

# AIRCARE SOLUTIONS GROUP

NEWSLETTER

Issue: 2011-01



## HANDING OFF ...

By Doug Mykol,  
Former CEO  
AirCare Solutions Group

During high altitude flight, there comes a time when one ATC system reaches its limits and control is handed off to the next system that can better handle the flight into new territory.

In 1998, when Doug & Dorene Mykol purchased FACTS® Training, 'flight' control was handed off to take FACTS® into the next phase of program development, growth and customer service. Formerly a 100% nomadic operation, FACTS® has grown into the largest corporate-specific emergency procedures training company in the world, offering a wide variety of training programs, at FACTS Training Centers, both in the United States, and now, abroad.



In addition, FACTS® has become a part of the AirCare Solutions Group of companies providing aviation products and services, including ACCESS™ tele-medical/tele-assistance, AirCare Crews aviation staffing, and Majestic Aerotech, an FAA licensed Repair Station. The combined ASG companies provide services to hundreds of business aviation operations and thousands of crewmembers around the world.

It's been a wonderful 'flight' with many challenges and opportunities along the way.

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During this 12+ year 'flight', Dorene and I have enjoyed the trip, meeting and working with all the professionals in this incredible industry. In addition, we are extremely proud of the team of professionals we've had the opportunity to work with; however, nearing the chosen boundaries of our flight plan, we have sold the companies and handed off 'control' to the new 'ATC', Jeff Roberts.

Jeff has the energy, enthusiasm and excitement to continue the 'flight plan'. His business management experience and his creativity will continue the steady climb of the ASG companies.

I am a firm believer that Jeff will continue the company's high level of customer service, creativity and innovation. While Jeff is his own ATC, I will be assisting Jeff as he navigates his 'flight', including the company's expansion into Europe and Asia.

I hope you all can meet Jeff at a conference or a training program. Or... just give him a call and introduce yourself. I know you'll like his style!

Doug Mykol  
Former CEO AirCare Solutions Group

*PS- Wish us luck in our semi-retirement!*



## FACTS® 2011

The U.S. training schedule, for 2011, is complete. Upon analyzing the growing demand, FACTS has increased the scheduled training programs from 47 Initial/Recurrent opportunities in 2010, to 55 complete programs for 2011. Added training venues include Las Vegas, NV; Cleveland, OH; San Diego, CA and additional programs in the Chicago area.

In addition to utilizing the mobile simulator for on-site training, at the customer's facility, which is unique to FACTS®, the added training dates provide crewmembers more training opportunities to choose from.

The FACTS Training 2011 Schedule is available online: [www.factstraining.com](http://www.factstraining.com) > Training Schedule

If the ATC at AirCare is subject to a hand-off, the handoff is occurring with great respect for the bearing provided by Doug & Dorene Mykol who put AirCare Solutions Group on the vector it is pursuing today. AirCare is beautifully positioned to expand its role as an innovator in general aviation industry based on an enterprise-wide standard of excellence, a desire for superior customer service and a team of true industry professionals. Navigation of this flight looks fun from my seat.

FACTS® Training is providing many of the world's flight departments the standard in Emergency Procedures and Hypoxia Awareness training, as it continues to expand its leadership as the largest and oldest organization in the world dedicated to this kind of training. Our fixed-base and mobile capabilities continue to provide training access to those operations who breed a culture of safety, and time and again, we hear how that culture makes a difference.

AirCare Crews is proving to be a great fit for so many operations looking for the right fit. As the industry recovers, the crew at "Crews" works extremely hard to address each customer's unique need with the right solution. By the way, this "need" doesn't always rear its head in the middle of the workday.

ACCESS™ Assistance services is powering toward a new dawn as the data-link to the aircraft expands and applications get broader. This means that ACCESS can do more for every crewmember and passenger it serves, while continuing to provide the best in Board Certified emergency tele-medical care along the way. AirCare's medical kit maintenance capabilities run deeper than first meets the eye -- we maintain a full FAA licensed repair station called Majestic Aerotech, and from this repair station many fleets' medical kits are serviced with the principles of quality and expedience guiding the way.

