



Wings of Carolina Flying Club

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. RECORD ALL PERTINENT INFORMATION, THEN IMMEDIATELY CALL A CLUB OFFICIAL WITH FULL DETAILS:

919-776-2003, OPTION 9

SPEAK DIRECTLY TO A CLUB OFFICIAL. IF YOU REACH THE ANSWERING MACHINE, LEAVE A MESSAGE WHICH WILL BE E-MAILED TO CLUB OFFICIALS; BUT CONTINUE TO TRY TO REACH SOMEONE DIRECTLY.

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

TABLE OF CONTENTS

General Policy	3
General Procedure	3
Minor Incidents	3
Local Notifications	4
Federal Notifications	4
Serious Accidents	5
Make No Statements	5
Required Statements	6
Make Your Own Record	6
On-Scene Action Required	6
Secure the Aircraft and Evacuate	6
Injuries	6
Notification of Local Officials and FAA	6
Secure the Area	7
Call a Club Official	7
Document the Event	7
Actions Required by Club Officials	8
Receiving the Initial Phone Call	8
Responding Club Official – Duties (summary)	8
Support and Reassure the Pilot	9
Assess the Situation	9
Making Required Notifications	9
Local Responders & Airport	10
WCFC Board of Directors	10
FAA.	10
NTSB	10
Family.	10
Insurance Broker	11
Aircraft Owner	11
Aircraft Inspection and Disposition	11
On-Site Accident Procedure Form	13
Emergency Contacts and Telephone Numbers	15
Incident Information Form	16

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. However 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 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.
- 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 the runway during icy conditions with no visible damage.
- Tail Strike

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 a Club official at **919-776-2003, Option 9**. If you reach the answering machine, leave a message as it will be e-mailed to Club officials; but continue to try to reach someone directly. Individual contact numbers are listed in the back of this manual.

SERIOUS ACCIDENTS

In over 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 the questioner and what use he or she may later make of the information. Further, anything you say may subsequently be held against you.

- Do not speak with news reporters. (Let local officials handle the 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. If able, confer with fellow passengers to be sure that the facts are correct. This record will be helpful to you at a later date when filing FAA and insurance reports and when making a report to the Club.

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 disabled on an active runway, notify airport officials or, if not available, notify local law enforcement so that the runway may be closed or the aircraft removed. Ask local airport or law enforcement personnel to secure 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. First try to contact a Club Official. Dial **919-776-2003, Option 9**, and this will automatically ring the Club officers, the Chief Flight Instructor, and the Director of Maintenance. If no one answers, leave a message and someone should call you back promptly. Alternatively, call the flight center at **919-776-2003, Option 2**, and ask to speak with an instructor. Individual contact numbers are listed in the back of this manual.

Document the Event

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

REMEMBER: Make no statements regarding how or why 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 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 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 (**919-776-2003, Option 9**) with the details. If you reach the answering machine, leave a message as it will be e-mailed to Club officials; but continue to try to reach someone directly. The Club officials are listed on the “Emergency Contacts” page at the back of this manual.

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 (including area code)
10. FBO or Place from which call is being made (Name and Location)

Responding Club Official: Duties and Responsibilities (summary)

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 9-11 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 contact the Club's insurance broker. (See page 11 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 section 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/sheriff or fire department all other emergency personnel will likely be notified. (Since it involves an airplane everyone will typically respond believing that there may be a disaster.)

3. If the aircraft wreckage constitutes a safety hazard, contact a local FBO to have it removed, and ask that this request be coordinated 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 should be notified only if required 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 Insurance Broker

If there are injuries, property damage, or damage to the aircraft which could possibly result in a claim, the Club official should call the Club's insurance broker and report all known details.

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 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, 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.

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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 required

FOR SERIOUS ACCIDENTS - SEE REVERSE SIDE

MINOR INCIDENTS

Most mishaps involving Club aircraft will be minor in nature. These incidents will most often 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 (Director of Maintenance, Board members, or 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 919-776-2003, Option 9

SERIOUS ACCIDENTS

Secure the Aircraft and Evacuate

The pilot in command or capable person should immediately take steps to minimize the potential for fire.

1. Turn off all electrics and shut off all fuel valves.
2. If there is a possibility of fuel leaking, immediately exit the aircraft and move all people to a safe distance. Do not take time to remove luggage or personal possessions.
3. 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 involves serious injury, property damage, fire, or fuel spill/leaking, notify local officials 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 disabled on an active runway, take steps to have the runway closed or the aircraft removed. (Ask the FBO to coordinate this with the FAA.) Ask local airport or law enforcement personnel to secure the area to keep people from disturbing the wreckage or removing potentially critical items.

Phone a Club Official

It is mandatory to notify the Flying Club that a Club aircraft has been involved in an accident or incident. Phone the Club (**919-776-2003, Option 9**) as soon as possible. Provide the pertinent details of the accident, and a phone number where you can be reached. If you reach the answering machine, leave a message as it will be e-mailed to Club officials; but continue to try to reach someone directly. In general you can expect to be called back within 15 minutes. The Club's objective is to support you with sound advice or instructions.

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

As soon as practical, make your own confidential record of what happened and if possible document the event by use of photographs and by getting witnesses' names and phone numbers.

Wings of Carolina Flying Club
EMERGENCY CONTACTS AND TELEPHONE NUMBERS

Club Numbers: 919-776-2003
Option 1: Information about the club
Option 2: Flight Center
Option 3: Accounting / myFBO
Option 4: Maintenance
Option 9: Emergency: rings officers, CFI, and Dir. of Maintenance
919-776-0707 Alternative number to reach Flight Center

2020 Officers

President	Geoff Myers	919-995-2909 (c)	
Vice President	Michael Hrivnak	919-622-4537 (c)	
Secretary	Dwight Frye	919-621-7665 (c)	
Treasurer	Hatem Abuahmad		919-337-6699 (h)
Board Member	Jon Brockhoff	614-359-3459 (c)	614-359-3459 (h)
Board Member	George Scheer	919-951-9884 (c)	919-967-1088 (h)
Board Member	Will Warren	336-970-3351 (c)	

A&P Mechanics

Director of Maintenance	Ryan Evans	910-338-8059 (c)	
Club A&P	Zack Bowen	443-299-8404 (c)	
Director of Maintenance Emeritus	John Hunter	919-818-7203 (c)	919-732-7084 (h)

Chief Flight Instructor George Scheer 919-951-9884 (c) 919-967-1088 (h)

Insurance Broker Caitlyn Jones-Henry 860-249-8066 (o) 860-985-9810 (o)

Sanford – Lee County Emergency Response

Emergency	911
Lee County Sheriff’s Office	919-775-5531
Sanford Fire Department	919-775-8310
Raleigh Executive Jetport	919-776-2939

Federal Aviation Administration

Flight Standards District Office	Greensboro	336-369-3900
FAA Southeastern District - Logistics (ASO-52)	Atlanta	404-305-5780

Flight Service Station: nationwide number	800-992-7433
Flight Service Station: Raleigh duty desk (5:00AM – 10:00PM)	919-840-0263

NOTE: The FSS numbers are listed only as added resources in case distant numbers for state police, local FAA offices, etc. are needed.

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 (Director of Maintenance, Board Member or Chief CFI) at 919-776-2003 Option 9 and relay all information.

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

RESPONDING CLUB OFFICIAL

Call Returned at (Date, Time): _____ Person talked to: _____

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: _____

Insurance Broker Notified? ____ If so, Date, Time: _____

Family Needs to be Notified? ____ If so, Person, Date, Time: _____

Other Notes: _____ Name of Club Official: _____