



Pilot Handbook

Pilots using their skills for the greater good!

Dear Pilot:

On behalf of the SkyHope Board of Directors and staff, welcome and thank you for your interest in volunteering! When you take the gifts of your talents and skills as a pilot and use them to benefit others, you are embarking on some of the most rewarding experiences of your life. As a SkyHope pilot, you will be flying people who would not be able to receive the medical or compassionate assistance for which they are so urgently in need.

We recognize that SkyHope would not exist without the gift of time, energy and enthusiastic support from volunteers like you. Whether your schedule permits you to do only one flight a year, several flights a month or more, your efforts are greatly valued. If you have not yet flown your first SkyHope flight, I urge you to do so. You will make such a difference to someone's life. We can assist you by talking with you, or by arranging a joint SkyHope flight if that suits you: either a veteran SkyHope pilot can fly along with you, or you can fly along with one of us. We have done both, and are happy to do either for you. Beyond that, I am personally at your disposal to discuss any aspect of volunteer flying with you, as are our Pilot Ambassadors, staff and any of our pilot board directors.

The most effective way for us to fly patients is by having a large pool of volunteer pilots, and the best way to get pilots on board is by word of mouth from current volunteer pilots. In addition to being an active pilot, I encourage you to help us recruit new pilots. That can be as simple as getting the word out when you talk to your pilot acquaintances, or by attending safety seminars and fly-ins with other SkyHope pilots and staff. If you would like to do so, please let us know. In this way, you will not only get to know the patients, but you will also meet fellow pilots, share flight experiences, provide feedback, help SkyHope to do more in the future, and have fun along the way!

To learn more about our board, staff, history, finances and governance, you may visit our website www.skyhope.org at the ABOUT SkyHope tab. We hope this information will assure you that we are committed to being a transparent organization whose prime focus is to serve patients and support our volunteer pilots.

Thanks again for joining our team! I look forward to hearing about your first flight and to meeting you personally.

Sincerely,

Adam Broun
Chairman, SkyHope

Disclaimer:

This handbook is being furnished as a guideline for general information and has suggestions to aid in the successful completion of a mission for SkyHope. The system is flexible and may be modified from time to time. If you have questions, contact the SkyHope office. It is our hope that this will help to make the mission a smooth one for both you and the passengers.

What is SkyHope?

SkyHope arranges free air transportation through our network of volunteer pilots for individuals requiring medical diagnosis, treatment or follow up, for military personnel and their families, or for other compassionate and humanitarian purposes. We have a network of volunteer pilots who provide this service using their own or rented aircraft. All passengers must be ambulatory and have a financial need. In addition, SkyHope will arrange for ground transportation, when available, upon arrival at their destination airport to their treatment or housing facility or for their return. There is never a cost to the patient for the services provided and there is no limit to the number of flights an individual can request.

Generally, the individuals who utilize our services are receiving diagnosis, treatment or follow-up for various types of acute or chronic illnesses that make it either financially impossible or otherwise infeasible to use public, commercial, or private charter transportation.

SkyHope founders have extensive experience with volunteer flying. Among them, they have flown thousands of missions as pilot-in-command. Although the pilots donate their time, aircraft and all expenses without compensation, the organization needs to maintain a coordination center in order to connect people to pilots and oversee the missions. Our only sources of income to operate this center are private donations and grants.

SkyHope is a 501(c)(3) tax-exempt public charity and a member of the Air Care Alliance.

Command Pilot Requirements

The Board of Directors has established the following pilot requirements for acting as Command Pilot, sole manipulator on a SkyHope mission:

- For the operation of any single-engine piston aircraft, the pilot shall have a minimum total time of 350 hours with 50 hours of PIC time having been in the same make and model aircraft to be flown for SkyHope missions.
- For the operation of any multi-engine or turbine powered aircraft, the pilot shall have a minimum total time of 500 hours, with a minimum of 400 hours as pilot-in-command (PIC), and not less than 50 hours in make and model to be flown
- In addition, to act as Command Pilot for a SkyHope flight, pilots must:
 - Hold a valid and current pilot certificate for the aircraft category, class and type (if a type rating is required) in which he/she will be acting as pilot-in-command
 - Hold at least a valid and current Class III medical certificate**
 - Be IFR rated, current, and qualified in the aircraft make/model category, class, and type (if a type rating is required) to be flown
 - Be in compliance with all Federal Aviation Regulations, including those regulations relating to currency for carrying passengers, flight reviews, night flying, fuel reserves and instrument flight
 - Be in compliance with all Federal Aviation Regulations relating to the use of alcohol and drugs, including reporting requirements specified in the regulations
 - Whether flying rented or owned aircraft, have in force liability insurance applicable to the flight providing minimum coverage of \$1,000,000 per occurrence and \$100,000 per seat
 - Flying an IFR-certified aircraft with a valid standard airworthiness certificate (normal, utility, acrobatic, commuter or transport category)
 - If renting an aircraft for the mission, attest that the requirements and conditions of the renting agency have been satisfied
 - Flown a minimum of 12 hours as PIC during the 90 days immediately preceding the mission in the aircraft make/model, or in the alternative, have completed 2 hours of dual training with a certified flight instructor within the preceding 3 calendar months prior to the month of flight in the mission aircraft make/model. (This 12 hours is included in the total of 50 and is not additional)
 - Under 78 years of age
 - Be in compliance with the SkyHope Manual

****Pilots who wish to fly under BasicMed must submit:**

- A valid medical certificate issued any time after 7/14/2006
- Signed certification page from Comprehensive Medical Exam Checklist (please submit ONLY the certification page)
- Medical Self-Assessment Online Course Completion Certificate
- Current Driver's License
- Signed Affirmation for SkyHope Command Pilots Operating Under Conditions of BasicMed (to access this form: skyhope.org > "Pilots" > "Flight Forms")

It is the responsibility and obligation of the Pilot-in-Command to decline a mission referred by SkyHope unless ALL of the above statements are true at the time of the flight.

