

## Peer support for flight and cabin crews – Information leaflet 1/2021

Peer support for flight and cabin crews is a confidential program which can help to cope problems related to personal life, health or any other challenge affecting work performance and/or general wellbeing. It is a system where crew members can share experiences and concerns with a fellow peer or colleague in a safe, non-punitive environment. A peer is a trained colleague but he or she is not and does not try to replace healthcare professionals. If the collegial support is inadequate, crew member can be guided to appropriate professional. Peers have signed the obligation of confidentiality and will not discuss any case related information with anyone beyond the program.

Peer support homepage can be found in the Company Hub/Operative work/Cockpit/Peer support and Cabin/Contact information/ Peer Support. On our web site you will find our up-to-date contact information and other material related to our operations. Click the link below:

<https://finnair365.sharepoint.com/sites/People/SitePages/Wellbeing/Peer-support.aspx>

The backbone of the peer support program is trust. It is based on absolute confidentiality and independence. Also, discussions within the group during guidance meetings are performed without sharing any names or unnecessary details. Guidance meetings are part of annual training where peers receive guidance from group's supervising psychologist.

The trust and confidentiality have contributed to the fact that the threshold for seeking assistance has remained low. During 2020 peers were contacted 238 times by 110 crew members. The most common general causes of contacting were challenges with personal relationships and family, problems with illness and ability to work, work-related problems, and alcohol. The multiple consequences of Covid-19 pandemic were clearly reflected in the contacts. Around 25% of the contacts were somehow related to pandemic. The uncertainty of the future tends to intensify previous personal challenges and additionally create some new ones. One new issue is a feeling of unequal or unjust distribution of the consequences of the pandemic.

We cannot change the pandemic itself, but together we can do our best to help each other to cope with the negative effects. Depending on your possible challenge, contact your supervisor, HR, company's health services, labor union, peer support, your trusted colleague or friend. We all have unique ways to help you. Just do not be left alone.

"We can't promise to solve all your problems, but we can promise you don't have to face them alone." So, if you ever feel the need to discuss with a peer, do not hesitate to contact any of us.

Wishing a better year 2021!

Sari Kemiläinen  
Ann-Christine Lindblom  
Johanna Ilomäki  
Jessica NymanAri Etelävuori  
Heikki Tolvanen

Stefan Vikström  
Jari Roiha  
Pekka Turunen  
Anne Berg-Ahokas

Pia Sunnarborg  
Petri Lehti  
Katja Doktor  
Aki Vihavainen

Tomi Verkkomäki  
Susanna Valtanen  
Antti Tuori

