

## **Attachment 4**

to Operations / Human Performance Group Factual Report

**OPS10IA001**

**FLIGHT OPERATIONS MANUAL**

**Crew Incapacitation**

---

## Incapacitation (Crew Member)

Incapacitation can occur at any time. Incapacitation may be obvious or subtle; pilots must remain alert for both.

- A major concern is incapacitation of the PF, but the hazards associated with the possible incapacitation of other crew members must not be overlooked.
- If a flight attendant becomes incapacitated, treat the situation as if a passenger has become incapacitated. *Refer to Passenger Handling, Medical Emergencies.*

### Obvious Incapacitation

Obvious incapacitation is generally easier to detect; it may be short term or prolonged.

### Subtle Incapacitation

Subtle incapacitation may be very difficult to recognize and is considered a more significant occupational hazard as it may go undetected. It can occur due to physiological reasons or may take the form of cognitive incapacitation. For example, the pilot may be overly focused on getting to the runway while allowing the aircraft to become destabilized during the approach.

Since a disciplined flight deck is managed in compliance with standard operating procedures, a procedural deviation might very well be the first indication of pilot incapacitation.

### Determining Incapacitation

Whether the incapacitation is obvious or subtle, the other pilot(s) must make the determination that the pilot is incapacitated.

#### Two Communications Rule

Presume incapacitation if a pilot does **not** respond:

- Appropriately to two verbal communications, or
- To a verbal communication associated with a significant deviation from the intended flight profile.

### **Declaration of Incapacitation**

If unable to elicit an appropriate response, the other pilot(s) shall declare that the affected pilot is incapacitated and take control of the aircraft.

#### **Aircraft Control**

- Take full control of the aircraft; use the autopilot as necessary.
  - Take whatever actions are required to guarantee free movement of the controls.
  - Check control and switch positions.
- Declare an emergency.
- Restrict the incapacitated pilot from the flight controls. Consider removal from the seat using other personnel, as needed.
- Contact the Dispatcher.

**Note:** Once a pilot is declared to be incapacitated, he is considered incapacitated for the duration of the flight. He will be denied access to any aircraft controls regardless of his subsequent condition or statements.

#### **First Aid**

- First aid should be assigned to the flight attendants.
  - Any prolonged first aid should be administered outside the flight deck.
  - If a medical doctor is on board, his assistance should be requested.
- Request medical assistance be provided after landing.
- Make a PA if a pilot has been removed from the flight deck and has been visible to the passengers.

#### **Flight Deck Management**

- Use deadheading pilots, if possible.
- Perform approach check well in advance.
- Fly the aircraft from your normal seat.
- Request assistance from ATC, if necessary, and make a coupled approach, if possible.