

Requesting a Flight

How to request a flight with Jesus World Outreach Center, Inc. (JWOC) Angel Flight Program

First, make sure that your flight would occur within our service area (Carolinas, Georgia, Alabama, Florida, Tennessee, and Virginia), and would not exceed our distance limitations. JWOC Angel Flight Program will coordinate free air transportation for medical and other compelling human needs. The flights are conducted by our volunteer pilots, using their own or rental aircraft.

All JWOC Angel Flight Program flight missions are free of charge. There is never a fee of any kind, neither to the patient or the patients' accompanying family member, nor the healthcare provider. If you wish to request a JWOC Angel Flight mission you may do so by calling toll-free 1-866-319-5789 or by email. If you have any questions please email us at jwocnc@aol.com or call us toll-free. Please call Monday thru Friday, between 9:30 a.m. and 4:30 p.m. Eastern Standard Time (EST).

Maximum distance of 650 miles

Because of the limited resources of our volunteer pilots, the distance traveled can be no more than 650 miles in each direction.

Financial Need

We provide flights to meet a variety of needs, but there ordinarily must be a verifiable financial need on the part of the recipient. Our pilots are volunteer commercial pilots, and they are making a substantial financial contribution, sometimes as much as \$600 for one flight in addition to their time. So the flight must be for a charitable cause.

The exceptions to this requirement are situations in which a private aircraft is the only option over commercial transportation. For example, an individual who lives in a rural area without easy access to commercial transportation, and someone who is highly susceptible to infection because of a weakened immune system and cannot be exposed to crowds, may qualify for a JWOC Angel Flight mission.

Two-Week Advance Notice

Under most circumstances, you must schedule a flight at least two week in advance. In some cases, we can accommodate shorter lead-times (for example, transplant situations). If your needs are urgent, please call us at 1-866-319-5789, and ask for the flight coordinator.

Physical Condition

Passengers must be medically stable... be able to walk, and to board and exit the aircraft, with little or no assistance... and be able to sit up in an airplane seat for the duration of the flight. (For more information on the type and size of airplanes we fly see "[Type of Aircrafts We Fly](#)"). JWOC Angel Flight is not an air ambulance service, and our pilots are not medically trained.

Medical Release

Passengers are required to provide a medical release, signed by a physician, indicating that their medical condition would not prevent them from taking the flight and that they can fly in a non-pressurized aircraft. (You will get this form from our flight coordinator or can be downloaded).

Waiver of Liability

On the day of your flight, you will be required to sign a Waiver of Liability for yourself and any minor children traveling with you. If another adult is flying with you, that person also will be required to sign a Waiver. (You will get this form from our flight coordinator or can be downloaded)).

What to expect when you fly with JWOC Angel Flight Program

Before you request a JWOC Angel Flight mission, please make sure that you will be able to handle the following flight-related responsibilities, activities and conditions:

Your pilot arranges the flight schedule

After you have been approved for a flight and JWOC Angel Flight has received the completed paperwork, we will start coordinating with a volunteer pilot for your mission. Once a pilot has accepted the assignment, he or she will contact you directly, and all travel arrangements from that point on will be made between the pilot and you.

You need to have a back-up plan

Pilots make the final decisions about the execution of their missions. A pilot may delay or cancel a mission because of bad weather or other critical factors. ***We ask our passengers either to have a back-up plan, or to be able to re-schedule their appointments.***

Smaller airplanes, longer travel time

Your flight will be made in a small private aircraft that probably has from four to six seats. These aircraft are not as fast or as large as a commercial airliner, so the flying time to your destination may be a bit longer than you anticipated.

Weight limitations

A small airplane is far more limited in the amount of weight it can carry than a large commercial jet. Because of this, Weight and space are common issues on small general aviation airplanes. For this reason, passengers are asked to provide information about their weight and luggage before the mission flight is coordinated. Weight is restricted to a maximum of 420 lbs. total. This weight is split between the patient and an accompanying family member, and a small soft overnight luggage bag. Luggage is limited to 25 lbs. each person. You may be asked to step on a scale.

Entering the airplane

In order to board the aircraft, you may have to step up onto a wing that is 16 to 20 inches above the ground, crouch slightly to fit through a small door, and then lower yourself into the back or front seat. If you or one of your traveling companions cannot perform these movements, that person will not be able to fly with us.

Noise during the flight

If you've never flown on a small aircraft before, you'll discover that it's a much different experience than flying on a large commercial jet. The engine noise on small planes can be loud enough to prevent you from having a normal conversation. Some pilots will provide you with headphones to wear during the flight, which will enable you to communicate with the pilot and other passengers, as well as serving to block out most of the noise. If you wish, you can also bring your own ear plugs or hearing protection. On some planes, you might hear different sounds from the engine as it changes speed. Be aware that, for safety reasons, some pilots request that you do not talk during take-off and landing, or even throughout the entire flight. Your pilot will inform you of his or her specific requirements.

Turbulence during the flight

Small planes are more susceptible to air turbulence than large ones, so you might experience more "bumps" than you're used to. These motions are perfectly normal and no cause for alarm.

Temperature during the flight

Some, but not all, JWOC Angel Flight planes have heated cockpits, and most do not have air conditioning. Consequently, it can be chilly inside the plane because of the altitude, even if it isn't cold on the ground. And on a hot, sunny summer day, the temperature onboard can be quite warm. To ensure that you're comfortable during the flight, please ask your pilot about the best type of clothing to wear.

No restrooms or food

Restrooms and food service are not available on JWOC Angel Flights. Please check with your pilot if you want to bring food aboard shouldn't be a problem.

If you're traveling with a child...

If you are traveling with a baby or small child, we suggest that you give them a bottle, pacifier or, for a slightly older child, gum to chew during take-off and landing. These items will help the child to equalize the changing air pressure, and avoid ear pain.

No ground transportation

JWOC Angel Flight usually is unable to provide ground transportation, so you will need to make those arrangements prior to your departure.

If you are able to meet the requirements and restrictions described above you may request a flight.