

Pilot Handbook

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Angel Flight was created by a group of pilots who believe in the benefit of volunteering. We strive to keep all aspects of the organization volunteer-based. We are a non-profit charitable organization of pilots, volunteers, and friends that arranges free air transportation for any legitimate, charitable, medically related need. This service is available to individuals and health care organizations. We will also arrange transportation of those people who are financially distressed, or who are in a time-critical, non-emergency situation due to their medical condition.

Angel Flight primarily serves passengers needing transportation to or from the heartland region. As members of the Air Care Alliance, longer and linking flights can be arranged. Our passengers are usually traveling for surgery, chemotherapy, dialysis, and other treatments. A typical flight may carry passengers requiring treatment at M.D. Anderson in Houston or the Shriners Hospital in Galveston, TX.

Angel Flight is financially supported primarily by our pilots who fly the missions (by donating the use of their airplanes and operating expenses) and by contributions from individuals, service clubs, social and religious groups and corporations. We receive no financial aid from any government entity. There is never a fee of any kind, either to the patient or the health care provider for an Angel Flight.

This handbook is intended to be a basic guide to becoming an Angel Flight pilot and as a resource for pilots as they conduct missions.

How to join or renew

Angel Flight Inc. uses AFIDS 2.0, a web-based system for signup, annual renewal, mission coordination, and mission reports. New pilots complete the New Member Application available via the Angel Flight website <http://www.angelflight.com/pilots/>. You will receive a member number that you can use along with your last name and zip code to establish a user ID. A helpful tutorial, “Getting Started with AFIDS” is available on <http://www.angelflight.com/pilots/>.

Pilots having difficulty with the online sign-up may call the Angel Flight office for assistance (918-749-8992).

On initial sign-up, please mail, fax, or email legible copies of your pilot certificate, medical certificate, and the declarations page of your aircraft liability insurance policy. Please also choose a mission orientation pilot from AFIDS or the Angel Flight Coordinator and request an orientation phone call. *Additional resources for orientation are underway.* Once all documentation is complete and you’ve received your orientation, your status will be changed to “command pilot” and you will be able to request missions on AFIDS (<http://afids.angelflight.com>).

At annual renewal, please use the AFIDS renewal function to update your data and complete the affirmations. Please also mail, fax, or email legible copies of your medical and aircraft liability insurance.

How to become a Command Pilot

Pilot requirements:

- Valid and current private (or higher) certificate, with class/type ratings and endorsements required for aircraft.
- Instrument rating.
- Valid & current Basic Medical or higher medical certificate.
- 250 hours pilot in command (PIC) experience.
- 25 hours make and model in singles, 75 hours make and model in turbines and twins.
- 50 hours as PIC in last 12 months (waived with a flight review or completion of a Wings phase in last 3 months).
- Liability insurance policy.

Annual Affirmation:

- 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, Inc.
- I will send a copy of my pilot certificate on initial application.
- I will send a copy of my medical certificate and liability insurance declarations on initial application and on each annual renewal.
- I will use only standard category aircraft for passenger flights.
- I will be in compliance with insurance and renting/club requirements for carrying passengers in aircraft flown.
- I will be instrument current and I will file IFR on all passenger legs.
- To facilitate coordination & tracking, I will also file IFR on repositioning flights to collect a passenger.

Non-pilots and pilots who don't meet our pilot requirements or affirmations are welcome to join and are encouraged to participate in volunteer activities.

Mission Pilot Orientation:

Prior to taking a mission as a Command Pilot, members should complete an orientation with a Mission Orientation Pilot who will contact you. The material covered will primarily be items in this handbook, but the verbal briefing gives pilots the opportunity to ask questions and get to know other members who are willing to act as resources. *Weight and balance permitting, we are happy to have a new pilot join an existing mission in order to establish comfort with procedures; please contact the coordinator and/or existing Angel Flight pilots if you wish to do so.*

Once you find the first mission you would like to fly, please contact the flight coordinator at 918-636-9939. They will assist you in the process of picking up the flight and answer any questions you may have prior to you calling the patient.

Pre-flight Affirmation (signed before each flight):

I possess pilot and medical certificates as well as currency and insurance to meet all FAA and Angel Flight Inc. requirements to carry passengers in this aircraft under instrument flight rules.

How to select a mission

As a command pilot, you can opt in or out of weekly emails showing available flights. You may also log into AFIDS any time to see missions available and request any that fit your schedule and capabilities.

The AFIDS pilot interface is fairly intuitive. “Getting Started with AFIDS” <http://www.angelflight.com/pilots> is an easy read and a good resource.

