Welcome! Save this document to your computer and access the Internet before you begin to view “linked” documents, underlined or highlighted in blue. This Guide and linked documents are available from the → Pilot Toolbox, on the AFC website. Updates to this guide and “linking” documents are posted on the AFC website, www.angelflightcentral.org.

Volunteer Pilot Agreement & Orientation
Thank you for volunteering. We hope that flying passengers in need, on behalf of Angel Flight Central [AFC], will be a meaningful and rewarding volunteer experience for you. This Guide for AFC Volunteer Pilots covers “best practices” for missions. You have signed the Volunteer Pilot Agreement with AFC Requirements and will renew this agreement annually. ALL required paperwork and orientation completed before flying AFC missions. Click on Outcomes of Volunteer Pilot Orientation to discover what you will learn as a new or re-activating AFC Pilot.

If you are unable to meet pilot requirements, at any time, please call AFC. Your understanding of Angel Flight Central’s core values is essential to your success as an AFC Volunteer. Click on Flying on Behalf of Angel Flight Central and Volunteer Pilot Self-Certification to learn AFC’s approach to self-certification.

AFC Office
Office Hours: 8:30 AM – 4:30 PM CT Monday – Friday
Local: 816-421-2300
Toll-Free: 866-569-9464
Fax: 816-421-2409

24-7 Voice Pager - 800-474-9464 – For Pilots and Passengers
Evening & weekends for scheduled missions or disaster response. Leave your name, phone number, passenger name and message. The on-call Coordinator will return your call within one (1) hour.
request@angelflightcentral.org Pilot & Mission Communications
wings@angelflightcentral.org AFC General Information & Pilot Membership

AFC Phone Extensions
201 Flight Coordination 202 Operations & Development
200 Outreach & Missions 203 Executive Director
206 Mission Volunteers (no voicemail) 204 Administrative Assistant (donations)

AFC Mail & Location
Mail to: Angel Flight Central, 10 NW Richards Rd., Kansas City, MO 64116
Location: 500 NW Richards Rd., Charles B. Wheeler Downtown Airport - East side of field
# Table of Contents

AFC Volunteer Pilot Agreement & Orientation ................................................................. 0
AFC Office ......................................................................................................................... 0
24-7 Voice Pager - 800-474-9464 .................................................................................... 0
AFC Phone Extensions ..................................................................................................... 0
AFC Mail & Location ......................................................................................................... 0

AFIDS (Angel Flight Information Data System) ................................................................. 3
  Logging in to AFIDS ....................................................................................................... 3
  Your AFIDS Account Settings ....................................................................................... 3

Annual Membership Renewal in AFIDS .......................................................................... 3
  Add or Change Aircraft, Rating or Insurance ................................................................. 4

Types of Passengers & Missions Volunteer Pilots Fly ................................................... 4
  AFC Service Area .......................................................................................................... 4
  Non-Emergency Medical Flights .................................................................................... 4
  AFC Medical Release ..................................................................................................... 4
  Round Robin Flights ...................................................................................................... 4
  Compassion Flights ....................................................................................................... 4
  Humanitarian Flights ...................................................................................................... 5
  Camp Flights .................................................................................................................. 5
  Service Flights ............................................................................................................... 5
  Disaster Response or Recovery Flights .......................................................................... 5
  Requests Not Supported by AFC .................................................................................. 5

How Passengers Request Flights .................................................................................... 6
  Screening, Qualifying & Instructing Passengers ........................................................... 6
  Mission Requirements .................................................................................................... 6
  Ground Transportation, Food & Lodging ...................................................................... 6
  Right to Refuse .............................................................................................................. 6
  Repeat Flight Requests ................................................................................................. 7

Flight Set-Up .................................................................................................................... 7
  Shared Flight Legs .......................................................................................................... 7
  Linking Flights ............................................................................................................... 7
  Public Benefit Flying Networks .................................................................................... 7

How Pilots Request Missions .......................................................................................... 7
  Passenger & Baggage Weight ......................................................................................... 8
  Pilots Self-Certify when Requesting a Mission ............................................................. 9
  Missions Available & Overnight Emails ...................................................................... 9
  AFC Missions Available ............................................................................................... 9

Preparing for Your Mission ............................................................................................. 10
  Check Your Currency ..................................................................................................... 10
  Liability Release [Waiver] ............................................................................................. 10
  Photo, Media & Publication Release ............................................................................. 10
  Right Seat Flight Volunteers & Safety Pilots ................................................................. 11
  PIC Instructions for Flight Volunteers & Safety Pilots .................................................. 11
  Fliptplan.com .................................................................................................................. 11
  FBO-Airport Waiver, Fees & Obtaining Discounts ....................................................... 11
Weather 11  
Linking Flights and Communication 12  
Preparing Passengers and Communication 12  
Child Safety Seats 13  

**Pilots’ Mission Checklist** ................................................................................................................................................. 13  

**KNOW WHEN TO CONTACT AFC** 13  
Mission Assignment & Linking Flights 13  
Pre-Flight Planning 13  
Mission Day – Before Leaving Home 14  
Mission Day – At the Airport 14  
IFR Flight Plan or VFR Flight Following 14  
“NGF” Call Sign Designator 14  
ICAO Flight Plan Example 15  
Enroute Changes or Onboard Emergencies 15  
File a Mission Report – After your Flight 15  

**Mission Milestones** ................................................................................................................................................................. 16  

**Commercial Flights Funded by Volunteer Pilots** .................................................................................................................. 16  
Grant Funded Flights 16  
Ground Support Teams 16  
Pilots Fund-a-Flight (Active Pilots) 16  
Pilots Fund-a-Flight (Retired Command Pilots) 16  
Children’s Flight Fund (Medical) 16  
Children’s Camp Flight Fund 16  
Thanks from Passengers 17  

**Policies & Issues Impacting AFC Volunteer Pilots** .............................................................................................................. 17  

