



Angel Flight

WEST

Angel Flight West's volunteer pilots fly people to medical appointments at no cost to the passenger.

Our Mission

Angel Flight West delivers health and hope using donated flights to serve those with healthcare or other compelling human needs. In the air, Angel Flight West links volunteer pilots and commercial airlines with people whose non-emergency health needs require air transportation to access care. On the ground, volunteer drivers ferry passengers to and from their departure and destination airports.



Over 2,000 passengers served each year



Over 5,000 missions served each year
Over 100,000 lifetime missions



Over \$6M in-kind donations each year plus
thousands of hours of volunteered time



\$0 cost to passengers

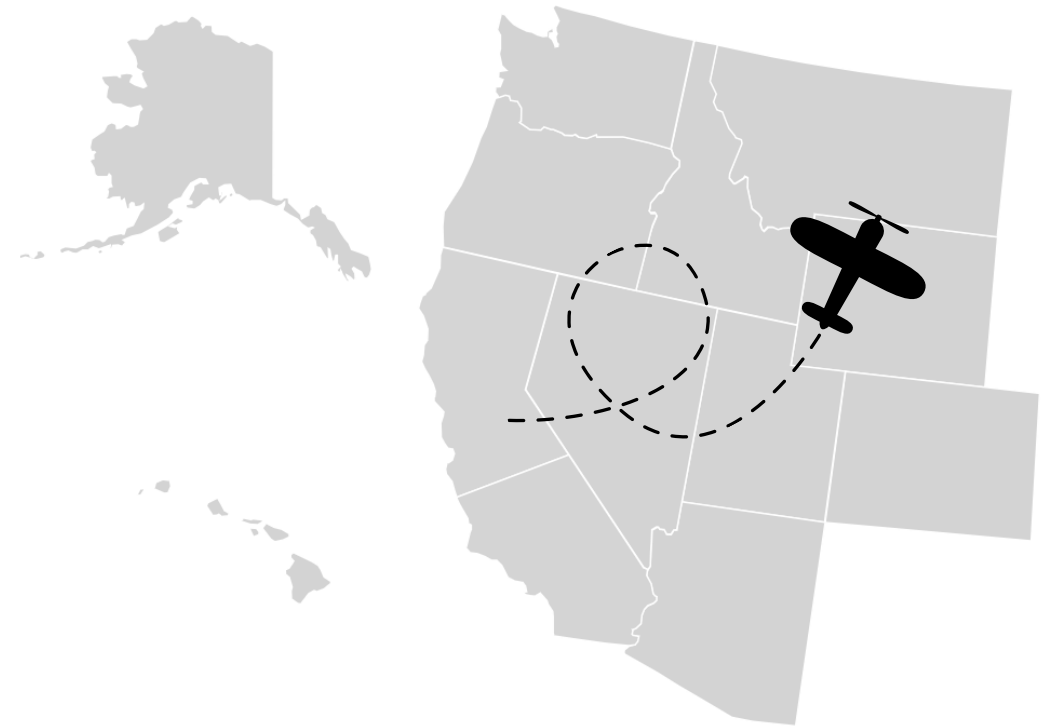


....all thanks to **1,800+** volunteer pilots.