What are the Insurance Requirements?

SkyHope Pilots, whether they are owners or renters, are required to have liability insurance in order to fly as the Pilot-in-Command of a mission. See the pilot requirements for specifics. Note: SkyHope does not carry additional aircraft liability insurance. All passengers flown by SkyHope are required to sign a waiver of liability naming both the pilots and the SkyHope organization. Since there is no remuneration for the flights, they are non-commercial and covered under a pilot's normal liability policy.

Who Pays for the Flights?

Pilots are responsible for all mission costs. Some costs may be tax deductible for the pilot as a charitable donation. Some FBOs offer fuel discounts, and most airports waive landing and parking fees for pilots on SkyHope missions. SkyHope Mission Coordinators will send a request to FBOs asking them to waive fees where possible ahead of your flight.

The SkyHope office will arrange ground transportation unless the passenger(s) have made their own arrangements. The SkyHope pilot incurs no more expense than he or she would incur on an equivalent business or pleasure flight.

Can I deduct my flight expenses on my taxes?

Yes, SkyHope is a 501(c)(3) tax-exempt public charity and as such, contributions, including the costs of flying missions, are therefore deductible. Pilots can deduct direct, out-of-pocket expenses. If overnight lodging is required, that expense, along with meals, is also deductible. Accurate records must be maintained, including receipts, hours flown, destination, etc. Upon completion of a SkyHope flight, you will complete a Post Mission Report within our online missions database to document your contribution. This can be used for your tax records to verify your flight. For complete information regarding deductible items and documentation, pilots should consult a tax professional. SkyHope does not provide tax information or flight evaluation.

Note, each pilot handles their donation amount calculation differently based on the advice of their tax counsel. SkyHope does not provide any valuations. SkyHope keeps a log based on the information pilots provide when completing their Post Mission Report and can only confirm that flights were flown. The in-kind valuation is determined by the pilot.

To view your completed flights, log into our online mission's database, click on the "Completed" tab. From there you can filter based on date range. Once filtered, you can print a report of the hours flown on SkyHope Missions. To view this printable report, click the ***Print Friendly*** button. The page will be updated to be listed in a table format. To print, click ***Print*** and follow the browser prompts to print. The printable version will contain the SkyHope tax information for you to use this report when filing taxes.

What is SkyHope's Territory?

SkyHope covers flights with our volunteer pilots throughout the area east of the Mississippi River. Typical flight times in general aviation aircraft range from two to three hours per leg, covering 200-600 miles. Flights originating or terminating beyond our primary coverage area will be conducted by our member pilots, or in collaboration with our corporate, charter and commercial charitable aviation partners. In addition, we also coordinate with other similar organizations to provide you and the patients with a seamless travel itinerary.

How will I be identified as a SkyHope Pilot?

All SkyHope Command Pilots will receive a SkyHope photo ID badge at no cost to you. The photo you provide for your ID should be a digital passport type headshot from the shoulders up.

While SkyHope Pilots are not required to wear an ID badge during SkyHope missions, they are encouraged to do so. In addition to being an aid for airport security*, the badge identifies the pilot as a SkyHope member, which helps promote community awareness of SkyHope.

*It is mandatory that the pilot and everyone else on board the aircraft must carry appropriate identification for airport security purposes, including at least one photo **ID**.

What types of missions does SkyHope fly?

SkyHope's primary focus is to arrange flights for medical purposes; however, we also arrange flights for other compelling compassionate and humanitarian needs. Medical flights are for patients in need of diagnosis, treatment or follow-up at specialized facilities. SkyHope also arranges transportation referred to as "compassion" flights. Compassion flights may include transportation of family members traveling to be with sick or dying loved ones, flights to transport children to special illness-specific camps and flights to enhance the lives of our military service members through our SkyHope for Heroes program. In addition, SkyHope supports humanitarian efforts by transporting relief workers and supplies in times of natural disaster. Medical flights always take priority over compassion flights.

What types of illnesses can I expect to encounter?

Illnesses vary. Some patients have life threatening diseases, such as cancer or heart disease. Others have illnesses that require specialized treatment at distant locations due to the fact there may only be several specialists in the world that can help. Normally illnesses are non-communicable (cancer, heart disease, brain tumor, etc.), however, occasionally this is not the case. SkyHope pilots will be made aware of these types of situations, allowing the pilot to determine if he/she is still willing to fly the mission.

SkyHope requires patients who qualify for our assistance to be ambulatory, able to sit upright for the duration of the flight, and in need of very little assistance. In cases where more attention is needed, patients make arrangements to be accompanied by an attendant. If the patient is a child, we require an adult guardian to be present as well.

Rarely do passengers require oxygen, but in the case of those who do, personal oxygen bottles are not allowed unless the bottle carries a DOT certification for use aboard an aircraft. Some FBOs have oxygen available, and pilots with an approved oxygen system onboard the aircraft may, if they choose, make it available for patients. However, permission from the patient's physician must be obtained before either a rented or onboard system can be used.

How do you determine patient/passenger eligibility?

Through our initial phone screening, subsequent paperwork and data collection, our staff does everything within reason to ensure that our passengers are truly in need of assistance through SkyHope. We require that all passengers have authorization from their medical provider to fly in an unpressurized aircraft, confirmation that passengers are ambulatory and able to enter/exit the aircraft with minimal assistance, are medically stable, and in need of specialized treatment that is not available at a nearby facility. In addition, the SkyHope staff verifies household income, and inquiries about criminal history. SkyHope has turned away violent offenders, with the safety of our volunteers in mind.

If at any point you feel that a passenger has gotten through the screening process, and may not have been truly in need, please contact our office immediately at 631-694-7257.