Index of Linked Documents – “Click” on individual documents to open, below.  
1) **Outcomes of Volunteer Pilot Orientation** (p.0)  
2) **Volunteer Pilot Agreement with AFC Requirements** (p.0, 6)  
3) **Flying on Behalf of Angel Flight Central** (p.0)  
4) **Volunteer Pilot Self-Certification** (p.0, 9)  
5) **Getting Started in AFIDS** (p.3)  
6) **Trouble-Shooting Tips for AFIDS & AFC Email** (p.3)  
7) **Camp Flights – Pilot Annual Affirmation and Instructions** (p.5)  
8) **Screening, Qualifying and Instructing Passengers** (p.6)  
9) **AFC Liability Release** (p.6, 10)  
10) **Joint Protocol between Air Charity Network Organizations** (p.7)  
11) **Request This Mission (Pilots)** (p.9)  
12) **FBO-Airport Waiver (Charitable Flight Notification)** (p.11)  
13) **Child Safety Seat Checklist for AFC Pilots** (p.13)  
14) **AFC Pilots’ Mission Checklist** (p.13, 14, 15)  
15) **FAA Security Agreement** (p.15)  
16) **ICAO Flight Plan Example** (p.15)  
17) **AFC Pilot Volunteer Recognition** (p.16)  
18) **Policies & Issues Impacting AFC Volunteer Pilots** (p.17)  

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_AFC Guide for Volunteer Pilots_  
Page 2
AFIDS - Angel Flight Mission Coordination Database System

AFC uses AFIDS for online mission coordination to request missions, file mission reports, renew annual membership and store pilot documents.

Log in to AFIDS - https://afids.angelflightcentral.org/ or access Pilot Login from www.angelflightcentral.org
- Set-up username and password, the first time, with your AFC Member ID number [from Welcome Email].
- AFIDS usernames & passwords are case sensitive and should have no spaces between characters.
- Keep your username & password in a secure place. Do not share with anyone.
- If you are re-activating your membership or have forgotten your username; call AFC.
- Re-set your password from AFIDS Login Screen. AFC Staff does NOT have access to passwords.
- Passenger & Pilot information is confidential.
- Click on and review → Getting Started in AFIDS under the Support button [top right] in AFIDS.
- Click on and review → Trouble-Shooting Tips for AFIDS & AFC Email if you have difficulty.

Your Account Settings- Where to find your Information
- Click on → Account Settings (top right in AFIDS) to review your ACCOUNT INFORMATION and PREFERENCES.
- Your Personal Information and Password can be changed under Account Settings.
- You can also select your Email Preferences manage your Mailing List (Overnight Emails sent to your inbox.)

Your Renewal date is under Membership Status
- Pilot Information lists your Flight Status, License type, Home Airport, State (Wing) and AFC Call sign ID# (NGF#).
- You can upload (+add) your new or changed documents or photo (Pilot Certificate, Medical Certificate, Proof of insurance, etc.) to the Member Documents. To do this:
  - Scan the document to your computer
  - Log in to AFIDS; Click on Account Settings; Click on Member Documents +add
  - Select document from your computer and upload. The document will be stored in your AFIDS member document file.

Annual Membership Renewal in AFIDS

1. Complete Membership Renewal annually; on or before your renewal date. (Left menu in AFIDS)
2. Your AFC Pilot annual agreement and membership expires one year from your renewal date.
3. Four (4) automatic reminder emails are sent starting 30 days prior to your annual membership renewal date.
4. If you change your email during the year you will not receive renewal notices. Change email in Account Settings.
5. AFIDS automatically sets your account to inactive if you do not process your renewal by your renewal date.
6. If your renewal date has passed; complete the online AFC Pilot Application which acts as a renewal.
7. Pilot Agreement: Read and check all boxes next to each requirement and click to agree to all at the end.
8. Self-Certification at Member Renewal: You do not need to send/or upload copies of your credentials at annual renewal UNLESS your aircraft and/or insurance have changed or you have a new rating.
9. If you have not flown an AFC mission in the past 24 months you will participate in Pilot Re-Orientation.
10. Staff will process your renewal, check for missing documents and the date of your last flight. You will be notified if any additional actions are needed.

To Add/Change Aircraft, Rating or Insurance
- Meet AFC minimum hourly requirement for new or additional aircraft in category, class and type.
- Add new aircraft to your AFIDS account and delete any aircraft you are NOT flying AFC passengers in.
- Upload new insurance summary page to your AFIDS account; that meets AFC requirements.
- Upload new Pilot credential or rating to your AFIDS account or notify AFC if you have lost a rating or credential.

Types of Passengers & Missions Volunteer Pilots Fly

Service Area: AFC serves people who reside in a 10-state area in the mid and upper Midwest [Illinois, Indiana, Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, South Dakota and Wisconsin]. Passengers outside these states are referred to other organizations that AFC works cooperatively with, for Volunteer Pilot flights.

Non-Emergency Medical Flights (no medical personnel or equipment onboard)
- Flights to healthcare not available in a patient’s home community
- To scheduled appointments for diagnosis or treatment
- For persons unable to fly commercially [immune deficiency, continuous oxygen usage, other medical reasons]
- To clinical trials or medical specialists outside patient’s home community
- For planned transplant [recipient or donor]; pre/post-transplant appointments
- Veterans and active duty military, or their families, to healthcare; when military transport is not available
- Short “wish” flights for hospice patients only with doctors approval and if feasible

The AFC Medical Release is secured for each passenger and any companion with a medical condition, or current illness, from a physician who has recently seen the individual. Medical releases are specific to general aviation or commercial aircraft. The release expires after one year or if the passenger’s medical condition changes (as after major surgery). Repeat flight requests require review and determination if a new medical release is needed.

Round Robin flights are two (2) one-leg flights (to and from an appointment) that can be accomplished in one-day and the patient’s appointment times are brief. The length of the appointment and time to/from the doctor’s office is considered when arranging round robin flights. Pilots may choose to take both directions (2 missions; 1 outbound and 1 return flight); or only 1 direction. Pilots who can fly both directions are given priority.

Compassion Flights
- Family traveling to an ill or injured person
- Domestic abuse relocation
- Travel for family of a hospice patient prior to end of life
Humanitarian Flights
- Children attending special needs camps
- Travel to rare disease conferences to help patient’s learn to manage their condition
- Service animals with handlers
- Healthcare professionals volunteering to help others

Camp Flights help kids with special needs to attend a camp that meets the challenges of their condition in a safe environment. Camp flights typically fly unaccompanied minors and may have several campers on the same aircraft. Camp season is late May to mid-August. Liability Releases are secured by the AFC Coordinator before flight days. For each camp season, AFC Volunteer Pilots are required to review, sign and return to AFC the Camp Flights – Pilot Annual Affirmation and Instructions BEFORE their first camp flight.

