



MAKE THE DIFFERENCE IN A PATIENT'S LIFE

Pilot Handbook

Changing lives, one flight at a time...

www.PALSflight.org

Patient AirLift Services ✈ Republic Airport, 7110 Republic Airport, 2nd FL, Farmingdale, NY 11735 ✈ 631-694-PALS (7257)

8/27/2018

Dear Pilot:

On behalf of the PALS Board of Directors and staff, welcome and thank you for your interest in volunteering! When you take the gifts of your talents and skills as a pilot and use them to benefit others, you are embarking on some of the most rewarding experiences of your life. As a PALS pilot, you will be flying people who would not be able to receive the medical or compassionate assistance for which they are so urgently in need.

We recognize that PALS would not exist without the gift of time, energy and enthusiastic support from volunteers like you. We understand that your schedule may only permit you to do one flight a year, or perhaps you plan on flying several flights a month or more; either way, your efforts are greatly valued. If you have not yet flown your first PALS flight, I urge you to do so. Indeed, you will make a difference. We can assist you by talking with you, or by arranging a joint PALS flight if that suits you: either a veteran PALS pilot can fly along with you, or you can fly along with one of us. We have done both, and are happy to do either for you. Beyond that, I am personally at your disposal to discuss any aspect of volunteer flying with you, as are our staff and any of our pilot board directors.

The most effective way for us to fly patients is by having a large pool of volunteer pilots, and the best way to get pilots on board is by other pilots exposing them to the opportunity. In addition to acting as an active pilot, I encourage you to help us recruit new pilots. That can be as simple as getting the word out when you talk to your pilot acquaintances, or more formally by attending safety seminars and fly-ins with other PALS pilots and staff. If you would like to do so, please let us know. In this way, you will not only get to know the patients, but you will also meet fellow pilots, share flight experiences, provide feedback, help PALS to do more in the future, and have fun along the way!

To learn more about our board, staff, history, finances and governance, you may visit our website www.palservices.org at the ABOUT PALS tab. We hope this information will assure you that we are committed to being a transparent organization whose prime focus is to serve patients and support our volunteer pilots.

Thanks again for joining our team! I look forward to hearing about your first flight, and to meeting you personally.

Sincerely,

Jeff Radtke
Chairman, Patient AirLift Services

jrn477r@gmail.com

Disclaimer:

This handbook is being furnished as a guideline for general information and as suggestions to aid in the successful completion of a mission for PALS. The system is flexible and may be modified from time to time. If you have questions, contact the PALS office. It is our hope that this will help to make the mission a smooth one for both you and the passengers.

What is Patient AirLift Services?

Patient AirLift Services (PALS) arranges free air transportation through our network of volunteer pilots for individuals requiring medical diagnosis, treatment or follow up, for military personnel and their families, or for other compassionate and humanitarian purposes. We have a network of volunteer pilots who provide this service using their own or rented aircraft. All passengers must be ambulatory and have a financial need. In addition, PALS will arrange for ground transportation, when available, upon arrival to their destination airport bringing them to their treatment or housing facility or for their return. This service is provided by our network of volunteer "Auto" pilots. There is never a cost to the patient for the services provided and there is no limit to the amount of flights an individual can request.

Generally, the individuals who utilize our services are receiving diagnosis, treatment or follow-up for various types of acute or chronic illnesses that make it either financially impossible or otherwise infeasible to use public commercial or private charter transportation.

PALS' founders have extensive experience with volunteer flying. Among them, they have flown thousands of missions as pilot-in-command. Although the pilots donate their time, aircraft and all expenses without compensation, the organization needs to maintain a coordination center in order to connect people to pilots and oversee the missions. Our only sources of income to operate this center are private donations and grants.

PALS is a 501(c)(3) tax-exempt public charity and a member of the Air Care Alliance.

Command Pilot Requirements

The Board of Directors has established the following pilot requirements for acting as Command Pilot on a PALS mission:

- For the operation of any single-engine piston aircraft, the pilot shall have a minimum total time of 350 hours with 50 hours of PIC time having been in the same make and model aircraft to be flown for PALS missions.
- For the operation of any multi-engine or turbine powered aircraft the pilot shall have a minimum total time of 500 hours, with a minimum of 400 hours as pilot-in-command (PIC) in all aircraft, and not less than 50 hours in make and model to be flown.
- For the operation of helicopters, pilots shall have a minimum total time of 500 hours, with a minimum of 400 hours as pilot-in-command (PIC) in rotorcraft, and not less than 50 hours in make and model to be flown.
- In addition, to act as Command Pilot for any Patient AirLift Services flight, pilots must meet the following criteria:
 - Hold a valid and current pilot certificate for the aircraft category, class and type (if a type rating is required) in which I will be acting as pilot-in-command
 - Hold at least a valid and current Class III medical certificate**
 - Be IFR rated, current, and qualified in the aircraft category, class, and type (if a type rating is required) to be flown
 - Be in compliance with all Federal Aviation Regulations, including those regulations relating to currency for carrying passengers, flight reviews, night flying, fuel reserves and instrument flight