The coordinator will endeavor to respond within 24 hours to your request by denying your request or approving it and sending all mission data you will need for your flight planning, passenger contact, and conduct of the flight.

Missions are generally assigned on a first-come, first served basis, but the coordinator will also weigh considerations such as incorporating new pilots, attending to particular passenger needs (such as ease of entry to the passenger cabin), and other factors in order to promote a sustainable process of serving passengers in need.

How to conduct a mission (Pilot Checklist)

1. If you are flying the first (or only) leg of the day, contact the passengers as soon as possible to confirm the meeting place, time, etc.
2. Establish contact with the linking pilot (if applicable) as soon as possible to confirm the meeting place, time, and a protocol to cancel or delay as needed. *The handoff airport and FBO may be changed by mutual consent of pilots; just let the coordinator know the new plan.*
3. As soon as possible, let the coordinator know anticipated pick-up or drop-off time to facilitate ground transportation.
4. File IFR for the repositioning flight (if any) to collect the passengers. *This helps the coordinator track your progress to the passenger, and can be used in conjunction with ATC to save time, resources, and stress in cases where the flight is cancelled, diverted, or delayed.*
5. File IFR for the compassion (passenger) leg.
6. Waivers must be signed by all passengers before the flight. Paper waivers must then be mailed before the flight. Pilots have the option of having passengers sign electronically to eliminate the need for mailing the paper document.

Electronic Waiver: You will need to have internet access on your device when accessing and submitting the waiver, whether using mobile data or WIFI.

The electronic waiver is specific to the individual mission. In order to verify the identity of the signer, you must use a special link to access the waiver. That link is included in the email you received with your itinerary form. Please have your email available on the mobile device which you intend to use for the passengers to sign the waiver and you will find the link in the email that contains the itinerary. If the mission has more than one leg, there will be a link to the waiver for each leg. Please choose the correct leg, as the waiver is specific to the leg and the correct information will not appear in the waiver unless you choose the correct leg.

Signature blocks are automatically inserted for the passenger and any companions of record in the mission leg. If the passenger is a child, a signature block is inserted for the passenger's guardian instead of for the passenger.

If the mission assistant is listed on the mission, a signature block will be added for his or her signature. If not, a blank block is provided. Under either circumstance, please have the mission assistant sign.

If you have additional people who need to sign, for example, a companion who is not listed on the mission record, click the link to "Add additional signatures". Please ask these individuals to also enter their name using the onscreen keyboard on your device.

Once you have all the signatures, and the photo release, simply click the Submit button and the waiver will be saved. Note that only the passenger's signature is required and that perfect signature quality is not necessary.

Paper Waiver: Mail or fax the completed passenger liability waiver and pilot affirmation before departure (found in appendix and on <http://www.angelflight.com/pilots>). If there are no mail or fax facilities at the departure airport, leave the release in a location that could be found; under no circumstance should the release be carried aboard. *Emailing a legible photo of the signed release may be helpful in cases where mail or fax is not possible.*

7. If you delay, change destination, or cancel, please inform the Angel Flight coordinator and others concerned. Similarly, once airborne, if you decide to return or divert, let ATC know and inform the Angel Flight coordinator after landing.
8. Make sure your passengers are safely transferred to a linking pilot or ground transportation.
9. File the mission report on AFIDS as soon as practical and certainly within 24 hours. This serves as confirmation to us that the passengers were delivered safely and it allows you to communicate any issues that need to be addressed on future flights. If unable to fill out the mission report immediately after landing, please call (918-636-9939) or email (coordinator@AngelFlight.com) the coordinator to advise that the mission has been completed; *an automated email from FlightAware.com is acceptable.*

Safety

As command pilot, you are the sole authority on whether, when, or how to conduct flights. You are expected to comply with all aviation regulations, insurance/school/club covenants, Angel Flight affirmations, and your personal minimums. Please volunteer only for flights that are well within the capabilities of your aircraft and skill level. Be perfectly comfortable to cancel a flight for any reason; just notify the coordinator as soon as possible on 918-636-9939 or coordinator@AngelFlight.com. Passengers are told to have a backup plan (e.g. car, airline, delay) and we expect a number of our flights to be cancelled for a variety of safety reasons such as unforecast weather and mechanical issues.

For passengers' comfort and convenience, it is preferred to cancel as soon as you detect an issue that might endanger or significantly affect a flight rather than delaying the decision.

Car Seats for children. FAR 91.107 recommends that children under 2 years of age be secured by a parent or guardian in a child seat (secured to a forward facing aircraft seat) that has the following two items in the label:

1. "This child restraint system conforms to all applicable Federal motor vehicle safety standards"; and
2. "THIS RESTRAINT IS CERTIFIED FOR USE IN MOTOR VEHICLES AND AIRCRAFT" in RED lettering.

*Tragic consequences can result from a parent holding a child in an otherwise survivable incident. **Angel Flight requires that all passengers must be secured in a seat or approved child seat during critical phases of flight.***

Pilot training:

All Angel Flight pilots are strongly encouraged to take the online ASF course "Public Benefit Flying: Balancing Safety and Compassion" course <http://flash.aopa.org/asf/volunteerpilots/index.cfm>. It addresses issues such as passenger distractions and perceived pressure to complete a mission that are specific to volunteer pilots.

Angel Flight also strongly encourages one or more of the following actions on an annual basis:

- ASF online courses: http://www.aopa.org/asf/online_courses/
- FAA Wings stages: <https://www.faasafety.gov/wings/pppinfo/>
- Flight Review (formerly BFR)
- Instrument Proficiency Check (IPC)
- CFI-supervised practice in aircraft and simulator

Ongoing safety efforts:

Angel Flight has a safety committee that would very much like to hear your concerns and suggestions. The Angel Flight office (angel@angelflight.com, or 918-749-8992) can put you in touch with the committee.

Passenger comfort

Angel Flight passengers often start the flight with some discomfort due to their illness or treatment. Pay particular attention to providing convenient pre-flight bathroom opportunities. Prior to boarding passengers, complete your preflight inspection, get your routing into the FMS, and take other steps to minimize the time passengers are confined to a hot cabin on the ground. Provision of small bottles of water and very light snacks can be very helpful. Temperatures can vary quite a bit in general aviation aircraft; blankets accessible to passengers will keep them comfortable while preventing the pilots from baking in the sun-drenched front seats.

Financial issues

Angel Flight pilots receive no compensation for passengers, Angel Flight, or any other organization. There are some ways of reducing the net operating cost of providing Angel Flights:

- The “Phillips 66 Aviation Compassion Flight Fuel Rebate Program” will credit your Phillips 66 credit card \$1 per gallon for all avgas purchased at Phillips 66 branded FBOs while on an Angel Flight Oklahoma mission. To claim the rebate, fill out one rebate form for each mission (<http://tinyurl.com/afok-p66-pdf>). Fill in the mission number, your Phillips 66 credit card number, etc., and attach receipts. Details and application materials are available on: <http://www.phillips66aviation.com/compassion.aspx>.
- Most FBOs waive facility fees for Angel Flights. Some offer fuel discounts (in addition to the Phillips rebate). Many of the frequently used FBOs have a standing arrangement; others handle discounts on an ad hoc basis. This is entirely at the discretion of the FBO; ask politely.
- A pilot’s direct operating costs are typically deductible. Discussion of tax and FAA policy on volunteer pilots is discussed on <http://www.aircareall.org/tax.htm>. Disclaimer: Angel Flight does not provide tax advice; consult your tax advisor regarding the advisability of any deductions.

Contacts & Resources

Please put the following information in your address book and email spam filter's white-list:

Angel Flight Coordinator (flight mission issues for existing pilots and passengers)

coordinator@AngelFlight.com

918-636-9939 (primary)

918-698-3292

Angel Flight Office (new pilots and passengers, liability waivers, & non-urgent passenger issues)

12345 E Skelly Drive, Tulsa OK 74128

angel@AngelFlight.com

918-749-8992 phone

918-745-0879 fax

Angel Flight Emergency Contact (if unable to contact coordinator or office)

918-749-8992 Angel Flight Office

918-636-9939 Pilot Coordinator (primary)

918-698-3292 Pilot Coordinator

Resources:

Web site: <http://AngelFlight.com>

AFIDS: <http://afids.angelflight.com>

Getting Started with AFIDS: <http://www.angelflight.com/pilots>

Pilot Handbook (this document): <http://www.angelflight.com/pilots>

Liability Release Waiver: <http://www.angelflight.com/pilots>

Public Benefit Flying: Balancing Safety & Compassion: <http://flash.aopa.org/asf/volunteerpilots/index.cfm>

Other ASF online courses: http://www.aopa.org/asf/online_courses/

FAA Wings stages: <https://www.faa.gov/wings/pppinfo/>

Tax and Regulatory discussion: <http://www.AirCareAll.org/regulati.htm>

Phillips66 Compassion flight fuel rebate form: <http://www.angelflight.com/pilots>

Appendices