



Current Status and Future Development of Peer Support in Japan

PSP

Peer Support Program

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JAPAN AIRLINES



« Agenda »



1. Current Status of Peer Support in Japan
2. Japan's unique method of introduction
3. Future Development



1. Current Status of Peer Support in Japan

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« Established companies/organizations » 16 AIRLINES + ALPA JAPAN



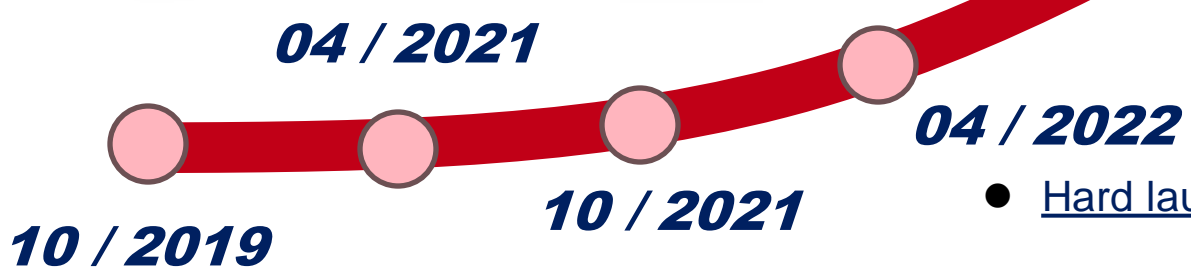
« Company or organization preparing to launch »



2. Japan's unique method of introduction

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- Prepared a Japanese translation of the EPPSI Guide



- Hard launch by JAL/ANA **JAPAN AIRLINES**
- Soft launch by JAL / ANA / JET STAR **JAPAN AIRLINES**

« Established companies/organizations » **16 AIRLINES + ALPA JAPAN**

- Research and studies started by our members

Three innovations

- ① **Research and information/materials provided by the Airlines and NAA (JCAB)**
- ② **Collaborating initial and recurrent education**
- ③ **MHP education incorporating aviation medical information and pilot stigma**

« Seven Steps to PSP Implementation »

1. Formation of a study group of interested parties
2. Recruitment of program leaders and HMPs
3. Recruitment and training of peers
4. Establishment of oversight committee
5. Soft launch
6. Hard launch
7. Regular CPD for peers



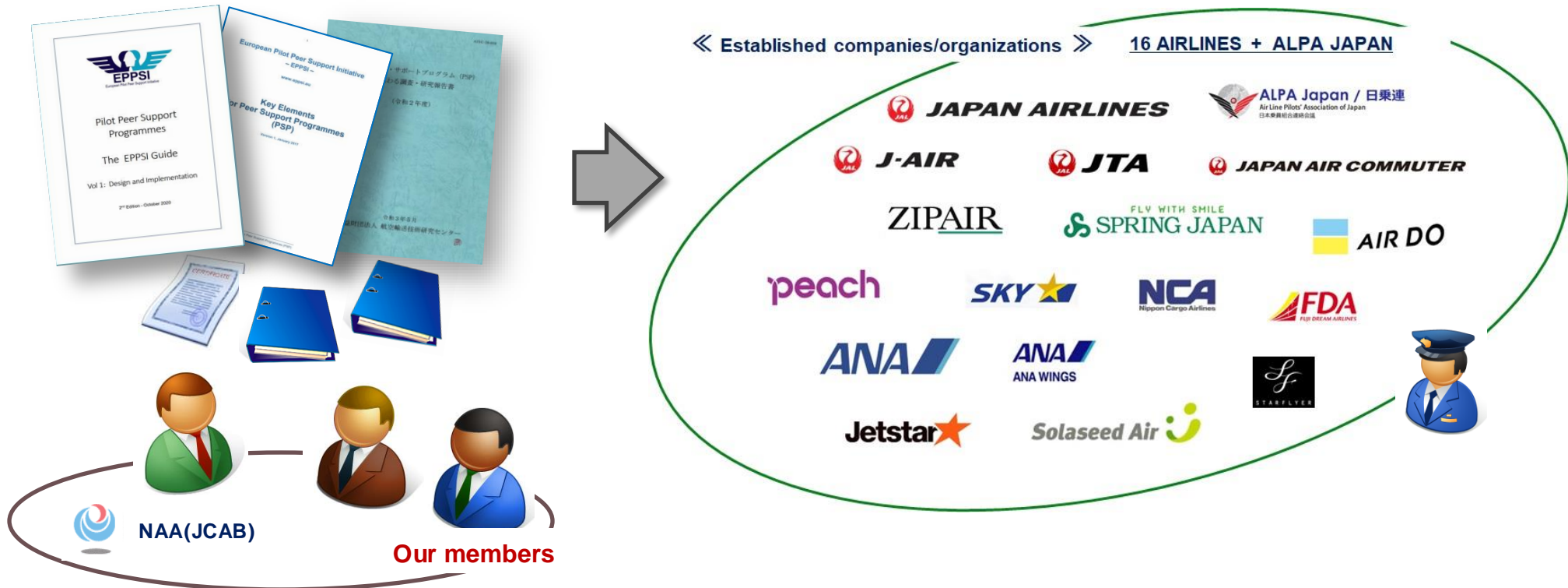
It's a high bar for stand-alone implementation in many airlines

Assistance by our members in areas where hurdles are high

in order to introduce the system to a large number of businesses in a short period of time

Three innovations that have allowed us to rapidly expand peer support throughout the country

① Research and information/materials provided by the Airlines and NAA(JCAB)



Three innovations that have allowed us to rapidly expand peer support throughout the country

② Collaborating initial and recurrent education

- A) Conduct initial peer education for airlines/organizations introducing peer support (free of charge)
- B) Annual information sharing meetings
- C) At the same time, case studies are shared and opinions are exchanged on a regular basis (recurrent education)
- D) Conduct case study sharing and opinion exchange meetings to improve the quality of peers (MHP also participates)



Three innovations that have allowed us to rapidly expand peer support throughout the country

③ MHP education incorporating aviation medical information and pilot stigma

- A) Information on requirements for licensing (e.g., inspections, medications, transitional periods, etc.)
- B) Information on application procedures and requirements for aviation physicals and review boards
- C) Information on mental illness and health care for pilots
- D) Advice on bridging the pilot and MHP community gap



MHP Education with Aviation Medicine Specialists
from the Civil Aviation Bureau



Actively working on **Stigma** throughout the country





3. Future Development

« What kind of image do you have of Japanese people? »



« Image like this? »



« Image like this? »



Not showing much emotion

Not good at asserting oneself

Considering others more than oneself

Not causing inconvenience to others

Patient

Toughing it out without sharing one's pain

Aligning opinions with others

Valuing rules and manners

Not disrupting the harmony

6% of people have experience utilizing psychological counseling (**52%** in Western countries).

« IDOBATA - Meeting »



In Japan, there is a long-standing custom called “Idobata-Kaigi” (“Well-Behaved Meeting”).

IDO = Well **IDOBATA = around the well**

« Ingenuity at each airline »

- Introduction of salon style (**IDOBATA - Meeting**)



« Ingenuity at each airline »

- Airlines that cannot have their own salons use part of the hallways or company space to open cafes and hold various events.



« Ingenuity at each airline »

- The message that peer support is always available and that it's a safe space for anyone to seek advice or help, no matter the issue.



« Expansion to other sections »

- ZIP and JTA systems deployed throughout the company
 - “ It would be a shame to waste it on just for pilot ! ”
- JAL/ANA situation, deployment to maintenance and passenger division



3. Future Development



The company's crew training system was well-designed, and as long as you smoothly followed the system, you would progress along like a conveyor belt. However, for those who deviated from that path for some reason, it was not easy to find their way back.

3. Future Development



Now, these efforts have spread throughout Japan and have reached many airlines. Many individuals involved in peer support are combining their efforts. They are lighting up the lamps at their respective airlines, gradually transforming the gravelly roads into well-paved ones.



For those who walk on this path, I hope it becomes a road where they do not lose sight of their direction, even in the slightest. I will continue to advance this activity to make sure that happens.



Thank you !