- Be in compliance with all Federal Aviation Regulations relating to the use of alcohol and drugs, including reporting requirements specified in the regulations
- Whether flying rented or owned aircraft, have in force liability insurance applicable to the flight providing minimum coverage of \$1,000,000 per occurrence and \$100,000 per seat
- Flying an IFR-certified aircraft with a valid standard airworthiness certificate (normal, utility, acrobatic, commuter or transport category)
- If renting an aircraft for the mission, attest that the requirements and conditions of the renting agency have been satisfied
- Flown at least 50 hours as pilot-in-command in the last 12 calendar months
- Flown a minimum of 12 hours as PIC during the 90 days immediately preceding the mission, or in the alternative, I have completed 2 hours of dual training with a certified flight instructor within the preceding 3 calendar months prior to the month of flight. (This 12 hours is included in the total of 50 and is not additional)
- Under 78 years of age
- Be in compliance with the Patient AirLift Services Manual

**Pilots who wish to fly under Basic Med, must submit the following:

- A valid medical certificate issued any time after 7/14/2006
- Signed certification page from Comprehensive Medical Exam Checklist (please submit ONLY the certification page)
- Medical Self-Assessment Online Course Completion Certificate
- Current Driver's License
- Aircraft Insurance Endorsement or similar showing proof of coverage while acting as PIC under FAR Part 68 (BasicMed)
- Signed Affirmation for [PALS Command Pilots Operating Under Conditions of BasicMed](#)

It is the responsibility and obligation of the pilot-in-command to decline a mission referred by Patient AirLift Services unless ALL of the above statements are true at the time of the flight.

What are the Insurance Requirements?

PALS Pilots, whether they are owners or renters, are required to have liability insurance in order to fly as the pilot in command of a mission. See the pilot requirements for specifics. Note: PALS does not carry additional aircraft liability insurance. All passengers flown by PALS are required to sign a waiver of liability naming both the pilots and the Patient AirLift Services organization. Since there is no remuneration for the flights, they are non-commercial and covered under a pilot's normal liability policy.

Who Pays for the Flights?

Pilots are responsible for all mission costs. These costs are tax deductible for the pilot as a charitable donation. Some FBOs offer fuel discounts and most airports waive landing and parking fees for pilots on PALS missions.

The PALS office will make every effort to arrange ground transportation. When it is unavailable, the passenger(s) is responsible for arrangements and costs for all non-flight needs. The PALS pilot incurs no more expense than he or she would incur on an equivalent business or pleasure flight.

PALS has been granted an exemption by the FAA that allows pilots meeting a higher level of standards to receive reimbursement for fuel costs incurred by the pilot when transporting patients to medical appointments. Reimbursement to pilots is financed through PALS general funds, made possible thanks to the generosity of our donors. Fuel Reimbursement can only be made for medical flights. Compassion flights (including camp flights and PALS for Patriots flights) are not eligible for reimbursement. For more information and to view our complete exemption, please view the Fuel Reimbursement page under the For Pilots section of the PALS website.

Can I deduct my flight expenses on my taxes?

Yes, PALS is a 501(c)(3) tax-exempt public charity and as such, contributions, including the costs of flying missions, are therefore deductible. Pilots can deduct direct, out-of-pocket expenses. If overnight lodging is required, that expense, along with meals, is also deductible. Accurate records must be maintained, including receipts, hours flown, destination, etc. Upon completion of a PALS flight, you will complete a Post Mission Report within our online missions database to document your contribution. This can be used for your tax records to verify your flight. For complete information regarding deductible items and documentation, pilots should consult a tax professional.

What is PALS' Territory?

PALS covers flights with our volunteer pilots throughout the East Coast. Typical flight times in general aviation aircraft will range from two to three hours per leg, covering 200-600 miles. Flights originating or terminating beyond our primary coverage area will be conducted by our member pilots, or in collaboration with our corporate, charter and commercial charitable aviation partners. In addition, we also coordinate with other similar organizations to provide you and the patients with a seamless travel itinerary.

How will I be identified as a PALS Pilot?

All of the PALS crewmembers, both pilot and non-pilot, will receive a PALS photo ID badge at no cost to you. The photo you provide for your ID should be a passport type headshot, forward facing, from the shoulders up.

While PALS crewmembers are not required to wear an ID badge during PALS missions, they are encouraged to do so. In addition to being an aid for airport security*, the badge identifies the crew as PALS members, which helps promote community awareness of Patient AirLift Services.

*It is mandatory that the pilot and everyone else on board the aircraft must carry appropriate identification for airport security purposes, including at least one photo ID.

What types of missions does PALS fly?

PALS' primary focus is to arrange flights for medical purposes, however, we also arrange flights for other compelling compassionate and humanitarian needs. Medical flights are for patients in need of diagnosis, treatment or follow-up at specialized facilities. PALS also arranges transportation referred to as "compassion" flights. Compassion flights may include transportation of family members traveling to be with sick or dying loved ones, flights to transport children to special illness-specific camps and flights to enhance the lives of our military service members through our PALS for Patriots program. In addition, PALS supports humanitarian efforts by transporting relief workers and supplies in times of natural disaster. Medical flights always take priority over compassion flights and it should be noted that compassion flights are not eligible for fuel reimbursement under our exemption.

What types of illnesses can I expect to encounter?

Illnesses vary. Some patients have life threatening diseases, such as cancer or heart disease. Others have illnesses that require specialized treatment at distant locations due to the fact there may only be several specialists in the world that can help. Illnesses are non-communicable (cancer, heart disease, brain tumor, etc.). However, occasionally this is not the case. PALS pilots will be made aware of these types of situations, allowing the pilot to determine if he/she is still willing to fly the mission.

