

Advice to the C-NLOPB: Recommendation # 3

Recommendation

“It is recommended that the Regulator require the helicopter operator (s) to develop, in consultation with the oil operators and worker representatives, a protocol to cover the following situation: when a passenger transport helicopter is in flight, and there is an indication of a malfunction of the helicopter which does not constitute an immediate emergency but which the pilot considers to be potentially serious, the first-response helicopter should be dispatched to meet the transport helicopter and accompany it to its chosen destination. The purpose of the accompanying helicopter is to be present and available to assist, should an emergency be declared. The final decision to deploy the first-response helicopter should be made by (a) the helicopter operator's dispatcher on duty, (b) the chief pilot or a designate, and c) the pilot of the first-response helicopter.” “

Method

The Operators engaged Cougar Helicopters to commence the enhancement and formalization of current guidance to dispatch and flight personnel regarding the proactive launch of the First Response SAR Helicopter. The purpose of the engagement was to develop an effective Protocol to meet the intent of the Recommendation. The Operators developed and did steward an action plan relative to the progression of actions to address this Recommendation. It was determined that although dispatch of the First Response Helicopter had occurred in previous flight operations, further enhancements and clarifications were identified and incorporated into a Protocol.

During the course of our efforts with regard to this Recommendation, Cougar Helicopters engaged their key internal departments which included flight operations, dispatch, and first response SAR to discuss and review the Recommendation. As requested, the Operators briefed the CNLOPB Aviation Safety Teams on actions related to this Recommendation, including presentation of a draft Protocol. The

Operators also provided the CNLOPB with monthly progress updates.

Discussion

The implementation of a Dispatch Protocol for the First Response Helicopter will provide clear direction for launch of the First Response Helicopter. The launch would be made in order to meet a helicopter with a potential malfunction that does not constitute an immediate emergency but which the pilot considers to be potentially serious.

In order to ensure a consistent application of the SAR Aircraft Dispatch Protocol, Cougar Helicopters developed and implemented an enhanced Protocol. (see attached SAR Aircraft Dispatch)

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Key elements include:

- Roles and Responsibilities
 - o Flight crew for affected Helicopter
 - o Flight Crew for First Response Helicopter (SAR crew)
 - o Cougar Dispatch
 - o Director of Flight Operations
 - o Chief Pilot
 - o Rescue Specialist

- Defined Response for varying defined levels of Emergency
 - o Level 1
 - o Level 2
 - o Level 3

Conclusion

Cougar Helicopters has taken required action to implement the attached protocol.

Operators consider that the Recommendation has been appropriately addressed and request that the CNLOPB advise if the action taken is acceptable to support formal closure.

OHSI Recommendation #3 - CYYT SAR Aircraft Dispatch Protocol

In response to recommendations to the CNLOPB with regards to the development of a Dispatch protocol the following is recommended:

1. All Cougar aircraft will inform Dispatch of any onboard emergencies identified in the emergency checklist as level 1, 2 or 3.
 - a. Level 1 – Land as soon as practical
 - b. Level 2 – Land as soon as possible
 - c. Level 3 – Lands Immediately
2. Problems that could escalate in severity are contained in the Emergency Checklist (ECL). There are no system problems in the helicopter that are not addressed by the emergency checklist including follow on degradation of systems. This is a basic premise of ECLs.
3. At any time a PIC can declare a higher level of emergency if it is believed to be warranted by the circumstances.
4. In addition any aircraft that are overdue or have missed a reporting period will automatically be assumed to be at a level 1 Emergency. Upgrading to level 2 as per protocols for overdue aircraft.
5. A turnaround for a technical problem that is not contained in the ECL will be treated as a normal flight. Problems of this nature do not constitute a potential problem for the aircraft;
6. They would however prevent the aircraft from departing the next location until corrected.
7. Response to a level 1 Emergency:
 - a. Dispatch Initiate SAR Alarm
 - b. Dispatch commence SAR protocol
 - c. YYT SAR crew will position aircraft outside and proceed with Checklist to the point of starting engines and hold at that point.
 - d. PIC will remain in Dispatch or proceed at his discretion to the aircraft.
8. Response to a level 2 Emergency:
 - a. As per level 1
 - b. Pilot in command and lead Rescue Specialist will be briefed and proceed to the aircraft and start engines as soon as possible.
 - c. Aircraft to launch as a “Rescue”
 - d. Proceed to emergency aircraft at the lesser of Never Exceed Speed (Vne) or Max Continuous power unless not feasible due to fuel flow

- e. arrange to join up with emergency aircraft or if unable due to weather follow behind monitoring on TCAS
 - f. SAR aircraft will follow behind emergency aircraft
9. Response to a level 3 Emergency:
- a. As per Level 1/2
 - b. Proceed to emergency aircraft at the lesser of Vne or Max Continuous power unless not feasible due to fuel flow
 - c. Assist Emergency aircraft as required to locate a landing site or provide weather info
 - d. If aircraft has already landed
 - i. Locate position
 - ii. Pass location to Dispatch via sat phone
 - iii. Assess situation and provide sitrep to dispatch via sat phone
 - iv. Provide appropriate assistance as required
10. Dispatch of the Aircraft will occur as per these protocols.
11. The PIC is ultimately responsible for the safety of the aircraft and may elect to hold due to weather i.e. Thunderstorms.
12. The Director of Flight Ops or the Chief Pilot may hold the SAR aircraft if deemed appropriate due to concerns of weather or endurance.