



# Malaysia Airlines and Malaysian Counseling Association Seal MoU for Emotional Support during Crisis

Tags: Malaysia Airlines, Malaysian Counseling Association, MOU Posted date: April 13, 2012 | 3 Comments



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Malaysia Airlines has signed a Memorandum of Understanding (MoU) with Malaysian International Counseling Association (PERKAMA International) for the airline's staff volunteers and caregivers to receive emotional support and counseling following an unprecedented air crisis disaster.

Managing an air disaster is a very challenging task which could expose Malaysia Airlines' staff who are volunteers and caregivers assisting the disaster to physical and emotional stress and trauma. Under this partnership, PERKAMA International will provide mental health and counseling support to Malaysia Airlines staff and volunteers involved in air disaster recovery. Being part of the national airline's team, PERKAMA volunteers and experts will assist in detecting any stress related symptoms amongst the airline team members and provide appropriate intervention techniques in a timely and effective manner.

Malaysia Airlines Head of Operations Captain Mohamed Azharuddin and Tan Sri Dr Nordin Kardi, the President of PERKAMA International, signed the MoU for Emergency Response Support Services. The event was witnessed by Malaysia Airlines Executive Vice President Flight Operations Captain Izham Ismail, Deputy President of PERKAMA, Dato' Dr. Ismail Alias and its Exco members.

Speaking at the ceremony, Captain Azharuddin said, "As human being, there are some who are emotionally and spiritually strong and there are others easily traumatised after assisting in the air disaster. This tie up will certainly help out our staff in the event such situations occur. We will also be better prepared to provide meaningful counseling and emotional support to our customers and their relatives during such situations."

The collaboration with PERKAMA international is yet another initiative taken by Malaysia Airlines to continuously beef up its emergency response readiness especially in the areas where it does not have in-house expertise.

Apart from coordinating recovery support during emergency situations, Malaysia Airlines' Crisis Management Department will engage PERKAMA international to develop advanced training modules for its Humanitarian Support Services currently used for its Special Assistance Team volunteers and caregivers.

Tan Sri Dr Nordin Kardi later said "This is a historical journey and collaboration between PERKAMA International and Malaysia Airlines. On behalf of PERKAMA International, I would like to assure MAS that we will provide our best to materialize this venture for the sake of the nation's aviation industry. We also appreciate MAS that recognizes PERKAMA International as a professional body that can provide psychological intervention during crisis. We have since planned for continuous training in trauma

## Languages

English

## Partners Events

In partnership

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management and counseling skills for all volunteers involve in this project."

This MOU with PERKAMA International is the third agreement that Malaysia Airlines has signed with non-governmental organisations, after MARES (Malaysian Amateur Radio Emergency Services) and the Tzu Chi Buddhist Foundation through its Malaysian Chapter.

PERKAMA International is a registered NGO that promotes professional, good conduct and best practices for counseling professionals in Malaysia. It also provides social and community services to those in need. Today, PERKAMA International has more than 1000 members comprising professional counsellors, officers, school teachers and scholars from all walks of disciplines.

Source and Photo: Malaysia Airlines

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**ciara**

As human being, there are some who are emotionally and spiritually strong and there are others easily traumatised after assisting in the air disaster...

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**Sarah**

I appreciate such initiative!

Reply



**Vinz**

I agree with Malaysia Airlines's choice. prevent safety is