PALS requires patients who qualify for our assistance to be ambulatory, able to sit upright for the duration of the flight, and in need of very little assistance. In cases where more attention is needed, patients make arrangements to be accompanied by an attendant. If the patient is a child, we require an adult guardian to be present as well.

Rarely do passengers require oxygen, but in the case of those who do, personal oxygen bottles are not allowed unless the bottle carries a DOT certification for use aboard an aircraft. Some FBOs have oxygen available, and pilots with an approved oxygen system onboard the aircraft may, if they choose, make it available for patients. However, permission from the patient's physician must be obtained before either a rented or onboard system can be used.

How do you determine patient/passenger eligibility?

Through our initial phone screening and subsequent paperwork and data collection, our staff does everything within reason to ensure that our passengers are truly in need of assistance through PALS. We require that all passengers have authorization from their medical provider to fly in an unpressurized aircraft, confirmation that passengers are ambulatory and able to enter/exit the aircraft with minimal assistance, are medically stable, and in need of specialized treatment that is not available at a nearby facility. In addition, the PALS staff verifies household income, and inquiries about criminal history. PALS has turned away violent offenders, with the safety of our volunteers in mind.

If at any point you feel that a passenger has gotten through the screening process, but may not have been truly in need, please contact our office immediately at 631-694-7257 or email Eileen Minogue at Eileen.minogue@palservices.org.

How do I know what missions are available?

You will automatically be subscribed to receive Missions Available emails. These emails can be managed within our missions database through your Settings under Subscription Preferences. The Missions Available email will include basic information for upcoming missions such as Date, Origin, Destination, Weight, Distance and Efficiency. The Dist and Total Dist numbers listed are the straight-line distances between the pickup to drop-off airports and the total straight-line distance from your home airport to pickup to drop off to home airport. The Eff % column notes the efficiency of a given trip based on your home airport as listed in the database.

By clicking on the Mission Number in the email, you will be taken to the mission database where you can access more details about that particular mission, and/or submit a request to our Mission Coordination staff to serve as Command Pilot.

In addition, our database is accessible from the PALS website. By logging into the database, you can see a real-time list of available missions and make requests to fly a mission that best suits your needs. Missions labeled as "Normal" are for medical purposes. Compassion missions will be identified as such and may use labels such as "Compassion" or "P4P-CMF".

Our mission system is a customized database that is evolving and growing based on user need and suggestions. Please don't hesitate to offer suggestions of ways to improve upon the system to make for more efficient mission management.

Should you have any questions or recommendations please do not hesitate to contact our Pilot Coordinators by email at palsmail@palservices.org, or by phone: Jen Hotsko at 516-640-7200 or Kristinia Luke at 516-640-2245.

How do flights get arranged?

Requests for assistance can begin in a variety of ways: by phone, online through our missions database, or through social media. Requests might come from a potential passenger directly, or from one of the many medical facilities or social workers with whom PALS maintains relationships. Once the request has been received our mission coordination staff will begin the process of intake, listing, assigning, and completing the flight request.

Once it is determined that the passenger is eligible for PALS services, the mission coordination staff will enter all the pertinent information into the mission database. From here, pilots can access a listing of available missions. A pilot can submit a request to fly a mission that meets his personal availability and aircraft capabilities. The request is then reviewed for approval by the PALS mission coordinators. Once assigned, the pilot is forwarded all necessary info, at which point they become the point person for the patient regarding the flight details.

Please note that airports are often negotiable, for example, if a mission is listed as departing from KBOS, you might request to use a less congested, suburban Boston airport instead. Don't hesitate to reach out to the mission coordinators with requests of this nature. **PALS Mission Coordinator Number: 516-640-1390**

What happens if I am unable to fly a mission?

PALS, believes in Safety First, therefore a pilot is free to, and should, decline any mission they feel they are unable to safely complete. Reasons for declining a flight could be personal health, scheduling, weather, or other personal reasons. We encourage pilots to recognize their limits, and to fly only when they feel completely comfortable doing so. You will never be questioned as to why you cancel a flight; that will be your call!

In the event that pilots encounter an unexpected delay resulting in an overnight stay near an alternate or intermediate airport, PALS will cover the costs of lodging for the pilot and passengers. All mission cancellations and delays must be communicated to the mission coordinators immediately.

Patient/Passenger Initial Contact

You should contact the passenger as soon as possible after receiving the Mission Itinerary confirmation email. Using the following sample, you should consider creating a checklist to use for the first contact event.

Patient/Passenger First Contact Checklist (Sample):

- Print the mission itinerary & highlight the sections to cross check
- Call to introduce yourself to the patient/passenger or guardian
- Itinerary data verification:
 - Phone/cell numbers, email addresses, appointment date and time, ground transportation plans at destination, origin & destination airports
- Passenger Names, Profile and Needs:
 - Individual names, ages, weights, seatbelt needs, baggage
 - If appropriate notify passengers of baggage weight/size limits for your aircraft
 - Experience both in commercial and small aircraft (or helicopters, if applicable).
 - Special needs (oxygen, wheelchair, stroller, car seat, medical bags, etc.)
- Origin Airport Pickup Steps
 - Review the airport address, meeting time, meeting place at the FBO, FBO telephone number, FBO parking, etc.
 - Review alternate airports choices, probability of a cancellation, ground transportation plans to the departure airport.
 - **TIP:** if it is their first flight with PALS from this airport, provide detailed instructions on where to meet at the airport
- Mission Documents:
 - Remind passengers that they will be required to sign waiver of liability forms before departure
- Flight Expectations:
 - Set flight expectations (time en route, weather, etc.)
- Discrepancies, Changes
 - **Notify the PALS Mission Coordinator by phone of any discrepancies, changes or additions to itinerary information.**
 - **TIP:** Remember importance of timely action

Linked (Multi-Leg) Missions

As mentioned previously, at times a mission may be broken into 2-3 segments to accommodate a trip of a greater distance. When this happens, you will receive a full flight itinerary with contact information of all involved pilots. You must contact your fellow pilot(s) as soon as you have been assigned a linking mission.