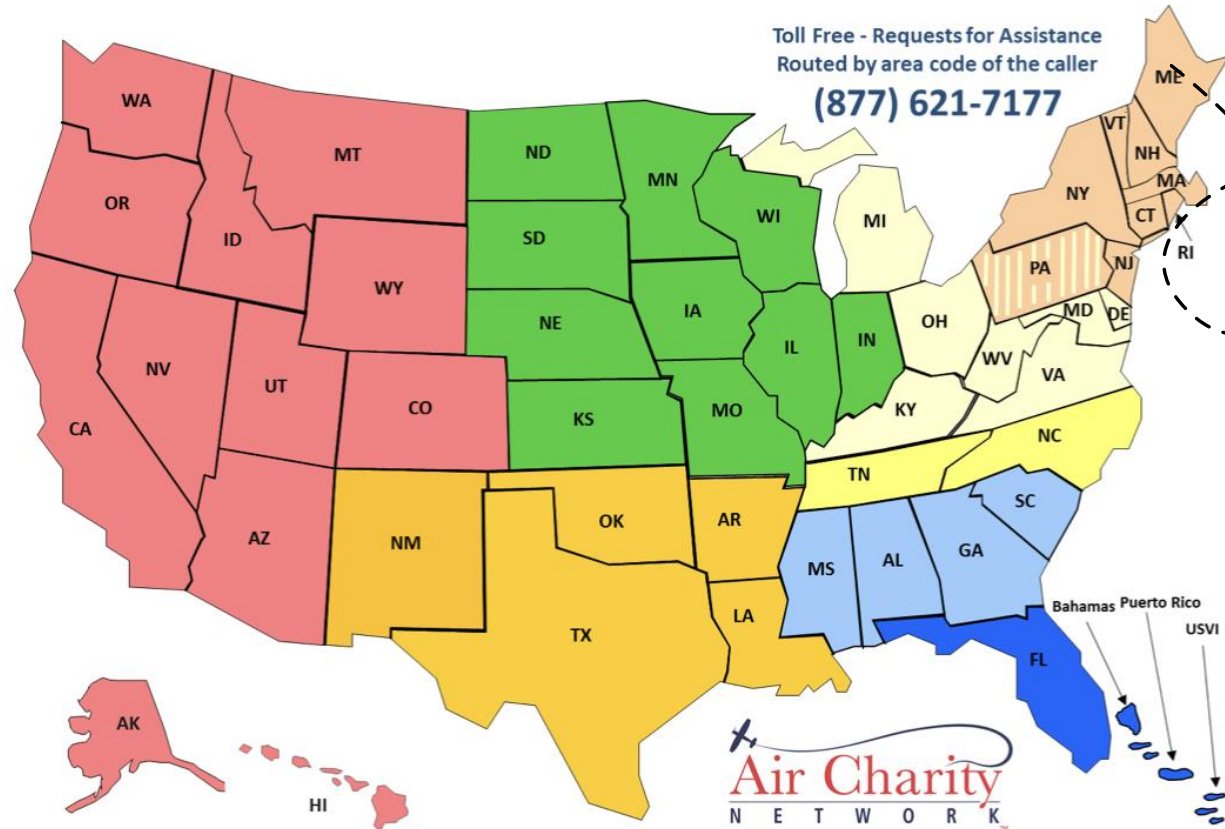
Angel Flight
WEST

Why and Where We Fly

- Patients traveling for non-emergency care to research hospitals, children's hospitals, treatment centers, and more.
 - Children – some of them burn survivors or navigating life-threatening illnesses – attending specialty camps.
 - Survivors of domestic violence
 - Veterans and active-duty military personnel
 - Disaster relief efforts and drills
 - Blood transport for blood banks
 - Caregivers in need of flights to reach family members who are critically ill. Compassion flights are at the discretion of AFW.
- And other compelling human needs.



Around the Nation



Combined, the Air Charity Network is the Nation's largest unified Volunteer Pilot organization comprised of thousands of pilots who annually fly tens of thousands of passengers across the US.

Angel Flight
WEST

Domestic Violence and Sex Trafficking Survivor Relocation

- Eligibility & Limitations

- Must be residing in a shelter or in a space provided by a shelter
- Flight request must come directly from a service provider, advocate, case manager or other agency representative. Once the request is complete, the survivor can speak directly to our mission coordinators
- Shelter must affirm that the passenger has a confirmed place to go once they reach their destination
- A medical release is required for anyone with a known medical condition, suffered recent injuries, or is pregnant
- If there are more than two children accompanying the survivor, we may need to employ two aircraft. If necessary and reasonable, they need to be willing to travel separately
- For commercial airline flights, only two tickets can be provided (with limited exceptions)

Domestic Violence and Sex Trafficking Survivor Flight Requests

- Logistics

- One week notice is preferred, but we can often accommodate shorter notice if there is an urgent situation or one involving the survivor's immediate safety
- Angel Flight West needs assurance from the shelter/requestor that the survivor no longer has any contact with the abuser and will not inform the abuser of their departure time and place
- A case manager/shelter personnel should notify Angel Flight West immediately if the survivor has decided to cancel the flight. We ask that the survivor is not responsible for cancellations
- We ask that the shelter stay in the loop until the passengers are inside the aircraft. This avoids last minute changes of which we're not aware

Domestic Violence and Sex Trafficking Survivor Confidentiality

- Any personal information about the survivor is in a password protected system that only Angel Flight West staff has access to
- The passengers will be listed as domestic violence survivors in our database. This will alert our mission coordinators and pilots to speak only to the survivor and/or the referring facility regarding the request
- On commercial flights the full name and birthdate is required. However, we have been told by our commercial airline partners that it is extremely difficult, if not impossible for anyone to access passenger manifest information

Passenger Qualifications

For safe flying, passengers must:

- Be medically stable and ambulatory.
- Be capable of sitting upright wearing safety belt for duration of flight.
- Have a financial need or other consideration
- If flying privately, be able to fly in a small unpressurized aircraft.



About Flights

- Most flights are provided in a small, single engine aircraft with 4-6 seats.
- Passengers can bring companions (family members or a friend) along for support. We must know in advance to ensure companions can be accommodated.
- Missions can be arranged to accommodate service dogs.
- Passengers can request flights as many times as they need.
- Most flight requests should be 900 miles or less, but we can sometimes accommodate longer travel, especially for passengers in Alaska and Hawaii.
- Some longer flights may have multiple-leg missions. This means that passengers may fly part of the way with one volunteer pilot before transferring to another plane with another volunteer pilot.



Angel Flight
WEST

The Alaska Airlines logo, featuring the word "Alaska" in a blue, italicized serif font.The JSX logo, with the letters "J" and "S" in a grey, sans-serif font and the letter "X" in a red, sans-serif font.

Commercial Airline Partners

Alaska Airlines and other commercial airline partners may donate tickets when transportation in a private plane is not possible due to location, weather, or volunteer pilot availability.

Angel Flight West raises money each year for the **Passenger Assistance Fund**. These donations help the organization purchase airline tickets when donated tickets and volunteer missions are not possible.

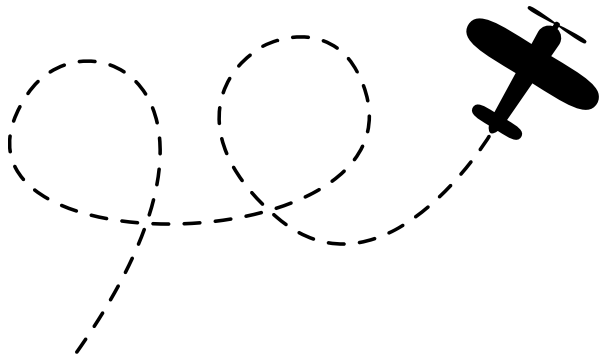
The Angel Flight West logo, featuring the words "Angel Flight" in a blue, cursive script font above the word "WEST" in a blue, sans-serif font.

Fly With Us

**Request a Flight --
Use us as a first resort!**

www.angelflightwest.org

- On our website
- Call us at (310) 390-2958



Giving Hope Wings

STEP BY STEP

- **Request** a flight a minimum of one week in advance. We will ask for a medical release from the patient's healthcare provider.
- Once flight details are finalized, our Mission Operations team will work on **securing a pilot**. This may take a little time.
- The Mission Operations team will email the passenger, social worker (if applicable), and pilot the **itinerary** and **contact information** for all parties. Passengers should expect to hear from their pilot to discuss all flight-related details (including where to go and what to know).
- The flight is likely to take place, but a **back-up plan** must be in place or the ability to reschedule the appointment. Flights may be canceled due to weather, mechanical problems, or inability to secure a pilot.

Angel Flight
WEST

From Requesters

The staff is always pleasant, responsive, accommodating, and professional. This service is critical to the state of Alaska as travel is very limited and this helps fill a significant gap in services. I currently have a request that is being processed and think of Angel Flight West first for patient travel needs. While the entire staff is excellent, I would like to specifically call out Alejandro and Anne for their continued support over the past several years.

-Casey, Angel Flight West Healthcare Requester

I have had only great experiences working with Angel Flight West.

-Alison, Angel Flight West Healthcare Requester



Angel Flight
WEST

Contact Us

General contact information:

- www.angelflightwest.org
- (310) 390-2958
- info@angelflightwest.org

Outreach Coordinator, Jennifer Cooper

JenniferC@angelflightwest.org

Outreach Director, Russell Stearns

RussellS@angelflightwest.org

Communications Manager, Jessica Hayes

Jessicah@angelflightwest.org

Stay updated on passenger and volunteer stories, information, events, and more:

- Facebook: @Angel Flight West
- Instagram: @angelflightwest
- LinkedIn: Angel Flight West
- Twitter: @AngelFlightWest

Thank You!

Angel Flight
WEST