

Cultural Compatibility and Future Peer Support



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About myself

Background

Received M.A. in Psychology from WA in the U.S. and trained in a variety of psychological disorders. After returning to Japan in 1999, I worked in the fields of psychiatry and psychosomatic medicine.

About aviation related, I was certified as a peer training instructor for dealing with critical incident stress by the International Critical Incident Stress Foundation (ICISF) in 2006 and since then, I have provided peer support education to aviation personnel, including pilots. In 2015, received Ph.D. in Vienna, Austria on peer support education and activities for aviation personnel.

I also provide counseling and education at a general corporation and a university.

Specialty: Depression, Adjustment disorders, PTSD, Anxiety disorders

Japanese Culture and Peer support I

<Race>

Monoracial

Easier to understand culture

No language barriers

Agricultural race

Cooperation and **harmony**
with others was necessary
for a good harvest

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Japanese culture and peer support II

<History>

**“The reason of megadeath in Japan is natural disaster death”
(2011, Oishi)**

To help each other in a community is essential

Japanese culture and Peer support III

<Education other than study in school>

Even now, since little kids, we have learned the importance of
cooperation with others

Example

From elementary school to high school age, kids need to clean up their room together every day after school .



Goal: cleanliness, **cultivate values of work, cooperation, sharing, sense of caring things and compassion.**

Required element for PS

Cold head and warm heart

Cold head=Appropriate knowledge how to support people and self

Warm heart=Empathy and compassion

Peer Support Education

(2023)

Type of education	CISM(Critical Incident Stress Management)	PSEP(Peer Support Education Program)	Peer Support Basic Education
Course participants	Union members: ATC, FA, Mechanic, pilot(till 2021)	Pilots: NCA, ALPA Japan	Pilots: ANA, JAL, JJP, others
Start year	2007	2023	2023
Education	Critical incident Stress Management	Pilot wellbeing Critical Incident Stress Program	Pilot wellbeing
Materials	Mitchell J and Everly J (Basic Group and Individual PPT)	Nakahama (PSEP PPT)	Nakahama (Training textbook)
#of times/a year	2 times + Recurrent	1 time + Recurrent	1 time
Requirement of dates	2 days each + 1 day	3 days + 1 day	2 days

CISM Case (2007-2021/Feb: 96 cases)

Target	Case number	Critical incident	Referral	Non critical incident	Referral	Leavers
ATC	27	9	1	18	2	0
Pilot	52	10	1	42	4	0
F/A	4	3	3	1	0	0
Mechanic	2	2	1	0	0	0
Pilot school Students	1	1	1	0	0	N/A
Ground staff	1	1	1	0	0	0
Family	6	6	6	0	0	0
Helicopter personnel	3	2	1	1	0	0
合計	96	34	15	62	6	0

PSEP Education

- 1. Definition of peer support**
- 2. About Stress**
- 3. Listening skill (including online and phone)**
- 4. Assessment and Referral**
- 5. Basic knowledge about a few mental health disease**
- 6. Critical Stress Management Program: distress and PTSD**

★Emphasis on role-play based, experiential learning

What is MHP's Work?

Besides understanding the pilot's work,

- To provide appropriate education
- To provide consultation or supervision if necessary
- To attend their meeting as much as we can to listen to their needs
- To provide new information about peer support if it is valuable for them

About Future PS..

Population decline is becoming a serious problem in Japan. Therefore, the number of foreign pilots is likely to increase in the future.

NCA, of which more than half foreign pilots, decided to provide PSEP training for them from next March.



**Thanks for
your
attention!**

ESTABLISHMENT OF THE PEER SUPPORT SYSTEM

- SMALL START & KEEP ON IMPROVING -

NCAPSEP Chief coordinator CAPT N.USUI

ABOUT MYSELF



2009~ CISM Japan (Only for Accident & Critical Incident)

2010 Economy Crisis JAL

2011 Earthquake & Tsunami



2012~ Jetstar Japan

2020 ~ Nippon Cargo Airline



Established

- Trust Pilot Program for Jetstar Japan
- ALPA Pilot Assistance System
- NCA Peer Support & Education System

2017 TRUST PILOT PROGRAM FOR JETSTAR JAPAN

Small Start & Keep on Improving

(Small Start)

Corporation

- ▶ Explanation & Advertisement
- ▶ MHP By DR Keiko Nakahama

Peer Distribution

- ▶ Cover the various Background & Easier Access

(Improvement)

Options

- ▶ Trust Issued (Away from the Duty)
- ▶ Training Arrangement

Boundary : Not for CI / Alcohol Abuse / Medical Certification



2020 ALPA PILOT ASSISTANCE SYSTEM



More than 37 Airlines / 5000 Pilots

(We had the basic)

▶ 11 Expert Committees

- Legal (Employment or Legal Issue)
- Accident Analysis & Prevention (Accident Investigation)
- Human Performance (Medical Certificate)

▶ Contracted Lawyer / Mental Health Professional (Dr Keiko Nakahama) / Medical Doctor

(Improvement)

- Serious Cases (Medical Certificate / Employment issue / Alcohol Abuse / CI)
- PSV as the Gateway (Information / Analysis / Opinion)
- Shortage of the Number of PSVs to cover the members(30 PSV)

Boundary : NIL

2023 APR NCA PEER SUPPORT & EDUCATION PROGRAM

Small Start

Wellbeing / Training / Professional Standard

(New)

CISP (Critical Incident Support Program)

Critical Incident Support Education Developed By Dr Keiko

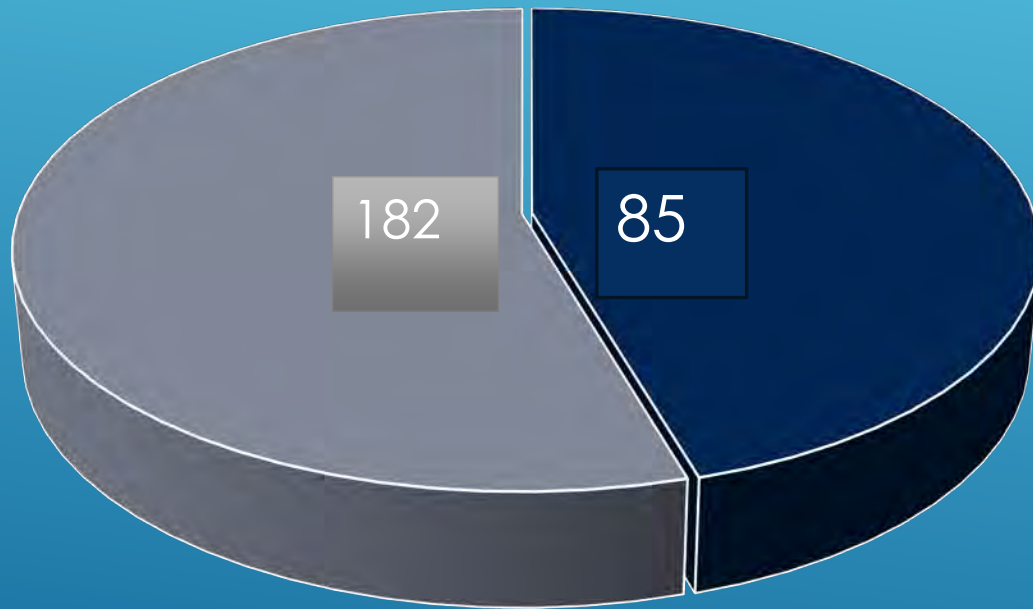
- 3 days course
- 1 day Intermediate Training

Only for Japanese Pilots so far !!



FLIGHT CREW DISTRIBUTION

Flight Crew



□ JPN □ Non JPN



(Improvement)

We are ready to expand !!

THANKS FOR LISTENING

Small Start (Start with What we can do)

- Independent
- Pilot Driven
- Transparency/ Confidentiality



Keep on Improving (As To match the organization)

- Demands
- Company's Culture
- Flight Crew's Atmosphere

→ Every Pilot Assistance System get to have its own Character

Please give us a lot of Advice !!

Japanese HIMS Program

ANA PSP in Airport Staffs
and Cabin Crew

Max Matsumoto

ANA B787 Captain
ALPA Japan Pilot Assistance
IFALPA Regional Vice President



Japanese HIMS Program

ANA PSP in Airport Staffs
and Cabin Crew

Background

- Intolerance and lack of understanding of substance addiction in Japanese society (social acceptance of return to work after being removed from the roster)
- Fundamentally: Japan's culture of intolerance and responsibility based on a points deduction system.

Goal

- Spread understanding among stakeholders (regulator, operators, medical institutions, pilot groups, etc.) of the necessity and effectiveness of the substance abuse recovery program (Japanese version of HIMS).
- Provide guidelines (manuals) that can be used as a basis for the introduction of recovery programs, thereby laying the groundwork to facilitate and accelerate the establishment of such programs at each company.

Japanese HIMS Program Guideline established April, 2023

Japanese HIMS Program

ANA PSP in Airport Staffs
and Cabin Crew

- Japan Civil Aviation Bureau
- Operators (Japan Airlines, ANA, Jetstar Japan, etc.)
- Psychologists
- Alcohol Addiction Treatment Center
- Pilot Groups



Peer Support in Other Fields

- Cabin Crew
- Airport Staffs

Japanese HIMS Program

ANA PSP in Airport Staffs
and Cabin Crew

Within few months, hundreds of consultation was offered
Workforce shortage and changes in working environment
is causing stress



ANAAS旅客サービス部ピアサポートプログラム概要

ご説明資料
業務サポート課 森田



背景・目的

旅客サービス部員を取り巻く環境が大きく変化しつづけており、業務領域の拡大や経験値の少なさによる不安感や極度の緊張感を持つスタッフが増加傾向にある。安心できる環境の中でお客様やオペレーションと向き合うため、より相談しやすい体制を構築することが求められる。同じグラウンドスタッフの立場で業務面・精神面で仲間をサポートする「ピアサポーター」として必要な知識・技能を身に着けたスタッフによるサポート活動を実施する。

体制図



ピアサポーター

- ①コミュニケーションの活性化
対話を中心としたコミュニケーションを活性化、メンタルヘルス不調の一次予防
- ②ツナグ・ツナガル・ツナゲル
本人の希望をもとに部内関係者と連携し支援が必要なスタッフの見守り
- ③早期発見
メンタル不調の予兆をつかみ本人の希望に応じて管理職・NANALAに繋ぐ。
- ④組織全体への働きかけ
組織の課題を意見具申し必要な対策を講じる。

ピアサポートコーディネーター

- ①ピアサポーター統括
ピアサポーターの統括者として活動状況をモニターし、必要に応じて助言・コンサルテーションを行う。
- ②連携・調整
特別なサポートが必要な人に対してNANALA・管理職・関連部署と連携し組織的なサポートの提案・調整を行う。
- ③訓練の企画立案
各種訓練 (PS養成訓練・PSブラッシュアップ訓練) の企画・立案・実施。

相談したくても他の人に言えずにひとりで悩んでいませんか？
でもなんとかしたい。そんな時は一緒に考えてみませんか？
客室センターにはライフキャリア相談窓口があります。
キャリアコンサルタントの相談員 (SA) と一緒にお話しすることで
それまで気が付かなかった可能性や解決方法を見いだせるかもしれませ
カウンセリングにおける守秘義務は厳守します。安心してご相談くださ