant mission tabs and selecting "View electronic waiver" for that particularly passenger.

You can also access this waiver at the bottom of your Mission Assignment Form. It is recommended that all volunteer pilots keep blank paper copies of the waiver of liability in their aircraft.

Flight Plans

Both AFC and the FAA strongly encourage all pilots to file a flight plan.

FBO-Airport Waiver, Fees & Obtaining Discounts

- Pilots have the freedom to choose the FBO at destination or linking airports. You may designate an FBO that you prefer and inform the AFC Coordinator BEFORE your flight date. FBOs/airports in the Midwest may provide fuel discounts; waive landing fees, etc. when pilots are carrying passengers on charitable flights. Your AFC picture ID badge identifies your affiliation with Angel Flight Central.
- Pilots should check with FBOs/airports BEFORE flight day to see if an AFC waiver is required. Some FBOs may require a waiver from the VPO before waiving fees. This can be found on our website under Volunteer – Pilot Toolbox. www.angelflightcentral.org/pilots

On Board

Once your Flight is underway:

- Always wear your Angel Flight Central badge.
- If you lose your badge, call the Angel Flight Central office and a new one will be provided. Wearing any Angel Flight Central clothing is also recommended, e. g. polo shirt, hat, etc. Visit our AFC store on our website!
- Prior to boarding, suggest to passengers that they may wish to use the restroom before the flight, reminding them there are no facilities onboard.
- Assist passengers into the plane and ensure that all are securely buckled in.
- Bring a light blanket, wet wipes, paper towels, and water with you and offer to your passengers.
- Give brief explanation of what they may expect during flight, e.g. sounds, ATC communications, turbulence, length of flight, etc.
- Be sensitive to passenger's wishes regarding talking about their medical condition. Some are very eager to converse about their health. Others prefer not to share that information.
- Do not provide any medication of any kind to the passenger.
- On occasion passengers request permission to bring oxygen canisters with them. They are notified ahead of time that only gas oxygen is allowed (no liquid oxygen.) You will always be notified about this in advance and your acceptance of the flight with this condition will be at your discretion. If you agree to carry the oxygen container, please be certain it is firmly secured. Passenger or companion must operate the oxygen container.

Completion of Flight

After you have landed:

- Be of assistance as needed in connecting passengers with those picking them up or with other ground transportation.
- Wish the passenger well, thanking them for the opportunity of flying them. Many passengers will be enthusiastic in their expression of thanks to you.
- Do not be surprised, however, if some passengers express little thanks. Their preoccupation with their health challenges and their often-weakened condition can leave them little margin to be expressive of their feelings of appreciation, even though it is there.
- File your Mission Report online in AFIDS within 24 hours of completing the flight.
- Upload photos at the time you file your mission report. **NOTE:** *Before taking pictures, please ask your passenger if it is okay to take photos of them. AFC will determine if the passenger will allow for public use of their photo.*
- If you do not file a mission report after repeated reminders, Angel Flight Central will estimate your Hobbs time based on your aircraft type and the distance of your roundtrip flight from home base and back.

If you have any questions or problems, please call the office and we would be glad to assist. Note that you can view a list of the flights you have flown or that have been canceled in the past, including the mission reports you filed, by clicking the “Mission Summary” link on the left-hand menu.

From the AFC Staff and Board; thank you for sharing your time, talent and resources to further Angel Flight Central's mission of helping people in need with charitable long-distance transportation.