



**Angel Flight®  
NE**  
30<sup>TH</sup> ANNIVERSARY

## VOLUNTEER PILOT OPERATIONS MANUAL



*Angel Flight NE (AFNE) is a 501(c)3 tax-exempt non-profit organization which coordinates free air and ground transportation for patients and families in need. AFNE also participates in humanitarian missions. There is never a cost to the patient/passenger or their family for AFNE's services, which are provided for as long and as often as needed.*

*This manual includes:*

- *Mission Coordination Contact Information*
- *Roles & responsibilities of Angel Flight NE's Mission Coordinators and Volunteer Pilots*
- *Step-by-step guidance for volunteering & flying an Angel Flight NE mission.*
- *Additional Resources for Our Volunteer Pilots*

## **PART I – CONTACT INFORMATION AND RESPONSIBILITIES**

1. Mission Coordinators' Responsibilities
2. Mission Coordinators' Contact Information
3. Volunteer Pilot's Responsibilities

## **PART II – VOLUNTEERING FOR AND FLYING MISSIONS**

4. Volunteering For a Mission
5. Change of Airport / Volunteer Pilot's Removal from Mission
6. Actions Before Flying an Assigned Mission
7. Link – Up (Hand-Off) Missions
8. Volunteer Pilot's Cancellation of a Mission
9. Flying the Mission
- 10 Post Mission Actions

## **PART III – ADDITIONAL RESOURCES**

11. Crisis Management
12. Navigating AFNE's Pilot Portal
13. Resources

## 1. Mission Coordinators' Responsibilities:

(a) **Mission Coordinators are responsible for managing the full lifecycle of a mission, serving as the central point of contact between patients, pilots, and supporting organizations.**

### (b) Mission Intake & Posting:

- (i) **Intake mission requests** from patients, families, or referring organizations.
- (ii) **Post available missions** on the Angel Flight NE mission system/website so volunteer pilots can view and sign up.

### (b) Pilot Coordination

- (i) **Process missions once pilots volunteer**, confirming assignments.
- (ii) **Notify volunteer pilots of any changes/updates** to mission details after assignment (times, airports, passengers, cancellations, etc.).

### (c) Patient Communication

- (i) **Liaise directly with patients (or caregivers)** regarding:
  - i. Assignment of the volunteer pilot
  - ii. Execution and collection of required **waivers/releases**
  - iii. Any mission changes or cancellations

### (d) Documentation & Logistics Support

- (i) **Provide documentation** needed by pilots for:
  - i. FBO fuel discounts
  - ii. Waivers of landing, handling, or other airport fees

### (e) Availability & Operational Coverage

- (i) **Maintain 24/7 availability to support active missions:**
  - i. During business hours via main office lines
  - ii. After hours via answering service and on-duty coordinator callback
  - iii. On-duty Mission Coordinator mobile phone for urgent matters
- (e) Liaises with patient concerning.

**(f) Assignment of Volunteer Pilot**

- (i) Waiver / release by patient and any passengers.
- (ii) Execution and collection of required **waivers/releases**.
- (iii) Any mission changes or cancellations

**2. Mission Coordinators' Contact Information**

- (a) **Phone: Business hours: 978-794-6868 or 800-549-9980 After hours:978-794-6868.**
- (b) **Our after-hours answering service will answer your call. Pilot must advise them if the matter requires an urgent message to a mission coordinator or not. If so, the on-duty Mission Coordinator will be notified and will call back shortly. If non-urgent, the caller will be given the option to leave a voice message.**
- (c) **On-duty Mission Coordinator mobile phone: 508-932-1272**
- (d) **Email - info@angelflightne.org**
- (e) **Mail - 492 Sutton Street, Lawrence Municipal Airport (LWM) North Andover, MA 01845-1505**
- (f) **Physical Address: On the Ramp at Lawrence Airport – KLWM**
- (g) **Street Address: 492 Sutton Street - North Andover, MA 01845-1505**

**3. Volunteer Pilot Qualification**

- (a) Holds a valid and current pilot certificate for the class and type aircraft (if a type rating is required) in which I will be acting as pilot-in-command.
- (b) Hold at least a valid and current Class III or FAA "Basic Med" medical certificate.
- (c) Is in compliance with all Federal Aviation Regulations, including those regulations relating to flight reviews, day and night fuel reserves and instrument flight if applicable.
- (d) Has at least 500 hours, with not less than 400 hours as pilot in command (PIC), and 50 hours of such PIC time having been in the same make and model aircraft. For multi-engine and turbine powered aircraft, the pilot shall have at least 50 hours in the make and model, and a minimum of 100 hours in the type of aircraft being flown; or I hold a

- valid Commercial certificate and at least 75 hours as pilot-in-command for cross country flight, or a valid Airline Transport Pilot certificate.
- (e) If age 80 and older, must fly with a safety pilot as part of a two-pilot crew. The safety pilot must be under 80 years of age, meet all AFNE volunteer pilot minimum qualifications and requirements, and be approved by the aircraft's owner/operator prior to the flight. The safety pilot does not need to be a member of Angel Flight NE. The Angel Flight NE pilot must perform as PIC and must confirm the safety pilot's credentials prior to the flight. This requirement does not apply to flights with no passengers onboard.
- (f) As appropriate for the pilot, aircraft and flight to be made, meets the currency requirements (FAR 61.57) for:
- (i) Day flights (three take-offs and landings within 90 days)
  - (ii) Night flights (three-night take-offs and landings to a full stop within 90 days)
  - (iii) Instrument flights (within 6 months, under actual or simulated instrument conditions, six approaches, holding procedures, and intercepting and tracking courses through the use of navigation systems, or complete an IPC). Is in compliance with all Federal Aviation Regulations relating to the use of alcohol and drugs, including reporting requirements specified in the regulations.
- (g) Whether flying rented or owned aircraft, has in force liability insurance applicable to the flight providing minimum coverage of \$1,000,000 per occurrence and \$100,000 per seat.
- (h) Is flying an airplane with a valid standard airworthiness certificate (normal, utility, commuter or transport category). Experimental, homebuilt, helicopter, rotorcraft or other categories are not permitted.
- (i) If renting an aircraft, I have met the requirements of the renting agency for currency. If I belong to a flying club, I am a member in good standing and I have met all requirements to fly club airplanes for which I am approved.
- (j) Has flown at least 50 hours as pilot-in-command in the last 12 calendar months. If not, has completed a Flight Review (per FAR 61.56), a Wings Pilot Proficiency Program Level, or added a new Rating within the last 12 months. If none of the above, is Instrument Current (per FAR 65.57).
- (k) As a new Command Pilot, has completed the AOPA Air Safety Foundation interactive course entitled: Do the Right Thing:

Decision Making for Pilots, or the FAA's The Art of Aeronautical Decision Making. If an existing Command Pilot, I have completed an acceptable AOPA or FAA course.

## 4. Volunteer Pilot's Responsibilities

**(a). Once qualified and assigned a mission, the pilot's responsibilities include:**

- (i) Operational & Safety Responsibilities.
- (ii) Comply with all FAA regulations and AFNE procedures for
- (iii) Follow AFNE guidance for:
  - (A) Pre-flight actions
  - (B) Mission execution
  - (C) Post-mission reporting
  - (D) Crisis management, if applicable

**(b) Financial Responsibilities**

- (i) The pilot covers their own operating expenses, including:
  - (A) Fuel
  - (B) Maintenance
  - (C) Insurance
  - (D) (Landing/FBO fees are often waived but not guaranteed)
  - (E) Unexpected personal costs for the Volunteer Pilot, such as hotel, food and transportation which might arise on account of delays, cancellations, or mechanical issues.
- (ii) The pilot is **not responsible** for:
  - (A) Passenger lodging, meals, or ground transportation

**(iii) Passenger Care & Conduct**

- (A) Ensure all passengers:
- (B) Have signed waivers
- (C) Are properly seated and briefed
- (D) Meet mobility requirements (ambulatory without assistance)

**(c) Maintain passenger confidentiality**

**(d) Refer all media inquiries to AFNE staff**

**(e) Communication & Administrative Duties**

- (i) Keep Mission Coordinators informed of changes to:
  - (A) Medical or certificate status
  - (B) Ratings

- (C) Insurance
  - (D) Aircraft status
  - (E) Availability
  - (F) Changes to contact information
  - (G) BFR status
  - (H) Notices of certificate or actions by or from the FAA
  - (I) Changes in general availability to fly missions and expected dates of extended unavailability.
  - (J) Changes to aircraft status
  - (K) Any other changes that are pertinent to the ability/availability of AFNE pilots to fly missions.
- (f) File a **post-mission report promptly** after each flight.
- (g) It is strongly recommended that all operations be in compliance with the following flight duty, rest, and flight time limitations (a duty day starts when the pilot arrives at the airport and begins preparation for the flight and terminates upon completion of the post flight inspection of the aircraft):
- (A) No pilot should fly more than 8 hours of flight time within any 24-consecutive-hour duty day period.
  - (B) No pilot should perform a duty day in excess of 12 consecutive hours; and
  - (C) Once the pilot has performed 12 consecutive hours of duty, the pilot must rest a period of at least 12 hours before conducting any other Angel Flight NE mission.
- (h) The Volunteer Pilot should consult his/her tax advisor regarding the tax treatment of their mission expenses.
- (i) The Volunteer Pilot assures that mission aircraft:
- (i) Has a then effective standard airworthiness certificate in the normal, utility, commuter, or transport category
  - (ii) is then airworthy.
  - (iii) Is "within" annual.
- (j) The Volunteer Pilot fulfils all FAA and other requirements applicable to flying the mission.
- (k) Follows (as appropriate) the steps outlined in Sections:  
§ 6: Change of Airport / Removal from Mission  
§ 7: Actions Before Flying an Assigned Mission  
§ 8: Link – Up (Hand-Off) Missions

§ 9: Volunteer Pilot's Cancellation of a Mission

§ 10: Flying the Mission

§ 11: Post Mission Actions

§ 12: Crisis Management

## PART II – VOLUNTEERING FOR AND FLYING MISSIONS

### 5. Volunteering For a Mission

**There are now six ways to request a mission (each described in this Section).**

- (a) **via AFNE's website.**
- (b) **via an eblast from the Mission Coordinators**
- (c) **via "AFNE in need of pilot" email**
- (d) **via a response to a text alert**
- (e) **via a phone call to the Mission Coordinators**
- (f) **(NEW) via the new AFNE phone app.**

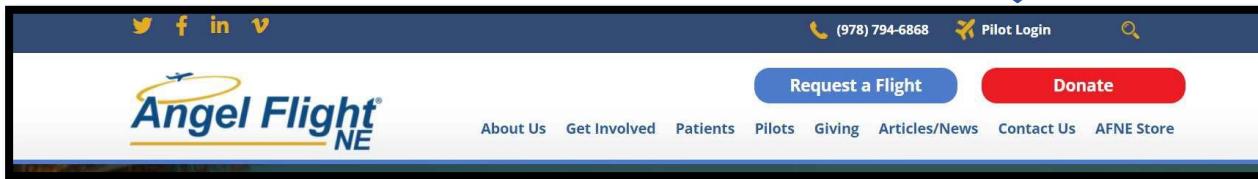
**Note**

*A Mission request does not become an assigned mission until the Volunteer Pilot receives the Mission Itinerary.*

- (a) **Volunteer for a mission via AFNE's website**

- (i) Open AFNE's website: <http://www.angelflightne.org/>

Select – Click On – Pilot Login



At Pilot Login (shown below), Enter Volunteer Pilot's Username and Password and click Login.

Or

- (ii) Go Directly to Pilot Login; <https://afne.vpoids.org/>  
Enter Volunteer Pilot's Username and Password and click Login.

- (b) **Volunteer for a mission via a periodic E-Blasts "Angel Flight NE Missions Available."** The e-blast will include a list of available missions (example below)

- (i) Click on the mission number of the mission for which the pilot is volunteering



| Miss#                   | Date              | Origin                 | Destination            | Time                 | #Pass / Tot Wgt | Dist / Tot Dist | Eff |
|-------------------------|-------------------|------------------------|------------------------|----------------------|-----------------|-----------------|-----|
| <a href="#">85673-1</a> | 02-06-2023<br>Mon | BTV (Burlington, VT)   | HPN (White Plains, NY) | ETA 1100.            | 1<br>252        | 206<br>528      | 79% |
| <a href="#">85674-1</a> | 02-09-2023<br>Thu | HPN (White Plains, NY) | BTV (Burlington, VT)   | ETD 1430 (or later). | 1<br>252        | 206<br>528      | 79% |
| <a href="#">85690-1</a> | 02-11-2023<br>Sat | FNT (Flint, MI)        | BVI (Beaver Falls, PA) | flexible             | 2<br>320        | 199<br>1,200    | 34% |

- (ii) At Pilot Login (shown below), enter Volunteer Pilot's Username and Password and click "Login".
- (c) **Volunteer for a mission via an AFNE in-need-of-Pilot email (example below)**

We have this mission, PQI-BOS on Monday that we are still looking for a pilot to fill. We hope that one of you might be able to sign up for this so that we could get our arrangements in place before the weekend.

We appreciate any consideration that you can give to this flight.

Best,

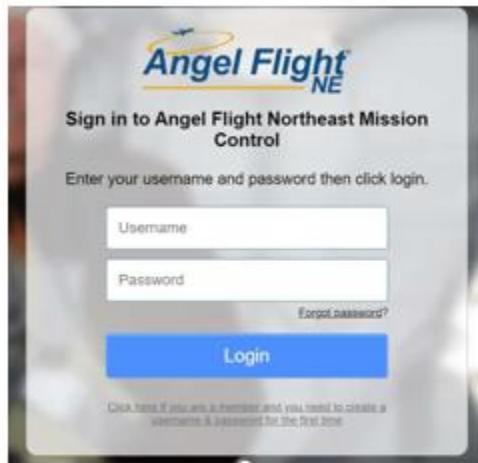
Jonathan




| Mission #                    | Date                 | Origin                 | Destination      | Details                              | Action                               |
|------------------------------|----------------------|------------------------|------------------|--------------------------------------|--------------------------------------|
| 085687-1 (open)<br>(Patient) | 01/30/2023<br>Monday | PQI (Presque Isle, ME) | BOS (Boston, MA) | 2 passengers<br>340 lbs.<br>Flexible | <a href="#">Request This Mission</a> |

- (i) Click on "Request This Mission"
- (ii) At Pilot Login (shown below) enter Volunteer Pilot's Username and Password and click Login
- (d) **Volunteer for a mission by calling Mission Coordination Teams at 978-794-6868.**
- (e) "Mission Assistants"
- (i) A Mission Assistants is any individual who accompanies the Volunteer Pilot on a mission.

- Mission Assistants are expected to
- (A) help and support the patient and anyone traveling with the patient as needed during that mission
  - (B) serve as an extra pair of "eyes and ears" for the Volunteer Pilot.
  - (ii) The Volunteer Pilot must list the name(s) of any Mission Assistants when volunteering for a mission.
  - (iii) Each Mission Assistant must complete an AFNE Waiver/Release for the relevant mission.
- (f) Example of Pilot Login:



## 6. Change of Airport / Volunteer Pilot's Removal from Mission

*Call the Mission Coordinators (978-794-6868) to advise of any change in airports or to request to be removed from a mission or mission request.*

- (a) *Change in Boston area airport.* The Volunteer Pilot may request to change with mission coordinators any of the following Boston area destination or pickup airports to any other:

|              |      |
|--------------|------|
| Boston Logan | KBOS |
| Bedford      | KBED |
| Norwood      | KOWD |
| Lawrence     | KLWM |
| Beverly      | KBVY |

- (b) *Change to Patient Pickup or Destination Airport.* The Volunteer Pilot, after discussion with the patient, may change the pickup or destination airport for that patient, but must call the Mission Coordinators to advise of the change.
- (c) Call the Mission Coordinators to request to be removed from a mission or mission request. An email will be sent to the Volunteer Pilot to confirm his/her removal from a mission which has been assigned to him/her.

## 7. Actions Before Flying an Assigned Mission

**Note: Under some circumstances, contact with the "Patient" as described in this section will be to the patient's parent (if the patient is a child) or the patient's escort.**

- (a) The assignment of a mission is confirmed by the Volunteer pilot's receipt of the Mission Itinerary for that mission.

## Sample Mission Itinerary



The image shows a sample mission itinerary form for Angel Flight NE. The header includes the Angel Flight NE logo and address: 492 Sutton Street, North Andover, MA 01845, 978-794-6868 | 978-794-8779 FAX | 24-hour hotline (800) 549-9990. The form is titled 'Mission Itinerary' and contains the following fields:

- Mission #:** 86189
- Mission Date:** 04-26-2023
- Date of report:** 2023-04-11 13:09:24
- Originating Organization:** Angel Flight NE
- Appointment Date/Time:** 2023-04-26 12:00:00
- Name:** Sample Patient, Age: 10, Weight: 200
- Address:** 123 Main St, Somewhere, MA 01234
- Contact:** Language: English, Best Contact: Phone: Work (978) 794-6868, Cell (978) 794-6868
- Other:** Email: info@angelflightne.org
- Illness:** Nothing to do
- Lodging:** Treating Physician: I M Notadocor, Phone: (978) 794-6868, Email: info@angelflightne.org
- Destination:** Mass General Hospital (617) 726-2000
- Emergency Contact:** Releasing Physician: I M Notadocor, Phone: (978) 794-6868, Email: info@angelflightne.org
- Requester:** Passenger Requester, Default Agency: info@angelflightne.org
- Secondary:** Phone: Cell: (978) 794-6668
- Flight Time:** Flexible
- Leg 1: Angel Flight Northeast – 800-549-9990**
- FROM:** LVM (ET) GMT -4, **Airport Name:** Lawrence Muni, **City/State:** North Andover, MA, **FBO:** Angel Flight NE (LWM), **FBO Phone:** (978) 794-6868
- TO:** BOS (ET) GMT -4, **Airport Name:** Boston Logan, **City/State:** Boston, MA, **FBO:** Signature Flight Support (BOS), **FBO Phone:** (617) 561-2500
- Pilot:** Not Assigned, **Phone:** Unknown, **N Number:** Unknown
- Comments and Mission Weight:**

| Companion name   | Relationship | Age | Weight | Phone |
|--|--------------|-----|--------|-------|
| Baggage: Personal  |              |     | 50     |       |
| Total Mission Weight (passenger, companion(s), baggage): |              |     |        | 250   |
- Comments and Other Information:** Travel Reason: Sample patient

- (b) Unless impractical, the assigned Volunteer Pilot should call the patient as soon as feasible after receipt of the Mission Itinerary. In addition to providing a chance for all parties to ask questions and clarify expectations, this contact builds rapport with the patient and the patient's family.
- Introduce the pilot to the patient and provide the patient with the pilot's contact information.
  - Confirm the information included in the Mission Itinerary:
    - Date of the Mission
    - Name(s) of the patient and anyone who will be accompanying the passenger on the mission.
    - Pickup and destination airports
- Note: There may be an airport which is more convenient for the passenger than the one listed in the Mission Itinerary. See Section 5 of this Manual for how to coordinate a change in airports.*

- (D) Set the Time of Pickup and note the following:
- (1) The Mission Itinerary may include an ETA or an estimated arrival time (ETA) for the destination airport. If an ETA is listed, the Volunteer pilot will need to work "backwards" to determine the pickup time.
  - (2) If the pilot requests a different ETA/ETD than as listed for the mission, the pilot should indicate that change in "Remarks" when volunteering for the mission.
  - (3) The Mission Coordinators must be advised of any change to the ETA/ETD after the mission has been assigned since such change needs to be communicated to the patient and any Earth Angels or ground crew drivers.
- (E) Confirm the Pickup Location:
- (i) Note: The patient may need directions to the pickup airport and to the FBO at that airport, in which event, it would be useful to provide the passenger with both the street address of and phone number for the FBO.
- (iii) Advise the passenger of the following:
- (A) A photo identification is required for the patient and anyone else flying with the patient.
  - (B) If the patient or other person flying with the patient would need to be seated in a child's booster seat in a car, then the person escorting the child escort must provide one for the child's use during the mission flight.
- (iv) Answer any questions which the passenger might have about the mission.
- (c) The Volunteer Pilot should also contact the patient as soon as practical after the mission has been assigned and also on the day prior to the mission to confirm all mission information.
- (d) The Volunteer Pilot must advise the Mission Coordinators of any changes to the mission information, including the following:

- (i) Change in passenger(s)
- (A) Swapping out of passengers is not permitted without clearance from the Mission Coordinators, as the same might affect the return flight.
  - (i) If the swap out is cleared by the Mission Coordinators, a new weight and balance should be provided to the Mission Coordinators.
  - (ii) Change in pickup or destination airports or FBOs.
- (e) The following documentation is needed before a mission is flown.
  - (A) Weight & Balance: To be completed by the Volunteer Pilot and emailed to the Mission Coordinators.
  - (B) Passenger(s) weights will be included on the Mission Itinerary
  - (C) Email the Weight and Balance to the Mission Coordinators - [info@angelflightne.org](mailto:info@angelflightne.org). The Patient's name and the Mission Number should be included in the subject line of the email.
- (ii) Waiver - Release signed by the patient and by all traveling with the patient if obtained by the pilot planeside.
  - (A) NOTE: Generally, the waiver release is emailed by the Mission Coordinators to the Volunteer Pilot, prior to the mission date, but there may be situations where the waiver release has not been received prior to the mission. If so, the Volunteer Pilot, upon meet-up with the patient, should obtain the waiver, signed by all passengers, and should send it to the Mission Coordinators, either by mail or by email.

## 8. Link – Up (Hand-Off) Missions

*A Mission may be split into two or more legs, based on distance to be flown and may involve pilots from other Angel Flight groups. These missions are referred to at AFNE as "Link-Ups."*

- (a) The Mission Itinerary for a Link-Up will include contact information for each Volunteer Pilot flying a leg of the mission.
- (b) The Volunteer Pilot for Leg 1 of the Link-Up is responsible for contacting the Passenger and deal with the "Actions Before Flying An Assigned Mission" described in Section 6.
- (c) The Volunteer Pilots who will be flying the Link-Up mission should contact each other to work out the following:
  - (i) Confirm airport and FBO at which the hand-off will take place. The Volunteer Pilots are free to agree to use a different airport and FBO from that included on the Mission Itinerary, in which event the Mission Coordinators should be advised of the change.
  - (ii) The time at which the hand-off will take place.

## 9. Volunteer Pilot's Cancellation of a Mission

- (a) The Volunteer Pilot should promptly advise the Mission Coordinators by phone (and not by email or text message) of the Volunteer Pilot's cancellation of his/her flying the mission for any reason, including:
  - (i) Forecast weather.
  - (ii) The Volunteer Pilot's assessment of his/her fitness to fly (IMSAFE).
  - (iii) Conflict in the Volunteer Pilot's calendar.
  - (iv) Mission-aircraft mechanical Issues.
  - (v) Any other issues
- (b) The Volunteer Pilot should not contact the passenger to advise of cancellation, since the Mission Coordinators might be able to reassign the mission to another pilot or find substitute transportation for the passenger.

## 10. Flying the Mission and Post Mission

- (a) On the day of the mission, the Volunteer Pilot is to:
  - (i) Fulfill all FAA and other requirements applicable to flying the mission.
  - (ii) Make his/her go / no-go decision concerning flying the mission.
  - (iii) File his/her flight plans for the mission.
- (b) ADS-B ID Setting
  - (i) Note that the mission aircraft's ADS-B ID must match the call sign filed for the relevant flight plan.
  - (ii) The following provides guidance for making sure that the aircraft ADS-B ID matches the call sign filed for the mission:

| <i>Transponder Capability</i>         | <i>Call Sign to Enter in Transponder</i>                          | <i>ICOA Flight Plan Comments Box</i> |
|---------------------------------------|---|--------------------------------------|
| Transponder can reset aircraft ID.    | The Volunteer Pilot's Angel Flight assigned call sign:<br>NGF---- | Insert<br>"Angel Flight N----"       |
| Transponder cannot reset aircraft ID. | The mission aircraft's tail number:<br>N---                       | Insert<br>"Angel Flight"             |

Note that the above table references the aircraft's ID for ADS-B purposes and not the squawk code assigned by ATC as part of its clearance.

(iii) It is suggested that Volunteer Pilots who have resettable transponders add an item to his/her engine start checklist, when flying an Angel Flight mission, to change the aircraft ID to reflect the Angel Flight ID and likewise an item on the engine shutdown checklist to reset the transponder to the aircraft's "N" number.

- (c) On meeting the passenger at the FBO, the Volunteer Pilot:
  - (i) Assures that a waiver-release has been signed by or on behalf of all passengers. If the waiver has not been received prior to the mission, the Volunteer Pilot should obtain the Waiver, signed by all passengers, and send it to the Mission Coordinators, either by mail or by email.
  - (ii) Escorts the patient and any other passengers to the mission aircraft.  
**Note:** The patient and all passengers must be sufficiently

- ambulatory to enter the mission aircraft and seat him/herself without assistance.
- (iii) With the patient's consent, take a picture of the passenger(s) to be emailed to the Mission Coordinators or be uploaded in the post-mission report.
  - (iv) Assures that all passengers have been seated and have secured their seat belts.
    - (A) A seat must be provided for each passenger; children are not permitted to sit on their escort's lap.
    - (B) If a passenger needs to be seated in a child's booster seat in a car, that passenger must be seated in one in the mission aircraft (See FAR 91.107). The booster seat is to be provided by the passenger's escort.
  - (v) Provides the passengers with a briefing, including:
    - (A) Expectations for the flight, including:
      - (i) Duration of flight
      - (ii) Any anticipated turbulence
    - (B) Operation of seat belts
    - (C) Operation of headsets
    - (D) Sterile cockpit
    - (E) Emergency egress
    - (F) Location of emergency equipment (e.g., fire extinguisher, life jackets, survival gear)
- (d) After landing, the Volunteer Pilot should escort the patient and any passengers to the FBO.

## 11. Post Mission Actions

- (a) After completing the Mission, the Volunteer Pilot should file his/her Mission Report promptly. The Mission Report is accessed via the Volunteer Pilot Instrument Panel (more on navigating the Instrument Panel in Section 12).

## Edit Mission Report

Pilot: AFNE VOLUNTEER

Pilot flown mission

If a mission was canceled, please do not file a mission report. Please contact the office immediately by phone if they are not already aware of the cancellation.

Mission Date

Mission Assistant name  
is the Mission Assistant

a member?  Yes

Pickup airport

If you picked up different passengers at multiple airports, enter each pickup airport separated by commas.

Dropoff airport

If you dropped off different passengers at multiple airports, enter each dropoff airport separated by commas.

Routing

If your flight involved stops other than the pickup/dropoff airports above, you may enter your full routing if you wish.

Passenger Name(s)

Enter the names of each of the passengers on this flight separated by commas.

Commercial Flight

Sometimes, pilots may purchase a commercial ticket for a passenger rather than fly the flight. If this is the situation for this mission, please enter the cost of the ticket in this field, leave the hobbs time blank, and leave the aircraft selection blank.

Airline Reference #

Hobbs time

Note: Include all hours of a round-trip even if you are not flying the entire distance.

Hours:  .

Mileage

Please make an estimate of the total, round-trip nautical miles flown for this flight.

Expenses

Select from the list below the airplane you used to fly this mission. If you used another airplane not listed, enter the make, model and Tail Number in the space below under 'Other'.

Insert mission hours.

Reference to "Hobbs time" means mission hours, whether or not the mission aircraft has a Hobbs meter

art of the flight.

Actual miles flown should be available by entering tail number on Flightaware.

Select Make / Model

Beechcraft (36 series)

Other

Beechcraft 36 series (Bonanza)

Tail  
Number

- (b) If not previously done, the Volunteer Pilot should forward any pictures of the Passenger to the Mission Coordinators.
- (c) The Volunteer Pilot should advise the Mission Coordinators promptly of any flight irregularities and of any passenger problems / issues.

## PART III – ADDITIONAL RESOURCES

### 12. Crisis Management

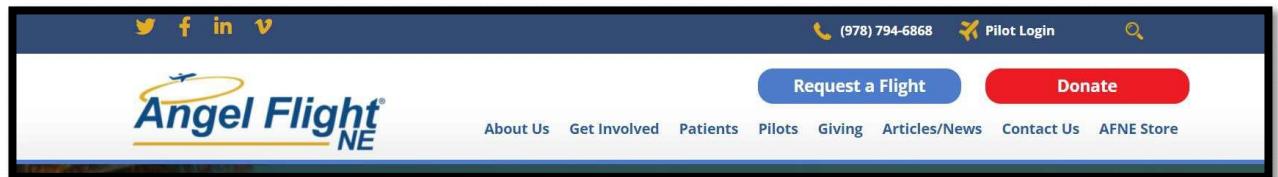
*This section deals with actions to be taken (or not to be taken) by the Volunteer Pilot in the event of an incident, accident, or event relating to an Angel Flight mission.*

- (a) The Volunteer Pilot shall
  - (i) Make patient care and comfort his/her first priority.
  - (ii) Advise the Mission Coordination Team of any notable event (s) as promptly as practicable.
  - (iii) Direct all inquiries to AFNE.
  - (iv) Cooperate with the FAA, NTSB and other governmental authorities.
- (b) The Volunteer Pilot *should not*:
  - (i) Respond to media inquiries (other than to direct any inquiries to Angel Flight NE's marketing/public relations resource)
  - (ii) Speculate as to the cause of the incident, accident, or event.
- (c) The Volunteer Pilot might wish to:
  - (i) File a "NASA Report" concerning the event.
  - (ii) Contact legal counsel.
  - (iii) Contact his/her insurer.

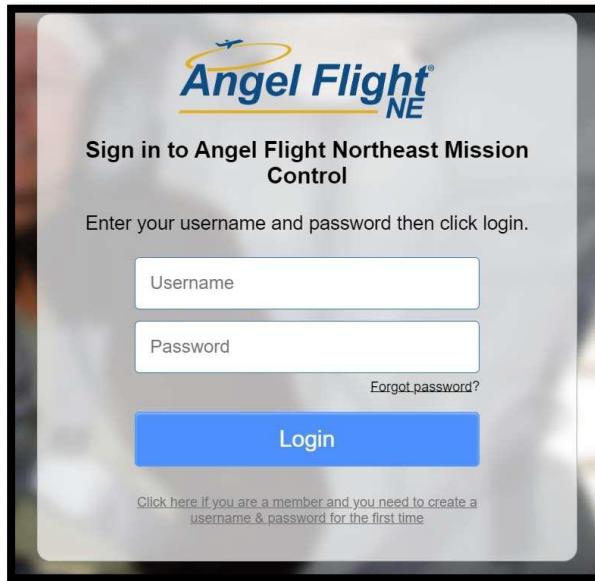
## 13. Navigating the Volunteer Pilot Instrument Panel

- (a) The Volunteer Pilot Instrument Panel is accessed via the "Pilot Login" on AFNE's website: <http://www.angelflightne.org/>

Select – Click On – Pilot Login



### Example of Pilot Login



- (b) Once logged-in the Volunteer Pilot Homepage will be displayed:

## Volunteer Pilot Home Page

AFNE Home | Account Settings | Log Out

Welcome, Richard

INSTRUMENT PANEL

**Angel Flight NE**

**MISSIONS**

Avail Map

SEARCH DISTANCE CALC

Account

Membership Renewal

Tools

Calendar of events

Mission Orientation Pilot Directory

Upload a photo

Reports

File Mission Report

Mission Summary

Year-End Report

**(a) Available Missions**

**CURRENT MISSIONS (View Available missions as List)**

Map Satellite

Keyboard shortcuts | Map data ©2023 Google, INEGI Imagery ©2023 TerraMetrics | Terms of Use

**PERSONAL NOTEPAD**

**(b) File Mission Report**  
**(c) Mission Summary**  
**(d) Year End Report**

- (a) The Link to **Available Missions** will display all then unassigned missions:

**Missions Available**

Wing: All | Airport Ident: | Type: Air | Calendar | Update list

Missions available list view options: Advanced | Basic | Compact

Sort by: Date (later - sooner) | 48 missions found | 1 of 1

**Mission: 85702** Travelling for Clinical Trial / Gene Mutation Resistant to Treatment (Chemo Doesn't Work)

Date: 03-20-2023 (Mon) Passenger: John (Vac) F. (age 79) +1 Total weight: 327 Weight & Balance  
Illness: Mantel Cell Lymphoma Flight time: ETA 1300

|   |       |                            |                   |         |                                      |
|---|-------|----------------------------|-------------------|---------|--------------------------------------|
| P | Leg 1 | PQI (Presque Isle, ME)     | BED (Bedford, MA) | 289nm   | <a href="#">REQUEST THIS MISSION</a> |
| G | Leg 2 | Laurence G Hanscom Fld (+) | Wyndham Hotel (+) | 21.4 mi | <a href="#">REQUEST THIS MISSION</a> |

**Mission: 85962** Consult will be traveling more for stem cell transplant

Date: 03-20-2023 (Mon) Passenger: Michael H. (age 68) +1 Total weight: 340 Weight & Balance  
Illness: Multiple Myeloma Flight time: ETA 11:30

|   |       |                            |                   |       |                                      |
|---|-------|----------------------------|-------------------|-------|--------------------------------------|
| P | Leg 1 | BGR (Bangor, ME)           | BED (Bedford, MA) | 176nm | <a href="#">REQUEST THIS MISSION</a> |
| G | Leg 2 | Laurence G Hanscom Fld (+) | Dana Farber (+)   | 1 ft  | <a href="#">REQUEST THIS MISSION</a> |

- (b) **File Mission Reports** show all the Volunteer Pilot's completed missions for which the Volunteer Pilot has not yet filed a Mission Report. An example of a blank Mission Report is included in Section 10 of this Manual.
- (c) **Mission Summary** lists all not-yet flown missions then assigned to the Volunteer Pilot.
- (d) **Year-End Report** lists all missions flown by the Volunteer Pilot for the period specified by the Volunteer Pilot by changing the start and finish dates on the form.

## 14. Resources

### (a) AFNE Forms

| AUTHORIZATION, RELEASE OF CLAIMS AND INDEMNITY AGREEMENT   |                 |  |
|--|-----------------|--|
| Pilot: _____   | Co-Pilot: _____ |  |
| Aircraft/Vehicle (Type and Number): _____  |                 |  |
| Patient(s) and/or Supporting Passenger(s): _____   |                 |  |
| Legal Guardianship (if Patient is a child or legally incompetent person): _____  |                 |  |
| <p>This Authorization, Release of Claims and Indemnity Agreement ("Release") shall be valid as to all flights and other transportation furnished, arranged, coordinated and/or provided by Angel Flight (as set forth below) to the Patient(s) and/or Supporting Passenger(s) named herein. The fact that specific flight information, including the identity of the pilot, co-pilot, or aircraft/vehicle is not provided herein is immaterial with respect to the enforceability of this Release. Notwithstanding the general nature of this Release, you may be asked to sign another release, including on the day of your flight.</p> <p>I/we, _____ (the "Patient(s)" and/or "Supporting Passenger(s)") understand that Angel Flight of New England, Inc. (also known as Angel Flight Northeast) (hereinafter referred to as "Angel Flight") has or will arrange and/or coordinate, one or more flights and/or other transportation (including, but not limited to, "Earth Angel" transportation by general vehicle), free of charge, for my/our convenience in obtaining, visiting with, or returning from medical treatment, diagnosis, or for other compelling humanitarian needs and flights of compassion, as are determined suitable for Angel Flight missions. I/we understand that, for my/our convenience, it may be necessary for Angel Flight to arrange and/or coordinate one or more flights and/or other transportation with a third party (including, but not limited to, other entities in the Air Charity Network). I/we understand that Angel Flight is neither responsible nor liable for any negligent acts, errors and/or omissions of any such third party. I/we understand that pilot and/or co-pilot qualifications for any such third party may differ from Angel Flight's qualification requirements. I/we understand that the accomplishment of the objective of any flight or other transportation furnished, arranged, coordinated and/or provided by Angel Flight is not guaranteed. I/we understand that Angel Flight and the pilot, co-pilot, operator, owners, lessees and/or lessees of the aircraft described above and any other vehicles used for these purposes are volunteering their services, time, skills, flight, aircraft, vehicles, and other related costs and expenses and that they are not being compensated for their costs, expenses, or services. As such, I/we understand that Angel Flight, the pilot, co-pilot, operator, owners, lessees and/or lessees of the aircraft described above and any other vehicles used for the purposes described herein, and the other persons and entities being released by me/us are expressly relying on my/our execution of this Release as a material pre-condition for their agreement to provide, arrange and/or coordinate the volunteer transportation services to me/us at any time. I/we also understand that the pilot and/or co-pilot may be unable to provide assistance to the Patient(s) and/or Supporting Passenger(s) in or near the aircraft, that the Patient(s) and/or Supporting Passenger(s) is/are personally responsible for boarding and exiting the aircraft without assistance from the pilot and/or co-pilot, and that the Patient(s) and/or Supporting Passenger(s) is/are responsible for providing his, her or their own medical assistance. I/we also acknowledge that I/we assume responsibility on the aircraft(s) and/or riding in the vehicle(s) furnished, arranged, coordinated and/or provided by Angel Flight reluctantly, knowingly and of my/our own free will.</p> <p>In consideration of the furnishing of services, time, skills, flight, transportation, aircraft, vehicles, and other related costs and expenses being furnished, arranged, coordinated and/or provided as described herein, I/we hereby agree to forever release, discharge, and hold harmless the pilot, co-pilot, operator, owners, lessees and vehicle(s) owned and/or aircraft and vehicle insurance (as applicable), Angel Flight America, Inc., Angel Flight Northeast, and any other similarly named affiliated entity, each of their respective divisions, parents, subsidiaries, wings, member organizations, affiliates, chapters, offices, directors, agents, employees, volunteers, insurers, heirs, assigns, and successors in interest, and any and all entities who referred me/us to Angel Flight (hereinafter collectively referred to as 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/we may have or claim to have on account of or in any way related to or arising from, directly or indirectly, the flight(s), transportation, the cancellation or delay of the flight(s) and/or transportation, the failure to provide return flight(s) and/or transportation, and/or any other services contemplated by this Release.</p> <p>This Release specifically includes, but is not limited to, my and all alleged negligent acts, errors, and/or omissions of any of the Released Parties. In addition to economic damages, costs and expenses, this Release also specifically covers any and all damages for personal injuries, pain and suffering, death and conditions of health, whether or not immediately apparent following any flight or other transportation, or which may at any time thereafter occur.</p> <p>An execution of my/our execution of this Release, I/we regard the services, time, skills, flight, aircraft, transportation, vehicles, and other related costs and expenses being furnished, arranged, coordinated and/or provided to me/us by the Released Parties as significant, valuable, and valuable consideration in exchange for this Release, and I/we value this consideration as a significant, material factor in my/our present and continuing well-being and physical prosperity. I/we have completely read and fully understood this document. I/we have spoken with a mission coordinator and/or other persons associated with Angel Flight regarding any and all questions concerning the proposed flight(s) and/or other transportation. To the extent that there is a portion of this document that I/we did not fully comprehend, I/we understand that I/we had and continue to have the right to obtain legal advice from an attorney of my/our choice.</p> <p>This Release shall be binding upon all of my/our heirs at law, representatives, guardians, executors, administrators or executors, assigns, and successors in interest of all parties herein. By my/our execution of this Release, I/we hereby manifest and state known my/our wishes and intend that no representative of my/our estate, or any other party acting on my/our behalf, take any action against any of the Released Parties to pursue any claims based in tort, contract, or brought under any applicable wrongful death or other statute in the unlikely event that I/we die, suffer personal injury or incur any other type of damages arising from, directly or indirectly, my/our flight(s) and/or other transportation furnished, arranged, coordinated and/or provided by Angel Flight. Similarly, I/we wish to manifest and make known my/our present wishes and intent that none of my/our relatives, heirs and assigns pursue any claim for loss of consortium or loss of support against any of the Released Parties in the unlikely event that I/we die in such personal injury or incur any other type of damage arising from, directly or indirectly, my/our flight(s) and/or other transportation furnished, arranged, coordinated and/or provided by Angel Flight. In stating my/our wishes and intent in this regard, I/we reiterate that I/we are my/our sole survivors the flight(s) and/or other transportation services furnished, arranged, coordinated and/or provided by Angel Flight on a purely charitable basis and, therefore, do not wish to see Angel Flight or the Released Parties exposed to any legal liability in my/our, my/our heirs and/or relatives as a result of Angel Flight's (or the Released Parties') furnishing, arranging, coordinating and/or providing me/us with flight(s) and/or other transportation at no cost to me/us.</p> <p>This Release may be enforced by any party hereto and/or by any person or organization referred to in this agreement. I/we agree that this Release shall be governed and interpreted by the laws of the Commonwealth of Massachusetts in a court of competent jurisdiction within the Commonwealth of Massachusetts. I/we further agree that if any provision of this Release is held to be invalid, illegal, unenforceable or in conflict with the law of any jurisdiction, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.</p> <p>Angel Flight Northeast<br/>492 Sutton Street<br/>North Andover, MA<br/>01845-1365<br/>Telephone: 978-794-0668<br/>Fax: 978-794-8779</p> <p>Signature of Patient Supporting Passenger _____<br/>Print Name of Patient Supporting Passenger _____</p> <p>Signature of Patient Supporting Passenger _____<br/>Print Name of Patient Supporting Passenger _____</p> <p>Date: _____</p> |                 |  |
| Rev. 6/2014  |                 |  |

**Parent/Guardian Permission, Waiver and Release:** I certify that I am the above child's parent or legal guardian, and/or the guardian of a legally incompetent person, and that I have legal authority to act on behalf of such child and legally bind him/her to the terms and conditions of this Release upon my execution thereof. As such, I have carefully read and understood this document in its entirety and, on behalf of myself and the child or legally incompetent individual to be transported, and in consideration for receiving this Angel Flight for change, I hereby: (a) give the child or mentally incompetent person permission to undergo Angel Flight transportation; (b) WAIVE and RELEASE all claims, actions, causes of action and costs against Angel Flight for any harm arising from Angel Flight transportation; and (c) certify that I am legally entitled to take the child across a state line for the purpose to be achieved by the Angel Flight transportation. By signing below, I understand that all terms of the **Authorization, Release of Claims and Indemnity Agreement**, above, apply to me and the child or mentally incompetent individual undergoing the Angel Flight.

Signature of Parent/Guardian

Print Name of Parent/Guardian

Signature of Parent/Guardian

Print Name of Parent/Guardian

Please initial below if you agree to allow Angel Flight or any other related entity to use your name(s) and/or photograph(s) in any reports concerning the flight(s) and/or other transportation that might appear in newspapers, radio, television or other Angel Flight public relations materials or activities. If you do not agree to the publication of your name(s) it will not be used.

Passenger(s) and/or Supporting Passenger(s) Initials

Parent or Guardian's Initials

- (b) AOPA Courses:  
"Do the Right Thing: Decision Making for Pilots"  
<https://www.aopa.org/training-and-safety/online-learning/safety-spotlights/do-the-right- thing>

(c) FAA Courses  
"The Art of Aeronautical Decision Making"

Additional AOPA Courses Training Resources:

- Public Benefit Flying
- Say it Right!
- Weather Wise VFR into IMC
- Precipitation and Icing
- Cockpit Weather
- Do the Right Thing