How do I know what missions are available?

If you would like to subscribe to the Missions Available emails that are generated out of our system 2x/week with all the available flights, you can adjust your settings under 'Subscription Preferences' in the Mission database. The Missions Available email will include basic information for upcoming missions such as Date, Origin, Destination, Weight, Distance and Efficiency. The Dist and Total Dist numbers listed are the straight-line distances between the pickup to drop-off airports and the total straight-line distance from your home airport to pickup to drop off to home airport. The Eff % column notes the efficiency of a given trip based on your home airport as listed in the database.

By clicking on the Leg Number in the email, you will be taken to the mission database where you can sign in and access more details about that particular mission, and/or submit a request to our Mission Coordination staff to serve as Command Pilot.

In addition, our database is accessible from the SkyHope website. By logging into the database, you can see a real-time list of available missions and make requests to fly a mission that best suits your needs. Missions labeled as "Normal" are for medical purposes. Compassion missions will be identified as such and may use labels such as "Compassion" or "P4P-CMF".

Our mission system is a customized database that is evolving and growing based on user need and suggestions. Please don't hesitate to offer suggestions of ways to improve upon the system to make for more efficient mission management.

Should you have any questions or recommendations, please do not hesitate to contact a Pilot Coordinator by email at pilotmail@skyhope.org.

How do flights get arranged?

Requests for assistance arise in a variety of ways: by phone, online through our missions database, or through social media. Requests might come from a potential passenger directly, or from one of the many medical facilities or social workers with whom SkyHope maintains relationships. Once the request has been received, our Mission Coordination staff will begin the process of intake, listing, assigning, and completing the flight request.

Once it is determined that the passenger is eligible for SkyHope services, the Mission Coordination staff will enter all the pertinent information into the mission database. From here, pilots can access a listing of available missions. A pilot can submit a request to fly a mission that meets his personal availability and aircraft capabilities. The request is then reviewed for approval by the SkyHope Mission Coordinators. Once assigned, the pilot is forwarded all necessary info, at which point they become the point person for the patient regarding the flight details.

Please note that airports are often negotiable, for example, if a mission is listed as departing from KBOS, you might request to use a less congested, suburban Boston airport instead. Don't hesitate to reach out to the Mission Coordinators with requests of this nature by calling the office, 631-694-7257, or emailing missions@skyhope.org.

What happens if I am unable to fly a mission?

SkyHope believes in Safety First, therefore a pilot is free to, and should, decline or cancel any mission they feel they are unable to safely complete. Reasons for declining or cancelling a flight could be related to personal health, scheduling, weather, mechanical or other reasons. We encourage pilots to recognize their limits, and to fly only when they feel completely comfortable doing so. You will never be questioned as to why you cancel a flight; that will be your call!

In the event that pilots encounter an unexpected delay resulting in an overnight stay near an alternate or intermediate airport, SkyHope will cover the costs of lodging for the pilot and passengers. All mission cancellations and delays must be communicated to the Mission Coordinators immediately.

Patient/Passenger Initial Contact

You should contact the passenger as soon as possible after receiving the Mission Itinerary confirmation email. Using the following sample, you should consider creating a checklist to use for the first contact event.

Patient/Passenger First Contact Checklist (Sample):

- Review or print the mission itinerary & highlight the sections to cross check
- Call to introduce yourself to the patient/passenger or guardian
- Itinerary data verification:
 - o Phone/cell numbers, email addresses, appointment date and time, ground transportation plans at destination, origin & destination airports
- Passenger Names, Profile and Needs:
 - o Individual names, ages, weights, seatbelt needs, baggage
 - o If appropriate notify passengers of baggage weight/size limits for your aircraft
 - o Ascertain experience both in commercial and small aircraft (or helicopters, if applicable).
 - o Special needs (oxygen, wheelchair, stroller, car seat, medical bags, seat belt extender, etc.)
- Origin Airport Pickup Steps
 - o Review the airport address, meeting time, meeting place at the FBO, FBO telephone number, FBO parking, etc.
 - o Review alternate airports choices, probability of a cancellation, ground transportation plans to the departure airport.
 - o **TIP:** if it is their first flight with SkyHope from this airport, provide detailed instructions on where to meet at the airport
- Mission Documents:
 - o Remind passengers that they will be required to sign waiver of liability forms electronically before flight
- Flight Expectations:
 - o Set flight expectations (time en route, weather, etc.)
- Discrepancies, Changes
 - o **Notify the SkyHope Mission Coordinator by phone, 631-694-7257, of any discrepancies, changes or additions to itinerary information.**

TIP: Remember importance of timely action

Linked (Multi-Leg) Missions

As mentioned previously, at times a mission may be broken into 2 segments to accommodate a trip of a greater distance. When this happens, you will receive a full flight itinerary with contact information of all involved pilots. You must contact your fellow pilot(s) as soon as you have been assigned a linking mission.

During your pre-flight planning with your fellow pilot(s) you will need to carefully define/confirm: airport at which transfer will be made, the FBO name, time of day, how to make contact the day of the mission to confirm that the missions are a 'go', and any special last-minute needs. It is good practice to confirm mission status and timing with your link pilot(s) before departing on your first leg.

Any changes to the link airports and/or FBO's must be communicated to the Mission Coordination team, as well as any questions whatsoever about the coordination of a linked mission. Contact the SkyHope office at 631-694-7257.

Flight Plan. Call Sign

You must file a flight plan for the patient/passenger flight leg. You can use any filing process.

SkyHope has been assigned a unique ICAO call sign to be used for SkyHope missions, **SKY HOPE**. The 3 letter designator (3LD) for air/ground communications will be **SYH** followed by a unique number assigned by SkyHope based on your SkyHope Member ID. You can find your number in the Pilot Community or by calling the SkyHope office.

