

FACTS®

ETCETERA!

THE FACTS® TRAINING TEAM NEWSLETTER

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It's been a very busy and rewarding year for us at FACTS® Training, AirCare International, STARK Survival Company, and ACCESS™. This may be the first bit of news... The company has grown considerably. We have added STARK Survival Company to the FACTS® / AirCare Family of companies and we are about to expand even more!

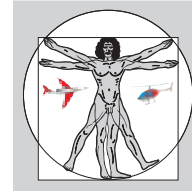
In October, we added STARK Survival Company to the family. STARK has been a long time leader in on-site emergency training utilizing the client's aircraft. Ken Burton, founder, has built a twenty plus year reputation in the water and survival training arenas. Ken will continue with the new, updated STARK Survival Company and help launch several new training programs. The infamous Open Water Training programs will continue April through October in Panama City, FL, and new classes will be on the calendar in Long Beach, CA and Dallas, TX, utilizing Lake Grapevine. New STARK programs also include a two-day emergency procedures training program scheduled monthly in Van Nuys, CA,



Teterboro, NJ, and at the new FACTS® Training facility at SimuFlight, Dallas. This new program combines the valuable basics of emergency procedures training, ditching and raft procedures, together with complete *InFlight Emergency Medical and Defibrillator Training*, provided by AirCare International. This combination makes it possible for busy pilots to meet training objectives time-efficiently and cost-effectively, in major corporate aviation hubs.

August of 2001, brought about more growth. The FACTS® Training programs, two of the FACTS® simulators, additional training equipment, and the Dallas team moved into our new FACTS® Training Center build-

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Your Hassle Factor

The alarm woke you... the phone is ringing... the trip changed... the caterer had your order wrong... the PAX are late... the new crewmember is a little "different"... arrival time is 0200... departure is 2300... it's another all-nighter. We have dubbed the total of these daily "traumas" as your "Hassle-Factor". Your Hassle Factor is the result of your reaction to life's daily stressors.

Stress... we all live with it. In fact... we can't live without it. Stress is what causes us to breathe. Stress is what makes us get out of bed in the morning. We've gotta have it! We need a certain amount of stress in our lives to spur us into action, to help us strive for improved performance. Rather than becoming overwhelmed by it, what we do need to do is learn to better control how the stressors of life affect us.

Easier said than done! Stress. Pressure. Anxiety. Tension... Whatever you call it, in today's high-tech, fast-paced workplace... especially in aviation... there is no shortage of stressors.

According to the National Institute for Occupational Safety and Health, over all, stress related disorders are one of the most prevalent reasons for worker disability. AND... Job and related stress cost U.S. companies over \$200 billion annually through absenteeism, employee turnover, illness and accidents.

The World Health Organization has labeled stress a "worldwide epidemic". Stress does have an impact on all facets of our lives AND the quality of the life we lead.

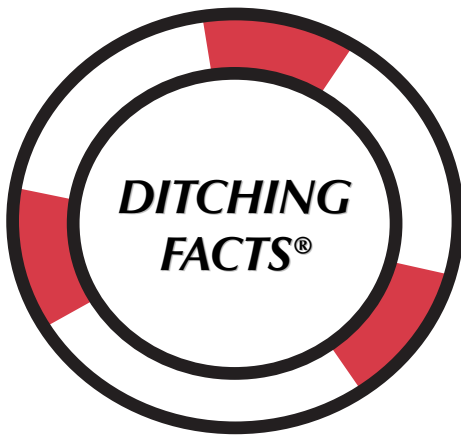
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Jet Academy, based near Gatwick Airport, London, provides state of the art training, emergency assistance, security and intelligence consultancy services, and corporate aviation-specific programs in response to today's corporate aviation needs.

The *Jet Academy* programs and services are available both at the client's facility and at the new *Jet Academy* facility under development.

Industry leaders in this new consortium include FACTS® Training International, Global Intelligence, Ltd., AirCare International, Castle Kitchens, Ltd., STARK Survival Company, and others. *Jet Academy* educates, assesses, and advises those responsible for safeguarding flight operations... worldwide. For information in the U.S., contact Doug Mykol, - 360/754-9805. In Europe, contact Erica Sheward - 44 (0) 1903 891 400.



