



Company Indoctrination Training

Course Outline

- Company Indoctrination Training is required upon employment for all persons assigned to an operational control function, including pilots and Duty Persons
- The program shall ensure that persons involved in control of flight operations are aware of their responsibilities, know company reporting relationships and are competent to fulfill their assigned duties related to flight operations

Course Outline

- Canadian Aviation Regulations;
- Air Operator Certificate and Operations Specifications;
- company organization, reporting relationships and communication procedures including duties and responsibilities of the flight crew members and the relationship of their duties to other crew members;
- flight planning and operating procedures;
- fuelling procedures including procedures for fuelling with passengers onboard and fuel contamination precautions;
- critical surface contamination and safety awareness program;
- passenger safety briefings and safe movement of passengers to/from the aeroplane;
- use and status of *Company Operations Manual* including maintenance release procedures and accident/incident reporting procedures;
- use of minimum equipment lists (if applicable);
- windshear, aeroplane icing, and other meteorological training appropriate to the area of operations;
- navigation procedures and other specialized operations applicable to the operator;
- accident/incident reporting;
- passenger on board medical emergency;
- handling of disabled passengers;
- carriage of external loads, (if applicable);
- operational control system; and
- weight and balance system procedures.

Canadian Aviation Regulations

- This subject has been covered in a separate presentation.

Air Operator Certificate

- Our Air Operator Certificate allows us to conduct flights in single-engine aeroplanes under day VFR only.
- We are authorized to conduct Air Taxi operations in GCTJ, GEFZ and GOSM only.

Operations Specifications

Example...

- **703.24** No air operator shall operate a single-engined aircraft with more than nine passengers on board unless
- the aircraft is a transport category helicopter;
- the air operator is **authorized to do so in its air operator certificate**; and
- the air operator complies with the Commercial Air Service Standards.

Operations Specifications

- “the air operator is authorized to do so in its air operator certificate” means that the Air Operator has applied for and obtained an “Operations Specification”
- **723.24 Number of Passengers in Single-Engined Aeroplanes** Operations Specifications for carrying more than 9 passengers in a single-engine aircraft are not applicable to aeroplanes

Operations Specifications

- For more examples, see the Canadian Aviation Regulations (CARs) and Commercial Air Service Standards (CASS)
- We have not applied for any Operating Specifications.

Company Operations Manual (COM)

- We are required to establish and maintain a COM that meets the requirements of the CARs and the CASS
- We must submit our COM and any amendments made to our COM to the Minister
- Where there is a change in any aspect of our operation or where the COM no longer meets the CASS, we must amend the COM
- The Minister shall, where the CASS are met, approve those parts of a COM, and any amendments to those parts.

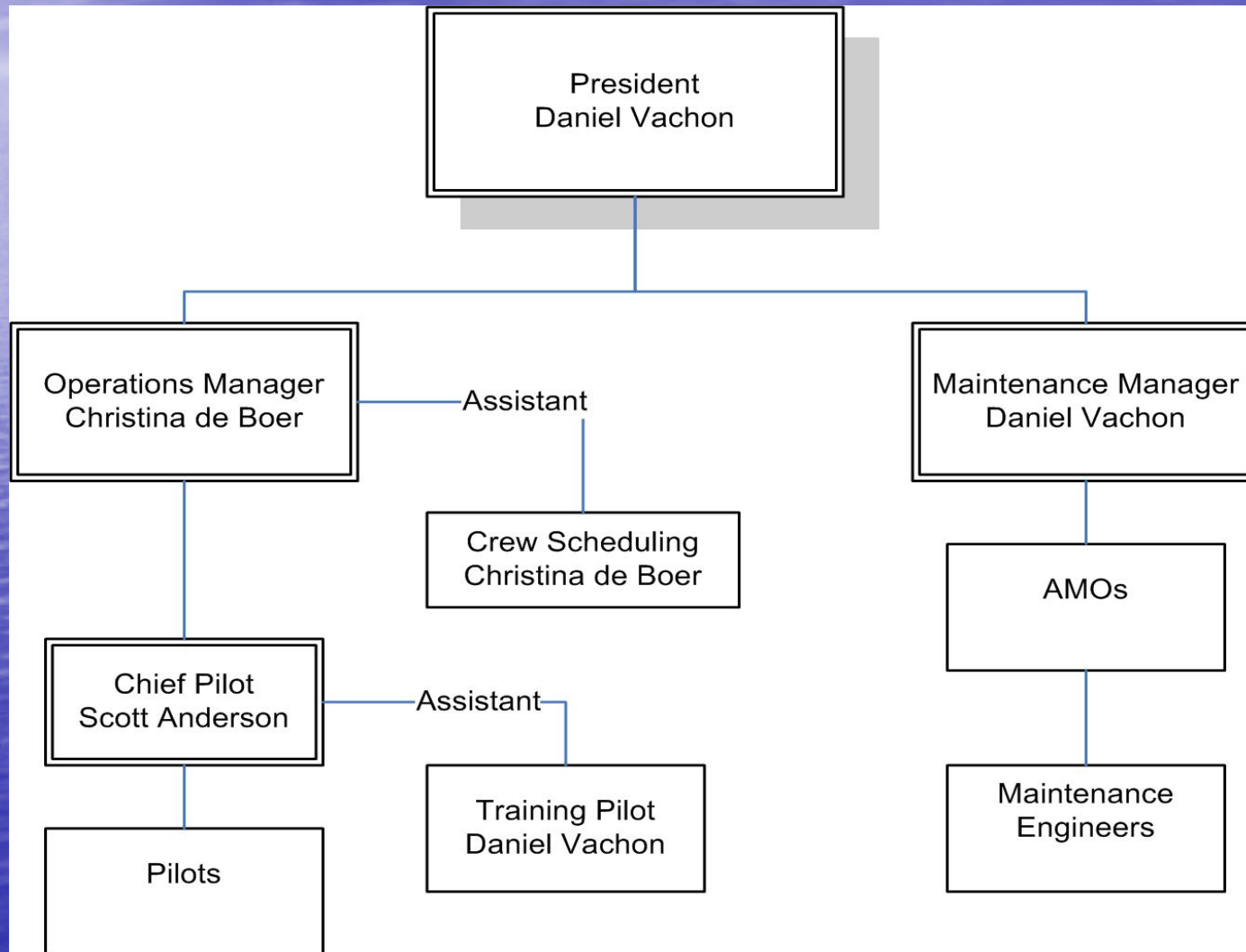
Company Operations Manual

- Manual holders may choose to receive their manuals in paper or digital format
- Paper Manuals: Amendments are expected to be inserted in a timely manner and you are expected to ensure that all pages are consistent with the list of effective pages.
- Digital Manuals: Holders of digital manuals must ensure that the amended manual is available and the expired manual is removed/destroyed in such a way as to render it inaccessible.

Company Operations Manual

- Each aircraft shall have on board during operations, a current copy of the COM.
- If there is a discrepancy between the actual manual pages and the list of effective pages, it shall be brought to the attention of the Operations Manager immediately.
- **It is the responsibility of each crew member to ensure that he/she is familiar with the content of this manual and that he/she follows the procedures laid out in it.**

Company Organization



Operations Manager

- The Operations Manager is responsible for safe flight operations. In particular the responsibilities of the position include:
 - control of operations and operational standards of all aeroplanes operated;
 - the identification of operations coordination functions which impact on operational control (eg. maintenance, crew scheduling, load control, equipment scheduling);
 - supervision, organization, function and manning of the following:
 - flight operations;
 - cabin safety;
 - crew scheduling and rostering;
 - training programs; and
 - flight safety;
 - the contents of the air operator's *Company Operations Manual*;
 - the supervision of and the production and amendment of the *Company Operations Manual*;
 - liaison with the regulatory authority on all matters concerning flight operations, including any variations to the air operator's Air Operator Certificate;
 - liaison with any external agencies which may affect air operator operations;
 - ensuring that the air operator's operations are conducted in accordance with current regulations, standards and air operator policy;
 - ensuring that crew scheduling complies with flight and duty time regulations;
 - ensuring that all crew members are kept informed of any changes to the regulations and standards;
 - the receipt and actioning of any aeronautical information affecting the safety of flight;
 - the dissemination of aeroplane safety information, both internal and external;
 - qualifications of flight crew members; and
 - maintenance of a current operations library.

Crew Scheduler

- The Crew Scheduler reports directly to the Operations Manager and is responsible for assisting with the following duties:
 - Scheduling pilot duty and flight times;
 - Ensuring that crew scheduling complies with flight and duty time regulations;
 - Updating crew flight time and duty time tracking spreadsheets on a daily basis; and
 - Monitoring pilot flight and duty times for compliance with regulations.

Chief Pilot

- The Chief Pilot is responsible for the professional standards of the flight crews under his authority, and in particular:
 - developing standard operating procedures; (not applicable to us)
 - developing or implementing all required approved training programs for the air operator's flight crews;
 - issuing directives and notices to the flight crews as required;
 - the actioning and distribution of accident, incident, and other occurrence reports;
 - the processing and actioning of any crew reports;
 - the supervision of flight crew; and
 - assuming any responsibilities delegated by the Operations Manager.

Training Pilot

- The Training Pilot is responsible for monitoring the operation and identifying problems which may require the provision of extra training or changes in operational procedures. The training pilot is responsible, together with the Chief Pilot, for the establishment and promulgation of the standards and piloting techniques with which flight crew will be expected to comply during flight operations and which the flight crew will be required to demonstrate during initial and recurrent checks. Particular responsibilities are:
 - conducting ground, and flight training of all flight crew in accordance with the approved training program;
 - supervision of the standards and recommending amendments to their respective aeroplane operating manuals;
 - maintaining the air operator's training records;
 - liaison with crew scheduling concerning training details; and
 - any responsibilities assigned by the Chief Pilot.

Pilot-In-Command

- The Pilot-in-Command (PIC) is responsible to the Chief Pilot and will ensure the safe conduct of a flight.
- The PIC will ensure that each flight is conducted in accordance with all regulations and the COM. Specific duties include:
 - checking weather and all applicable NOTAMs;
 - determining fuel and oil requirements;
 - calculating the aeroplane weight & balance;
 - completing an Operational Flight Plan, and/or Flight Plan/Flight Itinerary as applicable;
 - completing an aeroplane pre-flight inspection before each departure;
 - supervising or carrying out the loading and securing of cargo/freight;
 - Briefing of passengers in accordance with the requirements outlined in Chapter 5;
 - completing all post flight duties, including notification/confirmation to company of the whereabouts of the aeroplane when away from base, recording flight times and any defects, etc.

Maintenance Manager

- The Maintenance Manager reports directly to the President and is responsible for the planning and control of all maintenance, liaison with Transport Canada on maintenance issues, and liaison with the Approved Maintenance Organization performing maintenance on company aircraft. The Maintenance Manager is authorized to remove aircraft from operation because of non-compliance with Canadian Air Regulations or because the operation of the aircraft could have an adverse effect on safety.
- The Maintenance Manager may assign to another person management functions for specific maintenance control activities in accordance with the Maintenance Control Manual.

Operational Control

- Definition: means the exercise of authority over the formulation, execution and amendment of an operational flight plan in respect of a flight
- Flights are self-dispatched and released by the PIC
- Operations Manager retains responsibility for day-to-day conduct of flight operations

Communication

- The aircraft shall be equipped with serviceable and functioning communications equipment
- Must be able to communicate with a ground station
- i.e. can't go without a working radio

Duty Person (Flight Following)

- a person “qualified and knowledgeable” in our flight alerting procedures must be available by telephone when any flight operations are being conducted
- Duty person must have access to the OFP at all times
- Duty person shall have current information on the location of the air operator’s aeroplanes
- This information shall be retained and filed upon completion of the flight(s)

Flight Preparation Procedures

- PIC is responsible for Flight Preparation Procedures
- PIC shall be familiar with all information appropriate to the intended flight including current and forecast weather, NOTAM, charts and publications.

Flight Preparation Procedures

- Flight preparations include:
 - Assessment of available weather information to determine that the flight can be completed safely and that weather conditions will remain VFR for the duration of the flight;
 - Determining aircraft airworthiness through technical log books and a pre-flight check;
 - Completion of an Operational Flight Plan (OFP) or Special Purpose Operational Flight Plan (SPOFP);
 - Completion of a weight and balance calculation; and
 - Filing a flight plan or flight itinerary.
- A flight release will be deemed to have been given when the PIC has completed the Flight Preparation Procedures and determined that the flight may be conducted in accordance with the AOC and Op Specs and all CARs and CASS.
- If the need for a new flight develops when away from base, the PIC will have the authority to release the aircraft after having notified the Duty Person and completing the Flight Preparation Procedures.
- The OFP, SPOFP, Weight & Balance calculation and filing of a flight plan may be completed by the Duty Person but the responsibility to verify accuracy remains with the PIC.

Operational Flight Plan

- OFP must be completed for every flight except where a SPOFP can be used
- SPOFP can be used for flights within 25 NM and for sight-seeing flights
- Sight-Seeing flight means a flight that departs and arrives at the same aerodrome, having no intermediate stops and for the purpose of sight-seeing only
- PIC must sign completed OFP/SPOFP and leave a copy at the point of departure
- When OFP is used, PIC will carry original in the aircraft during the flight

Filling out the OFP

- Filling out OFP – ensure that all information has been provided including Pilot's name, aircraft type and registration, and the date of the flight.
- Each leg or flight segment requires a line that shall include the destination, altitude, temperature, TAS, IAS, wind, ground speed, distance, time, and fuel.
- For the pilot's information, the OFP shall also include the Duty Person's name and contact number.
- When complete, the PIC shall sign the OFP.
- Hand-out OFPs and SPOFPs and go over how to fill out

Retaining Documents

- We must retain the following documents for at least 5 years:
 - Where an OFP has been used: OFP, W&B calculations, Wx, NOTAM – shall be stapled together and filed
 - SPOFP – just the SPOFP shall be filed

Flight Following

- The monitoring of a flight's progress and the notification of the company and search and rescue authorities if the flight is overdue or missing
- Duty Person must be available by phone when any flight operations are being conducted
- Duty Person's contact number shall be provided to the PIC on the OFP
- Any changes to a flight with respect to route or duration
 - PIC shall notify the Duty Person as soon as practicable as well as the appropriate ATC/FSS, CARs or responsible person

Flight Following

- PIC shall report the time of all landings to the Duty Person as soon as possible after arrival. All estimated departure times shall be reported to the Duty Person prior to take-off with an ETA to the next point of landing
- PIC shall record all arrival times and ETAs on the OFP. The Duty Person shall record all arrival times and ETAs on a copy of OFP when given by the PIC
- For the purpose of contacting the Duty Person to report departures and arrivals, the PIC will carry a company cellular phone whenever possible. Where circumstances prevent the use of a cellular phone, a collect call from a conventional phone should be made. If there is no telephone service available, a request to an FSS or ATC unit shall be made to relay a message to the Duty Person

Flight Following

- The PIC shall maintain a listening watch on the appropriate ATS/FSS frequency and, where required, establish communication with an air traffic service unit or community aerodrome radio station (CARS) as applicable on the appropriate frequency.
- Changes to the Operational Flight Plan
 - When making a change, draw one line through the incorrect entry – do not scribble or make it unreadable
 - If the change requires a new leg, enter each leg on a separate line of the flight plan
 - The Duty Person must also make the above changes on his/her copy of the Operational Flight Plan

Operational Information Bulletins

- Owen Sound Flight Services Inc. distributes operational information to pilots and other personnel through the use of printed Bulletins. Bulletins are maintained in a binder and shall be available to all operational personnel. Pilots are required to check for new bulletins upon reporting for duty and initial all new bulletins as having been read.
- Bulletins shall remain available until such time as they are no longer applicable or they have been reflected in an Operations Manual amendment.

Weight and Balance System

- BEW and Centre of Gravity of each aircraft is listed on the Weight & Balance Form
- Operational Empty Weight consists of BEW of the aircraft plus the survival kit and GPS receiver
- PIC shall ensure that for every phase of flight, the aircraft is operated within the weight, CG limitations and load restrictions specified in the POH and the current weight and balance report

Weight and Balance System

- A flight shall not be commenced unless the PIC has completed and signed a weight and balance calculation
- A flight shall not be commenced unless the PIC has completed and signed a weight and balance calculation.
- A single weight and balance form may be used for a series of consecutive flights carrying the same load.

Weight and Balance System

- Where the flight departs from CYOS, the pilot shall leave a signed copy of the weight and balance.
- Where the flight departs from another airport other than Owen Sound, the completed weight and balance form will be carried onboard and later filed.
- Prior to departure, the take-off weight and CG will be relayed to the duty person who will record them on the OFP in the "notes" section.

Weight and Balance System

- Weight and Balance forms are individually prepared to correspond to that specific flight.
- The pilot shall report the Weight, CG and Passenger names to the duty person prior to every departure

Weight and Balance System

- The following weights shall be used when completing weight and balance calculations:
- a) For standard company use, the specific gravity for Aviation fuel is:
 - 1.59 lbs. per litre
 - 6.0 lbs. per U.S. gallon
- b) Actual passenger weights are to be used whenever possible and when it is apparent that the standard weights in the COM are too low.

Standard Weights

- Note: The standard weights in our Company Operations Manual are different from the regular Standard Passenger Weights
- Our standard weights do not include the 13 lbs of carry on baggage because carry on baggage is not permitted

Standard Weights

SUMMER (Mar.15 - Oct.14 incl.)		WINTER (Oct.15 - Mar.14 incl.)
187 lbs.	MALE	193 lbs.
152 lbs.	FEMALE	158 lbs.
75 lbs.	CHILDREN (2 to 11yrs.)	75 lbs.
30 lbs.	INFANTS (0 to < 2yrs.)	30 lbs.
NOTE: The weights above are for passengers with <u>no</u> carry-on baggage.		

Loading

- The PIC shall ensure that all cargo, baggage and loose equipment is secured. Nothing shall be placed in a position that would obstruct an emergency exit or emergency equipment such as the fire extinguisher. Also, the PIC shall ensure that floor loading limits are not exceeded.

Fuel and Oil Requirements

- Review: How much fuel and oil is required for a day VFR flight?
- The PIC shall not commence a day VFR flight or during flight change the destination aerodrome set out in the flight plan or flight itinerary unless the aircraft carries sufficient fuel and oil to fly to the destination aerodrome and then to fly for a period of 30 minutes at normal cruising speed.
- Sufficient fuel shall also be provided for taxiing and foreseeable delays prior to take-off, meteorological conditions, foreseeable air traffic routings and traffic delays; and any other foreseeable conditions that could delay the landing of the aircraft

Fuelling Procedures

- What minimum grade of fuel is approved in accordance with the Pilot Operating Handbook?
- Pilots shall ensure that the aircraft is fuelled with a grade of fuel that is approved in accordance with the Pilot Operating Handbook or Aircraft Flight Manual and that the fuel is free from contamination.
- The PIC shall supervise fuelling and ensure that the aircraft is properly bonded. The aircraft shall not be fuelled with the engine(s) running.

Fuelling with Passengers Onboard

- Fuelling with passengers on board is prohibited. If passengers must be deplaned in order to fuel the aircraft, they must be asked to stand well clear and to refrain from smoking or using cell phones during the fuelling process.

VFR Weather Minima

- VFR Weather Minima is covered in the CARs presentation
- The Company is approved to fly VFR operations only. The PIC must remain in VFR conditions at all times. If IFR conditions are encountered, the PIC must attempt to return to VFR as soon as possible and in a safe manner. Under these circumstances, ATC should be notified to ensure traffic separation and to assist with returning to VFR conditions. If weather conditions were encountered that were below VFR, the PIC shall report the details to the Chief Pilot in writing.

Special VFR

- Special VFR may be authorized by an Air Traffic Control unit when the flight visibility (in the absence of a reported ground visibility), is not less than 1 mile and the aeroplane is operated clear of cloud with visual reference to the surface at all times. Aircraft shall be equipped with a radio capable of communicating with the ATC unit.

Instrument & Equipment Requirements

- For all flights conducted under Day VFR and Special VFR rules, aircraft shall be equipped with instruments and equipment in accordance with the requirements of CARs.

Navigation and Communication Equipment Procedures

- The PIC shall maintain a listening watch on the appropriate frequency during flight. When there is no appropriate frequency, monitor 126.70 MHz.

Collision Avoidance Procedures

- The PIC shall not operate the aircraft in such proximity to another aircraft so as to create a risk of collision

Aircraft Performance Limitations

- The aircraft shall be operated in accordance with the operating limitations in the Pilot Operating Handbook, that may be indicated by markings and placards affixed to the aircraft.

Placement and Securing of Cargo

- All cargo will be secured to prevent shifting during movement on the ground, on take-off or landing and in flight, and placed in such a way that no exit or access to emergency equipment is obstructed. Carry-on baggage is not permitted.
- The safety equipment, the normal and emergency exits that are accessible to passengers must not be wholly or partially blocked by equipment or cargo.
- All of the cargo that is stowed in a compartment to which crew members have access must be stowed in such a manner as to allow a crew member to effectively reach all parts of the compartment with a hand-held fire extinguisher.

Use of POH and Checklists

- The PIC will be familiar with the Pilot Operating Handbook and/or Aircraft Flight Manual, and shall use the necessary checklists, information and performance data in the AFM for all phases of flight. A copy of the POH / AFM will be available to the pilot during flight.
- Checklists or placards for use when handling normal, abnormal, and emergencies conditions shall include:
 - a) pre-start check;
 - b) pre-take-off check;
 - c) post-take-off;
 - d) pre-landing check; and
 - e) emergency procedures.
- Checklist and placards will be used, where possible, when handling emergencies.

Maintenance Inspections and Aircraft Defects

- The Maintenance Manager will ensure that all scheduled inspections are carried out in accordance with the company Maintenance Control Manual.
- The PIC will ensure that the aircraft is serviceable for flight by:
 - a) reviewing the journey log book;
 - b) performing a pre-flight check;
 - c) as necessary, consulting the Maintenance Manager.
- The PIC will record all unserviceabilities in the journey log book as soon as possible (i.e. after landing). The PIC will advise the Maintenance Manager of all aircraft unserviceabilities who will, in turn, arrange for aircraft repairs or follow the Defect Deferral procedures.

Critical Surface Contamination

- The PIC shall not commence a take-off in an aircraft that has any frost, ice or snow adhering to any of its critical surfaces. "Critical surfaces" are the wings, critical control surfaces, vertical stabilizers or any other stabilizing surface of an aircraft.
- Where conditions are such that frost, ice or snow may reasonably be expected to adhere to the aircraft, the aircraft must be inspected immediately prior to take-off to determine whether any frost, ice or snow is in fact adhering to any of its critical surfaces.

Critical Surface Contamination

- Such inspection shall be carried out by:
 - a) the PIC;
 - b) a flight crew member designated by the PIC; or
 - c) a person other than a crew member, who:
 - i) is delegated by the operator of the aircraft; and
 - ii) has successfully completed an aircraft surface contamination training program.
- When any frost, ice, or snow is found adhering to any critical surface, the contaminant will be removed completely before any flight is attempted.

Critical Surface Contamination

- The methods for removing of frozen contaminant include:
 - the application of heat; i.e. warm hangar, solar heat (the sun), or the use of a heater;
 - the application of warm water or a de-icing/anti-icing fluid; or
 - Brushing.
- When any frost, ice, or snow is found adhering to any critical surface, where the aircraft is away from the main base of operations, the PIC will contact the Duty Person. Together, the PIC and the Duty Person will decide which of the above methods they will utilize to remove the frozen contaminant.

Critical Surface Contamination

- If a clean aircraft for departure cannot be assured, the only acceptable alternative is to cancel or postpone the flight until conditions are acceptable. If there is any doubt by either the operator or the PIC as to whether a clean aircraft can be assured, the flight will be postponed until conditions are acceptable.
- No company pilot shall commence a flight in or continue a flight into known or expected icing conditions.

Passenger and Cabin Safety

- The flight crew must ensure that supervisory control is maintained over the passengers at all times by visual and aural means.
- This includes while passengers are embarking or disembarking and while the aircraft is in flight.
- The PIC will direct passengers to and from the aircraft.
- Passengers may carry their own baggage to the aircraft, but the PIC will be responsible for loading baggage into the aircraft.

Passenger and Cabin Safety

- The PIC will ensure the safe movement of passengers to and from the aircraft, and that:
 - wherever possible, the aircraft is parked so as to avoid passenger exposure to hazardous conditions;
 - passengers are alerted to hazardous conditions;
 - guidance, and where necessary, an escort is provided to ensure a safe route to and from the aircraft;
 - smoking restrictions are enforced;
 - “Walkman” or similar entertainment system headsets are not to be worn while walking to or from the aircraft; and
 - passengers are not permitted to enter or exit the aircraft while the engine is running.

Safety Briefings

- Before each flight, all passengers will be given a thorough safety briefing by the PIC.
- Individual briefings may be necessary for passengers who are visually or hearing impaired, mobility or comprehension restricted person, a person responsible for another person (i.e. infant, injured person, etc.).
- Before each take-off and landing, the PIC shall visually check that all passengers are seated and secured.
- Only able bodied persons who are able to operate emergency exits shall be seated next to them.

Safety Briefings

- NOTE: If it is not practical to conduct in-air briefings due to engine noise etc., these briefings may be given on the surface before engine start. Whenever possible all briefings will be given before engine start.

Safety Briefings

- Prior to Take-Off
 - carry-on baggage restriction;
 - seat belt requirements and general use including fastening, unfastening, and tightening and an advisability of using the seat belts throughout the flight;
 - when seat backs must be secured in the upright positions;
 - the location of emergency exits, and for passengers seated next to an exit, how that exit operates;
 - the location, purpose of, and advisability of reading the safety features card;
 - that smoking is prohibited;
 - the location of any emergency equipment including the fire extinguisher, ELT, survival equipment, and first aid kit;
 - the use of portable electronic devices; and
 - the requirement to obey crew instructions.

Safety Briefings

- After Take-off (if not included in the pre-take-off briefing)
 - that smoking is prohibited; and
 - the advisability of using safety-belts or safety harnesses during flight.
- In-flight because of Turbulence:
 - the use of seat belts are required.
- Pre-Landing
 - that seat backs are up-right and seat belts are fastened.
- Post Landing
 - Remaining seated until aeroplane comes to a complete stop;
 - Prior to passenger disembarkment, the safest direction and most hazard-free route for passenger movement away from the aeroplane following disembarkment, and any dangers associated with the aeroplane type such as pitot tube locations, propellers, or engine intakes.

Safety Briefings

- Where no additional passengers have embarked the flight for subsequent take-offs on the same day, the pre-take-off briefing may be omitted provided the PIC has verified that safety belts and harnesses are properly fastened, and seat backs are properly secured.

Individual Safety Briefings

- The following passengers require individual safety briefings. If possible, they should not be seated adjacent to emergency exits:
 - passengers with restricted mobility;
 - Passengers who are visually impaired;
 - comprehension restricted persons;
 - passengers with hearing impairment; and
 - passengers responsible for another person (child / infant).

Individual Safety Briefings

- The individual safety briefing shall include:
 - any information contained in the standard safety briefing and the safety features card that the passenger would not be able to receive during the normal conduct of that safety briefing; and
 - additional information applicable to the needs of that person as follows:
 - the most appropriate brace position for that passenger in consideration of his/her condition, injury, stature, and / or seat orientation and pitch;
 - the location to place any service animal that accompanies the passenger

Individual Safety Briefings

- For a mobility restricted passenger who needs assistance in moving expeditiously to an exit during an emergency:
 - a determination of what assistance the person would require to get to an exit;
 - the route to the most appropriate exit;
 - the most appropriate time to begin moving to that exit; and
 - a determination of the most appropriate manner of assisting the passenger.

Individual Safety Briefings

- For a visually impaired person:
 - detailed information of and facilitating a tactile familiarization with the equipment that he/she may be required to use;
 - advising the person where to stow his/her cane if applicable;
 - the number of rows of seats between his/her seat and his/her closest exit and alternate exit;
 - an explanation of the features of the exits; and
 - if requested, a tactile familiarization of the exit.

Individual Safety Briefings

- For a comprehension restricted person:
 - While using the safety features card, point out the emergency exits and alternate exits, and any equipment that he/she may be required to use.
- For persons with a hearing impairment:
 - while using the safety features card, point out the emergency exits and alternate exits to use, and any other equipment that the person may be required to use; and
 - communicating detailed information by pointing, face-to-face communication permitting speech reading, pen and paper, through an interpreter or through their attendant.

Individual Safety Briefings

- For a passenger who is responsible for another person on board, information pertinent to the needs of the other person as applicable:
- In the case of an infant:
 - seat belt instructions for adult;
 - method of holding infant for take-off and landing;
 - instructions pertaining to the use of a child restraint system; and
 - recommended brace position.

Individual Safety Briefings

- In the case of any other person:
 - instructions pertaining to the use of a child restraint system;
 - evacuation responsibilities; and
 - for an unaccompanied minor, instructions to pay close attention to the normal safety briefing and to follow all instructions.

Individual Safety Briefings

- NOTE:

- A passenger that has been provided with an individual safety briefing need not be re-briefed following a change in crew if the crew member that provided the individual safety briefing has advised a member of the new crew of the contents of that briefing including any information respecting the special needs of that passenger.
- A passenger may decline an individual safety briefing.

Passenger Use of Portable Electronic Equipment

- Portable Electronic Equipment is not to be used onboard the aircraft. Portable Electronic Equipment must be turned off and stowed in the baggage compartment.

Use of Child Restraint Devices

- Child Restraint Devices accepted for onboard use must display the following label(s):
 - Canadian Manufactured Devices must indicate compliance with either the Canadian Motor Vehicle Safety Standards (CMVSS) 213 or 213.1 and indicate the date of manufacture as being after January 1, 1981.
 - Seats manufactured to US standards between January 1, 1981, and February 25, 1985, must bear the label: "This child restraint system conforms to all applicable Federal Motor Vehicle Safety Standards."

Use of Child Restraint Devices

- Seats manufactured to U.S. standards on or after February 26, 1985, must bear two labels:
 - "This child restraint system conforms to all applicable Federal Motor Vehicle Safety Standards"; and
 - "THIS RESTRAINT IS CERTIFIED FOR USE IN MOTOR VEHICLES AND AIRCRAFT".

Use of Child Restraint Systems

- The following devices are not permitted for use onboard:
 - Belly or loop belts;
 - vest or harness type devices; and
 - Snugglies.

Use of Child Restraint Systems

- The PIC shall ensure:
 - the device is not placed in a location that would obstruct a passenger's exit or access to emergency equipment;
 - the occupant of the device is properly restrained in the device and the device is restrained in the passenger seat using the passenger seat safety belt;
 - aft facing devices are secured in the passenger seat facing aft and forward facing devices are secured in the passenger seat facing forward;
 - the accompanying adult is briefed that:
 - the occupant of the system should not be removed from the restraint system during preparation for an emergency landing;
 - the occupant of a child restraint system should be braced in accordance with the instructions of the manufacturer of the restraint system, when such instructions are provided; and
 - during an evacuation, the restraint system should remain installed in the passenger seat and only the occupant should be removed from the aircraft.

Accident / Incident Reporting

- All accidents/incidents shall be reported to the Operations Manager or her delegate.
- The Operations Manager will report all accidents or incidents to the Transportation Safety Board by the quickest means possible.
- When in doubt as to the requirement to report an occurrence, the Operations Manager or delegate will contact the Transportation Safety Board for clarification.
- Appropriate guidance material should be consulted regarding the reporting of civil aviation occurrences. Reporting an Aviation Occurrence can be found in the General section of the AIM.

Passenger On Board Medical Emergency

- If there is a Passenger On Board Medical Emergency, your first responsibility is to FLY THE AIRCRAFT and land as soon as possible.

Company Indoctrination Training

- Exam:
 - Anything in the Canadian Aviation Regulations PowerPoint
 - Anything in the Company Operations Manual
 - Anything else that was covered in this Power Point