

# CANADA AIR



## Pilot Handbook

Updated April 2024

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# Welcome Message

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Thank you for checking out Canada Air Virtual. If you're looking for a detailed operational manual piled with rules and regulations about how and where to fly with what aircraft, you've come to the wrong place. We simply have a handful of common-sense rules that appeal to everyone from the newest pilots to the long term hardcore enthusiasts. Our members have the freedom to fly any aircraft, livery, and route or charter flight at any time!



Welcome to Canada Air Virtual!

CAN1001 - Rod J  
Founder and CEO

# Code of Conduct

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You are required to adhere to the Code of Conduct as outlined below. We strive to be a community that welcomes and supports people of all backgrounds and experience. We expect everyone to be treated with respect.

Canada Air Virtual is operated entirely by volunteers. In order to provide an enjoyable experience for all members, we have established rules to ensure a safe, friendly, and fun environment. By joining CAV, you agree to abide by established policies, rules, and guidelines in all communications and operations including:

- Email
- ACARS
- Discord
- VATSIM and IVAO
- Online events and gatherings hosted by CAV

You are expected to be welcoming, friendly, and patient in your interaction with others. You will be respectful both in public environments and private spaces. Words matter and you will be held accountable for the words you choose. The following behaviours are considered unacceptable:

- Harassment of volunteers or fellow pilots,
- Profanity, vulgarity, or derogatory comments,
- Personal, religious, or political attacks,
- Sharing other members' private information.

Bullying is not acceptable under any circumstances. Should a member be considered disruptive or inappropriate, their membership will be terminated at the discretion of the CEO. This may include a permanent ban.



# Minimum Activity Requirements

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You must use ACARS to submit your first flight report within seven (7) days of your registration acceptance. Failure to fly within the first seven days of registration will result in your account being removed.

You must use ACARS to submit a minimum of one (1) flight report per Calendar month to remain on the active roster.

If you have not met the minimum activity requirement, you will be placed on our inactive roster on the last day of that month. If you are still on our inactive roster on the 5th day of the next Calendar month, you will be deleted without notice.



# Leave of Absence

You may submit a LOA request from the Pilot menu.

Your LOA request will only be accepted if you have been active for a minimum of ninety (90) days. You must have a minimum of five (5) approved flight reports filed prior to requesting a LOA. You are allowed up to a maximum of ninety (90) days of approved LOA per Calendar year.

You may request an extended LOA. Exceptions may be made for special circumstances on a case by case basis at the discretion of the CEO.

You will have seven (7) days after a LOA to submit an approved flight report using ACARS, before being dismissed for inactivity.

Pilots abusing LOAs will be removed from the roster at the discretion of the CEO.

# Flight Planning

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You must depart and land at the airports listed in your ACARS. This includes any potential Divert to the Alternate airport you identified in ACARS.



# Flight Reporting

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## **PILOT REPORTS**

You must use ACARS for each flight you fly for CAV. ACARS tracks many aspects of your flight including route, altitude, overspeeds, stalls, and other parameters tracked as identified in the Pilot Skills section below.

## **MANUAL FLIGHT REPORTS**

If you submit a Manual Flight Report, it will be held for review and will be accepted at the discretion of CAV staff.

You may submit a Manual Flight Report if an error with the ACARS system is encountered during a flight.

Your Manual Flight Report must contain an explanation as to why it is being submitted manually.

Any Manual Flight Report with no explanation or with incomplete information will be rejected.

## **TIME ACCELERATION**

You may not accelerate time during your flight.

## **PAUSING**

You may pause a flight.

Note: If you wish to pause in controlled airspace during VATSIM or IVAO flights, the final decision is at the discretion of the Air Traffic Controller controlling that particular airspace.

## **FUEL**

You may not refuel mid-air. You may not set fuel to "Unlimited".

## **SLEWING**

You may not use the Slew feature, even if activated on the ground.

## **DIVERTS**

You may land at the airport listed as your divert you identified in ACARS.



# Pilot Skills

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The ACARS flight tracking system scores your flight based on a number of parameters when you finish a flight. Those parameters are shown on the flight report under Skill Analysis, and culminate in an overall performance score.

Performance Scoring Parameters are as follows:

- Landing rate was over -200 ft/min - score reduced by 0%
- Landing rate was over -250 ft/min - score reduced by 5%
- Landing rate was over -500 ft/min - score reduced by 15%
- Crash detected - score is reduced by 100%
- Landing lights on above 10,000ft - score reduced by 2%
- Landing lights off below 10,000ft - score reduced by 2%
- Aircraft overspeed detected - score reduced by 10%
- Slew detected - score reduced by 100%
- Taxi overspeed detected - score reduced by 2%
- Overspeed above 250kt below 10,000ft - score reduced by 10%
- Beacon Off, Engine On - no affect on score
- Stall detected - score reduced by 20%

Your landing rates are cumulative - i.e. If you land at -511 ft/min, your score will be downgraded by 20% (0% + 5% + 15%)

Due to incompatibility with some of the 3rd party aircraft in Flight Simulator, the penalty for the Beacon Off / Engine On has been lowered because false positives were/are being reported. We hope to resolve this issue in the future.

ACARS cannot differentiate between GA and commercial aircraft (giving an unfair penalty to GA aircraft) and therefore the deduction for landing lights has been lowered.

# Pilot Skills (continued)

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Flights will be rejected if:

- Landing rate exceeds -750fpm or +250fpm
- Crash is detected
- Slew is detected
- Speeding up simulation time is detected
- "Travel to" feature is used (MSFS only)
- Aircraft is changed after starting ACARS
- An aircraft's maximum airspeed or range is exceeded
- In-flight fuel is modified
- Excessive stalls are detected
- Excessive overspeeds are detected

Please remember this is just for fun!

Note: These parameters are subject to change at any time.



# Pilot Profiles

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We expect that your Pilot Profile will be maintained and up to date.

Your Pilot Profile may describe your interests related to the flight simulation hobby.

Comments that are prohibited in the Pilot Profile include statements that:

- violate the Code of Conduct
- promote private business or self-interest
- place a member in a conflict of interest
- conflict with Canada Air Virtual policies
- conflict with partner site policies





# Online Flying Conduct

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When using our CAN (Canada Air) call sign with VATSIM or IVAO, you are an ambassador of CAV. The Canada Air Virtual Code of Conduct applies when interacting with all online flying networks. This includes our own Discord channels for various group events.

General chat between Canada Air Virtual pilots should be conducted on our Discord channels and not in the VATSIM or IVAO clients.

If at any time Canada Air Virtual receives complaints from any online networks about your behaviour, the matter will be investigated. If it is deemed you have violated the Canada Air Virtual Code of Conduct, you will be given a warning or terminated as determined by the CEO.



## **TRANSFER HOURS**

Canada Air Virtual accepts 100% of your VATSIM, IVAO, or other Virtual Airline transfer hours. (Transfer Hours cannot be combined if submitting from multiple airlines)

We do not believe in asking you to "restart" your career because you have chosen to join our community.

Verified transfer hours will be added to your profile after your first flight report has been approved.

## **GRIEVANCES**

If you have any concerns about violations of CAV Policy, Code of Conduct, or operational rules, please submit them to [hr@canadaairvirtual.ca](mailto:hr@canadaairvirtual.ca). Note the nature of your grievance, the date and time of the occurrence, and all parties affected.

All grievances will be assessed by the CEO who may, at their discretion, consult any and all parties affected or implicated by the grievance. All decisions made by the CEO will be considered final and not subject to appeal.

This handbook is subject to change as Canada Air Virtual grows and develops. Any changes will be documented and communicated to our members.