DITCHINGS DON'T EQUAL DEATH...

It is very rare indeed to begin teaching the "Ditching" section of any FACTS® class and not have at least one of the pilots in the room proclaim the futility of the section. It seems that many "old school" aviators are under the impression that if you land in the water, you die. This attitude has always bothered me, for I know this to be untrue. I was Sea/Air Rescue for two years and have seen survivors of aircraft vs. water. The water does not always win.

I had the pleasure of discussing this subject with a pilot who knows very well that ditching in the open ocean is not necessarily fatal, because he did it on July 8th last year. Capt. Mike Smith (an ATP rated pilot) from Boise, Idaho was flying a Pilatus PC-12/45, N660NR, at fl 26,300 with three passengers aboard. He was nearing the end of a circumnavigation and this leg was to be from Hakodate, Japan to Magadan, Russia.

While at cruise, Mike felt a vibration and noticed a marked increase in the engine's turbine temperature indication. The TTI reached 1144 degrees and the compressor stalled. He shut the engine down and feathered the propeller, beginning an emergency descent.

Mike was able to balance his SASS level (although he didn't know he was doing it, having not yet been to FACTS® Training!) and began deciding where to land the crippled plane. He considered heading towards shore, but knew he would not make it all the way, and that would take him out of the heavily traveled shipping lanes. He decided their best chances of a quick rescue lay in putting them down near shipping traffic, so he shut down all available electrical to conserve power for a

possible restart and began the descent. At 15,000 he had the passengers put on the cold-water immersion suits they were carrying as part of their survival gear. (Always be prepared!) One of the PAX was also a pilot, so after he had his suit on, Mike had him take control of the plane so Mike could also put on a survival suit. At 2,000 ft. Capt. Smith activated the plane's E.L.T. He had been radioing a mayday, squawking 7700, and did make contact with a Delta Airlines flight, so others were aware of the problem and got a fix on their location. The a/c broke out of the clouds at approximately 100 feet and Mike saw swells about 8-12 feet high. He maintained a nose high attitude and set the plane down on the backside of a cresting wave. He told me they skipped twice and came to rest floating upright in the water. He had been telling the frightened passengers exactly what was happening throughout the entire episode to keep them somewhat calm. He also told them what they would do once in the water. Capt. Smith had a plan and stuck to it!

After coming to a stop he deployed the life raft and had the passengers get in to it. He had them take some extra supplies with them; sodas, etc... After entering the raft, Mike realized his first mistake as the raft floated away from the plane. The plane contained their only E.L.T. He attempted to paddle back to the floating a/c, but was unable to. The raft they were in had an erectable canopy but if they attempted to use the poles, they feared holing the raft, so Mike threw them overboard. The raft had 8 flares and they shot 2 during the day when they saw a ship, but to no avail. The passengers were lying on the floor of the raft but Mike wanted to keep focused on a job so he began using the bailing bucket to keep the raft dry. He felt that his best chance of survival for everyone was to keep a positive attitude and remain focused on his task. Capt. Smith bailed for about 15 hours. At around 0300 he heard a noise and looked around seeing a Russian ship coming towards them. He fired 4 flares and the ship made its way to the raft and executed a rescue. They were all cold, but they were alive.

In retrospect, Capt. Smith said he wished he had stayed tethered to the floating aircraft, as there was no E.L.T. in the raft. He could see ships in the distance and he figured they were at the location of the downed plane. No one knew where the raft was, but they honed in on the beacon coming from the aircraft. Had they been able to stay near the plane, rescue would have been much sooner.

In closing Mike told me if he ever had to go through this again he would want an E.L.T. in the raft, a hand held GPS, and a small transmitter to be able to call nearby rescuers. What equipment does your operation have available in case of this type of emergency? Make sure you know, and make the necessary changes BEFORE this happens to you. And for all the non-believers, don't tell Captain Mike Smith or me you can't survive a ditching! Have a plan, keep a positive attitude, and survive!

Blain Stanley



PREFLIGHT YOUR PAX

Engines. Check. Instruments. Check. Food in Galley. Check. AED and Medical Kit. Check. 47-year-old CEO with a history of Diabetes. Check. Whaaaa?

Aircrews should add a final item to their checklist: The PAX in the back. We tend not to think of passengers as an item to check off; however, we should avail ourselves of any and all pertinent information regarding a flight. This includes that CEO, Actor, Royalty, or what have you.

You certainly don't need a systems failure at FL40, so how would you react to a true medical emergency while on that 8 hour over water trip? There are a few things you can do to help prepare for, and alleviate, these emergencies.

Treat your PAX as part of the systems check. If you regularly fly the same people, get to know them and find out if they have any specific medical needs or problems. Diabetes, heart problems, strokes, ALLERGIES, do they have their medications with them, etc! Asking the question, "Does anyone have any medical problems we should know about?" It won't hurt anyone's feelings and will demonstrate a concern for their overall comfort and safety.

AirCare ACCESS™ can assist you if you have any questions regarding the medical needs of the passengers in your aircraft. So remember to preflight your PAX as part of your overall systems check... *before* you start that engine.

Jim Thurber

ing at SimuFlite, in Dallas. This gives us the opportunity to develop even more training aids to continue the most realistic training possible. The new center also will offer *InFlight Emergency Medical and Defibrillator Training*, STARK Survival courses, and many other new programs under development.

September brought change for everyone. A change in perspective, a change of values, and a change in the way aviation professionals think. At many client's request, in response to the 9/11 tragedies, we combined our talents and our cockpit and cabin simulators, with the experience of American Combatives, Inc. to introduce a new program... *Aircrew Combative Training (ACT)*. This fast paced, hands-on program teaches the skills necessary to neutralize a threat aboard your aircraft, on the



"...a really "nice" person transformed into someone to be reckoned with..."

street, or at home. They are quick to learn, easily retained and designed specifically to be effective in the close quarters of a corporate aircraft. While security should be taken care of well before any threat boards the aircraft... What if? The ACT program addresses this "what if?" and addresses practical self defense issues of the many threats to crewmembers arriving late at night, leaving the airport early in the morning, exploring the city du jour, etc. The ACT program has been very well received. It has been especially rewarding to see a really "nice" person transformed into someone to be reckoned with when faced with a threat... In just eight hours!

The year 2001, has also brought us a whole new program for a whole new industry segment... Helicopters! We have just completed the HeliFACTS™ training program and the world's first mobile helicopter emergency procedures simulator. The new training program provides the human



HeliFACTS™ Simulator

factors based emergency procedures training that FACTS® is known for, to the executive, law enforcement and emergency medical helicopter market. The completely mobile HeliFACTS™ simulator provides a realistic, full-size helicopter to practice autorotations, inflight fires, evacuation, and ditchings. The full size, cabin-class executive helicopter interior can be quickly swapped-out to an emergency medical interior for the many EMS helicopter crews.

HeliFACTS™ training begins in the classroom, moves to the simulator for hands-on drills, and then to the FACTS® Inverted Underwater Dunker to practice the necessary skills to safely evacuate a submerged/inverted aircraft. Designed as a two-crew dunker, the training device provides a realism in training not available anywhere else. We're very proud of maintaining our position as the industry leader in emergency procedures training.

The now four years old ACCESS™ Assistance Service continues to grow and win clients from the competition. ACCESS™ has grown from an emergency medical service, specifically designed to give corporate operators a choice of telemedical providers, to the most complete corporate tele-medical and tele-assistance service in the world. ACCESS™ is not the largest, or the busiest... ACCESS™ clients know we don't brag about being busy... we brag about unparalleled usable services designed specifically for corporate aviation, worldwide. ACCESS™ subscribers have access to much more than just a link to a physician... including many indispensable "daily-use" features like 24/7 on-line security research and assessments

and a live worldwide concierge service to make being a professional crewmember a little easier and safer.

The latest news is the FACTS®/Air-Care/STARK family of companies are moving toward a new international market... Europe. While we have always trained many clients from all parts of the world... we have just formed a strategic alliance with *Jet Academy*, Gatwick, England. *Jet Academy* is a partnership with *Global Intelligence, Ltd.*, a worldwide, full service security firm and corporate investigations consultancy; and, *Castle Kitchens, Ltd.*, the premier U.K. caterer and food safety leader. Being a part of *Jet Academy* allows us to base the European branch of our companies in the United Kingdom, and, from there, take our programs to the clients throughout Europe. New mobile simulators are under development to meet the needs of private and corporate aircraft operators throughout the region. Here in the U.S., we will be offering *Jet Academy* services, including Security Audits and Flight Department Risk Assessments, Food Safety and Security training programs, Catering Safety Audits, and more.

Yes... we're busy... and happy that we are maintaining our position as the industry leader in crew training, service and innovation!

Thank You!



The Industry's Standard
for AirCrew Emergency
Procedures Training

HUMAN FACTORS BASED EMERGENCY PROCEDURES TRAINING

The only program of its kind for corporate aviation!

FACTS® provides a comprehensive, human factors approach to required crewmember emergency training for aircrew and passenger safety and survival.

FACTS® is the professional's choice.

Emergency training for pilots, flight Attendants, flight engineers and executive frequent flyers.

PROGRAMS INCLUDE:

INITIAL	32 Hours
RECURRENT	16 Hours
ASSET™ Training	8 Hours
Two-day On-Site	24 Hours
Three-day On-Site	32 Hours
Executive Frequent Flyer™	4 Hours

Curriculum meets all applicable FAR, JAR Ops 1, and CAR requirements for emergency training.

Complete training programs using the ultimate hands-on classrooms... the FACTS full-size, cockpit and cabin, motion-based, emergency simulators.

Over 120 scheduled training programs across the country.

A realism in training NOT available anywhere else!



EMERGENCY, SURVIVAL,
AND OPEN WATER
TRAINING PROGRAMS FOR
PROFESSIONAL AIRCREWS

PART 91, 135, 125 TRAINING

Custom On-Site Training At Your Facility

Scheduled Training

FACTS®/SimuFlite Training Center, Dallas, TX
Teterboro, NJ Van Nuys, CA

Open Water Training

FACTS®/SimuFlite Training Center, Dallas, TX
Panama City, FL Long Beach, CA

CAUTION - STARK Survival Training is NOT for apathetic "been there - done that" aircrews!



REMOTE TELE-MEDICAL AND TELE-ASSISTANCE SERVICES

Offering you a choice!

AirCare offers more than just a "link" to a physician.

ACCESS™ is the only worldwide tele-medical and tele-assistance service focusing on corporate aviation needs.

We avoid add-on charges, limits, and qualifiers. For a simple annual fee, ACCESS™ includes:

- TRAINING
- MEDICAL PROGRAM DIRECTION
- EMERGENCY MEDICAL ASSISTANCE
- WORLDWIDE TRAVEL ASSISTANCE
- EMERGENCY TRAVEL ASSISTANCE

AirCare also provides quality emergency medical and safety equipment for corporate aviation:

- Defibrillators
- Emergency Medical Kits
- Evacuation Hoods
- Smoke Hoods

No big sales team... no pressure... and no extra fees.

We simply sell the most complete, cost-effective emergency assistance service in the world!

We invite you to compare...



**Helicopter Emergency Procedures
and Underwater Egress Training**

Complete emergency training for helicopter crews and passengers utilizing the HeliFACTS™, full motion simulator and the STARK underwater egress trainer.



- Emergencies
- Fire & Smoke
- Survival



- Evacuations
- Ditching
- HEEDS

FACTS® TRAINING / AIRCARE INTERNATIONAL

TEL: 360/754-9805 • FAX: 360/754-1911 • WWW.FACTS-AIRCARE.COM

2002 FACTS® / STARK TRAINING SCHEDULE

MONTH	INITIAL	Aircrew Combatives Training	RECURRENT	STARK
January				
West Palm Beach, FL	7-10*	10	11-12	
Dallas, TX	14-17*	17, 25	18-19	26-27
Van Nuys, CA	21-24*	24	25-26	
February				
Atlanta, GA	4-7*	7		
Dallas, TX	11-14*	14, 22	15-16	23-24
Van Nuys, CA	18-21*	21	22-23	
Charlotte, NC	25-28*	28		
March				
Tucson, AZ	4-7*	7		
Dallas, TX	11-14*	14, 22	15-16	23-24
Teterboro, NJ	18-21*	21	22-23	
Van Nuys, CA	18-21*	21	22-23	
San Francisco, CA	25-28*	28		
April				
Olympia, WA	8-11*	11	12-13	
Dallas, TX	15-18*	18, 26	19-20	27-28
Teterboro, NJ	15-18*	18	19-20	
Van Nuys, CA	22-25*	25	26-27	
May				
Detroit, MI	1-4*	4		
Chicago, IL	7-10*	10		
Dallas, TX	13-16*	16, 24	17-18	25-26
Van Nuys, CA	20-23*	23	24-25	
West Palm Beach, FL	20-23*	23	24-25	
June				
Dallas, TX	10-13*	13, 21	14-15	22-23
Teterboro, NJ	10-13*	13	14-15	
Van Nuys, CA	17-20*	20	21-22	
July				
Olympia, WA	8-11*	11	12-13	
Dallas, TX	15-18*	18, 26	19-20	27-28
Teterboro, NJ	15-18*	18	19-20	
Van Nuys, CA	22-25*	25	26-27	
August				
Teterboro, NJ	5-8*	8	9-10	
Dallas, TX	12-15*	15, 23	16-17	24-25
Van Nuys, CA	19-22*	22	23-24	
September				
Dallas, TX	16-19*	19, 27	20-21	28-29
Teterboro, NJ	16-19*	19	20-21	
San Jose, CA	18-21*	21		
Olympia, WA	23-26*	26	27-28	
October				
Montreal, Canada	2-5*	5		
Dallas, TX	14-17*	17, 25	18-19	26-27
Van Nuys, CA	14-17*	17	18-19	
Teterboro, NJ	21-24*	24	25-26	
Tucson, AZ	28-31*	31		
November				
Teterboro, NJ	4-7*	7	8-9	
Van Nuys, CA	4-7*	7	8-9	
Dallas, TX	11-14*	14, 22	15-16	23-24
Atlanta, GA	19-22*	22		
December				
Olympia, WA	9-12*	12	13-14	
Dallas, TX	16-19*	19	20-21	
West Palm Beach, FL	16-19*	19	20-21	

**Includes optional 4th day of food handling certification, galley safety and service issues.*

FACTS® TRAINING INTERNATIONAL

3633 - 81ST AVENUE SW • OLYMPIA, WA 98512-7461

TEL: 360/754-9805 OR 888/754-9805

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Hassle Factor

From Page 1

We often read stories of quick fixes and tricks to manage sudden stressors. Even more needed in this fast-paced, ever-changing industry is Lifestyle Stress Management.

Some lifestyle guides to help you better manage your stress include:

1) *Breathing.* Take several short breaks throughout the day to just breathe. Give yourself permission to take at least ten long, slow breaths. While doing this, you shouldn't be thinking about the PAX, the trip, the phone, etc. For the time it takes to breathe ten times, you should be concentrating on one thing... Breathing!

2) *Let it go.* Often easier said than done... There are many things we can control, however, there are many more we can't. Recognize the difference between these items. Especially in your job. Stop worrying about the things you can't easily change. Some things are out of your control... Don't worry about them!

3) *What's really bothering you?* Try to analyze what it is that you are reacting to. Is it a particular part of your job? Is it another crewmember's comments? Your home life? Without knowing the root of the problem, you are unlikely to resolve it. Talking with close friends, or a professional, can often times help to identify the source of your frustrations. Once identified, they are much easier to put into perspective and deal with.

4) *What's on your to do list?* We often times try to take on more than we can feasibly do in a given amount of time. Keep your "To Do" list realistic. Set short term goals and cross off the items we have taken care of. In fact... Write it down, then physically cross it off when completed. This can give a sense of accomplishment that can reinforce the good work that you do!

5) *Toughen up.* Try not to personalize the criticism you receive. Take it as helpful hints to better yourself and improve your performance and your life.

6) *Share the load.* Learn to delegate or share the workload whenever possible. Don't fall into the trap of thinking that you are the only one to do the job. Don't be afraid to ask for help.

7) *Balance your interests.* Your job, the next flight, the PAX needs are not all there is in life. While doing a great job is important... It's NOT the only thing in your life. If it seems as though it is... you need balance. You need more outside interests to prevent being suddenly overwhelmed with feelings of stress.

8) *Accept responsibility.* When it's your fault, admit it and move on. We sometimes spend vast amounts of time thinking of and making excuses for easily forgotten mistakes or errors in judgment. This extra time focused on the event can actually increase your feelings of guilt and stress.

9) *Don't think too far ahead.* Excessive pre-planning increases stress. Simple hassles like worrying about whether you will get a good parking spot well before you even get there can, and does, increase stress unnecessarily. Don't worry.... Be happy. At least until it's justified.

10) *Just do it!* Procrastination is a stressor. Don't put it off.

There has been much written about stress. The cover of most magazines in the grocery store checkout line list special features written on the subject; it's a subject of intense discussion at most FACTS® classes. Stress is real, however, we do have a choice in how it affects us. Hopefully, these simple suggestions (reminders) can help you with how you choose to manage your *Hassle Factor*.

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Business travel advice in a newsletter format.

www.fiveleaf.com

Gourmet meals by some of the country's top chefs...
Delivered to your door!

www.gofir.com

A great information resource for corporate crewmembers.



FACTS' ditching drills with the U.S. Marshals Service - JPATS



CrewPRO™

Next to technical and professional skills, crew compatibility is the most important factor in determining the efficiency and the safety of flight operations. It is THE most important factor in determining crew morale and retention.

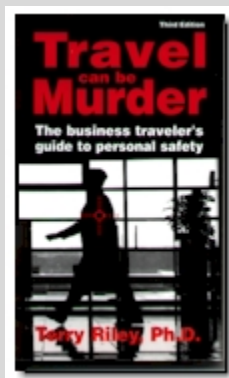
To meet the challenge of assuring a highly compatible crew with the abilities to work together effectively, FACTS® Training International has teamed with Applied Psychology to develop CrewPRO™. This innovative program combining on-line and computer based evaluations, will provide scientific results and practical recommendations as to the compatibilities and effectiveness of the crew complement. This unique program, designed specifically for corporate aircrews, will reduce turnover, increase crew cohesion, and help the crews achieve optimal performance. CrewPRO™ is especially valuable for operations with dedicated crews. For further information, contact FACTS® Training

Robbery Rape Kidnapping Murder

What awaits you on your next trip? Unless you take measures to safeguard yourself while traveling, you are a sitting duck. *Travel Can Be Murder*, by Terry Riley, Ph.D., with 707 tips, can help you avoid becoming a victim while on the road.

Order from Amazon.com or BN.com, or call Dr. Riley at: 800/492-5050

"A great book of travel safety tips that we often forget"
Doug Mykol, ND
President - FACTS® Training



www.appliedpsychology.com

A Flight Attendant's Look at Quality Service.

What is the definition of quality service?

Quality Service both meets and exceeds the needs and expectations of the client.

How is this accomplished?

One way is by introducing the "WOW" factor. This factor involves the two important but separate areas of first, knowing the client and second, understanding the client.

Knowing the client.

Is this a new or returning client? Do you have background information, such as letters or e-mails concerning this client's previous business trips? Do you have a passenger profile for this client that includes information such as likes, dislikes, medical issues, etc.?

Understanding the client.

Have you considered all of your client's needs and wants? Are you able to meet those needs and wants? Are you an individual who finds creative solutions to common problems? Do you seek new ways to meet the expectations of your client? By both knowing and understanding your clientele, you can create appropriate service standards.

Service standards, no matter how much they may vary, should always encompass the areas of safety, courtesy and professionalism. Of first importance is the safety of all individuals, anytime they are on the aircraft. Everyone should feel physically and emotionally comfortable with the environment. This can be ac-

complished by understanding the latest in crew training techniques to deliver the best service possible.

Next there is the subject of courtesy. Making sure everyone feels welcome, is treated like a VIP and understands the standard terminology can drastically help to increase the comfort level. There are a lot of acronyms and jargon used in aviation that can separate the crew from the client.

Professional performance provides a seamless experience and smooth routine for everyone. This includes recognizing that some clients require individualized accommodations.

A flight attendant who cares about quality service is one who also cares about creating a positive professional image. As individuals we send messages about what is important through the behaviors we exhibit. Postures, gestures, facial expressions and vocal imagery can send an important message about how we perform our job.

To really deliver quality service, we must really know and understand our client. It doesn't really matter what we think quality service is, because quality is what the client thinks it is. The truth is, if we don't take care of our client today, someone else will tomorrow. A lost client means lost revenue. A satisfied client means increased revenue, usually through repeat business and through word of mouth, especially if it includes the "WOW" factor.



Your odds are better than you think...

On the surface it looks pretty grim. Images of aircraft in a twisted heap, smoke and fire everywhere. No one could have possibly survived, right? Not so says the NTSB. Actually the odds of walking away from an airplane crash are pretty good.

In a recently released report from the NTSB, studying aircraft accidents in the last 16 years, a surprising 95.7% of passengers survived. In fact, according to Arnold Barnett of MIT, a passenger could get aboard a commercial jet everyday for the next 19,000 years and not die in an accident. With this good news, comes some cause for concern. With increases of over 50% in air travelers predicted within the next decade, the skies are getting more and more crowded, increasing the need for educating the flying public about survivability.

The importance of promoting passenger survival skills is twofold. First, it helps dispel the myth that all accidents are fatal and second we can identify more things to increase passenger survivability.

Michael Barr, director of the University of Southern California Aviation Safety Program, says a key to surviving an accident is planning ahead of time, and not waiting until the chaos and pandemonium when an accident occurs: "As soon as you board you count the number of seats to the exit, the primary exit — that's where you are going to go."

Mark Schmidt, one of the survivors of the American Airlines crash in Little Rock, did just that. "You need to pay attention to what's happening around you and where you are and ... plan an escape," he said.

From better training procedures to improved equipment, we can all work together continue to decrease accidents and improve survivability.

Brian Hayvaz



Food Handling and Galley Safety Training

STARK Survival is Now a FACTS® / AirCare Company

In October 2001, FACTS® Training and AirCare International acquired the STARK Survival Company. This addition adds even more depth to the products and services available in one-stop.

STARK Survival Training has been a leader in on-site training for corporate aircrews for over twenty years. STARK programs focus on the hands-on skills necessary to build confidence and manage emergencies.

FACTS® Training, AirCare, and STARK Survival now offer the most comprehensive training choices available for hands-on emergency procedures, inflight medical, and survival training. STARK training programs are available on-site, at your hangar, and two-day (Part 135 compliant) programs are available monthly at the FACTS®/SimuFlite Training Center in Dallas, TX; and will soon be available monthly in Van Nuys CA; and, Teterboro, NY.

Newly updated programs include Open Water Survival training offered in Panama, City, FL; Dallas, TX; and Long Beach, CA; and, One- and Two-day Emergency Procedures Training, at the client's hangar. By teaming up with AirCare

International, *InFlight Emergency Medical and Defibrillator Training* can be added to the STARK programs to meet your training needs more time-efficiently and cost-effectively than ever before.

Doug Mykol, President of FACTS® Training and AirCare, says that "By integrating FACTS® and AirCare's services with STARK Survival Training, we have created an unprecedented one-stop resource for corporate aviation."

The FACTS® / AirCare Family of Companies:



3633 - 81ST AVENUE SW
OLYMPIA, WA 98512

WWW.FACTS-AIRCARE.COM



'Comprehensive Solutions for Emergency Training'