

IMPAIRMENT MITIGATION PROGRAM (IMP)



QualaTech Aero Consulting Ltd.

**An international aviation consultancy group,
providing services in:**

Safety Management Systems (SMS), Management, Training, Change Management, Fatigue Management, Hazard Ident. & Risk Assessment, Safety Case, Harbour and Water Airport/Aerodrome Procedures, Emergency Response Procedures, Airports, Flight Operations, Compliance, Audits, Aircraft Maintenance Organisations (AMO), Human Factors, Manufacturing, Quality Assurance (implementation, design and audit), Training (QA, SMS, HF, ERP/AEP, CM, Haz. & Risk. Assessment).

The services offered by QualaTech-Aero Consulting Ltd. are focused on the aviation industry. However, the principles of Human Factors, Safety, and Quality, apply equally to any industry by reducing human error leading to personal injury and loss.

Safety Management is Business Management!

QualaTech Aero Consulting Ltd.

Phone: 1--250-213-5025

Email: k.green@qualatech.ca

www.qualatech.ca

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A rigorous approach to Safety Management, in combination with adequate and appropriate training will contribute significantly in reducing errors, incidents, liability, injury and death. QualaTech has provided numerous AMO, Air Operators, Airport/Aerodrome and Manufacturing enterprises with Safety Management System (SMS) Training, effectively, on time and to budget. Our Consultants have held senior posts with ICAO, IATA, other leading aviation organizations, service companies, International Airports and Civil Aviation Authorities and Tribunals.

General:

As the name implies, the QualaTech 'Impairment Mitigation Program' (IMP) is a proactive risk reduction strategy designed to further mitigate and reduce the consequential and oftentimes catastrophic affects of employee impairment in aviation. This is accomplished by proactive assessment, education/training and where / when required, empowering personnel to challenge observed behavioural anomalies. However, IMP (various names exist) also serves other important functions in 'post incident investigation', Human Performance and employee well being, while helping to further demonstrate '*due diligence*' and '*duty of care*' considerations. Contrary to popular thought, a IMP should not be totally focused on 'Drugs and Alcohol' to the exclusion of all else. Instead a functional IMP must take into consideration other contributing factors to 'impairment' and 'disability' such as Stress, Fatigue, medication (prescription or other), insomnia and other medical mental/physical conditions, etc.

The global spread of psychoactive substances, their general availability and the ever-increasing number of addictive users, is a growing threat to aviation safety. The QualaTech IMP Service has been developed to help combat this risk by providing Operators with a clear and unbiased analysis of where their control programs and policies fit in respect to their effectiveness, design application and appropriateness. The QualaTech IMP Analysis will allow an Operator to address the current mitigation processes on a proactive level, establish robust practical policies and strategies in a cost-effective manner, with due regard for both aviation safety and the welfare of employees.

Nevertheless, the need to manage impairment is not just about safety. Impairment in the workplace (including aviation) has a tremendous cost in respect of productivity, products, quality of service and reducing subsequent error and loss. The affect in terms of financial loss is difficult to calculate but nevertheless, the consequence to the 'bottom line' and overall success is a very real and tangible expensive.

Many medicines (not to mention illicit and legal drugs) whether prescribed by a doctor or obtained over the counter or the internet, frequently impairs human performance. In the short-term (minutes to hours) judgement and decision-making will be degraded, with a subsequent increase in errors and risk-taking behaviour, mood changes, poor coordination, tracking and concentration and slow reaction times. Some effects such as poor balance and slow cognition can persist for several days. It is now generally accepted that high and/or persistent intake can result in a wide range of chronic and debilitating health conditions and illnesses.

QualaTech IMP Services are organized into separate components, comprising of: **1).** IMP Assessment; **2).** Education & Training; **3).** IMP amendment and/or implementation.

As noted, the first proactive step is a comprehensive QualaTech IMP Assessment of existing controls and protocols. Based on the IMP Analyses results, QualaTech is competent to amend any noted deficiency in your existing policy and procedures by applying (as needed) 'Beyond Minimum Compliance' (BMC) protocols to incorporate 'industry best practices' and other proven strategies under a truly comprehensive and unified methodology – a methodology that must consider and harmonize with existing programs such as: SMS, HF, QMS, OH&S, HR, Fatigue, Training, etc. A functional and effective IMP must be specifically designed to the Organisation under which it must serve by bringing into consideration existing protocols without undue burden, complexity and subsequent confusion.

QualaTech IMP Training (IMPT) Covers:

i). The potential effects of alcohol and drugs; **ii).** Medication use (prescribed or other) to ensure the safe exercise of licence privileges whilst taking medication; **iii).** Causes of Impairment in the context of work and safety; **iv).** The early recognition and rehabilitation of individuals with an alcohol or drug dependency; **v).** Peer intervention and how to address potential concerns; **vi).** Briefing on personal awareness and facilitation of self-referral for help on alcohol or drug issues; **vii).** Procedures for monitoring the efficacy of the IMP; **viii).** The implications of a drug and alcohol testing program ('with cause', post incident/accident and random) and your rights: plus other relevant topics of concern and applicability i.e. Non-punitive Policy, reporting, etc.

The QualaTech deliverables not only meet future regulatory requirements but they provide the added security, reliability and protection needed today.

The QualaTech IMP Training Solution is an educational process designed specifically to make people aware of the dangers and consequences of impairment in the workplace and at home. An important message advocated by the IMPT is that impairment is a 'Safety Hazard' and individuals are not only responsible and ultimately accountable to better manage their own condition and wellbeing but that we all share a *duty of care* and responsibility toward others as well.