VOLUNTEER PILOT HANDBOOK

As an AFC Pilot YOU are
“Giving Hope Wings”
to children and adults in need.

The Mission of Angel Flight Central

“Serving people in need by arranging charitable flights for access to health care and for other humanitarian purposes.”

May 2012
INSPIRATION!

Volunteer pilots have said that the “opportunity to give back to those less fortunate”, “the joy of helping others” and the “reward of flying for a worthy cause” are some of the reasons why they volunteer to fly on behalf of Angel Flight Central. As you meet passengers, pilots and friends of AFC; be sure to capture your own stories and share them with us. Here’s some inspiration to get you started!

Volunteer Pilots Give Hope & Help to Families

“Mark would not have seen his daughter get married, celebrated our 11th wedding anniversary, or celebrated his 49th birthday without your service. I will never forget all of the wonderful pilots and flights we made with you. Your pilots and ground angels really are Angels! Thank you, thank you so much.”

Marilyn, wife of AFC Passenger

AFC Serves Disaster Response

“I just thought everybody forgot about us. Then suddenly there was a plane and a pilot flying us here to be with my mom.”

Hurricane Katrina Survivor, AFC Passenger Danielle

Pilots help Special Needs Campers with Flights

“AFC is an outstanding organization to work with and the level of their commitment and compassion is unmatched. Without them we truly would not be able to operate our programs at this level and it is a great pleasure to work with them year after year.”

Stefanie Tywater Christiansen, Camp Heartland Staff

Volunteer Pilots Give their Time, Talent & Treasure

“A diagnosis of a rare form of liver cancer rocked our world… when I began to feel I no longer could continue to make my trips to the Mayo Clinic God sent angel flight. It has truly been one of the miracles in our lives. I am humbled by the generosity of all these men and women. Thanks for everything.”

Jeanie, AFC Passenger

The Bottom Line! - - - - Helping People in Need

“I want to extend to you my greatest heartfelt thanks for the many flights you provided for my Grandson Levi and his parents. There is nothing I can say or do to express how much the flights meant to him and us. The stress involved in his care was enormous. Without your flights and sacrifice of the pilots Levi would not have had the superior care provided…. You have no idea nor will you ever as mere mortals be able to understand how much your service means to us. Thanks again.“

Pat, grandmother of AFC Passenger
# TABLE OF CONTENTS

- *Greetings from the Angel Flight Central Staff*

- *The First Flight*

## 1) THE ANGEL FLIGHT CENTRAL ORGANIZATION 1.0

**A. Overview** ........................................................................................................ 1.0
AFC Mission Statement .............................................................................. 1.0
Non-profit status .................................................................................... 1.0
Funding ........................................................................................................ 1.0
Pilots & ground volunteers .................................................................. 1.0
Passengers .................................................................................................. 1.0
Primary Service Area ............................................................................... 1.1
National Networks .................................................................................. 1.1
Terminology for this Handbook ............................................................. 1.1

**B. Contacting the Office** ................................................................. 1.1

**C. Flight Related Contacts** ................................................................. 1.3

**D. AFC Staff & Volunteers** ................................................................. 1.4

**E. AFC Board of Trustees & Leadership** ........................................... 1.6

## 2) OPERATIONS & COMMUNICATIONS 2.0

**A. Flying on Behalf of AFC** .................................................................. 2.0
Pilot Volunteers ...................................................................................... 2.0
Volunteer Pilot Orientation ................................................................. 2.0
Outcomes of Pilot Orientation ............................................................. 2.1
Ground Support Activities ..................................................................... 2.2

**B. AFC Membership & Annual Renewal** ........................................ 2.4
Benefits of AFC Membership ............................................................. 2.4
Member Status Descriptions ............................................................... 2.4
Keeping Your Membership Current .................................................... 2.5
Annual Renewal and Re-Affirmation .................................................... 2.6
Troubleshooting Tips for Re-Affirming in AFIDS ................................. 2.6
Pilot Currency BEFORE each flight ..................................................... 2.6
May I be an AFC Member if I cannot fly anymore? ....................... 2.6
3) FLIGHT COORDINATION  3.0

A. Types of Flights supported by AFC ................................. 3.0
   General Flight Types .......................................................... 3.0
   Flights to Medical Care ....................................................... 3.0
   Compassion Flights ............................................................ 3.0
   Transplant Flights ............................................................ 3.1
   Camp Flights .................................................................. 3.1
   Conference Flights ............................................................ 3.1
   Humanitarian Flights ......................................................... 3.1
   Disaster Response Flights .................................................... 3.1
   Rapid Response to Flights ................................................... 3.2
   Donor Supported Flights ..................................................... 3.2
   Grants to AFC .................................................................. 3.3
   Flight Requests Not Supported by AFC ................................. 3.3
   Right to Refuse Service ....................................................... 3.3

B. Passenger Screening & Criteria for Assistance ............ 3.4
   New Passenger Online Request for Assistance .................... 3.4
   Passenger Criteria for Volunteer Pilot Flights .................... 3.4
   Passenger Criteria for Commercial Flights ......................... 3.5
   Repeat Passenger Requests ................................................ 3.6
   Passenger Instruction by Coordinator .................................. 3.6
   Ground Transportation & Lodging ....................................... 3.7
   Universal Precautions ....................................................... 3.7

C. Flight Set-Up ................................................................. 3.8
   Set-Up for Volunteer Pilot Flights ........................................ 3.8
   Set-Up for Linking Pilot Flights .......................................... 3.9
   Joint Protocol between VPO’s ............................................. 3.9
   Set-Up for Round Robin Flights .......................................... 3.9
   Set-Up for Camp Flights ..................................................... 3.10

4) FLIGHT PLANNING & AFIDS  4.0

A. AFIDS for Pilots ............................................................. 4.0
   Navigating AFIDS for Pilots ................................................. 4.0
   AFIDS Features Not Available to Pilots ............................. 4.2
   Pilots Request Flights through AFIDS ............................... 4.2
   Flight Assignment to Pilots through AFIDS ....................... 4.3

B. Communications BEFORE Flight Day ......................... 4.4
   Pilot-to-Passenger Communication BEFORE Flight Day ....... 4.4
   Pilot-to-Pilot Communication BEFORE Flight Day .............. 4.5
   Pilot-to-Coordinator Communication BEFORE Flight Day ....... 4.5
C. **Communications ON Flight Day** .......................... 4.7
   Pilot-to-Coordinator Communication ON Flight Day ................. 4.7
   Canceling a Flight-OR-Making a Go, No-Go decision ............... 4.7
   Pilot-to-Passenger Communication ON Flight Day ................. 4.8
   Pilot-to-Pilot & Coordinator Communication ON Flight Day .... 4.8
   At the Airport ........................................................................ 4.8
   Pilots Execute the Liability Release BEFORE Flight .............. 4.7
   Flight Planning Tools ............................................................ 4.9
   Co-Pilots and Mission Assistants on Flights ....................... 4.11
   PIC Status on AFC Flights .................................................. 4.11
   After the Flight ................................................................... 4.12

5) **AFC VOLUNTEER RIGHTS AND RESPONSIBILITIES** 5.0
   A. **AFC’s Culture of Safety & Professionalism** ..................... 5.0
   B. **AFC’s Safety Committee** ............................................. 5.0
   C. **Quality Review of Procedures & Programs** ..................... 5.0
   D. **AFC Pilot Rights & Responsibilities** ............................... 5.1
   E. **AFC Policies Affecting Pilots** .................................... 5.2
   F. **Public Relations & Media** ............................................ 5.4
   G. **Logo Usage & Trademark** .......................................... 5.4

6) **AFC VOLUNTEER & DONOR RECOGNITION** 6.0
   A. **Mission Milestone Program** ..................................... 6.0
   B. **AFC Volunteer Pilot of the Year** ................................. 6.0
   C. **Golden Eagle Society – Financial & In-Kind Donors** .... 6.0
   D. **Legacy Donors** .......................................................... 6.1
   E. **Publication of Recognition** .......................................... 6.1

7) **APPENDICES** 7.0
   A. **AFC Current Leaders** ................................................. 7.1
      Advisory Council .......................................................... 7.1
      Officers-Executive Council ........................................... 7.1
      Board of Trustees ........................................................ 7.1
      WING Leaders ............................................................. 7.2
B. Prospective Pilot Questions & Answers ................. 7.3
C. Prospective Passenger Questions & Answers .......... 7.6
D. AFC Medical Releases
   Medical Approval for Transportation on Private Aircraft .... 7.10
   Medical Approval for Transportation on Commercial Aircraft .. 7.11
E. AFC Liability Release ........................................ 7.12
F. Charitable Flight Notification (Airport/FBO Waiver) 7.13
G. AFIDS Acceptable Use Policy .............................. 7.14
H. AFC Annual Affirmation Statements ..................... 7.15
I. Pilot Affirmation for Camp Flights ...................... 7.17
J. Pilot Instructions for Camp Flights .................... 7.18
   Camp Heartland ............................................ 7.19
   Camp Kindle .............................................. 7.20
   Camp Odayin .............................................. 7.21
   Missouri Children’s Burn Camp ......................... 7.22
K. Car Seat Checklist for AFC Pilots ...................... 7.23

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This handbook is updated periodically and made available to all active AFC pilots.

Revision, May 2012
Greetings from the AFC Staff

Thank you for applying to be a volunteer pilot to fly on behalf of Angel Flight Central. We thank you for completing your application and invite you now to participate in pilot orientation. You will want to refer to this Volunteer Pilot Handbook often; particularly when you have questions about communicating with AFC staff, AFC passengers and linking pilots on “angel flights”.

At AFC we promote a culture of Safety and Professionalism where a pilot’s time, talent and treasure are honored and valued; where people in need can be served within the resources available through AFC and where we can work together to broaden our outreach to impact the lives of ordinary people facing extraordinary circumstances.

Thank you for your generous commitment to fly on behalf of AFC.

AFC is committed to:

- Upholding the “mission” of AFC
- Assisting people in need by arranging charitable flights
- Supporting safe decisions by volunteer pilots, ground volunteers and staff
- Protecting your privacy as an AFC volunteer
- Protecting AFC legally
- Supporting your donation of time, talent and treasure as a volunteer pilot and donor to AFC
- Maintaining an organization of integrity at AFC by upholding the principles of excellence in service, diligence in safety, and sustainable growth through organizational funding

The First Flight

His name was John, an eight-year-old adopted boy suffering from a rare heart abnormality preventing his blood from getting enough oxygen. He was going to die without an operation. John had no health insurance and adoptive parents were experiencing financial hard times. In addition, the closest hospital simply did not have the expertise to perform the surgery John needed to live. A surgeon and hospital in another state agreed to save this child’s life at no cost to the family, if only John could get to their facility.

I offered to fly him. At the airport I was shocked to see the blue color of John’s skin. As he was carried to the plane he looked into my eyes and with the biggest grin you ever saw gave me a salute and said, “I’m ready for my first flight, Captain!” During the flight his mother administered oxygen as she cared for him. After landing he brightened and asked, “Can I have my wings now?”

His mother was clearly at a loss for words, and not knowing what to say simply gave me a long bear hug with tears streaming down her face. Without a word they left and I was hooked. That day I flew over nine hours and not once did I regret my decision to help.

The people we serve through Angel Flight [Central] are just “ordinary people living through extraordinary circumstances.” What is so really incredible about the angel flight story is the sheer number of pilots and volunteers and donors who give so generously of their time and money, and do so quietly and frequently anonymously, and that makes each of you a hero in my eyes – and may God bless each and every one of you!

James H. Stevens, Jr.
AFC Founder and Chairman Emeritus
1) THE ANGEL FLIGHT CENTRAL ORGANIZATION

A. Overview

AFC Mission Statement
Angel Flight Central’s mission is, “to serve people in need by arranging charitable flights for access to health care and for other humanitarian purposes,” through the cooperation and support of pilots, ground volunteers and donors.

Non-Profit Status
Angel Flight Central, Inc. is a non-profit charitable aviation organization, exempt from federal tax section 501(c) 3 of the Internal Revenue Code and incorporated in the state of Missouri. The AFC office is based in Kansas City, Missouri at the Charles B. Wheeler Downtown Airport. AFC’s Federal EIN#, tax exempt documentation and state registrations for fundraising are housed at the AFC office.

Funding
AFC is entirely funded through charitable donations from individuals, foundations, corporations, and other interested supporters. In addition to providing coordination and support to pilots and passengers, the AFC staff runs the day-to-day operation of the organization including administrative, communications, outreach and financial activities. The staff develops opportunities to expand service and referral resources, recruit and train volunteers, and sustain the growth and development of AFC through outreach, grants and fundraising to forward the mission of AFC. Donations to the organization make this possible.

Pilots & Ground Volunteers
AFC pilots donate their time, airplane and flight expenses to serve qualified passengers. Pilots must be certified by the Federal Aviation Administration and agree in writing to comply with Federal Aviation Regulations. Ground volunteers help screen requests for assistance and coordinate flights, promote AFC among passengers, pilots and donors, and provide administrative and event support. Local WING’s of volunteers “spread the word” through friend and fund raising efforts to support the organization in their communities.

Passengers
AFC helps children and adults with different challenges, conditions and needs. Passengers must be medically stable, ambulatory and able to sit upright in a standard airplane seat for the duration of the flight to qualify for transportation in a small airplane with a pilot. Financial need and/or a compelling reason to request free long-distance air transportation is also necessary. Compassion, humanitarian and disaster response and flights to special needs camps are arranged in addition to flights for access to health care.
Primary Service Area
The AFC Leadership Team including the Board of Trustees, WING Leaders, Staff and Advisory Council, is responsible for all AFC activity within a 12-state area in the mid and upper Midwest. This includes flights scheduled to, through, and from Missouri, Kansas, Nebraska, Iowa, South Dakota, North Dakota, Minnesota, Wisconsin, Illinois and Indiana.

Outside this area, flights are “linked” with other charitable aviation organizations to facilitate passenger travel to their final destinations. AFC collaborates coast-to-coast with other charitable aviation and volunteer pilot organizations (VPO’s). Pilots who have planes with a greater range or are flying to business destinations may wish to request flights of longer distances.

National Networks
AFC is a member of the Air Care Alliance and Air Charity Network (ACN). Both organizations are dedicated to public benefit flying and arranging flights on behalf of people in need. If AFC is unable to assist a passenger, a coordinator may refer the request to one of the organizations in these networks.

A Joint Protocol exists between organizations within Air Charity Network to facilitate coordination between organizations while arranging and assigning pilots to flight legs. AFC works cooperatively with all charitable aviation organizations to address the requests we receive.

Terminology for this Handbook
AFC = Angel Flight Central, Inc.
AFIDS: = Angel Flight Information Data System – Flight coordination database used to match pilots and passengers by AFC. The AFIDS system will continue to use “mission” terminology as it was built by Angel Flight West for their usage and is being used by permission by AFC.
Coordinator = flight coordinator or mission coordinator (may be staff or volunteer)
Flight = mission (may be used interchangeably)
Flight leg = for statistical and recognition purposes one (1) flight leg = one (1) mission
FBO = fixed base operation
GA = general aviation
Passengers = patients seeking transportation assistance. Because AFC is not a healthcare provider and does not treat “patients,” those we fly are considered “passengers” and their “companions” on a flight. “Patient” may be referred to when speaking of a physician’s patient.
Pilot = volunteer pilot
PIC = Pilot in Command
VPO = Volunteer Pilot Organization – an organization that supports public benefit flying
### B. Contacting the Office

| **Office Hours** | 8:30 AM – 4:30 PM CST  
|                  | Monday - Friday |
| **Office Phone** | 816-421-2300 |
| **Toll-Free Phone** | 866-569-9464 |
| **Fax Number** | 816-421-2409 |

<table>
<thead>
<tr>
<th><strong>Extensions</strong></th>
<th><strong>Staff</strong></th>
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<tbody>
<tr>
<td>200</td>
<td>Brenda – Operations</td>
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<tr>
<td>201</td>
<td>Dana - Flight Coordination</td>
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<td>202</td>
<td>Brendan - Outreach/Development</td>
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<td>203</td>
<td>Don – Executive Director</td>
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<td>204</td>
<td>Main Line &amp; Glenda – Admin</td>
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<td>211</td>
<td>Flight Coordination Volunteer</td>
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<th><strong>Mailing Address</strong></th>
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<tr>
<td>Angel Flight Central</td>
<td>Angel Flight Central</td>
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<tr>
<td>10 Richards Road</td>
<td>Charles Wheeler Downtown Airport</td>
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<tr>
<td>Kansas City, MO 64116</td>
<td>500 Richards Road</td>
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<td>Kansas City, MO 64116</td>
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<th><strong><a href="http://www.angelflightcentral.org">www.angelflightcentral.org</a></strong></th>
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<tr>
<td>*Online Flight Requests</td>
<td>*Pilot &amp; Volunteer Resources</td>
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<td>*Donations</td>
<td>*Special Events</td>
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<td>*Newsletters</td>
<td>*Annual Reports</td>
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<tr>
<th><strong>General AFC email</strong></th>
<th><strong><a href="mailto:wings@angelflightcentral.org">wings@angelflightcentral.org</a></strong></th>
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<th><strong>Flight Coordination email</strong></th>
<th><strong><a href="mailto:request@angelflightcentral.org">request@angelflightcentral.org</a></strong></th>
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<td><em>(Answered during office hours)</em></td>
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C. Flight Related Contacts

Office: Pilots should call the office during business hours:
Monday – Friday; 8:30 AM – 4:30 PM CST – 816-421-2300 OR 866-569-9464

Pager
The 24/7 pager is for urgent calls on scheduled flights on evenings and weekends when a coordinator cannot be reached through the office.

WHEN TO CALL THE PAGER: 800-474-9464, ext. 2

- Call the pager to cancel, change, or reschedule flights when the office is not open.
- Should an incident or accident occur, call the pager immediately or as soon as possible.
  (We would like to hear from you first before any authority.)
- DO NOT call the pager in the middle of the night, unless it is truly urgent.
  (The AFC pager rings to a coordinator’s personal cell phone.).
- DO NOT call the pager for new passenger requests or repeat passenger requests.

AFC is not an emergency medical provider.
Please advise a person with an emergency to dial 911.

Online Request for NEW Passengers:
- Direct ALL prospective passengers to:
  www.angelflightcentral.org →
  Passengers →
  Request a Flight →
  #1 Online Request →
  Complete the Online Request as thoroughly as possible
  (A coordinator will respond within 24 hours on business days.)

- Anyone with questions about new passenger requests may call a coordinator
  Toll free 866-569-9464 during business hours, or
  Locally in Kansas City 816-421-2300 during business hours, or
  Leave a message at 800-474-9464, Ext 1 (messages are retrieved during business hours)

Repeat Passenger Requests:
Passengers who have flown with AFC before call the office to request a new flight. Their contact information will be updated. They do not need to complete a new online request.
D. AFC Staff & Volunteers

**Executive Director/Chief Executive Officer**

Don Sumple

- AFC Board of Trustees and Committees
- AFC Advisory Council
- Public Relations & Media communication
- AFC Administration
- Strategic planning with Board
- Staff management
- National/regional relationships/partnerships
- Crisis communication and management
- Donor Relations

**Operations Director**

Brenda Champagne

- Oversees Flight Coordination & Operations
- Manages pilot membership
- Assists with grants/ Pilot Communications
- 24/7 pager
- Oversees AFC pilot & passenger resources & communications
- Oversees pilot application, orientation, communication and renewal programs
- Strategizes and develops operational, volunteer and coordination resources
- Manages AFC in absence of the CEO/Executive Director

**Outreach and Development Director**

Brendan Sneegas

- Friend and Fund Raising
- Grant Writing
- WING Outreach Management & Communication
- Coordinates volunteer Ambassadors & Mission Milestone Program
- Speaker’s Bureau Coordination
- Air Shows, Fly-ins and other aviation gatherings
- Healthcare conferences, fairs and tradeshows
- Development & Planned giving options and the Tailwind Society
- Newsletters & Website

**Flight Coordinator**

Dana Buchanan

- Screens and approves passenger requests
- Instructs passengers
- Matches passenger requests to pilot resources
- Coordinates flight changes, cancellations & rescheduling
- 24/7 pager
- Pilot orientation

Office: 816-421-2300, ext. 203
Direct: 816-285-5973
Email: Don@angelflightcentral.org

Office: 816-421-2300, ext. 200
Direct: 816-285-5970
Email: Brenda@angelflightcentral.org

Office: 816-421-2300, ext. 202
Direct: 816-285-5972
Email: Brendan@angelflightcentral.org

Office: 816-421-2300, ext. 201
Direct: 816-285-5971
Email: dana@angelflightcentral.org

1.4
Administrative Specialist  
**Glenda Simpson**  
- Bookkeeping  
- Vendor relationships  
- Donor communication  
- Administrative support  
- Coordinates statistical documentation and reporting  
- Project management assistance  
  
Office: 816-421-2300, ext. 204  
Direct: 816-285-5974  
Email: admin@angelflightcentral.org  

Flight Coordination (Volunteer)  
**Dick Gooch**  
- Screens passenger  
- Instructs passengers  
- Matches passenger requests to pilot resources  
- Coordinates flight changes, cancellations & rescheduling  
- New Pilot Applications  
  
Office: 816-421-2300, ext. 211  
Email: volunteer@angelflightcentral.org  
(afternoons in office)  

New Pilot Orientation (Volunteer)  
**Lee Mook**  
- New Pilot Communication  
- New Pilot Orientation  
  
Email: N555BE@aol.com  

**Skilled Operations Volunteers**  
AFC is always looking for qualified volunteers who are creative and skilled in specific areas. We welcome friends; family and colleagues of AFC pilots to assist AFC in the many aspects of the organization.  

Volunteers interested in helping on a regular basis or on specific projects should complete the “Volunteer Interest” form at the bottom of the Volunteer Opportunities section of the AFC website. Some projects could be done remotely from the office. Some of the skills sets needed for AFC operations and projects are:  
- Graphic Design & Layout skills  
- Communications, Publications & Journalism skills  
- Technology skills with specific databases and programs (MS office suite; program conversion skills)  
- Customer service skills  
- Event Planning and Fundraising skills  
- Development and writing skills  
- Grant writing skills  
- Donor Development skills  
- Research skills  
- Flight Coordination Back up and Summer Relief for Flight Coordination  
- Volunteer Leadership skills (leading other volunteers)  
- Social Media skills  
- Speaking skills  
- Marketing and Public Relations skills  
- Board of Trustees Leadership and Board Development skills
E. AFC Board of Trustees & Leadership

AFC is led by a volunteer Board of Trustees, an Advisory Council, WING Leaders and an Executive Director/Chief Executive Officer.

The Board of Trustees meets quarterly. The Executive Committee of the Board meets monthly to govern AFC. The Board is made up of representatives from throughout AFC’s 12-state region. Board of Trustee members serve an initial one-year term and then are eligible to serve two consecutive three-year terms if elected by the Voting Members of the corporation.

Voting Members of the corporation include all WING Leaders, current Board of Trustee members and Advisory Council members, as defined in the Bylaws. Members of the corporation are defined as all volunteers and supporters.

Advisory Council members are appointed by the Board. This lifetime role is reserved for those who have given significantly to the organization in multiple ways advancing the mission through service as a past Chairman of the Board/President or long-time Board member. The Advisory Council is welcome to attend all Board and Executive Committee meetings to offer counsel and historical perspective; however, they are not required to attend.

WING Leaders are elected by the Members within their geographic WING area. This ensures regional representation within the Leadership Team. Volunteer pilots, ground volunteers and donors are eligible for nomination to this leadership position and are included in the Board election process as Voting Members via email. WING Leaders serve one two-year term.

WING activities include: Pilot Recruitment and Activities, Friend and Fund Raising, Passenger and Community Awareness and Public Relations. WING activities, events and updates are posted on www.angelflightcentral.org.


For more information about WING development and participation, in your area contact the AFC Outreach Director at the office.

The Executive Director/CEO works for the Board of Trustees and manages the Staff and day-to-day activities of AFC.

See Appendix A or the AFC website for a leadership directory.
2) OPERATIONS & COMMUNICATION

A. Volunteering for AFC

PILOT VOLUNTEERS
Now that you have completed your volunteer pilot application, met the AFC pilot requirements, submitted your paperwork and signed the AFC Volunteer Pilot Affirmation Statement; there are just a few more steps to completing your orientation.

➢ Read this AFC Volunteer Pilot Handbook. It is the basis for your orientation. The handbook will be your ongoing resource for flight operations, communications and membership information.

➢ Attend a Volunteer Pilot Orientation. Orientation conference calls are regularly scheduled throughout the year to ensure that pilots do not have to wait long to fly for AFC after their application has been approved.

See appendix B or the AFC website for “Prospective Pilot Questions and Answers.

VOLUNTEER PILOT ORIENTATION
Whether you are a pilot with thousands of hours or just above the minimum requirement for AFC; or even if you are flying for another Volunteer Pilot Organization [VPO] you will need to participate in AFC’s Volunteer Pilot Orientation to assure that you have all the tools you need while flying on behalf of AFC.

➢ Orientation conference call times are posted on the AFC website: www.angelflightcentral.org. Click on “Events.”

➢ Contact the AFC office or send an email to request@angelflightcentral.org to schedule your orientation conference call date and receive the dial in number.

Orientation calls are led by an AFC coordinator and a seasoned AFC pilot; typically serving on the AFC Safety Committee and/or Board of Trustees. Once orientation is complete, you will be given access to the Angel Flight Information Database System [AFIDS] to request a flight on behalf of AFC.

The AFC staff and leadership pledge our ongoing commitment to support our volunteers throughout their membership with AFC.
OUTCOMES OF PILOT ORIENTATION

Upon completion of Pilot Orientation, a pilot will learn,

- An understanding of flying on behalf of AFC
- Volunteering for charitable aviation and public benefit flying
- AFC’s organization and leadership
- AFC’s staff and who to contact for what
- When and when not to call the pager
- Annual renewal requirements for pilots
- The types of flights flown on behalf of AFC
- Flight requests not supported by AFC
- How AFC receives requests for assistance
- Passenger screening & requirements for new and repeat passengers
- Other transportation options and referrals (SWA, donations)
- Passenger instruction (including ground transportation & lodging)
- How coordinators set-up and coordinate flights
- How to navigate AFIDS
- Membership and security status
- AFIDS Acceptable Use Policy and handling confidential information
- How pilots request a flight through AFIDS
- How pilots are assigned to flights
- Flight planning, communication and coordination with AFC
  - Pilot-to-Coordinator-to-Pilot communication
  - Pilot-to-Pilot communication
  - Coordinator-to-Coordinator communication
  - Pilot-to-Passenger communication
  - PIC on a charitable flight
- Linking flights (additional communications and problem solving)
- It’s Flight Day – What do I do next?
- Cancelling a flight –OR- Making a Go or No-Go decision
- AFC’s culture of Safety and Professionalism & Safety Committee
- Rights and responsibilities of pilot volunteer
- AFC policies affecting pilots
- Public Relations, Media & Photos on AFC flights
- AFC Logo & Trademark Usage
- AFC Volunteer & Donor Recognition Programs
B. Ground Support Activities

Long before a flight occurs, staff and ground volunteers have been working behind the scenes to support each flight. Outreach to referral sources such as hospitals and doctors by ground volunteers requires time and money to write pamphlets, produce videos and create media opportunities to tell the AFC story. Developing referral contacts, raising funds and “spreading the word” to hundreds of communities in AFC’s 10 states are key to supporting flights and the AFC organization.

Pilot recruitment, orientation, training materials, and communications all cost time and money. Each passenger requires communication, documentation, and thorough screening by skilled staff and volunteers to assure that information is accurate for the flight. So, in addition to the cost of the flights that the pilot’s generously donate; it takes additional funds to assure that flights can happen!

Here are some creative ways you can spread the word and help support Angel Flight Central so that more pilots can help more passengers to fulfill the charitable and humanitarian mission of AFC. Call the office if you would like more information on any of these Ground Support Activities.

- **Ground Support Teams:** AFC pilot and Board member, Joe Ratterman has found a creative way to support AFC while fulfilling his personal goal of flying at least one flight a month for Angel Flight Central. Each time Joe and his wife Sandy fly a mission their Ground Support Team (GST) members make a donation to Angel Flight Central to help keep the organization running. The volunteer pilot, the GST and AFC work hand-in-hand to deliver the crucial transportation services that our passengers so desperately need. Would you be interested in having your own GST to support AFC? Take a look at the GST website: [http://afcgst.com/joe/](http://afcgst.com/joe/)

- **Fund a Flight:** Pilots and donors may fund a flight by donating the cost of a specific flight, donating to AFC for future flights or contributing to the Pay-It-Forward-Camp Flight Fund. Pilots who remain active after they no longer can fly may continue to receive Mission Milestone credit for flights they pay for.

- **AFC Ambassadors:** Outreach to your community to “spread the word” about AFC is critical to recruiting both new passengers and new pilots. Opportunities to speak on behalf of AFC, visit referral sources, such as hospitals, and raise friends and funds on behalf of AFC are only a few ways which Ambassadors can help support AFC. DVD’s, PowerPoint’s and scripts are available to assist your efforts.
WINGS: Groups of “grass roots” volunteers have developed in specific areas of the organization. WINGS provide opportunities to get to know others who are supporting AFC and participating in activities, events and projects that support the organization through the areas of:

- Pilot Recruitment and Activities
- Friend and Fund Raising
- Passenger and Community Awareness and Public Relations

Would you enjoy volunteering with others on behalf of AFC? Current WING chapters are,

- Air Capital WING
- Heart of America WING
- Hawkeye WING
- Great Lakes WING
- Indiana WING
- NorthStar WING
- Spirit of St. Louis WING

Skilled Operations Volunteers: It takes skilled and trained volunteers with specific talents to support the 4 ½ staff members at the AFC office. To make the best use of available time and staff skills, AFC needs skilled volunteers. If you or your family and friends have time and specific skills, we’d love to hear from you to see if it fits with our present needs. Some examples of volunteer skills needed are,

- Volunteer Leadership
- Event Planning and Execution
- Fund Raising Expertise
- Graphic and other computer program skills

In-Kind Services: Keeping expenses low and looking for opportunities to defray or discount costs is a priority for the AFC staff. We are always seeking businesses or individuals who are willing to donate specific services to support the organization and keep costs manageable. Some examples of in-kind services that benefit the AFC organization are:

- Printing Services for Outreach materials and mailings
- Excellent writers of Outreach and Promotional materials
- Marketing & Fundraising Expertise
- Catering for special events
- Auction item donations for special events
C. AFC Membership & Annual Renewal

**BENEFITS OF MEMBERSHIP**

There is no membership fee to be an AFC member pilot, ground volunteer or donor to support AFC. Volunteer members provide service and support to the AFC organization through passenger transportation, community awareness, pilot recruitment, promotion, leadership opportunities and financial support.

AFC members have the opportunity to impact the lives of passengers in need of long distance travel, and “spread the word” about AFC in their communities. Members recruit new pilots, ground volunteers and help grow the funds necessary to support coordination efforts and the organization.

In the meantime, AFC members have lots of fun sharing their skills and making new friends while dedicating meaningful time to help others. AFC volunteers receive a copy of WINGSPAN E-News Update quarterly; periodic mailings and an up-to-date AFC website. Pilots also receive ONBOARD with AFC, an e-newsletter for AFC pilots, published quarterly.

**MEMBERSHIP STATUS DESCRIPTIONS**

Once a pilot’s application is approved and orientation is completed; their information is entered into AFIDS (flight coordination database) and Membership Status is set.

**Verify Orientation:**
1) A new pilot who has completed the application process but has not completed orientation.
2) A pilot who has not flown a flight in 24 months must attend a re-orientation conference call. Once a pilot has completed orientation or re-orientation their status is moved from “Verify Orientation” to “Active” pilot. Pilots on “Verify Orientation” status can view the available flights in AFIDS but cannot request a flight.

**Mission Assistant:**

A new pilot who does not meet all AFC requirements but would like to volunteer to fly right seat. Mission Assistants may not fly as PIC on a flight with AFC passengers.

Once all AFC pilot requirements are met the pilot calls the AFC office, updates credentials and schedules pilot orientation.

**Active Pilot:**
1) A new pilot member who has completed orientation.
2) A pilot who has completed annual membership renewal and has flown at least 1 flight within 24 months. Pilots renew their membership on their anniversary date. Active pilots can view and request a flight in AFIDS.
**Inactive Pilot:** A pilot whose membership has lapsed either because they have not completed annual renewal or because they have not flown a flight, on behalf of AFC within 24 months. Inactive pilots are unable to log into AFIDS and should call the office to discuss their membership status and next steps.

**Ground Volunteer:** A pilot or other person who is unable to fly but would like to support AFC. This may include purchasing an airline ticket or service to the organization.

**KEEPING YOUR MEMBERSHIP CURRENT**

**To maintain current membership,**

- Renew your membership ON or BEFORE your anniversary date in AFIDS.
  - Members who have not renewed are placed on inactive status.
  - Members who are inactive cannot request a flight. This is to protect AFC legally.

- Renew your membership annually on or before your anniversary date in AFIDS.
  - Click on “Renew Your Membership”
  - Update your contact information.
  - Agree to the Pilot Affirmation Statement.
  - You will receive an automatic response when your renewal is processed.

- Fly at least 1 flight every 24 months for AFC.

- Keep AFC Updated on ALL CHANGES
  - Update your profile as needed.
  - Click on “Edit your Data” in AFIDS
  - Update AFC with any copies of credential changes including: medical certificate, insurance, new driver’s license or picture ID by faxing, emailing or sending a copy to the AFC office for your file.
  - Call the office if you need to add or delete a plane from your profile
  - Call the office if you will be unable to fly for an extended period of time due to medical reasons, flight incident, relocating for a part of the year, etc.
ANNUAL RENEWAL & REAFFIRMATION

Pilots renew their membership and agree to the affirmation statement annually; on or before their anniversary date. Automatic email reminder notifications are sent from AFIDS to each pilot,

- 2-weeks before,
- 1-day before, and
- 1-day after your anniversary date (renewal date)

See Appendix F for the “Annual Affirmation Statement” or the Pilot Application on the AFC website for current pilot requirements.

TROUBLESHOOTING TIPS FOR RE-ARRIRMING IN AFIDS

- Know your username and password before renewing your membership.
- Pilots cannot change their username.
- Passwords can be changed at anytime by the pilot. See instructions in the AFIDS section of this handbook.
- Delete any commas, periods and apostrophes you see.
- If you haven’t flown an AFC flight in 24 months, you may be set as “inactive.”
- If your anniversary date has passed then call the office to be sure you are set as “active” before attempting to renew.
- If you receive a message that says “Server Error 500-Internal server error, there is a problem with the resource you are looking for, and it cannot be displayed.” This typically means there is a problem with YOUR server that is blocking access to the Internet AFIDS page.

This may happen at a workplace where the IT department of your employer has set or re-set settings that are blocking the employee’s access to the website. Talk with your IT department to accept the AFIDS extension: http://afids.angelflightcentral.org/login.asp.

PILOT CURRENCY BEFORE FLIGHT

Active pilots MUST assure they are current with all AFC pilot requirements, current with all applicable FAR’s and thoroughly assessed flying conditions and personal health at the time of each flight. If there is any doubt about any currency, conditions or health please CANCEL the flight and notify AFC to assure safety for everyone.

MAY I BE AN AFC MEMBER IF I CANNOT FLY ANYMORE?

YES, to continue your support for AFC we invite you to become a ground volunteer and/or financial donor to the organization. Pilots are in a unique position to understand
both the need for transporting passengers and the costs involved in coordinating flights as well as keeping the AFC organization healthy to support future charitable efforts.

Active pilots may support the cost of a passenger flight; contribute to the AFC organization through events or “spreading the word” within their communities. Pilots make amazing ground volunteers because they understand the need and have experienced assisting those in need.

Sustainable giving keeps the AFC organization healthy today and for the future. You may choose to provide a regular gift to AFC to support the mission to continue the work to help others. Donations on a regular basis (monthly, quarterly, etc.) can be deducted automatically from your credit card or checking account; for your convenience.
3) FLIGHT COORDINATION

A. Types of Flights Supported by AFC

GENERAL FLIGHT TYPES
The majority of flights are planned non-emergency flights transporting passengers to scheduled medical appointments. Non-emergency flights may be medically related, humanitarian or service to AFC. Emergency travel requests, requiring an air ambulance or stretcher are referred to other organizations for assistance. Rapid response and disaster response flights occur when AFC resources are available.

The screening process verifies financial need and determines if the request is a fit for AFC resources. Medical stability is determined by the passenger’s physician to assure safety for both passengers and pilots. The physician must complete and return the AFC medical release and return to the office to assure that the passenger is medically stable for the flight.

See Appendix D for the AFC Medical Releases (Medical Approval for Transportation on Private or Medical Approval for Transportation on Commercial Aircraft.)

The distance and geographic location of flights may require coordination with one or two other volunteer pilot organizations (VPO’s). Finding an available pilot for each flight leg may increase coordination time. Matching pilots with passengers is our first priority; however, resources for commercial flights through grants or designated funds may be available to AFC at the time of the request and will be considered if and when appropriate. It is essential that all requests be sent to the coordinator for screening and qualifying.

To be an AFC flight; the flight must be screened and coordinated by the AFC office. AFC is not responsible for flights coordinated independently by pilots. All flights are subject to resources available and demands on those resources at the time of the flight on a case-by-case basis. Pilots must accurately report the PIC for the flight; Hobbs time, mileage or expenses incurred for the flight or any aspect of the flight as they would their log book.

FLIGHTS TO MEDICAL CARE
- To specialized medical care; diagnosis & treatment
- To health care not available in a passengers home community
- To clinical trials or rare disease medical providers
- For passengers with immune deficiencies unable to fly with the public
- To transport Veterans or Active duty Military to treatment

COMPASSION FLIGHTS
- Flights for family of an ill or injured person
- End of life support
- Domestic abuse relocation
**TRANSPLANT FLIGHTS**
- To planned transplants for donor and/or recipient
- Pre & post transplant care

**CAMP FLIGHTS**
- Camp flights for individuals with special needs

**CONFERENCE FLIGHTS**
- Rare disease conferences
- Conferences where patients learn to manage their conditions

**HUMANITARIAN FLIGHTS**
- Small cargo flights (mother’s milk, blood or blood products)
- Service animals with passengers
- Healthcare professionals to remote locations where they volunteer/donate their time for a humanitarian effort
- “Wish” flights for terminal or disabled patients (feasible within AFC resources)

**SERVICE FLIGHTS**
- Outreach activities to promote/develop AFC
- Meeting attendance for staff, leadership and affiliated volunteers
- To activities that further the mission of AFC such as recruiting pilots, passengers or patrons.

**DISASTER RESPONSE FLIGHTS**
- Medically stable, ambulatory passengers unable to be treated in the disaster area
- Key personnel from disaster response agencies such as; American Red Cross, Heart to Heart International or Convoy of Hope
- Search & Rescue Personnel; including trained rescue canines
- Small cargo such as blood or blood products
- The primary carriers for these products are commercial carriers. AFC provides back-up during at times of disaster response.
- Relocation of disaster victims
- Reuniting families separated during disaster

When a local, regional or national disaster or state of emergency has been declared by appropriate authorities, AFC will evaluate its ability to participate in the disaster response and/or recovery effort at that time. Pilots flying disaster response flights MUST be “active” with AFC at the time of the disaster response. No spontaneous unaffiliated volunteers are registered with AFC or fly flights on behalf of AFC in the midst of a disaster response effort. New pilots must complete the application and orientation process. Pilots may be required to attend specific disaster response briefings before flying. All disaster response flights must be coordinated through the AFC office or a designated disaster response satellite location.
Typically, during a disaster response effort, AFC’s active pilots may receive a request to be airborne by phone or email. Under safe flying conditions, responding pilots will be asked if they are able to be airborne in the following timeframes:

- Two (2) Hour Response
- Six (6) Hour Response
- Sustainable Response
  (Throughout the course of the response effort until the declared disaster has ended.)

**RAPID RESPONSE FLIGHTS**

Rapid Response or urgent, time-sensitive medical flight requests are solely dependent on resources available and demands on those resources at the time of the request. Often this type of flight is actually a request requiring emergency medical services and is referred to another agency. Assessment of feasibility is made on a case-by-case basis at the time of the request.

**DONOR SUPPORTED FLIGHTS**

AFC’s first priority is to fill flights with GA pilots; however, the request may not be appropriate for a GA flight. Requests received that are unable to be filled by GA pilots may include: distance above 1,000 miles, origin and destination outside AFC’s states, passengers unable to board a small airplane or other reasons learned during the screening process. As a charitable aviation organization, AFC’s goal is to assist passengers in need with long distance air transportation. AFC will review available resources to assist these passengers or refer them on to an appropriate agency, at the time of the request.

**Fund-a-Flight**

Pilots may work with a coordinator to purchase tickets for passengers in lieu of a GA flight. The coordinator will determine if commercial carriage is appropriate for the specific passenger. Pilots may decide to fund-a-flight based on reasons for cancelling the GA flight or that commercial carriage is a considerably less expensive and a more appropriate option for the passenger. To receive in-kind and mission milestone credit for the flight the pilot logs the cost of the flight on the Mission Completion Report checking “Commercial” for airplane.

**Pay-It-Forward Camp Flight Fund**

Due to the time-limited nature of camp flights; campers arrive and depart from camp during a fixed time window. Weather, lack of pilot, airplane mechanical issues, no second adult available or other unforeseen circumstances may prevent a GA pilot from flying a camper.

The Pay-It-Forward Camp Flight Fund; established at in 2011, assists special needs campers to access their camp experience and arrive home safely. Generous donations from pilots and other donors make up the Pay-It-Forward Camp Flight Fund. Donations are earmarked for the fund and held to assist campers.
Donated Airline Miles
Airline mileage programs are an arrangement between the airline carrier and the traveler. Travelers interested in donating mileage program airline miles, vouchers or unused tickets should first consult the airline for conditions and restrictions. Areas to explore with the airline program include: transfer of miles, vouchers or tickets; additional costs involved and expiration date. AFC does not reimburse any charges as a result of this type of donation.

GRANTS TO AFC
Southwest Airlines Medical Grant Program
Since 2009, AFC has worked with Southwest Airlines to provide alternative transportation when passengers cannot be served by GA flights. The Southwest Airlines Medical Grant Program has helped fill this gap. All requests must be screened through a coordinator to assure the request meets grant criteria. Only medically related flights are included in this grant.

Royals Baseball Team Charities Grant
$5,000 was provided by Royals Charities to support the Pay-It-Forward Camper Flight Fund for the 2nd year in 2012.

FLIGHT REQUESTS NOT SUPPORTED BY AFC
- Passengers requiring emergency medical transport
- Passengers requiring emergency medical personnel and/or equipment
- Non-ambulatory patients (Except children that can be lifted by their parent)
- Patients on stretchers or in adult wheelchairs
- Passengers who are five months pregnant at the time of any flight
- Any request where the weight of the passengers and cargo exceeds the airplane’s payload capacity
- Passengers who may pose potential harm to the pilot or other passengers
- Children without car seats or appropriate safety restraints for their age
- Passengers to funerals or cargo of human or animal remains
- Flights outside the continental U.S. unless supported by linking agencies.

RIGHT TO REFUSE SERVICE
AFC reserves the right to refuse any request for a flight that does not meet criteria; no resource exists, is outside the mission of AFC or may directly jeopardize the safety of a pilot flying on behalf of AFC. A passenger may appeal to the Operations Director or the Executive Director if they do not agree with the decision of AFC.
B. Passenger Screening & Criteria for Assistance

**NEW PASSENGER ONLINE REQUEST FOR ASSISTANCE**

All new passengers or someone requesting a flight on behalf of a passenger must complete a Request for Assistance. Please encourage perspective passengers to use the online request option as it saves AFC both time and money in processing requests so coordinators may assist as many individual requests as possible. Requests may be received by fax or phone also.

All requests for assistance are thoroughly screened by a coordinator and an initial determination is made if the passenger qualifies for assistance. A follow-up call to the person requesting the flight typically occurs within 24 hours of the request during business hours.

See Appendix B or the AFC website for Prospective Passenger Questions & Answers

**PASSENGER CRITERIA FOR VOLUNTEER PILOT FLIGHTS**

To thoroughly screen, qualify, verify financial need, secure the medical release signed by a physician and set up the flight requires 3-5 business days for a 1 leg flight within AFC states. Flights with multiple legs that are coordinated with multiple VPO’s may need 5-7 business days depending on the requirements of linking organizations and resources available at the time of the request. The flight coordination process between VPO’s is governed by joint protocol. The volume of incoming request, available volunteer resources and geographic areas also impact coordination time. Passenger understanding, cooperation and availability of information are also considerations that coordinators need to take into account for the coordination effort.

Some areas covered during the screening process include:

- Is there a financial need or compelling need for assistance that can be verified by a social worker, doctor or other professional person? (objective third party)
- Have the passengers flown in a small airplane before? Describe the experience.
- Are all passengers able and willing to fly in a small non-pressurized airplane with a volunteer pilot?
- Are all passengers able to walk, with little assistance, step up 18-20 inches onto a step or wing and bend to enter and exit the plane.
- Are all passengers able to sit upright in a standard airplane seat for the duration of the flight?
- Is there any medical reason they cannot sit without the need for a rest room for the duration of 1 flight leg?
- Is there a companion who can assist the patient?
- Can all passengers speak English so that the pilot is able to communicate with them? If not discuss alternatives.
- If the patient is a child, is the legal parent/guardian traveling with the child. If not a chain of custody clearance must be obtained.
- If any passengers are children can the adult lift the child on and off the airplane
- Is there an age-appropriate car seat or appropriate safety restrain for EVERY child on the flight? Parents should also check car seat regulations for ground travel at their destination.
- Does the parent understand that the child must be restrained during flight?
- Is the passenger an unaccompanied minor traveling alone? (under 18 years of age)
- Do the passengers understand they are responsible for their own medical care and medications on board?
- Is any passenger five (5) months pregnant at time of the outbound or return flight?
- Does any passenger need oxygen during flight? If so discuss DOT-approved supplemental oxygen.
- The medical appointment or destination contact information is verified to assure the trip is legitimate.
- To the passengers agree to bring ONLY 50 pounds of luggage TOTAL for all passengers on board. Explain that weight for the aircraft and each seat is critical to the safety of the flight. ALL baggage weight exceptions must be documented and agreed upon between all pilots (outbound and return) and coordinator BEFORE the day of flight.
- Is there contact information for a physician to sign the AFC Medical Release? (All flights are pending agreement by the patient’s physician.)
- Do any companions on the flight have conditions requiring a medical release?
- Do the passengers have sufficient funds for ground travel at their destination?
- Do the passengers have sufficient funds for overnight lodging if required?
- Are all passengers willing to sign the Liability Release of their own free will?
- Are all passengers willing to show a picture I.D. to the pilot and have their baggage searched if the pilot requests; before boarding the plane?
- All pertinent information is documented on the itinerary.
- Explain that pilots are volunteers that are donating the cost of their flight and encourage the passenger to thank the pilot for their flight.

**PASSENGER CRITERIA FOR COMMERCIAL FLIGHTS**

Based on answers to the screening questions above, the coordinator may determine that the passenger’s condition and request are better fulfilled through a commercial flight. Typically this is due to the limitations of GA aircraft, the medical condition of the passenger and/or the distance of the flight. To assure the safety of the passenger on a commercial aircraft the AFC Medical Approval for Transportation on Commercial Aircraft is required. The coordinator instructs the passenger on carrying a picture ID and directs the passengers to review current TSA and specific airline rules which may apply to their flight. AFC does not reimburse for baggage fees.
REPEAT PASSENGER REQUESTS

As long as passengers have a continued medical and financial need they may request additional flights. Repeat passengers call the office to request additional flights. A new online request is not necessary for repeat requests. A coordinator will update the passenger’s information while on the phone; determine if there is still a financial need, if a new medical release is needed, record new weights and new companions. A new AFC medical release is secured 1 year from the previous release, following surgery or if there has been a major change in medical status.

Please refer the passenger to the office to assure all releases and updates are verified. If a passenger requests a repeat flight from a pilot please refer them to the office.

PASSENGER INSTRUCTION BY COORDINATOR

Coordinators inform the passengers whether or not they meet criteria and if resources are available for their request. Some areas the coordinator instructs the passenger on include:

- Validation of phone numbers including cell number for travel days or alternative contact information while on their trip.
- Only those persons whose names are listed on the itinerary are allowed to board the airplane.
- Luggage MUST be limited to 50 pounds total for the flight. All exceptions must be authorized by the coordinator who clears it with all pilots involved.
- Passengers are informed that if they arrive at the airport with a different companion or excess baggage; the pilot has the right to cancel the flight and must call the coordinator.
- Passengers must have a back-up plan if any leg of the flight is unable to fly due to weather, mechanical or unforeseen circumstances. Their back-up plan may be to reschedule or cancel.
- All passengers MUST report accurate weight and height, and if they can fasten a regular seat belt.
- Passengers must provide their own ground transportation except in rare situations. Coordinators may suggest resources, if available.
- All lodging costs are the responsibility of the passengers. Coordinators may suggest resources to assist passengers, if available.
- Coordinators review the origin and destination airports with the passenger. The pilot reserves the right to choose the FBO for fuel discounts or reduced ground fees and should inform the coordinator and passengers of any changes before flight day.
- Passengers are called when pilots are assigned to the flight. If there are changes in pilots on the flight or challenges in finding pilots for the flight.
- All adult passengers must carry a picture I.D. to board the plane and allow the pilot to search their luggage if requested.
- The passenger is provided with the toll free office number and pager number and instructed when to call each.
All passengers MUST call the pager IMMEDIATELY for any significant delays so the coordinator can call the pilot(s); especially if the delay occurs on a flight day.

Passengers must call the coordinator IMMEDIATELY to cancel or reschedule a flight or for requested changes from what was documented during screening. This may include: companions, phone numbers, medical status, dates/times of flights, appointments, etc.

GROUND TRANSPORTATION & LODGING

Passengers are responsible for the securing their own ground transportation and lodging. Courtesy cars or vans may be available at some FBO’s to transport a passenger to their destination. Coordinators will never offer on behalf of a pilot nor suggest the same to either passenger or pilot. Some pilots have provided these services to passengers. That is strictly up to the pilot. Coordinators will share any known resources. Pilots may be aware of free or reduced cost options to assist passengers. They are welcome to share this information with coordinators and passengers.

Some resources AFC has found helpful for passengers include:

- Public Transportation to NIH (National Institutes of Health) in Washington D.C - http://nih.gov/about/visitor/index.htm
- Houston Ground Angel’s – www.houstongroundangels.org – transportation to hospitals in Houston such as MD Anderson
- Joes House - A lodging guide for cancer patients - www.joeshouse.org
- National Association of Hospital Hospitality Houses - www.nahhh.org
- Shriner’s Hospitals for Children Many local Shrine groups and Shriner’s Hospitals will provide ground transportation for AFC passengers. Check with the coordinator if no information is on the itinerary.
- Social service or care manager departments in hospitals may also have additional resources for their patients.

Should an AFC ground volunteer be interested in developing and sustaining a ground transportation program as a long-term project to encompass AFC’s geographic area; please contact the AFC Operations Director or Outreach Director.

UNIVERSAL PRECAUTIONS

There are no special preparations required for flights other than what you would do for your own friends and family for their safety and comfort. A blanket, a bottle of water, a sickness bag and some extra paper towels, wet wipes and disposable gloves for cleaning up spills are beneficial.

Universal precautions are important anytime; not just when transporting people to medical care.

- Wash your hands before and after assisting any person requiring physical care.
- Use disposable gloves when cleaning up any blood or body fluid.
- Provide a bag for any passenger who may become ill in flight.
➢ Cough or sneeze into your elbow.
➢ Contact their personal physician if you have any concern about our own health in relation to flying passengers.
➢ Remember that communicable diseases such as TB or HIV/AIDS are not transmitted from casual contact (shaking hands, hugging, using a toilet, drinking from the same glass, or the sneezing and coughing of an infected person).

C. Flight Set-Up

SET-UP FOR VOLUNTEER PILOT FLIGHTS

Flights are evaluated for location and distance using ground and air maps, FlightSoft and AirNav programs and feedback from pilots. Flights are set-up in 250-300 nautical mile legs as evenly spaced as possible. Typically flights are not less than 75 miles nor over 900 miles and no more than 3-legs. Geography and appropriate airports may push the spacing for any one leg in either direction. In rural areas the leg lengths may be more challenging to set up.

Consideration is given to airports near the passenger’s home, the destination point requested and airports with best approaches as well as knowledge available regarding FBO discounts and airport conditions, at the time of the request and airport closures. The itinerary lists all airports and FBO’s if known Pilots may request a specific FBO for the itinerary. This is particularly helpful for pick-up and drop-off of passengers and coordinating hand-offs with linking pilots. Pilots are welcome to give feedback as to conditions of airports they frequent or consistent FBO discounts.

Flights are set up for daylight flying, if at all possible. Pilots may decide to fly at night but it is not required. As daylight hours are limited during the fall and winter months, the window of daylight hours for flying are limited. The key is to make a safe decision for yourself, your airplane and your passengers.

Flight leg distances, airports and requested FBOs are coordinated with any linking VPO’s coordination staff.

Once a flight is set up, it appears on the Missions Available list in AFIDS.

➢ Pilots access AFIDS through the AFC website: www.angelflightcentral.org or directly at http://afids.angelflightcentral.org/login.asp?/Default.asp

➢ Pilots may also subscribe to an overnight email that is a “snapshot” in time of available flights. The most current available flights are accessed by logging on to AFIDS.
SET-UP FOR LINKING FLIGHTS

If the origin and destination of a passenger’s flight is within AFC’s 12 state area then all pilots flying the flight will most likely be AFC pilots and the flight set up by AFC. When flights link with other Volunteer Pilot Organizations the passenger may have originated from another VPO. Your itinerary will always come from AFC but the passenger may be the responsibility of another organization. Please call a coordinator if you need clarification on a specific flight.

A Joint Protocol helps VPO’s cooperate with each other to keep coordination and communication organized and clear. The protocol provides agreements and guidance to everyone involved with a flight and serves as a basis for operational standards and best practices when more than one organization’s pilots are involved.

The protocol outlines the basis for proactive communication and a chain of resolution, if needed. Coordinators from different VPO’s may divert from protocol if deemed safe and agreed upon by all parties for a specific flight.

JOINT PROTOCOL BETWEEN VPO’S

- Flights are set up according to where the passenger lives, not necessarily where the flight originates. Exceptions may occur with certain VPO’s who have relationships with medical facilities or those not honoring the joint protocol.

- The organization that sets up the flight determines the responsibility for each leg; exceptions may be agreed upon between VPO coordinators.

- The originating organization may request assistance to fill a leg with a pilot from the linking organization or “share” the leg so both organizations are looking for a pilot for those designated legs.

- In most circumstances 5 to 7 business days is required by other VPO’s to set up linking flights, however, some organizations require up to 10 days due to limited resources. Requests of less time must be agreed upon on a case-by-case basis between VPO coordinators, if feasible.

- If a pilot from the originating organization desires to fly more than one leg, the VPO with that pilot, contacts the linking VPO to be certain that the leg is not already filled before making a random assignment of a pilot to a flight leg.

- If a pilot flies for multiple VPOs, the VPO of primary residence of the pilot should be contacted first to minimize confusion in assigning flights. Pilots may or may not fly for more than one VPO regardless of location of residence.

- In deference to both passengers and pilots, a determination of action regarding a flight is made by noon the day before the flight. Status of Monday flights is determined by Friday at noon. Holidays are also taken into consideration.

3.9
If a flight terminates early (due to weather, mechanical, etc.) pilots may, at times agree to alternative arrangements (late start, passenger are put up in a hotel part way through the flight). All linking organizations MUST be notified by their pilots should any flight be cancelled or delayed for any reason.

The VPO who set up the flight makes the final determination of any changes in concert with the coordinators from the linking organizations.

SET-UP FOR ROUND ROBIN FLIGHTS
A Round Robin Flight is set-up if the outbound and return flights can be accomplished in one day and the appointment times are considered brief (1-3 hours or less). Passengers are advised that appointments scheduled in the middle of the day are more likely to support a round robin flight. A coordinator thoroughly reviews these requests with the passenger and verifies the appointment length with the doctor’s office.

Round Robin flights are set up as one mission in each direction (2 missions; 1 outbound and 1 return). A pilot may choose to take both directions of the flight and wait for the passenger at the destination airport, following their appointment, and return the passenger home again (2 flights). However, a pilot may sign up for only one direction of the flight if they wish. Priority assignment will be given to pilots who can do both round robin flights in the same day.

SET-UP FOR CAMP FLIGHTS
Before any flights are set up with a camp, AFC works with the camp to evaluate their request for assistance. Occasionally we fly individual campers from unaffiliated camps but most flights are directly coordinated with the camps. Each parent/guardian is required to complete the Parent Agreement, the Medical Release and the Liability Release before the flight is set up. Parents do not fly with campers due to extra flights required to return the parents home and back to the camp. Rare exceptions are made when a parent is staying near the camp location for the duration of the camp week.

As of 2012, pilots must have a 2nd adult present on the airplane when flying campers. (All unaccompanied minors under 18 years of age require a 2nd adult in the plane beginning in 2012.) The pilot should list the name of the 2nd adult when requesting a flight and no later than the business day before the flight or the flight will be cancelled.

It is preferred that camp flights are one-leg or 2-leg flights by the same pilot. No 3-leg camp flights are scheduled. This reduces the risks of minors in hand-off airports and multiple pilots and planes. Airplanes that can accommodate longer distances, multiple campers and more baggage weight are encouraged for camp flights. To maximize baggage capacity on most aircraft, campers are asked to bring no more than 30 pounds of luggage plus a sleeping bag, if not provided by the camp. Pilots must ONLY release a camper to an authorized camp...
representative or the person authorized to pick up the child. The person picking up the child on homebound flights will be the parent/guardian unless otherwise specified to the pilot.

As camp flights may have multiple campers, the coordinator handling camp flights keeps a spreadsheet to track campers for pilots and each camp. Pilots will have an itinerary for EACH camper. It is particularly important with camp flights, that pilots review the itineraries to assure that all minors are accounted for at airports. Camp flights are counted 1 flight per camper per flight leg.

Pilots sign and return to AFC, the **Pilot Affirmation for Camp Flights** once per year to verify that they have read and understand the **Pilot Instructions for Camp Flights**. Just as with compassion or disaster response flights, some pilots may not wish to fly campers and should not feel obligated to do so, however, many pilots truly enjoy the rewarding experience of flying these special needs campers and have shared some wonderful stories!

See Appendix I & J for “Pilot Affirmation for Camp Flights and “Pilot Instructions for Camp Flights.”

### Thoughts from a Volunteer Pilot

“Thank you for providing the opportunity to assist others. Also, many thanks to the angel flight staff for making such a difference in so many lives. You are doing a great work.”

**AFC Volunteer Pilot Steve Thompson**
4) FLIGHT PLANNING & AFIDS

A. AFIDS for Pilots

NAVIGATING AFIDS
AFIDS houses AFC’s web-based coordination system with secure access through the AFC website:
www.angelflightcentral.org – OR directly at --
http://afids.angelflightcentral.org/login.asp/?/Default.asp

Coordinators and pilots log on to AFIDS with a unique username and password. Initially your username will be your first initial and last name or the first time you enter AFIDS you may enter your Member ID, last name and zip code. Passwords can be changed at any time by clicking on: Change Password. If you forget your username or password, call the AFC office.

All pilots are set with a security level of “Passworded Member.” If no security level has been set you will not be able to enter AFIDS. Call the office to have a coordinator check your username, password and security setting. Do not share your access to AFIDS with anyone. You have agreed to the AFIDS Acceptable Use Policy when you first sign into AFIDS to assure confidentiality of passenger and AFC information.

See Appendix G for “AFIDS Acceptable Use Policy.”

The AFIDS Navigation Bar is the BLUE BAR on the LEFT after logging in to AFIDS.

Change Password/Username
Click here to change their password at any time. To change your username, contact the office.

File Mission Reports
File a Mission Completion Report after each flight and before the last day of the month which includes: Hobbs time from departing home airport to returning airport, mileage and aircraft flown. If this airport needs to be added to your profile, call the office. PRINT the report for your records. This is the only record of your expenses. AFC does not keep a record of your expenses.

Missions Available
View flights needing pilots. This includes: flight number, leg number, date and day of flight, passenger illness, origin and destination city, number of passengers & companions and the total weight including luggage and total nautical mile of the legs.

By clicking on the Origin or Destination fields the pilot is linked to the AirNav page for the selected airport in that city. By clicking on the open field under leg, the pilot can view additional mission, passenger and airport information. At the bottom of this page, the pilot clicks on
Request this Mission if the pilot wishes to request a specific leg of a mission (flight). If the pilot wishes to communicate requests to a coordinator (such as changing an airport) there is a box to insert comments which the coordinator will see when the request queue is accessed each business day morning; or call the office.

Mission Visual
Missions default to the current date. Pilots may view other flights flying the same day. Change the data and the filters to change the range of flights seen. Pilots may find additional flights for the same day and possibly prevent dead-heading on return flights or combining several flights in one day.

Manage Email Subscriptions
Subscribe to daily emails listing flights available. This is a “snapshot” of available missions but may not constitute all flights available. Viewing the Missions Available screen in AFIDS gives the most up-to-date picture of available flights. We encourage pilots to delete “overnight email” messages after they have viewed them daily. The data becomes old quickly.

Block Mass Emails
AFC encourages pilots NOT to block this feature. Emails are sent out to specific pilot groups when a flight has not been requested through AFIDS. The flight will most likely need to be cancelled if a pilot cannot be secured. This feature prevents extra time and expense to call pilots individually.

Un-Block Mass Emails
Both this and the screen above will give the current status and the action that the pilot wishes to take block or unblock requests from coordinators to assist in filling flights. Pilots should manage the block and unblock features in AFIDS themselves as their schedules dictate.

Mission (Flight) Summary
List of upcoming flights that you requested and that have been assigned to you as a pilot.

Year End Report
Pilots may run this report beginning January 1 for the previous calendar year. The report shows a summary of flights pilots have flown and a mission report has been filed and approved. Pilots may use this report for income tax purposes. Specific expenses by flight do not show up on this report. Previous years may be queried by changing the date parameters.

Edit Your Data
Keep your contact information current in AFIDS including name, address, phone numbers, and email address. Your data can also be updated when you renew your membership. Should you have major changes in addresses or phone number; if you would please also send an email to wings@angelflightcentral.org with your changes so that AFC’s donor database can also be updated with your current information. AFIDS and AFC’s donor database do not interface. Data must be updated manually.
Member Roster
Pilots in your area can be found by state, home base, area code, email or WING.

Renew Your Membership
AFC requires all pilots to reaffirm their membership on an annual basis. Pilots may click on “Renew Your Membership” to see when their next renewal date is. Renewal dates fall on the pilot’s anniversary date of membership with AFC.

AFIDS FEATURES NOT AVAILABLE TO PILOTS

AFIDS Username
Call a coordinator if you want to change your username.

Available/Unavailable Feature
If a pilot will not be available for a period of time, they may call a coordinator and have their status set to “unavailable” for specific dates. This is helpful to pilots who “winter” or “summer” in another location than their home base. If the period extends longer than one year, the pilot should request to go inactive. Please remember to contact a coordinator upon your return to reset your availability status.

Changing Your Airplane Information
If you need to change our airplane information, attached to your profile, or if you want to add a new owned or rental airplane information, call a coordinator.

Airplane Descriptions and Valuation
Airplane, name, description and valuations in AFIDS are entered annually from a database provided by Conklin & deDecker; an in-kind donation to AFC. The AFIDS webmaster enters new aircraft and updates to the database. Planes may be grouped together and not representative of specific features of your plane, (i.e., RG) Planes are listed for valuation only and not for specific identification.

PILOTS REQUEST FLIGHTS THROUGH AFIDS

View the Missions Available pages of open flights in AFIDS. This list can be sorted by the criteria at the top of the page. Be aware that the more criteria that are entered the fewer flights will be visible.

➢ Flights with a Green background are camp flights.
➢ Flights with a Yellow background are Disaster Response flights.
➢ Medical, Humanitarian and Service Flights have no specific colored background.
➢ Click on the Open field, under the Leg to view information about the flight. Consider
passenger’s individual weights, total flight weight and total baggage weight when reviewing an available flight.

- When ready, click on **Request this Flight** which sends the request to the coordinators **Pilot Request** queue.

- AFIDS identifies each request according to date and time.

- Requesting a flight through AFIDS will ensure that pilots receive the flights they request on a first-come, first-served basis.

- If you have more than one airplane in your profile or you rent more than one aircraft, please specify which aircraft you will use for the flight.

- Pilots may request a re-routing or airport change at the time of the request, when the flight is assigned or when a linking pilot is found and a hand-off point is better suited to both pilots. It is helpful to a coordinator if pilots discuss hand-off changes between themselves first before calling a coordinator.

- Although requests can be generated through the “overnight emails” be aware that these emails become old quickly and more information is available by signing into AFIDS.

- Please use request@angelflightcentral.org for any coordination related issues. Whoever is coordinating flights can see the email. Call the office if the issue is time sensitive.

**FLIGHT ASSIGNMENT TO PILOTS THROUGH AFIDS**

Coordinators process requests each business day morning. The pilot request queue is also checked.

When all flight legs are filled, the **AFC Liability Release** will be attached to the itinerary. Pilots may print the release from the “Pilot” section of the AFC website. It may be advantageous for you to keep a few blank copies of the Liability Release in your plane for times when you are not near a computer.

See Appendix E or the AFC website for the AFC Liability Release.
B. Communications **BEFORE** Flight Day

**PILOT-TO-PASSENGER COMMUNICATION BEFORE FLIGHT DAY**

- Thoroughly review the itinerary upon receipt. Check the date, day, airports, weights, number of companions, etc. If there is any discrepancy or concern, contact a coordinator immediately before contacting the passenger. Each leg will list the organization that the pilot is flying for.

- Be aware that passengers may not originate in AFC’s territory and may be the passenger of another organization.

- When you call the passenger, reassure them that a coordinator will contact them if pilots have not yet been found for all legs of the flight.

- Passengers may or may not wish to share about their condition or medical difficulties. While many passengers are eager to talk and appreciative of your assistance, they may be pre-occupied with their present circumstances.

- The first leg pilot for each flight is the PIC for the trip. If you are the PIC, you relay the information to all pilots assigned to legs and be sure that communication is established between passengers and pilots and between linking pilots.

- Pilots on other legs may wish to contact the passenger to introduce themselves. Refer questions they have to a coordinator. Be clear with passengers when you will contact them again before the flight.

- Contact the passenger(s) at least 24 to 48 hours before their trip to update them on flight status.

- Take notice of the age of any children. Car seats will be listed on the itinerary; however, it is good for pilots to reinforce, with the parent/guardian, the importance of bringing the car seat.

- Be sure all pilots know the ETD and ETA of all other pilots on other flight legs to reduce the possibility of a pilot taking off unnecessarily.

- Coordinators do not give pilots phone number(s) to passengers. It is up to each pilot if they wish to “block” their home or cell number from being seen by a passenger or give out their phone number(s) to a passenger.

- To preserve your confidentiality and that of the other pilots on the flights, it is not necessary for the passenger(s) to view the itinerary. That is for your information only.

- **Make decisions to cancel early.** If bad weather is imminent and likely to cancel the flight, the pilot should inform the passenger and the coordinator as soon as possible. Some passengers may wish to use their back-up plan rather than wait for the flight to cancel at the last minute. If their back-up plan is to drive, they may need the additional time to reach their destination.
➢ Be specific about where to meet the passenger at an airport. FBO’s may be listed on the itinerary but a pilot has the responsibility to confirm the FBO’s they wish to go to with passengers and linking pilots. Giving the name address and phone number of the FBO and/or airport to the passenger will assist in meeting you on the ground. You may also want to suggest www.mapquest.com as a tool if they have access to a computer. Few AFC passengers are familiar with what an FBO is or other “pilot speak”.

See Car Seat Checklist for AFC Pilots – Appendix

PILOT-TO-PILOT COMMUNICATION BEFORE FLIGHT DAY

Clear communication between pilots is the key to successful linking flights.

➢ After reviewing the flight with linking pilots; if there are any changes to the itinerary, please call a coordinator. AFC may not always be aware of changes if the linking VPO coordinator has not informed us.

➢ If you wish to change or add an FBO to your itinerary, please notify your coordinator and the itinerary will be sent out to linking VPO’s. The itinerary should reflect any changes the day of the flight.

➢ For delays of more than an hour at a linking airport please call the AFC coordinator. If YOU decide to deviate from the itinerary, you must call AFC, if at all possible.

➢ Pilots scheduled to fly the 1st leg of a flight is the PIC for the flight and contacts the passenger and linking pilots for the flight. Leg 1 pilot is advised to establish communication with Leg 2 pilot regarding flight details.

➢ All ETAs and ETDs should be clearly communicated between pilots.

➢ For 3 leg flights, the 2nd leg pilot is advised to communicate with the 1st and 3rd leg pilots regarding flight details.

➢ Also for 3 leg flights, it is critical that the 3rd and 2nd leg pilot communicate EARLY to the 1st leg pilot if there is any possibility that their flight leg may cancel due to weather or unforeseen circumstances. This prevents pilots from flying unnecessarily or passengers being stranded in mid-flight.

➢ Pilots should notify AFC if they learn of media involvement on a linking flight.

PILOT-TO-COORDINATOR COMMUNICATION BEFORE FLIGHT DAY

➢ Inform the coordinator of any discrepancies on the itinerary.

➢ If a passenger requests changes ask them to call a coordinator.
Inform the coordinator if an airport or FBO waiver is required to waive ground fees or reduce fuel costs or download this form prior to your trip.

See Appendix F or the AFC website for the AFC Charitable Flight Notification (Airport/FBO Waiver).

Reasons pilots may wish to change an airport or FBO,
- Pilots airplane needs a longer landing strip
- There is a TFR, airport closure or construction
- Better fuel and fee discounts at another airport
- No acceptable approaches at designated airport
- No services at designated airport
- Linking pilots agree to hand-off at a specific airport
- Linking pilot’s home airport is at an airport nearby
- Pilot is taking a second flight which would change the flight routing slightly to accommodate both flights.

Please remember that any changes on an outbound flight may affect the status of a return flight. For example, the airport a passenger left their car at may affect a return flight and may cause undue issues for the return pilot if they do not have that information or additional weight may not be able to be taken by the return pilot.

Pilots who fly for more than one organization should contact the organization whom they requested the flight from. Pilots do not need to call the linking organization coordinator.

Once the itinerary is final; print out the itinerary and the Liability Release form.

All media requests must be cleared through AFC. Passengers and pilots must be in agreement for media coverage. This is to ensure confidentiality and privacy of passengers as well as to ensure that AFC is represented appropriately in the media. Some FBO’s request notification should media be on their premises.

If media personnel wish to fly with the mission they must be listed on the itinerary. Call a coordinator to discuss whether the additional weight or people will work for the mission. Review the Public Relations and Media section of this handbook.

Photos taken of passengers or other pilots should be emailed in a .jpg format to: request@angelflightcentral.org. Be sure that the photos are cleared with the passengers first and the Photo box is NOT checked on the Liability Release.
C. Communications ON Flight Day

PILOT-TO-COORDINATOR COMMUNICATION ON FLIGHT DAY

➢ Only changes, cancellations or incidents need to be reported to a coordinator on flight days.

➢ It is imperative that pilots contact AFC immediately should inclement weather, mechanical or other issues affect their ability to complete a flight or cancel a flight.

➢ Should an incident or accident occur, the pilot is asked to contact AFC immediately or at the earliest possible time post incident by calling the AFC pager. Please report if the incident occurred with a passenger on board and the status of all passengers.

CANCELLING A FLIGHT – or – MAKING THAT GO, NO-GO DECISION

➢ Safety First! Any time a pilot has a flight scheduled and the weather anywhere along the route of flight is not flyable; CANCEL. Be sure weather on ALL flight legs is favorable; BEFORE take-off.

➢ Safety should never be compromised no matter how urgent the flight may seem or what a passenger may say.

➢ However disappointing it may be for pilots and passengers alike, it is better to cancel a flight if weather could ground the flight, at some point along the way, before the passenger reaches their final destination. Have the passenger notify the coordinator to reschedule their trip.

➢ Passengers may be anxious due to their medical condition, diagnosis or concerns from their doctor or family. AFC and you as a pilot are doing everything you can to help; however, weather and unforeseen circumstances are sometimes unavoidable.

➢ If a pilot learns that a passenger has made alternate arrangements for their trip, please notify the coordinator immediately to assure that no pilot flies unnecessarily.

➢ If a pilot must cancel, for any reason, please notify a coordinator immediately.

➢ Weather may be difficult to forecast. On the day before the flight if you determine the weather will not permit you to fly; contact the coordinator.