During your pre-flight planning with your fellow pilot(s) you will need to carefully define/confirm: airport at which transfer will be made, the FBO name, time of day, how to make contact the day of the mission to confirm that the missions are a 'go', and any special last-minute needs. It is good practice to confirm mission status and timing with your link pilot(s) before departing on your first leg.

Should you have any questions whatsoever about the coordination of a linked mission please contact the PALS office at 631-694-7257.

Flight Plan, CMF – Compassion Flight

You must file a flight plan for the patient/passenger flight leg. You can use any filing process. You should use the Compassion Flight call sign and CMF tail number for this leg. The following describes how to construct and use a CMF flight plan. Below, you will find a sample using Malibu N1234M, flying a PALS mission.

1. **Registration Block:**

In the block used for the aircraft registration (tail) number, the pilot shall enter the ICAO Three-Letter Identifier **CMF** followed by three additional characters or numbers, consisting of the final three characters of the actual tail number of the aircraft to be used. Example: Malibu N1234M would be CMF34M

Note: ATC closes a flight plan by tail number, Example: Close your Flight Plan as CMF34M

2. **Remarks Block:**

In the REMARKS block, the pilot should enter, separated by spaces, the words: Compassion, followed by the full registration number (i.e., tail number) of the aircraft, followed by PALS. Remarks Block Example: **Compassion N1234M PALS.**

3. **CMF Dialogue Examples:** (Assuming our example above of Malibu N1234M flying as Malibu CMF34M)

- Clearance Delivery Example: Compassion Flight 34M would like our clearance from KBOS to KPQI (At times you may need to repeat yourself for example, Charlie Mike Foxtrot 3 4 M, would like, etc.)
- Ground: Compassion Flight 34M at < FBO Name > Ready to taxi with < Weather Code >
- Tower: Compassion Flight 34M Ready for Takeoff, Holding Rwy < x>
- Departure / En-Route / Approach: Malibu Compassion Flight 34M, etc.
- Non Towered Airport Environment: Malibu Compassion Flight 34M, 10 miles, 5,000 ft, etc.

Mission Preparation, After initial Contact

You should consider creating a checklist for the mission preparation steps that occur after initial patient/passenger contact. You are Pilot in Command and should adopt procedures that you feel are appropriate. The following is an example of checklist content for PALS flights. If you have questions or comments please contact a PALS Pilot Coordinator at palsmail@palservices.org (Jen Hotsko, 516-640-7200, or Kristinia Luke, 516-640-2245).

1. Day Before the Flight

- **Contact the Patient** – You should reconfirm by phone the meeting arrangements (from/to airport, FBO, times), verify all of the flight passengers including names-weights-age plus baggage details. If special baggage is listed on the itinerary make sure to confirm dimensions and weight.
- **Passenger or Other Itinerary Content Discrepancies, Notify Mission Coordinator Immediately**
 - **Passengers** – You must not agree to fly anyone who is not listed on the Itinerary. An increase in the number (and weight) of passengers could affect the return flight and/or the ground transportation.
 - **Airport/FBO/Time** – You must not agree to any changes to the itinerary as they may also impact the return flight and/or ground transportation.
- **Link Pilot** (if any) – You should call the link pilots (if any) to reconfirm plans for the flight.
- **Mission Documents**
 - **Passenger Liability Waivers** – Electronic Liability Waivers are available for each flight and can be signed and submitted using a smart device. Links to Electronic Liability Waivers will come in your itinerary email. Links will also arrive on mission morning via text or email (depending on your subscription settings). Additionally, you can access Electronic Liability Waivers at any time from your Assigned mission details within the system. For more detailed instructions, visit the Help section within the system.
 - Because Electronic Liability Waivers are dependent on an internet connection, please be sure to have a paper copy of our Liability Waivers and a stamped envelope on hand as a back-up plan. If you prefer to use paper copies of mission documents, you are welcome to do so, please be sure to have the documents signed and sent (via email, fax, or deposited for postal delivery) prior to departure. The latest version of those docs can be found on the PALS website under Pilots > Flight Forms.
- **FBO Notification** –MAKE SURE FBO IS OPEN AND NEEDED SERVICES ARE AVAILABLE

2. General Preparation

- **Pre-Flight Assessment** – You should do a FAR compliant preflight assessment for an IFR type flight.
- **Flight Plan(s) (*)** – You should setup and file Compassion Flight compliant flight plan. Pickup arrival time re-check to provide ample time to fuel, preflight and prepare before meeting patient/passengers and then ample time to load passengers.
- **Passenger Comfort Items** – You should consider taking headsets, boarding stool, air sickness bags, blankets, bottled water, snacks, personal emergency relief kit, tissues, etc.

3. Flight Day

- **Confirm Flight Plan(s) Filed (*)**
- **Cross Check Flight Times and if Changed, PALS Mission Coordination Notification**

- **Notify Link Pilot** (if applicable)
- **Confirm Mission Document Set**
- **Review Baggage and Car Seat Requirements**
- **Passenger Briefing TOLD Card or Equivalent**

(*) Reminders

IMC Flight Conditions (forecast or actual) – You should consider taking a co-pilot or Mission Assistant.

Flight Plan – For all PALS FLIGHTS carrying passengers you must have a filed flight plan. You should remember that PALS prefers that you file an IFR flight plan. If VMC conditions exist and are forecast to exist along the entire route from one hour before departure to two hours after scheduled arrival, you may file a VFR flight plan. Should you have any questions about your flight plan choices please contact a PALS Pilot Coordinator at palsmail@palservices.org (Jen Hotsko, 516-640-7200, or Kristinia Luke, 516-640-2245).

During the Mission

1. Passenger Pick Up

Flight/Pickup Time Delay: Contact the PALS Mission Coordinator immediately who in turn will coordinate with the patient/passenger.

Passenger Greeting: You should remember that patient/passengers may be nervous flyers, even those that have flown many times. They will appreciate being treated like your close friends or family members. If you allow time for the greeting and loading process it should provide a relaxed and unrushed atmosphere.

- **Introductions**
- **Liability Waivers** - Complete and submit electronically or have the passengers sign your paper forms. Be sure to submit the signed documents PRIOR to departure.
- **Ramp Safety Briefing**
- **Escort Patient/Passenger(s) to the aircraft**
- **Pictures** - If permitted, outside and inside the aircraft. PLEASE NOTE: There is a section on the liability release where a passenger should initial if agreeable to photos. Photos **should not** be taken if a passenger has not initialed that section of the paperwork.
- **Preflight Briefing**, comply with FAR 91.519
 - Aircraft introduction
 - Flight details
 - What is expected or desired of them – (sterile cockpit, en route questions, what to happen if they are feeling air sick, location of air sick bags, etc.)
 - Emergency procedures

2. In Flight

Without compromising safety, you should try to answer any passenger questions and/or call out points of interest. If you feel it is appropriate, review safe flight practices such as sterile cockpit procedure during descent, landing and taxi. Also see Medical Emergency below.

3. Destination, Passenger Drop Off, Close Flight Plan

The following content is an example of checklist content you should consider. You do not want to rush yourself or the patient/passengers.

- Cross check that IFR flight plan is canceled as closing procedures vary at remote airports.

- Notify the FBO operations of any special ramp or support needs.
- Assist patient/passenger(s) in deplaning if necessary
- Ensure that all personal belongings have been removed from the aircraft
- Escort patient/passengers off the ramp

4. Unexpected En-Route Landing

Should you decide to land before the planned destination the following step should be considered:

- Contact the PALS Mission Coordinator immediately. The Mission Coordination Staff will help to arrange for overnight accommodations, alternate travel arrangements, etc.

Medical Emergency in Flight

Patient Condition Changes in Flight: Please remember that you are not expected to be a medical transport professional. Should you as Pilot in Command decide that a patient/passenger is in need of immediate medical attention or their condition is in any way jeopardizing safety thereby necessitating priority handling by ATC, please consider immediately notifying ATC of your intention to declare a Medical Emergency. ATC is there to help.

After declaring a Medical Emergency, you should expect to provide ATC with the nature of the emergency (brief description), where you might like to land (if you don't know ask ATC for assistance: nearest airport with runway length of x feet, nearest airport with medical support, nearest airport with any emergency support). ATC has a protocol to follow and may ask additional questions. If you have questions about Medical Emergency scenarios and/or training specific to pilot technique for handling such rare events we encourage you to reach out to a suitable flight instructor.

After the Flight, File a Mission Report

You must complete the File a Mission Report step so that the mission is closed. The completed mission data is vital to the PALS federal non-profit reporting. If you have any questions about the File a Mission Report process or a problem completing the process please contact either the Pilot Coordinator or Mission Coordinator. You should try to do this within 24-48 hours after the flight.

Your "Day of Mission" email and/or text (depending on your subscription settings) will include a hyperlink to your Post Mission Report. Log in to the system and navigate to "Reports" to complete. Be sure to enter your total Hobbs time, inclusive of your repositioning legs from and to your home airport. You can also list any expenses such as your fuel costs for the trip, and any additional comments. This information can be used for year-end reporting and tax purposes. You can print individual post mission reports or a Year-End Summary in the "Completed" tab within the system. Click to view "print friendly".

For detailed instructions on submitting a Post Mission Report, please navigate to the Help button in the upper right-hand corner of the system.

Mission Photos & Comments

Mission Photos

You will have likely taken photos. The PALS Mission Coordination Team appreciates your sending the photos for use on our website, social media pages, and in newsletters or other print material. Photos can be sent to our office via email at staff@palservices.org.

If the patient and other passengers (or guardian) did not initial the bottom portion of the Liability Release agreeing to photos, please do not take or send their photos.

Mission Comments

The PALS team continually strives to improve the mission experience for you as well as all those that touch the mission. Please provide comments like the following to the PALS Mission Coordinator, Pilot Coordinator and/or Executive Director.

- Successes such as heartwarming, interesting and/or humorous anecdotes about your flight experience.
- Support needs for a patient/passenger who may have had significant physical, medical and/or behavioral issues during your mission. Please note to include anything that a future pilot might like or need to know before flight.
- Process or other items that would make future flights generally better for you, the patient/passengers, the FBO's, etc.
- Items that would improve the quality and/or efficiency of the interaction that you have with the Mission Coordinators.
- Changes to the software that would make it more efficient and/or effective.

Pilot Proficiency & Safety

The PALS Safety Committee encourages you to take advantage of many of the helpful services to both build and sustain pilot proficiency. Please visit the Training and Resources page of our website, under the "For Pilots" section for helpful websites.

Additionally, we strongly encourage that you take the online course "Public Benefit Flying: Balancing Safety and Compassion" by the Air Safety Institute: <http://flash.aopa.org/asf/volunteerpilots/>

If you have comments or questions for the PALS Safety Committee please contact a PALS Pilot Coordinator at palsmail@palservices.org (Jen Hotsko, [516-640-7200](tel:516-640-7200), or Kristinia Luke, [516-640-2245](tel:516-640-2245)).

Catastrophic Event: Crisis and Risk Management

Recommendation – Build your own Catastrophic Event checklist, and/or print this for your flight bag

Important: You as Pilot in Command are the Final Authority as to whether the Mission is Flown as Scheduled, Delayed or Canceled. You are Solely Responsible for the Safe Conduct of the Flight. Refer to FAR. Please remember that PALS flights are not medical emergencies.

The FAR provides guidelines to you as Pilot in Command on Crisis and Risk Management related to a Catastrophic Event. You should consider carrying a checklist that will protect you, your family, the passengers and PALS.

Definitions:

Crisis - An event that could have a tremendous negative effect on you, your family, the passengers and/or PALS in the press, in the courts, in the eyes of the general public and in the opinion of regulators and other public officials.

Accident - An occurrence associated with the operation of an aircraft or vehicle, which takes place between the time any person boards the aircraft or vehicle with the intention of flight or transportation and all such persons have disembarked, and in which any person suffers serious injury or death, or in which the aircraft or vehicle receives substantial damage.

Incident - is an occurrence that may not necessarily rise to the severity of an accident.

Serious Injury - is an injury requiring hospitalization.

Substantial Damage - Substantial damage is damage that adversely affects the operational capability of an aircraft or vehicle during segments of a PALS Mission.

Catastrophic Event: Crisis & Risk Management Recommended Dos and Don'ts

Do make patient care and comfort # 1 priority
Do contact PALS Mission Coordinator immediately
Do refer all queries to PALS Team
Do cooperate with FAA/NTSB authorities
Do state only facts to proper authorities
Do contact your insurance company

However, please:

Do not give media interviews

Do not speculate about the cause of the event

Do not apologize for, admit to or comment on liability

PALS Crisis Management Contacts:

During business hours: 8:00AM – 5:00PM EST Mon-Fri: 631-694-7257 or 888-818-1231, Mission Coordinator

All other times: 516-640-1390 Mission Coordinator On-Call (Cell Phone)

Alternate Contact: 516-640-1391 Eileen Minogue, Executive Director (Cell Phone)

Typical Do's and Don'ts

Recommendation – Build your own Do/Don't checklist, and/or print this for your flight bag

Prior to Day of Mission

Do's	Don'ts
Contact Patient early and review all details on the Itinerary	Change any mission details (date, time, airport, etc) without contacting the PALS office
Confirm Patient and Passenger information. If the information is different than the assigned Mission Itinerary contact the Mission Coordinators as soon as possible	Miss-use your Compassion Flight call sign (CMF -)
Prepare a Weight and Balance calculation remembering when carrying a parent/child to try to plan for a parent/child to sit together	Delegate / Relegate your Pilot in Command responsibilities before or during the flight.
Check for the optimal airport and FBO's for the mission knowing that is fine to change these should you like to do so.	Feel pressure to fly. Remember Safety First. Contact the Mission Coordinator if you need to Cancel or Change.
File a flight Plan using the ' CMF--- ' tail number / call sign	Hesitate to contact the Mission Coordinator or Pilot Coordinator should you have any questions about the airports, FBO's, patient needs, baggage, +
If a Link Mission, Contact the other Pilot and if possible send the other Pilot Copy of your Flight Plan	

Day of Flight, Prior to Departure with Passenger(s)

Do's	Don'ts
Passenger Liability Waivers – Submitted electronically, or if using paper forms, via email, mail or fax. Reminder: to be submitted PRIOR to departure.	Accept unexpected passengers, baggage or any changes to Mission Itinerary details such as airports, FBO's, etc. Do call Mission Coordinator if you have any questions.
Passenger Briefing – provide a detailed passenger briefing about the aircraft exits, fire extinguisher, flight time, weather, seat belts, sterile cockpit, etc.	Feel pressure to fly. Remember Safety First. Notify the Mission Coordinator if you need to Cancel or Change.
Take Pictures (of passengers as well as any unusual baggage)	Rush yourself, passengers, ramp staff or others related to the mission.

During the Mission

Do's	Don'ts
Meet the needs of the passengers in a reasonable manner without distracting you from PIC responsibilities	Compromise safety.
Inform passengers of flight progress. Answer questions.	Exceed your personal or the aircraft's limitations.
Comply with application regulations and insurance requirements.	Hesitate to declare Medical Emergency should the condition of your passenger(s) change or there is anything impacting your ability to conduct a safe flight.

After the Mission

Do's	Don'ts
Escort Passengers from aircraft to ground transportation (after confirming that all baggage and personal items have been collected)	Rush the passenger(s), ramp staff or others related to the flight.
File a Mission Report (preferably with 48 hours of the flight)	Make separate arrangements with passengers for future flights (notify the Mission Coordinators if a passenger has a request)

General

Do's	Don'ts
Maintain Currency, Proficiency, Insurance	Forget to notify PALS of changes in your Flight Medical Status
Establish, commit and maintain personal minimums.	
Consider annual IPC's, joining IMC proficiency clubs, committing you above average training regiment	

Reference Documents

1 – Mission Document Set

Mission Forms:

You will receive an electronic waiver in your Mission Itinerary Email that can be completed on any smart device. However, since this functionality is dependent on an internet or data connection, we encourage you to keep a hard copy of passenger waivers on hand as back-up.

The following forms can be used for missions however you must routinely check the Pilot Section of the PALS website for the latest documents, at: <http://www.palservices.org/for-pilots/flight-forms/>

1. **Pilot Check List - Example**
2. **Adult Liability Waiver**
3. **Guardian Liability Waiver**

Tip – Build a Paper Mission Document Kit and Put Two or Three in Your Flight Bag

1. Stamped / Address Envelope to PALS Office
2. Your Custom Check List (Optional but Recommended)
3. Adult Liability Waiver
4. Guardian Liability Waiver

Sample Pilot Checklist - Please Make Your Own Checklist Version 7.2018

Safety Above All!

Thank You for Your Support!

Adult Liability Release Waiver__ Minor / Guardian Waiver__ Stamped Envelope __

1. **Mission Viability** Verification: Departure and arrival airport, hours, runway performance, fuel, FAR items
 2. **Link Pilot** (if Applicable): Contact Link Pilot(s) to coordinate airports, timing, contact information to confirm flight segment details on day of flight
 3. **FBO's**: Email, Phone or Fax with special needs, fuel, etc.
 4. **Call Passenger Mandatory**: Review itinerary details:
 - Departure and arrival airport
 - Specific pickup meeting place
 - Destination appointment time
 - Optionally: Ground transportation, past flight experience, aircraft entry/exit needs, cargo dimensions (wheelchair, stroller, portable O2, car seat, bulky baggage, seatbelt extender, etc), etc.
 5. **Cancellations, Changes or Questions**: Safety First!!! PALS Missions are not medical emergencies. Call Mission Coordinators with information regarding cancellations or changes to any missions.
 6. **Mission Documents**: Liability releases can be submitted electronically using a smart device. They will arrive as a hyperlink with your Day of Mission email and/or text. However, please be sure to have a paper copy in case you do not have access to the internet.
 7. **Night Before**: Call Passenger – Reconfirm:
 - Departure and arrival times
 - Passengers flying
 - Passenger and baggage weights
 - *Extra passengers or weight not allowed without Mission Coordinator approval. Please call Mission Coordinators with any changes.*
 8. **Link Pilot** (if Applicable): Night before and/or day of mission – Call / email [link pilot](#) to reconfirm when & where
 9. **Flight Plan – Mandatory** if possible please file IFR. Compassion Flight Call Sign - CMFxxx
 10. **Before Departure - Mandatory: Submit signed Liability Releases.**
 11. **TSA Compliance: All adult passengers should have a TSA compliant photo ID**
 12. **Passenger Briefing**: Emergency, sterile cockpit, en route communication, weather, flight time, etc.
 13. **Arrival**: If possible escort patient to and confirm ground transportation (Auto Pilot) before departing.
- After Mission**: Complete **Post Mission Report in the system** <https://palservices.force.com/pilot/login>

Mission Liability Releases/Changes/Questions/Comments

Phone: 631-694-7257 or 516-640-1390

Fax: 631-755-2184

Email: missions@palservices.org

Mailing Address: Patient Airlift Services, 7110 Republic Airport, Suite 202, Farmingdale, NY 11735

Pilot Questions:

Email: Jen.Hotsko@palservices.org

Phone: 516-640-7200

OR

Email: Kris.luke@palservices.org

Phone: 516-640-2245

Flight Service: Weather Briefer / File a Flight Plan / Close a Flight Plan: 800 992 7433

Adult Liability Release and Indemnity Form Version 14-01-05

Pilot: _____ **Co-Pilot:** _____

Aircraft: (Type and Number): _____ **Mission #:** _____

I, _____, understand that Patient AirLift Services, Inc. (hereinafter called PALS) has arranged one or more flights or other transportation, free of charge, for my convenience in obtaining, assisting with, or returning from medical treatment or diagnosis, or for other compelling humanitarian needs and flights of compassion as are determined suitable for PALS missions. I understand that PALS and the Pilots, Co-Pilots, operators, aircraft managers, owners, and/or lessors of the Aircraft and other vehicles used for these purposes are volunteering their services, time, skills, flight, aircraft, vehicles, and other related costs and expenses for the proposed flight and that they are not being reimbursed for their costs, expenses, or services. As such, I understand that PALS, the Pilots, Co-Pilots, operators, aircraft managers, owners, lessors, and the other persons and entities being released by me are expressly relying on my execution of this release as a material pre-condition for their agreement to provide the volunteer transportation services to me. I also acknowledge that I am flying on the Aircraft and/or riding in the vehicles arranged for by PALS voluntarily and of my own free will.

In consideration of the furnishing of services, time, skills, flight, transportation, aircraft, vehicles, and other related costs and expenses being arranged and provided, I hereby agree to forever release, discharge, defend, and hold harmless the Pilot, Co-Pilot, aircraft managers, operators, aircraft managers, aircraft and vehicles owner(s) and/or lessors of the Aircraft (as applicable), PALS, each of their respective divisions, parents, subsidiaries, wings, member organizations, affiliates, chapters, officers, directors, agents, employees, volunteers, insurers, heirs, assigns, and successors in interest, and any and all entities who referred me to PALS (the "Released Parties"), from any and all claims, demands, liability (under the law of any state or country), fees, expenses, and costs of any kind whatsoever that I may have or claim to have on account of or in any way related to or arising from, directly or indirectly, the proposed transportation, the cancellation or delay of the transportation, and/or the failure to provide return transportation.

This release of claims specifically includes, but is not limited to, any and all alleged negligent acts, errors, and omissions of any of the released persons or entities. In addition to economic damages, costs, and expenses, this release also specifically covers any and all damages for personal injuries, deaths, and conditions of health, whether or not immediately apparent following the flight, or which may at any time thereafter develop.

As evidenced by my execution of this release, I regard the services, time, skills, flight, aircraft, transportation, vehicles, and other related costs and expenses being furnished to me by the Released Parties as significant, material, and valuable consideration in exchange for this release, and I value this consideration as a significant, material factor in my present and continuing wellbeing and physical prosperity. I have completely read and fully understand this document. I have spoken with a mission coordinator and/or other persons associated with PALS regarding any and all questions concerning the proposed flight. To the extent that there is any portion of this document that I did not fully comprehend, I understand that I had and continue to have the right to obtain legal advice from an attorney of my choice.

This agreement shall be binding upon all of my heirs at law, assigns, and successors in interest of all parties hereto. By my execution of this release, I hereby manifest and make known my present wishes and intent that no representative of my estate take any action to pursue any claims based in tort, contract, or brought under any applicable wrongful death statute in the unlikely event that I die or suffer personal injury during my transportation by PALS. Similarly, I wish to manifest and make known my present wishes and intent that none of my relatives, heirs and assigns pursue any claim for loss of consortium or loss of support against PALS in the unlikely event that I die or suffer personal injury during my transportation by PALS. In stating my wishes and intent in this regard, I reiterate that I am receiving the transportation services provided by PALS on a purely charitable basis and, therefore, do not wish to see PALS exposed to any legal liability to me, my heirs and/or relatives as a result of their providing me with air transportation at no cost to me.

This agreement may be enforced by any party hereto and/or by any person or organization released in this agreement. I agree that this agreement shall be governed and interpreted by the laws of the State of New York.

Signature of Passenger #1

Signature of Passenger #2

Signature of Passenger #3

Date

Please initial below if you agree to allow Patient AirLift Services, Inc. to use your name(s) and photographs in any reports of the proposed flight that might appear in newspapers, radio, television or other Patient AirLift Services public relations activity. I agree to the use of my name to publicize PALS activities. _____ Passenger(s) Initials. If you do not agree to public use of your name(s) it will not be used.

Important, Email, Fax or U.S. Mail prior to flight: PALS, 7110 Republic Airport, Suite 202, Farmingdale NY 11735 Phone: 631-694-7257
PALSMail@palservices.org

2 - Mission Coordination Center Contact Directory

Please print this page for your flight bag and enter the contacts into your smart phone and iPad.

Patient AirLift Services, 7110 Republic Airport, Suite 202, Farmingdale NY 11735

Phone: 631-694-7257 or 888-818-1231 Fax: 631-755-2184 Email: Info@Palservices.org

Mission Documents Email: Missions@palservices.org

Name (State)	Title	Email	Office	Cell
Eileen Minogue (NY)	Executive Director	Eileen.Minogue@palservices.org	631-694-7257	516-640-1391
Karen Krolikowski (NY)	Mission Coordinator	Karen.Krolikowski@palservices.org	631-694-7257	516.640.9275
Barbara Ohland (NY)	Mission Coordinator	Barbara.Ohland@palservices.org	631-694-7257	516-640-1390
Dorcas St. Preuve (NY)	Mission Coordinator	Dorcas.St.Preuve@palservices.org	631-694-7257	516-640-1390
Amanda Melilli (NY)	Mission Coordinator	Amanda.melilli@palservices.org	631-694-7257	516-640-1390
Annette Benigno (NY)	Outreach Support	Annette.Benigno@palservices.org	631-694-7257	
Jen Hotsko (PA)	Pilot Coordinator	Jen.Hotsko@paservices.org		516-640-7200
Kristinia Luke (PA)	Pilot Coordinator	Kris.luke@palservices.org		516-640-2245
Kathleen Burke (NY)	Controller	Kathleen.Burke@palservices.org	631-694-7257	
Andrea McAuliffe (NY)	Accounting Associate	Andrea.McAuliffe@palservices.org	631-694-7257	
Kimberly Langin (NY)	Marketing and Development Associate	Kimberly.Langin@palservices.org	631-694-7257	
Board of Directors				
Jeff Radtke (CT)	Chairman	jrn477r@gmail.com	631-694-7257	
John Rochelle (PA)	Safety Committee	John.Rochelle@palservices.org	631-694-7257	
Jim Platz (ME)	Pilot Committee	jimplatz@gmail.com	631-694-7257	
Mark Hanson (MA)	Pilot Committee	Mark.Hanson@palservices.org	631-694-7257	

Your Notes: