



# PALS

# Pilot Handbook

Pilot using their skills for the greater good!



[www.palsflight.org](http://www.palsflight.org)

PALS SkyHope • Republic Airport, 7110 Republic Airport, Suite 202, Farmingdale, NY 11735 • 631-694-7257

Dear Pilot:

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

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

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

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

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

Sincerely,

Jim Platz  
Chairman, PALS SkyHope

[jimplatz@gmail.com](mailto:jimplatz@gmail.com)

**Disclaimer:**

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

## What is PALS SkyHope?

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

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

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

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

## Command Pilot Requirements

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

- For the operation of any single-engine piston aircraft, the pilot shall have a minimum total time of 350 hours with 50 hours of PIC time having been in the same make and model aircraft to be flown for PALS SkyHope missions.
- For the operation of any multi-engine or turbine powered aircraft, the pilot shall have a minimum total time of 500 hours, with a minimum of 400 hours as pilot-in-command (PIC), and not less than 50 hours in make and model to be flown.
- In addition, to act as Command Pilot for any PALS SkyHope flight, pilots must meet the following criteria:
  - Hold a valid and current pilot certificate for the aircraft category, class and type (if a type rating is required) in which he/she will be acting as pilot-in-command
  - Hold at least a valid and current Class III medical certificate\*\*
  - Be IFR rated, current, and qualified in the aircraft make/model category, class, and type (if a type rating is required) to be flown
  - Be in compliance with all Federal Aviation Regulations, including those regulations relating to currency for carrying passengers, flight reviews, night flying, fuel reserves and instrument flight
  - Be in compliance with all Federal Aviation Regulations relating to the use of alcohol and drugs, including reporting requirements specified in the regulations
  - Whether flying rented or owned aircraft, have in force liability insurance applicable to the flight providing minimum coverage of \$1,000,000 per occurrence and \$100,000 per seat
  - Flying an IFR-certified aircraft with a valid standard airworthiness certificate (normal, utility, acrobatic, commuter or transport category)
  - If renting an aircraft for the mission, attest that the requirements and conditions of the renting agency have been satisfied
  - Flown a minimum of 12 hours as PIC during the 90 days immediately preceding the mission in the aircraft make/model, or in the alternative, have completed 2 hours of dual training with a certified

flight instructor within the preceding 3 calendar months prior to the month of flight in the mission aircraft make/model. (This 12 hours is included in the total of 50 and is not additional)

- Under 78 years of age
- Be in compliance with the PALS SkyHope Manual

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

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

***It is the responsibility and obligation of the Pilot-in-Command to decline a mission referred by PALS SkyHope unless ALL of the above statements are true at the time of the flight.***

## **What are the Insurance Requirements?**

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

## **Who Pays for the Flights?**

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

The PALS SkyHope office will arrange ground transportation unless the passenger(s) have made their own arrangements. The PALS SkyHope pilot incurs no more expense than he or she would incur on an equivalent business or pleasure flight.

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

## Can I deduct my flight expenses on my taxes?

Yes, PALS SkyHope is a 501(c)(3) tax-exempt public charity and as such, contributions, including the costs of flying missions, are therefore deductible. Pilots can deduct direct, out-of-pocket expenses. If overnight lodging is required, that expense, along with meals, is also deductible. Accurate records must be maintained, including receipts, hours flown, destination, etc. Upon completion of a PALS SkyHope flight, you will complete a Post Mission Report within our online missions database to document your contribution. This can be used for your tax records to verify your flight. For complete information regarding deductible items and documentation, pilots should consult a tax professional. PALS SkyHope does not provide tax information or flight evaluation.

Note, each pilot handles their donation amount calculation differently based on the advice of their tax counsel. PALS SkyHope does not provide any valuations. PALS SkyHope keeps a log based on the information pilots provide when completing their Post Mission Report and can only confirm that flights were flown. The in-kind valuation is determined by the pilot.

To view your completed flights, log into our online missions database, click on the "Completed" tab. From there you can filter based on date range. Once filtered, you can print a report of the hours flown on PALS SkyHope Missions. To view this printable report, click the **Print Friendly** button. The page will be updated to be listed in a table format. To print, click **Print** and follow the browser prompts to print. The printable version will contain the PALS SkyHope tax information for you to use this report when filing taxes.

