



Captain Nancy Novaes

Captain Nancy Novaes is a recently retired Airline Captain with over thirty years of flight experience, including twenty-two years at CAL. She is a graduate of the State University of New York (S.U.N.Y.) with a degree in Aviation Technology. Her flying experience includes the Boeing 777, B757, B767, and 6 models of the B737. She is experienced in airline and aircraft operations both international and domestic.

She has considerable experience in Human Factors in Aviation. As the National ALPA Chairwoman of Pilot Assistance, she worked on organizational and pilot support issues at national and local levels. In this capacity, she has worked with Managements, the FAA and the flying public to ensure the highest standards of safety consonant with pilot comfort and career expectations. This work includes assisting pilots and their families with problems of chemical dependency, addictive behaviors and other related issues. It also includes assisting pilots who have experienced traumatic situations

She was also co-author and training developer for Professional Standards in 1997 when her company reorganized. This class taught basic listening skills and conflict-resolution techniques. She has also written about her work in various publications.

Nancy has done extensive work for the International Society of Women Airline Pilots. As a Board member of ISWAP, she co-wrote ISWAP Bylaws and incorporated the group as an educational and charitable organization in the State of Nevada. She has represented ISWAP at IFALPA conferences.

2003-2007 –National Chairwoman, Pilot Assistance Committee. Air Line Pilots’ Association (ALPA)

This committee works with pilots having personal problems impacting their professional aviation careers. Pilots are intelligent, highly motivated individuals. Therefore, with treatment, training and support, pilots are able to overcome substance abuse, interpersonal conflict, post-traumatic or other stress disorders, and aggressive or other inappropriate behavior. Whether it is the pilot, spouse, child or sibling, addictive or anomalous behavior affects the entire family. PAC worked with pilots learning how to deal with personal and professional pressures while successfully maintaining employment as pilot crewmembers.

ALPA has maintained the “HIMS” model of alcohol rehabilitation since the early 1970’s. The “PA” model, originally based and trained in Canada, has, as a direct result of my administration, been expanded to include all of ALPA’s pilot unions. While maintaining a major focus on alcoholism, Pilot Assistance provides education and support for any personal issues that can affect pilot health and professional performance. Alcohol and drugs are only a portion of the debilitating spectrum of addictions. PA provides a holistic approach to individuals seeking help.

As National Chairwoman, I oversaw training and funding. I wrote papers in support of this program and helped educate MEC’s and Managements regarding the benefits of these programs. PA maintains rigorous standards in this program to ensure the health and safety of our members and the flying public.

1997-2003 – Continental Airlines and ALPA/IACP. Chairwoman, Pilot Assistance.

I worked closely with Continental Airlines' Management, the pilots' union and the FAA on Pilot rehabilitation. Pilots diagnosed with substance abuse follow specific medical and FAA procedures in order to maintain their certification and continue working while learning to overcome addictive and other harmful behaviors. It was my job to assist in Interventions, provide support to pilots in monitoring, and oversee the interaction between the company and the union in providing monitoring, support and training for volunteers. Though most of the work of Pilot Assistance involves Substance Abuse Rehabilitation, PA also provides help and support to any pilot who may have felt overwhelmed by personal problems, such as financial problems or family issues. Under my administration, Continental's Human Performance Committee was the first major U.S. carrier to have its members completely trained in the "Canadian" model of Pilot Assistance.

Critical Incident Response – This sensitive work assists pilots involved in critical aviation situations. Post-traumatic stress has the potential to impact the quality of life and job performance of accident/incident survivors. Using basic listening skills and specific techniques, the Pilot Assistant elicits facts and emotions from troubled individuals, while simultaneously teaching stress management techniques. Correctly employed, these techniques help resolve stress arising from "Critical Incidents."

1997-1999 – Continental Airlines' Professional Standards.

Education & Diversity Coordinator in 1997-98. It was my job to consult with the Board of Directors of the Independent Association of Continental Pilots regarding discrimination and harassment issues. I administered and helped organize the first in-house Professional Standards training seminar and taught the first IACP class. Under my administration, committee members were "cross-trained" in the latest techniques for listening skills. It was my efforts that resulted in the union's anti-discrimination handbook. I was an integral author and actor in the Airline's Anti-Discrimination training video for that year. By this time, Cockpit Resource Management (CRM) had become an industry standard. My work helped bring important social issues to the forefront of our in-house CRM training.

1992-1997 – International Society of Women Airline Pilots.

As Board member of the organization, I co-wrote the Bylaws and incorporated the group as an educational and charitable organization. I obtained a website and wrote for the ISA newsletter. We dealt mostly with women's aeromedical issues, as well as leadership training for young women. As Chairwoman of the Gender Issues Committee, I developed and taught a class on workplace behavior and discrimination resolution. I have also represented ISA at IFALPA meetings (International Air Line Pilots Associations) all over the world.

Captain Nancy Novaes

FLIGHT RATINGS: Airline Transport Pilot: Airplane MEL Type rating: B737, B757, B767, B777
 Flight Instructor (CFI, CFII, CFIME) Ground Instructor: Basic/Advanced

Boeing 777, 75/767, 737 Captain, Continental Airlines

Chairwoman, Air Line Pilots Association, Pilot Assistance Committee
Chairwoman and Coordinator, Professional Standards and Pilot Assistance Committees, Continental Airlines
Director and Chairwoman, GIC -- The International Society of Women Airline Pilots – 1992-96

CONTINENTAL AIRLINES, Houston, Texas. 1985 – 2007. Domestic/International operations.

Captain, B777, B757/767, B737 (all types).

B777 and B75/767 -- Trans-Atlantic, trans-Pacific and Polar operations. International procedures and ETOPS flying were the hallmark of these fleets. Long range navigation, over water procedures. The lanky B757 is the workhorse of Continental's transatlantic route structure.

B737 (all types) – from the 737-100/200/300 with mostly continental operations to the B737-700/800/900 “NG” Next Generation, highly automated, highly computerized aircraft with extended range operations that sometimes reached as far as South America, I spent 17 years on this “workaholic” aircraft.

NEW YORK AIR, LaGuardia Airport, Flushing, New York. 1985-87. DC-9 shuttle operations in the Northeastern US “The Metropolitan Corridor” (Boston, New York, Washington DC) and other domestic destinations. NY Air was a small group of pilots building a sturdy airline during one of the industry's more turbulent eras.

COMMAND AIRWAYS, Poughkeepsie, New York. Regional Airline. 1984-95. SD3-30s. Our destinations included Boston, Poughkeepsie, La Guardia, JFK, Albany and a handful of other cities. This small but excellent airline provided the business traveler with reliable service to Northeast destinations.

CAPRON CORPORATE AIR FLEET, Teterboro, New Jersey. Part 135 corporate passenger/night/freight transport operations throughout East Coast. 1982-84. Aircraft included the Kingair, the Baron, the C-402 and C460

COMPUTER FLIGHT, INC. Teterboro, New Jersey. Simulator Instructor. 1981-84. Worked with new and experienced pilots developing and maintaining instrument flight skills.

TETERBORO FLIGHT ACADEMY, Teterboro, New Jersey. 1981-82. Part 141, 91 Flight School Operations. Participated in all phases of flight instruction, both basic and advanced. I developed and conducted ground school courses for Private and Instrument.

EDUCATION: Bachelor of Science - AVIATION TECHNOLOGY, State University of N.Y., Empire State Division, Saratoga Springs, NY. LeMoyne College, Syracuse, New York.
Dean's List. Aviation, with Minors in English Literature, History and Philosophy. Graduated with Honors. National Honor Society, Lampidarii Chapter.