In order to use the SKY HOPE call sign, you must be able to configure your ADSB-OUT flight ID to squawk your SYH code. If your transponder cannot be programmed, or if you're uncomfortable changing it, you must use your tail number as usual. Using the Sky Hope call sign raises awareness of our mission within the National Airspace System and may sometimes provide preferential treatment with ATC.

To use the SKY HOPE call sign: File your flight plan with your SkyHope call sign SYH426 or SYH5455 (for example) in the Flight ID field of the flight plan.

Change the transponder ADS-B Flight ID to your SYH ID

For instructions on how to change the ADS-B Flight ID consult the following:

- Transponder owner's manual
- Avionics shop
- Youtube
- [AOPA's ADS-B: Changing Flight ID](#)

This ICAO call sign shall be spoken in group form, i.e. SYH426 spoken as SKY HOPE FOUR TWENTY SIX or SYH5455 spoken as SKY HOPE FIFTY FOUR FIFTY FIVE

The call sign is used on all legs associated with your SkyHope flight

Your shutdown procedure should include changing the Flight ID back to the previous setting. For rental aircraft, it is imperative that you change the call sign back to the previous setting.

For more information on the Call Sign, [click here](#).

Mission Preparation after initial Contact

You should consider creating a checklist for the mission preparation steps that occur after initial patient/passenger contact. You are Pilot-in-Command and should adopt procedures that you feel are appropriate. The following is an example of checklist content for SkyHope flights. If you have questions or comments, please contact a SkyHope Pilot Coordinator at pilotmail@skyhope.org.

1. Day Before the Flight

- Contact the Patient - You should reconfirm by phone the meeting arrangements (from/to airport, FBO, times), verify all the flight passengers including names-weights-age plus baggage details. If special baggage is listed on the itinerary, make sure to confirm dimensions and weight.**
- Passenger or Other Itinerary Content Discrepancies, Notify Mission Coordinator Immediately**
 - o **Passengers** - You must not agree to fly anyone who is not listed on the Itinerary. An increase in the number (and weight) of passengers could affect the return flight and/or the ground transportation.
 - o **Airport/FBO/Time** - You must not agree to any changes to the itinerary as they may also impact the return flight and/or ground transportation.
- Link Pilot (if any) - You should call the link pilots (if any) to reconfirm plans for the flight.**
- Mission Documents**
- Passenger Liability Waivers** – All passengers are required to sign a liability waiver before their flight. Mission Coordinators will send an email with a link to the waiver. Once it has been reviewed, signed, and submitted by the passenger(s), you will receive a confirmation email along with a PDF copy of the signed waiver for your records. Mission Coordinators will ensure this process is completed prior to your flight.
- FBO Notification -MAKE SURE FBO IS OPEN AND NEEDED SERVICES ARE AVAILABLE**

2. General Preparation

- Pre-Flight Assessment- You should do a FAR compliant preflight assessment for an IFR type flight.**
- Flight Plan(s) (*) - You should setup and file an IFR flight plan. It is acceptable to activate your IFR clearance in the air after departure or cancel in the air before landing should conditions allow.**
Pickup arrival time re-check to provide ample time to fuel, preflight and prepare before meeting patient/passengers and then ample time to load passengers.
- Passenger Comfort Items - You should consider taking headsets, boarding stool, air sickness bags, blankets, bottled water, snacks, personal emergency relief kit, tissues, etc.**

3. Flight Day

- Confirm Flight Plan(s) Filed (*)**
- Cross Check Flight Times, and if changed, notify SkyHope Mission Coordination**
- Notify Link Pilot (if applicable)**
- Confirm Mission Document Set**
- Review Baggage and Car Seat Requirements**
- Passenger Briefing TOLD Card or Equivalent**

(*} Reminders

IMC Flight Conditions (forecast or actual) - You should consider taking a Co-pilot or Mission Assistant.

Flight Plan - For all SkyHope flights carrying passengers you must have a filed flight plan. You should remember that SkyHope prefers that you file an IFR flight plan. If VMC conditions exist and are forecast to exist along the entire route from one hour before departure to two hours after scheduled arrival, you may file a VFR flight plan. Should you have any questions about your flight plan choices please contact a SkyHope Pilot Coordinator at pilotmail@skyhope.org.

During the Mission

1. Passenger Pick Up

Flight/Pickup Time Delay: If you are delayed, contact the SkyHope Mission Coordination team immediately who in turn will coordinate with the patient/passenger.

Passenger Greeting: You should remember that patient/passengers may be nervous flyers, even those that have flown many times. They will appreciate being treated like your close friends or family members. If you allow time for the greeting and loading process it should provide a relaxed and unrushed atmosphere.

- Introductions**
- Liability Waivers** – Confirm that these have already been signed and submitted
- Ramp Safety Briefing**
- Escort Patient/Passenger(s) to the aircraft**
- Pictures** - If permitted, outside and inside the aircraft. PLEASE NOTE: There is a section on the liability release where a passenger should initial if agreeable to photos. Photos **should not** be taken if a passenger has not initialed that section of the paperwork.
- Preflight Briefing**, comply with FAR 91.519
 - o Aircraft introduction
 - o Flight details
 - o What is expected or desired of them - (sterile cockpit, en route questions, what to happen if they are feeling air sick, location of air sick bags, etc.)
 - o Emergency procedures

2. In Flight

Without compromising safety, you should try to answer any passenger questions and/or call out points of interest. If you feel it is appropriate, review safe flight practices such as sterile cockpit procedure during descent, landing and taxi. Also see Medical Emergency below. Command Pilot will be the sole manipulator of the aircraft controls when passengers are on board.

3. Destination. Passenger Drop Off. Close Flight Plan

The following content is an example of checklist content you should consider. You do not want to rush yourself or the patient/passengers.