Service Flights
- Approved flights to further the mission of the AFC organization
- Outreach and development activities to grow AFC referral sources and build awareness and funds for AFC
- Recruitment of Volunteer Pilots, ground volunteers and state “crews” to support AFC
- Marketing at fly-ins and events to build awareness of AFC services

Disaster Response or Recovery
- Removing medically stable patients out of a declared disaster area
- Transporting key personnel from disaster response agencies to assist with the disaster response effort (i.e., American Red Cross, Heart to Heart International staff or their affiliated volunteers)
- Small cargo when commercial carriage is not an option (blood, rescue equipment, etc.)
- Re-uniting or relocating individuals following a disaster

Disaster Response flights are set-up when a local, regional or national state of emergency has been declared by appropriate authorities. AFC determines involvement at the time of the disaster. AFC Volunteer Pilots designate their interest to fly Disaster Response flights on their application or renewal form. First Responder Pilots must be airborne “under normal circumstances” within two (2) hours or up to six (6) hours. Sustaining Responder Pilots are those able to respond throughout the life of the response effort. AFC Volunteer Pilots MUST BE ACTIVE with AFC at the time of the response effort. Spontaneous unaffiliated volunteers (last minute new Pilot applicants or new ground volunteers) are NOT accepted during a disaster for the current response effort.

Requests Not Supported by AFC
AFC is not an emergency air ambulance and does not provide stretcher transport or medical assistance to patients.
Advise a person with an emergency to dial 911.
AFC’s mission does NOT include:
- Last minute emergency flights: transplants, airlifts, stretchers, patients requiring monitoring by medical personal or cargo/medical equipment that does not fit in the aircrafts cargo space
- Individuals unable to walk to or enter/exit the aircraft or maneuver into the aircraft seat
- Children 40 pounds or less without a car seat [No children on laps or booster seats in private aircraft]
- Passengers that exceed the capacity of most GA aircraft, aircraft seat or unable to fit in a safety restraint
- Baggage or cargo that exceeds the airplane’s payload capacity
- Passengers who are pregnant and do not have a physician approval to fly.
- Passengers who may pose potential harm to the Pilot or other passengers
- Persons without legal Identification acceptable for boarding a commercial aircraft in the U.S.
- Flights outside the continental U.S. unless supported by linking organizations
- Individuals traveling to funerals
• Flights for undeclared or unconfirmed disaster response or requested by unaffiliated agency volunteers
• Cargo of human or animal remains [Ref. to their funeral director]
• Flights piloted by non-AFC members, Inactive or Pending AFC Pilots
• Requests that exceed AFC’s resources or capacity to assure safe travel for any individual

How Passengers Request Flights
AFC flies both children and adults who qualify for a flight. Patients, their families, physicians, medical providers [social workers, case managers, patient advocates] may request a flight. There must be a legitimate financial need, medical issue and/or compelling reason to travel over 100 NM and indicate why they are unable to afford their own travel expenses.

Screening, Qualifying & Instructing Passengers
Comprehensive Screening is completed before missions are posted for pilots. A typical scenario includes:
• Passenger requests are typically arrive by phone and callers are directed to the drop-down items in the Passenger Section of the AFC website to review Qualifying Criteria and to Request a Flight.
• Passengers review the Security Protocol & AFC Liability Release before completing a request.
• An AFC Coordinator or trained volunteer reviews the online request and follows up within 1-2 business days.
• All information is verified/validated, before a flight is set up, including, but not limited to:
  o All contact information and names, DOB, weights, etc. from all person’s traveling
  o A third (3rd) party objective person to validate financial need
  o Flight dates and destination, scheduled appointment with a physician/facility
  o Phone and fax for a primary physician to obtain the Medical Release
• Flight requests exceeding 900 NM or patients not released by their doctor to fly in a small aircraft, are screened for a commercial flight; when AFC has resources available.
• Review the areas covered with Passengers → Screening, Qualifying and Instructing Passengers.

Mission Requirements
• Requests must be received 7-10 business days before the flight date.
• This lead time is directly affected by the accuracy of information provided by the requester, return of the medical release from the physician, verification of financial need, verification of appointment time and date, the complexity of the request [number of legs & linking organizations needed to meet the request], pilot availability in the area of the flight, stipulations by linking organizations and the current volume of flight requests.
• Linking flights that require travel outside AFC’s service area are reviewed with linking organization(s) before a flight is set-up to assure there are resources and time available for the request.

Ground Transportation, Food & Lodging
Passengers are instructed that ground transportation, lodging and meals are their own responsibility and are advised to carry funds to support themselves while away from home. Resources are shared with passengers, if known. From time to time, pilots may choose to drive passengers. Volunteer Pilots, who intend to drive passengers, MUST agree to the Driver Agreement section of the → Volunteer Pilot Agreement with AFC Requirements.

Right to Refuse
Angel Flight Central reserves the right to refuse any request for a flight from a passenger; which includes but not limited to,
• Requests that do not support the mission of Angel Flight Central.
• Requests that do not meet AFC’s qualifying criteria or resources at the time of the request.
• Requests that may jeopardize the safety of AFC pilots or passengers.
• AFC Staff, Pilots, CEO/Executive Director and/or the AFC Board of Trustees have the right to refuse service. Justification and due cause will be reviewed as necessary.
Repeat Flight Requests
AFC Volunteer Pilots may express interest in flying a repeat passenger to the Flight Coordinator but should not agree to future missions with the passenger. Pilots must instruct passengers requesting additional missions to contact the AFC office to request repeat flights. The AFC Coordinator will review if there is a continued financial need, if a new medical release is needed, if destinations or companions have changed, if companions have changed and are medically stable and can access the aircraft with minimal assistance. Passenger weights are updated and contact information reviewed.

Flight Set-Up
Flights originate at a regional airport near a passengers residence. Flight destination is at an airport near their treatment facility or lodging. Flight legs are 250-300 nautical miles [NM]. Flights legs are generally not less than 100 NM or over 900 NM and no more than 3-legs. Flights are set up for daylight flying; however, pilots may decide to fly at night with agreement from linking pilots and passengers.

Pilots may tell AFC they would like to change airports from those listed on the itinerary; providing passengers and linking pilots agree and AFC is notified BEFORE the flight by email to: request@angelflightcentral.org. To check if a change in flight day is feasible; call the AFC Coordinator during business hours or use the voice pager on evenings & weekends. If you prefer a towered airport, have knowledge an airport is under construction or there may be a more suitable airport; please call the AFC Coordinator. These are legitimate reasons why a pilot may wish to change an airport from what is on their itinerary.

