



# **NCA Peer Support Education Program**

**~ Diversify Peer Support ~**

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# Peer Support Education Program

1. Since March, 2023 for Japanese PS
2. Since March, 2024 for non-Japanese PS

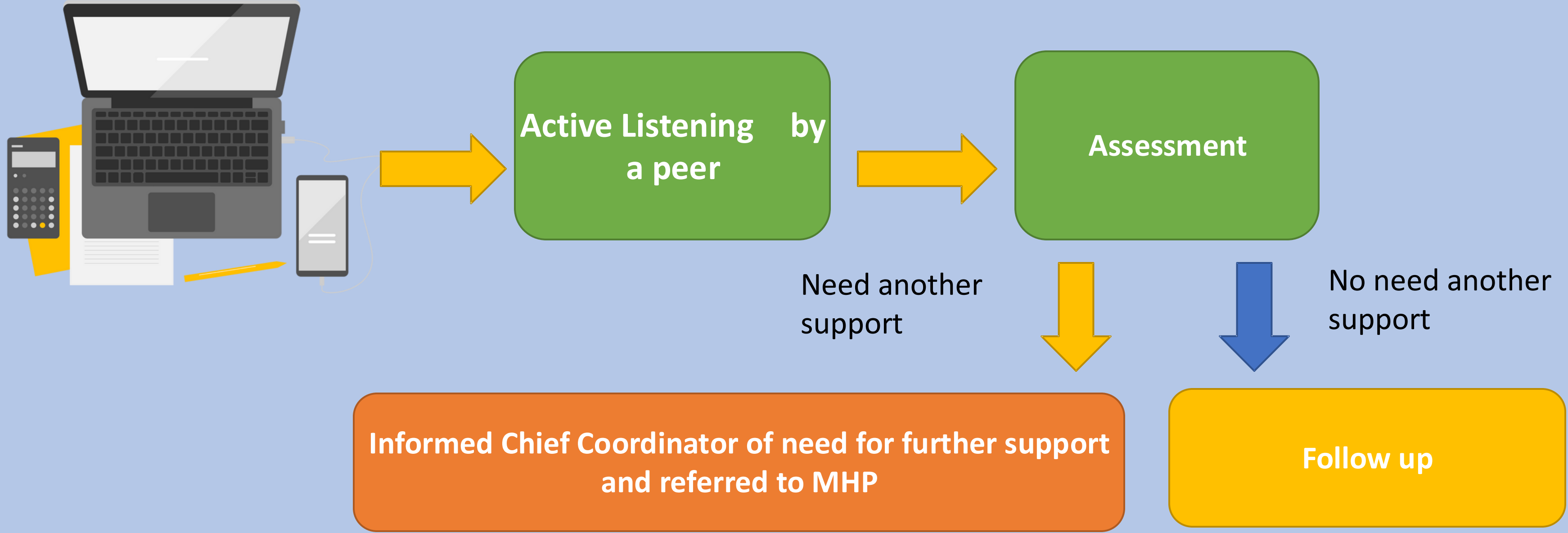
## Contents of 3-day course

1. Definition of “Peer Support”
2. Stress and Stress management
3. Active Listening
4. Basic Knowledge of Mental Health Disease
5. Assessment and Referral
6. Critical Incident Stress Program

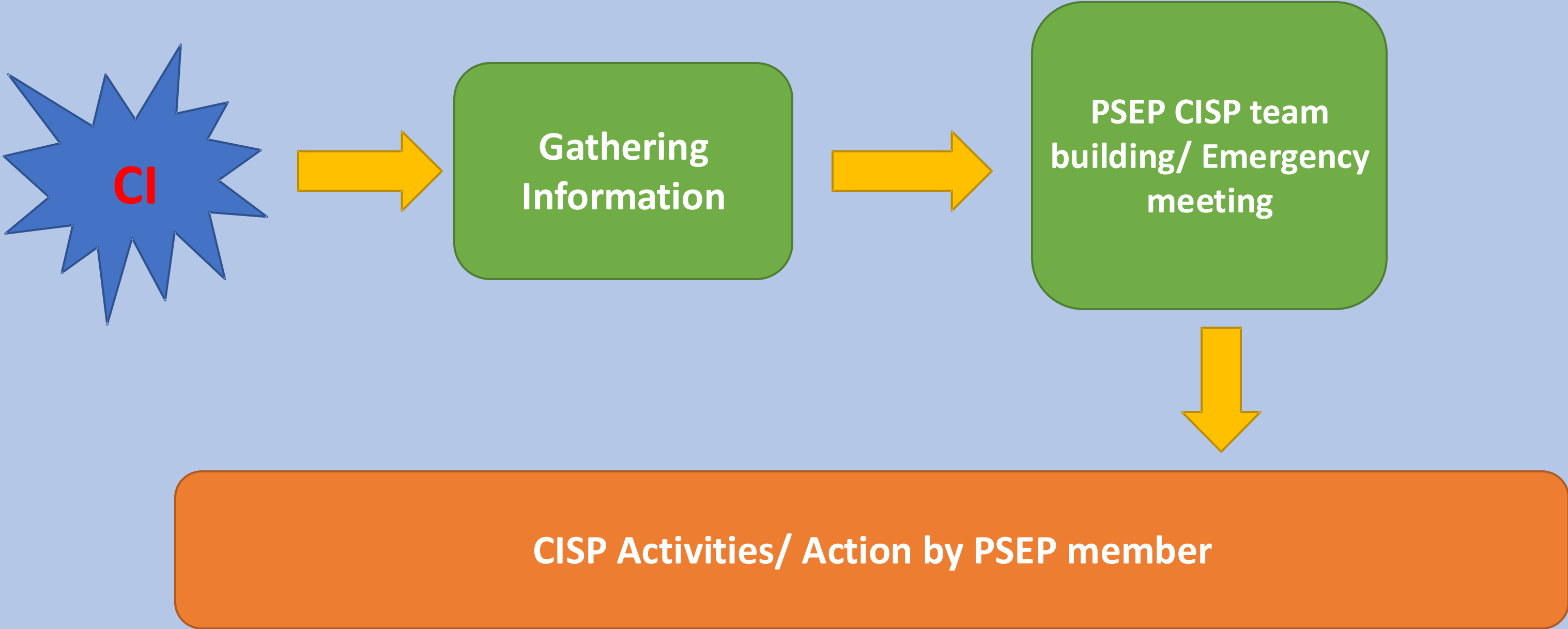
# Advertisement

- ★ **Poster display**
- ★ **Inform about “Peer Support” at the Crew Forum**
- ★ **Neck strap to identify as a peer supporter**

# Protocol for non-Critical Incident



# Protocol for Critical Incident





Be With

CISP

Support Procedure

- Correcting accident or incident Information
- Building CISP team
- Selecting PSP





Be With

**CISP**

PSP Procedures

- Access the flight crew members on face to face
- Checking their safety
- Give a briefing
- Ask what they need

# Data

From March, 2023—Oct, 2024

Japanese PS # 5

Non-Japanese PS # 5

TTL Case # 10

Referral # 0

★Japanese pilots: Supported by Japanese PS 5

★Non-Japanese pilots: Supported by Japanese PS 2

★Non-Japanese pilots: Supported by non Japanese PS 3



# Nippon Cargo Airlines

Fly for Cargo on 747-8F

5 destinations in Asia

5 destinations in USA

2 destinations in Europe

181 Pilots from 20 different countries



**Sponcer**



**Administrator**

2 Representative from company

**Coordinator**

1 Cheif 2 Coordinator

**Peer Support Pilot**

4 Japanese PSP

5 Foreigh Based PSP

Be Protected

Listen

Confidential

**Independent MHP**

Non-related with Company Medical Doctors



Be Protected

# **Annual Education Seminar**

Mental Health Professional

Basic Knowledg and Critical Incident Support Role Play Scenario

Additional Education As Required

**“I’m confident we can embed the program into our company culture”**

**( NCA PSEP non-Japanese chief coordinator)**