



PATH
Pilot Assistance Team Hotline

**Need help?
Contact us.
It's confidential.**

**901-752-8749
or
866-FDX-ALPA**

1. What is PATH?

The Pilot Assistance Team Hotline (PATH) was established to provide a source of support for pilots during difficult times. PATH is available for pilots seeking physiological, psychological, or aeromedical assistance. Pilot peers are available 24 hours a day, 7 days a week, 365 days a year. Our volunteers that answer your calls are FedEx line pilots. They are not counselors or mental health professionals, but they can refer you to a counselor, if needed. They have a wealth of information and resources to help you make the next step in seeking information and assistance.

2. Why do we need PATH?

Aviation safety is enhanced if pilots can talk about mental health and medical issues in a way that minimizes any jeopardy to their career and avoids the stigma of seeking mental health or medical assistance. After the Germanwings accident in 2015, both EASA in Europe and the FAA have recommended pilot peer support programs to help pilots deal with personal and family issues.

3. How do you get someone on the phone?

Dial 866-FDX-ALPA or 901-752-8749, the FedEx ALPA MEC Office main number. Even when the office is open, calls start by being routed to a message. In addition to PATH, pilots may select to be directly connected to the ALPA Accident/Incident Hotline, the ALPA Aeromedical Office (AMAS), or the receptionist.

4. Do I have to tell my name to talk to someone?

You do not have to give your name. PATH does not share personal or proprietary information, such as crew phone numbers or hotel locations, so we do not need to verify the identity of the caller.

5. When is it open?

Pilot peers are available 24 hours a day, 7 days a week, 365 days a year. You can call anytime.

6. Why does it take so long to get someone on the line?

Calls are handled through a third-party vendor. The vendor goes down the pilot peer call list until a pilot peer answers. If all peers are busy helping others or unavailable, the vendor will take a message for a call back. Our sincere hope is to always connect callers with peers without the need for a call back. So far, we have had every call answered by a peer.

7. Is it PATH confidential? Will anyone know that I called?

The pilot peer answering the call does not see the phone number of the caller. Callers can convey as little or as much personal information as they wish. No records will be kept.

Disclaimer: If a caller threatens themselves or others, the peer will have to call appropriate first responders.

8. Can I call for someone else?

PATH peers will take every call that comes in. However, it is in the best interest of the pilot seeking help to call directly. If that person is reluctant, peers will still help as much as possible through the caller.

9. Why would I want to call PATH?

PATH takes calls about subjects like mental health, counseling, family issues, chronic stress, and medical and aeromedical questions or problems. We are not trained to answer questions about the contract or scheduling. However, we will reroute any caller to the appropriate resource. You might call with a simple question about finding a phone number for a benefit, or a more serious family matter. No question is too small or inappropriate.