➢ When leaving a message on the pager or office phone for the coordinator, Please be specific:
  • Is the flight just temporarily delayed or cancelled?
  • Have all pilots on all legs agreed to the cancellation or changes?
  • Has the passenger been informed?
  • Have all pilots and passengers agreed to reschedule to a different time or day for the flight?
  • What back-up plan is the passenger using?
• Include the best phone number to reach you at should the coordinator have any questions.
• Please be clear when leaving a message on the pager. It is helpful if you repeat your phone number.

➢ This information is particularly critical if the passengers return trip is scheduled for the following day or two. Coordinators always contact the passenger to confirm the cancellation and to discuss alternate travel arrangements or rescheduling of the flight.

➢ Always call the pager when you cancel a flight: 800-474-9464, ext. 2. You do NOT need to complete a post mission report if you cancel; just notify AFC through the pager.

PILOT-TO-PASSENGER COMMUNICATION ON FLIGHT DAY
Pilots will have already communicated to the passenger before the day of flight.

➢ Confirm all itinerary information before meeting the passenger. Passengers do not always understand that bringing more baggage, additional passengers or different companions with extra weight can cancel a trip, even though they have been instructed.

➢ Although passengers are thoroughly briefed regarding back up plans and the possibility of weather cancellations, the pilot may need to reinforce this on the day of flight if a go/no-go decision is pending.

➢ Please remember that on most flights you are transporting individuals and families that may be undergoing treatment or may have just heard bad news about their condition. It is because of their present circumstances they have requested transportation to ease one aspect of the burden they are carrying. Thank you for being sensitive to their circumstances.

PILOT-TO-PILOT COMMUNICATION ON FLIGHT DAY

➢ All pilots, on all legs, should discuss any potential weather conditions for the entire flight route BEFORE the first pilot is scheduled to take off. This is critical so as not to leave passengers stranded part way through their trip or for any pilot to become airborne unnecessarily.

AT THE AIRPORT

➢ Confirm all passengers

• Do all passengers (except children) have a photo ID?
• Know that you are flying the correct person on the itinerary to avoid any security or safety issues.
• Passengers could potentially need a commercial flight home. Without a picture ID they will not be able to board a commercial airplane.
• Do Passenger(s) weights appear to be correct as posted on the itinerary? If you observe that passenger weight appears to be dramatically different than what is listed on the itinerary; a coordinator must be notified. Linking or return pilots may not be able to take the weight in their plane or on a seat in their plane even if you can.

• Did passenger bring different or additional companion(s) than those listed on the itinerary? Linking & return pilots may not be able to accommodate the extra person or extra weight.

➢ Does each child have a car seat for their weight and age? Pilots should NOT fly any child without an appropriate car seat, in their airplane, for flights on behalf of AFC. Call a coordinator immediately if there is any discrepancy. See Appendix K for Child Seat Checklist for Pilots

➢ Does the baggage match what is on the itinerary? In most cases the total should not exceed 50 pounds total. Linking & return pilots may be unable to carry the extra weight.

➢ Does baggage contain contraband or items not acceptable in the pilots’ plane? Pilots have the right to know what is on their plane. If a passenger does not cooperate with a luggage search, if requested by the pilot, the pilot should refuse passage and call a coordinator immediately. It is the pilot’s prerogative if he/she wishes to search passenger baggage or not.

PILOTS EXECUTE THE LIABILITY RELEASE BEFORE FLIGHT

➢ The Liability Release, Covenant Not to Sue and Indemnity Agreement, Adult, Minor and Cargo Transportation Authorization form is a legal instrument (see Appendix E). By signing, passengers acknowledge that they are riding voluntarily and with their full consent, therefore, it is critical that pilots execute this document and return it to the AFC office BEFORE their flight. Pilots may take an envelope addressed to the AFC office and leave it at the FBO to mailed or put in a mailbox. (See Appendix E)

➢ Signing the Liability Release is a good opportunity to verify the passenger’s identification and search any baggage, if the pilot desires; while still in the FBO, outside the airplane.

➢ If the Liability Release is not attached to the itinerary it can be downloaded from the website. A Spanish version is available from a coordinator.

➢ All adults on the plane sign the liability waiver including any co-pilots or mission assistants. A parent or guardian signs the release for a minor child (under 18). If the adult traveling with the child is not the parent or guardian of the child the coordinator will obtain a Chain of Custody authorization for the minor child to fly with the adult.

➢ The Liability Release also serves as a media release for passenger photos. If the passenger approves, pilots may take a high resolution, digital photo and email it to AFC in .jpg format to:
FLIGHT PLANNING TOOLS

- **File a flight plan**: either IFR or VFR flight following. In the remarks section of the flight plan identify the leg with the passenger on board as the charitable flight.

- **Call Sign**: The FAA has issued a 3-letter identifier “NGF” to be used on angel flights on the leg with a patient on board. While communicating with ATC, identify you as “angel flight ABC” (last 3 digits of your planes N number).

N4307G becomes “NGF07G”

N4307G becomes “angel flight 4307G”

While using this call sign is not mandatory it does identify the special nature of the flight to ATC and gives them the option of providing priority or higher level handling.

“CMF” is also a Compassion call sign that is designated for public benefit flying missions. To review the usage of the CMF call sign please see the Air Care Alliance website: www.aircareall.org.

Coordinators have access to Flight Explorer and may track a pilot’s flight progress. From time to time AFC receives inquiry as to the whereabouts of a pilot, most typically because a pilot a flight plan has not been closed or they are unable to locate a pilot. Linking VPO’s may also call AFC if a pilot has not connected with a linking pilot at the stated time.

- **Charitable Flight Notification Airport/FBO Waivers** are not required by all airports or FBO’s to waive ground fees on charitable flights. Often presenting a copy of the itinerary will be proof enough that you are transporting charitable passengers or cargo.

Pilots may request that an airport/FBO waiver be faxed from AFC to the airport or FBO. Please call a coordinator during business hours.

If the airport or FBO requires a waiver, and you have not requested it from a coordinator, the Airport/FBO waiver is available to be downloaded from the AFC website under the “Pilots” section. Be sure to thoroughly complete the airport waiver and fax it to the FBO before your flight. Like the Liability Release it may be advantageous to keep a few blank copies in your plane for times when you are not near a computer. (See Appendix F or the AFC website.)
CO-PILOTS AND MISSION ASSISTANTS ON AFC FLIGHTS

2-Adult Rule with Minors on Flights
Flights with minors on board (below 18 years of age), with no accompanying parent or legal guardian must have a 2nd adult on board the flight. That adult may be a co-pilot or mission assistant. The 2-adult rule is now the standard for organized youth activities such as boy scouts, camps or youth groups. The presence of a 2nd adult on the plane lessens the possibility of allegations of abuse and is for the protection of the pilot as much as for the youth. The AFC Executive Director may waive this requirement under specific circumstances in advance of the flight.

Co-Pilots and Right Seat Flyers on AFC Flights
AFC does not require a pilot to take a co-pilot on AFC Flights, however, a pilot may review his/her currency, age or other factors and decide that it is wise to do so.

AFC does not have a formal program for connecting AFC pilots with co-pilots or others who wish to fly right seat on AFC flights. WINGs have shown interest in setting up a co-pilot matching programs. If a WING wishes to formalize this program please contact the AFC office.

Encouraging a prospective pilot, donor or ground volunteer to fly right seat is a positive way to encourage prospective AFC volunteers to learn about and become involved with the AFC organization. AFC encourages pilots to consider right seat flyers that may ultimately contribute to the AFC organization; either as a pilot, ground volunteer or donor.

PIC STATUS ON AFC FLIGHTS
There is only one pilot on each flight leg whose name appears as the PIC for that leg on the itinerary. This pilot must be the one requesting the flight and the one to complete the mission completion report to receive “credit” for the flight both for tax purposes and mission milestone credit.

If several pilots fly the same plane and fly together on a regular basis, they must follow the procedures above or declare the change to a coordinator BEFORE the final itinerary is completed.

Only pilot members can fly as a PIC on any flight leg carrying AFC passengers. An AFC Pilot Application must be completed and approved and the pilot participates in pilot orientation prior to flying AFC passengers.

If a 2nd adult or assistant on any AFC flight would like to become a ground volunteer, please encourage them to complete the volunteer application available through the AFC website: www.angelflightcentral.org at the bottom of the “Volunteer Opportunities” page.

Including friends and family on AFC flights is a wonderful way to introduce others to the mission of AFC and encourage involvement as a new pilot, ground volunteer or donor!
AFTER THE FLIGHT

➢ Close your flight plan.

➢ Within 24 hours after your flight and no later than the end of each month
  • Log on to AFIDS
  • Click on “File Mission Report”
  • Complete ALL fields including: Name of copilot (or none), Hobbs time, Mileage, Airplane, Expenses and Comments
  • Please call a coordinator if your comments are urgent as post flight reports may not be reviewed the same day.

➢ PRINT your report for your tax records including any expenses incurred. This will be your only record of expenses. AFC does not maintain expense records for pilots.

➢ A year-end summary of flights flown, on behalf of AFC, may be printed from AFIDS.
  • Log on to AFIDS
  • Click on “Year-End Report”
  • Enter the appropriate dates for the calendar year that you wish a summary for.

➢ DO NOT file a Mission Completion Report if you cancel your flight. Call the AFC office immediately. Evenings and weekends, call the pager.
5) AFC VOLUNTEER RIGHTS & RESPONSIBILITIES

A. AFC’s Culture of Safety & Professionalism

AFC Leadership, Staff and all Volunteers have the responsibility to uphold safety and professionalism in their conduct and actions while working or volunteering on behalf of AFC.

An official “Safety Stand Down,” in late summer 2008, led to collaborative meetings with fellow public benefit flying organizations and the AOPA Air Safety Foundation to further examine safety issues following several high profile angel flight accidents, some with fatalities. In February, 2009, the AFC leadership voted to revise the pilot requirements. As safety issues were reviewed further, the pilot requirements were updated again in spring 2011.

B. AFC Safety Committee

Established by the Board of Trustees, the Safety Committee meets quarterly to review safety issues for AFC and consider alternatives or actions. Incident reporting is confidentially handled through the AFC Safety Committee with oversight from the AFC Board.

The Safety Committee publishes a regular safety-related article in the “ONBOARD with AFC” pilot e-newsletter issue and encourages WING meeting topics on safety.

The Safety Committee supports the Pilot Orientation Program and keeps abreast of safety issues and current best practices facing public benefit flying organizations.

C. Quality Review of Procedures and Programs

Oversight for AFC’s Culture of Safety and Professionalism is the responsibility of the Board of Trustees and the Executive Director/CEO within AFC’s policies, procedures programs and representation to the public.

AFC is approved by the Better Business Bureau; meeting their standards. Policies and procedures are developed to meet quality standards and regulations for non-profit organizations. With regular communication with other VPO’s and disaster response organizations, AFC is continually upgrading the quality of its procedures, programs and representation to the public to accurately reflect services and activities.
D. AFC Pilot Rights and Responsibilities

As an AFC Pilot, I have a **right to**,

- Make final decisions regarding the flight as PIC.
- Cancel a flight. Do not hesitate to make a safe decision. Safety is your first priority.
- Expect that passengers have been screened to determine need and appropriateness of the request for my volunteer service.
- Receive pertinent documentation relevant to the flight.
- Expect a coordinator to choose the best airports based on location, leg distance and fuel discounts; however I can always suggest a location that works better.
- Expect all passengers to be able to board the airplane with minimal assistance and to fasten their seat belt. (If this is not the case, contact the AFC staff immediately to determine a solution. AFC staff will cancel the flight if necessary.
- Request to see the passengers picture ID card and search passenger luggage before the flight.

As an AFC Pilot, I am **responsible for**,

- Contacting the passenger(s) upon assignment of the flight to introduce yourself and at least 24 hours before the day of the flight, notifying them of the meeting place including: time, location of airport and FBO name.
- Notifying the AFC coordinator when a flight cancels or is changed for any reason. Call the AFC office during business hours or the pager on evenings or weekends.
- Checking passenger IDs and baggage
- Notifying a coordinator IMMEDIATELY if passengers showing up at the airport are not the same as those listed on the flight itinerary. (Only passengers on the itinerary are screened to fly.)
- Notifying a coordinator if baggage exceeds the weight stated on the itinerary. (The baggage that you agree to take on your flight may NOT be able to fit on a linking or return pilots plane.)
- Confirming ALL arrangements with linking pilots including the date, time, airport, and FBO of the flight.
- Ensuring all passengers (including your copilot or mission assistant) sign a Liability Release form
and fax or mail the Liability Release from the FBO to the AFC office BEFORE the flight. Do not take the Liability Release form on your flight.

- Filing an IFR flight plan or a VFR flight plan with flight following
- Verifying that you are CURRENT on all credentials, ratings, qualifications and FARs AT THE TIME OF YOUR FLIGHT. Do NOT make the flight if you are not current. Let the coordinator know IMMEDIATELY to cancel the flight.
- File a Mission Completion Report in AFIDS within 24 hours of flight completion, including, Hobbs’s time, names of all passengers, type of airplane flown and mileage for the flight.

E. AFC Policies Affecting Pilots

**AFC Reporting**
Your in-kind donation of service is reported annually on AFC’s audited financial statement, IRS Form 990 and on the AFC annual report, based on cumulative Mission Completion Reports.

**Car Seats**
While the FARs provide direction for safety-restraints for children they do not specifically speak to “car seats.” As the car seat will be required for ground travel at the child’s origin and destination, it follows that a car seat should be required for each child on board the aircraft. Car seats are required for any AFC flight with a child who uses a car seat in an automobile, as required by state law. Children should be restrained in the car seat during the flight.

Parents/guardians are advised that they must provide a car seat for their trip and that their trip may be cancelled if they arrive at the airport without a car seat for each child. Parents are also advised to find out the car seat regulations for their destination. Pilots are advised they should not transport any child without a car seat and to contact the coordinator if this should occur.

**Certified Flight Instructors and Student Pilots**
CFIs may fly with student pilots on board as long as the CFI is a current active AFC pilot at the time of the flight and current with all FAR’s. The CFI must be the PIC when passengers are on board. The AFC Board of Trustees requires that the CFI be in the left-seat any time an AFC passenger is on board. Also, there must be no paid instruction while an AFC passenger is on board to protect pilots from any compensation complications associated with Federal Aviation Regulations.

**Experimental Airplane and Light Sport Airplane**
AFC does not allow aircraft with an experimental rating to be flown with AFC passengers on board.

**HIPAA Laws**
AFC operations do not fall under the HIPAA (Health Insurance Portability and Accountability Act) regulations regarding patient privacy because AFC is not a healthcare provider. However, AFC staff
and volunteers agree to maintain AFC’s privacy policy and confidentiality regarding AFC passenger information; sharing only what is needed with those involved in carrying out a flight.

**Illegal Aliens and Passenger ID**
All passengers must be able to present valid government issued picture identification to the Pilot. If the illegal alien status of a potential passenger is known within the flight screening and coordination process and the individual cannot provide any form of legal identification, the request for assistance will not be accepted.

Any passenger where commercial carriage is arranged through AFC must verify that they have a valid picture ID before commercial arrangements are made to comply with all TSA requirements and the airlines commercial carriage regulations.

**Incident and Accident History**
Pilots are required each year during annual membership renewal to disclose any incident, accident or other FAA enforcement history within the last five years. As long as the FAA has not put a pilot on probation or suspended their certificate to fly, AFC will allow the pilot to continue to fly on behalf of AFC. However, if the FAA, at any time, grounds a pilot, the pilot MUST notify AFC of their changed status and will be made inactive until certification is restored.

**Membership Requirements**
The AFC Board of Trustees requires that all pilots flying on behalf of AFC must renew their membership annually; fly at least 1 flights in 24 months and be current with ALL aspects of the Pilot Affirmation Statement prior to EVERY flight.

Pilots whose membership lapses or who have not flown in over 2 years must attend a re-orientation conference call before their membership can be re-instated.

Pilots who are not in compliance with or current with all requirements should request to go inactive IMMEDIATELY until they are in compliance and must not request a flight until all requirements are met.

**Privacy Policy**
AFC guarantees not to sell or provide your personal information to a third party. AFC’s complete Privacy Policy is available on the home page of the AFC website: [www.angelflightcentral.org](http://www.angelflightcentral.org)

**Right to Refuse Service**
AFC reserves the right to refuse any request for assistance that does not meet AFC qualifying criteria and standards for charitable aviation or any passenger who may pose a threat to others.

**Reimbursement of Fuel Costs to Volunteers**
In keeping with most other VPO’s and charitable aviation organizations, AFC does not reimburse
fuel costs to volunteers. The AFC Board of Trustees continues to stay abreast of the fuel exemption and will notify AFC active pilots should this position change. AFC strongly advises pilots to thoroughly review their legal responsibility and restrictions should they desire to seek reimbursement for charitable flights.

**Second Adult on all Flights with Unaccompanied Minors**
Beginning in 2012, AFC pilots are required to bring a 2nd adult on all flights with unaccompanied minors (below 18 years of age).

**F. Public Relations & Media**

One of the best ways to reach potential AFC passengers, referral resources, and recruit future pilots and ground volunteers is a story or mention in the local newspapers or broadcast stations.

In addition to increasing awareness, the goal of public relations is to ensure that AFC is accurately, consistently and favorably represented in the media.

If you are contacted by a reporter, please call or email the AFC Executive Director or Director of Outreach & Development before you proceed as AFC is obliged to respect passenger confidentiality and privacy of information of its pilots, passengers, staff and leadership.

All media contacts must be managed through the AFC office. This is particularly critical if a reporter is questioning whether an AFC pilot is involved in a crash, incident or emergency landing. IMMEDIATELY direct the reporter to call the AFC Executive Director so that a determination can be made if AFC’s Crisis Management Plan needs to be implemented.

If you are interested in obtaining publicity for an AFC flight or event, please call or email the AFC Executive Director or Director of Outreach & Development before you proceed.

**DO NOT** speak for the AFC organization in times of crisis, disaster or incident. Refer media personnel directly to the AFC Executive Director or the pager during evenings or weekends.

**G. AFC Logo/Trademark Usage**

The AFC name and logo are registered trademarks and may not be reproduced without the express written consent of AFC. In describing or referring to this organization the complete name Angel Flight Central should be used both verbally and in writing. This policy is in compliance with the legal usage of the name and to protect the name, logo and integrity of the organization. WING volunteers are not authorized to produce any merchandise which bears the AFC name or logo without first having the prospective project and specific item reviewed and approved by the Executive Director or their designee.

The term “Angel Flight” (capitalized) can only be used by the Angel Flight Soars organization in Georgia. They have the legal rights to the usage of the term.

When referring to a flight or a “mission” arranged through AFC, it is legally permissible to use the term “angel flight” as long as in written form the term is represented without capitalization.
If you have any questions regarding the usage of AFC’s name or logo, or the usage of angel flight terminology please contact the office.

6) AFC VOLUNTEER & DONOR RECOGNITION

AFC’s mission to serve people in need through charitable aviation would not be possible without the time, talent and treasure of pilots, ground volunteers and donors. AFC recognizes all volunteers through the following programs:

A. Mission Milestone Program

Pilots flying on behalf of AFC earn lapel pins for graduated increases in “missions” (flights) flown. Each flight leg equals one “mission” towards a milestone.

Mission Milestone pins are awarded after 5 flights, 15, 25, 50, 75, 100, 125 and 150+ flights. The AFC Pilot receives a new lapel pin within 90 days of achieving each level.

Pilots, who make a donation in lieu of the cost of a specific flight, will receive mission milestone credit for that flight.

Many thanks to AFC pilot, Art Mouyard, for his generous donation to launch this recognition program for AFC pilots.

B. AFC Volunteer Pilot of the Year

AFC recognizes a pilot, each year who stands out among his/her peers.

Criteria for the AFC Volunteer Pilot of the Year includes, but is not limited to,

- Demonstrates an extraordinary willingness to serve
- Demonstrates a positive attitude, advocate and supporter for the organization of AFC
- Goes “the extra mile” to take flights, under unusual circumstances, at times of greatest need and/or at personal sacrifice
- Has flown a significant number of flights and/or miles
- Is a regular donor to AFC beyond flight activity
- Has made a significant impact in the lives of passengers
- Faithfully recruits and mentors fellow pilots to become AFC members and volunteers
- Demonstrates support for charitable aviation through public benefit flying

C. Golden Eagle Society - Financial & In-Kind Donors

Dedicated AFC volunteers who have completed ANY of the following criteria are recognized for their financial and/or in-kind gifts through the Golden Eagle Society.
D. Legacy Donors

These individuals are “leaving a legacy” by donating a documented planned gift (i.e., insurance policies, estate commitments, charitable remainder trusts, etc.) to AFC organization or to AFC’s Legacy Trust. Please contact the AFC Executive Director for assistance with legacy donations.

E. Publication of Recognition

Thank you to all AFC Pilots, Ground Volunteers and Donors for their commitment to sustaining the mission of AFC. Volunteers and donors who have received recognition for their contribution are listed in AFC publications such as the WINGSPAN E-News Update and the AFC Annual Report, when appropriate. Donors who wish to remain anonymous may request to do so.

Thank you for your sharing your
Time
Talent
and
Treasure
with AFC!

AFC Pilot Greg Amburgey

AFC Pilots often receive more than they give!

I was the one blessed today!!!”

AFC Pilot Greg Amburgey
7) APPENDICES

A. AFC Current Leaders
   Advisory Council .............................................................. 7.1
   Officers-Executive Council ................................................ 7.1
   Board of Trustees ................................................................. 7.1
   WING Leaders ................................................................. 7.2

B. Prospective Pilot Questions & Answers ........................................ 7.3

C. Prospective Passenger Questions & Answers ..................................... 7.6

D. AFC Medical Releases
   Medical Approval for Transportation on Private Aircraft ..................... 7.10
   Medical Approval for Transportation on Commercial Aircraft .................. 7.11

E. AFC Liability Release ................................................................. 7.12

F. Charitable Flight Notification (Airport/FBO Waiver) ............................... 7.13

G. AFIDS Acceptable Use Policy ........................................................ 7.14

H. AFC Annual Affirmation Statements ................................................ 7.15

I. Pilot Affirmation for Camp Flights .................................................... 7.17

J. Pilot Instructions for Camp Flights ................................................... 7.18
   Camp Heartland ...................................................................... 7.19
   Camp Kindle ......................................................................... 7.20
   Camp Odayin ......................................................................... 7.21
   Missouri Children’s Burn Camp .................................................. 7.22
APPENDIX A – AFC Leadership

April 1, 2012- March 31, 2013  (Updates are posted on  www.angelflightcentral.org)

Advisory Council
James H. Stevens, Jr., Founder & President Emeritus  Stan Guillaume
Stephen T. Carter  Thomas H. Holcom
Andy DeMarea  Michele Stauffer

Officers - Executive Committee
Steven D. Pearson  steve.pearson@mbtlaw.com
Chairman of the AFC Board/President
Attorney/Managing Partner, Meckler Bulger & Tilson LLP Chicago, IL

John W. Kennedy  jackwkennedy@me.com
Past Chairman of the AFC Board/President
Retired Chairman and CEO, Cobalt Ventures, Kansas City

Jim Hassenstab  jhassenstab@dmsi.com
Vice President/Treasurer
CEO, DMSI Software
Omaha, NE

David Rainey  david.rainey@mssb.com
VP of Resource Development
Financial Manager
Morgan Stanley Smith Barney
Kansas City, MO

Dana Boucher  danaboucher@aviationsolutions.aero
Secretary
Insurance Broker, Aviation Solutions, LLC
Kansas City, MO

Board of Trustees
Kelly Burris  kburris@usebrinks.com
Intellectual Property Attorney
Brinks Hofer Gilson & Lione
Ann Arbor, MI

Alan L. Froehling, M.D.  alfmd@mvn.net
Neuromuscular Orthopaedic Institute, Ltd.

Bill Goedken  BillGFL@earthlink.net
President and CEO, Goedken Consulting Group, LLC and WFG Holdings, LLC;
Sedalia, CO

Dick Gooch  dgooch@kc.rr.com
Retired Engineer, TWA
Kansas City, MO
Richard Klein
Vice President Manufacturing & Engineering
Stanley Black & Decker
Long Grove, IL

Phil Love
Secretary
Past President, Pryor Resources
Kansas City, MO

Michael J. McGraw
Chairman & Founder
Data Systems International
Lee’s Summit, MO

Lee Mook
Retired Owner, Mook Construction
Floyds Knob, IN

Joe Ratterman
Chairman, BATS Exchange
Lenexa, KS

Melanie Tucker
VP/Corporate Controller
JE Dunn Construction Group, Inc.
Denver, CO

WING Leaders
Air Capital WING  Andrew Peters  AAPeters@cessnatextron.com
Great Lakes WING  Jonathan Tolzien  Tolzien.j@gmail.com
Hawkeye WING  vacant
Heart of America WING  vacant
Indiana WING  Maggie Schue  Margaret@schue.com
NorthStar WING  Chuck Huntley  chuckhuntley@gmail.com
Spirit of St. Louis WING  vacant

Safety Committee
Andrew Peters (KS) Chair
Mark Ayala (IA)
Dick Gooch (MO)
Dave Kalwishky IA)
Charles Lloyd (KS)
Lee Mook (IN)
Welcome to charitable public benefit flying! Thank you for your interest in Angel Flight Central. Please check our website at www.angelflightcentral.org for the most up-to-date information or give us a call at 866-569-9464.

AFC’s mission is to serve people in need by arranging charitable flights for access to health care and for other humanitarian purposes. AFC primarily serves 10 states in the Mid and Upper Midwest: Illinois, Indiana, Iowa, Kansas, Missouri, Nebraska, North Dakota, South Dakota, Minnesota, and Wisconsin. Additional resources may be available.

Where can I find the volunteer pilot requirements for Angel Flight Central?
A complete list of volunteer pilot requirements is available on the AFC Volunteer Pilot Application in the “Pilot” section of the AFC website: www.angelflightcentral.org. Each pilot “affirms” their currency annually & at the time of each flight. Pilots who do not have the minimum hours to qualify may enjoy getting to know the AFC pilots in their community and flying right seat as a mission assistant or participating in ground volunteer activities.

Ground volunteers are always needed to “spread the word” about AFC in local communities, speak on behalf of AFC, distribute outreach literature and assist with special events. Friends and family are encouraged to join in!

Do I have to own an airplane?
Pilots may use an airplane they have access to as long as the aircraft meets airworthiness and liability requirements. The pilot application lists minimum hours in make and model of aircraft.

What type of airplanes do most AFC pilots fly?
The majority of pilots own or rent 4 or 6 place single-engine non-pressurized airplanes. Some pilots have access to twin-engine or jet/turbo prop planes. Information about each airplane that the pilot will be flying is entered on the application. Experimental & light/sport aircraft are not authorized to fly AFC passengers.

How far do volunteer pilots fly?
Most flight legs are 250-300 NM. Flights above 300 NM may “link” with a 2nd pilot. Pilots may request multiple legs or to split longer legs. Total trips do not exceed 900-1,000 NM. For the safety and comfort of AFC pilots and passengers no more than 3 flight legs are scheduled on GA aircraft. Alternative transportation may be available for longer distances through business or commercial resources.

How are expenses handled?
Pilots flying on behalf of AFC volunteer their time, airplane, fuel and any other costs associated with the flight. These expenses cannot be charged to or shared by the passenger(s) and are not funded by AFC under FAA regulations.

AFC is always assessing opportunities to legally defray the cost of public benefit flights. FBO’s may offer fuel discounts and waive or reduce ground fees. Passengers are responsible for their own ground transportation and lodging.

Are flight expenses tax deductible?
Yes. AFC is a 501(c)3 not-for-profit, tax exempt organization under Section 501(a) of the IRS tax code and incorporated in the state of Missouri in 1995. Contributions, including the cost of flying missions, are deductible on flights set up through AFC. Pilots “capture” any out-of-pocket expenses when they file their Mission Completion Report after each flight for their own tax record. If overnight lodging or meals are required as part of the flight, these expenses are deductible. Each pilot’s tax situation is different; particularly if the pilot combines a charitable flight with a business trip. Pilots should consult a tax professional regarding deductible items and documentation needed for their specific situation.
What liability is associated with an angel flight?
The AFC Liability Release is signed by each passenger flying on an AFC flight. This includes anyone who accompanies the pilot. Pilots execute the release and fax or mail it to the AFC office before boarding the airplane. Therefore the liability is no different than any other Part 91 flight involving passengers. As AFC flights are non-commercial; airplane liability insurance should cover these flights. Pilots should check with their insurance agent annually to see if coverage is adequate.

Does AFC require co-pilots or assistants on-board?
AFC pilots must fly with a 2nd adult when transporting unaccompanied minors; below 18 year of age. A 2nd adult or co-pilot is not required on other flights. For safety reasons, a pilot may choose to regularly fly with a co-pilot.

What type of passengers can I expect to encounter?
Passengers are screened for financial need or a compelling reason for long distance air transportation assistance. Some passengers may have an immune deficiency which does not allow them to fly commercially. A general aviation flight reduces the chance of infection to this passenger. Some passengers have life threatening illnesses such as cancer or heart disease. Others have conditions that require specialized treatment at distant locations from their home.

AFC pilots are made aware of a passenger’s condition or compelling need for the flight. An AFC medical release is secured from the passenger’s physician to assure the passenger is stable to fly and is physically capable to access the aircraft.

Compassion flights assist families to access a loved one receiving treatment. Humanitarian flights may transport mother’s milk for premature babies or children to special needs camps. Disaster response flights carry stable medical passengers, relocate families, or fly key personnel and small cargo for agencies providing disaster response during national, regional or local declared disasters.

How do people request assistance from AFC?
Anyone seeking assistance may review the Qualifying Criteria, see How it Works and complete a Request for Assistance by accessing the “Passenger” section of the AFC website: www.angelflightcentral.org. Passengers are encouraged to complete the on-line Request for Assistance form for the quickest turnaround time.

Social workers, case managers, physicians, organizations and patient hospitality houses, family or passengers themselves are among those who refer or request assistance on behalf of a person in need of long distance transportation.

Because of the significant donation of the cost of the flight by volunteer pilots or donors to the organization; AFC diligently assesses each request on a case-by-case basis to assure there is a legitimate need, the passenger qualifies for assistance and it is safe for pilots, passengers and companions to fly.

How are passengers screened for assistance?
After thorough review of the information provided on the Request for Assistance, a coordinator calls the passenger to verify information and discuss the request. A series of questions are asked to determine the type of transportation most appropriate for each passenger and if AFC has the resources available for their specific request.

Financial need, medical stability, ability to board an aircraft and sit upright for the duration of the flight as well as passenger and luggage weight and number of companions are considered. Additionally the need for medical assistance on-board, a pressurized cabin or oxygen use is assessed by the coordinator while qualifying the passenger.

Providing a passenger continues to be in financial need and medically stable they may request subsequent flights providing AFC has resources available at the time of the request.
Does AFC participate in Disaster Response?
Yes, AFC pilots, staff and ground volunteers participated in disaster response efforts following 9/11, during Katrina and Rita hurricanes, the Iowa floods and local disasters such as in Greensburg, KS.
AFC works with search and rescue teams, volunteer agencies and organizations to develop protocols to better serve the rapid response needs of disaster related flights. Typically; key personnel, small cargo, stable medical patients, and families needing to reunite or relocate have been assisted by AFC during times of crisis. AFC volunteers must be active members at the time of the response effort to provide volunteer assistance through the AFC organization.

How do I become an AFC member?
Complete the AFC Volunteer Pilot Application then scan and email it to request@angelflightcentral.org. Fax or mail is fine also. Be sure to include all the attachments requested on the application. Once your credentials have been reviewed and your application approved you will be notified and will receive the AFC Volunteer Pilot Handbook and additional instructions for completing your Volunteer Pilot Orientation.
Once you have completed orientation; your AFC Photo ID badge will be processed and you may request a flight. Please call if you have not heard from us or you have questions anytime during the application process.

Will I be called for flights?
Most flight requests and pilot assignments occur through the flight coordination on-line system called AFIDS (Angel Flight Information Data System), however, please call us at any time if you have questions about a flight, want to discuss the routing, hand-off’s, etc. We truly enjoy talking with each volunteer.
If pilots do not request particular flights, coordinators will call pilots in the area of the flight to see if they are available or send out an email blast to request assistance for a particular flight. We know that pilots tend to be busy people whether actively working or retired and we respect your time. If you are unavailable for a flight, not current for the conditions of the flight or feeling under the weather, please don’t hesitate to let us know. Safety for everyone comes first!
Because AFC is fully funded by donations we value each dollar contributed. Communicating electronically helps keep our expenses low and helps divert funds to outreach materials to help “spread the word about AFC” to prospective passengers, referral sources and pilots.

How can my friends and family be involved?
If you have friends, neighbors, colleagues or family that may be interested in helping us fulfill the mission of Angel Flight Central; please encourage them to review the “Volunteer” section of the AFC website. Volunteers who come with specific skills to contribute and are willing to grow opportunities for AFC will enjoy volunteering.
We value each pilot and ground volunteer and appreciate your time and talent that you bring to Angel Flight Central.

Thank you for “giving hope wings.”
Angel Flight Central
10 Richards Road ∙ Kansas City, MO 64116
Office 816.421.2300 ∙ TF 866-569-9464 ∙ Fax 816.421.2409
www.angelflightcentral.org

April 2012

7.5
APPENDIX C- Prospective Passenger Questions and Answers


Q. Who is Angel Flight Central?

A. Angel Flight Central is a non-profit charitable aviation organization dedicated to arranging free flights for people in financial need, or other compelling circumstances who needs assistance with long-distance transportation. The majority of flights are for people seeking specialized medical care in distant cities. Other flights include humanitarian, compassion and disaster response related flights. If our website does not cover your particular type of request, please call the office during business hours and speak with a coordinator: 816-421-2300 or toll free 866-569-9464.

Q. Where does Angel Flight Central offer services?

A. Flights originate near the passengers home in 12-states in the mid and upper Midwest: Missouri, Kansas, Iowa, Nebraska, Illinois, Wisconsin, Indiana, Minnesota, North Dakota and South Dakota. Passengers who do not reside in these 12 states are typically referred to other volunteer pilot organization. If resources are available, a commercial flight may be offered if the flight exceeds 1,000 miles, the passenger is unable to board a small airplane or other circumstances exist. Most flight legs are 250-300 mile. Flights exceeding this are set up as “linked” flights with another pilot. The safety of passengers and pilots is a priority when setting-up and coordinating flights.

Q. Who may request assistance?

A. People seeking information about Angel Flight Central services will discover resources under the “Passengers” section of our website. Social workers, case managers, physicians, organizations, patient hospitality houses, family or passengers themselves are often those who request assistance. An online Request for Assistance (option #1) is the BEST way of requesting a flight. When we are unable to assist you we will refer you to other resources to seek assistance.

Please review the Qualifying Criteria on our website. Passengers who require oxygen during flight, have compromised immune systems or live in rural areas may be better suited for general aviation rather than commercial carriage.

Q. What types of flights do NOT qualify?

A. Types of flights we cannot accommodate are:

- Emergency medical transport
- Patients in adult wheelchairs or on stretchers
- Passengers who are five months pregnant at the time of any flight
- Any request where the weight of the passengers and/or cargo exceeds the airplane’s payload capacity

- Passengers who may pose potential harm or safety risk to the pilot or other passengers
- Children without approved car seats or appropriate FAA safety restraint systems for the child’s age
- Passengers to funerals or cargo of human or animal remains

Q. What does it cost?
A. Flights are free to passengers who qualify for assistance. Flights are paid for the generosity of the pilot who is flying the flight. If a prospective passenger has the resources for a flight and there are no extenuating circumstances, they should not request assistance. The cost of coordinating and flying generally exceeds $1,000 per flight.

Q. Who flies the flights?
A. Most flights are flown by qualified general aviation pilots. Most airplanes have 4 to 6 seats and are non-pressurized. Resources for commercial flights or larger planes may be available for passenger requests on a case-by-case basis depending on resources at the time of the request and the distance of the flight.

A passenger flying pilot’s airplane MUST respect that the airplane is the property of the pilot. Communicate with the pilot about what he does and does not want you to do in the airplane. Listen to his/her instructions for your safety. Pilots may not accept money for flying you, however, ALWAYS say THANK YOU to the pilot for their generosity to provide your transportation.

Q. How long does it take between my request and my flight?
A. Generally a flight can move from request, through approval to flight day in 5 to 7 business days. Financial and medical screenings are completed before a flight is set up. Some flights will require more than 7 days if they “link” with another organization’s pilots. Each flight has is coordinated individually. A coordinator must consider many factors to set up and coordinate the flight.

Q. Does Angel Flight Central arrange ground transportation or lodging?
A. No, ground transportation and lodging are the responsibility of passengers. Ground transportation volunteers may be available in a few cities but not in rural areas. Currently no formal ground transportation program is available. A coordinator may refer passengers to resources, if known, to The passenger for some areas.

Q. What are my responsibilities as a passenger?
A. As a passenger on a flight arranged through Angel Flight Central, I understand I am responsible for the following:

**Preparing for Your Flight**
- Review all passenger qualifications
- Accurately represent my financial circumstances, physical condition and the reason I am requesting assistance for a free flight. (Inaccurate or fraudulent information could result in cancelling your flight.)
- Give accurate and complete information to the coordinator.
Familiarize yourself with flying in a small plane. There is a short video called “What to Expect” on the website under the “Passenger” section.

Bring an age appropriate car seat for each child. There are no exceptions. Be sure that you know the car seat regulations in the state of your origin and destination.

Notify us of changes IMMEDIATELY; including changes in appointment time, flight day and time, phone numbers, companions on the flight, cancellations, weights of passengers or luggage, etc. Changes may affect our ability to provide transportation to you.

Have a back-up plan for travel. Weather or other unforeseen circumstances could cancel your flight. Passengers need to have a back-up plan and be understanding during the cancellation or rescheduling process. This is for your safety. We will get you to your destination if it is safely possible to do so.

Communicate regularly with the coordinator.

Describe ALL luggage and equipment you are carrying to the coordinator and do not take baggage over the limit specified by the coordinator. (typically 50 pounds for all passengers)

If you need to cancel your flight or have made other travel arrangements please call the AFC office during business hours or the pager on evenings or weekends.

On the day of your Flight

AFC’s Security Protocol and Liability Release are available under the “Passenger” section of the website to view before your flight

Be at the airport at the time specified by your pilot. Allow extra time in bad weather.

Never leave an airport if your pilot has not arrived. Call the pager if you have concerns. Weather or unforeseen circumstances may have delayed the pilot and he will not be able to contact you from the air.

All passengers show their photo ID to the pilot

Allow the pilot to check your baggage if requested

Sign the AFC Liability Release before boarding the plane.

Use the rest room before boarding the plane.

Respect the pilot and their plane and the safety of everyone on the flight.

Follow the pilot’s instructions for your safety and tell your pilot IMMEDIATELY of any concerns you have regarding flying on their plane.

Q. Does Angel Flight Central keep my information private?

A. Angel Flight Central does not collect medical information from passengers except for what pertains to the qualifying of the passenger for the flight, the purpose for the travel and considerations for safe transportation. We require an AFC medical release signed by your physician for all passengers that have medical issues that could affect them flying on a small airplane. A physician’s name, phone and fax number must be provided to the coordinator. Passenger information is kept confidential by staff and volunteers and is not released to any third party.

If a passenger has agreed to media or photo coverage, only the passenger’s first name and last initial is released by Angel Flight Central.

Q. What happens if my flight is cancelled?
A. Most flights occur during daylight hours when the weather is acceptable along the whole route of the trip. Weather or unforeseen circumstances may cancel or delay a trip for the safety of both pilots and passengers. Passengers and pilots may work out the rescheduling of a trip and confirm changes with the coordinator, however, a pilot may not be able to reschedule. In some cases the trip must be cancelled. Both pilots and passengers must contact the coordinator to reschedule any flight.

Q. May I request additional flights?

A. As long as a financial and medical need still exists and can be verified, passengers may request additional trips through a coordinator by calling the office during business hours. Passengers must NOT request additional flights through the pilot. This is to honor the time and resources of the pilots.

Your pilot or a donor has paid for your flight, please be respectful of the pilots assistance and say THANK YOU for his/her help with your transportation.
Medical Approval for Transportation on Private Aircraft

Patient Name: ______________________ DOB: ______________________

Physicians: By signing this form, you are giving your medical approval that it is safe and advisable for this patient to fly under the conditions described below.
Physician approval is required for approval of any request for a flight.

INFORMATION YOU SHOULD KNOW BEFORE COMPLETING THIS FORM

- Angel Flight Central and its volunteer pilots provide no medical equipment, personnel or assistance.
- Patients must be medically stable and are responsible for their own medication(s) and medical assistance, if needed. A companion is advisable.
- Each aircraft has total weight limits and limits for each seat. Available aircraft may be unable to accommodate the weight of persons and equipment above safe/legal limits.
- Aircraft are privately owned or rented by the volunteer pilot. They are single or twin engine aircraft that only accommodate 2-6 people including the pilot. There are no restrooms and there is not sufficient room for the patient to recline or move about as they would in a commercial aircraft. Most aircraft are not air-conditioned.
- Patients must be ambulatory, step up 18-20 inches, sometimes on a slanted wing surface and bend to enter and exit the aircraft.
- The majority of small general aviation aircraft are not pressurized, however, they fly at altitudes below 10,000 feet which does not require the use of supplemental oxygen. In a non-pressurized aircraft, the patient is breathing the air at the altitude at which they are flying.
- Turbulence during flight may be felt more than on a commercial aircraft.
- Flight times are longer than on a commercial aircraft. Average cruising speed is approximately 140 miles.
- Flights are scheduled in 250-300–mile legs; approximately 2-3 hours.
- Flights over 300 miles may require changing aircraft along the route.

Instructions: Please check Yes or No and complete each question below.

What is this patient’s current weight: _____ (pounds)  What is this patient’s current height: _____ (in inches)

Describe the specific medical purpose for the trip: __________________________________________________________

Yes  No
☐ ☐  Is this patient ambulatory and mobile enough to get in and out of a small aircraft unassisted?
If No, Describe: __________________________________________________________

Folding walkers/collapsible child-size wheelchairs are ok unfortunately adult wheelchairs do not fit in small aircraft

☐ ☐  Is this patient medically and mentally stable to fly in a small aircraft?

What medical equipment or assistance is necessary for this patient for travel? _______________________________________

☐ ☐  Is it medically safe for this patient to fly in a non-pressurized aircraft?
If No, Explain: __________________________________________________________

☐ ☐  Does this patient need oxygen during flight?
Patients may bring Department of Transportation (DOT)-approved oxygen, if medically necessary.

☐ ☐  Do you anticipate this patient’s condition changing in the near future?

Please describe any other information that might be helpful for the pilot to know about this patient?

________________________________________________________________________________________

I have carefully read and completed the above information and approve __________________ (Patient Name) for flight(s) in a small non-pressurized aircraft.

Physician’s Name: __________________ Office Phone: (___) __________________ Date: __________

Please Print

Physician’s Signature: __________________________________________________________

Note: This document is valid for one (1) year from signature date unless passengers condition changes or has surgery.

Angel Flight Central ∙ 10 Richards Road ∙ Kansas City, MO
Office 816.421.2300 ∙ Fax 816.421.2409 ∙ www.angelflightcentral.org
Patient Name: ___________________ DOB: _________________

Physicians: By signing this form, you are giving your medical approval that it is safe and advisable for this patient to fly under the conditions described below. Physician approval is required for any passenger with a medical condition who is requesting a flight.

INFORMATION YOU SHOULD KNOW BEFORE COMPLETING THIS FORM

- Angel Flight Central (AFC) occasionally receives donations from commercial air carriers to provide airline tickets for patients who have a financial and medical need for transportation.
- AFC will screen each passenger to assure they qualify according to the criteria of the donor. Many donors restrict their donation to the patient and one caregiver or companion.
- Patients must be medically stable and are responsible for their own medication(s) and medical assistance, if needed.
- Each aircraft has total weight limits and limits for each seat. Air carriers may have restrictions regarding weight limits for persons and equipment.
- Patients should be ambulatory or specify what assistance is needed for entering and exiting the aircraft.
- Most airlines do not allow oxygen to be boarded by passengers on commercial aircraft. If a passenger requires oxygen, please call the AFC office and discuss with a flight coordinator: 816-4231-2300.
- If a passenger requires a stretcher, an air ambulance or medical assistance please contact an AFC flight coordinator for referral. 816-421-2300
- Depending on available flights, patients may need to change planes along the trip.

What is this patient’s current weight: _______ (pounds) What is this patient’s current height: _______ (in inches)

Describe the specific medical purpose for the trip: ________________________________

Yes ☐ No ☐

Is this patient ambulatory & mobile enough to enter and exit a commercial aircraft unassisted?
If No, Describe what medical equipment or assistance is necessary for this patient for commercial air travel?

☐ ☐ Is this patient medically mentally stable to fly on a commercial aircraft?

☐ ☐ Does this patient need oxygen during flight?

☐ ☐ Does the patient currently have a contagious or communicable disease? If Yes, Explain:

_____________________________________________________________________________

Please describe any other information that might be helpful in coordinating a flight for this patient?
_____________________________________________________________________________

I have carefully read and completed the above information and approve __________________ (Patient Name) for flight(s) on a commercial aircraft.

Physician’s Name: __________________ Office Phone: (___) __________ Date: __________

Please Print

Physician’s Signature: ____________________________

Note: This release is valid for one (1) year from the above date. Angel Flight Central retains the right to request an additional medical release post surgery or if the medical stability or status of the patient changes.
Liability Release, Covenant Not to Sue and Indemnity Agreement,
Adult, Minor and Cargo Transportation Authorization Form

I, the undersigned Passenger, Parent and/or Legal Guardian of the Minor, and I, the undersigned Minor as represented by Passenger, Parent, or Legal Guardian, understand that Angel Flight Central, Inc. 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 Angel Flight Central flights. We understand that the Pilots, operators, owners, and/or lessors of the Aircraft and other vehicles are volunteering their services, time, skills, flight, aircraft, vehicles, and other related costs and expenses for the proposed transportation and that they are not reimbursed for their costs, expenses, or services. As such, we understand that Angel Flight Central, Inc., and those organizations AFC links flights with, the Pilots, operators, owners, lessors, and the other persons and entities released by me are relying on my release for their agreement to arrange and/or provide the transportation services to me. We also acknowledge that the Passenger, Parent and/or Legal Guardian and the Minor are flying on the Aircraft or riding in the vehicles voluntarily and with our full consent.

I, the undersigned Passenger, Parent and/or Legal Guardian, in my own behalf, in my capacity as Passenger, Parent and/or Legal Guardian of the Minor, and also on behalf of the Minor, and I, the undersigned Minor, in consideration of the furnishing of services, time, skills, flight, transportation, aircraft, vehicles, and other related costs and expenses being arranged and provided, hereby covenant and agree to forever release, discharge, hold harmless, not sue, and indemnify the Pilot, Copilot, operators, aircraft and vehicles owner(s), driver(s), myself and/or lessor(s) (as applicable), Angel Flight Central, Inc., 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 us to Angel Flight Central, Inc., as well as those organizations AFC links flights with, from any and all claims, demands, liability (under the law of any state or country), fees, expenses, and costs of any kind whatsoever that the Passenger, Parent and/or Legal Guardian and the Minor may have or claim to have on account of or in any way related to or arising from, directly or indirectly, the proposed and actual transportation, the cancellation or delay of the transportation, and/or the failure to provide return transportation.

This release and agreement 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 and agreement also specifically covers any and all injuries, deaths, and conditions of health, whether or not immediately apparent following the flight or transportation, or which may at any time thereafter develop.

As evidenced by our signing this document, we regard the services, time, skills, flight, aircraft, transportation, vehicles, and other related costs and expenses being furnished to the Passenger, Parent and/or Legal Guardian and to the Minor as significant, material, and valuable consideration in exchange for this release and agreement, and we value this consideration as a significant, material factor in my well-being and physical prosperity. We have read and fully understand this document. We talked with a transportation coordinator or other persons associated with Angel Flight Central, Inc. about any questions concerning the proposed transportation. In connection with any portion of this document that we did not understand, we understand that we had and continue to have the right to obtain legal advice from an attorney of our choice.

This release and agreement shall be binding upon the Passenger, the Minor, his or her parents and or legal guardians, their representatives, all the heirs at law, assigns, and successors in interest of all parties hereto. This release and agreement may be enforced by any party hereto and/or by any person or organization released in this agreement. Written notice of disaffirmance must be made to Angel Flight Central, Inc. within 90 days of the earlier occurrence of: the Minor obtaining the age of majority; and the appointment/existence of a Legal Guardian for the Minor. We agree that failure of notice, as required herein, is an affirmative act of ratification of this release and agreement. We agree that this document shall be governed and interpreted by the laws of the state of Missouri.

By my signature, as PIC for this flight, I certify that at the time of this flight I meet all AFC Volunteer Pilot Requirements and all FAA requirements and will fly this flight in accordance with all applicable FAR's and will take all safety measures necessary to ensure the safety of all onboard. (For a list of current AFC Pilot Requirements refer to www.angelflightcentral.org)

PILOT IN COMMAND: ______________ AIRCRAFT (Type & Number): __________________________

FLIGHT #: ______________ FLIGHT DATE#: __/__/ ______ Pilot has checked all passenger ID's? YES □

VEHICLE (Type, State /Tag Number) __________________________

Below 18 yrs old

Passenger

Signature: __________________________ Date: __________ Minor

Parent or Guardian

Signature: __________________________ Date: __________

Minor

Signature: __________________________ Date: __________

Date: __________ Minor

Person releasing CARGO:

Signature: __________________________ Date: __________

MEDIA AND PUBLICATION RELEASE: I hereby authorized Angel Flight Central, Inc. to use my name and photograph(s) in any report, media or for public relations purpose, unless the "NO" is checked here. NO □

7/12
To: ___________________________ Fax #: ___________________________

FBO or Airport Facility

From: Angel Flight® Central, Inc. ©

A Public Benefit Volunteer Pilot Organization
A 501 © (3), non-profit organization, EIN#:43-1699607

Phone: 816-421-2300
Fax: 816-421-2409

This waiver is to request public benefit allowances for the following aircraft flying a medical or humanitarian mission.

Tail #:____________________ A/C Type: ___________________________

Pilot Name: ___________________________ Scheduled Arrival Date: ___/___/____

Authorized by: ___________________________ AFC Mission Number:______________

Brenda Champagne,
AFC Operations Director

The FAA has assigned “NGF” for use on charitable aviation flights and “CMF” for compassion flights to assist in identifying flights that are for medical or humanitarian missions.

Angel Flight Central, Inc. is a member organization of the Air Care Alliance and the Air Charity Network; public benefit flying organizations that support a nationwide community of volunteer pilots and charitable aviators assisting those in need of long distance air transportation for medical or humanitarian purposes.
AFIDS Acceptable Use Policy for Users with Access to Sensitive Information

AFIDS users are assigned to a specific security level according to their type of usage for AFIDS. Pilots access AFIDS with a username and password. AFIDS users agree to the following policy when they first enter AFIDS and MUST abide by this policy at all times when using AFIDS.

You are being granted access to private information through AFC's web site(s) (and possibly other web sites linked to this site). (The term "web site" in this document refers to any or all of these web sites or data access mechanisms.) AFC is very concerned about the privacy of individuals who come into contact with the organization. Please be sensitive to individuals' privacy. Please read and understand the following policy regarding private data and signify your acceptance by signing below.

AFC reserves the right to revoke your access at any time at our sole discretion, but any infraction of this policy may result in immediate revocation of your access by the Executive Director or the webmaster. Decisions to deny an access right for individuals rests solely with Angel Flight's Executive Director.

Thank you for your attention to this important issue. Maintaining the privacy of our users, members and other constituents is an important factor in our success in helping needy people.

Specifically:

You may not use the data on this site for any purpose other than AFC business. The determination of what constitutes AFC business will be at the sole discretion of the Executive Director. If you have any questions about the appropriateness of the use of the data, please contact the office.

Please treat all individuals' personal and contact information in this database as confidential, and use it only in connection with AFC business and only with people who need to know. In particular, information about passengers' illnesses, treatments, and financial conditions must be treated with the utmost sensitivity. Passengers' contact information and flight schedules should also be treated with sensitivity. This applies to all communications, including electronic, written, and verbal.

The full names of individuals, including members and requesters, may not be used in public communications except with their permission. This includes any unsolicited emails and the web site.

You may not store the data from this system outside this system except for special, one-time purposes directly related to AFC business, and only then with the permission of the Executive Director of AFC. When data is taken from this system and stored elsewhere, whether on paper or electronically, it should be destroyed promptly after it has been used or is no longer needed. Any data received by you or stored by you in any form outside the web site, such as paper intake forms or emails with intake information, should be destroyed promptly after its use or when no longer needed.

You may not pass this information to third parties outside the organization except in direct connection with the coordination of a flight or flights, or with permission of the Executive Director. In the event that it is necessary to disclose any of this information to third parties, such disclosure may be made only on a need-to-know basis and only in connection with the coordination of a mission. In any case, any organization to which you are passing information must have previously agreed to this Acceptable Use Policy by the signature of an authorized representative.

Any unsolicited or mass email communications with individuals in this database must be done using the web site. Access to this function of the web site must be granted to you specifically by the AFC Executive Director.

You must take all necessary precautions to ensure the security of your username and password. You must keep your username and password private, and may not pass this information in any non-secure format (neither emails nor faxes are secure). Please take all necessary precautions to ensure that no one else uses your username and password, or accesses the system through a workstation through which you have gained access.

You must also take all necessary precautions to ensure the security of data in paper form. Please control access to sensitive information in paper form, and destroy it promptly once it is no longer necessary.

I have read the preceding document and I understand the terms of acceptable use for this system. I agree to abide strictly by these terms, and I understand that my access can be revoked at any time by the organization.

Approved July 15, 2003
APPENDIX H- ANGEL FLIGHT CENTRAL Annual Affirmation Statements

Angel Flight Central, Inc. is not a licensing authority, and does not determine the skills or capabilities of its Transportation Volunteers (volunteer pilots or ground transportation volunteers). However, before accepting any Transportation Volunteer, it is our policy to inquire into any accident history, or any legal enforcement against you within the last five years. Please provide details below should this situation be applicable.

In accepting a referral from Angel Flight Central [AFC] to fly or drive a passenger(s), as a Volunteer Pilot, I agree to the following minimum requirements:

☐ I will provide transportation at no cost to those we serve. I do so as a volunteer, not as an agent, servant or employee of Angel Flight Central.

☐ I hold a current and valid FAA Private Pilot’s Certificate and a current and valid FAA Medical Certificate, and I meet all current flight experience requirements for such flight(s) flown under my certificate(s) as required by the Federal Aviation Administration [FAA], United States of America.

