

IPPAC Conference 2023

American Airlines
&
WestJet

Tech OPS Peer
Support

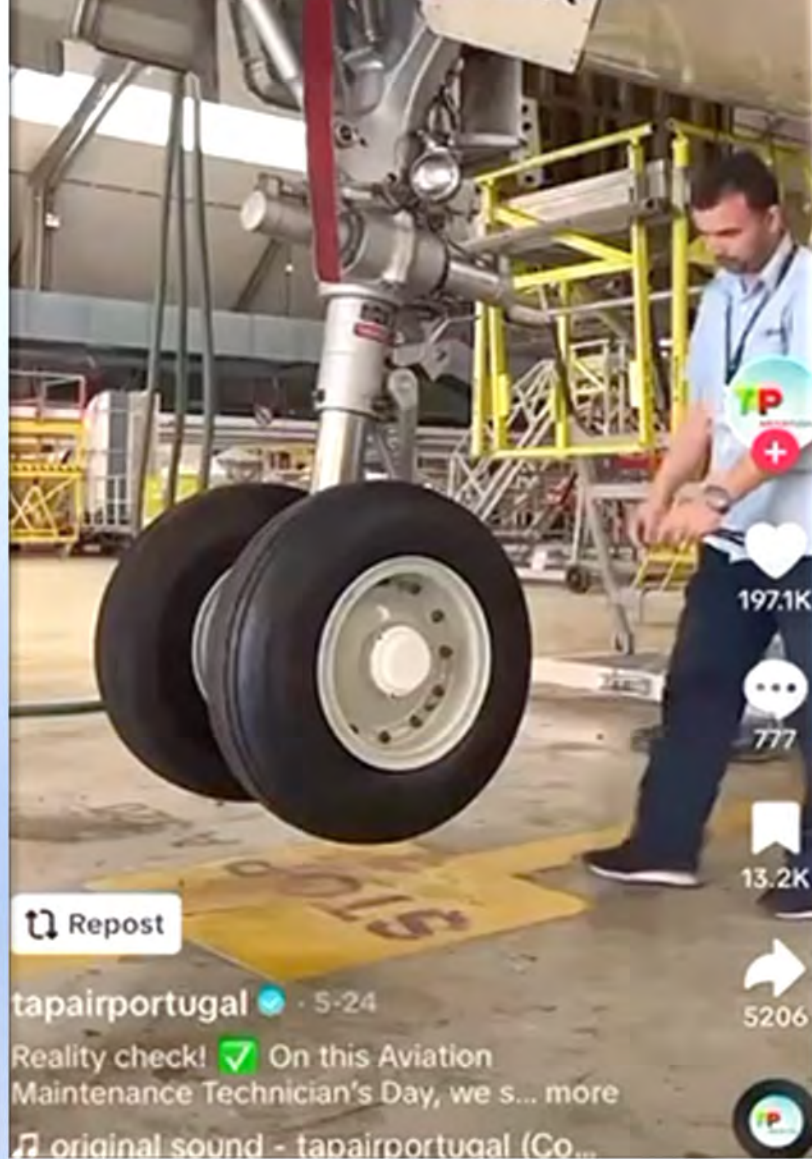


Introductions

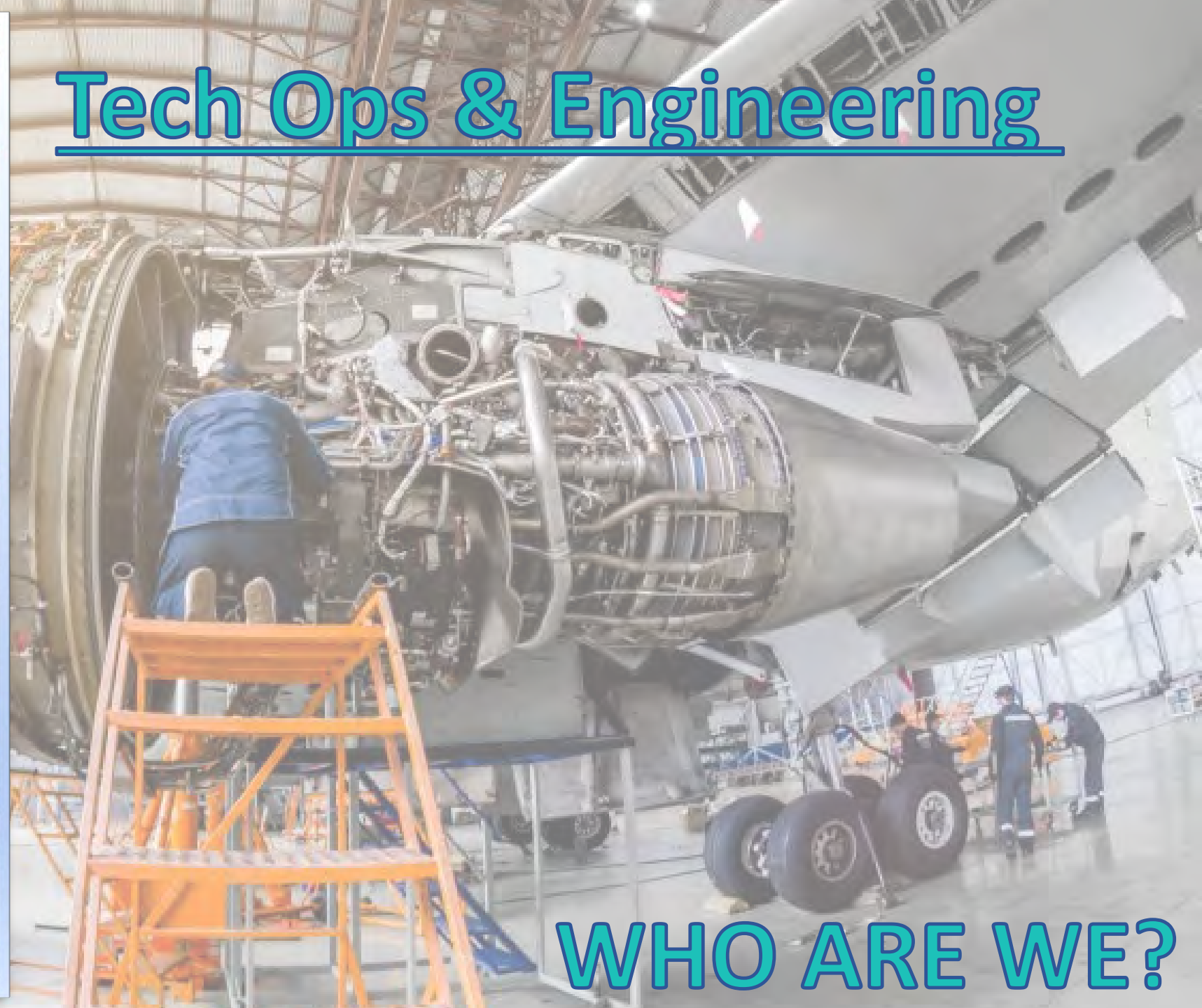
- Annie Indzeoski
- Ken Morse
- Tony Lepore



What people think an
Aviation Maintenance
Technician does...



Tech Ops & Engineering



WHO ARE WE?

Things are different now!

In the 90's

- Pod shop guy that drank every day at work.
- Everyone just covered for that person, he was never even confronted.
- Positive drug test was automatic termination

Now

- American Airlines will usually allow a conditional RTW.



A Brief History of our TWU Local 591 Program.



- 1993 No aircraft maintenance EAP in Chicago..... somehow I was bamboozled.
- 2013 National TWU “Local 591” is formed – approximately 5500 members.
 1. EAP Program immediately created by 591 leadership.
 2. We quickly developed a manual that outlined our program and structure.

About Us



- 2017: Initial implementation
 - 12 peers, Canada wide
 - Funded By the AMEA
 - Worked with WJ Pilot Peer Assistance to create framework.
 - Retained 3rd party MHP, Aviation Psychologist Doug McKibbin.
- 2019
 - Reduced to 3 Peers and leadership changed hands.
 - Mass recruitment resulting in the addition of 7 new Peers.
- 2020
 - The effects of Covid
- 2021
 - Leadership change - 2 Co-Chairs
- 2023
 - 15 Peers, Canada wide across 6 maintenance bases
 - Serving approximately 850 WestJet Tech Ops personelle

Andrew Ingeo
3077
2001 - 2021
Forever Missed



TWU Local 591 EAP Structure

- 2 Directors oversee 5 regions
- Each region has a Regional Coordinator
- Each region has at least two reps
- We are working on growing our team
- 17 EAP Reps nationwide





wjtops Structure

- 1 Chair
- 15 Peers, across 6 bases, serving approximately 850 members.
- Annual In-Person Training
- Budget
 - 40% Peer Training
 - 30% Consulting and Professional Resources
 - 15% Travel Expenses
 - 15% Technology & Infrastructure
- Aviation Psychologist (Retained)

Program Funding



American Airlines

- 100% a union program.
- Funding for all training and EAP activities is paid for by the union.
- Lost time to attend training and activities is sometimes paid by the company but is always a battle.
- Necessary air travel is covered by American Airlines.



