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GOLD COAST CHAPTER / WWW.FLYINGSAMS.ORG / P.O.BOX 13302, SAN LUIS OBISPO, CA

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## Standard Operating Procedure

This S.O.P. is intended to establish a method of positive accounting for members assigned to Flying Samaritan Clinics or other chapter functions and to provide a single, positive contact point both at home in the U.S. and at the clinic we administer in Mexico. Adherence to this S.O.P. will assure that clinic attendees as well as Board members and other relevant persons have a means of summoning assistance should the need arise. This S.O.P. shall be reviewed on a yearly basis by the Board of Directors and revised as necessary.

This S.O.P. will establish the following:

1. General Member Responsibilities
2. Board Member Responsibilities
3. Clinic Duty Officer (CDO) Responsibilities
4. Clinic Contact Person (CCP) Responsibilities
5. Officer In Charge (OIC) Responsibilities
6. Communications
7. Response Plan
8. Critical Incident Stress Debriefing/Support
9. After Action Review

### General Membership Responsibilities

It is the expectation that all members of the Gold Coast Chapter of the Flying Samaritans shall make themselves familiar with this S.O.P. It is also expected that all members shall comply with the intent of the S.O.P. and also provide input when prudent to keep the S.O.P. relevant and functional.



## Board Member Responsibilities

It shall be the responsibility of the Board of Directors to ensure that this S.O.P. is provided to all members and that the importance of understanding and adhering to the intent of the document is impressed upon the membership. It shall also be the responsibility of the Board to provide an environment that encourages input from the membership relevant to the evolution and currency of this document. The Board shall provide for and designate a Clinic Duty Officer. The CDO shall be the point of contact for any issues that arise relative to the clinic and persons involved therein. The Board will be responsible for any follow up action necessary regarding any incident that may occur requiring such action. This may include, but is not limited to: communication with Federal Authorities, family member support, after action review, and critical incident debriefing/support.

The Board of Directors shall review this document on a yearly basis and amend as necessary.

## Clinic Duty Officer (CDO) Responsibilities

The CDO will be a member of the Board or a designee thereof and will be the primary point of contact for all issues for the duration of that clinic. The duration shall be defined as the time period from 0800 hrs. on the Friday of the clinic to approximately 1700 hrs. on Sunday or until all pilots have reported in as safely arriving at their final destination. Some modification may be necessary in the event of a clinic that involves members driving personal vehicles.

## Clinic Contact Person (CCP)

The CCP will be designated by the CDO and will be responsible for maintaining communications with the CDO from the time of arrival at the clinic to departure on Sunday. The CCP will be the point of contact for the CDO if a situation develops which requires contact be made to clinic personnel in Mexico. The CCP should be an individual in a clinic logistical support role (not surgical support role) so as to assure that they are available if contact with or from the CDO is necessary.

## Officer In Charge (OIC)

In the event of an incident occurring requiring the support of USA based assets, the CDO shall become the Officer in Charge of that incident. She/he will remain the OIC until relieved by a higher ranking Board Member. The OIC will preside over the Board and will approve of all actions to be taken by the Board.



## Communications

Proper and timely communications is the key component of this operating procedure. The CDO and CCP shall both be in possession of a dedicated cell phone provided by the Chapter. These phones are restricted to the intended use, and should not be used for pilot briefings, updating arrival times, or other routine matters.

The phone number for the Duty Officer phone is 805-709-5284. This number should be noted by members traveling to clinics and given to those who might have cause to contact the member in the event of an emergency. This is the one, sure method of obtaining contact with clinic attendees.

The CCP should, upon arrival at the clinic Friday afternoon, establish contact with the CDO. This will serve two purposes. The first would be to exercise the system, and secondly, to report that all aircraft have arrived safely and that the clinic is up and running. No other communications are necessary, other than those required for assistance.

All pilots should contact the CDO upon arrival at their home base at the conclusion of the clinic. A text message is sufficient to advise safe arrival home. If the CDO does not hear from a pilot within a reasonable time frame, the CDO will initiate contact with that pilot. If contact is not made, then appropriate steps should be taken to track that pilot. The first step would be to contact other pilots from the clinic to determine when and where the overdue pilot was last seen.



## Response Plan

### Introduction

This response guide will provide the Board of Directors of the Gold Coast Chapter or their designee(s) direction in assuring that timely and pertinent help is obtained in the event of an emergency or other incident occurring which impacts Flying Samaritan volunteers while in or enroute to or from Mexico. This guide should be broad enough in scope to also be utilized in the event of a domestic incident in which Flying Sam's volunteers are involved and requesting assistance. As this document is provided as a guideline only, it will be up to the Duty Officer or Officer in Charge (see definitions) to utilize their best judgment based on all the information available at the time to make the necessary decisions on how to proceed for any given situation. This guide should be a living document, continually be revised and updated as necessary. A review of this document undertaken by the Board of Directors should be done annually.

This guide includes the following components:

- Definitions
- Procedures
- Contact Phone Numbers
- Critical Incident Stress Debriefing/Support
- After Incident Review

Any additions or deletions to this document will be at the direction of the Board of Directors, Gold Coast Chapter.



## Definitions

IRP: Incident Response Plan

The Board: Flying Samaritans Gold Coast Chapter Governing Board Members

Clinic Contact Person (CCP): Clinic attendee designated by the CDO to serve as the point of contact in Mexico for the duration of the clinic.

Clinic Duty Officer (CDO): Board Member serving as the domestic contact person for a given clinic.

Officer in Charge (OIC): Board member serving as commander during an incident. This Person shall be the CDO until relieved by a higher ranking Member of the board.

IBOD: Flying Samaritans International Board of Directors

State Department: United States Department of State

Consulate: United States Consulate to Mexico

AFRCC: U.S. Air Force Rescue Coordination Center

FAA: Federal Aviation Administration

NTSB: National Transportation Board

Oakland Center: Air Route Traffic Control Center serving Northern California

L.A. Center: Air Route Traffic Control Center serving Southern California

Flight Aware: Flight tracking web site



## Suggested Procedures

Procedures to be followed will be broken into two incident sub-types. They are: Major Incident and Minor Incident. The CDO is the first point of contact in the event of an incident. They should contact other board members as soon as possible to enlist help as needed to deal with the situation. In the event of a major incident, a command center should be established and all available board members will respond to that location.

### Minor Incident

A Minor Incident shall be defined as any incident which occurs to one or more of our members while participating in a function of the Flying Samaritans that requires assistance but is able to be handled by the CDO with minimal input required by additional Board Members. Examples of a minor incident may include, but are not limited to:

- A minor mechanical issue with an aircraft that requires the delivery of parts and/or a mechanic to Mexico
- A replacement aircraft to retrieve members due to an aircraft or pilot related issue (illness, etc).
- Retrieval of a member due to a family emergency at home.

If a minor issue cannot be handled from within the Chapter, it may then become a Major Incident at the discretion of the CDO.

### Major Incident

A Major Incident shall be defined as any incident that is not a Minor Incident and may include but is not limited to:

- A missing or downed aircraft,
- Any injury or illness to a member that requires the member to remain in Mexico beyond the time frame of the clinic.
- Incarceration of any member by Mexican Authorities.
- Any traffic accident which involves substantial damage to a Chapter vehicle, involves Mexican Authorities, or injuries.
- Any incident that requires assistance from outside of the Gold Coast Chapter of the Flying Samaritans.
- Any other incident at the discretion of the CDO.



### Missing or downed aircraft:

The report of an overdue or downed aircraft in Mexico will most likely come from either the hospital El Buen Pastor or from one of our members in Mexico. In the event of an overdue/missing aircraft the CDO should do the following:

1. Obtain as much information as possible. It is imperative that the following info is relayed to authorities if available.

### Missing/overdue aircraft:

- Identity of the aircraft involved (N number)
- Color of Aircraft
- # of persons on board
- Amount of fuel on board (if known)
- Last known location
- Destination
- Planned route of travel (if known)
- Time of last contact
- Weather along route of travel (if known)

### Confirmed down aircraft:

- Identity of Aircraft (N number)
- Color of Aircraft
- # of persons on board
- Lat/Long or descriptive location
- Weather at site

2. Notify authorities to initiate search/rescue efforts.

The issue of a down or missing aircraft in Mexico presents unique challenges due to geopolitical concerns and limitations. The first phone call for assistance should be to the AFRCC. They will be the point agency and will facilitate notification of the other Departments that will necessarily be involved in any search and rescue efforts south of the border. They will need as much information as you can obtain, but the above listed info should be considered the minimum. Refer to the aircraft assignment work sheet for the clinic to determine aircraft N number and number of persons on board. Confirm with the AFRCC that they will be contacting the State Department and the Mexico Consulate. Request that they call back with confirmation of those notifications. Obtain a good call back name and phone number.



