



# MedAire Wellbeing Services Powered By Talk To A Peer

## UNLOCK THE POWER OF PEER SUPPORT: TRANSFORMING AVIATION WELLBEING

Introducing MedAire Wellbeing Services powered by Talk to a Peer, a comprehensive peer support initiative tailored to the aviation industry, designed to elevate aviation professionals' mental health and wellbeing. Combining MedAire's experience in aviation-focused medical and security services with OdiliaClark's Talk to a Peer support network of pilots and industry experts establishes an innovative partnership with unique advantages and a renewed approach to peer support in the aviation sector.

## ADVANTAGES OF MEDAIRE WELLBEING SERVICES POWERED BY TALK TO A PEER



**Industry-specific, relatable support:** A key advantage of this service is the shared background and experiences of aviators supporting aviators. The Peer Support Volunteers (PSVs) possess industry-specific knowledge, understand occupational pressures, and can relate to the challenges faced by their peers. This firsthand experience fosters a sense of trust and rapport, making it easier for individuals to open up.



**Practical alternative to EAPs:** Employee Assistance Programs (EAPs) may offer general mental health support but often lack the industry-specific insight. The added value of access to trained aviation peers, aviation psychologists and addiction psychiatrists ensures the services are tailored to the unique needs and challenges of aviation professionals.



**Accessibility, Approachability, and Confidentiality:** Crewmembers may hesitate to speak with a therapist or psychologist for fear of judgement or due to confidentiality concerns. MedAire Wellbeing Services offers a secure, non-judgemental, and confidential environment where aviation professionals can talk openly to their peers. This approach fills a critical gap by providing an approachable and relatable support network.



**Quick intervention and problem resolution:** Nearly 90% of all calls to a Peer Support Programs are resolved by a Peer Support Volunteer who understands the industry. They are trained to offer guidance, enabling them to address issues efficiently. They act as a first line of support, helping with challenges before they escalate into more severe problems.



**Bespoke support and collaboration:** MedAire Wellbeing Services tailors support each Air Operator Certificate (AOC) partner while sharing the significant costs of the required structure and professional support. This cost-effective approach ensures clients receive customised, highly relevant support.

## WHAT YOU RECEIVE WITH MEDAIRE WELLBEING SERVICES

Designed to provide aviation professionals with a robust framework for mental health support, bolstering wellbeing and fostering a positive work environment, here's what members can expect:

- ▲ **Direct Peer Access:** Gain immediate connectivity to a network of peers through a web-based request platform. This service allows you to seek guidance, share experiences, and receive support from fellow aviation professionals who understand the unique stressors of the industry.
- ▲ **E-learning Portal:** Courses provide comprehensive insight into peer support fundamentals and the essence of the programme to enhance mental health awareness.
- ▲ **Talk to a Peer Live Interaction:** The platform facilitates real-time interaction with peers and trained Peer Support Volunteers sharing experiences to broaden your organisation's support network.
- ▲ **Recognition of Participation:** Upon participating in the Peer Support Program, you'll receive an Electronic Peer Support Participate Certificate, acknowledging your commitment to maintaining a healthy and supportive work environment.
- ▲ **Promotional Materials:** To ensure that the idea of peer support and mental health awareness is a visible part of your organisation, MedAire provides supportive posters that can be placed in common areas to remind staff of the resources available to them and encourage a culture of support and openness.

Empowering your team with the resources they need, contributes to a resilient, proactive, and mentally equipped workforce ready to face the demands of the aviation industry.

## CLIENT TESTIMONIALS

"We started using Peer Support in Dec 2020. As the programme coordinator for Luxaviation group, I have worked with the Talk To A Peer team from the very beginning and have trained myself as a Key Stakeholder to get familiar with their processes. I enjoyed the responsiveness of their managers every time we had questions or whenever there was a need to adjust their products to our particular needs.

Beyond that, I felt while dealing with their management that caring about crew members is not only a job to them – it's a real, genuine passion. That's what we needed in this field and what I like the most about the service they provide."

**Luxaviation Group PSP Coordinator, Flight Ops Manager and Chief Pilot.**

"Having spoken to a number of suppliers, Talk To A Peer stood out as, by far, the best option for our Peer Support Programme. As the only Pilot-led programme in the UK, they have gained that vital 'buy-in' for the programme from my crews. All of their instructors are superb, and their training is second to none. I would not hesitate in recommending them to anyone who is looking for a supplier."

**Director of Flight Operations, Catreus**