I have found great industry-respect for the AirCare Solutions Group in my early days in AirCare's left seat, and I truly appreciate the loyalty you show as our customers.

I plan on growing our business and influence across the industry, and I am proud to assume your trust. If I can help you, or learn how we should be doing something better, please reach out to me. If you like what AirCare is doing, let your peers in the industry know too. We are in for a fun flight. Thanks for being part of it.

Jeff Roberts  
CEO AirCare Solutions Group

# NEW CPR Guidelines

By ACCESS™ Assistance



New CPR Guidelines – No longer ABC but CAB! The American Heart Association announced new CPR Guidelines in 2010, telling rescuers to start with hard and fast chest compressions.

This change will help simplify the traditional CPR and hopefully promote bystanders to recognize a sudden cardiac arrest and respond more quickly. The change eliminates the old ABC training – Airway, Breathing, Compression, that required the initial two breaths first and alternating with 30 compressions.

The new approach CAB - Compressions, Airway, Breathing emphasizes the importance of compression as the top priority for survival of sudden cardiac arrest.

All victims in cardiac arrest need chest compressions. In the first few minutes of a cardiac arrest, victims will have oxygen remaining in their lungs and bloodstream, so starting CPR with chest compressions can pump that blood to the victim's brain and heart sooner. Research shows that rescuers who started CPR with opening the airway took 30 critical seconds longer to begin chest compressions than rescuers who began CPR with chest compressions.

The change in the CPR (CAB) sequence applies to adults, children and infants, but excludes newborns.

New CPR Guidelines emphasize compressions first. The American Heart Association says press hard and fast, whether an expert or untrained.

To give the victim the best chance of survival, three actions must occur within the first moments of a cardiac arrest: activation of the Emergency Tele-medical Service or Emergency Response System, get an AED/defibrillator if available and start CPR with chest compressions.

Information provided by AHA – [circ.ahajournals.org](http://circ.ahajournals.org)



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## NBAA 22nd Annual Schedulers & Dispatchers Conference Savannah, GA February 9-11, 2011

AirCare Solutions Group Booth #330  
Represented Companies:



Please stop by the our booth and say hello!

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# PERSONAL SAFETY & SECURITY TIPS

From AirCare Crews

**Credit Cards:** It's best to constantly monitor your credit card statements regularly for errors or odd charges. Credit card theft and fraud can occur even after taking the best precautions, but regularly monitoring your bank statements can alert you to any suspicious activity. Be aware if your credit cards have a RFID (Radio Frequency Identification). RFID credit cards use a radio frequency to transmit personal financial data. They are not swiped through a scanning machine like a traditional credit card. Unfortunately, RFID credit cards can be skimmed when an unauthorized user grabs the unencrypted data from your card using an RFID reader. Credit card companies are aware of the problem and are creating security fixes, but there are a number of steps you can take to protect your financial information. 1. Leave them at home and only use for online purchases 2. Stack them together in your wallet as it makes it more difficult to scan the data. 3. Wrap them in aluminum foil 4. Purchase credit card shields or RFID blocking secure wallets that block the signal and prevent anyone from scanning the information.

**Passports:** All US Passports have a dark blue cover, as do many other countries but to avoid anyone from seeing your nationality we recommend keeping your Passport inside a protection cover. However, you must also protect yourself from identity theft. In addition to credit cards, as featured above, did you know that all US Passports issued since October 2006 as well as passports from many other countries have a RFID chip embedded inside them? These chips hold all the data from the information page including your picture in digital format. These RFID chips allow authorities to scan your passport from a distance, making border crossing a little faster. However, if your passport were scanned nefariously, it also makes stealing your identity a whole lot easier. There are protective covers with shielding technology that block radio waves and prevent scanners from reading the chip inside your passport. Recommended protector covers are by Identity Stronghold. [www.idstronghold.com](http://www.idstronghold.com) (featured on side graphics).

**"ICE":** In Case of Emergency. Your cell phone should have a designated ICE in your contacts or address book. This is your personal in case of emergency contact authorities can access and call. If your phone has a lock feature, this information can be placed or posted on your opening/welcome screen. ICE should include the ICE person's name, phone number and relationship to you (wife, husband, friend, domestic partner, etc.). It can also include severe allergies or medical conditions authorities need to be aware of before treatment.



Additional detailed information can be found in the latest issue of the AirCare Crews Newsletter - Winter 2011: "SAFETY & SECURITY ISSUE"

- ▶ Personal Safety & Security
- ▶ Hotel Safety & Security
- ▶ Best Personal & Safety Practices
- ▶ Personal Safety Items

Available for online viewing or download (PDF)  
[www.aircarecrews.com](http://www.aircarecrews.com) > news

AIRCARE Crews

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# Just the FACTS®



## FACTS HAT™ - UK

FACTS Training has established the first level of training in the United Kingdom. In cooperation with CAE, FACTS is now providing Hypoxia Awareness Training at CAE's UK training center in Burgess Hill, England.

Pilots will now have the unique opportunity to experience the effects of hypoxia without the potentially harmful side-effects of training in a hypobaric chamber.

FACTS® will offer the EASA recommended Hypoxia Awareness Training to all pilots attending CAE training programs at the Burgess Hill training center.

## FACTS® - UK

FACTS will offer pilots emergency procedures training for business aviation training customers at CAE, Burgess Hill, just outside London. After successfully beginning Hypoxia Awareness Training at the center, FACTS is now installing door/exit training devices for business aviation pilots attending training at CAE's Burgess Hill, UK training center.

In addition to FACTS' unique training devices, a full cadre of aircraft-specific emergency equipment, rafts, vests and a local training pool will be available for aircraft-specific Safety & Emergency Procedures Training for Bombardier Global Express, Challenger, Lear, Cessna Citation, and Dassault's Falcon 2000, 900 and 7X aircraft.



## FACTS® Training adds Las Vegas -- Hard Rock Hotel and Casino to 2011 Training Locations!

New for 2011, FACTS adds Las Vegas (LAS) to its scheduled class locations and has Hard Rock Hotel and Casino as class hotel and venue.

LAS classes are scheduled for:

- February 13-17
- July 24-28
- December 11-15

Hard Rock Hotel & Casino  
4455 Paradise Road  
Las Vegas, NV 89169



For more information, please go to:  
[www.factstraining.com](http://www.factstraining.com)  
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## What's in your Manual?

Recently, the FAA issued a draft policy memorandum to change how crewmembers deal with popped circuit breakers. Current Part 25 advisory information *"is to recommend that no pilot should reset any circuit breaker more than once."*

The FAA went on to say, in doing so, crewmembers may create a potentially hazardous situation if they reset a C/B without knowing what caused it to trip. A tripped C/B should not be reset in flight unless doing so is consistent with procedures specified in the approved operating manual or unless, in the judgment of the pilot-in-command, resetting the C/B is necessary for the safe completion of the mission.



## The Issue of Smoke Hoods

Smoke hood questions arise almost weekly... We, at FACTS Training, have some very definite opinions on smoke hoods. Opinions, which are based on research, data, common sense, and our own human factors testing in a smoke-filled FACTS® simulator!

Any device that helps to decrease inhaled toxins is a good device, as long as it's "user-friendly". Many available hoods are effective at supplying air and removing toxins; however, if you can't find it when you need it, able to don the hood while your eyes are stinging, your lungs are burning and your throat choking closed, in a very dark, chaotic cabin... what good is this extra piece of safety equipment?

There are many factors to consider when evaluating smoke hoods for your flight department. Like a fire extinguisher, an AED, and your training... hopefully, smoke hoods will never be needed; however, IF required, they should be user-friendly, convenient, effective, simple, readily available and affordable!

We would like to see everyone have smoke hoods available, both in-flight and on the ground. How often have we all stayed in hotels where it probably would have been a good idea to have a smoke hood, at the ready, on the nightstand?

For simplicity, ease of use AND cost, we developed the AirCare Smoke Escape Hood™ (\$50), which is compact, easy to carry, provides up to 20 minutes of filtered air AND is the hood FACTS trainers carry on their travels.

With a new design, the AirCare Smoke Escape Hood™ package is even smaller than the previous model. The hood is manufactured exclusively for AirCare and FACTS Training. Further information is available on the following page.