Shared Flight Legs
When a mission goes beyond AFC’s service area; AFC may request that another Volunteer Pilot organization cooperatively “post” the mission leg for their pilots. Both organizations “share” the flight leg while looking for pilots.

Linking Flights
Flights may originate and terminate within AFC’s 10-state service area or “link” with pilots from other VPOs [Volunteer Pilot Organizations]. The first-leg pilot (and their organization as listed on the itinerary) is the LEAD PILOT (PIC) for a “linking” mission and is responsible for contacting the passenger and the linking pilots to discuss timing and hand-off locations; for the entire mission. Linking pilots should communicate with each other to assure smooth transitions for the passenger(s).

Public Benefit Flying Networks
AFC is a member of two (2) public benefit flying networks known as Volunteer Pilot Organizations (VPO’s): Air Charity Network (ACN) and Air Care Alliance (ACA). Organizations in each network are independent. Some use AFIDS for mission coordination which creates a common technical platform for missions between organizations. Each organization’s pilot and passenger information is proprietary.

- AFC primarily coordinates and links missions under a Joint Protocol between Air Charity Network organizations which facilitates clear operations and communication for linking missions. This helps pilots, passengers and Coordinators. Review this brief summary → Joint Protocol between Air Charity Network Organizations
- AFC works with organizations outside Air Charity Network; however, without a Joint Protocol the coordination of missions is more challenging for all involved.
- A passengers’ residence and the pilots’ organization is represented on each leg on the mission itinerary. Pilots who fly for more than one VPO; communicate with the organization they requested the flight from.
- Your passenger may originate from another VPO. Pilots should always ask the AFC Coordinator for questions about linking missions or passengers and the AFC Coordinator will work with the other organizations Coordinator.

How Pilots Request Missions
- Pilots check the Overnight Missions Email or Missions Available list in AFIDS to select missions that meet their availability. Missions can be sorted according to the settings at the top of the Missions Available page in AFIDS.
- The pilot whose name is on the itinerary; requests the flight and MUST be the PIC for the mission leg.
- Does your aircraft meet the flight requirements? [Range, weight, timing] for the passengers’ appointment?
Can your schedule be adjusted to coincide with a trip you’ve already planned?

Pilots may request one (1) or more legs of a flight. If a leg is filled; a pilot may still request the flight as “back-up pilot” for the mission leg.

It will lessen the possibility of a cancelled flight if VFR ONLY pilots arrange for a back-up pilot to prevent flights from cancelling or fly with an IFR pilot who can complete the flight. Please call AFC for any changes in pilots to legs.

Consider the time needed for ground travel at either end of the trip when doing your flight planning and when communicating with the passenger. If the flight is two (2) or three (3) legs, allow adequate time for the passenger(s) to change planes at hand-off points.

Passenger & Baggage Weight
Passenger(s) weight, height, baggage weight and additional equipment are reviewed during Passenger Screening. Total baggage weight must not exceed 50 pounds on any leg. Your aircraft may be able to carry more weight, but your linking pilot may not! Leave the missions you cannot accommodate for pilots with larger capacity aircraft. Passengers are strongly discouraged from requesting multiple companions and are informed that their mission may not be filled if they have companions and weight that exceeds most GA aircraft, or they add companions after the flight has been set-up.

1-Leg Mission Example – airnav.com—Weight & Balance

Mission: 27708
Travel to the Mayo Clinic for treatment. Such as for feeding tube care.
Date: 03-23-2016 (Wed) Passenger: Rickey C. (age 53) +1 Total weight: 400 Weight & Balance
Illness: Bad acid reflux/Surgery Flight time: Appt. 2 PM Wed

2-Leg Mission Example – Companions—Requesting the mission—Filled missions

Mission: 26021
Travel to learn test results for Mast Cell Disease
Date: 04-19-2015 (Sun) Passenger: Kay T. (age 8) +1 Total weight: 295 Weight & Balance
Illness: Allergies/Immunology Flight time: Appt. 7 AM Mon.

When you click on REQUEST THIS MISSION the Request Mission Box is visible. Click here to review an example of the → Request This Mission [Pilots] The AFC Coordinator will review any requests from pilots in the Comments box.

3-Leg Mission Example – Requesting “LINKING” Legs

Mission: 27634
Chronic myelogenous leukemia; traveling for treatment

Date: 03-12-2016 (Sat)  
Illness: Chronic Myelogenous Leukemia  
Passenger: Valerie P. (age 61) +1  
Flight time: 3-legs, TBD by pilots  
Total weight: 390

**Weight & Balance**

**Pilots Self-Certify when Requesting a Mission**

Pilots request a flight by selecting “Request This Mission.” Pilots are asked to Self-Certify their currency with FAA and AFC Requirements when they request a mission. To learn more about AFC’s principles of self-certification:  
Click here → [Volunteer Pilot Self-Certification](#).

**Missions Available & Overnight Emails**

Subscribe or unsubscribe to the overnight emails through your Account Settings in AFIDS. Clicking **SUBSCRIBE** will change the setting. The overnight email is a “snapshot” of missions available at the time of the email. Pilots can access mission information from the email. **DELETE these emails after you have finished with them.** Coordinators assign new requests each morning making the email obsolete.

**Overnight Email Example— A “snapshot” of Missions Available — Delete email after reading**

---

**Angel Flight Central**

**Missions Available**

Dear Angel Flight Central Pilots:

The following is a "snapshot" of missions available at the time of this email. Mission Requests are processed on a first-come, first-served basis each business day.

**PLEASE CLICK ON THE AFIDS LOGIN ON THE ANGEL FLIGHT CENTRAL WEBSITE FOR THE MOST UP-TO-DATE LISTING OF MISSIONS AVAILABLE.** Thank you for flying for Angel Flight Central.

The first “block” shows missions currently leaving from or going to your home base airport. The successive “blocks” list all available missions by DATE.

<table>
<thead>
<tr>
<th>Miss#</th>
<th>Date</th>
<th>Origin</th>
<th>Destination</th>
<th>Time</th>
<th># Pass / Tot Weight</th>
<th>Distance / Tot Dist.</th>
<th>Efficiency</th>
</tr>
</thead>
<tbody>
<tr>
<td>25085-2</td>
<td>09-20-2014 Sat</td>
<td>DYR (Dyersburg, TN)</td>
<td>HUF (Terre Haute, IN)</td>
<td>1</td>
<td>285</td>
<td>230 / 574</td>
<td>80 %</td>
</tr>
<tr>
<td>25369-2</td>
<td>09-28-2014 Sun</td>
<td>GAS (Gallipolis, OH)</td>
<td>MIE (Muncie, IN)</td>
<td>1</td>
<td>210</td>
<td>172 / 416</td>
<td>83 %</td>
</tr>
<tr>
<td>25369-3</td>
<td>09-28-2014 Sun</td>
<td>MIE (Muncie, IN)</td>
<td>PWK (Chicago/Prospect Heights/Wheel, IL)</td>
<td>1</td>
<td>210</td>
<td>159 / 346</td>
<td>92 %</td>
</tr>
<tr>
<td>25264-1</td>
<td>09-30-2014 Tue</td>
<td>GYY (Gary, IN)</td>
<td>CPS (Cahokia/St Louis, IL)</td>
<td>2</td>
<td>315</td>
<td>222 / 532</td>
<td>83 %</td>
</tr>
<tr>
<td>25370-1</td>
<td>10-01-2014 Wed</td>
<td>PWK (Chicago/Prospect Heights/Wheel, IL)</td>
<td>MIE (Muncie, IN)</td>
<td>Leg 1 - 11am Departure</td>
<td>1</td>
<td>210</td>
<td>159 / 346</td>
</tr>
</tbody>
</table>

---

*AFC Pilots may request a LINKING leg by calling the AFC office.*
The higher the Efficiency Percentage; the closer to your home base airport. 100% would be at your airport.

Mission Emails to Pilots
It’s best for pilots to choose the flights they would enjoy flying. When missions have not filled, a Coordinator will target an email to pilots in the area of the flight. Pilots can help a lot by emailing or calling in response to mission emails for flights that have not filled. This reduces cost and valuable time for staff and ultimately for pilots and passengers as well.

Early Notification for Cancelling
Coordinators make every attempt to fill flight legs no later than 24 hours (business days) before the flight. This gives the passenger time to make other arrangements and time for AFC to notify linking organizations. Although AFC encourages passengers to have back-up plans; a passenger’s condition may not allow them to drive and funds may not be available for commercial transportation. Status of weekend and Monday missions is determined no later than noon on Friday. Pilots should anticipate the weather as early as possible and cancel flights early if they have any hesitation to fly. This also gives AFC the opportunity to make other arrangements for the passenger, if at all possible.

Preparing for Your Mission
Once a pilot’s flight request has been processed you will receive notification from AFC. Once all flight legs have a pilot, you’ll receive an email with the itinerary, the Liability Release and any instructions from the Coordinator. Review your itinerary upon receipt to assure you know what is required of the mission.

Check Your Currency
At the time of every flight, check that your credentials and insurance, that you are holding, are up-to-date. If your aircraft or credentials have changed since your last flight or since your renewal, please update your AFIDS account BEFORE your mission. You will self-certify your currency at the time of the flight by your signature on the AFC Liability Release.

Liability Release [Waiver]
The AFC Liability Release is a required legal instrument protecting the Volunteer Pilot, aircraft owner and Angel Flight Central. By signing the release, all passengers on board have agreed to fly on an AFC flight, of their own free will. Each mission leg MUST have a signed Liability Release; executed by the pilot.

Upload the → AFC Liability Release from the top of the itinerary email to your mobile device (smart phone or lap top). The release is below the Cover Note and above the itinerary on the email. EVERYONE (all passengers, safety pilots, mission assistants, students, your family or friends) must sign the waiver.

Open additional boxes for more signatures. Scroll to the bottom and “save” the release; which sends it to AFC, BEFORE passengers board the aircraft. Do not leave the airport with the liability release. For back-up, print blank copies for your flight bag and fax the completed release from the FBO to AFC [816-421-2409] or carry a stamped-envelope, addressed to AFC; to drop in the FBO’s outgoing mail. A parent/guardian 18 years or older; signs for minors under 18.

Photo, Media & Publication Release
At the bottom of the Liability release is a MEDIA and PUBLICATION RELEASE: Pilots should ask passengers approval for taking photos. If they prefer no photos be taken, instruct them to check “NO” box at the bottom of the Liability Release. If a Pilot is approached by the media for coverage or comments on passenger flights please discuss the request with AFC before flight day to assure passengers and AFC are in agreement with the media coverage proposed. Some FBO’s require notification before media is on their premises. Media personnel, approved by AFC to travel on your aircraft, with AFC passengers, MUST sign a Liability Release.
Bob, Thank you for requesting this flight. Happy Monday! Brenda

File your waiver electronically.
If you have access to a computer, tablet, or smart phone at the FBO or plane-side, please help us out by filing your waiver electronically. When your passengers are ready to sign, bring this email up on your device and click this link: Waiver for air leg 27749-1
Internet access is required. Please have paper copies of the waiver on hand in case internet connectivity is not available.

Mission Itinerary (will appear below)

Right Seat Flight Volunteers & Safety Pilots
Pilots may have a volunteer on a flight as a safety pilot or to help with passengers. AFC right-seat volunteers are welcome to register as an AFC Volunteer and earn recognition through AFC’s volunteer program. Volunteers who regularly fly with AFC pilots may want to log their hours with AFC as a “skilled volunteer.” Contact the AFC office to apply as a Flight Volunteer.

PIC Instructions for Flight Volunteers & Safety Pilots
1) Flight Instructors: No flight instruction when an AFC passenger is onboard
2) Safety Pilots: PICs must verify the flying credentials of any safety pilot prior to each flight. The safety pilot must be less than 80 years old if the PIC is 80 years of age or older. (See AFC Pilot Requirements)
3) Liability Release: All flight volunteers and safety pilots MUST sign the AFC Liability Release. This can be done anytime ahead of the flight and faxed to AFC.
4) Flight Volunteers: AFC pilots may invite prospective Volunteer Pilots, donors or ground volunteers on flights to promote an interest in Angel Flight Central. Please have consideration for the passenger(s) during conversations.

Any person on an AFC flight MUST sign the Liability Release.

Fltplan.com
If you use Fltplan.com for flight planning; enter your username in your AFIDS account under Pilot Information. This will alert AFC Coordinators of potential “matches” for deadhead leg flights in conjunction with the flight plan you registered. The key to this feature is to enter your flight plan into FltPlan.com; as soon as you are assigned the flight leg.

FBO-Airport Waiver, Fees & Obtaining Discounts
Pilots have the freedom to choose the FBO at destination or linking airports. You may designate an FBO that you prefer and inform the AFC Coordinator BEFORE your flight date. FBOs/airports in the Midwest may provide fuel discounts; waive landing fees, etc. when pilots are carrying passengers on charitable flights. Signature Flight Support/Landmark Aviation and TacAir are a few examples. Your AFC picture ID badge identifies your affiliation with Angel Flight Central along with your itinerary. As itineraries contain confidential passenger information please do NOT leave a copy with the FBO.

Pilots should check with FBOs/airports BEFORE flight day to see if an AFC waiver is required. Some FBOs may require a waiver from the VPO before waiving fees. Click → FBO-Airport Waiver (Charitable Flight Notification) and download from the Pilot Toolbox on the AFC website. Having a few blank copies in your flight bag may expedite this process.

Pilots should check with FBOs/airports BEFORE flight day to see if the FBO/airport requires their own waiver to be signed either by the pilot or by AFC. This is more common in eastern and Mid-Atlantic states. If the FBO/airport will only accept their waiver directly from AFC; please provide the FBO/airport with AFC’s Pilot/Passenger email: request@angelflightcentral.org AND call or voice page the AFC Coordinator; BEFORE your mission date. Please be aware that AFC Coordinators may NOT have access to a fax outside of office hours and business days.

Weather
Check the long range forecast when you receive your itinerary. Update your information 24 hrs. before the flight with a full weather briefing. Review back-up strategies and have alternate airports selected in case passengers require an unscheduled stop or weather changes; which requires diverting to a different airport. If you need to cancel a flight; due to weather, Call or Page the AFC Coordinator. Early decisions are critical for Coordinators and passengers to pursue alternate plans.
Check weather for all legs of a mission (whether you are flying those legs or not) so that you know what your linking pilots may experience. If you are the linking pilot and need to stay ahead of weather you will appreciate the same courtesy.

**Linking Flights and Communication**

Flights of two (2) or three (3) legs require good communication and planning. Flights may link with AFC pilots or pilots from other organizations. Late starts and significant delays at hand-off points may have an adverse impact on patients with medical conditions and timing for the last flight leg. Keep your linking pilots in mind as you make decisions. Multiple pilots and planes of different size and air speed can impact your flight planning.

A few keys to successful multi-leg linking flights are,

- Start linking flights **early in the day** to maximize daylight for the 3rd leg.
- Pilots should **not abandon passengers at linking airport**. Wait until the linking pilot has arrived.
- Minor passengers, less than 18 years of age **MUST never be left at an airport by themselves** or with other minors. If unforeseen circumstances occur, always call or voice page an AFC Coordinator.
- Think of your passengers and your linking pilots **FIRST** before what is convenient for you. Multi-leg flights can be difficult for physically challenged passengers.
- Think of your linking pilot **FIRST**. If you are linking at your home airport; always handoff the passenger at the FBO or airport terminal where the linking pilot is meeting you. Please do not return your plane to the hanger before handing off your passenger. The other pilot may be heading into weather or losing daylight.

*Communication with passengers, linking pilots and the AFC Coordinator is critical to the success of a mission.*

**Preparing Passengers and Communication**

Treat passengers as you would friends and family but with the added care and compassion for patients and family experiencing difficult circumstances. After you receive the itinerary; call your passengers to introduce yourself. The 1st leg pilot will act as the **Lead Pilot (PIC)** for the whole flight and contact the passenger; however, other pilots may have to assist if the 1st leg pilot is assigned close to the flight date.

A few keys to successful passenger preparation and communication are:

- Review the itinerary for accuracy with the passenger (date, time of appointment, origin, destination and FBO, ground transportation, weight, height, and number of bags and weight of each).
- Notify AFC if any information is not correct or different from what is on the itinerary.
- Call passengers **again** approximately 24 hours before their flight; after you coordinate with linking pilots and complete your weather briefing.
- Confirm that nothing has changed from your previous discussion; i.e., same companions, same baggage, number and identity of companions, change in meeting times, etc.
- Remind passengers of baggage weight limit and bringing soft-sided luggage.
- Let passengers know if there will be a deviation from the itinerary; particularly at the destination point so they can make other arrangements for ground transportation before take-off.

For you and your passengers’ **safety and comfort**; use these **Standard Precautions** anytime you are working with the public:

1) Wash your hands before and after assisting any person requiring physical care.
2) Use disposable gloves (a protective barrier) for cleaning up any blood or body fluid.
3) Have air-sickness bags available for passenger(s).
4) Cough or sneeze into your elbow.
5) Contact your physician if you have any concern about your own health in relation to flying passengers.
6) Remember that communicable diseases such as TB, HBV or HIV/AIDS are **not** transmitted through casual contact (shaking hands, hugging, using a toilet, drinking from the same glass, sneezing or coughing).
7) Contact AFC if you need assistance helping a passenger understand instructions or concerns are raised when you talk with or meet the passengers; even if it as at the airport prior to your departure.
8) Good to have onboard: Keep a supply of wet wipes or paper towels, a small pillow and blanket, a bottle of water and air sickness bags.

**Child Safety Seats**

Child Safety Seats are required for children 40 pounds and under. The AFC Coordinator will instruct the family and list the safety seat on the itinerary. Children over 40 pounds must be in a safety restraint that has been adjusted to fit them. Children must NOT travel on laps or unrestrained during take-off, in-flight or landing. Are you aware of current car seat practices? Do you know which car seats are approved by the FAA or about CARES: Child Aviation Restraint System? Review the [Child Safety Seat Checklist for AFC Pilots](#). Check that the seat and restrains on the child are secure after the parent/guardian secures the child in the seat.

**Pilots’ Mission Checklist**

Retrieve the checklist by clicking here [AFC Pilots’ Mission Checklist](#). Download a copy to your mobile device or print a copy for your flight bag for mission flight planning. This is your checklist for flying passengers with AFC before, during and after a flight. It contains information you need to know as a Volunteer Pilot.

Have your AFC Pilots’ Mission Checklist available as you review this next section.

**KNOW WHEN TO CONTACT AFC**

Know when you should IMMEDIATELY call AFC.

- Notify AFC ASAP following an INCIDENT or ACCIDENT.
- Notify AFC, connecting pilots, passengers and ground transportation if a flight CANCELS, is significantly DELAYED or needs to be RESCHEDULED; BEFORE PILOTS TAKE-OFF on their leg of the mission.
- Notify AFC if there are additional, or different companions, passenger weights are not consistent with the itinerary, baggage is over 50 pounds total for all passengers and any other unexpected issues.
- Call the AFC office during business hours (8:30 - 4:30 PM, Monday - Friday 866-569-9464)
- Leave a message on the voice pager after 4:30 PM or on evenings and weekends. 800-474-9464.
  - Include your name, passengers name and mission number and your message with a call back number. If your call is not answered in 1 hour leave a 2nd message.
  - This is critical when return pilots, passengers and linking organizations must be notified by the AFC Coordinator to prevent unnecessary travel.
- Use the request@angelflightcentral.org email to communicate with AFC about missions; except on evenings and weekends before a flight. Call the voice pager on evenings and weekends when a flight is the next business day.

**Mission Assignment & Linking Flights**

Communication is critical to missions, especially linking flights. Talk with linking pilots, call your passenger and know the responsibilities of the Lead Pilot (PIC) for the whole trip on multi-leg flights. Keep the ETD and ETA of the linking pilot(s) in mind as you plan your flight day. You will appreciate this if, for instance, you are the lead pilot of the flight and the 3rd leg pilot has a mechanical which cancels his leg. Clear communication will lessen confusion. Keep in mind that passengers may have multiple pilots and multiple trips scheduled. Be specific when you talk with your passenger.

**Pre-Flight Planning**

Pre-flight planning for AFC missions will save you time in the long-run; should difficulties arise with any part of the mission. Avoid a “mission mindset” when working with passengers. Do not let their urgency become yours. The AFC Coordinator is there to trouble-shoot issues with passengers and assist if unexpected circumstances occur. Anticipate potential issues and review with the AFC Coordinator as needed. Call them to discuss potential issues. NEVER compromise safety no matter
how urgent the flight may seem or what a passenger may say. Disappointment or frustration will get resolved, trips can be rescheduled.

**Mission Day – Before Leaving Home**
Your **GO-NO GO Self-Assessment**, before your flight, is critical to safety. Your health, the weather, the condition of the passengers and linking pilot(s) and aircraft issues should all be considered. AFC will always support a pilot’s decision to cancel or delay a flight. Making an early decision to cancel a flight truly helps the AFC Coordinator and passengers to make alternate plans. Checking with linking pilots to be sure they can fly and confirming hand-off times; particularly on long multi-leg flights, can alleviate issues.

Consider the following:
1) The flu can be contagious a day prior to symptoms and strep throat as much as 5 days prior to onset.
2) If passenger(s) display symptoms; discuss before they board the aircraft.
   a. Passengers may not be aware that an ear or sinus infection, a cold or severe allergies can cause discomfort to severe pain with changes in altitude.
   b. Flying with a cold is not advisable for pilots with passengers who may have compromised immune systems.

**Mission Day – At the Airport**
Ask your passengers to arrive at least 30 minutes before your flight time; especially if they have not previously flown on general aviation aircraft. Allow enough time to go over all items in this section of the **AFC Pilots’ Mission Checklist**. Ask open ended questions (rather than questions with yes or no answers). Make directive statements, so that you know what the passenger(s) understand. “Will you show me how you secured your child in the car seat?” “We will be boarding in 10 minutes, let’s use the restroom now before we board.”

**Remember that you are TSA for your flight.** You are authorized to check passenger ID’s and luggage and/or question passengers if they have contraband, weapons or any articles not acceptable to you or the aircraft you are flying.

**Contact AFC and the linking pilots if you need to CANCEL the flight; even if it is right before departure.**

**IFR Flight Plan or VFR Flight Following**
File a flight plan for your mission. AFC periodically tracks flights on Flight Explorer or Flight Aware and will contact FSS or ATC on critical issues, if needed. From time to time AFC receives calls from ATC if a pilot has not closed their flight plan or they are unable to locate a pilot. Other VPOs will contact AFC if a pilot has not connected with a linking pilot at the agreed upon time.

**“NGF” Call Sign Designator**
The FAA has assigned “NGF” as the designated call sign for organizations in the **Air Charity Network**. Angel Flight Central is designated number four (4). All call sign IDs, issued by AFC, will begin with NGF4. AFC will assign you a unique call sign ID number that helps identify you as an AFC pilot and becomes your Aircraft or “Flight Number” for your flight plan. (Example: AFC Volunteer Pilot, Daniel Smith’s flight, is assigned NGF4827) The FAA does NOT keep track of your number. If contacted by ATC; AFC will verify your number and if you are flying a flight on behalf of AFC. Your unique NGF number is found in the Pilot Information in your **AFIDS Account** Settings.

AFC does not require the use of the call sign, except with Camp Flights; however, AFC **strongly encourages** using your call sign ID number on flights with passengers as it identifies the nature of the flight to ATC and gives you the option of requesting special handling; such as a slower descent rate for a passenger feeling ill.

The FAA is given a 24-7 point of contact (POC) for AFC that provides information to the FAA Domestic Events Network (DEN) ATC Security Coordinator (ATSC) that may be needed regarding any flight using the NGF 3-letter ICAO designator and ANGEL FLIGHT telephony.
Benefits of using the ICAO designator NGF and “ANGEL FLIGHT” Telephony

- To provide a measure of safety and security for passengers
- To give pilots access to special handling by ATC
- To encourage pilots to accountability to ATC for ground and inflight operations
- For authorization of flight operations by pilots during emergencies or disasters
- To increase the value and awareness of public benefit flying within the aviation community

When and How to use your NGF number

- Always use your unique NGF number in conjunction with “ANGEL FLIGHT” on your radio.
- Pilots who fly for multiple organizations will have a different NGF number for each organization so that the flight is connected with the organization the pilot is flying the leg for.
- ONLY use your NGF number for flights that directly support the mission of Angel Flight Central.
- The pilot authorized to fly the angel flight MUST be the pilot of record on the itinerary.

ICAO Flight Plan Example

Click to see an ICAO Flight Plan Example using an NGF number and “ANGEL FLIGHT” as telephony (on the radio).

- Box 2: Your NGF number acts as the AIRCRAFT IDENTIFICATION number (like a commercial or military flight uses a flight number). A sticky note on your dashboard will help you remember your NGF number.
- Box 11: Insert ANGEL FLIGHT and your FAA N-number of the aircraft in the REMARKS section.
- Radio: “ANGEL FLIGHT NGF4827.”
- Note: Formats may vary on electronic flight plan tools.

Enroute Changes or Onboard Emergencies

For passenger medical incidents enroute that require expeditious handling for your mission; contact ATC with your NGF call sign designation. The flight designator can be changed to a Medevac (“Lifeguard”) flight and ATC will expedite handling of your aircraft using a Lifeguard prefix (“L”) to your flight designation. For example; your flight number NGF4827 would become LNGF4827. The telephony (radio communication) associated would be “Medevac LNGF4827”.

File a Mission Report – After your Flight

Refer to your AFC Pilots’ Mission Checklist to review steps after your flight is completed.

- Always call AFC if you, your passenger or linking pilot cancels a flight. Do NOT file a Mission Report.
- Click on File Mission Report, on the Left menu in AFIDS, soon after your flight to complete your mission.
  - Complete all applicable fields. Select the aircraft you flew. (Commercial if you paid for a flight.)
  - Contact an AFC Coordinator if you need to add a Commercial aircraft to your AFIDS account; this is only if you purchase a commercial ticket for the passenger in lieu of flying the flight. (Please check with AFC 1st before making any commercial arrangement for passengers.)
  - Print the report and attach your expense receipt; for tax purposes.
  - UPLOAD a few photos of your passengers and yourself with your report.
  - Complete the COMMENTS and brief survey.
  - CALL or PAGE AFC if there is critical information for connecting or future flights for this passenger. The AFC Coordinator may not see a comment in time for a passengers return flight.
- Submit reports, if at all possible, within 24 hours of your flight. All Mission Reports MUST be submitted NO LATER THAN the first 1-2 days of the month following your mission. All Mission Reports must be received by AFC before monthly reports can be run. Thank you.
- You may run a Mission Summary or Year-End Report from the Left menu in AFIDS for any time period. The year-end report may be useful for Pilots’ tax purposes.
Mission Milestones
Volunteer Pilots earn Mission Milestones for each flight leg. The milestone awards are made possible by a generous gift from an AFC Pilot/Donor. Click here to learn more→ AFC Pilot Volunteer Recognition.

Commercial Flights Funded by Volunteer Pilots

Grant Funded Flights
Passengers unable to fly in small aircraft or the distance required cannot be met by a Volunteer Pilot flight; will be screened for a grant-funded commercial flight. AFC has been a recipient of the Southwest Medical Transportation Grant Program since 2009. A Coordinator secures an AFC Commercial Medical Release from the passenger’s physician and assures the request meets Southwest’s Contract of Carriage. This grant supports flight requests for persons seeking medical care. A commercial flight is NOT set up in lieu of a Volunteer Pilot flight; unless there are extenuating circumstances. The number and availability of commercial tickets is dependent on the annual grant award.

Ground Support Teams
Friends and family of Volunteer Pilots support their efforts by donating to the work of Angel Flight Central on behalf of the pilot. Ground Support Teams are a great way for Volunteer Pilots to share their love of flying and helping others while giving donors a “glimpse” of how the pilot has been touched by the mission of AFC. We can help you set up a Ground Support Team and create a legacy for you and for AFC. Click on AFC-Ground Support Team-Joe Ratterman and email AFC at wings@angelflightcentral.org if you would like to learn more.

Pilots Fund-a-Flight (Active Pilots)
Commercial flights are arranged by an AFC Coordinator ONLY when a private aircraft and Volunteer Pilot is unable to fly a mission, the distance exceeds 900 NM or it is medically necessary for the passenger to fly commercially. An AFC pilot may Fund-A-Flight and receives a tax-exemption and mission milestone credit for their donation; as if they had flown the mission. It is a monetary donation to the AFC organization. This is not required of Volunteer Pilots, however, the airline ticket may cost significantly less than the amount that the pilot would have spent on the flight in a private aircraft and has the benefit of helping the patient reach their destination to receive needed healthcare. You may request to pay for flights that are challenging to fill or if a Volunteer Pilot flight.

Pilots Fund-a-Flight (Retired Command Pilots)
If you are no longer flying, sold your aircraft or continue to fly but have chosen to stop flying AFC passengers; you may continue to stay active as a volunteer for AFC by funding commercial flights. Please notify AFC by email wings@angelflightcentral.org or call the office when your status changes. Pilots must remain on ACTIVE status in AFIDS to obtain the tax-benefit and mission milestone credit for purchased flights specific to a passenger. Membership renewal must be completed annually, whether or not the pilot continues to fly.

Children’s Flight Fund (Medical)
This designated fund helps to purchase commercial flights for children traveling to medical care, when a GA aircraft is not appropriate for a sick child to travel long distances and their physician has approved a commercial flight. Monetary donations are welcome and are earmarked specifically for flights for children; from grants or gifts.

Children’s Camp Flight Fund
This designated fund helps purchase commercial flights for children attending special needs camps when pilots are unable to fly. Camp flights are time sensitive and flights MUST travel to camp and home on specific days. This fund also provides
back-up so pilots will not feel compelled to fly on a bad weather day with children. The camps raise funds to pay for program and operational costs of the camp; to provide a safe environment for a child living daily with the burden of cancer, burns or HIV/AIDS.

Thanks from Passengers
AFC Coordinators encourage passengers to thank their pilot; however, passengers may or may not be able to express their gratitude. Some passengers may be very ill, self-absorbed or frustrated with their circumstances at the time you meet them. They may have just received bad news from their physician. Most are just ordinary people challenged by extraordinary circumstances. Compassion for their situation and your help of transportation may be the greatest gift you can give them.

Policies & Issues Impacting AFC Volunteer Pilots
There are Policies & Issues Impacting AFC Volunteer Pilots you should be aware. These help protect you as the Volunteer Pilot and help you understand that the AFC Board, staff and all AFC volunteers partner together to represent the Angel Flight Central organization. Please read the above document which includes information about:

- Liability Release – REQUIRED signature from all AFC passengers PLUS YOUR right-seat pilot, spouse, friend, etc.
- Child Safety Seat - REQUIRED
- Flight Instruction & Students on AFC Flights
- Illegal Aliens and Passengers without IDs
- Privacy Policy
- Seat Belts & Extenders
- Tax Exempt Reporting for AFC Pilots
- Reimbursement for Charitable Flights
- Representing Angel Flight Central
- Use of AFC Trademark, Logo and Name – ALWAYS use our complete name Angel Flight Central
- AFC Safety Committee
- OnBoard with AFC Pilot E-Newsletter

From the AFC Staff and Board; thank you for sharing your time, talent and resources to further the mission of Angel Flight Central of helping people in need with charitable long distance transportation.

Thank you for “Giving Hope Wings”

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