



# Airline Wet Drill



# Passenger Management and Safety



Welcome all to the class

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## Topics

- Ensuring passenger safety and managing panic.
- Use of safety equipment (e.g., life vests, life rafts).
- Procedures for assisting special needs passengers.

Welcome all to the class

## Passengers panic in emergency situation



- Source: <https://www.verywellmind.com/managing-panic-attacks-while-flying-2584150>, <https://nypost.com/2024/06/17/lifestyle/united-airlines-passengers-panic-after-oxygen-masks-inadvertently-deployed/>



# Ensuring Passenger Safety and Managing Panic

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Ensuring passenger safety involves preparing and executing procedures to protect passengers from harm during emergencies. Managing panic is crucial because panic can exacerbate dangerous situations, making it harder to implement safety protocols.



# Ensuring Passenger Safety and Managing Panic

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**Example:** Consider an aircraft experiencing sudden turbulence. To ensure safety, the flight attendants would:

- **Provide Clear Instructions:** Announce over the PA system that passengers should fasten their seatbelts and remain seated. Clear, calm instructions help passengers understand the situation and reduce uncertainty.
- **Demonstrate Calmness:** Flight attendants maintain composure, which helps to instill a sense of calm in passengers. Their behavior serves as a model for passengers, reducing the likelihood of panic.
- **Use of Distraction Techniques:** For instance, in an emergency landing, flight attendants might engage passengers in brief, reassuring conversations to keep them focused and calm.



# Passengers Safety

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**Passenger safety** involves measures and procedures designed to protect individuals during travel, especially in the context of aviation and other modes of transportation. Key elements include:

- **Safety Protocols and Procedures:** These are established guidelines and actions that must be followed in emergencies. For example, in aviation, this includes procedures for emergency evacuations, use of life vests, and use of oxygen masks.
- **Safety Equipment:** Proper use of safety equipment is crucial. This includes life vests, life rafts, oxygen masks, and emergency exits. Regular drills and demonstrations ensure passengers and crew are familiar with this equipment.



## Passengers Safety

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- **Communication:** Clear, concise communication helps manage expectations and reduce confusion. This involves announcements, briefings, and instructions delivered calmly and effectively.
- **Training and Drills:** Regular training for crew members and passengers on safety procedures ensures preparedness for emergencies. Drills help reinforce correct actions and responses.



## Understand Panic

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**Panic** is a sudden, overwhelming fear that often leads to irrational behavior. It can significantly impair judgment and decision-making, making emergency situations more dangerous.

## *Types of Panic*

- **Acute Panic:**
  - **Definition:** Sudden onset of intense fear or anxiety, often accompanied by physical symptoms like rapid heartbeat, sweating, and trembling.
  - **Example:** A passenger may experience acute panic if they suddenly realize the aircraft is making an emergency descent.

## *Types of Panic*

- **Chronic Panic:**
  - **Definition:** Ongoing, persistent anxiety that can build up over time, often due to pre-existing fears or stress.
  - **Example:** A passenger with a fear of flying may experience chronic panic during a long flight, which might escalate during turbulence.

## *Types of Panic*

- **Situational Panic:**

- **Definition:** Panic triggered by specific situations or events, such as emergency situations where the passenger feels trapped or helpless.
- **Example:** During an evacuation, a passenger who is claustrophobic might experience situational panic if they feel confined or unable to escape quickly.



# Managing Panic

*Effective management of panic involves several strategies:*

- **Preventive Measures:**
  - **Education and Training:** Regular training for both passengers and crew on emergency procedures can reduce the likelihood of panic. For example, pre-flight safety briefings and demonstrations can help passengers feel more prepared and less anxious.
  - **Environment Control:** Maintaining a calm and controlled environment helps minimize triggers for panic. For instance, dimming lights and playing soothing music during turbulence can help soothe anxious passengers.



# Managing Panic

## *Effective management of panic involves several strategies:*

- **During an Emergency:**
  - **Clear Communication:** Provide clear, calm instructions. Use reassuring language to guide passengers through the emergency. For instance, instructing passengers on how to use safety equipment calmly and methodically can reduce confusion.
  - **Demonstrate Calmness:** Crew members should remain composed, as their behavior can influence passenger reactions. A calm demeanor helps in reducing the spread of panic.
  - **Engage with Passengers:** Address individuals who seem anxious, providing them with personal reassurance and guidance. For example, a flight attendant might personally assist a panicked passenger with boarding a life raft.



# Managing Panic

*Effective management of panic involves several strategies:*

- **Post-Emergency Support:**
  - **Debriefing:** After an emergency, providing psychological support and counseling can help passengers recover from the trauma. This might involve professional debriefing sessions or support groups.
  - **Feedback and Review:** Analyzing the incident to understand what caused panic and how it was managed helps in improving future safety protocols and training.



Break for 10 minutes



# Use of Safety Equipment

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Safety equipment is essential for protecting passengers in emergencies, such as water landings or fires. Proper usage ensures that passengers can evacuate safely and effectively.



# Use of Safety Equipment

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**Example:** During a water emergency, flight attendants would:

- **Demonstrate Life Vest Use:** Before takeoff, flight attendants demonstrate how to put on a life vest. In an emergency, they provide step-by-step instructions on inflating the vest and securing it around the body.
- **Distribute Life Rafts:** Flight attendants guide passengers to life rafts, ensuring they understand how to use them. For instance, they might show how to deploy the life raft and assist in boarding.
- **Conduct Drills:** Regular drills ensure that both crew and passengers are familiar with the use of safety equipment. This preparation helps to reduce panic and confusion during actual emergencies.



# Use of Safety Equipment

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**Safety equipment** refers to tools and devices designed to protect passengers and crew during emergencies. They are typically found on airplanes, ships, and other modes of transport where safety concerns are paramount.



# Use of Safety Equipment

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## Life Vests:

- **What They Are:** Inflatable vests worn around the torso to keep passengers afloat in water.
- **How to Use:**
  - **Before Inflation:** Put the vest over your head and secure it around your waist. Do not inflate the vest until you are outside the aircraft or vessel.
  - **Inflation:** Pull the inflation cords located on the front of the vest to inflate it. Some vests also have manual inflation tubes that can be blown into.
  - **Deflation:** To deflate the vest, open the valve and squeeze out the air.



# Use of Safety Equipment

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## Life Rafts:

- **What They Are:** Inflatable rafts used for group evacuation in water emergencies.
- **How to Use:**
  - **Deployment:** Pull the activation cord to inflate the raft. The raft will automatically inflate once deployed.
  - **Boarding:** Enter the raft carefully, making sure to avoid overloading. Use the provided paddle or other propulsion means to move away from the vessel.
  - **Stowing:** Follow instructions to deflate and pack the raft after use if needed.



# Use of Safety Equipment

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## First Aid Kits:

- **What They Are:** Kits containing medical supplies for treating minor injuries.
- **How to Use:**
  - **Contents:** Typically include bandages, antiseptic wipes, adhesive tape, and scissors. Use according to the type of injury and follow included instructions.



# Use of Safety Equipment

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## Emergency Exits and Slides:

- **What They Are:** Devices used for quick evacuation from the aircraft or vessel.
- **How to Use:**
  - **Exits:** Follow illuminated signs and crew instructions to locate exits.
  - **Slides:** Inflate by pulling the activation handle, then slide down the chute to safety.



# Use of Safety Equipment

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**Survival kits** are comprehensive packages that include various items to help passengers survive in emergency situations, particularly if stranded in a remote location.



# Use of Safety Equipment

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## **Water and Purification Tablets:**

- **What They Are:** Essential for staying hydrated. Purification tablets make water safe to drink.
- **How to Use:** Drink bottled water directly or use purification tablets in unclean water by following instructions on the tablet packaging.

## **Emergency Food Rations:**

- **What They Are:** High-energy, non-perishable food items designed for survival situations.
- **How to Use:** Consume as needed to maintain energy. Rations typically come in compact, easy-to-open packages.



# Use of Safety Equipment

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## Signal Devices:

- **What They Are:** Tools used to attract attention and signal for help, such as flares or whistles.
- **How to Use:** Use flares according to manufacturer instructions, usually by igniting them and holding them aloft. Whistles can be blown periodically to signal rescuers.

## Thermal Blankets:

- **What They Are:** Compact, heat-retaining blankets to provide warmth.
- **How to Use:** Unfold and wrap around your body to retain body heat. They can also be used as ground cover or a makeshift shelter.



# Use of Safety Equipment

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## Basic Tools:

- **What They Are:** Items like multi-tools, knives, or compasses.
- **How to Use:** Use for various survival tasks such as preparing food, creating shelter, or signaling.

## Emergency Shelter:

- **What They Are:** Compact, portable shelters or tarps to protect against the elements.
- **How to Use:** Set up according to instructions, typically by anchoring the shelter with available resources and using it to shield against weather conditions.



Break for 10 minutes



# Procedures for Assisting Special Needs Passengers

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Special needs passengers may require additional assistance during emergencies. Procedures must be tailored to address their specific requirements to ensure their safety.

**Example:** For a passenger in a wheelchair during an evacuation:

- **Pre-Flight Briefing:** Flight attendants should be aware of any special needs passengers and have a plan in place. For instance, they might assign a dedicated crew member to assist the passenger.
- **Evacuation Procedures:** During an emergency, flight attendants would use an evacuation chair or carry the passenger, following established protocols to ensure the passenger's safe exit from the aircraft.
- **Communication:** Clearly communicate with the special needs passenger about the evacuation process, providing them with necessary instructions and reassurance.



# Procedures for Assisting Special Needs Passengers

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## Types of Special Needs Passengers and Evacuation Procedures

- **Passengers with Mobility Impairments**
  - **Definition:** Passengers who use wheelchairs, walkers, or have limited mobility.
  - **Evacuation Procedures:**
    - **Pre-Evacuation Planning:** Before boarding, identify and note passengers with mobility impairments. Ensure they are seated near the aisles for easier access.
    - **Pre-Evacuation Briefing:** Inform them of the evacuation procedures and assign a dedicated crew member to assist them.

# Procedures for Assisting Special Needs Passengers

## Types of Special Needs Passengers and Evacuation Procedures

- **Passengers with Mobility Impairments**
  - **During Evacuation:**
    - **Use of Evacuation Chair:** If available, use an evacuation chair to safely transport passengers down the aisle and down emergency slides. Make sure crew members are trained in operating these chairs.
    - **Assisted Transfer:** If a wheelchair cannot be used during the evacuation, assist the passenger in transferring to an evacuation chair or carry them if necessary.
    - **Communication:** Reassure and guide the passenger through the evacuation process. Provide clear instructions and support them throughout the evacuation.

# Procedures for Assisting Special Needs Passengers

## Types of Special Needs Passengers and Evacuation Procedures

- **Passengers with Visual Impairments**
  - **Definition:** Passengers who are blind or have severe vision impairment.
  - **Evacuation Procedures:**
    - **Pre-Evacuation Planning:** Ensure crew members are aware of visually impaired passengers and their needs. Assign a crew member to assist them.
    - **Pre-Evacuation Briefing:** Explain the evacuation process clearly and ensure the passenger understands the steps.

# Procedures for Assisting Special Needs Passengers

## Types of Special Needs Passengers and Evacuation Procedures

- **Passengers with Visual Impairments**
  - **During Evacuation:**
    - **Guide Them Physically:** Offer your arm and guide them gently to the exit. Use verbal cues to describe the path and obstacles.
    - **Use Tactile Cues:** Provide tactile markers or objects if available, to help them navigate.
    - **Communication:** Provide continuous verbal guidance and reassurance throughout the evacuation.

# Procedures for Assisting Special Needs Passengers

## Types of Special Needs Passengers and Evacuation Procedures

- **Passengers with Hearing Impairments**
  - **Definition:** Passengers who are deaf or hard of hearing.
  - **Evacuation Procedures:**
    - **Pre-Evacuation Planning:** Identify passengers with hearing impairments and ensure they have visual aids or other means to receive emergency instructions.
    - **Pre-Evacuation Briefing:** Use visual cues, such as written instructions or sign language, to explain the evacuation process.

# Procedures for Assisting Special Needs Passengers

## Types of Special Needs Passengers and Evacuation Procedures

- **Passengers with Cognitive Impairments**
  - **Definition:** Passengers with conditions such as dementia, developmental disabilities, or other cognitive impairments that affect their ability to follow instructions.
  - **Evacuation Procedures:**
    - **Pre-Evacuation Planning:** Identify passengers with cognitive impairments and ensure they are assigned a dedicated crew member for assistance.
    - **Pre-Evacuation Briefing:** Use simple, clear language and visual aids to explain the evacuation process.

# Procedures for Assisting Special Needs Passengers

## Types of Special Needs Passengers and Evacuation Procedures

- **Passengers with Cognitive Impairments**
  - **During Evacuation:**
    - **Provide Constant Supervision:** Keep the passenger under continuous supervision to guide them through each step of the evacuation.
    - **Use Reassurance:** Offer calm, repeated instructions and reassurance to help them remain calm and focused.
    - **Physical Assistance:** Provide physical support and guidance as needed to help them reach the exit.

# Procedures for Assisting Special Needs Passengers

## Types of Special Needs Passengers and Evacuation Procedures

- **Passengers with Medical Conditions**
  - **Definition:** Passengers with medical conditions such as heart disease, respiratory issues, or other health concerns that may complicate evacuation.
  - **Evacuation Procedures:**
    - **Pre-Evacuation Planning:** Identify any medical conditions and ensure that medical supplies and assistance are available if needed.
    - **Pre-Evacuation Briefing:** Explain the evacuation procedures, taking into account any specific needs related to their medical condition.

# Procedures for Assisting Special Needs Passengers

## Types of Special Needs Passengers and Evacuation Procedures

- **Passengers with Medical Conditions**
  - **During Evacuation:**
    - **Monitor Health:** Continuously monitor the passenger's condition and adjust the evacuation procedure as needed to ensure their safety.
    - **Provide Medical Support:** If possible, provide any necessary medical support or supplies during the evacuation.
    - **Ensure Safe Transfer:** Use appropriate techniques to ensure the passenger's health condition is not exacerbated during the evacuation.



Q & A