## What is PALS SkyHope' Territory?

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

## How will I be identified as a PALS SkyHope Pilot?

All PALS SkyHope Command Pilots will receive a PALS SkyHope photo ID badge at no cost to you. The photo you provide for your ID should be a passport type headshot, forward facing, from the shoulders up.

While PALS SkyHope Pilots are not required to wear an ID badge during PALS SkyHope missions, they are encouraged to do so. In addition to being an aid for airport security\*, the badge identifies the pilot as a PALS SkyHope member, which helps promote community awareness of PALS SkyHope.

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

## What types of missions does PALS SkyHope fly?

PALS SkyHope's primary focus is to arrange flights for medical purposes; however, we also arrange flights for other compelling compassionate and humanitarian needs. Medical flights are for patients in need of diagnosis, treatment or follow-up at specialized facilities. PALS SkyHope also arranges transportation referred to as "compassion" flights. Compassion flights may include transportation of family members traveling to be with sick or

dying loved ones, flights to transport children to special illness-specific camps and flights to enhance the lives of our military service members through our PALS for Patriots program. In addition, PALS SkyHope supports humanitarian efforts by transporting relief workers and supplies in times of natural disaster. Medical flights always take priority over compassion flights and it should be noted that compassion flights are not eligible for fuel reimbursement under our exemption.

## **What types of illnesses can I expect to encounter?**

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

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

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

## **How do you determine patient/passenger eligibility?**

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

If at any point you feel that a passenger has gotten through the screening process, but may not have been truly in need, please contact our office immediately at 631-694-7257

## **How do I know what missions are available?**

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

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

serve as Command Pilot.

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

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

Should you have any questions or recommendations, please do not hesitate to contact a Pilot Coordinator by email at [palsmail@palservices.org](mailto:palsmail@palservices.org).

## How do flights get arranged?

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

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

**Please note** that airports are often negotiable, for example, if a mission is listed as departing from KBOS, you might request to use a less congested, suburban Boston airport instead. Don't hesitate to reach out to the Mission Coordinators with requests of this nature by calling the office, 631-694-7257, or emailing [missions@palservices.org](mailto:missions@palservices.org).

## What happens if I am unable to fly a mission?

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

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

## Patient/Passenger Initial Contact

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

### Patient/Passenger First Contact Checklist (Sample):

- Review or print the mission itinerary & highlight the sections to cross check
- Call to introduce yourself to the patient/passenger or guardian
- Itinerary data verification:
  - o Phone/cell numbers, email addresses, appointment date and time, ground transportation plans at destination, origin & destination airports
- Passenger Names, Profile and Needs:
  - o Individual names, ages, weights, seatbelt needs, baggage
  - o If appropriate notify passengers of baggage weight/size limits for your aircraft
  - o Ascertain experience both in commercial and small aircraft (or helicopters, if applicable).
  - o Special needs (oxygen, wheelchair, stroller, car seat, medical bags, seat belt extender, etc.)
- Origin Airport Pickup Steps
  - o Review the airport address, meeting time, meeting place at the FBO, FBO telephone number, FBO parking, etc.
  - o Review alternate airports choices, probability of a cancellation, ground transportation plans to the departure airport.
  - o **TIP:** if it is their first flight with PALS SkyHope from this airport, provide detailed instructions on where to meet at the airport
- Mission Documents:
  - o Remind passengers that they will be required to sign waiver of liability forms before departure
- Flight Expectations:
  - o Set flight expectations (time en route, weather, etc.)
- Discrepancies, Changes
  - o **Notify the PALS SkyHope Mission Coordinator by phone, 631-694-7257, of any discrepancies, changes or additions to itinerary information.**
  - o **TIP:** Remember importance of timely action

## Linked (Multi-Leg) Missions

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

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

Any changes to the link airports and FBO's must be communicated to the Mission Coordination team, as well as any questions whatsoever about the coordination of a linked mission. Contact the PALS SkyHope office at 631-694-7257.

## Flight Plan, Call Sign

You must file a flight plan for the patient/passenger flight leg. You can use any filing process.

PALS SkyHope has been assigned a unique ICAO call sign to be used for PALS SkyHope missions, **PALS HOPE**. The 3 letter designator (3LD) for air/ground communications will be **PLZ** followed by a unique number assigned by PALS SkyHope based on your PALS SkyHope Member ID. You can find your number in the Pilot Community or by calling the PALS SkyHope office.

The call sign and instructions for use of the call sign were issued by the FAA.

To use the new call sign:

File your flight plan with your PALS SkyHope call sign **PLZ426** (for example), and put **PALS HOPE** and your usual tail number, for example, N345GW in the Remarks.

Change the transponder ADS-B Flight ID to **PLZ426**

- File a flight plan with whatever software you are currently using.
- For instructions on how to change the ADS-B Flight ID consult the following:

- Transponder owner's manual
- Avionics shop
- Youtube
- [AOPA's ADS-B: Changing Flight ID](#)

Your shutdown procedure should include changing the Flight ID back to the previous setting. For rental aircraft, it is imperative that you change the call sign back to the previous setting.

This ICAO call sign shall be spoken in group form, i.e. **PLZ426** spoken as **PALS HOPE FOUR TWENTY SIX**

The call sign shall be used only on the passenger carrying leg of the mission and **only** for PALS SkyHope flights

For more information on the Call Sign, [click here](#).

## **Mission Preparation. After initial Contact**

You should consider creating a checklist for the mission preparation steps that occur after initial patient/passenger contact. You are Pilot in Command and should adopt procedures that you feel are appropriate. The following is an example of checklist content for PALS SkyHope flights. If you have questions or comments please contact a PALS SkyHope Pilot Coordinator at [palsmail@palservices.org](mailto:palsmail@palservices.org).

### **1. Day Before the Flight**

- Contact the Patient - You should reconfirm by phone the meeting arrangements (from/to airport, FBO, times), verify all of the flight passengers including names-weights-age plus baggage details. If special baggage is listed on the itinerary make sure to confirm dimensions and weight.**
- Passenger or Other Itinerary Content Discrepancies, Notify Mission Coordinator Immediately**
  - o **Passengers** - You must not agree to fly anyone who is not listed on the Itinerary. An increase in the number (and weight) of passengers could affect the return flight and/or the ground transportation.
  - o **Airport/FBO/Time** - You must not agree to any changes to the itinerary as they may also impact the return flight and/or ground transportation.

- Link Pilot (if any) - You should call the link pilots (if any) to reconfirm plans for the flight.**
- Mission Documents**
  - o **Passenger Liability Waivers** - Electronic Liability Waivers are available for each flight and can be signed and submitted using a smart device. Links to Electronic Liability Waivers will come in your itinerary email. Links will also arrive on mission morning via text or email (depending on your subscription settings). Additionally, you can access Electronic Liability Waivers at any time from your Assigned mission details within the system. For more detailed instructions, visit the Help section within the system. Passengers are sometimes able to sign Liability Waivers electronically prior to their flight. If this is the case, you will receive and email with an attached pdf of the signed waiver.
  - o Because Electronic Liability Waivers are dependent on an internet connection, please be sure to have a paper copy of our Liability Waivers and a stamped envelope on hand as a back-up plan. If you prefer to use paper copies of mission documents, you are welcome to do so, please be sure to have the documents signed and sent (via email, fax, or deposited for postal delivery) prior to departure. The latest version of those docs can be found on the PALS SkyHope website under Pilots > Flight Forms.
  - o If needed, you can text a photo of the signed Liability Waiver to the Mission Coordination cell 516-640-1390.
- FBO Notification -MAKE SURE FBO IS OPEN AND NEEDED SERVICES ARE AVAILABLE**

## 2. General Preparation

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

## 3. Flight Day

- Confirm Flight Plan(s) Filed (\*)**
- Cross Check Flight Times and if changed, notify PALS SkyHope Mission Coordination**
- Notify Link Pilot (if applicable)**
- Confirm Mission Document Set**
- Review Baggage and Car Seat Requirements**
- Passenger Briefing TOLD Card or Equivalent**

### (\*) Reminders

**IMC Flight Conditions** (forecast or actual)- You should consider taking a Co-pilot or Mission Assistant.  
**Flight Plan** - For all PALS SkyHope FLIGHTS carrying passengers you must have a filed flight plan. You should remember that PALS SkyHope prefers that you file an IFR flight plan. If VMC conditions exist and are forecast to exist along the entire route from one hour before departure to two hours after scheduled arrival, you may file a VFR flight plan. Should you have any questions about your flight plan choices please contact a PALS SkyHope Pilot Coordinator at [palsmail@palservices.org](mailto:palsmail@palservices.org).

## During the Mission

### 1. Passenger Pick Up

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

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

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

### 2. In Flight

Without compromising safety, you should try to answer any passenger questions and/or call out points of interest. If you feel it is appropriate, review safe flight practices such as sterile cockpit procedure during descent, landing and taxi. Also see Medical Emergency below. Command Pilot will be the sole manipulator of the aircraft controls when passengers are on board.

### 3. Destination. Passenger Drop Off. Close Flight Plan

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

- Cross check that IFR flight plan is canceled as closing procedures vary at remote airports.
- Notify the FBO operations of any special ramp or support needs.
- Assist patient/passenger(s) in deplaning if necessary
- Ensure that all personal belongings have been removed from the aircraft
- Escort patient/passengers off the ramp

### 4. Unexpected En Route Landing

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

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

## Medical Emergency in Flight

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

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

## **After the Flight. File a Mission Report**

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

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

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

## **Mission Photos & Comments**

### **Mission Photos**

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

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

### **Mission Comments**

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

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

## **Pilot Proficiency & Safety**

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

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

If you have comments or questions for the PALS SkyHope Safety Committee please contact a PALS SkyHope Pilot Coordinator at [palsmail@palservices.org](mailto:palsmail@palservices.org).

## **Catastrophic Event: Crisis and Risk Management**

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

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

### **Definitions:**

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

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

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

**Serious Injury** - is an injury requiring hospitalization.

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

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

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

**Do** contact your insurance company

**However, please:**

**Do not** give media interviews  
**Do not** speculate about the cause of the event  
**Do not** apologize for, admit to or comment on liability

### **PALS SkyHope Crisis Management Contacts:**

During business hours: 9:00AM - 5:00PM EST Mon-Fri: 631-694-7257 or 888-818-1231, Mission Coordinator

All other times: 631-694-7257 x2 On-Call Mission Coordinator

Contact: 203-517-6678 Donna Collins, Executive Director (Cell Phone)

## Typical Do's and Don'ts

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

### Prior to Day of Mission

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

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

Do's	Don'ts
Passenger Liability Waivers - Submitted electronically, or if using paper forms, via email, mail or fax. <b>Reminder:</b> to be submitted PRIOR to departure.	Accept unexpected passengers, baggage or any changes to Mission Itinerary details such as airports, FBO's, etc. Do call Mission Coordinator if you have any questions.
Passenger Briefing - provide a detailed passenger briefing about the aircraft exits, fire extinguisher, flight time, weather, seat belts, sterile cockpit, etc.	Feel pressure to fly. Remember Safety First. Don't hesitate to notify the Mission Coordinator if you need to Cancel or Change.
Take Pictures (of passengers as well as any unusual baggage)	Rush yourself, passengers, ramp staff or others related to the mission

### During the Mission

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

### After the Mission

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

### General

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



# Reference Documents



## **1 - Mission Document Set**

### **Mission Forms:**

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

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

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

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

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

# Sample Pilot Checklist - Please Make Your Own Checklist Version 5.2021

*Safety Above All!*

*Thank You for Your Support!*

Adult Liability Release Waiver\_ Minor/ Guardian Waiver\_ Stamped Envelope\_

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

## Mission Liability Releases/Changes/Questions/Comments

Office Phone: 631-694-7257

After Hours Cell: 631-694-7257 x2

Fax: 631-994-3199

Email: [missions@palservices.org](mailto:missions@palservices.org)

**Mailing Address:** PALS SkyHope, 7110 Republic Airport, Suite 202, Farmingdale, NY 11735

**Mission Questions:** [missions@palservices.org](mailto:missions@palservices.org)

**Pilot Questions:** [palsmail@palservices.org](mailto:palsmail@palservices.org)

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



**Adult Liability Release and Indemnity Form** Version s.2020

**Pilot:** \_\_\_\_\_ **Co-Pilot:** \_\_\_\_\_

**Aircraft: (Type and Number):** \_\_\_\_\_ **Mission #:** \_\_\_\_\_

I, \_\_\_\_\_, understand that

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

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

This release of claims specifically includes, but is not limited to, any and all alleged negligent acts, errors, and omissions of any of the released persons or entities. In addition to economic damages, costs, and expenses, this release also specifically covers any and all damages for personal injuries, deaths, and conditions of health, whether or not immediately apparent following the flight, or which may at any time thereafter develop. As evidenced by my execution of this release, I regard the services, time, skills, flight, aircraft, transportation, vehicle and other related costs and expenses being furnished to me by the Released Parties as significant, material, and valuable consideration in exchange for this release, and I value this consideration as a significant, material factor in my present and continuing wellbeing and physical prosperity. I have completely read and fully understand this document. I have spoken with a mission coordinator and/or other persons associated with PALS SkyHope regarding any and all questions concerning the proposed flight. To the extent that there is any portion of this document that I did not fully comprehend, I understand that I had and continue to have the right to obtain legal advice from an attorney of my choice.

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

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

\_\_\_\_\_  
Signature of Passenger #1

\_\_\_\_\_  
Signature of Passenger #2

\_\_\_\_\_  
Signature of Passenger #3

\_\_\_\_\_  
Date

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

**Important - Send by eMail, Fax, or U.S. Mail prior to flight to:**  
**PALS SkyHope - 7110 Republic Airport, Suite 202, Farmingdale NY 11735 Phone: 631-694-7257 Fax: 631-994-3199**  
[palsmail@palservices.org](mailto:palsmail@palservices.org)



[www.PALSflight.org](http://www.PALSflight.org)

PALS SkyHope • Republic Airport, 7110 Republic Airport, Suite 202, Farmingdale, NY 11735 • 631-694-7257



GUARDIAN AUTHORIZATION AND LIABILITY RELEASE INDEMNITY FORM Version s.2020

Pilot: \_\_\_\_\_ Co-Pilot: \_\_\_\_\_

Aircraft : (Type and Number): \_\_\_\_\_ Mission #: \_\_\_\_\_

Minor Passenger : \_\_\_\_\_ Parent/Legal Guardian : \_\_\_\_\_

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

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

This release of claims specifically includes, but is not limited to, any and all alleged negligent acts, errors, and omissions; of any of the released persons or entities. In addition to economic damages, costs, and expenses, this release also specifically covers any and all damages for personal injuries, deaths, and conditions of health, whether or not immediately apparent following the flight, or which may at any time thereafter develop. As evidenced by my execution of this release on behalf of the Minor Passenger, I regard the services, time, skills, flight, aircraft, transportation, vehicles, and other related costs and expenses being furnished to the Minor Passenger by the Released Parties as significant, material, and valuable consideration in exchange for this release, and I value this consideration as a significant, material factor in the present and continuing wellbeing and physical prosperity of the Minor Passenger and myself. I have completely read and fully understand this document. I have spoken with a mission coordinator and/or other persons associated with PALS SkyHope regarding any and all questions concerning the proposed flight. To the extent that there is any portion of this document that I did not fully comprehend, I understand that I had and continue to have the right to obtain legal advice from an attorney of my choice.

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

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

Signature of Parent/Legal Guardian \_\_\_\_\_

Date \_\_\_\_\_

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

**Important - Send by eMail, Fax, or U.S. Mail prior to flight to:**

**PALS SkyHope - 7110 Republic Airport, Suite 202, Farmingdale NY 11735 Phone : 631-694-7257 Fax: 631-994-3199**

**[palsmail@palservices.org](mailto:palsmail@palservices.org)**



Your Notes: