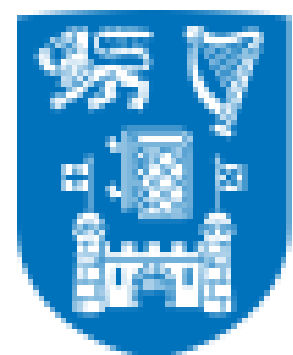


THE PERFECT STORM?

(The Impact of COVID: Change, Wellbeing/Morale & Safety Oversight)

Dr Joan Cahill & Captain Paul Cullen

Prof Simon Wilson – Sohaib Anwer – Prof Keith Gaynor



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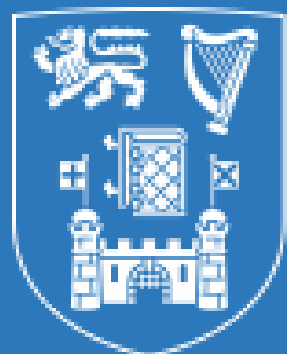


PEOPLE
PROCESS
PERFORMANCE

Centre for Innovative Human Systems

Introduction

1. About Project
2. COVID Survey
3. Survey Findings
 - Change
 - Wellbeing/Morale
 - Safety Oversight
 - Stress Coping
 - Company Values/Supports
4. Conclusions
5. Acknowledgements



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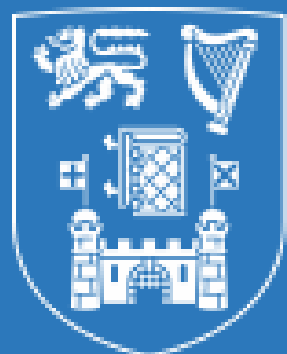
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Lived Experience Wellbeing Project

BIOLOGICAL - PSYCHOLOGICAL - SOCIAL

- **Understanding lived experience & behavior.**
- **Understanding & measuring impact of Work-Related Stress (WRS) on wellbeing, performance and safety.**
- **Resilience:** Why do some workers cope better than others?
- **Change:** Evidence-based and Solutions-focused - for aviation workers and industry.



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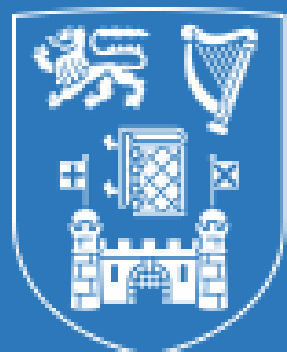


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Research

#	When	Group	Method/What
1	2015 to 2016	Pilots (n= 103)	Informal Interviews
2	2018	Pilots (n=33)	Workshops
3	2018/2019	Pilots (n= 1,059)	Wellbeing Survey
4	2019/2020	Aviation stakeholders (n=15)	Workshops/Interviews
5	August 2020	All aviation workers (n=2,050)	COVID Survey

Understanding Problem | Evaluating Lived Experience & Existing Solutions | Recommendations



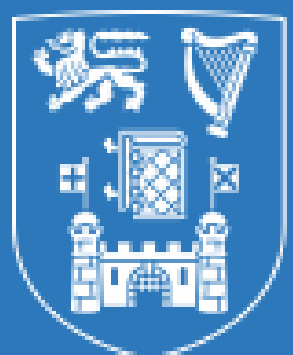
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COVID Survey - 3 Big Questions

- **Change** – speed & extent unprecedented
- **Morale & Wellbeing** of Safety-Critical Staff
- Lack and/or Delegation of **Safety Oversight**



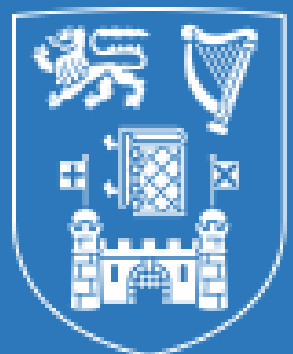
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The Impact of COVID-19 Pandemic on Aviation Workers & The Aviation System

- Anonymous online survey
- Involved Stakeholders in survey design
- PHQ-9 and GAD-7
- Snapshot (3 weeks – August 2020)
- Diverse sample
 - Age
 - Gender
 - Experience
- Targeted all Safety-Critical workers in Aviation
- 2,050 participants
- 38% Pilots
- 19% Cabin Crew
- 11% Air Traffic Control
- 8% Maintenance/Engineering

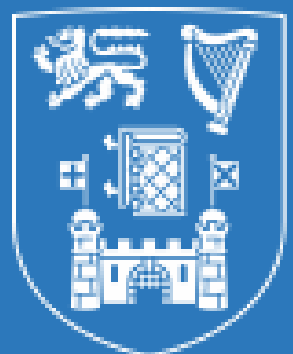
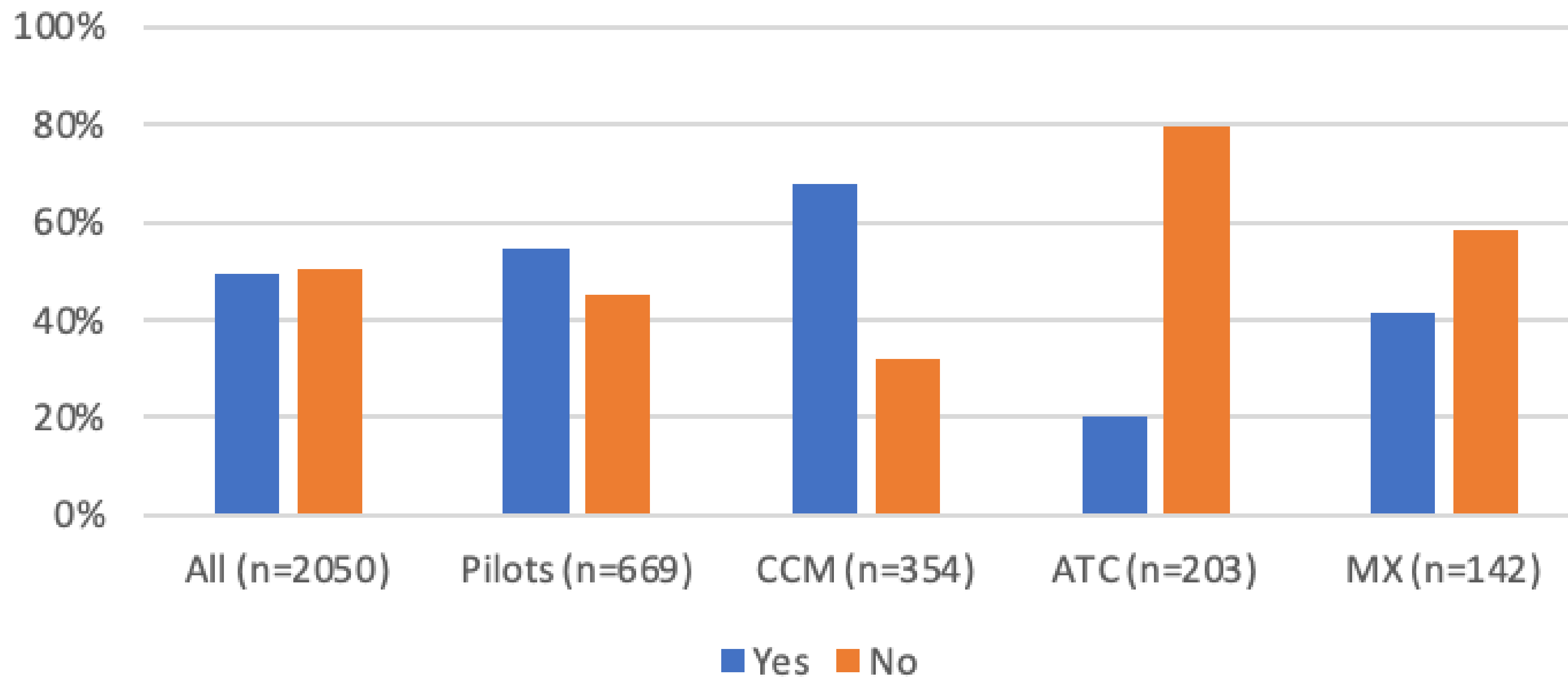


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Has Your Job Status Changed during COVID?

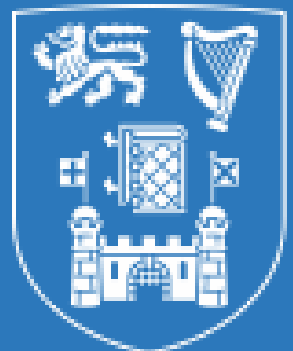
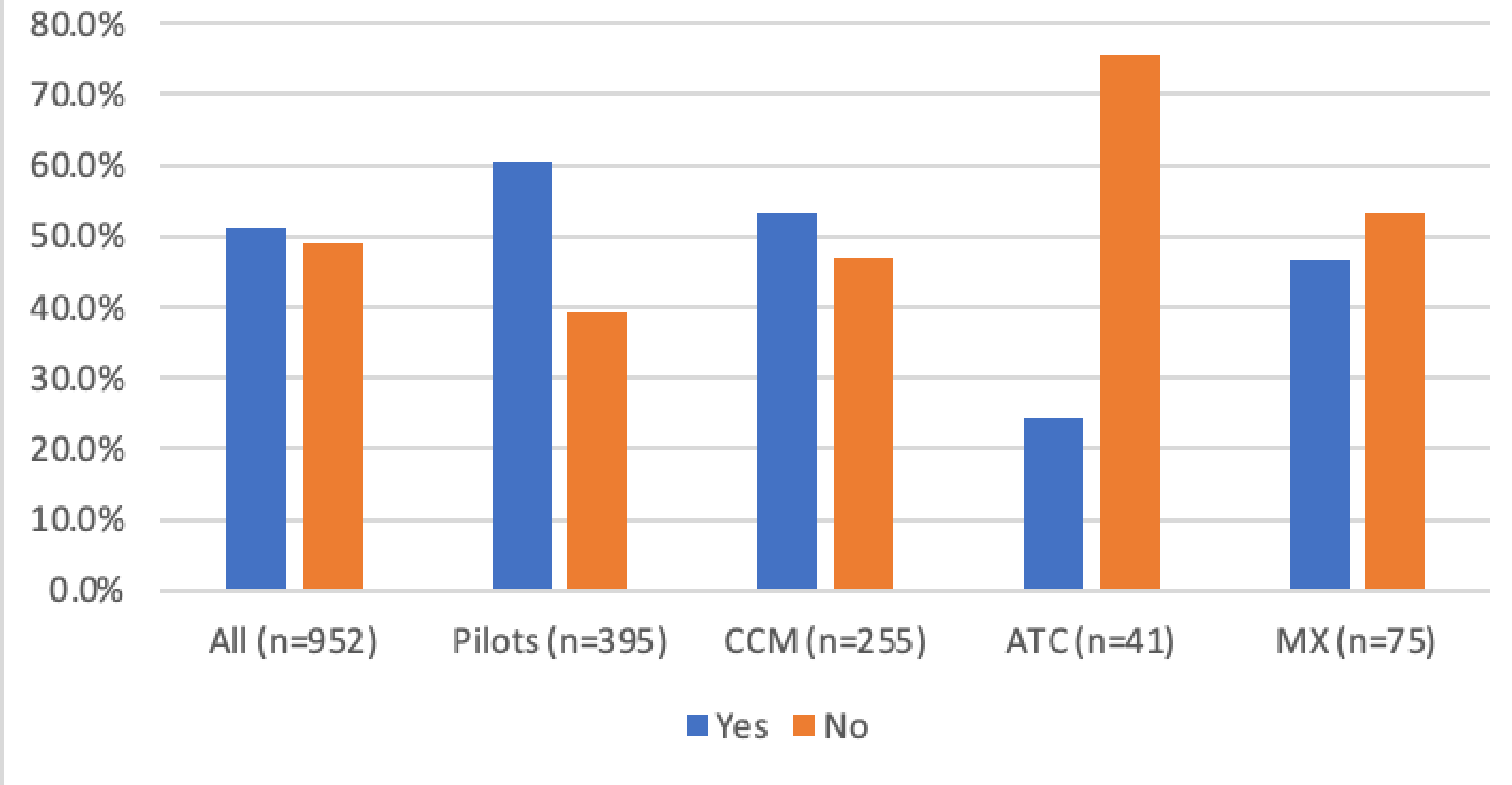


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Have you lost your job since COVID-19?

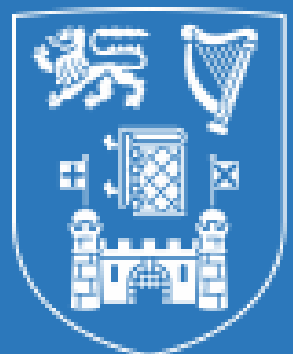
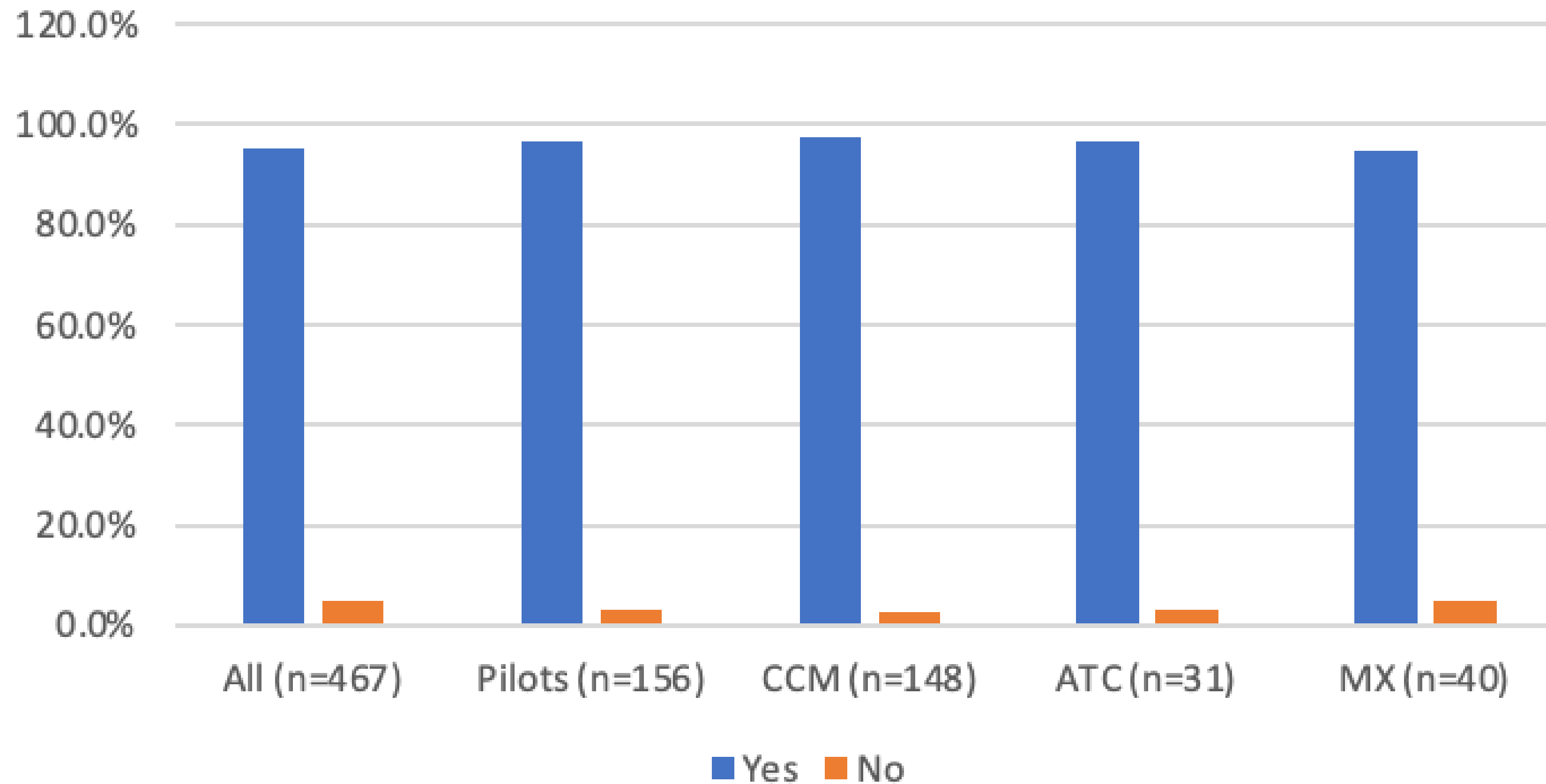


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Are you now on reduced salary since COVID-19?

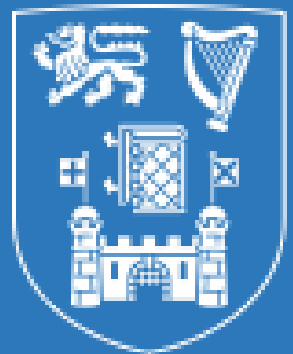
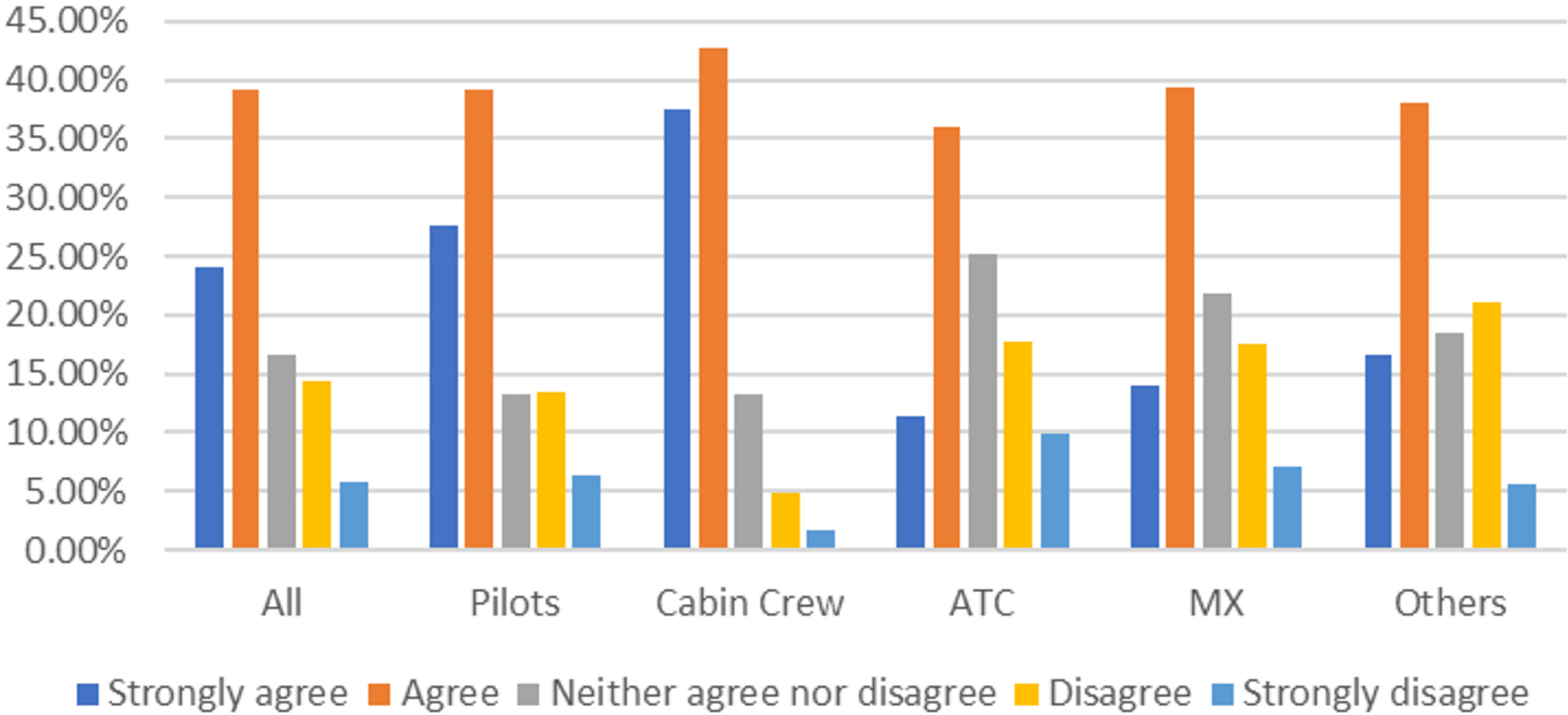


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My Mental Health Has Worsened Since COVID 10 Pandemic

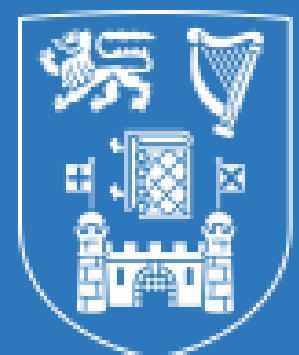
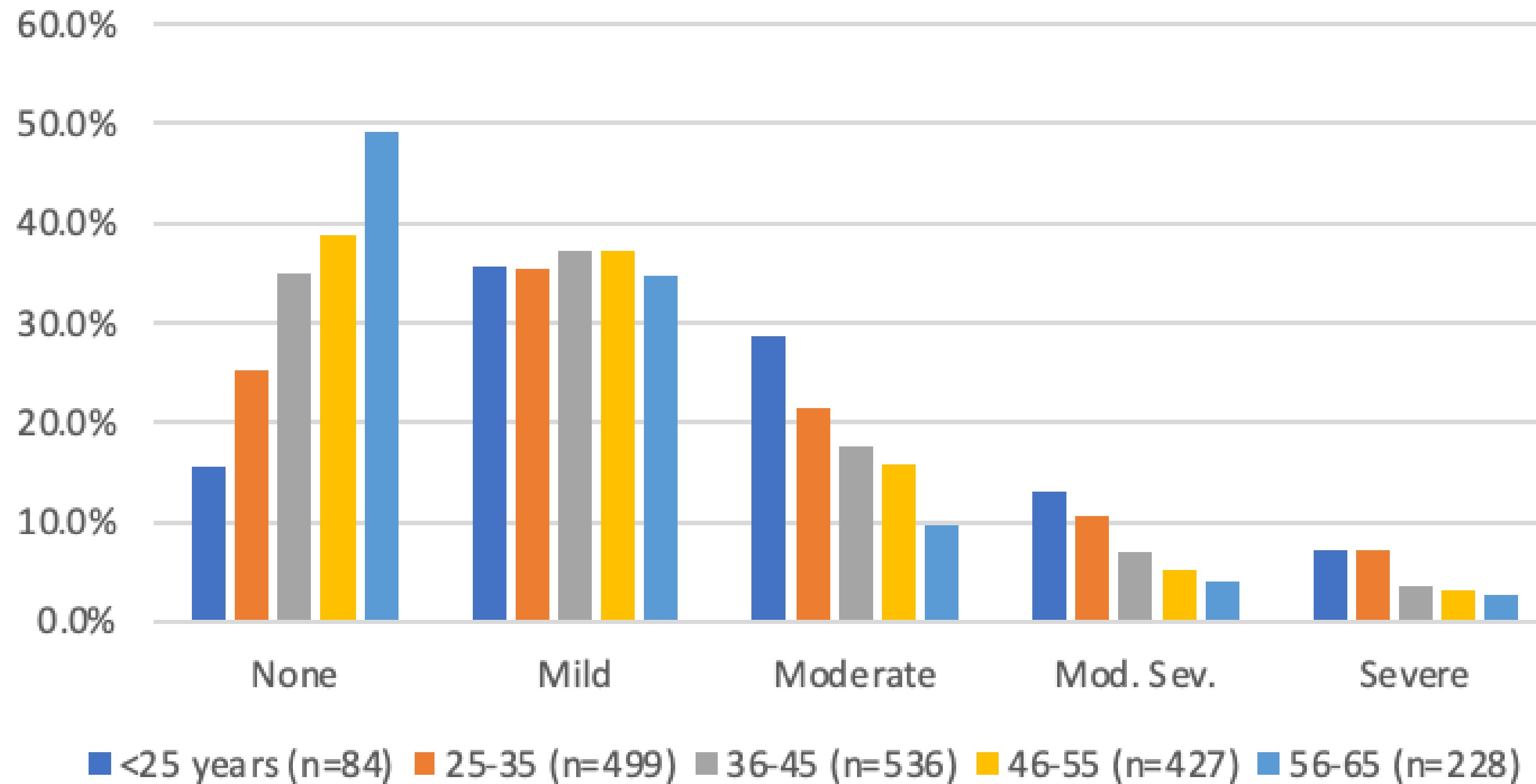


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Depression levels per age group (PHQ-9)

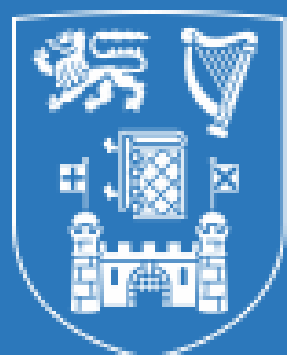
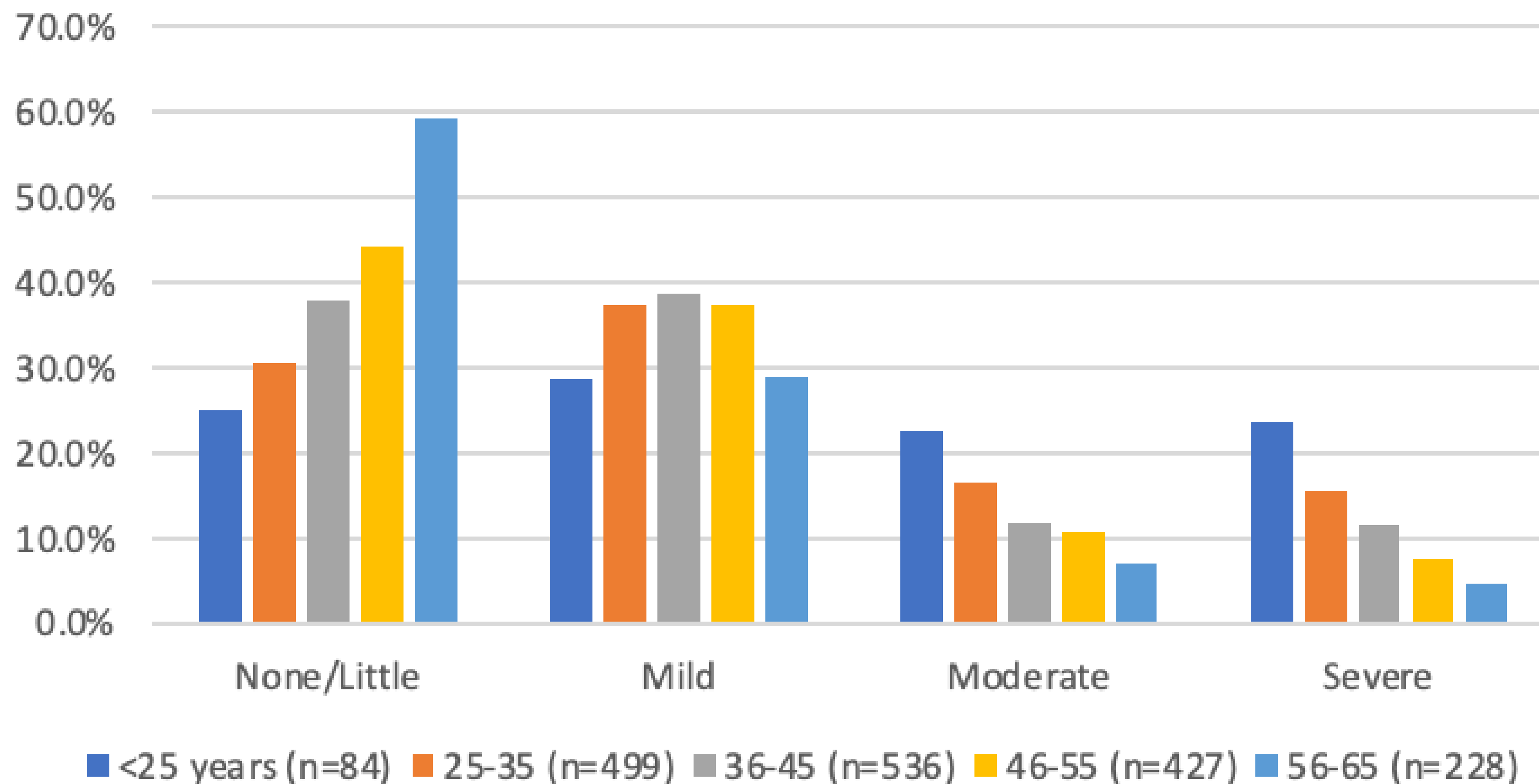


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Anxiety levels per age group (GAD-7)

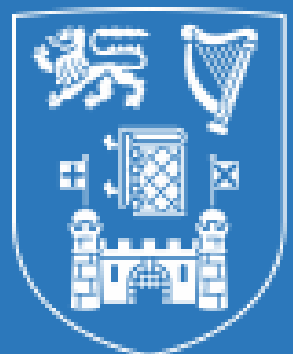
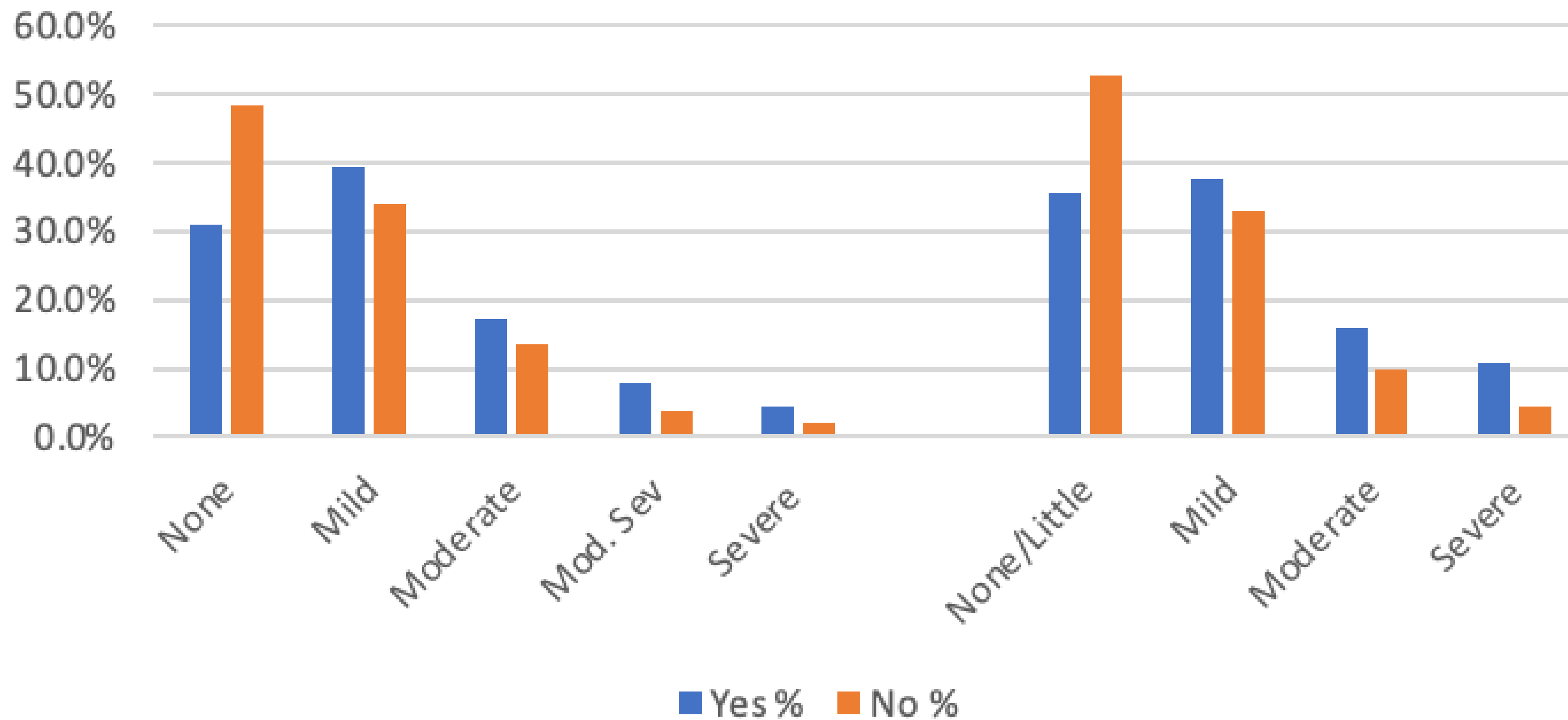


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Job Status Change vs Rates of Depression & Anxiety in Pilots (n=669)

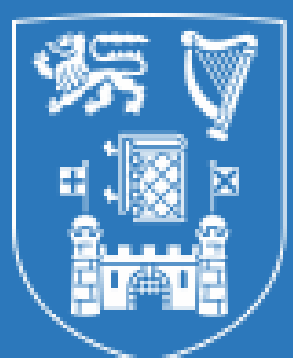
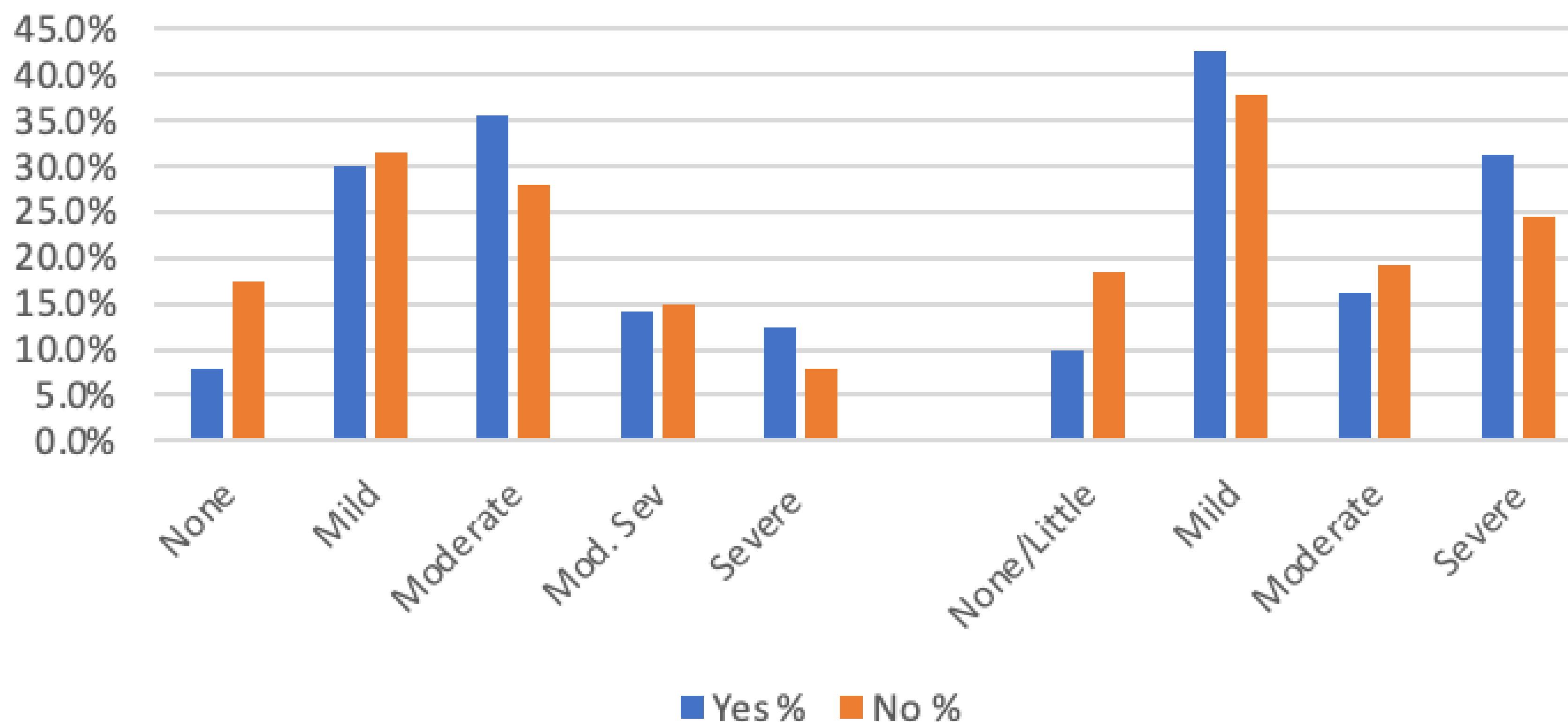


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Job Status Change vs Rates of Depression & Anxiety in Cabin Crew (n=354)

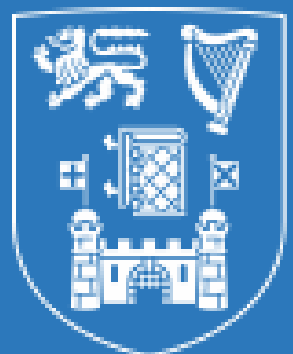
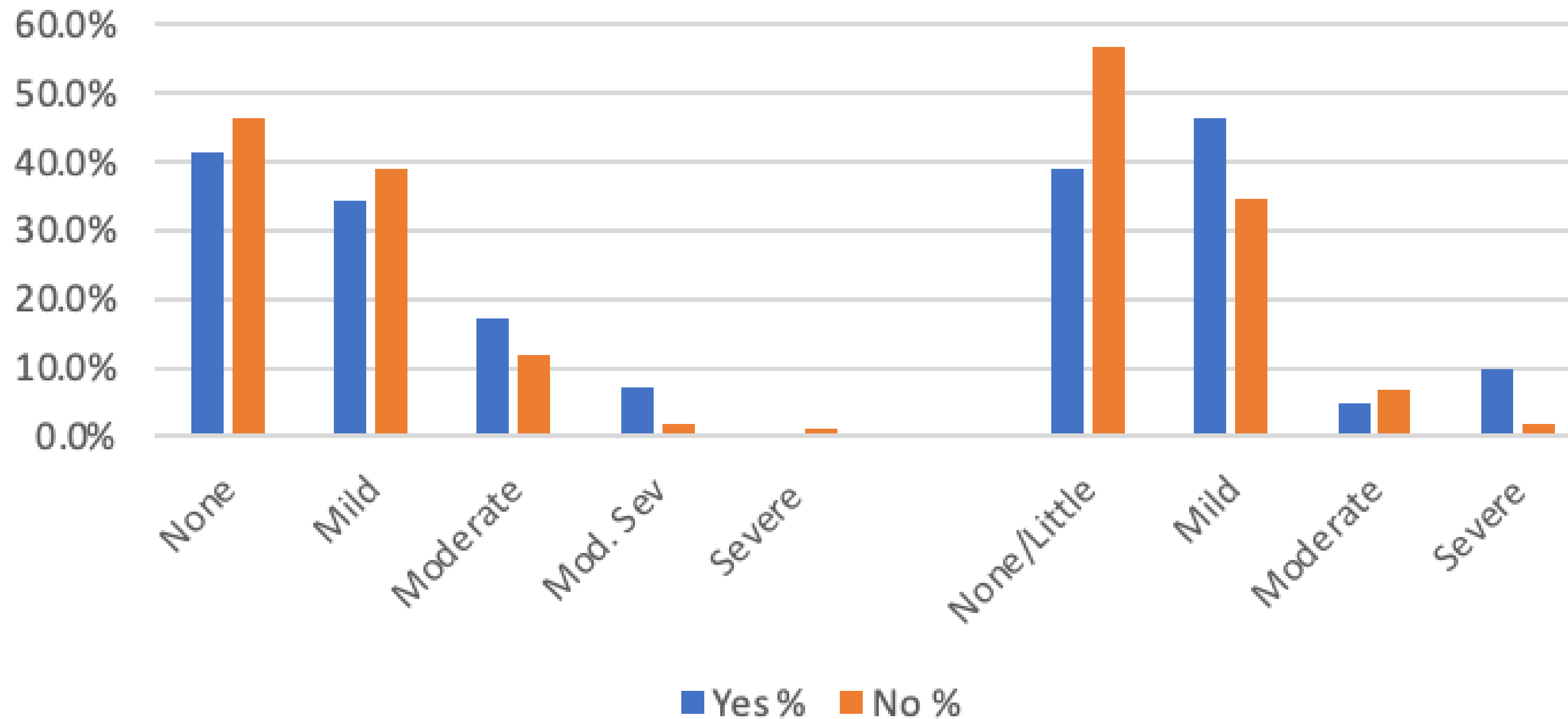


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Job Status vs Rates of Depression & Anxiety in ATC/ATM (n=203)

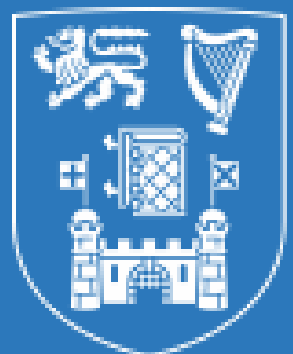
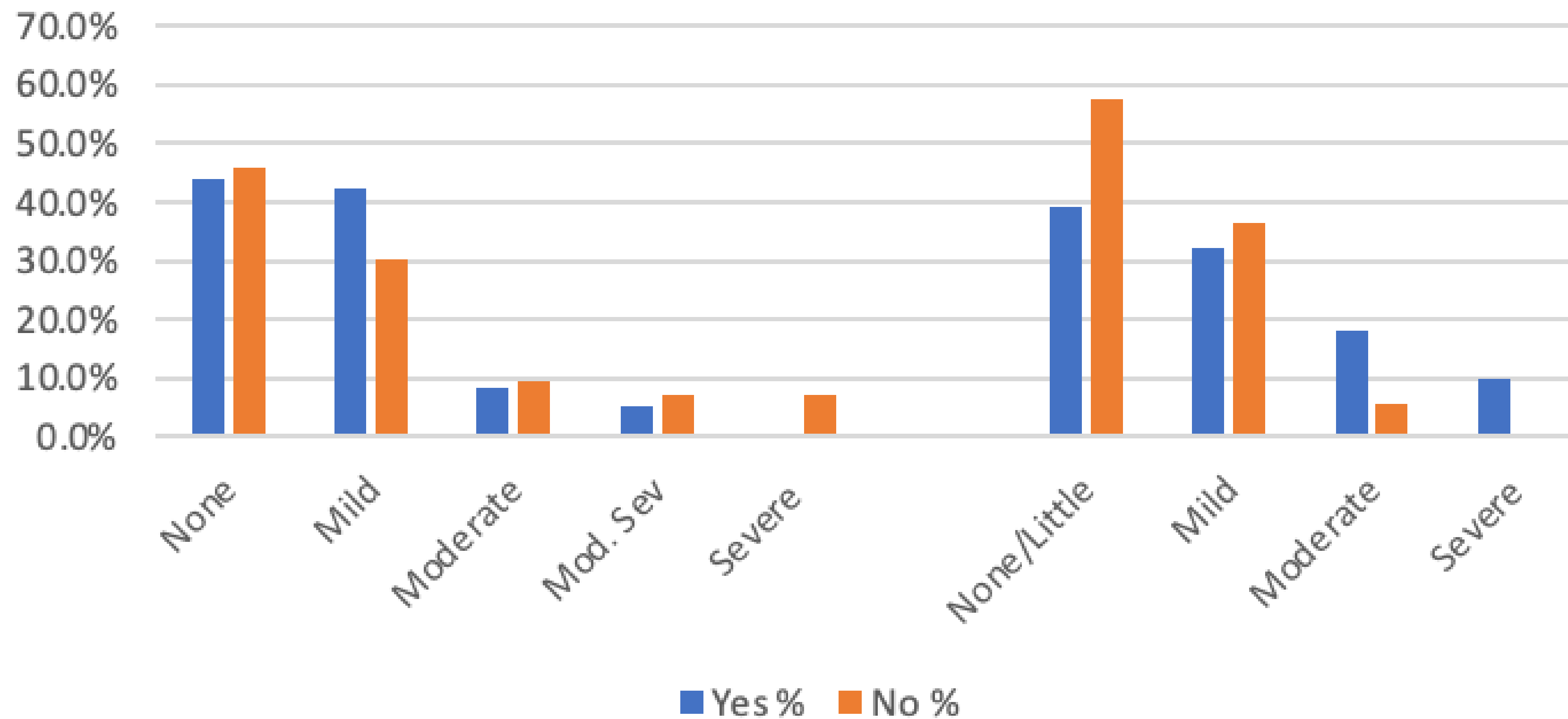


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Job Status vs Rates of Depression & Anxiety in Maintenance/Engineering (n=142)

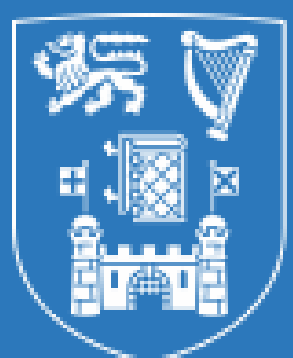
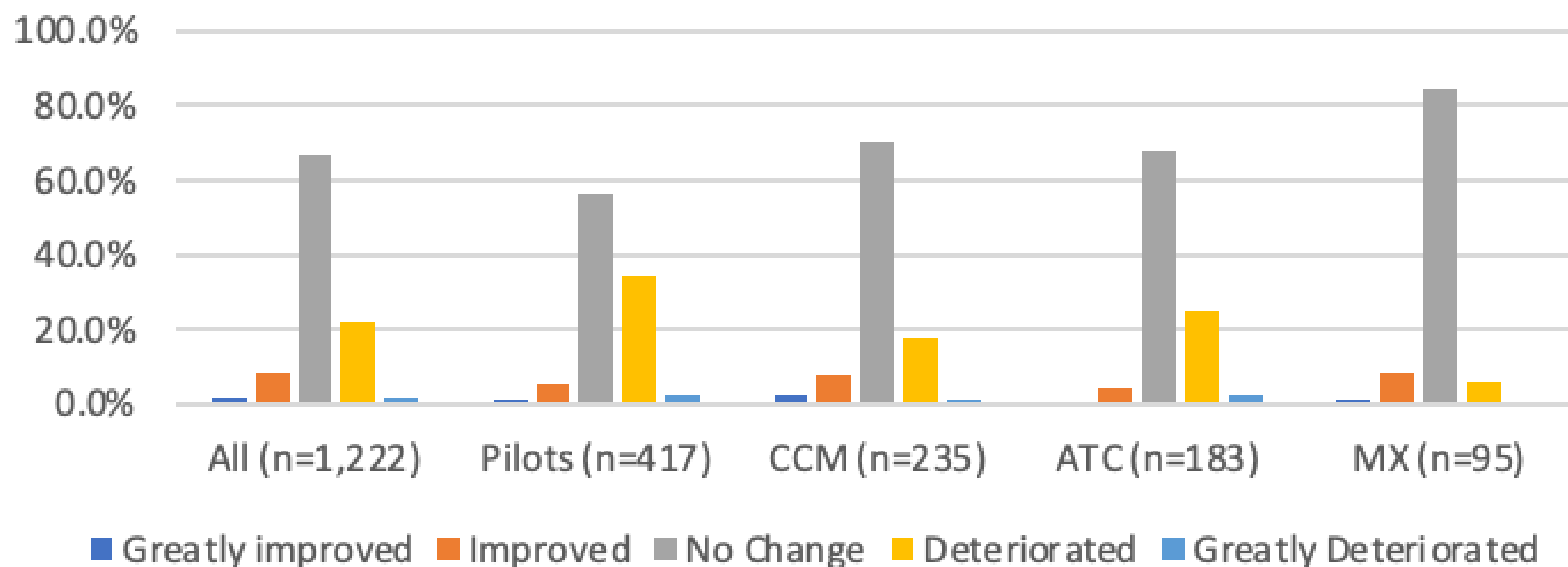


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How would you rate your competence and ability to do your job safely and to the required standard now, compared to before the COVID-19 pandemic?

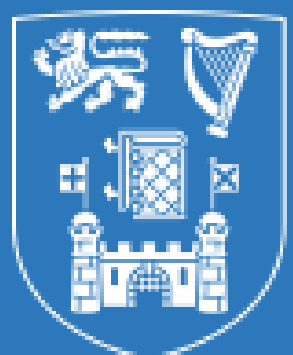
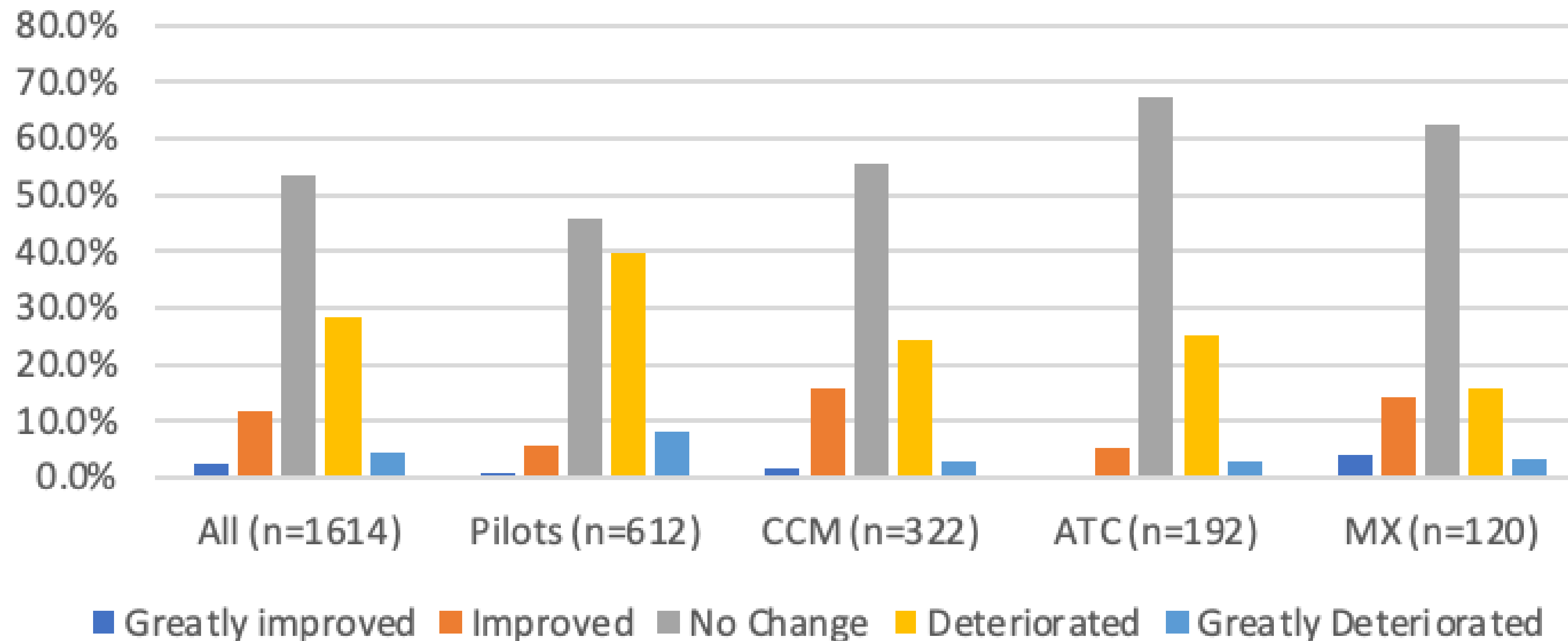


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How would you rate the overall level of safety within your organisation now, compared to before the COVID-19 pandemic?

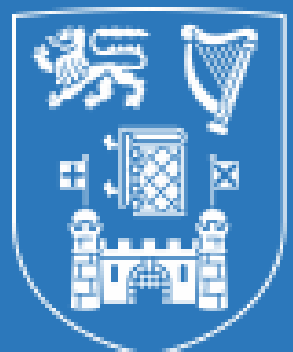
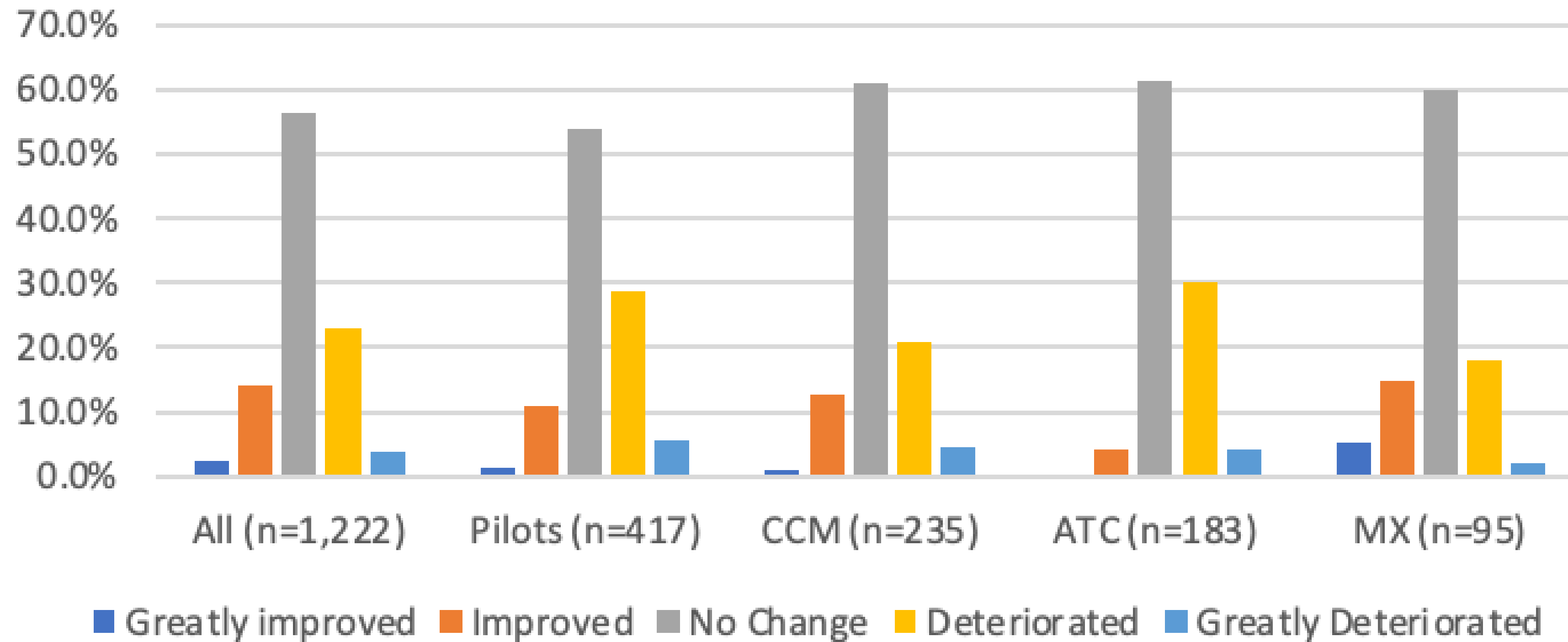


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How would you rate the level of safety oversight from within your organisation now, compared to before the COVID-19 pandemic?

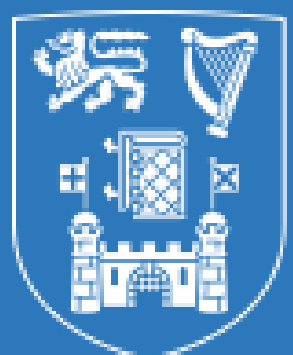
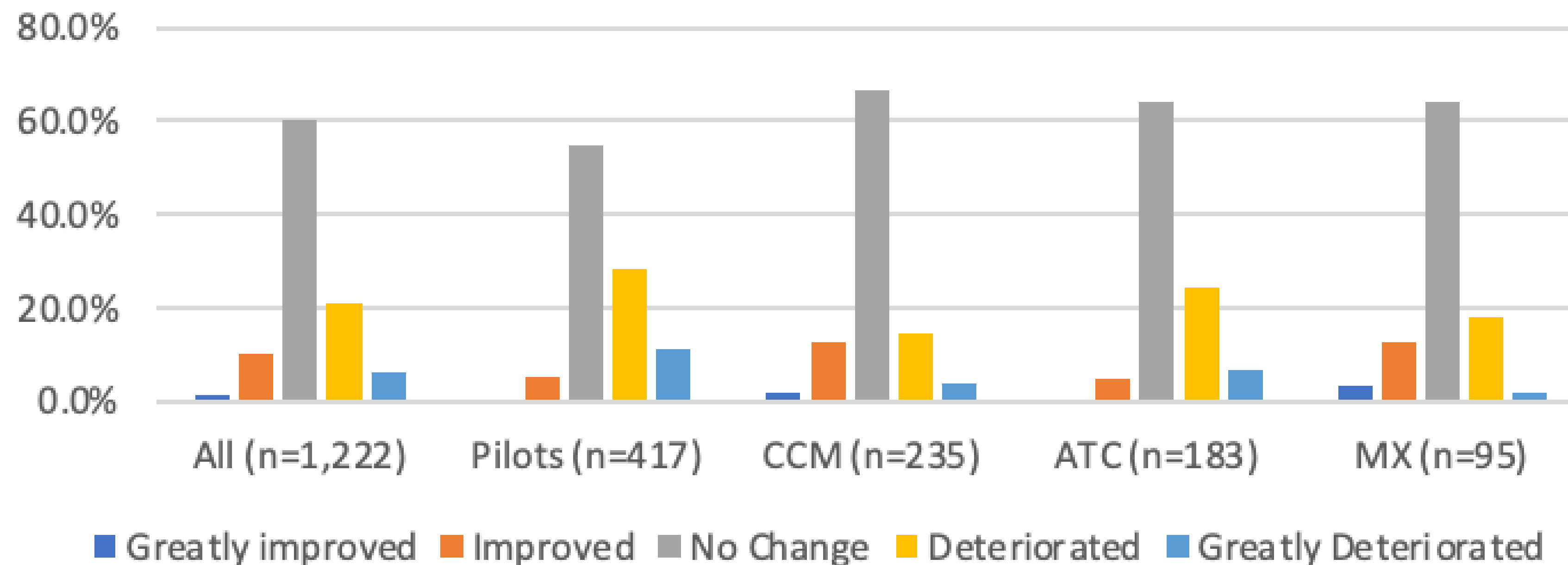


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How would you rate the level of safety oversight from your national regulator/aviation authority now, compared to before the COVID-19 pandemic?

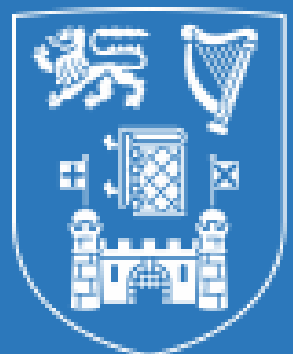
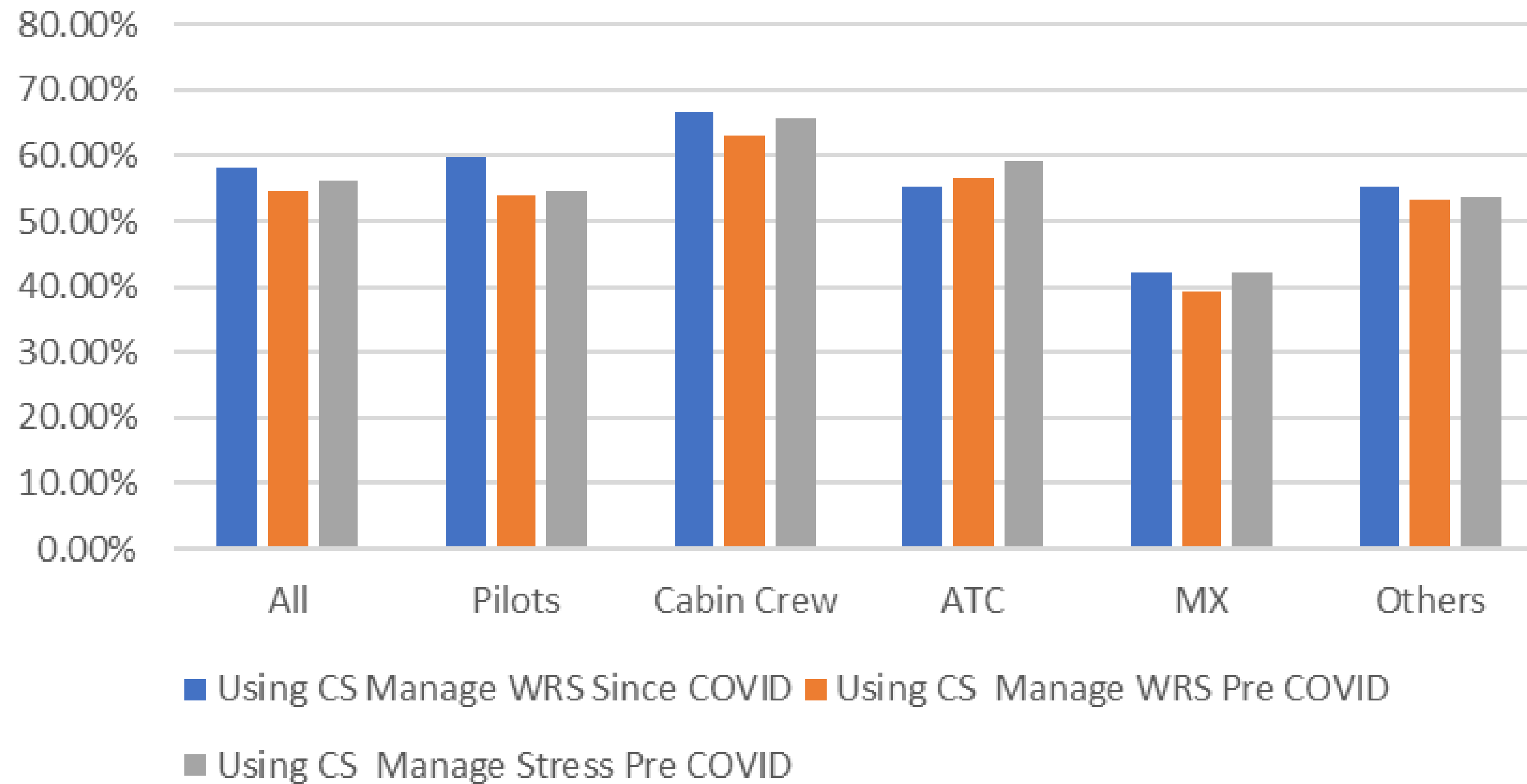


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Coping Strategies

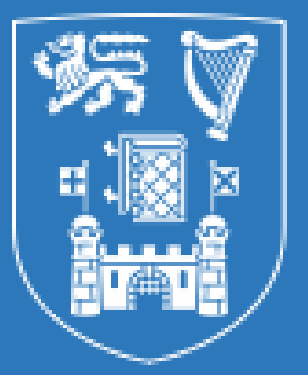
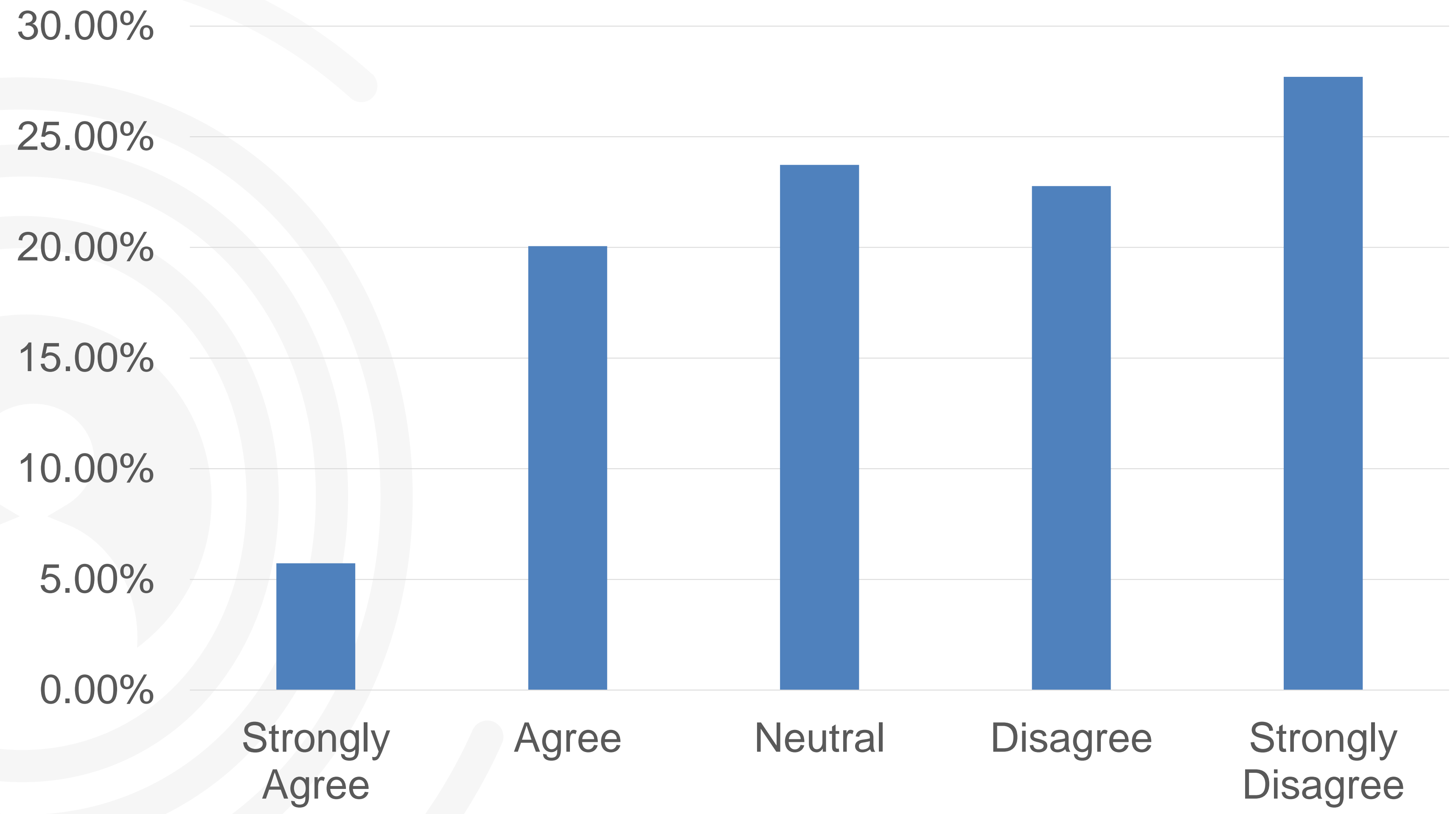


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My Company Cares About My Wellbeing

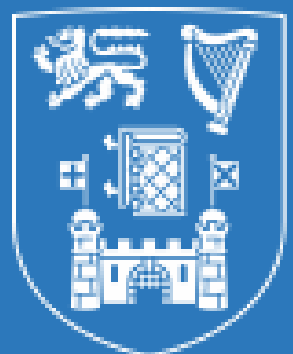
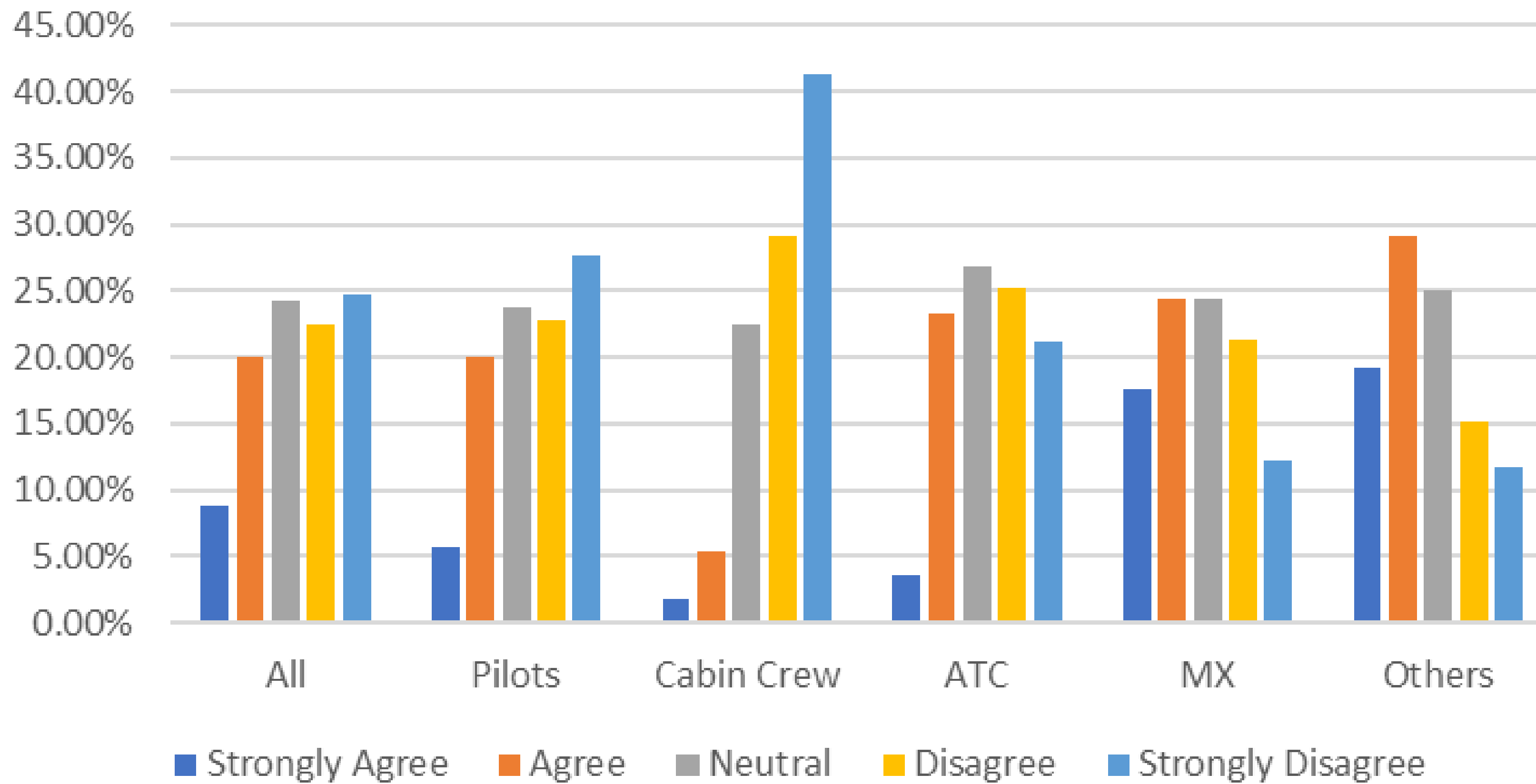


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My Company cares about my wellbeing

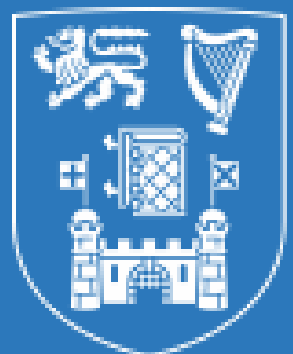
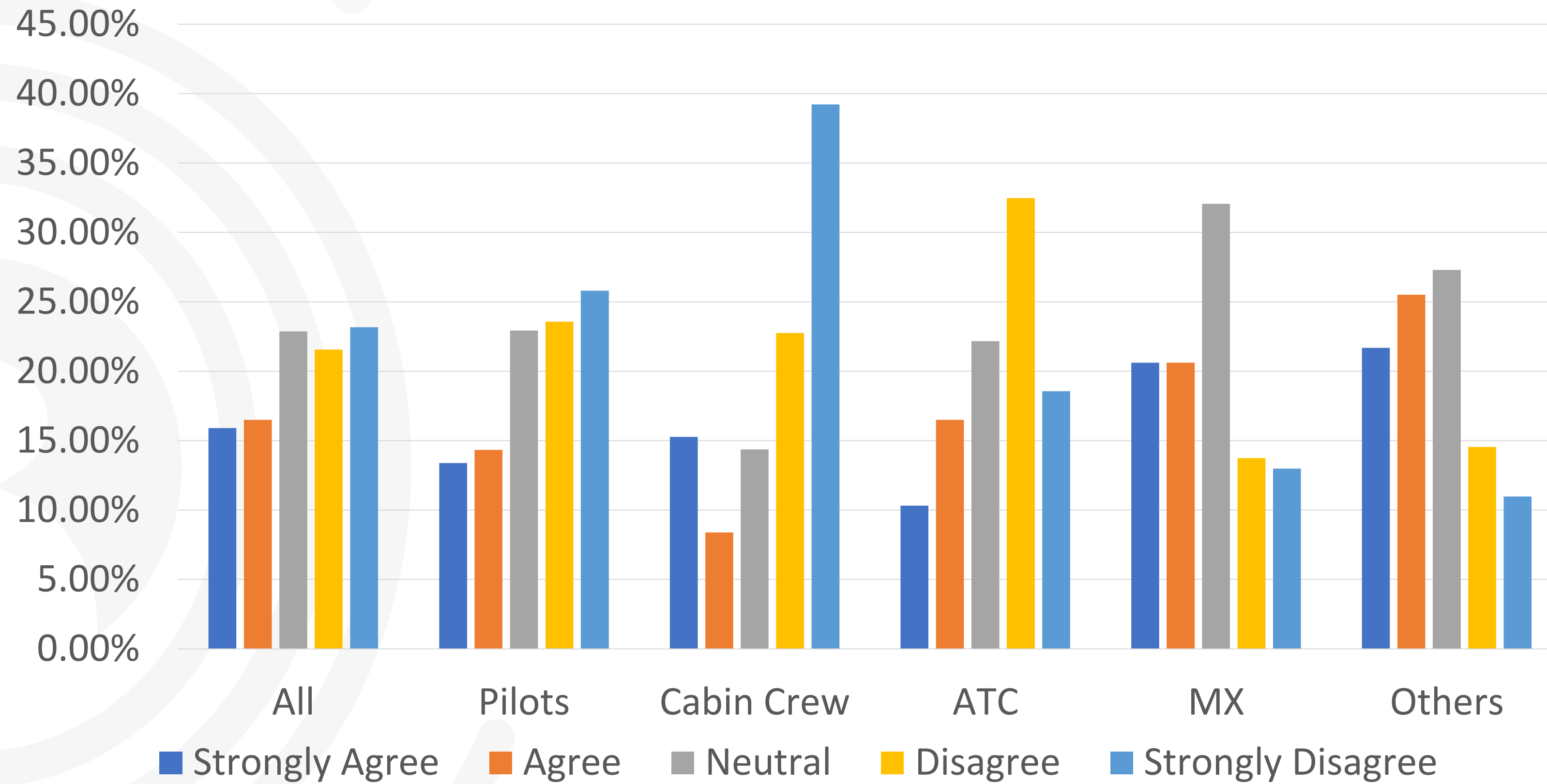


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Supporting and maintaining positive mental health for aviation 'Safety-Critical Workers' during the COVID-19 pandemic is a key priority for my airline

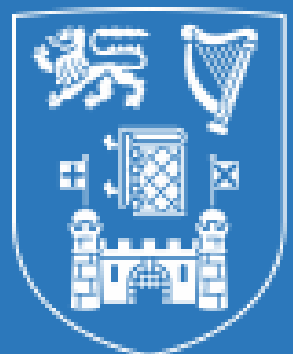
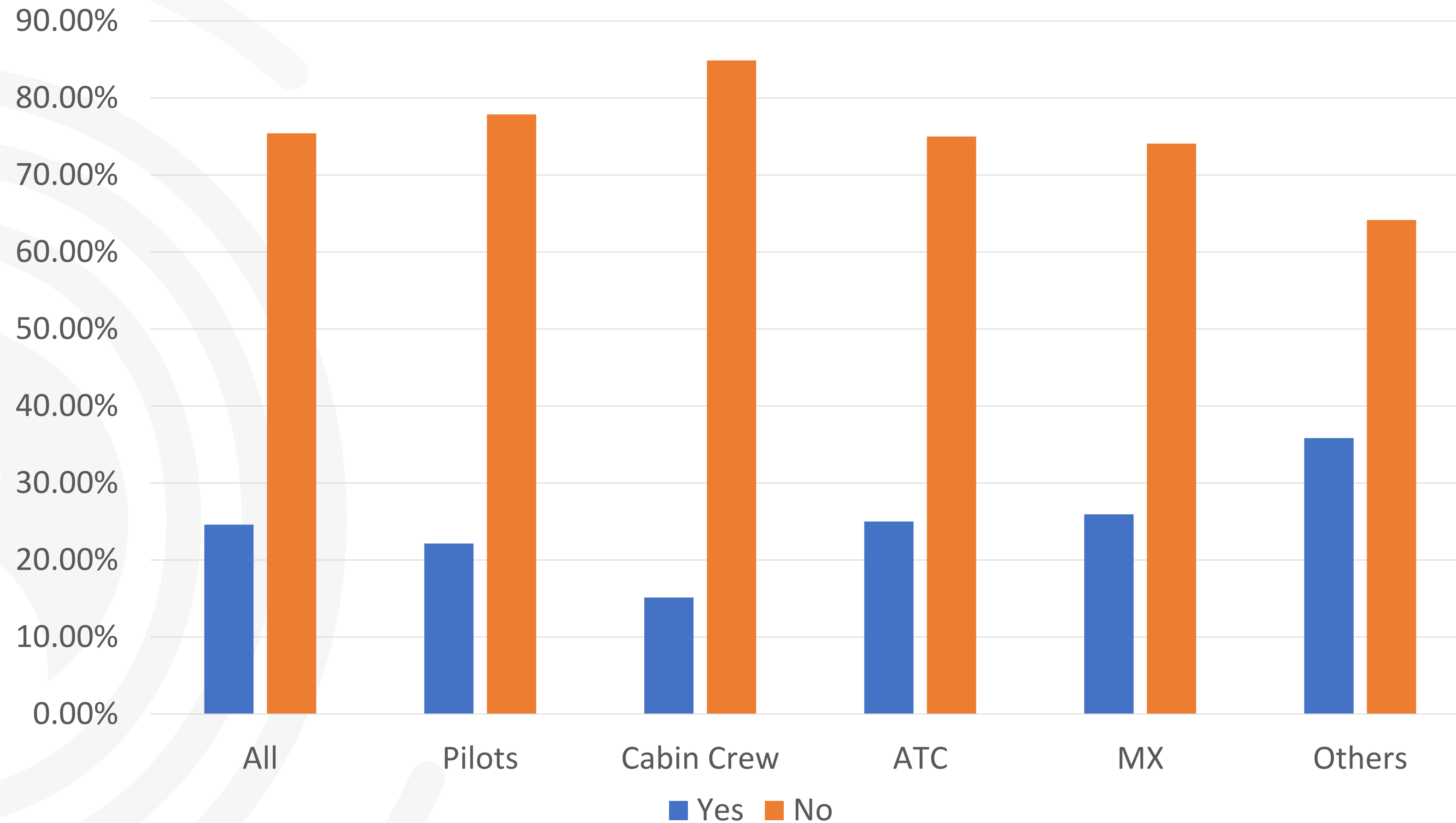


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Has your company provided you with any specific support to cope with stresses arising from COVID and any changes to your wellbeing?

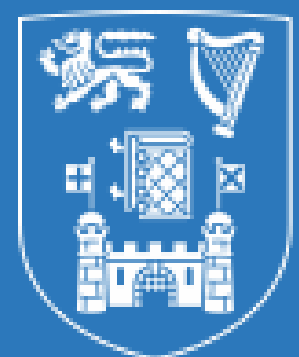
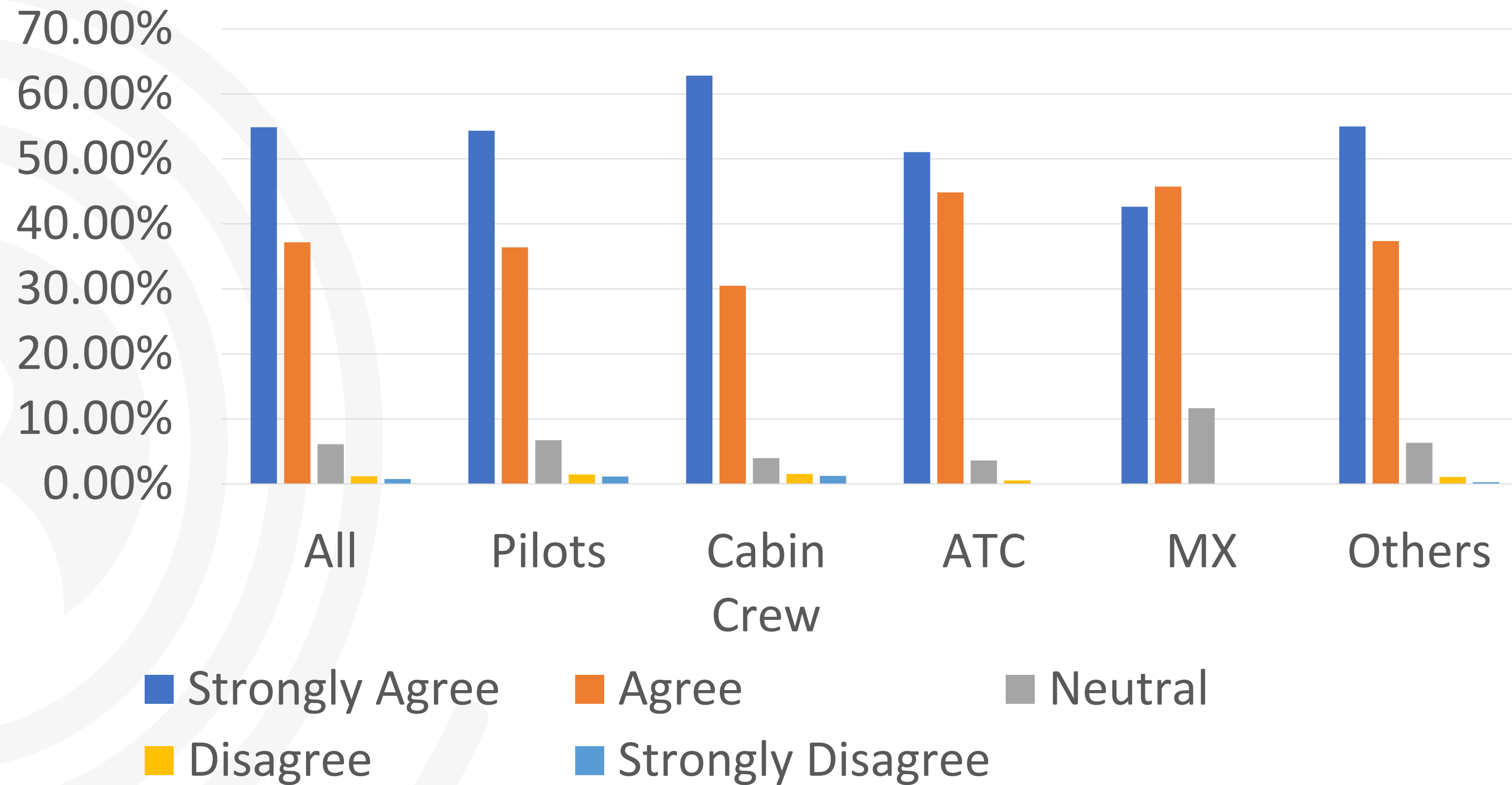


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Aviation workers who are currently working in "Safety-Critical" roles need support to maintain their wellbeing during the COVID-19 pandemic

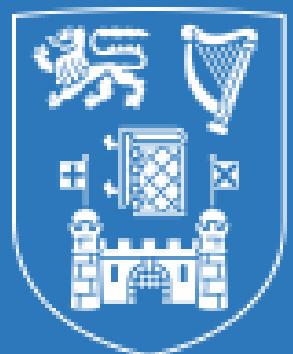
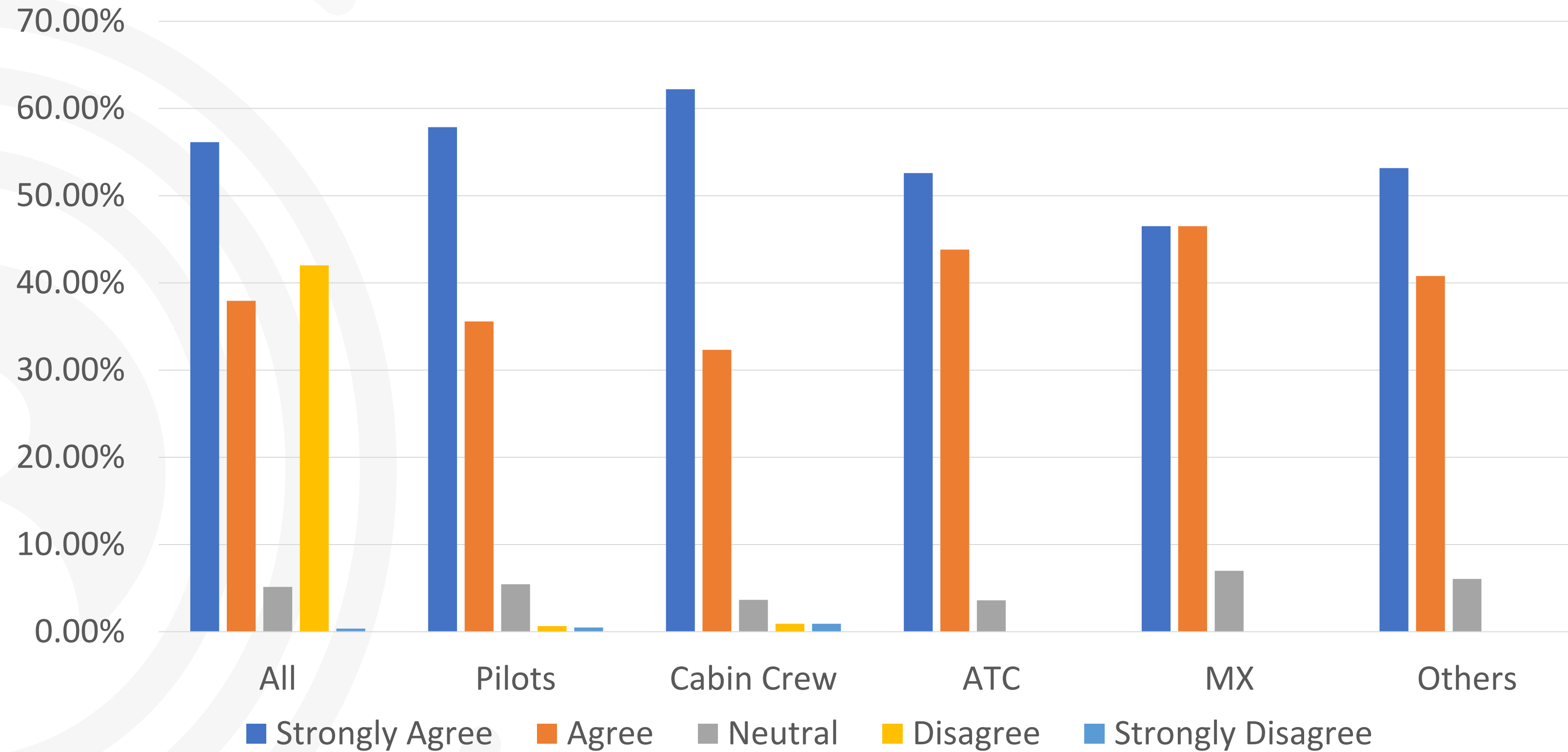


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Those 'Safety-Critical' aviation workers who are currently not working, need support to maintain their wellbeing now, so that they are fit to return to work post the COVID-19 pandemic



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Conclusions

1. Aviation Workers



2. Aviation Organisations supporting them

Airlines

MRO



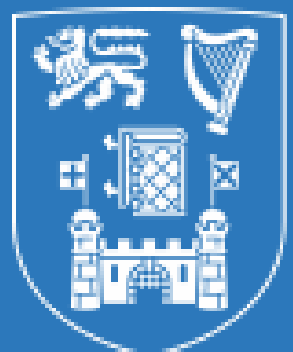
4. Regulator



Professionalism | Duty of care/responsibility | Compassion | Safety Oversight | Responsible work



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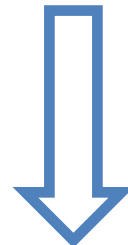


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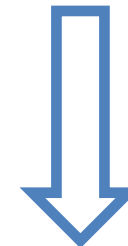
Problem Space, Stakeholders & Wellbeing Culture

- Org supports are provided – suitability/fit for purpose?
- Roles & responsibilities need consideration
- Wellbeing Culture?
- COVID Context & Need for Support

Defining/understanding the problem



Identifying and testing solutions



Choosing and implementing a solution

Need other solutions/ change existing approach...

- Culture, Values & Leadership?**
- Need to embed wellbeing**
- Training
 - Occupational health and support
 - Safety/Risk
 - Flight Planning/Rostering

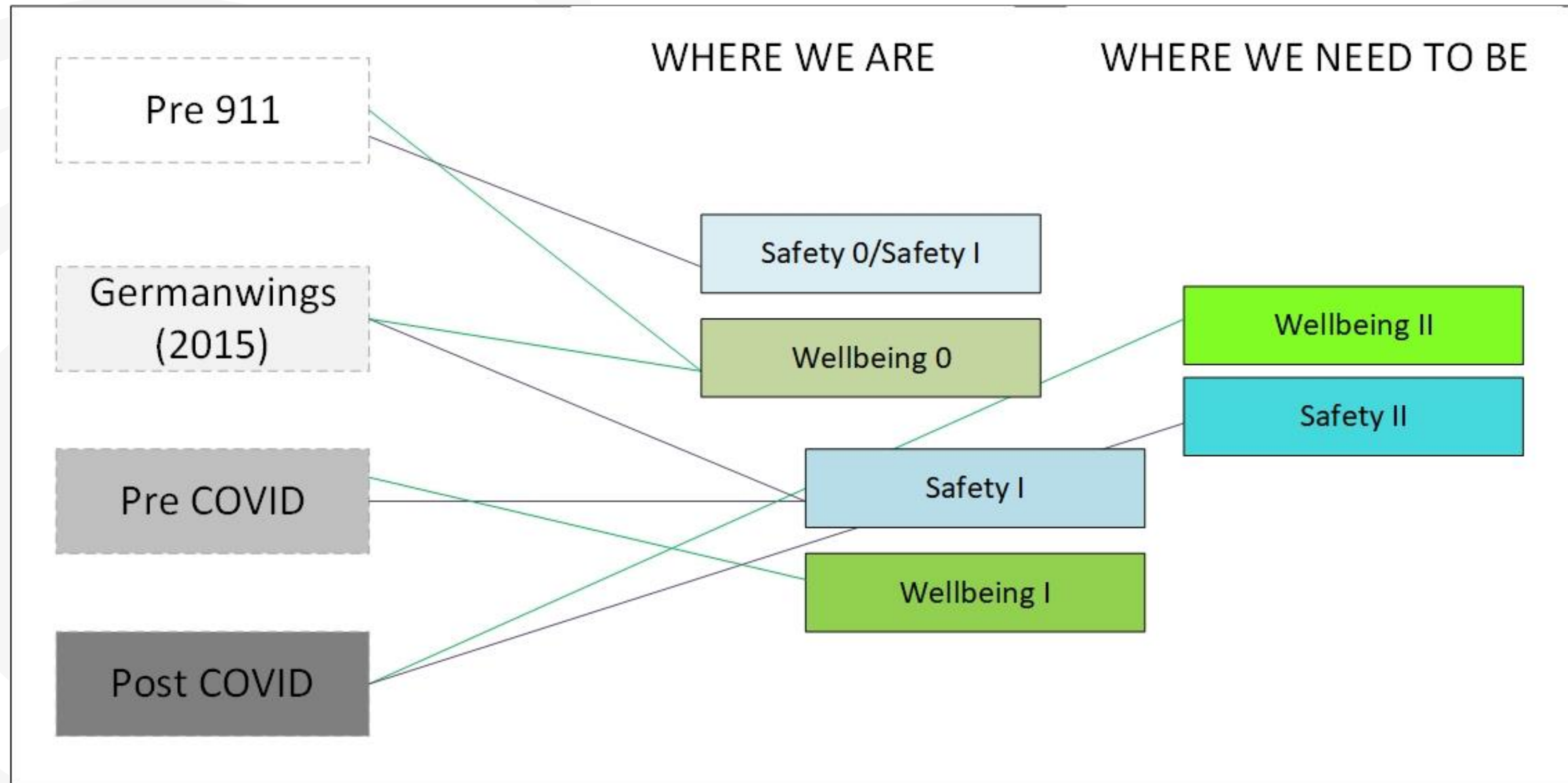


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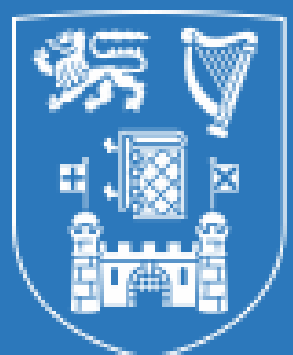
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Conclusions



Safety II.I

Lived Experience Wellbeing Project
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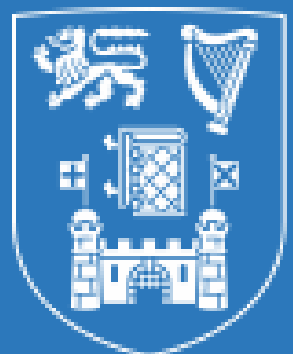


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**World Health
Organization**

- The World Health Organisation have called for **reliable information** about mental health changes associated with the pandemic to be used by policymakers and service providers, so that **decisions are underpinned by knowledge** of the extent of changes in population mental health, and of who is most **vulnerable to symptoms of mental distress**.



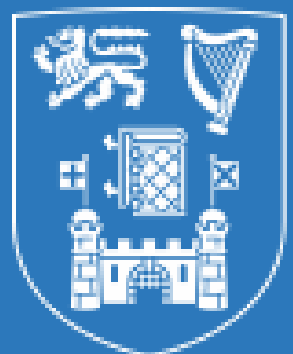
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Something to think about....

- What you look for is what you find
- What is going on in your backyard?
- No evidence of a problem is not the same as evidence of no problem.
- Not knowing is no defence, if you ought to have known.



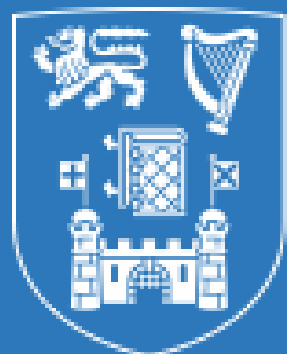
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Acknowledgements

- Thanks to all the aviation workers who participated in our research so far.
- Thanks also to the following groups who have supported this survey/research



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