- Cross check that IFR flight plan is canceled as closing procedures vary at remote airports.
- Notify the FBO operations of any special ramp or support needs.
- Assist patient/passenger(s) in deplaning if necessary
- Ensure that all personal belongings have been removed from the aircraft
- Escort patient/passengers off the ramp

4. **Unexpected En Route Landing**

Should you decide to land before the planned destination the following step should be considered:

- Contact the SkyHope Mission Coordinator immediately. The Mission Coordination Staff will help to arrange for overnight accommodations, alternate travel arrangements, etc.

Medical Emergency in Flight

Patient Condition Changes in Flight: Please remember that you are not expected to be a medical transport professional. Should you as Pilot-in-Command determine that a patient/passenger is in need of immediate medical attention or their condition is in any way jeopardizing safety thereby necessitating priority handling by ATC, please consider immediately notifying ATC of your intention to declare a Medical Emergency. ATC is there to help.

After declaring a Medical Emergency, you should expect to provide ATC with the nature of the emergency (brief description), where you might like to land (if you don't know ask ATC for assistance: nearest airport with runway length of x feet, nearest airport with medical support, nearest airport with any emergency support). ATC has a protocol to follow and may ask additional questions. If you have questions about Medical Emergency scenarios and/or training specific to pilot technique for handling such rare events we encourage you to reach out to a suitable flight instructor.

After the Flight. File a Mission Report

You must complete the File a Mission Report step so that the mission is closed. The completed mission data is vital to the SkyHope federal non-profit reporting. If you have any questions about the File a Mission Report process or a problem completing the process, please contact the Pilot Coordinator. You should try to do this within 24-48 hours after the flight.

Your "Day of Mission" email and/or text (depending on your subscription settings) will include a hyperlink to your Post Mission Report. Log in to the system and navigate to "Reports" to complete. Be sure to enter your total Hobbs time, inclusive of your repositioning legs from and to your home airport. You can also list any expenses such as your fuel costs for the trip, and any additional comments. This information can be used for year-end reporting and tax purposes. You can print individual post mission reports or a Year-End Summary in the "Completed" tab within the system. Click to view "print friendly".

For detailed instructions on submitting a Post Mission Report, please navigate to the Help button in the upper right-hand corner of the system.

Mission Photos & Comments

Mission Photos

You will have likely taken photos. The SkyHope Mission Coordination team appreciates your sending the photos for use on our website, social media pages, and in newsletters or other print material. Photos can be sent to our office via email at missions@skyhope.org.

If the patient and other passengers (or guardian) did not initial the bottom portion of the Liability Release agreeing to photos, please do not take, send or post their photos.

Mission Comments

The SkyHope team continually strives to improve the mission experience for you, as well as all those that touch the mission. Please provide comments like the following to the SkyHope Mission Coordinator, Pilot Coordinator and/or Executive Director.

- Successes such as heartwarming, interesting and/or humorous anecdotes about your flight experience.
- Support needs for a patient/passenger who may have had significant physical, medical and/or behavioral issues during your mission. Please note to include anything that a future pilot might like or need to know before flight.
- Process or other items that would make future flights generally better for you, the patient/passengers, the FBOs, etc.
- Items that would improve the quality and/or efficiency of the interaction that you have with the Mission Coordinators.
- Changes to the software that would make it more efficient and/or effective.

Pilot Proficiency & Safety

The SkyHope Safety Committee encourages you to take advantage of many of the helpful services to both build and sustain pilot proficiency. Please visit the Training and Resources page of our website, under the "For Pilots" section, for helpful websites.

Additionally, we strongly encourage that you take the online course "Public Benefit Flying: Balancing Safety and Compassion" by the Air Safety Institute: <https://www.aopa.org/training-and-safety/online-learning/online-courses/public-benefit-flying>

If you have comments or questions for the SkyHope Safety Committee, please contact a SkyHope Pilot Coordinator at pilotmail@skyhope.org.

If You are Involved in an Accident

The prospective pilot should be advised that in the event of an accident involving him or her, SkyHope expects that his or her first priority will be the safety and care of the passenger(s), to include taking any immediate action necessary for health and safety of the passenger(s). This includes evacuating the passenger(s) safely from the aircraft, and providing such necessary emergency first-aid as the pilot is capable of and contact 911. The pilot should thereafter focus on survival and/or rescue efforts, with the interests of the passenger(s) in mind, as experience, good judgment and common-sense dictate.

In-Flight Medical Emergency of a Passenger on Your Aircraft

In the event that there is a medical emergency during a SkyHope flight, the pilot should be prepared to take whatever action is appropriate based on common sense and good judgment under the circumstances, to include landing at the nearest airport and notifying ATC and persons on the ground at the airport as far in advance of landing as practical that the pilot has a medical emergency on board.

Speaking With the Media Following an Accident or In-Flight Medical Emergency.

The prospective pilot should be advised that in the event of an incident or accident, representatives of the news media may ask the pilot to comment on the cause of, or other specifics relating to the occurrence, *whether or not the pilot was the one involved in the accident or in-flight medical emergency*. Pilots must contact the Executive Director or alternate public relations spokesperson for guidance and updated information before making any statements to the

media. Should a pilot thereafter choose to speak to the media, SkyHope requests that the pilot not speculate or make any detailed statements until all of the facts have been determined. In any event, in the case of injury or medical emergency of any person, SkyHope urges the pilot not to disclose any information concerning those persons to the media, out of respect for family and loved ones.

For the pilot who was involved in the accident or in-flight medical emergency, the following is suggested as an appropriate statement in the event the incident has attracted media attention, and the pilot decides, after speaking with the Executive Director or alternate public relations spokesperson, that he or she wishes to address the media:

"I was flying a flight for SkyHope as a volunteer pilot. I was carrying a passenger(s) from [departure airport] to [arrival airport]. I'd like to refrain from any further discussion at this time. Meanwhile, you can contact the SkyHope office at 631-694-7257 for any further information that those persons might be able to convey."

Catastrophic Event: Crisis and Risk Management

Recommendation - Build your own Catastrophic Event checklist, and /or print this for your flight bag

The FAR provides guidelines to you as Pilot in Command on Crisis and Risk Management related to a Catastrophic Event. You should consider carrying a checklist that will protect you, your family, the passengers and SkyHope.

Definitions:

Crisis - An event that could have a tremendous negative effect on you, your family, the passengers and/or SkyHope in the press, in the courts, in the eyes of the general public and in the opinion of regulators and other public officials.

Accident - An occurrence associated with the operation of an aircraft or vehicle, which takes place between the time any person boards the aircraft or vehicle with the intention of flight or transportation and all such persons have disembarked, and in which any person suffers serious injury or death, or in which the aircraft or vehicle receives substantial damage.

Incident - is an occurrence that may not necessarily rise to the severity of an accident.

Serious Injury - is an injury requiring hospitalization.

Substantial Damage - Substantial damage is damage that adversely affects the operational capability of an aircraft or vehicle during segments of a SkyHope Mission.

Catastrophic Event: Crisis & Risk Management Recommended Dos and Don'ts

Do make patient care and comfort #1 priority

Do contact SkyHope Mission Coordinator immediately

Do refer all queries to SkyHope Team

Do cooperate with FAA/NTSB authorities

Do state only facts to proper authorities

Do contact your insurance company

However, please:

Do not give media interviews

Do not speculate about the cause of the event

Do not apologize for, admit to or comment on liability

SkyHope Crisis Management Contacts:

During business hours: 9:00AM - 5:00PM EST Mon-Fri: 631-694-7257 or 888-818-1231, Mission Coordinator

All other times: 631-694-7257 x2, On-Call Mission Coordinator

Contact: 203-517-6678 Donna Collins, Executive Director (Cell Phone)

Typical Do's and Don'ts*

**Recommendation - Build your own Do/Don't checklist, and /or print this for your flight bag*

Prior to Day of Mission:

Do's	Don'ts
Contact Patient early and review all details on the Itinerary	Change any Mission details (date, time, airport, etc.) without contacting the SkyHope office
Confirm Patient and Passenger information. If the information is different than the assigned Mission Itinerary contact the Mission Coordinators as soon as possible	Delegate/ Relegate your Pilot in Command responsibilities before or during the flight.
Prepare a Weight and Balance calculation remembering when carrying a parent/child to try to plan for a parent/child to sit together	Feel pressure to fly. Remember Safety First.
Check for the optimal airport and FBO's for the mission knowing that is fine to change these should you like to do so.	Hesitate to contact the Mission Coordinator if you need to Cancel or Change.
If a Link Mission, contact the other Pilot and if possible, send the other Pilot Copy of your Flight Plan	Hesitate to contact the Mission Coordinator or Pilot Coordinator should you have any questions about the airports, FBO's, patient needs, baggage,

Day of Flight, Prior to Departure with Passenger(s):

Do's	Don'ts
Passenger Liability Waivers – have already been submitted. You will receive confirmation email prior to your flight.	Accept unexpected passengers, baggage or any changes to Mission Itinerary details such as airports, FBO's, etc. Do call Mission Coordinator if you have any questions.
Passenger Briefing - provide a detailed passenger briefing about the aircraft exits, fire extinguisher, flight time, weather, seat belts, sterile cockpit, etc.	Feel pressure to fly. Remember Safety First. Don't hesitate to notify the Mission Coordinator if you need to Cancel or Change.
Take Pictures (of passengers as well as any unusual baggage)	Rush yourself, passengers, ramp staff or others related to the mission

During the Mission:

Do's	Don'ts
Meet the needs of the passengers in a reasonable manner without distracting you from PIC responsibilities	Compromise safety.
Inform passengers of flight progress. Answer questions.	Exceed your personal or the aircraft's limitations.
Comply with application regulations and insurance requirements.	Hesitate to declare Medical Emergency should the condition of your passenger(s) change or there is anything impacting your ability to conduct a safe flight.
	Let Mission Assistants handle flight controls with passengers on board.

After the Mission:

Do's	Don'ts
Escort Passengers from aircraft to ground transportation (after confirming that all baggage and personal items have been collected)	Rush the passenger(s), ramp staff or others related to the flight.
File a Mission Report (preferably within 48 hours of the flight)	Make separate arrangements with passengers for future flights (notify the Mission Coordinators if a passenger has a request)

Always:

Do's	Don'ts
Maintain Currency, Proficiency, Insurance	Forget to notify SkyHope of changes in your Flight Medical Status
Establish, commit and maintain personal minimums.	
Consider annual IPC's, joining IMC proficiency clubs committing you above average training regiment	

Reference Documents

Sample Pilot Checklist – Please Make Your Own Checklist - version 2.2026

Safety Above All!!

Thank You for Your Support!

