



**Helpline:
+27-12-333-6000
ask for "MAYDAY"**

Available 24/7/365 for support

Mayday SA is a skilled team of fellow aviators who are trained to support you in the event of crisis, incidents, accidents and life stressors.

Humans are designed mentally, physiologically and emotionally to deal with both stress and threats. Our reactions to any stressors are natural and normal. Sometimes the situation is so stressful that the brain goes into a significant stress response of fight/flight or freeze response. This is when we notice a feeling of being overwhelmed. As a pilot this response is dangerous because it interferes with your ability to fly and operate your aircraft efficiently and safely.

In the hours and often days following the event, you may experience or notice the following effects:

- Inhibited logical thinking and processing of information. It may also affect concentration and memory. You may find it difficult to stay focused in the here and now and thus your reaction time may be slow.
- An inhibited ability to effectively pick up on appropriate information because all your senses may be overwhelmed or shut down.
- Emotional reactions like mood swings, anxiety, numbing, worry, anger, irritability and a depressed mood may be present.
- Reactions like social withdrawal, sleep disturbance, low energy, restlessness, headaches, breathing problems, and muscle tension are common.

Consequently, you may find it difficult to maintain your normal level of functioning and manage your everyday responsibilities.

Usually your reactions will subside after a while and you will feel more like your old self/normal. Sometimes, especially if the stress is ongoing or was overwhelming, this can take its toll.

The support offered by Mayday is like 'Talking to a Buddy'. The difference is this person is skilled to help you by providing the 'first aid' to help you cope and regain natural equilibrium and functioning.

If you need support don't hesitate to call us. Our support for our fellow pilots is confidential, non-judgmental, free of charge and carried out with mutual respect and understanding.

support@mayday-sa.org.za

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Guidelines for pilots following an accident or incident *(To be adapted to the situation)*

- Try to take care of the immediate physical needs of the aircrew and passengers.
- Ensure the security of the aircraft and its contents (i.e. ask the police to guard the aircraft).
- The Civil Aviation Regulations require that you notify the relevant authorities and role-players immediately (i.e. CAA, ATNS, the police and if applicable, your company and ALPA-SA).
- Keep safe, preferably with you, all documentation about the flight and make copies if possible.
- As soon as you are able, write short, accurate notes relating to the event. Keep these in a confidential place. **Remember:** Any notes or other written material prepared by the pilot can be used in an investigation and legal proceedings.
- Ask for an ID from any person at the scene or approaching you for a statement.
- Do not hand over your pilots license or passport *voluntarily* to any inspector, policeman or any other third party. They may look at it, but *don't hand it over*.
- Protect your privacy and your rights. Never 'chat casually' to investigators, the authorities or any other person about the event.
- Do not talk to the media, nominate a spokesperson to do so if it is absolutely necessary. Do not post on social media sites.
- Do not invite your family to the scene of the accident.
- Advise your family/friends not to make statements to the press and keep all other communication confidential.
- If you are operating as part of a crew:
 - Keep aircrew together. Once the medical needs of the aircrew have been attended to, find suitable rest facilities away from the press, public and from the passengers, if possible.
 - Follow your company's emergency procedures and notify your company.

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