☐ I hold an Instrument Rating and will maintain IFR currency. *(Desired, but not required)*

☐ I have logged at least 250 hours as Pilot in Command (PIC) Time and 500 hours Total Time.

– OR –

☐ I have logged at least 250 hours as Pilot in Command (PIC) Time; however, request to have the total time requirement waived because I hold a FAA Commercial Certificate.

☐ I have logged 25 hours in each make and model for single-engine or 50 hours in each make and model for multi-engine/turboprop/jet airplane in which I will fly Angel Flight Central passengers.

☐ I agree to provide transportation in an airworthy airplane, as defined by the FAR’s, that I own or to which I have access.

☐ I will operate each flight in accordance with applicable Federal Aviation Regulations and as stipulated within the Angel Flight Central Volunteer Pilot Handbook in the conduct of any flight arranged by Angel Flight Central.

☐ I will provide proof of having at least $1 million total with $100,000+ per seat liability insurance, in force, upon application, covering myself and my airplane and maintaining this coverage while volunteering for Angel Flight Central.

☐ I will provide proof of being properly licensed and certified by the Federal Aviation Administration by submitting to AFC a copy or digital scan of my FAA pilot certificate, government-issued I.D. and FAA medical certificate.

☐ I will provide a digital passport-type photo upon application and wear the photo I.D. badge provided to me by AFC on flights with passengers on board.

☐ I will complete the AOPA Air Safety Foundation/Air Safety Institute online course for volunteer pilots, once it is published and made available or an Angel Flight Central approved alternative: Do the Right Thing: Decision Making for Pilots or FAA’s The Art of Aeronautical Decision Making and provide verification to Angel Flight Central.

☐ I will annually verify proof of completing at least one (1) safety-related course, approved by Angel Flight Central.

☐ I will only accept a referral to fly or drive AFC passengers provided that I have completed Angel Flight Central’s required application or annual reaffirmation and required Angel Flight Central’s Volunteer Pilot Orientation Program.

7.15
I agree to reaffirm annually with Angel Flight Central and fly at least one Angel Flight Central flight every 24 months to remain on the Active Volunteer Pilot roster. (Volunteer Pilot’s who are unable to fulfill this requirement are placed on “inactive” status until they have repeated the Angel Flight Central Volunteer Pilot Orientation Program and verify currency.).

I will file and activate an IFR Flight Plan – or – a VFR Flight Plan and use Flight Following, as appropriate and available, on each flight with Angel Flight Central Passengers on board.

I will self-verify that I meet all Angel Flight Central Volunteer Pilot requirements, by checking the appropriate boxes on the Angel Flight Central Liability Release, prior to each flight.

I will obtain a waiver entitled, Liability Release, Covenant Not to Sue and Indemnity Agreement, Adult, Minor and Cargo Transportation Authorization Form, signed by my Angel Flight Central passengers and mail/fax/email it to the Angel Flight Central office PRIOR to take off on each flight leg.

I recognize that I am considered the “Pilot in Command,” and that all decisions with regard to any flight conducted by me are mine alone.

I will complete an Angel Flight Central Flight Completion Report online, for each flight with passengers after completion of the flight and no later than the end of the month in which the flight was flown.

I understand that the Angel Flight Central Board of Trustees reserves the right to change the qualifying criteria for Angel Flight Central Volunteer Pilots. By my dated signature below, I have read and agree to the above Volunteer Pilot Requirements and Affirmation statements.

______________________________          ______________, 20 _____
Name and Signature             Date

Volunteer Pilots who, at any time, drive passengers in their car agree to the following:

As an Angel Flight Central Ground Transportation Volunteer, I will only accept a referral, provided that I am over 25 years of age that my driver’s license is current and valid and my motor vehicle inspection is current; if required by the state in which I reside. I will have in force an insurance policy covering myself and/or my vehicle at the minimum level required by the state in which I reside according to the state motor vehicle laws in which I reside. I recognize that I am considered the “Driver in Command,” and that all decisions with regard to any ground transportation conducted by me are mine alone.

I understand that the Angel Flight Central Board of Trustees reserves the right to change the qualifying criteria for Angel Flight Central Ground Transportation Volunteers. By my dated signature below, I have read and agree to the above affirmation statement and agree to reaffirm this agreement annually.

______________________________          ______________, 20 _____
Name and Signature             Date

Revised 4.2011

7.16
Pilot Affirmation for Camp Flights

One per year is required by pilots flying campers.

Please email or fax this sheet to the Angel Flight Central Office.
Fax: 816-421-2409 or request@angelflightcentral.org
Angel Flight Central, 10 Richards Rd., Kansas City, MO 64116

☐ I have read the Pilot Instructions for Camp Flights and reviewed the Camp Section of the AFC Volunteer Pilot Handbook about camp flights and universal precautions.

I understand that,
☐ campers will be traveling without parents or guardians.

☐ AFC requires a 2nd adult on any flight with unaccompanied minors.
(Minors are below 18 years of age)

☐ I will call the parent/guardian of the camper as earlier as possible after the flight has been assigned to introduce myself and discuss the pickup and/or drop of their children, including: location of airport or FBO, specific times, etc.

☐ if I need to CANCEL a camp flight, I will notify the linking pilots, the camp contact and AFC immediately.

☐ I do NOT need to have the parent/guardian sign a Liability Release at the airport. AFC secures signed Liability Releases BEFORE camp flights are set up.

☐ I must fax a Liability Release for the 2nd adult on my flight, to AFC, before takeoff.

☐ I must stay with any unaccompanied minor until that child can be released to camp staff, parent/guardian or an adult authorized by the parent/guardian.

Signed: ________________________________ Date: ________________

PRINT YOUR NAME:__________________________________________

Pilots are encouraged to keep a copy of this affirmation for their record. Please call an AFC coordinator if you have any questions.

Updated 4.22.2012

7.17
APPENDIX J

Pilot Instructions for Camp Flights

Thank you for flying campers. Please be prepared! Read these Instructions
Sign and email or fax the Pilot Affirmation for Camp Flights to AFC.

Policies for Flying Campers

➢ Campers are unaccompanied minors (below 18 years of age). Pilots MUST stay with campers until they can be released to a camp staff member, parent/guardian or adult authorized by the parent/guardian.
➢ AFC will notify the pilot should someone other than the parent/guardian be picking up the camper.
➢ All flights with unaccompanied minors MUST have a 2nd adult on the flight. Please report the name of your 2nd adult when you sign up for a flight. Have your 2nd adult sign a Liability Release and fax it to the AFC office before take-off.
➢ Parents/Guardians sign Liability Releases BEFORE flights are set up and are on file at the AFC office.
➢ Pilots may ask to see the ID of the authorized adult and search baggage at their discretion.

Policies for Camp Flights

➢ AFC works with each camp to determine the best destination airport and alternate near their camp. As camps provide ground transportation, please call a coordinator if there is a need to change airports.
➢ Your cell number will be given to the camp coordinator for flight day communication. Parents are not given your phone number by AFC or the camp. You may do so if you wish.
➢ Please call the parent/guardian of the camper as earlier as possible after the flight has been assigned to introduce myself and discuss the pickup and/or drop of their children, including: location of airport or FBO, specific times, etc.
➢ Please DO NOT agree to take excess baggage as the camper's returning plane may not be able to accommodate the extra weight. Campers should bring no more than 30 pounds of soft-sided luggage. Typically campers have a few extra camp treasures on homebound flights from camp. Some camps will ship excess baggage home.
➢ Be sure you have an itinerary for each camper that you are flying.
➢ Camp flights receive credit per camper per flight leg for the Mission Milestone Program.
➢ It is preferred that camp flights are 1-leg and no more than 2-legs. On linking flights PLEASE communicate with your linking pilot. Be sure that BOTH legs can fly before taking off. Make EARLY CANCELLATION decisions for camp flights.
➢ Camp flights may use the NGF call sign when campers are on board.
➢ Review the sections of the handbook on Camp Flights and Universal Precautions.
➢ All information regarding passengers should ALWAYS be kept confidential. This is particularly important when flying unaccompanied minors.
➢ Any changes to itineraries MUST be discussed with an AFC Flight Coordinator.
➢ Please read ALL procedures for the specific camp you are flying campers for.

Guidelines for CANCELLING Camp Flights

➢ Safe decisions are MOST important when flying unaccompanied minors. It’s better to CANCEL a camp flight EARLY and notify the office so other arrangements can be made.
➢ Communicate with AFC and the camp contact person rather than the parent if you are cancelling.
AFC or the camp will provide alternative transportation, if funds are available. It is better for the camp to communicate with the parent about cancellation and alternate transportation.
➢ It is better to cancel BEFORE take-off than in mid-flight. Look at weather on the entire flight path and work closely with your linking pilots. If a camp flight does not arrive within 1 hour of the expected arrival time the camp will notify AFC. Communication is the KEY especially with any unexpected circumstances.

Updated 5.22.2012

7.18
**CAMP HEARTLAND** is operated by ONE HEARTLAND a non-profit organization that enhances the lives of children infected with or affected by HIV/AIDS. The Minnesota camp site is located in Willow River, MN. For the confidentiality of Camp Heartland campers their illness will be listed as "Life Threatening Illness". All pictures taken of Heartland campers MUST be forwarded to AFC to determine if AFC has permission for use by the parent/guardian. [www.oneheartland.org](http://www.oneheartland.org)

Camp Heartland flights are set up for **MZH, Moose Lake, MN**. Please notify a coordinator if you prefer an alternate airport. Children from the same family may be traveling with another pilot. **It is essential we know which airport you are using for ground transportation.**

**Arrival/Departure Times**
Please coordinate flight arrival time with Stefanie to assure ground transportation will be there for the campers. The camp will be as flexible as possible.

Preferred arrival time into MZH is 1:30 PM or later. Preferred pick-up time for homebound flights is after 10 AM.

**Designated Airport**
Moose Lake, MN, a Carlton County Airport (MZH) [http://clairport.qwestoffice.net/](http://clairport.qwestoffice.net/)

* Runway: 4-22, 3200 X 75 asphalt – trees both ends. RWY 4 - 11:1 slope to clear, RWY 22 - 16:1 slope to clear. Parallel grass taxiway in poor condition.
* Weather: Available on MZH NDB or by calling 218-485-5199
* Fuel: 100LL - self service fuel avbl 24 hrs; with credit card ($4.10 as of June 1, 2011 at both MZH and COQ.
* Phone: 218-485-4770 reaches an unattended small waiting room at the airport.
* Call for airport information and services at COQ: Bill Stone 218-451-0542. Airport Manager for both Moose Lake and Cloquet is Quinten Anderson 218-879-4911; quinten@cloquet.com

**Alternate Airport**
Cloquet, MN, a Carlton County Airport (20 miles N of MZH)

* Larger planes may prefer COQ. Airport is attended. Fuel manager is same price as at MZH.

**Inclement Weather Alternate Airports** - Duluth ATC is notified each year of camp dates to assist with the increased traffic on flight days into Moose Lake. Campers can be picked up at Duluth or Minneapolis, however, as much advance notice as possible will assist the camp in providing timely ground transportation.

**Contact Information**
Call Stefanie & AFC IMMEDIATELY for any delays, cancelations or alternate arrangements.

- Stefanie Tywater-Christian - [stefanietc@oneheartland.org](mailto:stefanietc@oneheartland.org)
  - Office: 612-824-6464 or 888-216-2028
  - Camp Heartland's cell #:763-232-3349 - (Stefanie will use on flight days ONLY)

- AFC Coordinator – [www.request@angelflightcentral.org](http://www.request@angelflightcentral.org)
  - 866-569-9464 Mon-Fri 8:30 AM-4:30 PM CT
  - Weekends and after hours pager 800-474-9464, ext. 2
**CAM **

**CAMP KINDLE** is a non-profit organization that provides camping events in Freemont, Nebraska and California for children and youth infected with or affected by HIV and AIDS. The camp provides a safe and accepting refuge from the challenges of living with HIV. Opportunities allow young people to strengthen self-esteem through interactive participation in education and recreational programming. The environment at Camp Kindle provides a place where they can safely explore opportunities for growth and acceptance. [www.campkindle.com](http://www.campkindle.com)

Camp Kindle flights are set up for **FET, Freemont, NE.** AFC pilots are equally split between MLE and OMA as their home base. Please notify a coordinator if you would prefer to fly into MLE or OMA.

**Arrival/Departure Times**
Please coordinate flight arrival/departure times with Randi at Camp Kindle to assure ground transportation will be there for campers. Camps will be as flexible as possible with times.

**Preferred arrival time into FET between 4-5 PM.**
**Preferred pick-up time for homebound flights is after 11 AM.**
Randi knows this is not always possible. Please notify her to accommodate your times.

**Designated Airport**
Freemont, NE (FET)- Freemont Municipal
* Runways 01/19 2444 X 50, paved, good cond.; 14/32 5500 X 100 paved, good cond.
* Approach VOR, RNAV, GPS
* Year-Round 7 days a week, 0700-2000
* No landing fee; ask for AFC fuel discount, bring itinerary as proof
* Phone: 402-727-2691; after hours: 402-727-4665/9341

**Alternate airports**
MLE, Millard or OMA, Omaha
Be sure to coordinate alternate plans with Randi to assure that ground transportation is arranged for campers.

**Contact Information**
Call Randi & AFC IMMEDIATELY for any delays, cancelations or alternate arrangements.

- Randi Golden, Camp Kindle
  - 661-257-1901 - office
  - 310-433-0319 (cell number for travel days)
- AFC Coordinator
  - 866-569-9464 Mon-Fri 8:30 AM-4:30 PM CT
  - Weekends and after hours pager 800-474-9464, ext. 2
CAMP ODAYIN is a non-profit organization that provides a residential camping experience for young people with heart disease where campers discover outdoor, athletic and creative activities in a safe and medically supervised environment. Camp Odayin is located in Crosslake, MN.  www.campodayin.com

Arrival/Departure Times
Camp Odayin fly into BRD (Brainerd Lakes Regional). Please coordinate flight arrival/departure times with Laura at Camp Odayin to assure ground transportation will be there for campers. Camps will be as flexible as possible with times.

Preferred arrival time into BRD is between 12 and 1 PM.
Preferred departure time is around 3 PM.
Laura is aware that 2 leg flights going to Michigan will need to leave earlier.

Designated Airport
Brainerd Lakes Regional Airport (BRD), MN
* Runway: 12-30 4,080 X 75, asphalt; trees ry 12; road ry 30, lights PCL
* Runway: 5-23 6,500 X 150, asphalt; trees ea end, lights PCL
* Approaches: ILS, NDB, VOR, VOR/DME
*Phone: 218.825.2166 Hours: 5 AM-11 PM

Alternate airport
Minneapolis MSP or St. Paul
Be sure to coordinate alternate plans with Laura to assure that ground transportation is arranged for campers.

Contact Information
Call Laura & AFC IMMEDIATELY for any delays, cancelations or alternate arrangements.

- Laura Miller (Camp Odayin) cell:
  o 651.351.9185 (office)
  o 651.491.0764 or 651.491.6220 on flight days only

- AFC Coordinator
  o 866-569-9464 Mon-Fri 8:30 AM-4:30 PM CT
  o Weekends and after hours pager 800-474-9464, ext. 2

7.21
Missouri Children’s Burn Camp

MISSOURI CHILDREN’S BURN CAMP is a program of the Burns Recovered Support Group, Inc.; formed in 1983 by a group of burn survivors with the assistance of members of the burn care team at St. John’s Mercy Medical Center. Their mission is to assist burn survivors in their recovery, support medical facilities in the care of burns in Missouri and educate the public in burn awareness and prevention. [http://brsg.org/wp/camp/](http://brsg.org/wp/camp/)

Arrival/Departure Times
All flights for Burn camp are set up for H79, Eldon, MO. Please coordinate flight arrival/departure times with Linda and Gary Hansen at Burn Camp to assure ground transportation will be there for campers.

**Preferred arrival time into H79 is 11:30 AM.**
**Preferred departure for campers homebound is 11:30 AM.**
Call Linda if you need a different time.

Designated Airport
Eldon, MO, Eldon Model Airpark (H79)
* Runway: 18-36 3,300 X 75, concrete, right tfc ry 36, lights PCL
* FSS: Columbia 122.65, 122.2 866/223-4352
* Phone: 573/392-2291 7:30 am – 4:40 pm Mon-Fri

Alternate airports
Jefferson City (JEF) will be the alternate airport of choice. Please coordinate alternate plans with Linda or Gary Hansen.

Contact Information
Call Linda & AFC IMMEDIATELY for any delays, cancelations or alternate arrangements.

Linda Hansen, MO Children’s Burn Camp
314-997-2757 (office)
Cell: 314-775-7776
Contact for flight days-Gary Hansen - cell: 314-614-0591

AFC Coordinator
866-569-9464 Mon-Fri 8:30 AM-4:30 PM CT
Weekends and after hours pager 800-474-9464, ext. 2
Appendix K. Car Seat Checklist for AFC Pilots

__ Confirm that the parent/guardian understands their child (children) cannot fly without a car seat for each child flying.

__ Agree (with yourself as PIC) NOT to fly the passengers if they come to the airport with inadequate safety child-restraint for the child’s age.

__ Does the parent/guardian have the right car seat for the weight of the child? Have them check the maximum weight of the car seat against the child’s weight.

__ Do you and the parent know what position the car seat should be in? FAA recommendations are:
   - Less than 20 pounds - - - Ride in a rear-facing car seat
   - 20 to 40 pounds - - - Ride in forward-facing car seat
   - Over 40 pounds? - - - Use the airplane seat belt
   - Do the parents know the law for car seats for their destination?

__ Is there a label on the car seat showing the car seat is FAA approved which reads, “This restraint certified for use in motor vehicles and aircraft.” This label may be red or white with red lettering, depending on the brand of car seat. If the restraint device reads, “This restraint devise is not approved for use in aircraft.” It is not advised that you allow it on the plane.

__ Do not allow booster seats to substitute for car seats in an airplane even if the parent uses them in a car. If passengers want to bring a booster seat they need to add this to the luggage weight and the coordinator will list it on the itinerary.

A note about CARES: Child Aviation Restraint System. Children MUST be at least 1 year old and 22-44 pounds. This is the only FAA approved restraint device.

The CARES system is available online: http://www.kidsflysafe.com/ (and multiple other sources). AFC is not promoting or endorsing this system or requiring pilots to purchase this restraint system. We welcome feedback from GA pilots who are using this safety device.