

# **ACCIDENT PROCEDURE**

**IF A CALL COMES IN REGARDING AN ACCIDENT IN A CLUB AIRCRAFT THE CLUB MEMBER PRESENT SHOULD USE THE FORM AT THE BACK OF THIS PACKET TO RECORD ALL PERTINENT INFORMATION AND THEN IMMEDIATELY CALL A CLUB OFFICIAL WITH FULL DETAILS.**

**SPEAK DIRECTLY TO A CLUB OFFICIAL. DO NOT LEAVE A MESSAGE ON AN ANSWERING MACHINE. THE LIST OF CLUB OFFICIALS IS ON THE REVERSE SIDE OF THE ACCIDENT INFORMATION FORM AT THE BACK OF THIS PACKET.**

**DO NOT REMOVE THIS BINDER  
FROM THE DESK AT THE CLUB**

NOTE: All Club members should be familiar with the contents of the Club's Accident Policy and Procedure Manual as contained in this binder.

# ACCIDENT POLICY AND PROCEDURE MANUAL

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## **ACCIDENT POLICY AND PROCEDURE**

### **GENERAL POLICY**

All members should be familiar with Club policy regarding accidents or incidents involving Club aircraft. Club Accident Policy is to accomplish all actions required by safety considerations and to comply with all legal responsibilities as required.

### **GENERAL PROCEDURE**

1. Secure the aircraft to minimize the chance of fire or further damage (if appropriate)
2. Determine and accomplish actions which are immediately necessary to assist injured people
3. Notify local authorities as appropriate (only if required)
4. Notify Club authorities in all cases
5. Assist in notification and reporting to FAA and/or NTSB as required by Club authorities

Most incidents will be minor in nature with no injuries and minimal (if any) aircraft damage while some accidents may be very serious. In all cases the incident must always be reported to Club authorities, no matter how minor.

### **MINOR INCIDENTS**

Most mishaps involving Club aircraft will be minor in nature. Most often these incidents will involve no report to law enforcement, the NTSB, or to the FAA but all should be reported to the Club. Club officials (a Board member, the Director of Maintenance, or the Chief CFI) can assist in determining what reporting is necessary and can help to ascertain how the aircraft may be certified as airworthy for a ferry flight. Always consult a knowledgeable Club official even if the damage seems very minor. Taxi incidents such as a cracked plastic wing tip fairing or a damaged wheel pant may involve more than meets the eye depending on how the damage occurred. Insurance questions may also be involved and should be discussed with a Club official.

### **Major or Minor?**

Pilot judgment will always be involved in determining how to proceed after experiencing an incident and one of the first judgments will be whether or not the incident was truly "minor". Certainly the NTSB definition demanding "immediate notification" will classify the incident as "major" and local law enforcement and the FAA will have to be notified. However, even if the accident otherwise seems serious to the pilot (but does not involve serious injury, fire, or destruction of property) it is recommended that a Club official be consulted before attempting to formally notify federal authorities.

Some examples of "Minor" incidents are listed below. These incidents may or may not require notification of the FAA or local law enforcement. Always consult with a Club official before attempting to fly the aircraft again.

- "Hard" landing with minor damage to gear. (Aircraft can be safely taxied.)
- Taxiing into a curb with damage to wheel pant.
- Taxiing into a light pole with damage to the plastic wing tip, but with no apparent damage to the pole.
- "Locking" a brake on landing and skidding off the runway with no apparent damage.
- Experiencing "porpoising" (PIO) on landing or landing on nose wheel first with damage to nose pant (but no damage to prop, cowling, or firewall.)
- Experiencing a rough engine in flight and making a precautionary landing.
- Experiencing an engine fire on start-up, but cranking the backfire flames into the engine thereby extinguishing the fire before any apparent damage was done.
- Taxiing into a hangar with minor damage to the plastic wing tip and scratching the hangar wall.
- Skidding off of the runway during icy conditions.

### **Local Notifications**

The decision to notify local authorities following a minor incident will depend on a number of factors. If the incident occurred at a large airport or at an attended airport, the decision may already have been made for the pilot by an observer. However, if the incident occurs at an unattended field or if those present are reluctant to make notifications, the pilot will have to make a judgment regarding local notifications.

Clearly, if the aircraft is disabled on the runway, or if animal remains can not be quickly removed from the runway and would be a hazard to other aircraft, local authorities must be immediately notified. (In such cases, consider leaving the beacon on (at night) and notify the airport manager, or other responsible airport employee, and if not available, local law enforcement.)

If the minor incident involved some damage to local property, then local authorities should be notified. However, (only if time and circumstances permit), pilots are advised to consult with a Club official before notification is given. Issues such as witnesses, property damage documentation, and Club aircraft damage assessment will have to be addressed.

### **Federal Notifications**

For minor incidents, pilots are advised to allow Club officials to make any necessary notifications of the FAA. Call for a Club official at **919-776-2082** and if there is no response call a Club official as listed in the back of this manual.

## **SERIOUS ACCIDENTS**

In almost 50 years of operation the Club has had only a few serious accidents which involved immediate action decisions. However, such an accident may occur at any time and Club pilots should be prepared to deal with such a possibility. The following is a guide for pilots on the scene and Club officials who may become involved.

### **MAKE NO STATEMENTS**

For legal reasons, with only the exceptions listed below, all Club members are requested to make no statements (verbal or written) to anyone regarding how or why the accident or incident occurred. You may not know who the questioner is and what use he or she may later make of the information. Further, any thing you say may subsequently be held against you.

- Do not speak with news reporters. (Let local officials handle their media.)
- Do not speak with local land owners or passers by.
- Do not speak with airport employees or emergency personnel except about immediate information needed to deal with an emergency or other pressing problem.
- Do not speak with other pilots who may be present.

In particular, at the scene of the incident do NOT respond to questions involving "how" or "why". Such questions may be part of an official investigation at a later time when the FAA, NTSB, or Club will need to determine exactly what happened and why. On the scene, do not respond to questions like:

"How did this happen?"

"What happened here?"

"Did you stall?"

"Why were you taxiing so slowly?"

"Did you make the proper pattern entry?"

"Did you run out of fuel?"

"Did you not see the other aircraft on final?"

Only statements of fact which may be helpful to local authorities (police, airport personnel, etc.) should be made. Examples of such responses to local authorities are:

"The airplane is off the runway."

"There is no fire."

"There were two of us onboard."

"Please do not tow the aircraft without my supervision."

"There appears to be no fuel leaking."

"It is parked at the end of the row."

## **Required Statements**

You may be required to make a report to the airport police, the local police or sheriff's deputy, or the state police. The FAA or NTSB may also ask for information. If confronted by such personnel, think carefully about what you are saying and make no assumptions. State only the facts and try to do so only in response to specific questions. Do not volunteer information not requested.

## **Make your own record**

As soon as you are able, make time to record your own notes as to exactly what happened. While the incident is fresh in your memory, write down as many details as possible. Confer with fellow passengers to be sure that the facts are correct. This record may be helpful to you at a later date.

## **ON-SCENE ACTION REQUIRED**

The pilot in command or other crewmember (pilot onboard the aircraft or nearby) should first take the appropriate action to secure the accident area and attend to any injured people.

### **Secure the Aircraft and Evacuate**

The pilot in command or capable Club member should immediately take steps to minimize the potential for fire. Turn off all electrics and shut off all fuel valves. If there is a possibility that fuel is leaking, immediately exit the aircraft and move all people to a safe distance. Do not take time to remove luggage or personal possessions. Do not go near the aircraft until it is certain that there is no fire hazard.

### **Injuries**

If an aircraft accident has occurred and someone is seriously injured (broken limbs, head injuries, neck or back injuries, internal injuries, or profuse bleeding, immediate attention should be given to the safety of the injured persons.

1. Call for medical assistance if possible.
2. Do not move injured victims unless necessary.
3. Administer first aid as required.
4. Keep the injured warm

### **Notification of Local Officials**

If the accident has involved injury, property damage, fire hazard, or fuel spill, local officials must be notified. If the incident is quite minor and there is doubt as to whether or not to notify local authorities or the FAA, consult with Club officials for assistance.

## **Secure the Area**

Steps should be taken to make sure that no further danger is presented by the accident. If the aircraft is on an active runway, take steps to have the runway closed or the aircraft removed. Ask local airport or law enforcement personnel to guard the area to keep people from disturbing the wreckage or removing potentially critical items.

## **Phone a Club Official**

Notification of the Flying Club that a Club aircraft has been involved in an accident or incident is mandatory. Phone the Club (**919-776-2082**) as soon as possible and be prepared to tell the person answering the pertinent details of the accident and a phone number where you can be reached. Ask to speak to one of the following.

- 1) Club President
- 2) Director of Maintenance
- 3) Chief CFI
- 4) Board Member
- 5) Flight Instructor

If one of these Club officials is not present, be prepared to write down phone numbers so that you can call one of them directly if necessary. In general, however, you can expect to be called back by an appropriate Club official within 15 minutes after your initial phone call.

If no one answers at the **919-776-2082** number, there should be a recorded message of Club officials to call.

## **Document the Event**

In addition to making your own record (see above), document the event by use of photographs or by getting witnesses' names and phone numbers.

REMEMBER.... Make no statements regarding how the accident occurred.

## **ACTION REQUIRED BY CLUB OFFICIALS**

NOTE: Club members at the Clubhouse or at home should be more calm and composed than the pilot who has just experienced an accident. The expectation is that the Club official who receives the call from the accident scene will act to calmly assist the pilot in correctly accomplishing necessary actions and making good judgments.

### **Receiving the Initial Phone Call**

Any Club member who receives a phone call from a Club pilot who is reporting an accident or incident should record all pertinent information listed below by using the Incident Information form at the end of this document. Clearly record the following information and tell the caller that a Club official will return the call within 15 minutes. Then call a Club official with the details. Make sure that a Club official has been personally reached. Do not leave a message on a recording machine. The Club officials are listed on the "Emergency Contacts" page at the back of this manual and are posted on the wall by the desk.

Information needed:

1. Pilot's Name
2. Aircraft N number
3. Location of Accident or Incident (Airport or Nearest City and State)
4. Date and Time (specify local or GMT) of the Accident or Incident
5. Phase of flight (Landing, Takeoff, Taxi, In-flight)
6. Other aircraft, vehicle, or person involved?
7. Brief Description of Aircraft Damage
8. Number of Passengers and brief Description of any Injuries
9. Phone number where pilot or caller can be reached within 15 minutes (inc. area code)
10. FBO or Place from which call is being made (Name and Location)

### **Responding Club Official - Duties and Responsibilities**

The duties of the Club official in responding to a Club pilot who has experienced an incident or accident are as follows. (NOTE: See pages 7 – 9 for expanded details.)

1. to call the pilot back for support and reassurance.
2. to assist the pilot in correctly assessing the situation with regard to the seriousness of the incident. (Obtaining full particulars will be necessary. Fill in the bottom half of the **Incident Information Form.**)
3. to assure that appropriate officials have been correctly notified.
4. to make contact with the Club's insurer only if necessary. (See page 8 for details.)
5. to advise the pilot regarding additional inspections/opinions before further flight of the aircraft.
6. to notify the aircraft owner if necessary.
7. to notify the Board so that a meeting can be called if necessary.

## **1. Support and Reassure the Pilot**

The Club official should return the call to the pilot as soon as possible. Support and reassurance to a pilot who has just experienced an accident or incident are important in helping the pilot make the best on-site decisions. However, before calling the pilot, the Club official may wish to consult with another experienced pilot or Club member.

## **2. Help the Pilot to Assess the Seriousness of the Situation**

By asking factual questions, the Club official may help the pilot assess how serious the damage situation is. This will be most helpful in cases where the pilot is unsure as to whether the aircraft may be flyable. The second half (bottom portion) of the **Incident Information Form** (found at the end of this document) should be completed and will serve as a guide in making the proper assessment. Full particulars are necessary for making proper judgments.

There are four areas which need to be addressed in making a proper assessment.

1. Personal Injury - Medical Attention / Emergency Response.
2. Official Notifications Required
3. Property Damage assessment
4. Aircraft Damage Assessment

## **3. Making Required Notifications as Necessary**

The Club official handling the accident report should take steps to assure that all proper notifications have been made. In general, local emergency notifications should be made on-site, while FAA and NTSB (if required) notifications may be made by the Club official. However, if in the Club official's judgment the reporting pilot is seriously emotionally upset, then it might be best not to trust him or her to correctly make even the local notifications without specific encouragement and instructions from the Club official or even altogether.

### Local Notifications

Based on the assessment of the incident, the Club official should confirm with the pilot that the following local authorities have been appropriately contacted.

1. If a fire resulted or if there is fuel spillage, call the local fire department. If in doubt, notify. (Local fire officials like to be notified even if there is no fire and no fuel spillage.)
2. If there are injuries to anyone call the local rescue squad. (If there were no injuries, the local EMR does not need to be called. However, if there is any question of latent injuries, advise passengers or others involved in the accident to see a physician.)

NOTE: By calling the local police or sheriff or the fire department all other emergency personnel will likely be notified and because it involves an airplane everyone will typically respond believing that there will be a disaster.

3. If the aircraft wreckage constitutes a hazard, contact a local FBO to have it removed. Coordinate this request with the FAA and local police.

### Notify the Board of Directors

The Club Board of Directors should be notified of any serious accident especially if there are injuries involved. If death is involved, the Board will wish to meet in an emergency session to coordinate necessary activities. A spokesperson should be appointed and all requests for information directed to that person. The Board will review actions to be taken and communicate with members as soon as possible regarding the facts of the matter and the necessity of not speculating or dramatizing the event in any way.

### Notifying the FAA

Based on the assessment of the incident, the Club official may have to call the FAA. Serious accidents on controlled fields and serious accidents involving emergency response will automatically trigger FAA notification. While the FAA should not be bothered for minor taxi incidents or an off-runway excursion involving no damage and no injury, they should be notified whenever there is personal injury or significant damage to the aircraft (unable to taxi, or airframe damage). If a local FAA FSDO office number is known, then this office can be called. Otherwise, call the Greensboro FSDO office (listed at the back of this manual.) Calmly communicate the pertinent information to the FAA including the fact that local authorities are already involved.

Generally the following information should be reported to the FAA.

1. Identify reporter as Club official
2. Aircraft Type and N number
3. Pilot Name (and Certificate Grade and Ratings if known.)
4. Incident Location
5. Number and Severity of Injuries
6. Brief Description of Aircraft Damage and Phase of Flight
7. Indication that Club is handling details and will keep the FAA informed, or will abide by FAA or NTSB directives if so requested

### Notifying the NTSB

The NTSB only needs to be notified if required to by CFR 49, Part 830.5. In reality, if it is a serious accident, local authorities or the FAA will routinely notify the NTSB. Confirm this fact with the FAA.

### Notifying Family

If the pilot or passengers are incapacitated, the Club official should work with local police to notify the families of the injured. If there are no injuries or if they are not incapacitating, offer to help, but leave it up to the pilot to make such family contacts.

### Notify the Club's Insurer

If there are any injuries, property damage, or damage to the aircraft which will result in a claim, the Club official should call the Club's insurance broker and report all known details. This notification may be delayed until there is clarity that the Club will be making a claim. However, if there are injuries or property damage it should be made in a timely manner.

### Notify the Owner of the Aircraft

If the aircraft is a leased aircraft, the owner should be contacted so as to be involved in any decision regarding repair or disposition.

#### **4. Advise the Pilot regarding Inspection and Disposition**

In the case of minor incidents, the pilot may need some advice regarding whether or not to fly the aircraft home. Sound judgment must be exercised if there is the prospect of a flight back to base. An inspection by a local A&P may be recommended or a conference with the Club A&P may be accomplished.

In general, if there is any damage to the propeller, to the nose gear, main gear, primary structure (wings, empennage), or control surfaces, the aircraft should not be flown without a knowledgeable evaluation.

If it is determined that the aircraft must remain on site for repairs, then the Club official should advise the pilot regarding disposition of the aircraft and travel arrangements. At this point it is advisable to speak directly with the FBO or mechanic who will be doing the work.



WINGS OF CAROLINA FLYING CLUB

**INCIDENT INFORMATION FORM**

**INITIAL INFORMATION**

**Instructions:** The person receiving the initial phone call from a member who has experienced an accident or incident should complete the first section of this form based on information provided by the caller. Tell the caller that he or she will be called back within 15 minutes. Immediately phone a Club official (Manager, Board Member or Chief CFI) and relay all information.

- 1. Name of Pilot Involved in Incident: \_\_\_\_\_ 2. Aircraft: N \_\_\_\_\_
- 3. Location of Incident (Airport or Town): \_\_\_\_\_
- 4. Date of Incident: \_\_\_\_\_ Time Incident Occurred: \_\_\_\_\_ AM/PM
- 5. Phase of Flight (Taxi, Takeoff, In Flight, Landing): \_\_\_\_\_
- 6. Other Vehicle, Aircraft, or Person Involved? \_\_\_\_\_ Identify: \_\_\_\_\_
- 7. Brief Description of Aircraft Damage: \_\_\_\_\_
- 8. Number of Passengers: \_\_\_ Any Injuries? (Describe): \_\_\_\_\_
- 9. Phone Number where Caller can be reached within 15 minutes: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_
- 10. FBO or Place from which call is being made (Name and Location): \_\_\_\_\_

**RESPONDING CLUB OFFICIAL**

Call Returned at (Date, Time): \_\_\_\_\_

Additional Incident Details: \_\_\_\_\_

Local Police/Sheriff Notified? \_\_\_\_\_ If so, State, Town/County: \_\_\_\_\_

Any Injuries Attended to? \_\_\_\_\_ (Suggest Physician Examination for Documentation)

Airframe Damage Details: \_\_\_\_\_

Landing Gear Damage: \_\_\_\_\_

Propeller Damage: \_\_\_\_\_

Any Property Damage? \_\_\_\_\_

Repair shops (or Mechanics) on field (Name and Telephone): \_\_\_\_\_

FAA Notified? \_\_\_\_\_ If so, Office, Date, Time: \_\_\_\_\_

Insurer Notified? \_\_\_\_\_ If so, Date, Time: \_\_\_\_\_

Family Needs to be Notified? \_\_\_\_\_ If so, Person, Date, Time: \_\_\_\_\_

Other Notes: \_\_\_\_\_

Name of Club Official: \_\_\_\_\_

# ON-SITE ACCIDENT PROCEDURE

## LEAVE THIS DOCUMENT IN THE AIRCRAFT

### GENERAL

If you should experience an accident or an incident with a Club aircraft, you should accomplish each of the following if appropriate for the conditions.

1. Secure the aircraft to minimize the chance of fire or further damage (if appropriate)
2. Determine what actions may be immediately necessary to assist any injured people
3. Notify local emergency authorities as appropriate (only if required)
4. Notify Club authorities in all cases
5. Assist in notification and reporting to FAA and/or NTSB if requested by Club authorities

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### FOR SERIOUS ACCIDENTS - SEE REVERSE SIDE

### MINOR INCIDENTS

Most mishaps involving Club aircraft will be minor in nature. Most often these incidents will involve little or no discernable damage to the aircraft, no fire, no property damage, no fuel spill, and no injury. In such cases no report to law enforcement, the NTSB, or to the FAA needs to be made. (All incidents should be reported to the Club.) Club officials (the Director of Maintenance, a Board member, or the Chief CFI) can assist in determining what reporting is necessary and can help to ascertain how the aircraft may be certified as airworthy for a ferry flight. Always consult a knowledgeable Club official even if the damage seems very minor.

### Local Notifications

The decision to notify local authorities following a minor incident will depend on a number of factors. Clearly, if the aircraft is disabled on the runway, or if debris or animal remains can not be quickly removed from the runway and would be a hazard to other aircraft, local authorities must be immediately notified. (In such cases, consider leaving the beacon on (at night) and notify the airport manager, or other responsible airport employee, and if not available, notify local law enforcement.)

If the minor incident involved some damage to local property, then local authorities should be notified. However, (only if time and circumstances permit), pilots are advised to consult with a Club official before notification is given. Issues such as witnesses, property damage documentation, and Club aircraft damage assessment will have to be addressed.

### Federal Notifications

For minor incidents, pilots are advised to allow Club officials to make any necessary notifications of the FAA.

**Call a Club Official at 919-776-2082**

## **SERIOUS ACCIDENTS**

**CLUB NUMBER: 919-776-2082**

### **Secure the Aircraft and Evacuate**

The pilot in command or capable person should immediately take steps to minimize the potential for fire. Turn off all electrics and shut off all fuel valves. If there is a possibility that fuel is leaking, immediately exit the aircraft and move all people to a safe distance. Do not take time to remove luggage or personal possessions. Do not go near the aircraft until it is certain that there is no fire hazard.

### **Injuries**

If an aircraft accident has occurred and someone is seriously injured (broken limbs, head injuries, neck or back injuries, internal injuries, or profuse bleeding) immediate attention should be given to the safety of the injured persons.

1. Call for medical assistance if possible.
2. Do not move injured victims unless necessary.
3. Administer first aid as required.
4. Keep the injured warm

### **Notification of Local Officials**

If the accident has involved serious injury or property damage, fire, or fuel spill or leaking, local officials must be notified immediately. If in doubt, consult with Club officials for assistance.

### **Secure the Area**

Steps should be taken to make sure that no further danger is presented by the accident. If the aircraft is on an active runway, take steps to have the runway closed or the aircraft removed. Ask local airport or law enforcement personnel to guard the area to keep people from disturbing the wreckage or removing potentially critical items.

### **Phone a Club Official**

Notification of the Flying Club that a Club aircraft has been involved in an accident or incident is mandatory. Phone the Club (**919-776-2082**) as soon as possible and be prepared to tell the person answering the pertinent details of the accident and a phone number where you can be reached. In general you can expect to be called back by an appropriate Club official within 15 minutes after your initial phone call. The Club's objective is to support you with sound advice or instructions.

If no one answers at the Club number, listen for a recorded message of Club officials to call.

### **Make No Statements**

Make no statements regarding what happened, or how or why the accident occurred. Answer officials' requests for information only with factual statements of what is and do not volunteer information not asked for. Do not speak with reporters, other pilots, or unofficial airport personnel regarding the accident. (Official FAA reports will come later.)

### **Document the Event**

If possible, make your own confidential record of what happened and document the event by use of photographs or by getting witnesses' names and phone numbers.