WestJet

- wjtops is financed in its entirety by the company.
- Attendance at training is classified as "mandatory", allowing for release from duty or appropriate compensation in accordance with corporate procedures.
- The company covers all travel expenses, including confirmed travel, accommodations, and meal costs.

Promoting Peer Support



Annual Training

Word of Mouth

Newsletter

Base Visits

Instagram

Website

In Person

Anonymous Chat

We actively advertise our services and provide methods of contact to ensure ease of access.

Newsletter

Video Library

Website

Crew Meetings

Word of Mouth



Peer Training



Centre for Aviation Psychology ✨

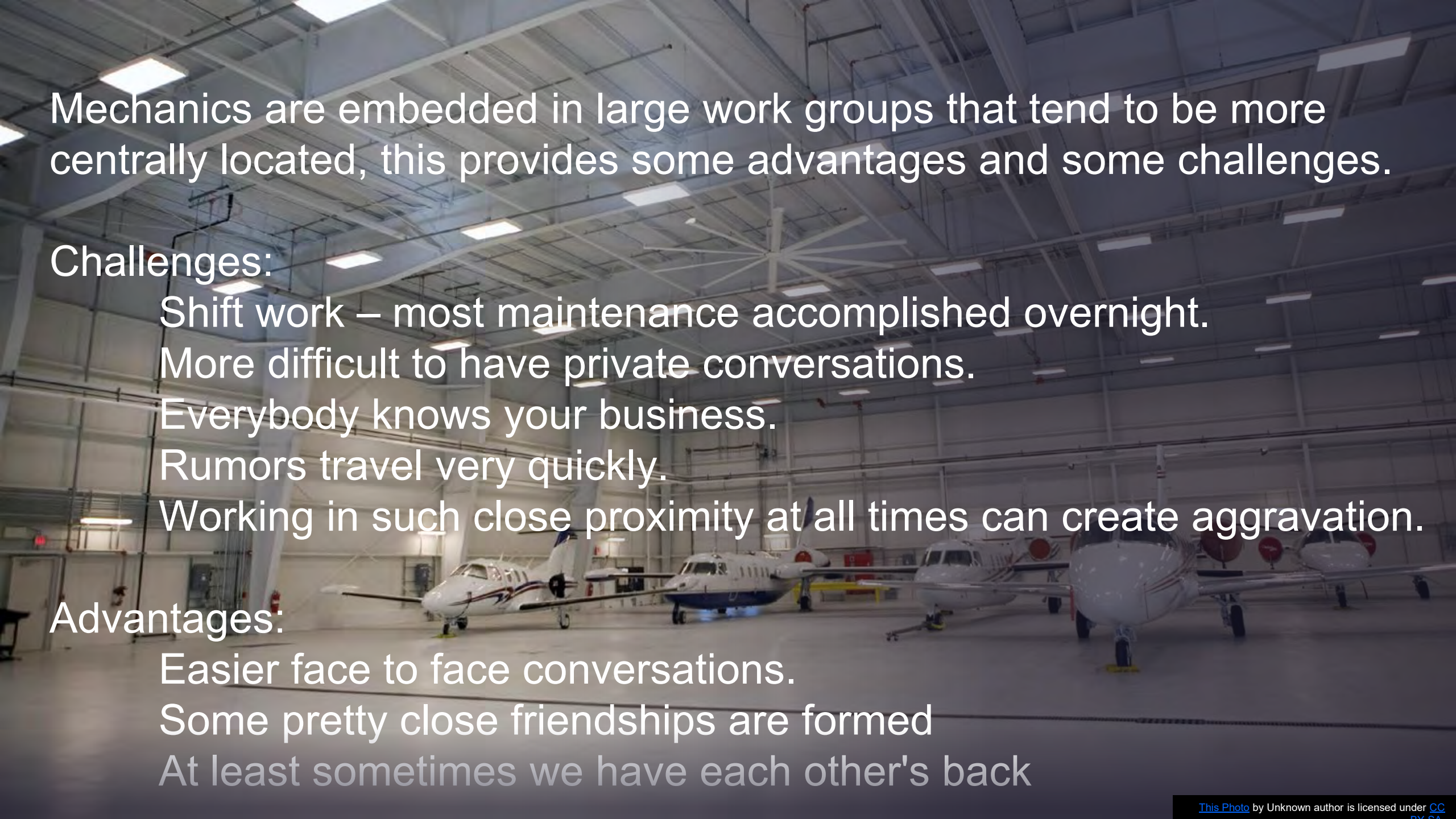


- September 2023 wjtops peers gathered in Niagara Falls, Canada.
- We are excited to collaborate with the Centre for Aviation Psychology (CAP) to develop Peer Competencies training, specifically tailored for the Tech Ops and Engineering teams within the aviation industry.

What makes our worlds different?

ISOLATION TEAM-ENVIRONMENT
NIGHT-SHIFT OTP
REGULATIONS INCOME
HEAVY-EQUIPMENT
DARKNESS WORKING-ALONE
HAZARDOUS-MATERIAL
CONFINED-SPACES PHYSICAL-STRAIN
CLIMATE MANHOURS



A large, well-lit aircraft hangar with a high ceiling and industrial lighting. Several small, white aircraft with blue and red stripes are parked in a row on the floor. The hangar's structure is visible with various pipes and beams.

Mechanics are embedded in large work groups that tend to be more centrally located, this provides some advantages and some challenges.

Challenges:

Shift work – most maintenance accomplished overnight.

More difficult to have private conversations.

Everybody knows your business.

Rumors travel very quickly.

Working in such close proximity at all times can create aggravation.

Advantages:

Easier face to face conversations.

Some pretty close friendships are formed

At least sometimes we have each other's back

March 26 2020 Contract Language

- "It is the Company's intent to continue the cooperative relationship between the Company's Employee Assistance Program (EAP) and the Union Employee Assistance Programs (UEAP). The Mechanic & Related and Stores Association will appoint two (2) full time UEAP Directors, who will be paid by the Company."



How do these consequences compare to other aviation workgroups?

Consequences for a first positive drug or alcohol test for a US mechanic:



May or may not attend in-patient treatment.

Typically return to work after 4 to 6 weeks (may be able to use sick time)

Follow-up testing for 1 to 5 years (minimum of 6 tests in the first year)

After a second positive test that person is permanently barred by the FAA:



- A covered employee who receives a second verified positive drug test on a FAA required test will be immediately removed from performing safety-sensitive functions and is permanently prohibited from performing that safety-sensitive function for any FAA-regulated employer.



Data Collection

wjtops

- Microsoft Forms
 - Peers are requested to fill out this form after each case.
 - Users can access the web-based or mobile version of the product.



DATA ANALYSIS

wjtops

- Microsoft Forms
 - Responses are collected and can be displayed in a range of formats.
- Quick View**
- Pie graphs are produced automatically for each query.
 - You may select each question for an in-depth description.



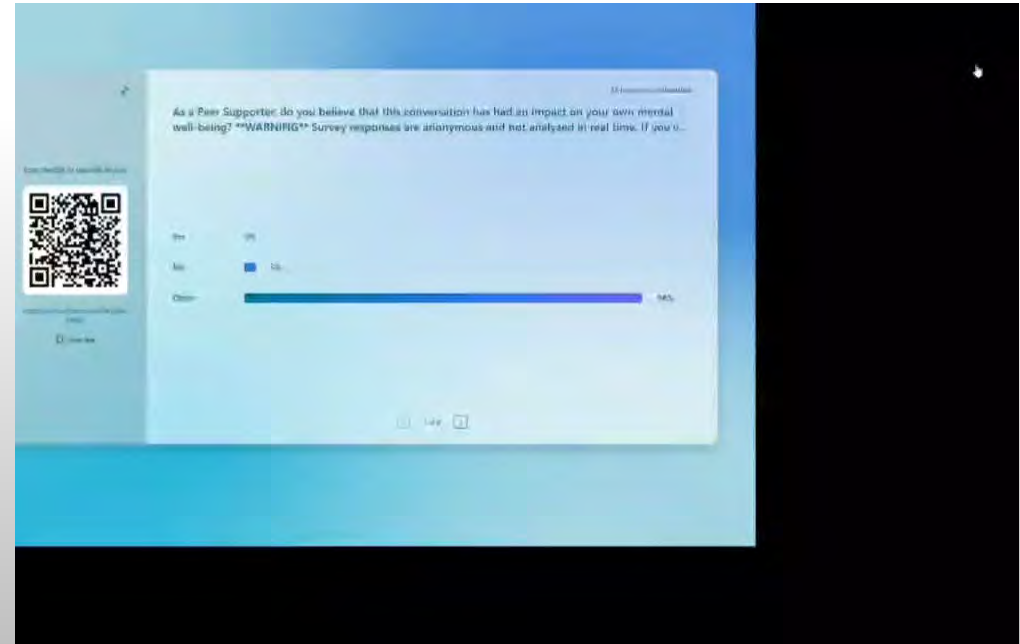
DATA ANALYSIS

wjtops

- Microsoft Forms
- Responses are collected and can be displayed in a range of formats.

Presentation View

- Efficiently convert feedback into an attractive presentation.



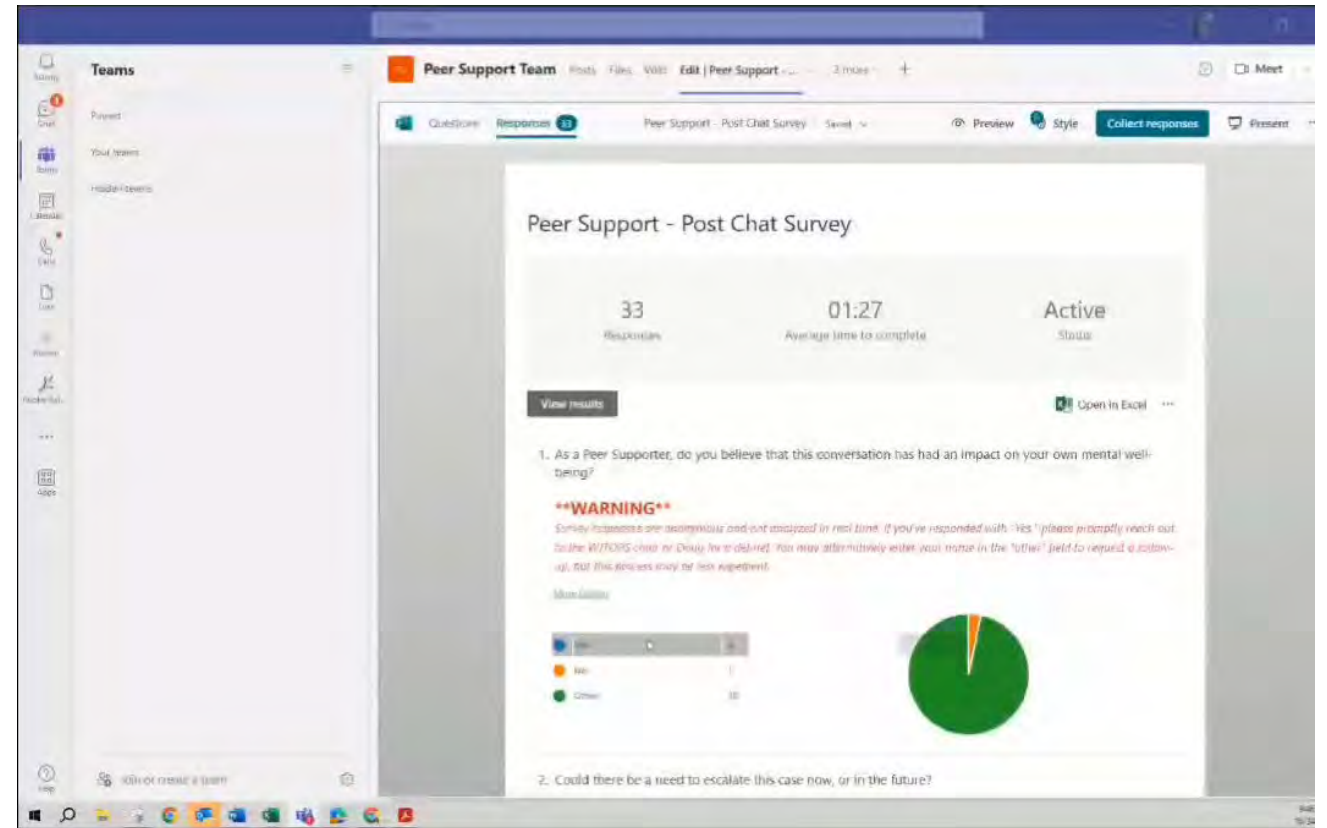
DATA ANALYSIS

wjtops

- Microsoft Forms
- Responses are collected and can be displayed in a range of formats.

Excel View

- Easily and quickly transfer your data into Excel without any issues.



Thank You!!