3. Establish a command post. The CDO transitions to OIC.

This can be your home, office, an airport FBO or any other facility that will provide a quiet environment and room to facilitate 5-10 people using cell phones. There should be at least one computer with internet access for research purposes.

4. Notify The Board.

Notification of the other board members is critical in getting the OIC help in dealing with the incident. Have all available members report to your command post immediately, if available. If the OIC is not a pilot, have the pilot coordinator or another pilot familiar with Mexico flight at the command post.

5. Other Considerations.

Once the command post is established and all available board members are present, there are other issues that will need to be considered. At this point, the highest ranking Board member should assume OIC. A full briefing should be provided by the Duty Officer/OIC to the Board members. The Board will confer and establish a course of action. Items to consider are:

- Notification of family/emergency contacts
- Notification of IBOD president
- Media concerns/liaison
- Support of affected family members and welfare of members currently in Mexico

If, after an hour or so, no confirmation is received back from the AFRCC regarding notification of the State Department or the Mexico Consulate, a call should be placed to the State Department overseas duty officer. A full report should be given to them along with the advisement that the AFRCC has been notified. Confirm that the overseas duty officer will make the necessary notifications to The Mexico Consulate and Mexican authorities.

Flight Tracking. Flight Aware is a domestic flight tracking website. All that is needed is an aircraft N number. If the flight is on an FAA flight plan or has obtained flight following, this info should be displayed. [www.flightware.com](http://www.flightware.com) Note: Flight Aware tracking may not extend down in to Mexico for our aircraft. This tool is especially helpful in tracking our aircraft as they return to their home base after the clinic.



Note: Contact with the designated emergency contact person/family member for each individual involved in a major incident will be done by the Officer in Charge. Initial contact should occur after ensuring that an appropriate emergency response to the incident is occurring and all pertinent information regarding the incident has been obtained. Under no circumstance should any individual other than the ranking Board member or their designee make any statement whether verbal or by any other means such as social media, text messaging, email, etc. before being cleared to do so by the Officer in Charge. Pilots of aircraft in Mexico are to advise their passengers of this restriction. It is very important that information involving an incident not 'go viral' before proper family notifications are made. Any person found to be in violation of this directive will be held accountable to the Board.

Contact Information:

AFRCC: 850-283-5955  
5347  
5349

State Department: 888-407-4747 M-F 0500-1700 Pacific Time  
202-647-4000 24hr. Emergency \*Ask to speak to the dept. of Overseas  
Citizen Services Duty Officer.

State Department Mexican Consulate, Tijuana: 011 52 664 977 2000

National Transportation Safety Board-Western Pacific Regional Headquarters:  
253-847-2880

Civil Air Patrol: Same as AFRCC

IBOD President: Available on Flying Samaritans website

FAA:  
Headquarters, Washington D.C. 866-835-5322  
L.A. Center: 661-575-2074  
Oakland Center: 510-745-3000

Of the above numbers, the most important is the AFRCC. It will be your starting point for any missing or down aircraft reporting. Other contacts are listed for reference should you be requested contact them or directed to them.



## Critical Incident Stress Debriefing/Support

In the event of a major incident involving injury or loss of life to Flying Samaritan volunteers, it should be expected that the effects of emotional trauma may be exhibited in any of our members in the aftermath of that incident. It should be the Board's highest priority after the immediacy of the incident is over, to provide support for any members exhibiting signs of PTSD. The Board should reach out to the mental health caregiver community to assist our organization in providing counseling for any member that wishes it.

## After Action Review

The Board of Directors will, as soon as practicable, hold an After Action Review. The purpose of the review is intended to accomplish the following:

- Evaluate the functionality and currency of the Incident Response Plan
- Share, with the best information available, what occurred and why.
- Highlight what worked well and what items need tweaking.
- Personal lessons learned from those that participated in the response.

This AAR should be open to all Chapter members, and an invitation should be extended to the International Board.

#End of Document#