- 1) **Mission Viability Verification:** Departure and arrival airports, hours, runway performance, fuel, FAR items
- 2) **Link Pilot (if Applicable):** Contact link pilot to coordinate airport, FBO, timing
- 3) **FBO's:** Email or phone with special needs, fuel, etc.
- 4) **Call Passenger – Mandatory – Review Itinerary details**
 - Confirm weight(s) of passenger(s) & baggage
 - Departure & arrive airport
 - Specific pickup meeting place
 - Destination appointment time
 - Optionally: past flight experience, aircraft entry/exit needs, baggage/equipment dimensions (wheelchair, stroller, portable O2, car seat, bulky baggage, seatbelt extender, etc.), etc.
- 5) **Cancellations, Changes or Questions:** Safety First!! SkyHope missions are not medical emergencies. Call Mission Coordinators with information regarding cancellations or changes to any missions.
- 6) **Mission Documents:** Liability Releases will be handled by the Mission Coordinators. Once signed, you will receive an email with a pdf copy of the signed waiver.
- 7) **Night Before:** Call passenger – reconfirm:
 - Departure and arrival times
 - Passenger(s) flying
 - Passenger(s) and baggage weights
 - Extra passenger(s) or weight not allowed without Mission Coordination approval. Please call Mission Coordinators with any changes
- 8) **Link Pilot (if applicable):** Night before and/or day of mission – call/email link pilot to confirm when & where
- 9) **Flight Plan – Mandatory**
 - Pilot must be on a filed flight plan either IFR or VFR on the passenger leg of the flight for the duration of the flight until reaching the destination airport environment (or cleared for the visual approach if IFR).
- 10) **TSA Compliance:** All adult passengers should have a TSA compliant photo ID
- 11) **Passenger Briefing:** Emergency, sterile cockpit, en route communication, weather, flight time, etc.
- 12) **Arrival:** If possible, escort patient to and confirm ground transportation before departing.

After flight: Complete a Post Mission Report which can be found in the Pilot Community under the “Reports” tab.

Questions, Changes, Comments – contact the Mission Coordination Team:

Office Phone: 631-694-7257

After Hours Number: 631-694-7257 x2

Fax: 631-994-3199

Email: missions@skyhope.org

Mailing Address: SkyHope, 7110 Republic Airport, Farmingdale, NY 11735

Mission Questions: missions@skyhope.org

Pilot Questions: pilotmail@skyhope.org

Flight Service: Weather Briefer / File a Flight Plan / Close a Flight Plan; 800.992-7433

<https://skyhope.org/volunteer-info-for-pilots/>



Adult Liability Release and Indemnity Form Version 2.2026

Pilot: _____ Co-Pilot: _____

Aircraft: (Type and Number): _____ Mission#: _____

I, _____, understand that Patient Airlift Services, Inc. (DBA SkyHope) has arranged one or more flights or other transportation, free of charge, for my convenience in obtaining, assisting with, or returning from medical treatment or diagnosis, or for other compelling humanitarian needs and flights of compassion as are determined suitable for SkyHope missions. I understand that SkyHope and the Pilots, Co-Pilots, operators, aircraft managers, owners, and/or lessors of the Aircraft and other vehicles used for these purposes are volunteering their services, time, skills, flight, aircraft, vehicles, and other related costs and expenses for the proposed flight and that they are not being reimbursed for their costs, expenses, or services. As such, I understand that SkyHope, the Pilots, Co-Pilots, operators, aircraft managers, owners, lessors, and the other persons and entities being released by me are expressly relying on my execution of this release as a material pre-condition for their agreement to provide the volunteer transportation services to me. I also acknowledge that I am flying on the Aircraft and/or riding in the vehicles arranged for by SkyHope voluntarily and of my own free will.

In consideration of the furnishing of services, time, skills, flight, transportation, aircraft, vehicles, and other related costs and expenses being arranged and provided, I hereby agree to forever release, discharge, defend, and hold harmless the Pilot, Co-Pilot, operators, aircraft managers, aircraft and vehicles owner(s) and/or lessors of the Aircraft (as applicable), SkyHope, each of their respective divisions, parents, subsidiaries, wings, member organizations, affiliates, chapters, officers, directors, agents, employees, volunteers, insurers, heirs, assigns, and successors in interest, and any and all entities who referred me to SkyHope (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 may have or claim to have on account of or in any way related to or arising from, directly or indirectly, the proposed transportation, the cancellation or delay of the transportation, and/or the failure to provide return transportation. This release of claims specifically includes, but is not limited to, any and all alleged negligent acts, errors, and omissions of any of the released persons or entities. In addition to economic damages, costs, and expenses, this release also specifically covers any and all damages for personal injuries, deaths, and conditions of health, whether or not immediately apparent following the flight, or which may at any time thereafter develop. As evidenced by my execution of this release, I regard the services, time, skills, flight, aircraft, transportation, vehicle and other related costs and expenses being furnished to me by the Released Parties as significant, material, and valuable consideration in exchange for this release, and I value this consideration as a significant, material factor in my present and continuing wellbeing and physical prosperity. I have completely read and fully understand this document. I have spoken with a mission coordinator and/or other persons associated with SkyHope regarding any and all questions concerning the proposed flight. To the extent that there is any portion of this document that I did not fully comprehend, I understand that I had and continue to have the right to obtain legal advice from an attorney of my choice.

This agreement shall be binding upon all of my heirs at law, assigns, and successors in interest of all parties hereto. By my execution of this release, I hereby manifest and make known my present wishes and intent that no representative of my estate take any action to pursue any claims based in tort, contract, or brought under any applicable wrongful death statute in the unlikely event that I die or suffer personal injury during my transportation by SkyHope. Similarly, I wish to manifest and make known my present wishes and intent that none of my relatives, heirs and assigns pursue any claim for loss of consortium or loss of support against SkyHope in the unlikely event that I die or suffer personal injury during my transportation by SkyHope. In stating my wishes and intent in this regard, I reiterate that I am receiving the transportation services provided by SkyHope on a purely charitable basis and, therefore, do not wish to see SkyHope exposed to any legal liability to me, my heirs and/or relatives as a result of their providing me with air transportation at no cost to me.

This agreement may be enforced by any party hereto and/or by any person or organization released in this agreement I agree that this agreement shall be governed and interpreted by the laws of the State of New York.

Signature of Passenger #1 _____ Signature of Passenger #2 _____

Signature of Passenger #3 _____ Date _____

Please initial below if you agree to allow Patient Airlift Services, Inc. (DBA SkyHope) to use your name(s) and photographs in any reports of the proposed flight that might appear in newspapers, radio, television or other SkyHope public relations activity. I agree to the use of my name to publicize SkyHope activities. _____ Passenger(s) Initials If you do not agree to public use of your name(s) it will not be used.

Important - Send by eMail, Fax, or U.S. Mail prior to flight to:
SkyHope- 7110 Republic Airport, Suite 202, Farmingdale NY 11735 Phone: 631-694-7257 Fax: 631-994-3199
pilotmail@skyhope.org

www.skyhope.org

SkyHope • Republic Airport, 7110 Republic Airport, Suite 202, Farmingdale, NY 11735 • 631-694-7257



GUARDIAN AUTHORIZATION AND LIABILITY RELEASE INDEMNITY FORM Version 2.2026

Pilot: _____ **Co-Pilot:** _____

Aircraft: (Type and Number): _____ **Mission #:** _____

Minor Passenger: _____ **Parent/Legal Guardian:** _____

I, _____ the Parent and/or Legal Guardian of, (the "Minor Passenger") understand that Patient Airlift Services, Inc. (DBA SkyHope) has arranged one or more flights or other transportation, free of charge, for our convenience in obtaining, assisting with, or returning from medical treatment or diagnosis, or for other compelling humanitarian needs and flights of compassion as are determined suitable for SkyHope. I understand that SkyHope and the Pilots, Co-Pilots, operators, aircraft managers, owners, and/or lessors of the Aircraft and other vehicles used for these purposes are volunteering their services, time, skills, flight, aircraft, vehicles, and other related costs and expenses for the proposed flight and that they are not being reimbursed for their costs, expenses, or services. As such, I understand that SkyHope, the Pilots, Co-Pilots, operators, aircraft managers, owners, lessors, and the other persons and entities being released by me on behalf of the Minor Passenger are expressly relying on my execution of this release as a material pre-condition for their agreement to provide the volunteer transportation services to the Minor Passenger. I also acknowledge that the Minor Passenger is flying on the Aircraft and/or riding in the vehicles arranged for by SkyHope voluntarily and with my full consent.

In consideration of the furnishing of services, time, skills, flight, transportation, aircraft, vehicles, and other related costs and expenses being arranged and provided, on behalf of the Minor Passenger, I hereby agree to forever release, discharge, defend, and hold harmless the Pilot, Co-Pilot, operators, aircraft managers, aircraft and vehicles owner(s) and/or lessors of the Aircraft (as applicable), SkyHope, each of their respective divisions, parents, subsidiaries, wings, member organizations, affiliates, chapters, officers, directors, agents, employees, volunteers, insurers, heirs, assigns, and successors in interest, and any and all entities who referred me to SkyHope (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 the Minor Passenger may have or claim to have on account of or in any way related to or arising from, directly or indirectly, the proposed transportation, the cancellation or delay of the transportation, and/or the failure to provide return transportation.

This release of claims specifically includes, but is not limited to, any and all alleged negligent acts, errors, and omissions of any of the released persons or entities. In addition to economic damages, costs, and expenses, this release also specifically covers any and all damages for personal injuries, deaths, and conditions of health, whether or not immediately apparent following the flight, or which may at any time thereafter develop. As evidenced by my execution of this release on behalf of the Minor Passenger, I regard the services, time, skills, flight, aircraft, transportation, vehicles, and other related costs and expenses being furnished to the Minor Passenger by the Released Parties as significant, material, and valuable consideration in exchange for this release, and I value this consideration as a significant, material factor in the present and continuing wellbeing and physical prosperity of the Minor Passenger and myself. I have completely read and fully understand this document. I have spoken with a mission coordinator and/or other persons associated with SkyHope regarding any and all questions concerning the proposed flight. To the extent that there is any portion of this document that I did not fully comprehend, I understand that I had and continue to have the right to obtain legal advice from an attorney of my choice.

This agreement shall be binding upon the Minor Passenger, his or her parents and/or legal guardians and all heirs at law, assigns, and successors in interest of all parties hereto. By my execution of this release, I hereby manifest and make known my and the Minor Passenger's present wishes and intent that no representative of the Minor Passenger's estate take any action to pursue any claims based in tort, contract, or brought under any applicable wrongful death statute in the unlikely event that the Minor Passenger dies or suffers personal injury during his or her transportation by SkyHope. Similarly, I wish to manifest and make known my and the Minor Passenger's present wishes and intent that none of the Minor Passenger's relatives, heirs and assigns pursue any claim for loss of consortium or loss of support against SkyHope in the unlikely event that the Minor Passenger dies or suffers personal injury during his or her transportation by SkyHope. In stating my and the Minor Passenger's wishes and intent in this regard, I reiterate that the Minor Passenger is receiving the transportation services provided by SkyHope on a purely charitable basis and, therefore, we do not wish to see SkyHope exposed to any legal liability to the Minor Passenger, his or her heirs and/or relatives as a result of the providing the Minor Passenger with air transportation at no cost.

This agreement may be enforced by any party hereto and/or by any person or organization released in this agreement. I agree on behalf of the Minor Passenger that this agreement shall be governed and interpreted by the laws of the State of New York.

Signature of Parent/Legal Guardian _____ Date _____

Please initial below if you agree to allow SkyHope to use your name(s) and photographs in any reports of the proposed flight that might appear in newspapers, radio, television or other SkyHope public relations activity. I agree to the use of my name to publicize SkyHope activities.

____ Passenger(s) Initials If you do not agree to public use of your name(s) it will not be used.

Important - Send by eMail, Fax, or U.S. Mail prior to flight to:

SkyHope- 7110 Republic Airport, Suite 202, Farmingdale NY 11735 Phone: 631-694-7257 Fax: 631-994-3199

pilotmail@skvhope.org

www.SkyHope.org

SkyHope Republic Airport, 7110 Republic Airport, Suite 202, Farmingdale, NY 11735 • 631-694-7257

Your Notes: