

SUMMER 2016 ISSUE  
WEB EDITION

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READY FOR TAKEOFF / PAGE 16

GRIEVANCES:  
TIPS & ADVICE / PAGE 6

# UNITY

THE MAGAZINE OF TWU LOCAL 556





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TWU LOCAL 556

8787 North Stemmons Freeway, Suite 600  
Dallas, Texas 75247

Phone: 800-969-7932 • Fax: 214-357-9870  
[www.twu556.org](http://www.twu556.org)

**Unity** is the official publication of Transport Workers Union Local 556, representing the Flight Attendants of Southwest Airlines.

## CUYLER THOMPSON

Editor, Unity Magazine

Communications Committee Chairperson  
Oakland Flight Attendant #29614  
[cthompson@twu556.org](mailto:cthompson@twu556.org)

## TWU LOCAL 556 EDITORIAL TEAM

Robin Brewer, Erich Schwenk, Audrey Stone,  
Matt Hettich, Lori Lochelt, Mark Hoewisch,  
Trish Krider, Denny Sebesta, Matt Fearey,  
Kelly Lane, Brandon Hillhouse, Rachel  
Brownfield, Terri McCaffrey, Josh Rosenberg,  
Angie Kilbourne, David Kirtley, Brett  
Nevarez, Todd Gage, Dale Wilson, Courtney  
Davis, Stacey Labauve, Cuyler Thompson,  
Karen Jaburek and Eric McCulley.

## COVER PHOTO

Photography by Cordell Carter

## MAGAZINE DESIGN

Emily Holt, Graphic Designer

[www.emilyfightscime.com](http://www.emilyfightscime.com)

# MEMBERSHIP PLEDGE

of the TRANSPORT WORKERS UNION  
OF AMERICA, AFL-CIO

I solemnly pledge on my honor to abide by the Constitution of the Transport Workers Union of America and the rules and Bylaws of Local 556; to discharge all my duties and obligations faithfully; not to make known any private business of the Union, and to conduct myself at all times as becomes a Member of the Transport Workers Union of America.

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# LETTER FROM THE EDITOR

The kids may be returning to school soon, but the summer heat is far from over and the first day of fall is more than a month away! It's definitely been a challenging summer thus far. Reschedules and reroutes have become all too common and irregular operations seem to have become a regular thing. Add the current political climate, protracted Contract Negotiations, hot aircraft, vacationing families and record load factors to the mix and you have a recipe for some extremely long and stressful duty days. Southwest Airlines Flight Attendants are truly the People Behind the Profits, able to turn a Passenger's day around with their empathy, patience and professionalism in these trying times.

I hope you have been able to enjoy some well-deserved vacation time of your own. I'm planning a fall vacation with my Mom, SanDee. She's always wanted to see the mountains of the Western United States and fall is her favorite time of year. We plan to rent a car in Phoenix and drive to Vancouver, Canada, sightseeing along the way (wish us luck)! Mom recovered from foot surgery earlier this year and moved to a new house and conquered breast cancer last year. She's definitely overdue for some beauty, fun and relaxation; and I am overdue for some quality time with my dear, sweet mother.

I am excited about this issue of Unity Magazine. We continue to work with Emily Holt, our graphic designer, to improve upon the "new look and feel" of the publication. We would appreciate any comments and/or suggestions that Members may have regarding the layout and content of Unity Magazine. Atlanta-based Flight Attendant Cordell Carter has once again made all of us look good with his amazing photographic skills, featured on the cover of this issue.

We offer special thanks to Cordell for allowing us to showcase his obvious talents.

There is some wonderful content in this issue. President Audrey Stone shares her thoughts regarding the network failure, Negotiating Team Member Trish Krider talks about our ongoing Contract Negotiations, and Treasurer John Parrott talks about the importance of financial responsibility. We'll hear from most of the TWU Local 556 Domicile Executive Board Members and Committee Chairpersons; look for great articles written by the Chairpersons of many of our Committees. Oakland Flight Attendant Matthew Blackburn shares why it's important for Flight Attendants to have a will. Chicago Shop Steward Mark Hoewisch touches on Flight Attendant etiquette in his witty way. Leave Specialist Alice Watkins talks about calling in sick and Grievance Committee Member Barbara Fitzhugh explains No Shows in a "real life" setting.

I sincerely hope that you are all enjoying your summer and that the Summer 2016 Unity Magazine sends it right over the top!



Cuyler Thompson is an Oakland-based Flight Attendant and serves as the TWU Local 556 Recording Secretary and Communications Committee Chairperson.  
[cthompson@twu556.org](mailto:cthompson@twu556.org)



Thanks to Atlanta-based Flight Attendant Cordell Carter for providing the beautiful cover photo of one of our Flight Attendants for this issue. We appreciate Cordell's generosity, sharing his time, amazing skills and talents to capture Southwest Airlines Flight Attendants at their best. Thank you for making us look good, Cordell.

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(404) 324-1140

# MESSAGE FROM THE PRESIDENT

Since I originally wrote my message for this issue of Unity, the unthinkable happened. Southwest Airlines had a core network server fail, followed by the failure of backup systems in place. The repercussions of this were devastating to our Employees, and many of you were left stranded. I offer my appreciation to you once again for the amazing care you showed our Customers and each other during that time. In the last two weeks, here is what has been done to address what happened:

- TWU Local 556 began identifying what changes we need to make to better serve you in the event something like this happens again, and an enhanced TWU Local 556 extreme irregular operations plan is being developed.
- Our TWU Local 556 Negotiating Team (NT) was joined by our Executive Board (EB) at the bargaining table on July 29 to deliver a statement to Southwest Airlines Management on your behalf. The statement outlined our immediate and long term demands that must be met in order to provide our Flight Attendants with necessary protections. Our EB also shared their frustrations, and yours, that were experienced during the meltdown. We also offered reasonable solutions as both Flight Attendants and Leaders responding to your concerns.
- Our EB joined the Southwest Airlines Pilot Association (SWAPA), Aircraft Mechanics Fraternal Association (AMFA), and TWU Local 555 in issuing a "Vote of No Confidence" in Southwest Airlines Chief Executive Officer (CEO) and Chief Operating Officer (COO) Mike Van de Ven due to the continued operational failures at our airline.
- TWU Local 556 Leadership had our first of what will be multiple meetings

with Management on August 5 to resolve your individual contractual violations, payroll problems, and group issue of Open Time. Some of the problems have already quickly been rectified, like those involving continuous duty days, and others will take more time to reach remedies.

**Our dealings with Management throughout these discussions over the last few weeks have seemed productive and they have expressed a commitment to developing internal plans, making needed changes, and working through your Grievances. However, solutions to the real issue that remain to be seen is where is our Company headed?**

Technology does fail, and mistakes do happen. But this isn't the first time in the last few years that our Employees have had to bear the brunt of operational failures. Prior to July 20, 2016 we've seen: aircraft groundings in 2009 and a subsequent proposed \$12 million civil penalty for operating aircraft out of compliance, Midway Airport gridlock in January 2014, and Crew Scheduling "loss of control" in the summers and holidays. Our frustrations with Management and our uncertainty about our future are on two separate fronts, and require different approaches in solving them. There is the technical front that includes proactive investment in infrastructure, operational tools and irregular ops response plans that will serve and protect the People Behind the Profits. Then there's the cultural legacy that must be honored of doing the right thing, applying the golden rule and taking

care of the People Behind the Profits first, because they will then ensure the profits keep coming.

Making necessary improvements in technical, systems, and policies, while costly, is the easy part. The second part is much harder to solve. Somewhere along the way, despite record profits, it appears we have lost our way on protecting the Culture which made Southwest Airlines so successful. Employee morale is eroding, and these operational failures enhance the problem. Protracted Contract Negotiations with all the large groups depict labor strife that we historically haven't seen at our Company. The cumulative result of negative consequences in many areas has caused Employee confidence to also erode in the "big picture" decision-making process at the highest levels of Southwest Airlines Management. If Management isn't willing to recognize the second piece of the problem, and work to do something about it, then the uncertainty remains.

**In Unity,  
Audrey Stone**



Audrey Stone is a Las Vegas-based Flight Attendant and serves as the President & Lead Negotiator of TWU Local 556.  
[astone@twu556.org](mailto:astone@twu556.org)





## NEGOTIATING TEAM UPDATE

We have worked hard in the past six months to ensure better, more open communication with the Membership. While our main method of communication is direct e-mail, we do get feedback and questions from many sources. Our Negotiating Team would like to take this opportunity to address recent questions and concerns that have been submitted.

The negotiations process is by nature a tedious one. We are five people with differing backgrounds and opinions who are dealing with the needs and wants of 14,518 Flight Attendants and growing with each new class. While we would love to grant every wish, we have to prioritize our collective needs as we bring them forward to Southwest Airlines Management. This leads to much lively discussion over every single change we propose to our Contract. There are many facts and moving parts to consider when making decisions in order to ensure that we don't miss the fact that a potential gain in one area could be a detriment in another. Therefore, it is never a process to be rushed. That being said, due diligence should be expected to move things along as efficiently as possible.

While our first six months as a complete team saw us putting in long days every week to put together our initial proposal, things are moving along at a different pace now. We are often asked why we don't have more bargaining dates on the calendar to be at the table. While we would be willing to be at the bargaining table every day, that is simply not possible to schedule. For most of our team, negotiating is a full time job, but this is not the case for those on the Management side or for our strategic advisor. Every quarter we compare calendars and come up with as many dates as possible. Sometimes it means scheduling a bargaining session at a time when one or more Members of either team cannot attend. We are willing to do this in the interest of keeping this process moving. Often, between one session and the next, all of the Articles currently under discussion are awaiting a response from one side or the other. It is these times that you will see your team out flying (and our pay is adjusted accordingly). This also allows us a greater opportunity for one-on-one discussions with our Members – so it's a win-win!

It has been asked many times why we are not in mediation like the Pilots of the Southwest Airlines Pilots Association (SWAPA). Mediation is a step you take when you feel your Negotiations have come to a standstill and a third party could potentially offer some insight to change the positions of either party. Not only have we not reached that point yet (as both sides are still making movement in areas), but historically, mediation

has more often than not resulted in the process slowing even further. "Scheduling negotiating sessions is difficult enough with all of the parties we now have involved. Scheduling sessions around a Mediator's schedule makes it that much harder. Should the time come that we feel mediation is the only way to make progress, we would not hesitate to follow that route. That time is not now.

Many of you have questioned why we would consider an Article that is tentatively agreed upon, or TA'd, as "no change" would be considered "a significant victory." If this were three years ago and we had just begun bargaining, then we would agree with you – status quo is not in itself a victory. But when you consider how hard Management fought to make changes in Article 14 and when, even hearing the outrage of our Members regarding the vacation issue in the failed Tentative Agreement (TA), they still came back to the table wanting changes to this article, it WAS a significant victory to get them to agree to no changes. The final outcome of any Article on which we come to a TA cannot be looked at in a vacuum, but must be considered in light of the years at the bargaining table.

Going forward, we will continue to communicate with you as much as we can without jeopardizing the negotiations process. It is likely that you will continue hear from Management regarding their point of view and their desires. We understand that we are here to fight for you. You have told us what is important to you, and that is what we are at the table to work towards. We have TA'd many Articles so far and feel that we have made some good progress. Both sides have demonstrated a desire to work towards coming up with an agreement that will meet our Member's needs. But we have no illusions that it will be easy. If you have been following our progress, you know that the hardest Articles are still ahead of us. We are committed to continuing the fight until we can reach the agreement that we deserve. This is not something that can be achieved at the table alone. It can only be achieved with your support. Please continue to stay informed and to be involved. Together, we can reach our goal.



Trish Krider is an Atlanta-based Flight Attendant and serves on the TWU Local 556 Negotiating Team.  
[tkrider@twu556.org](mailto:tkrider@twu556.org)



## WHAT HAPPENS WHEN A TERMINATED FLIGHT ATTENDANT FILES A GRIEVANCE?

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It is hard to imagine a Co-worker losing their job. Unfortunately, it happens more often than we care to talk about. We are going to talk about it here and hope to raise awareness and encourage everyone to stay educated on Work Rules and policies and support our Sisters and Brothers. The first step in supporting each other can start with knowing your Contract and Work Rules and “talking it out” rather than “writing it up.” Writing someone up can get them fired.

### Did you know that we currently have thirty terminations on the books at TWU Local 556?

The most common terminations we see involve situations where a Flight Attendant is on Reserve and fails to be within two hours driving distance from domicile (of their Reserve assignment) during contact hours. Did you know this is a Class 1 violation of the Work and Conduct Rules? Southwest Airlines Management considers the Class 1 violation a “capital offense” and more often than not, automatically terminates your employment. Seniority does not prevent this from happening nor does your great work record and/or perfect attendance. The Union does not agree with how Management applies this work rule; however, that does not stop them from terminating a Flight Attendant. We have had more than twenty Flight Attendants fired just this year for not being within two hours driving distance of domicile while on Reserve.

We have a handful of other terminations involving Attendance Points, positive tests for alcohol and/or drugs, work place violence, etc.; the list goes on. Termination is serious and extremely devastating; it can impact your entire life. So what happens when a Flight Attendant is terminated?

According to our Contract with Southwest Airlines, you are entitled to the Grievance Process under Article 19, Grievance Procedures. When a Flight Attendant files a Grievance, TWU Local 556 will be your sole representative and will act on your behalf as the liaison between you and Southwest Airlines. You will be assigned a case manager at the Union Office and all correspondence with Management is made directly through the Union, from the filing of the Grievance moving forward. Southwest Airlines personnel are not be permitted to make contact with you directly regarding your Grievance.

The first step in the Grievance Process is the filing of the Grievance. At this time, it is recommended that you also file for unemployment benefits. Medical benefits automatically re-activate once the Grievance is processed. You will only be responsible for the amount of insurance premium that you were paying while actively employed. You will be responsible for paying your premiums, as you will no longer be receiving a paycheck from which the funds could be withheld. Payments are due to the Company on a monthly basis and should not be late to ensure continued coverage. Your 401(k) and Profit Sharing accounts can be accessed during the Grievance Process. In the past, your 401(k) and Profit Sharing were placed on hold until the closing of your Grievance. However, since we have switched from JP Morgan to Empower, this is no longer the case.

Once the Grievance is filed, you will be entitled to a Step 2 Hearing with the Vice President of Inflight Services or her/his designee. This hearing will take place within ten business days, exclusive of Saturdays, Sundays and holidays. This is your only opportunity to meet with Management face-to-face in order to bring forward any

additional information to substantiate your case. Management will then have ten business days following the Step 2 Hearing to consider your information and respond to the Grievance.

The Union will arrange hotel and transportation if needed to travel to Dallas for your Step 2 Hearing. You will be required to return your Southwest Airlines ID, Flight Attendant Manual and Company-issued iPad (EFB) with accessories and your overhead bin key at the time of the hearing, if you have not already done so.

We are always hopeful to obtain a reinstatement of employment at the Step 2 level. However, in the event the Grievance is denied, the Grievance may be appealed to the next level of the Grievance Process. This is referred to as the "Step 3." The Step 3 appeal involves the Union submitting paperwork in writing to the Company notifying them of such appeal. Your case will be placed on the agenda for the TWU Local 556 Executive Board to review. This may be via conference call or in person. Your case manager will present our Executive Board with a detailed presentation regarding the merits of your case and you will have the opportunity to speak to our Executive Board and answer any questions they might have. Our Board carefully reviews the merits of the case and makes the determination whether the Union will represent you further in the Grievance Process. This decision will be made within a few days.

If our Executive Board determines the case will be accepted and taken forward, the Union will schedule a Board of Adjustment or Arbitration Hearing. If our Executive Board determines that the Union will not represent you further in the Grievance Process, you have the option to proceed on your own, at your own expense, with or without your attorney. A Union release form will need to be signed at this time. If at

any time you wish to proceed on your own, without Union representation, you will be required to sign a release form. The form will be provided by the Union and upon execution, forwarded to Management, at which time Southwest Airlines will communicate with you and/or your attorney/representative.

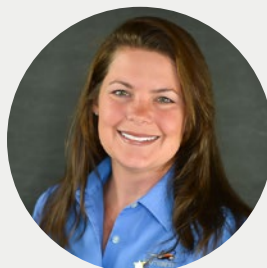
The Grievance Process can be a lengthy process; it may take as little as a few days up to possibly one year. Each Grievance is kept confidential and is recommended not to be shared on social media outlets. Management reads social media regularly.

In closing, while the number of terminated Flight Attendants may vary from day-to-day, as of this writing, there are thirty Termination Grievances on the books at TWU Local 556.

**I urge all Flight Attendants to familiarize yourselves with the Contract, Work Rules and Expectations and ALL Company policies.**

#### PLEASE DO NOT BECOME ONE OF THESE TERMINATION STATISTICS:

<b>Class 1.17 Violation</b> (Failure to be within two hours driving distance during Reserve contact hours)	<b>10</b>
<b>Violation of Drug &amp; Alcohol Policy,</b> Positive Drug or Alcohol Test/Refusal	<b>7</b>
<b>Contract Violation, Article 32, 12.0</b> Attendance Points	<b>6</b>
<b>Violation of Work Place Violence Policy:</b>	<b>2</b>
<b>Class 1.3 Violation,</b> Falsification of Documents:	<b>1</b>
<b>Basic Rules and Expectations Violation:</b>	<b>1</b>
<b>Progressive Discipline</b> Five Class 4 Violations within eighteen months	<b>1</b>
<b>Contract Violation</b> Failure to return from Medical Leave after four years	<b>1</b>
<b>Violation of Drug and Alcohol Policy,</b> Refusal to Test while displaying ID as a Non-Rev	<b>1</b>



Becky Parker is a Dallas-based Flight Attendant and serves as the TWU Local 556 Grievance Committee Chairperson.  
bparker@twu556.com



## TREASURER'S REPORT

As our Treasurer, one of my primary functions is to report the financial health of our Union to our Executive Board by presenting a monthly Financial Report in full detail. I am proud to say it is the strongest it has ever been in our Union's history. Your Union Leadership has made delivering you an industry-leading Contract priority number one and we have dedicated the full resources of the Union to this effort. As we enter our 2016-2017 budget cycle in October, that priority will continue.

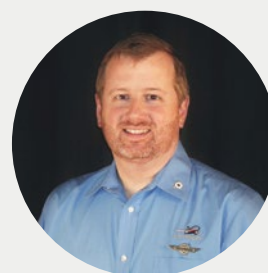
Getting what we deserve in these Contract Negotiations is going to take all 14,500+ of us fighting this fight together. Not with one another, but us standing together and letting Southwest Airlines Management know that we are in this for the long haul. As this Strategic Bargaining Campaign heats up (and it is heating up), we will continue to utilize our financial resources to bring a Tentative Agreement to the

Membership. Nothing is off the table and we will be utilizing any tool necessary in the tool chest. (i.e. media, both digital and print, billboard, radio ads, informational picketing, leafleting, community outreach, etc.)

Having a financially strong Membership is also a key to the success of this Contract. Now is the time that each of us should take an individual financial assessment of where we stand and where we can improve. My household is finally heading to the end of baby step two of Dave Ramsey's financial peace plan. After that, it is full steam ahead to saving for a three to six-month emergency fund. I realize we are all at different places, but we can each tighten our belts.

Lastly, I want to thank you for continuing to be the best in the industry. Each of us puts on the uniform and deliver the best

customer service to our Customers on every flight, every day. Southwest Airlines Management constantly praises us with the Inflight Hospitality Scores. We will continue to ask them to put their money where their Hospitality Wheel is and get this deal done.



John Parrott is a Dallas-based Flight Attendant and serves as the TWU

Local 556 Treasurer.  
[treasurer@twu556.org](mailto:treasurer@twu556.org)



## SOME ANSWERS TO YOUR RESERVE QUESTIONS

Summer operations are in full swing, which means full flights, first-time flyers and fierce reroutes. Reserves will exceed their guarantee. Summer weather will impact the operation. And each of us has the opportunity to win over more Customers with our Southwest Hospitality. As a proud Member of TWU Local 556, it is your responsibility to know your Contractual rights, especially during our most busy travel season of the year.

For those of us sitting Reserve this summer, change may be the only consistent thing you experience. Contractually, Reserves are the first to be rescheduled on a Crew when only one Flight Attendant is needed. Reserves can also be assigned a trip with a 12:30 duty day. Reserves can also be sent to other domiciles to cover flying when that domicile needs assistance. With all these different scenarios, Reserves still retain some of the same Contractual rights as Lineholder Flight Attendants. Here are a few questions that come up frequently during summer operations.

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### **I'm a Reserve on my overnight and Scheduling is calling my hotel room. Do I have to answer?**

No. Contractually, you are not required to answer your phone on your overnight. Article 8.3.C. states you are not required to keep the Company advised of your whereabouts during off-duty periods.

### **I'm on Reserve and I have a 12:15 duty day (from check-in to block-in on an overnight). Do I get double time (2.0) for the leg that took me over 12 hours?**

Yes. All Flight Attendants, regardless of whether a Lineholder or Reserve, will receive double time (2.0) for any flights flown after exceeding 12 hours. (Article 8.2.C.1)

### **I'm on Reserve and I had a 12:37 duty day coming into domicile. Do I have options because I exceeded 12:30?**

Yes. All Flight Attendants, regardless of whether a Lineholder or Reserve, have options to exercise when a duty day exceeds 12:30. These options are: double the time off equal to the illegal duty day or to fly what would have been pulled for time and one half (1.5). To exercise these options, Crew Scheduling must be contacted during the debrief period after returning to domicile. (Article 8.2.C.2)

### **Can a more senior Reserve exercise her/his seniority and take my position on a trip?**

Yes, as long as both Flight Attendants are of the same Reserve designation (both must be AMR, for example). This must be done before the pairing begins. (Article 11.5.F)

### **Scheduling just called me to sit Airport Standby for the sixth time this month. Can they do that?**

Yes; however, if you are not required to sit the sixth time. You must inform the Scheduler at the time of assignment that you have been assigned five times and do not want to sit a sixth. (Article 11.3.A.5.a)

### **I'm on AM Reserve and Scheduling called me at 1130 local time, but I didn't answer. Will I get in trouble?**

No. On AM Reserve, your contact time ended at 1100 local time, so you are no longer liable for contact until 0300 local the following morning. However, if you had answered, you would be responsible for the assignment and would be compensated at double time (2.0) for trips flown. (Article 11.3.B.a)

### **I'm on Reserve and Scheduling just contacted me to give me something called a "gate check." What is that?**

Contractually, a Reserve must be onboard the aircraft and in full uniform within two (2) hours of notification. (Article 11.3.E) Scheduling uses the term "gate check" to describe this because you are receiving your two hour notification, but you are not receiving the normal full hour from check-in to departure. When Scheduling assigns you a gate check, they may ask you to call from the gate/jetway phone to check-in. If you arrive in plenty of time (more than the 30 minutes required for boarding), you can check-in on the check-in phone or via electronic means.

### **I self-assigned a trip, but Scheduling took it off my CWA board and put me back on the Reserve Report. Can they do that?**

Yes. Scheduling is able to remove a pairing that has been self-assigned. (Article 11.19.F) Once they remove the pairing, they must contact you regarding the trip being pulled. A Letter of Understanding from October 14, 2011, outlines the requirements of how Scheduling will contact a Reserve whose trip has been removed.

**Scheduling assigned a trip to three Ready Reserves, and I'm the most senior. They didn't give me the choice of position. Why?**

Scheduling is not contractually required to give you an option of what position you want to fly. They must assign Reserves in the order they appear on the Reserve Report. (Article 11.5) If you were not number one on the Reserve Report, they cannot assign you first just because you would be the senior Reserve on the trip. However, you can exercise your seniority and contact Scheduling to fly the position you want (Article 11.5.F).

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These questions have just scratched the surface of sitting Reserve. If you have other questions regarding Reserve, please see Article 11 in our Collective Bargaining Agreement utilizing the free TWU556 Connect Contract App (available for both iPhone and Android). As always, contact the Union Office if you need additional help regarding your specific situation.

**FLY SAFELY.**



Amanda Gauger is a Las Vegas-based Flight Attendant and serves as the Chairperson of the TWU Local 556 Education Committee.  
[agauger@twu556.org](mailto:agauger@twu556.org)



# DOMICILE EXECUTIVE BOARD MEMBER

## REPORTS

### OAKLAND

I hope everyone is having a safe and sane summer. I thought I'd take this opportunity to communicate some of the work your fellow Members have been engaged in to advance our collective interests in Oakland.

In June, TWU Local 556 Leaders met with senior leaders of Southwest Airlines Inflight Management to try and resolve the Grievance over Southwest Airlines' Oakland Sick Leave/ California Kin Care (OSCK) policy. While the meeting did not resolve the underlying disagreement of Southwest Airlines automatically applying OSCK to the first nine (or more) days of reported illness, regardless of reason, the Union was successful in convincing Southwest Airlines to no longer run OSCK leave concurrently with PIN and Doctors' notes. Previously, Attendance & Leave (A&L) would allow a Flight Attendant to submit a PIN or Doctor's note when an absence was covered by OSCK leave, effectively double excusing the absence.

Recently, the Port of Oakland completed the re-stripping project along the north-facing fence

in the Neil Armstrong secured Employee parking lot. This project is aimed at adding additional parking stalls for all Employees. This project will continue along the east-facing fence at a yet-to-be determined date; stay tuned for additional information. Many Members were dissatisfied with the notification process used to inform them of the project. Our Union is in the process of enhancing our communication protocols with the Port of Oakland, and we expect to have advance warning when issues arise which impact TWU Local 556 Members.

Also in June, Members of TWU Local 556 marched in the 2016 San Francisco Pride Parade.

**For TWU, equality, inclusion, and justice remain some of our core values. Unions have fought bitter fights in an effort to advance fairness and respect in the workplace and within our communities.**

TWU Local 556 Members were proud to stand firmly with our Sisters and Brothers of the LGBTQ community and we look forward to greater participation by TWU Local 556 Members at next year's San Francisco Pride Parade.

Lastly, I wanted to remind everyone that while the summer heat upon us, it is crucial that we follow the summer procedures of asking Customers to close window shades and opening air vents as we approach the gate. Additionally, notify the Captain if the cabin is not being cooled effectively and please continue to report hot aircraft events. Submit a Hot Aircraft Form when the cabin is uncomfortably warm (SWALife > inflight > forms > hot aircraft event). This form is reviewed daily and allows Tech Ops to take action in a timely manner.

I'm honored to represent Oakland; continue to support the Union!



Matt Hettich

Oakland Domicile Executive Board Member  
mhettich@twu556.org | 214-640-4336

### LAS VEGAS

Las Vegas has outstanding Flight Attendants and I thank all of you for taking great care of our Customers every day. I want to congratulate Las Vegas-based Flight Attendants Emily Lines, Barak Foy, and Lori Musgrove Couture for winning the Fun-Loving Attitude, Living the Southwest Way, and the Winning Spirit Awards respectively. Thank you for making Las Vegas proud!

Vegas is a city built on luck and we are extremely lucky to have multiple check in phones. During the airport construction, some phones may be blocked from use. You can find white courtesy phones near the KCM podium, next to the flower vending machine near the TSA Pre-Check office leading up to security, throughout the terminals, and on every floor of the parking garage. Please check in before you get to the lounge to avoid becoming distracted and suffering a No Show or an FTR.

Construction continues around the airport causing lane closures and delays. Please give yourself extra time when driving to the airport and be sure to drive safely. Many workers are present on the shoulders of the roads with large trucks entering and exiting traffic. Accidents are becoming regular occurrences near the airport and I want everyone to be extremely cautious when driving to and from the airport through the cone zone.

A new security directive in Las Vegas mandates only working Crew Members may access a Jetway to work. You must have a SIDA Badge to enter the Jetway if you are not the working Crew. You may still exit the lounge and walk up the exterior Jetway stairs to check in with the Operations Agent at your gate for your working flight, but you may not enter the Jetway to exit onto the stairwell to access the ramp or lounge. As always, be sure to have your badge displayed for security purposes anytime you are in the Jetway or on the ramp.

**Our next Membership Meeting is scheduled for September 6 at the Hampton Inn Tropicana.** Please join us at 1100 for the tailgate party prior to the meeting kick-off time at noon. Wear your favorite football team shirt and dine on traditional game day munchies served from the tailgates and hatchbacks of your Union Sisters and Brothers. I'll SEE-Hawks you all there.



Rachel Brownfield

Las Vegas Domicile Executive Board Member  
rbrownfield@twu556.org | 214-640-4344



Is it hot enough for you, Houston? I hope you are all utilizing the hot aircraft reporting tool on SWALife under inflight > forms > hot aircraft event. We are encouraging Management to someday have the link available directly on your Electronic Flight Attendant Manual (EFB). The data collected from this tool truly does help Management correct the problems that are leading to the hot planes and unbearable temperatures onboard. If you encounter a plane that you feel has a temperature that creates a safety issue, I would encourage you to complete as ASAP Report as well, as that will bring it to the attention of the FAA.

I attended Recurrent Training (RT) in May and I got the sneaking suspicion that our Company is changing (wink wink). When I was hired almost twenty years ago, I was told in Initial Training that "professional" was a dirty word around here. We were told to follow the rules but to get the job done and have FUN. Twenty years later, I think the message is still the same, but with a stronger emphasis on following the rules.

**We are professionals and we are all FUN, but we must follow the ever changing list of rules. I don't believe following the rules and being a fun-loving person are contradictory.**

Our work as Flight Attendants is governed by the FAA and Management is ultimately charged with making sure we meet their standards. I would encourage all of you to read your Read Before Flys (RBF) and revisions as they come out and stay in compliance with them. There are several different types of audits being performed by Management. Please be sure you follow the guidelines outlined in the Flight Attendant Manual.

Many of us commute to or transit through different bases with our ever-growing Company. I've seen many questions arise on social media asking where certain lounges are and what the codes are to get in. Did you know you can check SWALife > inflight > domiciles and get specific instructions to each lounge and RT location and the codes necessary to gain you access?

As always, when it comes to Crew conflict either with another Flight Attendant or a Pilot, talk it out, don't write it up. Please remember to utilize our incredible resources at Professional Standards. They can be reached at:  
**1-888-322-3735.**

It is my pleasure to serve the Houston Base and I encourage each of you to reach out to me by phone or email anytime you need something.



David Jackson

Houston Domicile Executive Board Member  
djackson@twu556.org | 214-640-4310

## DENVER

By the time you read this the Base of the Year party will have come and gone and I don't know about you, but I wasn't the least bit surprised that the Denver Base received this honor three years in a row. When I talk with other Flight Attendants the one thing that is clear is that there is something different, something special, about Denver. Denver Flight Attendants demonstrate that we deserve this recognition by delivering Positively Outrageous Service to our Customers each and every day. Let's keep up the good work!

**Not to be a "Debbie Downer," but the recent trend of Flight Attendants writing up other Flight Attendants is troubling.** I mentioned it in a recent E-Connection, but it bears repeating. If you have an issue with a Flight Attendant that you are working with, FIRST please try to resolve it by having a conversation with them. I know that confrontation can be uncomfortable at times, but we are all adults and should be able to handle these issues in a professional manner. If that is unsuccessful, Professional Standards is an amazing resource. Sometimes, bringing a neutral party in can be beneficial. This also keeps Management out of the picture and won't result in discipline for either Flight Attendant.

If it is a safety issue, please address your concern with the Flight Attendant and, if needed, ask them to file an ASAP report. The following criteria must be met in order for a report to be accepted into ASAP:

- The report must be submitted within 24 hours of the event or within 24 hours of becoming aware that the event occurred (for non-sole source events).
- The report must not appear to involve criminal activity, substance abuse, controlled substances, alcohol usage by a working Flight Attendant, or intentional falsification.
- The event reported must have been inadvertent.

### Additional Flight Attendant Resources:

**TWU Local 556:** (800) 969-7932

**Professional Standards:** (888) 322-3735

**Critical Incident Stress Management (CISM):** (800) 408-3220

**Flight Attendant Drug and Alcohol Program (FADAP):** (855) 333-2327

**Clear Skies:** (800) 742-8911

In case you haven't heard, we finally have another parking option in Denver that is affordable! Park DIA is located off of Pena Boulevard on Jackson Gap Street. They offer a rate of \$36.50 a month for covered parking and \$32.50 a month for uncovered parking. They drop off curbside, east and west sides and pick up on island 5, level 5, east and west sides. For more information call Park DIA at 720-410-6757.

Thanks again Denver Flight Attendants for making Denver amazing! As always, I'm available to you should have any questions or concerns.



Jessica Parker

Denver Domicile Executive Board Member  
jparker@twu556.org | 214-640-4356



## DALLAS

It's been another busy summer travel season. **I wanted to take a moment to congratulate you and praise you for being the glue that holds this airline together.** One word to describe Love Field this summer: FULL - the Love Hub, the security lines, every gate, every aircraft, even the food court lines - Love Field is absolutely bursting at the seams.

The things I am very proud of as I walk around the terminal, are the smiling faces and professional attitudes of our Flight Attendants who truly are the ambassadors of Southwest Airlines. Despite the constant heat, tight working conditions, and difficult pairings (and sometimes difficult Customers), you are out there making air travel pleasant and enjoyable. Our customer service rankings have never been higher and I sincerely thank you for that.

On the negotiating front, things appear to be heating up again. Our Negotiating Team (NT) is hard at work hammering out another Tentative Agreement (TA). I am hopeful that we may see movement on our next TA sooner, rather than later. For our Union to be successful in our Negotiations, we must: (a) set clear goals towards achieving an industry-leading Contract, (b) unite together, and (c) trust each other through every step of the process. Management will be scrutinizing our level of Unity during this critical phase of our Negotiations and we must present a united front.

Despite our commitment to standing together, many Dallas Flight Attendants have pulled me aside to express concern. I am listening and I hear you. Remember, our Union is not the leadership, our Union is us! We must rectify trust levels between the current Leadership and the Membership. Membership concerns over our Leadership cannot simply be swept under the rug. I am committed to strengthening this trust and increasing our responsiveness to your needs, especially the needs of our Dallas Flight Attendants. If things are not where they need to be with our Union, I encourage you to join me and let's make it so. Let's not point out all the things that divide us, let's work together to fix things and unite.

A reminder for everyone, we are still seeing too many terminations for failing to be in base while on Reserve (Class 1, Section 17 violation). In particular, we are having senior Flight Attendants pick up PM Reserve blocks, assigning late afternoon trips, and attempting to commute in before their self-assigned trip. Inevitably, Crew Scheduling calls the Flight Attendants to change their assignment and the Flight Attendant is not in base. This results in termination. Remember, if you are a commuter on PM Reserve you must be in Dallas by 0930. Even if you self-assigned a trip later in the afternoon. Be careful! If you are not sure, call the Union Office and ask for clarification.

Parking at Headquarters and the Love Hub are nearing capacity during the summer months (especially around the holidays). Be sure to have a back-up plan in regards to parking and give yourself plenty of time. All Flight Attendants are contractually entitled to use one Might Be Late (MBL) per quarter in case you get in a bind. A single MBL per quarter will not result in Attendance Points being applied to your attendance record. Also, remember to download the TWU app for your new Company-issued iPad. It's a great way to have the Contract handy and keep up with the latest news/information from TWU Local 556!

Enjoy the rest of the summer! Fly safe and take care of one another. Go out there and continue being the best Flight Attendants in the industry. If issues arise, don't hesitate to contact me directly. I'll do anything I can to help you out. That's my job, and I take it seriously.



Brian "BR" Ricks

Dallas Domicile Executive Board Member  
bricks@twu556.org | 214-640-4309

## PHOENIX

**"Oh, that would never happen to me..."**  
**How many times have you heard a story and thought that in your mind?**

I open this article with that for two reasons... first to get your attention and second to make you aware of a Work and Conduct Rule that affects all of our Flight Attendants. This Work and Conduct Rule is Class 1, Section 17 and it is "Failure to fulfill or complete Reserve obligation by not being within two hours driving distance from domicile (of the reserve assignment) during Reserve contact hours." Many of you might have heard the Union discuss this rule before. This rule applies to anyone who is on Reserve, whether it be Ready Reserve, or AM/PM Reserve. The first violation of this rule is "Possible termination/up to a 30-day suspension." Management is terminating Flight Attendants

who violate this rule as it occurs system wide. When our Executive Board first heard some of these cases, we took them forward to the point where an Arbitrator had to decide on them and the ruling was in favor of Management. As I mentioned earlier, this rule applies to Ready or AM/PM Reserve. Some of you have asked how it applies to AM/PM Reserve as you can self-assign a trip thus you have an idea of when you start your trip. Unfortunately, due to operational needs, the trip you self-assign on Reserve is never yours in the sense that Scheduling can remove it from your screen. With that being said, if you sit AM/PM Reserve, please make sure you are in your domicile or no more than two hours driving distance from it when you are responsible to be on call.

On a different note, I have received a few inquiries about when the D Security Checkpoint exit lane closes. Because of the TSA staffing

shortage they could close the exit lane at any time, but based on our flight activity out of the D Concourse, if you see that it is closed before 2100 on multiple nights, please let me know.

Thanks for allowing me the honor to represent you and please don't hesitate to contact me if you need anything. You are the best Flight Attendants in the system!



John DiPippa

Phoenix Domicile Executive Board Member  
jdippa@twu556.org | 214-640-4314

## CHICAGO

Hello Chicago! With the dog days of summer upon us also come the heat and the hot aircraft that makes Flight Attendants and Passengers so very uncomfortable during boarding and deplaning. If the aircraft are too hot and ground air can't keep up please make sure to have the Pilots turn on the APU and cool down the aircraft. Some Pilots are hesitant and even resistant to turning on the APU but although the Captain has the final say, at times they must be reminded that we are all in the Customer Service business for both internal and external customers.

**I would like to remind you all if you are logged into SWALife on a computer in the Lounge or upstairs by the ticket counter where we check in for work in Chicago, make sure you log off before you walk away from the computer.**

Do not count on the next Crew Member being honest enough to log you off before they use the computer.

Unfortunately in Chicago recently after Flight Attendant checked in at one of the computers they were distracted and forgot to log off. The next Flight Attendant that came up to the computer saw an opportunity they could not pass up and added trips to that Flight Attendant's open board during their vacation and traded a trip away at the end of the month. As Crew Members we rely on each other for everything and may have to rely on each other in life threatening situations. If we cannot even be honest and trustworthy enough to close out a screen and not ruin someone's vacation or ability to make a living, how can we rely on each other to save lives? One other reminder: I encourage everyone to remember that every airport across the system has a tremendous amount of cameras and video recording equipment. What we do inside or directly outside the airport is NOT anonymous – someone sees us.

Earlier this year we all had to acknowledge some new SWA Policies in order to sign in to SWALife. When prompted, many of us were signing in to check in for our pairings and as most Flight

Attendants are on a time crunch to check in, we do not read the policies in their entirety. One of the policies is the current SWA Drug and Alcohol Policy which has had some significant language that may jeopardize your employment. One facet is that you can now be asked to submit to a drug and alcohol test while non-revving. Please take the time to read this policy in order to protect yourself and your employment with Southwest Airlines.

As I sign off I would like to tell you how proud and grateful I am to be a member of our Flight Attendant family. Please fly safely and treat each other with kindness and respect.



Donna Keith

Chicago Domicile Executive Board Member  
dkeith@twu556.org | 214-640-4335

## ORLANDO

The Sunshine State is living up to its name as we have seen record heat levels in Orlando and I continue to hear complaints about our aircraft being hot. When our saunas, I mean aircraft cabins, reach high temperatures, this poses not only a safety risk for our Passengers but for you as well. If you encounter a hot aircraft cabin and the Pilot refuses to turn on the APU, please submit an ASAP report, fill out the hot aircraft form on SWALife.com and submit an IR. We should not be subjected to working in sauna like conditions.

**Do you sit Reserve? Do you live outside of two hours driving distance from your base or do you commute? If you answered, "Yes" then LISTEN UP!** We continue to see Flight Attendants being terminated for not being either in their base or within two hours driving distance to their base. Every Reserve sick call, No-Show and Unable to Contact (UTC) is investigated by Management. Have you had or seen on a friends' CWA board the word OK? This does not mean Management called to make sure you are OK. When on Reserve and you call in sick, under the remarks section on your Crew Web Access (CWA) screen, the word OK appears. Example: You call in sick on July 4-6, the message will say 4-6 OK. This means they checked your Internet Protocol (IP) address and verified that you

were either in base or within two hours driving distance. When you log into CWA, Management can see where you are at based on your IP address. While your transaction report does not show it, Management can see every single time you view the Reserve line up. I've written this before and I will write this again: if you violate Class 1, section 17 of the Flight Attendant handbook, you MAY BE TERMINATED.

There has been an increase with the Transportation Security Administration (TSA) planting fake, prohibited items on originating aircrafts. Some of these areas have included behind the coffee cup sleeves, in back of the peanut and pretzel bags and on the 737-800's, in the back stock carts. You must inspect all areas in the cabin, galleys and lavatory's prior to any Passenger boarding the aircraft. If you need additional time prior conducting these checks prior to Passenger boarding, you must advise the Operations Agent. You will not receive discipline if the flight takes a delay for your safety check, but you could face discipline if you do not perform these important checks and a fake item was planted on your aircraft.

Mark your calendars for Saturday, October 8. The Orlando Pride Parade, supporting the Central

Florida LGBT community, will take place at Lake Eola at 1600. I have registered our group under TWU Local 556. Please bring your family and friends out to walk with us. We will also plan a get together in Thorton Park after the parade. If you plan to participate, please contact me at mco-debm@twu556.org.

In closing, June 12, 2016 forever changed our community and our lives after the horrific Pulse Night Club shootings. I am extremely proud of how we came together as a community and a Company to reach out through social media and phone banking to check on one another's safety. This is a reminder to always be vigilant and aware of your surroundings whether at home or on an over-night. #OrlandoStrong. Thank you for being the best in the industry!



Jimmy West

Orlando Domicile Executive Board Member  
jwest@twu556.org | 214-640-4311



Stacey Vavakas

Baltimore Domicile Executive Board Member  
svavakas@twu556.org | 214-640-4308

The summer is coming to a close and school is right around the corner. With that being said let's chat about the biggest issue that we are facing as a base, the changes to Maryland Flexible Leave (MDFLEX). A suit was filed with the Department of Labor by a Member of another Union. They felt like how MDFLEX was applied contributed to their termination. While the State of Maryland upheld the termination, they advised Southwest Airlines to re-evaluate their application of MDFLEX in conjunction with a collective bargaining agreement. I know many of you are unhappy with this change, but this involved state legislation. The highlights to the changes are:

1. You will call Scheduling to call out sick, then send in paperwork to Southwest Airlines Attendance and Leave. And I know many may say, why bother, but you could open a whole other can of worms if you do not report the sick call was for someone else.
2. It will now run concurrent with a PIN or Doctor's Note. They will not be treated as two separate entities. You will have to make a choice as to how you will use your quarterly PIN or Doctor's Note.
3. You can now incur Attendance Points for using MDFLEX if you have used your PIN or Doctor's Note for the quarter.
4. MDFLEX will be applied the same as our own attendance policy in our Contract.
5. There is no limit to how often MDFLEX can be used.

Class 1, Section 17, is not being within two hours driving distance of domicile before starting your Reserve Block. Folks, this is still a huge issue. In the month of June, there were fifteen cases system wide. If you are found in violation of this work rule you may be terminated. I have been very direct about this rule and I am not sure how

else to communicate the severity of it. If you are scheduled to work, then you need to be in base within two hours driving distance. If you drive then you will need to have proof, whether it is gas receipts, toll receipts, or if you stopped for food. I am asking that everyone be aware of this rule, talk about it with your coworkers, and ask questions if necessary.

Do you know your Union programs that are available to you? CISM, FADAP, and Professional Standards are all Union-based programs that are 100% confidential. CISM 1-800-408-3220, they are a peer-based support system here to help with any situation at work or in your personal life. FADAP 214-640-4307, Flight Attendant Drug and Alcohol Program, is run by Flight Attendants that have been through the program and have at least two years of sobriety. Professional Standards 888-322-3735, is here to help with Crew Conflict, there is no need to write an IR and put someone's job on the line. All of these programs are here to assist us not only at work but in our personal lives as well. You can also reach out to any of these programs on behalf of someone. If you are concerned, there are avenues to help.

## ATLANTA

I hope everyone is having a great summer. The weather is challenging system-wide all year; however, summer brings quite a few extra challenges. We have severe storms, full flights, re-routes, unscheduled overnights, cancellations, and hot aircraft. If you are working on an unusually hot aircraft, please make sure you fill out a hot aircraft report under inflight > forms > hot aircraft event. I know we get busy after flying, but please take the time to fill out the report, and take note of the aircraft number.

Many of you have contacted the Union Office in regards to the recent changes to our United Healthcare benefits. Piedmont Healthcare facilities and Piedmont Clinic Physicians will now be out of network for all United Healthcare (United) commercial health plan members. This change has affected many Southwest Airlines Employees and their families living in Atlanta. As of now, these companies are still in negotiations for a new contract, and our Southwest Airlines Benefits Department has assured us they will keep us updated on

any changes. If you have further questions for Piedmont please email them at [www.KeepPiedmontt.org](http://www.KeepPiedmontt.org) or give them a call at 877-456-2725. You can also contact the Southwest Health & Wellness Benefits Team at 800-551-1211 or [askebenefits@wnco.com](mailto:askebenefits@wnco.com).

I'm glad to report Atlanta has seen a decrease in Fact-Finding Meetings. When we do have meetings, they are usually in regards to Attendance Point accrual. Please make sure to keep track of your Points regularly. However, Class I, Section 17 continues to be a very serious problem system-wide. Make sure you familiarize yourself with the Reserve language in our Contract. You must be within two hours driving distance of your base, no exceptions. If you feel ill, call out as soon as possible. The sick call can be made as early as 48 hours in advance. This is the number one reason for termination.

**Good news! Southwest Airlines recently signed a twenty-year lease with the Atlanta airport and they have finally begun phase one of construction.**

Hopefully, we will see the much needed changes in our Crew Lounge soon.

Did you know if you are commuting or deadheading, you can gate check your luggage? If the overhead bins are full, the Operations Agent should check your luggage with a "claim at gate" tag. This is for all Crew Members in and out of uniform. If you have any problems with this, please contact the Union Office. Management has assured us, all Ground Ops Personnel Manuals will be updated to reflect our current policy.

**Happy flying and be safe!**



Pamela Forte

Atlanta Domicile Executive Board Member  
[pforte@twu556.org](mailto:pforte@twu556.org) | 214-640-4320



# NEW FLIGHT ATTENDANT UNIFORMS

## ARE READY FOR TAKEOFF!



Over the past seventeen months, your Uniform Design Team and Cintas have been hard at work creating a cohesive and bold new look. This bold look will represent the new Southwest Airlines brand. I would like to highlight the new pieces that made the cut after an extensive six-month wear test of over 16,000 washes and wear, ordering timeline, allotment amount, and also touch on appearance standards.

### ABOVE THE WING MEN'S COLLECTION

- Vest - Men's custom (charcoal with black trim red detailing)
- Pants - Men's tailored (charcoal)
- Shorts - Men's tailored (charcoal)
- Shirt - Chambray with red detailing S/S and L/S
- Shirts - Gingham blue with red detailing S/S and L/S
- Polo - Color block (red and charcoal with Southwest Airlines logo)
- Sweater - Men's zip up (charcoal with black and red detailing)
- Jacket - Men's rebel (black)
- Jacket - Soft shell (charcoal with Southwest Airlines logo)
- Jacket - Men's blazer (black double vented with red detailing)
- Coat - Men's wool black
- Tie - Solid red
- Belt - Black with Southwest Airlines logo buckle
- Apron - Half and full in black with Southwest Airlines logo.
- Expedition Parka - Operations Agents only

### ABOVE THE WING WOMEN'S COLLECTION

- Slacks - Ladies tailored (charcoal)
- Shorts - Ladies tailored (charcoal)
- Skirt - Classic charcoal
- Dress - Signature black ponte
- Dress - Suiting charcoal V-neck black panel with red piping
- Coat - Mid-weight (black)
- Coat - Ladies wool charcoal with red detailing
- Jacket - Ladies rebel red
- Jacket - Ladies solid black
- Sweater - Ladies Ponte zip (black and red)
- Blouse - Bold blue long sleeve
- Blouse - Gingham blue with red detailing L/S and S/S
- Blouse - Solid red S/S
- Polo - Ladies (red)
- Scarf - Red
- Belts - Southwest Airlines logo buckle and ladies reversible (red)
- Apron - Full and half black with Southwest Airlines logo
- Expedition Parka - Operations Agents only



## ORDERING TIMELINE

The manufacturing process is a lengthy process due to that most of our uniform pieces are custom made. A first for Southwest Airlines, only a few pieces are stock items that are ready to wear. Cintas is working diligently at getting this massive task ready for us. Ordering starts early January 2017 and as an added bonus, fit stations will be at several stations giving you the opportunity to try on every piece before ordering. Stay tuned for the exact date Employees will be required to wear the new Uniform and retire the old pieces in mid-2017.

## ALLOTMENT

The new Uniform allotment will be in the amount of \$400, which is separate from your contractual annual allotment (max \$500). We are confident that \$400 will be enough to supply everyone with an entirely new uniform. Both allotments will be available to purchase new Uniform pieces. As an example, if you kept your allotment right at \$500 maximum, you will have a total of \$900 with which to order new Uniform pieces. Eventually, the new Uniform allotment of \$400 will close out. So we encourage you to start ordering as soon as it opens in January 2017. Payroll deduction will also be available for purchasing future uniform pieces AFTER your initial order using your \$400 allotment and you've depleted your contractual Uniform allotment. This is thanks to Group Grievance 23-0265 filed in 2014 and ruled in favor by an Arbitrator in 2015 and reinstated Feb 2016.

## APPEARANCE STANDARDS

The last and final step is rewriting our Appearance Standards, which include your Uniform Committee Chair, Management and a select few of Employees. It is our goal to have one set standard for all work groups. More information pertaining to uniform standards will be communicated to all Employees in the coming months.

I would like to send my appreciation to our TWU Local 556 Sisters and Brothers on the Inflight Uniform Design Team: Michael Massoni, Tracye Tipps, Joan Mast, Sandra Hall, Alphonso Thomas, Michael Stewart, Davide Stennett, Joey Reynolds, Christianna Harding and Crystal Reven. It was a pleasure working on this huge task of designing a Uniform for 40,000 plus front-line Employees.

Remember, you can always find the latest and most up to date information on Uniforms by visiting the TWU Local 556 Website and clicking on Uniform Committee page or the Southwest Airlines Flight Attendant Uniform Group on Facebook. Please feel free to email or call me any time. I thank you for allowing me to represent your voice on the Uniform Committee.



Jabari Smith is a Baltimore-based Flight Attendant and serves as the Chairperson of the TWU Local 556 Uniform Committee.  
[jsmith@twu556.org](mailto:jsmith@twu556.org)



# THE NEW CIVIL RIGHTS MOVEMENT

The term “Civil Rights” invokes many ideas and images. For most people, it is defined by the movement in the late 1950’s and into the 1960’s to secure equal voting rights for and end segregation and legal discriminations against African Americans. Some of us also connect Civil Rights to the federal Equal Rights Amendment (which has yet to pass) and “Women’s Liberation,” or the push that began in the 1970’s for equal rights and protections for the LGBT Community. The simplest definition of Civil Rights is “the rights of citizens to political and social freedom and equality.” This idea seems so simple in theory but so difficult in practice.

## The fight is ongoing and the struggles are relentless.

The contemporary era of Civil Rights is marred once again by animosity and violence toward people of color and LGBT folks, particularly transgender individuals. The murders of black men and women by law enforcement are particularly alarming, sad and inexcusable. Clearly, the ambush and shooting of Dallas law enforcement officers by a lone gunman is not in any way part of a solution. All of this on the heels of the mass shooting at the Pulse nightclub in Orlando where one of our own Southwest Employees was shot. We are also seeing a clash between Civil Rights and religious beliefs since marriage equality became the law of the land over a year ago. The rights of the whole versus the rights of the individual are ever evolving. The polarization in our country seems wider than ever before and I am mindful that what affects our society affects our Membership. My heart goes out.

**The basic work of Labor Unions includes parallel notions of fairness, inclusion, and justice. Income inequality and economic justice have become central to the modern Labor Movement.**

In the United States, the ratio of CEO compensation to worker pay is 335 to 1 (Source: <http://www.aflcio.org/Corporate-Watch/Paywatch-2016>). Wages and benefits negotiated by Labor Unions have a direct effect on non-Union Workers by raising the bar for all. As minimum wage Workers fight to raise their wages to keep from depending on government subsidies, Union Workers fight to keep what they have in wages and benefits as corporations have become more beholden to their shareholders than to front line Workers.

Our country has come a long way, but there is still so much work to do. Indifference and apathy are detrimental to the pursuit of fairness, equality and justice. In addition, the laws of the United States and individual states are clear about both what constitutes discrimination and harassment and what rights citizens have to address violations both in public and on the job. No matter one’s beliefs, laws must be observed even while being challenged. As Workers and Advocates, it is crucial to be an ally in the workplace and stand together for parity, inclusion and representation. As Union Sisters and Brothers, it is incumbent on all of us to speak up and speak out against all forms of harassment and discrimination. In this day and age, one should not feel uneasy or anxious at work because of their race, sexual orientation, or beliefs. Basic kindness and respect go a long way as



does a shoulder to lean or cry on. Southwest Airlines' policies also clearly outline expectations and procedures concerning harassment and may be found at [SWALife.com](http://SWALife.com) > tools > policies.

The TWU Civil & Human Rights Department was established at the 2001 International Constitutional Convention.

Since my appointment in June 2015 as Chairperson of the TWU Local 556 Civil & Human Rights Committee (CHRC), our Members have participated in the following events and actions:

- Human Trafficking Awareness Seminar
- Added Trafficking component to Recurrent Training
- NAACP Convention
- Pride @ Work Convention
- Meeting with Southwest Airlines Vice President of Diversity & Inclusion
- Southwest Airlines Diversity & Inclusion Summit
- Coalition of Labor Union Women Convention
- AFL-CIO Martin Luther King, Jr. Convention
- TWU Working Women's Committee
- Assisted in new Prescription Drug Benefit plan
- Chartered a new chapter: Pride @ Work - Arizona
- Northwest Oregon Labor Council
- San Francisco Pride Parade

In addition, honest conversations have begun on issues that affect our Membership. We must continue to support each other and have open dialog about concerns within our work group and among other Employee groups. Our Flight Attendants are an amazing, diverse and capable group of people. I am grateful to and proud of all those who have stepped up to be a part of this committee work. I am especially thankful for the advice, support, and friendship of the CHRC Executive Board Liaison Pamila Forte. Also, several Members have given me perspective, an open ear and resources. Thank you. I remain open to ideas and collaborations and welcome input from all TWU Local 556 Members.

[CHRC@TWU556.ORG](mailto:CHRC@TWU556.ORG) | 800-969-7932 X4349



Lori Lochelt is an Oakland-based Flight Attendant and serves as the Chairperson of the TWU Local 556 Civil and Human Rights Committee (CHRC). [llochelt@twu556.org](mailto:llochelt@twu556.org)



# COPING WITH DEPRESSION

Major depression is one of the most common mental disorders in the United States. Depression can affect adults, children, teens and the elderly. It affects men and women. The good news is that depression can be treated and you can learn to be happy and feel alive!

## WHAT CAUSES DEPRESSION?

Nobody knows exactly what causes depression. Sometimes the disorder can run in families. Other times there are situations in life that can cause us to feel down and depressed, such as the loss of a loved one, a stressful situation or difficulties at work or at home. Sometimes depression can occur with no reason at all. You may be living with depression when certain feelings like sadness, irritability, or sleeping too much or too little, or eating too much or too little won't go away. A person cannot just stop being depressed because they want to. To those with depression, recovery may seem impossible, but it is not. The important thing to focus on is that one can live with and recover from depression.

## DEPRESSION SIGNS AND SYMPTOMS:

- You feel helpless or hopeless and you cannot do anything to feel different.
- You feel hopeless and think your life will always be this way.
- You have trouble sleeping.
- You want to sleep all the time or you can't get to sleep or stay asleep.
- You have trouble with things that used to be easy.
- Making decisions seems hard.
- You feel worthless.
- You are never hungry.
- You can't stop eating.
- You have ongoing aches, pains, cramps or digestive problems.
- You are constantly irritated.

- You get mad really easily.
- You have thoughts of suicide.
- You do not enjoy the things you once did.
- You have trouble focusing or showing up to work.
- You feel very slow and lazy.
- You feel very anxious.
- You feel sad for a long time.
- You cry for no reason.
- You feel like nothing matters.
- You feel isolated from the world.

When these feelings last for a very long time and you have extreme feelings of sadness, you might be living with depression. For someone living with untreated depression, the tasks of everyday life can feel like they are too much to handle. You may no longer have fun doing things you used to enjoy. For a person with depression, day-to-day things like getting out of bed or taking a shower can feel too big to overcome. The symptoms may create a sense of shame and guilt.

## DEPRESSION IS A MEDICAL ILLNESS AND CAN BE TREATED.

Not only is depression emotional, it can be physical as well. The body can have aches, pains and feel sluggish. All parts of your life are affected. Relationships, work, education, and financial matters all suffer. The combination of symptoms and consequences often leads to thoughts of suicide. It may seem that life can never be any different. Without any hope for the future it may feel as if there is no reason to live. But life can be different. There is a chance for a better future.

## HOW DEPRESSION IS TREATED?

Depression is a medical illness. Like any other illness, you need to get treatment.

There are things that can be learned to help you manage the symptoms. Asking for help is the first step. Life can and does get better. There is hope. With the help of a counselor and a network of support, life can become good again.

As a Southwest Flight Attendant, there are many resources that are available to you. The Critical Incident Stress Management Team (CISM) is a committee with approximately 65 members, certified and trained in peer support, serving our Membership. Conversations between CISM Team Members and Flight Attendants are 100% confidential.

If you feel you might be suffering from depression, please take the first step and reach out! We are available 24/7.

## CRITICAL INCIDENT STRESS MANAGEMENT (CISM)

800-408-3220

Clear Skies 800-742-8911

Suicide Hotline 800-273-TALK



Eileen Rodriguez is a Dallas-based Flight Attendant and serves as the Chairperson of the TWU Local 556 Critical Incident Stress Management (CISM) Committee. Eileen notes that much of the information in this article can be found on the website [liveandworkwell.org](http://liveandworkwell.org). [erodriguez@twu556.org](mailto:erodriguez@twu556.org)





# WHAT MEDICATIONS CAN I TAKE WHILE FLYING?

This is a commonly asked question by Flight Attendants. The question itself indicates that Flight Attendants recognize the link between the use of medications and fitness for duty, as well as the need to comply with drug and alcohol testing requirements. The question also may stem from the absence of a “No Fly” list of medicines that Flight Attendants must avoid before or during the performance of their duties. So, if Flight Attendants are safety sensitive professionals subject to DOT testing, why isn’t there such a list?

Flight Attendants are not medically certified as Pilots are. The decision about whether a Flight Attendant can fly using a prescription medication is a decision made by the Flight Attendant’s personal physician. The decision about whether a Flight Attendant can fly using an over the counter (OTC) medication is generally made by the Flight Attendant using her/his best judgment about how a substance does or might impact her/him.

Another reason why there isn’t a list is because of the vast number of new medications that enter the marketplace on a continuous basis. For Flight Attendants, this could also include non-domestic market streams. Were such a list created, it would have to be routinely and consistently updated. More importantly, a Flight Attendant might assume that if a medication is not on the list, then the medication is safe to take. How someone reacts to a medication can be very individualistic and very different from the norm, especially at 30,000 feet. Medication interactions and reactions is best left up to the treating health care provider.

So without a list, how should a Flight Attendant navigate the choice points around medication use just before or during flying? Here are a few guidelines.

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Never use any medicine that has alcohol as an ingredient (i.e. many cough medicines). An alcohol test positive is a positive. The source of the alcohol is not a factor considered when determining if you have violated alcohol regulations. If there is no ingredient list, don’t take it.

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For prescription medications, make sure your treating doctor has a very clear understanding of your safety sensitive duties. Consider giving her/him your job description. Make sure she/he re-reads your job description each and every time a prescription medication

is recommended. Be very clear to ask whether you can take this medication before and during the performance of your Flight Attendant duties. You can download a wallet size list of your essential safety sensitive duties at [www.fadap.org](http://www.fadap.org).

Avoid using OTC medications/herbal supplements purchased overseas. The label may be incorrect and/or incomplete. The ingredients could contain substances that would cause you to test positive for a controlled substance.

Just before or during flight duty, only use an OTC medication that you have used before and that you know does not cause you performance altering side effects. Just because an OTC medication is agreeable with your flying partner does not mean that it will be agreeable with you and the performance of your duties. Try not to leave home without an emergency supply of OTC medications that you know are agreeable with you and effective for treating frequent illnesses to which you are susceptible.

If you are starting a new medication or having the dosage of an existing medication adjusted, ask your doctor if any of the initial side effects that you may experience from these acts could compromise the performance of your safety sensitive duties. You and your doctor may have to do a little more planning around the initiation of new medications and/or changes in dosages.

If the prescription label of your medication directs you to take the medication daily, then assume that you may be challenged about taking the medication beyond the number of days for which daily medication was dispensed. (i.e. if you were given 30 tablets of a medication on July 1 with a label that says “take daily,” the medication would be exhausted, if taken as directed, on July 30). If during the course of a medication, your doctor adjusts his/her directions on how you should use a prescribed medication (i.e. the doctor directs you to take the medication as needed or to take only half a dose), ask for a new prescription that bears that new direction on the label.

Understand that even if you have a medical explanation for taking a prescription, you could be pulled from flying for safety reasons.

A prescription that a Flight Attendant takes that contains amphetamines or opioids under the direction of an acting physician could result in a lab confirmed positive. Before the lab test result can be reported to the company, a Medical Review Officer (MRO) must first contact you to see if your lab test positive was the result





of taking a legal medication that has been prescribed to you for a condition that you are currently being treated for by a licensed health care provider. The Flight Attendant will be required to provide proof of a legal prescription within 72 hours of the call from the MRO (i.e. photocopy of bottle or prescription). If the MRO concludes that your lab test positive was the result of a legally prescribed medication, your lab test positive will be verified to the company as a negative result. However, the MRO may tell Management that your use of a medication is a safety concern based on her/his judgement. It is up to each Employer to decide what action, if any, to take based on the information provided by the MRO. To avoid the risk of being pulled from flying for safety concerns, ask your treating medical provider if there is a medication they can recommend that does not contain amphetamines or opioids.

Please note that there is only one exception to this rule...Marijuana. Marijuana has been legalized for use in some states under certain medical situations. Federal law and

policy do not recognize any legitimate medical use of marijuana, a Schedule I Drug. If you use medically prescribed marijuana, you will still be considered a DOT rule violator. Bottom line – do not smoke dope!

#### IN SUMMARY:

- 1 Only use medications for which you have a current and valid prescription and for which you are actively being treated.
- 2 Never exceed the recommended dosage amount or the interval level for taking the medication.
- 3 Make sure the treating medical provider knows about your safety-sensitive duties and has approved the use of these medications while performing these duties.
- 4 Don't take medications prescribed for past conditions.
- 5 Never share your medications or borrow medications from others.
- 6 Avoid being pulled from flying by asking your health care provider to find alternatives to medications that contain opioids and or amphetamines.

Check out the “Medication Safety Film for Flight Attendants” at [www.fadap.org](http://www.fadap.org).



Natalie Salser is a Dallas-based Flight Attendant and serves as the Chairperson of the TWU Local 556 Flight Attendant Drug and Alcohol Program (FADAP).

## AIRCRAFT ACCIDENT/SERIOUS INCIDENT

# GUIDELINES FOR FLIGHT ATTENDANTS

As you can imagine, aircraft accidents and incidents have the potential to create total chaos, confusion and traumatic stress for Crew Members. Therefore, it is of the utmost importance that an organized plan is in place, should an event such as a serious aircraft incident or accident occur at Southwest Airlines.

Our TWU Local 556 Safety Team has designed and implemented an Accident Response Plan (ARP), the purpose of which is to provide set guidelines for the Union and its Members, should one of our Crews be involved in an aircraft accident or incident.

TWU has an obligation to represent all of our Flight Attendants; therefore, TWU Local 556 has made the decision to be active participants in any accident response and subsequent investigation. We will, in the event of a serious incident or accident, work in close association with Management, the Southwest Airlines Pilots Association (SWAPA) and Federal authorities to ensure the immediate needs and the best interests of our Flight Attendants are being met.

Southwest Airlines has always done an exemplary job of training our Flight Attendants, as well as providing necessary support in times of crisis. We are confident our Company will continue to provide these invaluable resources. Under no circumstances is TWU Local 556 trying to usurp the procedures of Southwest Airlines or mitigate the Company's operational responsibilities. Our goal in this plan is to help ease the panic, chaos and confusion after an accident or serious incident, as well as actively participate in the investigative process as provided by law. Bottom line: the Union wants you to know that we will be

there to help, assist, and represent you in all ways possible should you be involved in an accident or serious incident.

The "it can't happen to me" syndrome has repeatedly been shown as flawed in the harsh world of aviation safety, where an accident or serious incident is always a possibility.

If you are ever involved in a serious aircraft incident or accident, our Union will be there to help you. Once notified, our Union Safety Team and Critical Incident Stress Management (CISM) peers will be sent into the field to look out for your best interest. At the same time, trained Union Representatives will be assisting in the investigation as members of the Southwest Airlines GO-TEAM. Our Union suggests the use of the following guidelines for Crew Members who are unfortunate enough to be involved in an aircraft accident or serious incident.

### CHECK LIST (RECALL IN ORDER)

1. Stay together with your Flight Attendant Crew.
2. **DON'T DISCUSS DETAILS OF ACCIDENT WITH ANYONE.**
3. Obtain medical attention ASAP.
4. Contact your family.
5. Contact TWU Local 556. Contact Critical Incident Stress Management (CISM) team
6. Coordinate with your Crew and Network Operations Control (NOC) to secure rest facilities away from the airport or transport to a hospital, and get under a doctor's

care to prevent anyone (Media, FAA, NTSB, etc.) from being able to contact you before our union and/or management representatives are with you. Security will be provided via Southwest Airlines corporate security in either case.

7. **ONLY** inform TWU Local 556 and/or Southwest Airlines representatives of your location.
8. You are not required to give a statement to the FAA, NTSB or any other public authority concerning an accident unless you are served with a subpoena.
9. You are not required to give statements to Southwest Airlines without Union representation.
10. **MAKE NO STATEMENTS!!!**  
1-800-969-7932 (TWU)  
1-800-408-3220 (CISM)

### POST EVENT DETAILED GUIDANCE

- Contact the TWU Local 556 Office - As soon as you are assured that the immediate needs of your Passengers and fellow Crew Members are being met, call the Union at 1-800-969-7932. Specify "Aircraft Accident" and relay the following information:
  - Your Name
  - Accident Location
  - Names of all Crew Members
  - Contact Phone Number
- Ensure that the rest facilities for the Crew are away from the airport. Only inform TWU Local 556 or Southwest Airlines representatives of your location.
- If pressed for a statement or to be interviewed by FAA, NTSB or others, tell them you will make no statements until your Union Representatives arrive.





- Contact your family, but do not automatically invite them to the scene. Advise them that our Union and/or Southwest Airlines will send someone to help them. If you feel the news media or others may bother your family, the telephone company can install a temporary phone line for their private use until it is no longer needed.
- You will more than likely (per DOT regulation) be required to submit to alcohol and drug testing within eight hours of the event. It is important to note that you may not refuse to submit to a post-accident alcohol/ drug test.
- Prepare all written statements with the help of a Union Representative. You will be required to provide Southwest Airlines and federal authorities with a written statement within a specified time. All written statements should be provided to Southwest Airlines, which in turn, will provide the FAA and NTSB with any required copies.

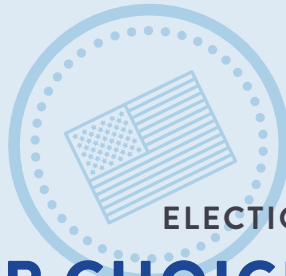
- Regardless of the circumstances, the Crew nearly always suffers post-accident traumatic stress. Contact CISM at 1-800-408-3220 to ensure they have been informed of the accident. Remember, help is available; all you have to do is ask for it.

Being a Flight Attendant is equal parts safety and service, and no matter how uncomfortable planning for an emergency may be, it is an integral part of what we do. Being aware of the risks that are associated with our chosen careers and the duty of preparedness that comes with it, ultimately serves all of us that much better day-in and day-out. These guidelines are intended to augment the skills each and every one of you already possess as “Safety Professionals.” Again, should you ever experience a serious aircraft incident or accident, we hope you know, Southwest Airlines and TWU Local 556 are prepared and will be there for you.



Michael Massoni is a Phoenix-based Flight Attendant and serves as the TWU Local 556 Operational Safety Chairperson.  
mmassoni@twu556.org





ELECTION 2016:

## YOUR CHOICE, YOUR VOTE



Bryan Orozco is a Las Vegas-based Flight Attendant and serves as the Co-Chairperson of the TWU Local 556 Committee on Political Education (COPE).  
[borozco@twu556.org](mailto:borozco@twu556.org)

**By now, most Members have received political mailers delivered to their homes publicly affirming TWU International's endorsement of Hillary Clinton for President of the United States of America.**

While TWU Local 556 has not endorsed any candidate for public office, our TWU Local 556 Committee on Political Education (COPE) would like to take this opportunity to discuss the upcoming election and answer some questions we have received from Members about the upcoming election.

### **WHY DOES TWU INTERNATIONAL ENDORSE CANDIDATES FOR PUBLIC OFFICE?**

Our Contract is always susceptible to changes in legislation. A perfect example of this is in the way FMLA was historically applied to the airline industry. Although we successfully reduced the number of qualifying hours in Contract 2008, they were further reduced when the President of the United States signed the Airline Flight Crew Technical Corrections Act on December 21, 2009. While that particular piece of legislation worked in our favor, it is important to support candidates that will protect our hard-won Contracts, since a change in legislation can wipe out those gains.

### **ARE MY UNION DUES USED TO SUPPORT POLITICAL CANDIDATES?**

No. Because of the non-profit status, TWU International generally cannot use Member dues to support candidates seeking public

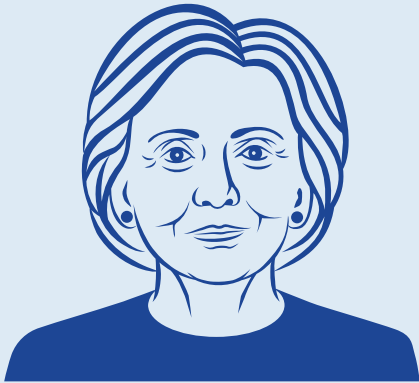
office. For political contributions to candidates, TWU International has established a Political Action Committee (PAC) that accepts voluntary contributions from TWU Members via payroll deduction. These voluntary contributions are pooled together and used to endorse candidates who support TWU Member rights, TWU issues, and organized labor in general. TWU endorsements are bi-partisan and support both Democrats and Republicans who support working families and their Unions.

### **HOW DOES TWU INTERNATIONAL CHOOSE WHICH CANDIDATE TO ENDORSE?**

In conjunction with the TWU State Conference structure, TWU International has a candidate vetting process in which TWU Members interview candidates and determine which candidates will earn a TWU endorsement. Once elected, TWU closely monitors voting records to ensure that TWU endorsed candidates maintain their support of TWU Member rights and issues. Additionally, this year TWU surveyed rank and file Members to see where they stand on supporting a candidate for President of the United States of America.

### **WHY IS TWU INTERNATIONAL TELLING ME HOW TO VOTE?**

Who you vote for is your choice. A TWU endorsement is aimed at providing TWU Members with the tools necessary to make an informed decision about a candidate that could impact the organization of which they belong. What you choose to do with the information provided by TWU International is ultimately up to you.



### CANDIDATE HILARY CLINTON:

# 94%

#### AFL-CIO PRO-UNION VOTING RECORD

Has a 94% AFL-CIO pro-Union voting record. She co-sponsored the "Lilly Ledbetter Fair Pay Act of 2009." This bill establishes equal pay for all genders. In September of 2007 Senator Hillary Clinton co-sponsored the Airline Flight Crew Technical Corrections Act, which was passed in 2008.



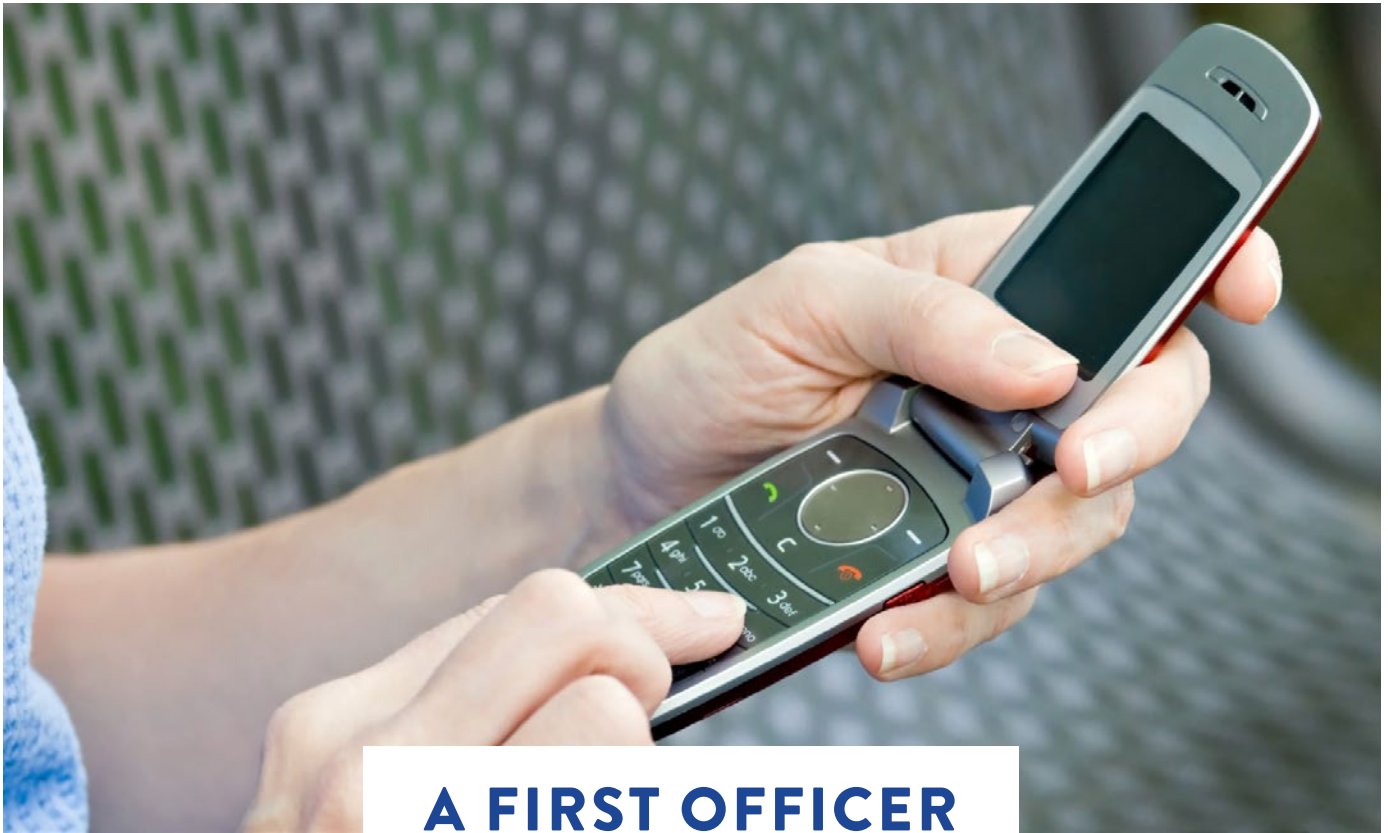
### CANDIDATE DONALD TRUMP:

Employees at the Trump Las Vegas Hotel and Casino were unfairly suspended for exercising their legal rights to wear a Union button and organize their coworkers. After the Culinary Union filed unfair labor practices charges with the National Labor Relations board (NLRB), these workers were returned to work with back pay. In June 2015, the Culinary Union filed additional charges with the NLRB asserting that the Trump Las Vegas violated the federally protected rights of workers to participate in Union activities. Some of the new charges include incidents of alleged physical assaults, verbal abuse, intimidation and threats by Management.

## You may also see flyers from TWU endorsing Congressional, Senate and state races.

In some ways, these races have just as much or more impact on our jobs as Union Members and Workers. For example, some states have laws that allows paid parental leave (maternity leave) and some states have better On-the-Job Injury (OJI) coverage. On the federal level, some legislation could have a negative effect on our careers. Issues like Norwegian Air International (NAI), Open Skies Agreement and Talking on Cell Phones Inflight. All of these topics are controlled by elected officials. There's an old Union saying, "vote your paycheck."

**So before you get out and cast your vote on November 8, call the offices of those that are running for office and ask them their position on legislation that will affect our careers.**



## A FIRST OFFICER AND A GENTLEMAN

“I know you’re a gentleman, Mr. First Officer, and you’re abiding by the ‘ladies first’ rule that your wise father taught his handsome son. But on behalf of your dear mother, let me share an important exception to that rule. Don’t get me wrong; I do appreciate your chivalry (and that little dimple in your cheek) **but it is still considered quite polite for the men to enter the Crew van before the women**, most especially when the lady is wearing expensive hosiery and a dress. Maneuvering to the back of the van or sliding across these cloth seats could result in my hemline being unintendedly up around my neck or these thigh-high stockings down around my knees.

Pardon me? Hmmm...that devilish dimple deepens doesn’t it, dear? Being a lady can be a challenge sometimes, but you would never know it; we are like tricks performed by sleight of hand, which, to admire, should not be understood.”

Cindy, sitting shotgun, passed the hotel clipboard back and wrestled with her seatbelt, “I’ll sign us in shortly, Tina. Let the other Crew sign in; they were the first to the curb.”

“Now there’s a girl minding her manners! Don’t forget Cindy: Mr. Right-Now is picking me up from the hotel later.”

“Tina! Didn’t you tell me that you commuted to base early to have dinner with Mr. Right last night?”

“Last night was Mr. Right-Up-My-Alley; I’m seeing Mr. Right-Now tonight, Cindy. Tomorrow night, in St. Louis, Mr. Right-Place-Wrong-Time is getting a second chance.”

“Well, give me your mobile number so I can call you if we get rerouted.”

**“Absolutely not, Cindy! Our Contract says that, a Flight Attendant shall not be required to keep the Company advised of her whereabouts during the off-duty periods.**

It is not your job to reschedule the rest of your Crew if you answer your phone and get rerouted. Please don’t put yourself (or me) in that position.”

“They’ll just call that vintage ‘flip phone’ of yours anyway.”

“I’ve only given Inflight Scheduling my home phone number; Flight Attendants are not required to have mobile phones, Cindy.”

“How do you access your CWA Screen, then? How do you check what’s on your board,



Tina? And I don't understand how you can manage to schedule your many Mr. Rights without a 'smart phone.'"

"Well, I check-in for my trip once a week when I get to the airport. Scheduling can send a message via the Operations Agent at an outstation if they want to talk to me when I'm on duty and I'm not responsible to Scheduling when I'm on my overnight. Why do so many Flight Attendants feel so compelled to check their CWA screens every few minutes throughout the day, and night? They're constantly showing theirs to me: "Now look what Scheduling is doing to me! Oh look, it changed again! Do I have to acknowledge it? Oh, no... what to do?"

"They'll just call your hotel room, Tina."

"Well, you know I have to turn off that ringer, girl; otherwise, these Mr. Pilot friends of mine, the ones with the devilish dimples, might be calling me at all hours just to find out the local time and temperature."

"Pilots have smart phones for that now, Tina."

"Good grief! Learn your Contract, be available when you are required to be available and then be done with it. Live this wonderful Stewardess Life as it was intended to be lived: without the weight of a smart phone ball-and-chain instant connection to Inflight Scheduling 24 hours a day! How's a girl supposed to find the real Mr. Right with her pretty face buried in her smarty-phone?"

"Tinder?"

"I most certainly am not tender, Miss Smarty-Pants!

"Tina, I..."

"Cindy, I'll give you my mobile number so that we can stay in touch for safety's sake but if you get rerouted, don't you dare call me. According to our Contract, Flight Attendants are responsible for themselves. But, of course, if you need help with something, dear, don't hesitate to call. Tina turned to the First Officer, "I'll give you my number as well, Dimples—just in case."

As the hotel clipboard was passed forward, the First Officer took a moment to see if his Flight Attendant Crew for the following day would be checking in to the hotel that night.

"Checking out tonight's menu?" taunted Tina.

The dimples deepened as the First Officer returned to his smart phone. Tina's vintage phone chirped twice and she flipped it open dramatically for Cindy's benefit. The last eight minutes of the ride to the hotel were completely silent, as Tina worked to respond to the incoming text message.

With perfectly manicured nails, Tina entered 6 6 6 5 5 4 4 4 0 3 4 4 4 6 7 5 5 5 3 3 7 7 7 7 0 9 4 4 4 5 5 5 5 5 0 7 7 7 7 3 3 3 3 0 9 9 9 6 6 6 8 8 0 5 2 8 3 3 7 7 7 0 3 4 4 4 6 7 5 5 5 3 3 7 7 7 7 on the tiny keypad of her flip phone.

It had taken Tina eight minutes to respond,

“ok dimples i will see you later”



Cuyler Thompson is an Oakland-based Flight Attendant and serves as the Chairperson of the TWU Local Communications Committee.  
cthompson@twu556.org



# CALLING IN SICK

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Hello, my name is Alice Watkins, and I'm the Leave Specialist at TWU Local 556. I would like to touch on the subject of calling in sick. For starters, when you call in sick there are three things you need to tell the Scheduler. Provide your name, your Employee number and state that you are calling in sick for your pairing. You do not need to provide the details of your illness; you do not need to tell the Scheduler "why" you are calling in.

Sick calls may be reported a maximum of two (2) calendar days prior to scheduled departure. The Flight Attendant may specify a longer period, covering pairings beginning within the five (5) consecutive calendar days following the call. For example, if you have a three-day trip immediately followed by a two-day trip, you would be able to call in sick for all five (5) days at once. If you had a three-day trip with four days off followed by another three-day, you would need to call in sick for each individual pairing.

Unless otherwise stated, a Reserve Flight Attendant's sick call will only be valid for one day. The Reserve may specify a longer period, up to five (5) consecutive calendar days following the call.

**Sick calls must be made to Crew Scheduling at least two (2) hours prior to the scheduled push of the aircraft.**

Sick calls for a Flight Attendant on Reserve must be made to Crew Scheduling prior to being contacted by Crew Scheduling for an assignment. Sick calls for Flight Attendants on Reserve will be treated as follows:

A

Sick calls for Flight Attendants on Reserve reported at the time of assignment, or after receiving an assignment, but more than two (2) hours prior to scheduled flight departure, will be treated as stated in Article 11.14.A: you will receive an "SLA" (Sick Leave after Assignment). You will receive .5 Attendance Point for an SLA. A doctor's note or PIN will not remove the additional .5 Point.

B

Sick calls for Flight Attendants on Reserve reported less than two (2) hours prior to scheduled flight departure or Airport Standby assignment will be treated as a "Reported Illness Less Than Two (2) Hours" prior to scheduled flight departure. This is considered an SL1. You will receive 2.5 Attendance Points for an SL1. A doctor's note or PIN will not remove the 2.5 Attendance Points received for an SL1.

A Flight Attendant utilizing a doctor's statement to excuse her/his absence must furnish it to a Supervisor or Leave Specialist prior to or on the next scheduled pairing or within seven (7) working days, exclusive of Saturdays, Sundays, and Holidays, after the ending of the last day of absence due to the initial report of illness, whichever is earlier. For example: If you called in sick for a single three-day trip on Monday, August 1, your doctor's note or PIN must be turned in no later than August 9 or before the end of your next pairing; whichever comes first. A good rule of thumb is to turn in your doctor's note or PIN as soon as possible after calling in sick.

Since a doctor's note can cover multiple sick calls, there is one distinct difference when calculating the seven (7) working days' time-frame if you have multiple sick calls with no flying or airport standby in between them. The seven (7) day time-frame will begin the day after the last day of the final sick call. For example, if you called in sick for a three-day trip on August 14, then a two-day trip on August 17, and then a turn on the August 19, you would begin counting the seven (7) working days to submit a doctor's statement on the day after the turn would have ended (August 20). In this situation, the doctor's note would be due August 29 or before the end of your next pairing; whichever comes first. (See Letter of Understanding dated July 7, 2009)

Failure to report an absence due to illness/injury, whether verified by a doctor's statement or not, will be chargeable as a No Show.

The doctor's statement for verification of an illness/injury must contain the following information or it will be deemed unacceptable by Management:

- Date(s) of illness/injury;
- Date(s) of treatment;
- If applicable, connection to any other illness or occurrence which would constitute a Single Continuous Occurrence (i.e. the doctor's statement indicated the absences are related);
- Date Employee can return to full duty;
- Doctor's, Nurse Practitioner's, or Physician Assistant's signature.

## PERSONAL ILLNESS NOTES (PIN)

If utilizing a Personal Illness Note (PIN) to remove attendance points, a Flight Attendant must furnish the PIN prior to or before the end of the next scheduled pairing or within seven (7) working days, exclusive of Saturdays, Sundays, and holidays, after the ending of the last day of absence due to the initial report of illness, whichever is earlier. A PIN may not be utilized to excuse an absence falling on a Black Out date. Personal Illness Notes may be used no more than once per quarter, up to four (4) times a year, and will only reduce Attendance Points associated to timely sick calls. The maximum allowable duration of a PIN is not to exceed seven (7) consecutive days.

If you have utilized your PIN and you are still sick beyond the seven calendar days, you may then turn in a doctor's note that can be used to include a maximum of fourteen (14) consecutive calendar days. The fourteen days are counted after the ending of the last day of the initial absence due to your illness or injury. For example: if you call in sick on August 15, 16 and 17, begin counting the fourteen (14) consecutive calendar days on August 18. A doctor's note would cover your illness or injury until August 31. Also, if you called in sick August 15, 16 and 17, then flew a three-day August 20, 21 and 22 and then called in sick August 26, 27 and 28, you can still attach a doctor's note to your PIN from August 15, 16, and 17.

I hope that this information will help Flight Attendants to more effectively manage their sick calls and Attendance Points. As always, if you need assistance or have questions, please contact the Union Office.

## FLY SAFELY!



Alice Watkins is a Dallas-based Flight Attendant and serves as the TWU Local 556 Leave Specialist.

awatkins@twu556.org



## SO YOU RECEIVED A NO SHOW, NOW WHAT?

Although Article 32 of our Contract speaks extensively regarding what circumstances you will be issued a No Show. No Shows are not exclusive to Article 32. Article 8 also sets forth the requirements for utilizing a Might Be Late (MBL), and what happens when you do not perform the required actions. To illustrate, let's take a look at what happens to our Flight Attendants.

Yesterday, Late Lucy had to MBL because traffic was very heavy on her drive to the airport. According to Article 8.A.1.d, which states that as a result of Lucy utilizing her MBL at the beginning of the pairing, she is required to be at the aircraft fifteen (15) minutes prior to scheduled departure. It also states she is required to confirm her arrival at the aircraft by calling Inflight Scheduling from the Jetway phone, and failure to do so may be treated as a No Show. Lucy made it to the aircraft just in time to start the boarding process, so she jumped right in, did her security checks and boarded the aircraft. However, Lucy forgot to call Scheduling. When Lucy landed after her flight, she received a call from Scheduling who advised they had issued her a Failure to Report (FTR) because she failed to confirm her arrival at the aircraft by calling Scheduling from the Jetway phone.

No Show Nora overslept. When she woke up, her plane had already departed. Nora had to make a decision – should she call Scheduling or just go back to sleep? Now, if Nora goes back to sleep, nothing changes. She will be issued a No Show, receive 2.5 Attendance Points and likely a phone call from her Supervisor, asking her to write an Irregularity Report (IR). But Nora, being a very conscientious Flight Attendant, called Scheduling. Article 32.11 – No Show Policy, states that Nora may elect to call Scheduling to recover her pairing. At this time, Scheduling will recover Nora with her pairing if operationally feasible. Nora is required to recover her original assignment because she called Scheduling, but she and Scheduling will determine the best point to recover the pairing. However, if Scheduling cannot recover Nora with her original

assignment, they may offer her another assignment, which she is not obligated to accept.

Forgetful Freddy arrived at the airport an hour before his report time. Freddy began talking to some friends in the lounge, lost track of time and forgot to check in for his pairing. Scheduling called the lounge to see if Freddy was there. When Freddy got on the phone, Scheduling advised him he was going to receive a No Show; however, if he could make it to the gate to work the flight, the No Show would be reduced to an FTR. At this time, Scheduling checked Freddy in for his flight.

### Remember, you are not required to call Scheduling if you No Show.

If you call them, they will either recover you to your original assignment or may offer you a different assignment if the original is not available. You are NOT obligated to accept a different assignment. Even if you No Show Recover, the 2.5 points will remain on your record. If you No Show Recover, you will be paid only for what you ultimately fly, and the deadhead to catch you up to your pairing will not be paid. If your No Show is reduced to an FTR, you will be issued 1 Attendance Point (instead of 2.5 Attendance Points). If you have any questions about your No Show or your IR, be sure to contact our Union for answers!



Barbara Fitzhugh is a Dallas-based Flight Attendant and serves on the TWU Local 556 Grievance Team.  
bfitzhugh@twu556.org

## FLIGHT ATTENDANT ETIQUETTE

Boarding the shuttle with my Crew after a thirteen hour day, the driver asked us if we wouldn't mind waiting for another Crew that landed a few minutes after us.

"Of course not," Nancy, our "B" Flight Attendant responded. "We take care of each other here."

Betty, our "C," just rolled her eyes and sighed.

"I wish that was always the case." I replied. "Our Pilots left us in Islip a few weeks ago, and it took the shuttle another thirty minutes to come back to the airport. They both heard about it when we all lobbied the next morning. You don't knowingly leave your Crew behind!"

Nancy nodded in agreement.

Betty let out an exasperated breath. "Well, as far as taking care of each other, I still haven't been paid the \$200 for a trip I picked up six weeks ago!"

Nancy turned around and said, "Six weeks? Unacceptable. Take that Flight Attendant to small claims court. Honestly, this whole thing about not paying Flight Attendants is getting out of hand. If you can't pay, don't offer money."

"I'm just going to post her name all over Facebook about what a loser she is," Betty interrupted.

"You can't, Betty," I said. "Social Media Policy. I don't want you suspended or fired because you've slandered the good name of a no-good stewardess!"

Nancy laughed.

**"I'm serious," I continued. "As frustrating as it is, Social Media is not the place to slam a Co-worker for any reason. You have to keep sending her**

**messages, without a harassing tone of course, or you do have the option to take her to small claims court. The Company does not get involved in financial trip trade squabbles.”**

The next Crew boarding the shuttle interrupted our conversation.

“Hey, everyone. How was your day?” I asked.

“Whatever,” one of the Flight Attendants retorted. “I hope you’re not one of those loud Crews that force everyone else to listen to stupid conversations the whole way to the hotel.”

“So you were hired for your pleasant demeanor?” Betty snapped.

“Ladies!” I interjected. “It sounds like we’ve all had a long day. Let’s just relax.”

Betty rolled her eyes, and the other girl pulled out her phone and started scrolling through her Facebook posts.

The ride to the hotel was silent.

When we arrived about twenty minutes later, the girl who’d been Facebooking the whole way told her other Crew Members to grab her bags because she was going to run in and sign them in first.

I gave Nancy my van tip, and asked if she wouldn’t mind bringing in my bags because I wanted to talk to the Flight Attendant about Crew etiquette in light of the fact that we’d been waiting an extra fifteen minutes for them at the airport.

“Hey there,” I said, walking up to the desk. “We waited for you at the airport because we understand that nobody likes to wait for the hotel shuttle. We’ve had a thirteen hour day, and it would be courteous on your part to allow us to sign in first.”

“Well, I’m tired, and I need to get to my room,” she replied.

“I understand that, and we’re tired too, but we’re all in this together, one way or another. Even though our days can be long, we still need to respect each other.”

She slammed down the pen, picked up the room keys, and said, “You can respect the fact that you won’t see me after I leave here. Stop making such a big deal about it.” She handed the keys to her other Crew Members and stormed to the elevator.

“Sorry about her,” one of them apologized. “She’s going through a divorce and hates everyone right now.” They both turned and left.

“Wow,” Betty said. “Can you imagine having to work with her?”

“I bet her husband initiated their divorce proceedings,” Nancy quipped.

“Let me sign us in, so we can get changed and eat. I’m starving.”

After handing the keys to the girls and heading to the elevators, I asked, “Do you want me to check out your rooms?”

Betty responded by saying, “I keep asking for you to check me out, but you always remind me that I’m married.”

“I’ve seen your husband,” I laughed. “I’m good with not pissing off a man who can bench press an airplane.”

“Thanks for looking out for us,” Nancy said. “I really like the fact that most of our Flight Attendants offer to do a security check of the rooms for the other Crew Members.”

Fifteen minutes later, we were all seated in the restaurant with martinis in front of us. After placing our dinner orders, I raised my glass and said, “Cheers, Ladies. It was a long day, but it’s over now.”

“Cheers,” they both replied.

“I still can’t get over that Flight Attendant,” Nancy set her glass down. “What if one of our New Hires had seen that behavior?”

“I agree,” Betty took another sip. “And I’m sorry again that I was so grumpy today. Thank goodness I was flying with the two of you. By the way, Mark, I texted my husband and told him that you said he looks like he can bench press airplanes. His response was nothing but capital LOLs!”

All three of us laughed.

“So what do we do about some of the bad manners and habits of some of our Flight Attendants?” I asked. “Especially since we have so many New Hires here. What have you seen that really gets under your skin?”

“Pay your damn trip trade fees!” Betty yelled, and then looked around and sheepishly said, “Sorry,” to the elderly couple sitting next to us.

“Repackage your snacks after a snack flight and make sure the peanuts and pretzels are in the baskets and not thrown all over the overhead bin.”

“Restock in non-Provisioning cities and refill the condiment cups or bags or whatever we’re putting things in now.”

“Stop making up rules,” I continued. “A few months ago, I had a senior Flight Attendant tell our New Hire that she had to stay with the through flight at the end of our trip because she was junior. I looked at her and said ‘Honey, you need a drug test! We’re all responsible for staying with a through flight as much as we hate giving that extra free time to the Company.’”

“Cheers to that!” We all drank.

“How about the ‘A’ letting the rest of the Crew know that we’re ready to board?”

“And maybe on long days filled with short haul flying the “B” can offer to step in to board one or two flights so the “C” can grab a bite to eat.”

“I fly B most of the time, and I do that,” Nancy said. “I also watch our roller bags in the overhead bin during boarding and deplaning to make sure that Customers are not moving them or taking them.”

“What about bashing Flight Attendants within ear shot of Customers?” I asked.

“Never!” Betty exclaimed. “Even if we don’t like them, or they’re rude to the Customers, we don’t talk to them about their behavior or talk about them to other Flight Attendants in front of Customers. That makes us look just as bad.”

“I agree,” Nancy said. “But what really gets me are the Flight Attendants who think it’s okay to wander on down right at van departure time and make the rest of us late. You know how Management is after us about delayed flights and late reports to the gate. It seems like some just don’t care.”

“I call them,” I said, “And if they’re not down in a minute or two, I let them know they need to take a cab or Uber.”

“Well, what about people like You Know Who? She’s always late. Every single day?” Betty rolled her eyes.

**“I still call. You never know what can happen on an overnight. We always tell our Customers that we’re there for their safety, so we definitely need to keep track of each other’s safety as well.”**

And regarding You Know Who, I’ve recommended she download the Uber app. She needs it.”

“Always looking out for your Co-workers, Mark. This lobster roll is always so good!” Nancy exclaimed as the waitress set down the food.

“I know. I always get the salmon. It’s AMAZING!” I picked up my fork and started to eat.

“So I have a question,” Betty stated, after swallowing the first bite of her pasta. “By the way, this is so good! You’ve got to try this. Anyway, last week that Mitzy chick from Scheduling called me in the middle of the night in Philly to reroute me as well as the rest of the Crew. She also told me that since I was “A,” I had to call the other three Flight Attendants. I told her, ‘No, way. That’s your job. I’m only responsible for myself.’ I then asked her if there was anything else, because her call was already making me think that it was going to be a pony tail day, and you both know that I don’t like showing up for work looking anything short of spectacular!”

Nancy put down her fork and said, “That Scheduler knows better. It’s even in the Flight Attendant Handbook under Scheduling Guidelines that the “A” Flight Attendant is not responsible for the entire Crew while on an overnight unless it’s agreed and coordinated with

Scheduling.”

“Um, do you have that Handbook memorized, Nancy?” I asked.

“Well, when you’ve been a part time Recurrent Training Instructor for a few years, you tend to know a little bit.”

We all laughed at that.

“Well, if that Mitzy woman tries that again on another one of my layovers, I’m going to refer her to the Handbook! So what about my \$200,” Betty continued. “I’m sick of having my messages ignored, and I think everyone needs to know that girl doesn’t pay. Should I write her up? What about Professional Standards? Are you sure I can’t Facebook and Tweet to the world what a loser she is?”

“Trust me,” I said. “Sometimes I wish you could. . . Anyway, an Irregularity Report (IR) won’t do any good because the Company doesn’t involve themselves with our financial transactions in regards to trip trades and pickups. It’s the same with Professional Standards. They only deal with conflicts on board the plane. For example, if you’re working with a lazy Stew that only does one drink service and then sits until final decent, no matter how long the flight, on every flight, you can call Professional Standards instead of writing her up. Professional Standards will investigate by asking both of you for your side of the story and many times discipline can be avoided. Perhaps the lazy stew is allergic to walking more than a hundred steps per flight. Who knows? If you submit an IR, Management investigates and can issue discipline, whereas Professional Standards can help resolve a conflict between the two Flight Attendants without Management involvement.

“That’s good to know,” Betty replied.

“And as far as your \$200,” I continued, “Send her another message and let her know that you’re taking her to Small Claims Court. Many times just that threat will net you your money pretty quickly. She’ll learn not to mess with you again. However, be prepared to follow through if she doesn’t pay.”

“Alright, everyone,” Nancy put down her empty glass. “This has been a great conversation, but I need to pay and go to bed. I’m exhausted.”

“I agree,” Betty said. “I hope our day is much shorter tomorrow.”

“I’m going to have a piece of cake, so I’ll see you in the morning. Sleep well, Ladies.”

The girls paid and left, and I ordered the delicious, seven layer chocolate cake.



Mark Hoewisch is a Chicago-based Flight Attendant and Shop Steward who may be found anywhere in the world, riding roller coasters and photographing amazing food.



## PRECINCT CAPTAINS

## MOBILIZATION/ORGANIZING COMMITTEE

## sol·i·dar·i·ty

sälə' derədē/

noun

noun: solidarity; singular proper noun:

**Solidarity**; noun: **Solidarity**

1. unity or agreement of feeling or action, especially among individuals with a common interest; mutual support within a group.

On July 11-12, your Precinct Captains (PC) were on the aircraft assisting Crews and helping to build Unity amongst our Membership. These Solidarity events were positive and well received by our Members. Our PC's are committed to helping bring us all together in SOLIDARITY so we can achieve another industry-leading Contract.

**Here is an overview of what it takes to be a PC:**

- To promote Unity and a message of moving forward;
- To recruit and stay in contact with other Precinct Captains in your domicile;
- Text or call ten (or more) of your contacts anytime there is an update;
- Wear your Union Pin at work so your Co-workers know that you have accurate information concerning Negotiations;
- Help our Members make educated decisions by squelching rumors with timely and truthful information about Negotiations;
- To coordinate and participate in mobilization efforts alongside your Domicile Executive Board Member (DEBM);
- Refer Members to our Website [www.twu556.org](http://www.twu556.org);
- Refer Members to the TWU Local 556 Facebook Page [www.facebook.com/twu556](http://www.facebook.com/twu556).

If you are interested in becoming a PC, please email [moborg@twu556.org](mailto:moborg@twu556.org) with your name, base and best contact information.

How can YOU show Solidarity? Wear your Union Pin and display your TWU Local 556 bag tag. If you need a pin or a bag tag, please visit the [www.twu556.org](http://www.twu556.org) homepage and click on the submission forms listed in the right hand column. We will make sure and pass your info along to your DEBM or PC in your base.



Sam Wilkins is an Oakland-based Flight Attendant and serves as the Co-Chairperson of the TWU Local 556 Mobilization/Organizing Committee and as a Board Member at Large. [swilkins@twu556.org](mailto:swilkins@twu556.org)

# GETTING YOUR AFFAIRS TOGETHER:

## PREPARING FOR YOUR FINAL DEPARTURE



PHOTO CAPTION/CREDIT: HBO SERIES SIX FEET UNDER (2001-2005) OPENING SEQUENCE.

When Dallas-based Flight Attendant Eileen Rodriguez suddenly lost her husband of nearly three years to suicide in 1997, she was ill-prepared for the legal hurdles that would consume her life, leaving her to struggle to survive financially, and unable to grieve properly. Rodriguez's husband had departed without a will.

**“Going through the normal motions was hard enough,” said Rodriguez, a 23-year Southwest Airlines Employee and Critical Incident Stress Management (CISM) Team Chairperson. “It extended the grieving process for over a year.”**

A will serves as a roadmap for surviving family members to determine how your possessions, children, and assets will be handled at the time you pass—especially if you were to pass away unexpectedly. This gives the deceased an element of control on how their estate is handled. Without one, your family may be left floundering with legal woes like probate or arguing amongst themselves instead of grieving.

“Healthy people are in tragic accidents every day,” said Nadia Gilkes, a Denver-based Flight Attendant and attorney. “If you are stricken with an illness and end up in a coma that you don’t recover from, you no longer have the time or ability to wake up and handle your affairs. It is best to do it now.”

It is never easy to think about your own demise. Southwest Airlines Employees and their spouse/domestic partner enrolled in the BenefitsPlus Optional Life Insurance plan have access to complementary will preparation services by Hyatt Legal Plans, a MetLife company. Participating Hyatt attorneys near you are available to prepare or update a will, living will and power of attorney. If you choose to use a non-network attorney, you can be reimbursed for covered services according to a set fee schedule. Contact Hyatt Legal Plans directly at (800) 821-6400, Group number 96676. Or visit [SWALife > about me > my benefits > services > benefits information & resources > information & forms > will preparation service](#).

TWU Local 556 also offers LegalShield family plans for will preparation, living wills, and power of attorney—as well as a suite of legal services including advice, consultation, representation, auto and IRS amenities —

for \$16.95 per month. Family Identity Theft coverage is also available for \$16.95 per month, or \$29.90 monthly for both plans. Individual monthly plans start at \$15.95, Theft for \$9.45, or both for \$24.40 per month. Visit [www.mybenefitsportal.com/twu556/legalshield-id-theft](http://www.mybenefitsportal.com/twu556/legalshield-id-theft) to view plan options, or call (877) 885-9191.

Estate planning guidelines will vary from state to state. When preparing your will, you will want to pick an executor to handle your affairs after you pass on. Typically this is a family member, grown child or a close friend. Without a will, your possessions will be distributed to your next of kin. You can designate individuals or charities to inherit your belongings. You’ll also want to designate a power of attorney, an individual who will help you to make financial and healthcare decisions in the event you become incapacitated or unable to care for yourself.

If you have young children, you will need to designate their caretaker if you were to pass on. According to Gilkes, typically the surviving parent will raise the child unless they are unable to do so. If you elect someone else or are a single parent, the state will determine if the caretaker you designated is appropriate in the best interest of the child

and will consider other family members if necessary; grandparents, aunts, uncles, godparents, etc. In extreme circumstances, if there is no caretaker, children become wards of the state and placed into foster care until a permanent home can be found.

Gilkes also said that without a will, the deceased's sole accounts are frozen until the court declares someone as the executor and grants the power to access accounts. Debts are handled through probate, although the state will also address debts when there is a will. Funeral homes and hospital expenses will be paid first before other creditors make a claim against the estate. Remaining funds will be distributed to the people or charities of your choice, or to the next of kin if there is no will. Also, you may want to consider placing real estate you own into a trust.

**“You think you’re young and healthy and have time ahead of you,” Rodriguez said. “One moment can destroy your life.”**

Rodriguez remarried fifteen years ago and has a thirteen-year-old daughter. She now urges all New Hire Flight Attendants in Inflight Training to be prepared for those we leave behind while you’re happy and healthy—which she admits is tough—because one day you could wake up to discover you have a disease, like cancer, or a life-impairing injury.



Matthew J. Blackburn is an Oakland-based Flight Attendant and a freelance journalist at [www.thegloriousland.wordpress.com](http://www.thegloriousland.wordpress.com).



## OCCUPATIONAL HEALTH & SAFETY TIPS

### PET POLICY

In a recent meeting our TWU Local 556 Safety Team had with Southwest Airlines Management, we requested information on what the procedure is when a Flight Attendant has an allergy to a pet onboard. The first step is to trade positions with one of your Crew Members if your allergy allows you to stay on the aircraft with the animal. If your Crew Member isn't willing to trade positions, contact Inflight Scheduling for the position reassignment. Management stressed that the Flight Attendants must trade positions, you cannot require a Passenger to sit in a specified section of the aircraft. If the allergy is so severe that you cannot work with the animal on board, you would need to contact Inflight Scheduling immediately. If you are in a base city, Scheduling will assign someone else to work your pairing and you will be placed on another pairing. In rare instances, such as if there are no other departures that day, you would be pulled without pay. If the event happened at an out station, Management would make the decision on whether to take a delay until another flight arrives so that they could swap Flight Attendants with or, if it was better for the operation, to remove the Passenger from the aircraft (they would only do this in extreme cases).

### INTERNATIONAL

As our international overnights increase and we have the opportunity to visit some amazing locations and beaches, it's important to remember the hazards that can occur. Sand fleas are very prevalent in the majority of these areas. To protect yourself, apply insect repellent and do not sit on the sand directly. The fleas seem to bite more immediately following a rain, when the sand is wet. It's important to reapply insect repellent as you would sun screen. If you do have the misfortune to get sand flea bites, there are several things you can do to ease the discomfort. Applying a 1% hydrocortisone crème or making a paste with baking soda and water will help. Also, mosquitos carrying the Zika Virus, West Nile Virus and Chikungunya thrive in these areas. If you are going to be out enjoying the environment, be sure and use an insect repellent that contains DEET, picaridin, or oil of lemon eucalyptus.

It's also important to remember you are in a foreign country so take extra precautions on the food and beverages you consume. Food preparation and cleanliness isn't monitored as closely in some foreign countries as here in the United States.



## OCCUFIT SOLUTIONS AND FREE COMPRESSION SOCKS/HOSE

OccuFit Solutions is a company that has been offering our Flight Attendants a great benefit for the past several years. They have had representatives in the lounges during the base Safety Days to educate our group on their offerings. For those of you that haven't had the opportunity to attend one of the events, I wanted to share the information with you. OccuFit works with your physician and insurance company to provide you with six pairs of compression socks twice a year and one pair of shoes once a year at no charge to you. The way the process works is as follows: Flight Attendants complete a form which allows OccuFit to send a prescription to your physician for the products. Once they get the prescription returned, they file the claim with your insurance company. This is how they get reimbursed for the products. OccuFit does not charge the Flight Attendants for the balance that the insurance company doesn't pay. Obviously, the process is dependent on your physician writing the prescription. Also, in the past, some insurance companies have not covered the expense. The product won't be shipped until OccuFit receives notification that the claim has been accepted so there is no fear that you will receive a bill. The contact information for OccuFit is (704) 799-2873 and their website is [www.occufitsolutions.com](http://www.occufitsolutions.com).

## ASAP AND IRREGULAR EVENTS

We have had several irregular events happening recently such as turbulence injuries and medical diversions causing deviations from standard operating procedures and safety incidents during flight. While Irregularity Reporting (IR) is required in these types of situations, another great reporting tool for these events is the Aviation Safety Action Program (ASAP). You can file an IR and an ASAP report on the same event. The reason why our TWU Local 556 Safety Team would love these events to be reported into ASAP, is because it actually gives us knowledge of the event that we would not have had otherwise. TWU Local 556 is not able to view any of any IR's that are filed, but we have a representative on the ASAP Event Review Committee that allows us involvement in the event. ASAP is not just for self-reporting; it is to report any safety event on the aircraft.



Michele Moore is a Dallas-based Flight Attendant and serves as the TWU Local 556 Occupational Safety and Health Coordinator.  
[mmoore@twu556.org](mailto:mmoore@twu556.org)



**In June we began publishing Fast Fact Friday, the newest feature of the TWU Local 556 Website.**

With the hectic pace of Flight Attendants' lives, we may hear something during a Crew change or on a hotel van and wonder, "Hmmm.... Is that true?" We know that finding time to do your own research can sometimes be challenging, so we hope that our Fast Fact Friday publications will help to answer questions about the latest hot topics online.

If you hear something that is just too good to be true (or conversely, too bad to be true), pass it along to TWU Local 556 Leadership in the form of a question, and we may feature it in a future weekly installment of Fast Fact Friday!

**Send your question in an email to [communications@twu556.org](mailto:communications@twu556.org).**

**HERE IS THE  
FAST FACT FRIDAY!  
PUBLISHED ON JULY 15:**



## WHY DOES TWU LOCAL 556 HAVE AN OFFICIAL FACEBOOK PAGE?

As of the first quarter of 2016, Facebook had 1.65 billion monthly active users. Everyone who uses Facebook has a personal profile. Users decide who is able to “view” their profile and their Facebook activity by adding “friends” or via their “privacy settings.”

A Facebook Page is different. It is a public profile specifically created for businesses, brands, causes and other organizations. Unlike personal profiles, pages do not gain “friends,” but “fans” – people who choose to “like” the page.

As written in our “Terms of Service and Fair Play (TOS),” the purpose of our Facebook Page is “to present matters of interest to and carry forward the view of TWU Local 556, its Members and their community.”

## WHO CAN VIEW THE TWU LOCAL 556 FACEBOOK PAGE?

Unlike your own profile, Facebook Pages are visible to everyone on the internet by default. Anyone with a Facebook account can view posts on the TWU Local 556 Facebook Page, including any subsequent comments. Anyone on Facebook may “like” or follow our Page, with new posts to the TWU Local 556 Facebook Page appearing in the “News Feeds” of its followers.

The TWU Local 556 Facebook Page is not another one of the private Facebook “Groups” to which many Flight Attendants belong. Our Page is not limited only to Southwest Airlines Flight Attendants. Because of its public nature, all posts and comments made on the Page may be viewed by:

- All 14,500+ Southwest Airlines Flight Attendants;
- All 8,000+ Southwest Airlines Pilots;
- All 49,000+ Southwest Airlines Employees;
- All Members of Southwest Airlines Inflight Management, including Supervisors, Base Managers, and Vice Presidents;
- All Members of the Southwest Airlines Negotiating Team;
- Southwest Airlines Chief Executive Officer (CEO) Gary Kelly;
- All 1.65 billion Facebook Users, which may include more than 100 million annual Southwest Airlines Passengers.

## DOES TWU LOCAL 556 ALLOW COMMENTS ON THE OFFICIAL FACEBOOK PAGE?

Yes. On February 18 of this year, the Leadership of TWU Local 556 opened this public-facing Facebook Page to posts and comments in an effort to move our communications “from” the Union to communications “with” the Union. We encourage Members to comment on posts, ask questions, send messages and share our posts. However, in accordance with the TOS, while opposing points of view will be respected, “the Local is under no obligation whatsoever to publish any post or comment.”

## ARE COMMENTS ON THE TWU LOCAL 556 FACEBOOK PAGE MONITORED?

Yes. However, since we cannot monitor every comment or conversation, we expect that users will not post content or make comments that may be deemed abusive. We are professionals and should conduct ourselves in that manner. Please review the “TWU Local 556 Facebook Page Terms of Service and Fair Play,” which may be accessed via the “About” tab at the top of the page, for examples of posts/comments that will not be tolerated.

## WHAT IS THE DIFFERENCE BETWEEN A FACEBOOK “PAGE” AND A FACEBOOK “GROUP?”

The public-facing TWU Local 556 Facebook Page is not intended for internal conversations. Facebook “Groups” are the place for smaller-audience, group communication and a more appropriate place for people to share their common interests and express opinions not suited for a broader audience. There are several Flight Attendant Facebook Groups that allow people to come together around a common cause, issue or activity to organize, express objectives, discuss issues, post photos and share related content.

Please keep in mind that our Facebook Page is open to the public. Be mindful when posting and refrain from discussing personal situations, Employee numbers, hotel information, etc. Remember, you can always send us a private message.

TWU Local 556 may be reached during normal business hours (or after hours for emergencies) at (800) 969-7932 or by email at [communications@twu556.org](mailto:communications@twu556.org). Please reach out to the Union if you need assistance, we are here to serve our Members.



Cuyler Thompson is an Oakland-based Flight Attendant and serves as the Chairperson of the TWU Local Communications Committee.  
[cthompson@twu556.org](mailto:cthompson@twu556.org)

# THREE WAYS TO GET FIRED

Editor's Note: The following article was originally published in the Winter 2012 issue of Unity Magazine, while Allyson served as the Chairperson of the TWU Local 556 Grievance Committee. To emphasize the importance of this ongoing issue, and for the benefit of Flight Attendants, Allyson's article is certainly worthy of publishing again.

I normally begin the grievance article with a series of statistics, but this time I'm going to break with tradition to address something that is extremely important and is resulting in termination after termination of Flight Attendants. As all of you should know by now, the Company has been investigating every single Reserve sick call and UTC to determine if Flight Attendants were actually in or near their domiciles during their contact hours. In February 2011, a new work rule was implemented that spells out the responsibility of a Reserve to be available for an assignment by being within two hours driving distance to their domicile. From here on out, I'll reference it by its name, "Class 1, #17."

I know that the last thing you want to hear is another lecture on attendance, so don't worry, I'm not going there. However, we are still seeing a staggering number of terminations for violating Class 1, #17. As of February 3, 2012, we had thirty-two active termination grievances, and thirteen of these were a result of Reserve Flight Attendants not being within two hours of their domicile during their Reserve contact hours. Attendance points used to be the number one reason for terminations, so putting this into perspective, we currently have two Flight Attendants with active termination grievances for points, and we have thirteen with active termination grievances for violating Class 1, #17.

I am going to be very specific here... If the Company believes they can prove through your transaction report that you logged in from an IP address that is not within two hours of your domicile, a non-rev listing record that shows you were not in your domicile, or by any other means that you sat any portion of your Reserve Assignment outside of that two hour driving time

window, they will fire you. Please do not risk it. Since these firings have become near epidemic, I want to be very blunt and clear as to what will get you fired.

**SCENARIO 1:** You are in Dallas, and are number fourteen to go on Houston Ready Reserve the next morning. You don't think you'll get used, so you don't commute to Houston and choose to "wait it out" in Dallas. You fly to Houston the next morning on the 0600 flight. There is a common misconception that if you aren't given an assignment that you are safe from this work rule. That is not the case. Your contact hours started at 0300, and you didn't arrive in Houston until 0700. If the Company finds out (it's as simple as looking at the flight manifest), they will fire you.

**SCENARIO 2:** You live in Los Angeles and are Oakland-based and have a terrible cold. You are number nineteen to go, it's overlap, so you probably won't get used, and you don't want to "waste" a sick call. The next morning you wake up to a phone call from Scheduling with an assignment. You are legitimately sick, so you call in sick. There is a common misconception that all you need is a doctor's note to prove your illness and you'll be safe from this work rule. The Company doesn't see it that way... they are not questioning the legitimacy of your illness, they are questioning the hours you sat on call and were not available for an assignment due to your location. If the Company can prove you were in Los Angeles and were not within two hours of Oakland during your contact hours, they will fire you.

**SCENARIO 3:** You live in Indianapolis and are Chicago-based. Sometimes you commute by plane, other times you

commute by car since it's only about a three and a half hour drive. You're way down on the Reserve lineup, so you decide to wait it out at home and drive in if you get called. You've been at home pulling up the Reserve line up over and over again watching to see if you move up, and suddenly you've gone from number ten all the way up to number one. You get in your car to make the mad dash to Chicago since you're clearly going to be given an assignment, and no sooner do you pull out of your driveway, Scheduling calls you. You let it go to voicemail and listen to the message, and you've been given an assignment with exactly two hours to report. You know there's no way you can make it, and you know other Flight Attendants have been investigated for calling in sick when they aren't in domicile, so you just decide to "take the UTC." The Company will investigate the UTC and see that you pulled up the Reserve report for the forty-fifth time just ten minutes before your UTC and see that you logged in from an Indianapolis IP address. They will fire you.

I hope everyone understands the intent behind my bluntness. The Union is working through the process on these many grievances; however, even in the best case scenario where the Union is able to negotiate your reinstatement, you could be out of work for weeks and even months. In closing, I implore everyone that if you think it can't happen to you or that it's not a big deal, you could very likely find yourself on the wrong end of a termination grievance. Please don't push the limits or take chances. It's not worth the risk.



Allyson Parker-Lauck is a Denver-based Flight Attendant and serves as a TWU Local 556 Shop Steward.



# MILE HIGH LABOR PUZZLE

J W K C W U M N V W O Q X M Q N Z Y Y Y N Q M F Y A L C T Q  
R Y R V P Z I V A Q O D R B M G J V T F D V G T F T K U L E  
F E X E L C R P H R L R H W I A Z Y I M X I I L W W L S X N  
K J N F E T T S I E N N K V M H N E N Q W R C W Q U G N F M  
X M Y F P E T D T P F O N E R T I A U U A I C I M Z T B Q Y  
X O H Q C K R A S R N W I I K X C L G D O L T A D S C S X U  
U E G X L N O G R E Y B V N A A S A I E F Y K P W H L G Q A  
M Q H Z A Y R C K S C S S N U B B L R H M C R R I S T T K T  
F B Q W S G H J H E S R H M T I O G H T L E E Q V I T E G A  
E S N V E U N L R N G F F R V S R U G E N T N V O I C E B S  
P J X C O R S P I T R B A W Z I S C G J S O U T G A W K O H  
K G V V Y N L U U A D E Q L E D E I P P X T C P V S M L E K  
Y A D R O B A L V T H V E V Y F S K X A J G B O S F F Y I Z  
U P R K Z D B J B I F E A K B L L Y A L E D T B G Q E O N S  
Q H B O H H P U E O V N E L A G E I F M P E X T T O E P G X  
W Q V L W W S O Y N C M E T P I N A G N Q B Q T F C N I C C  
D I S C I P L I N E P T I Q G J A I F H P B V K O E Y H Z H  
V U L Q X J R K S B O O E O P C H J L A T P V V R Z X S G T  
T T L J Q D Q A G T N U D C K H M Z Y U H A X U E V Z R Z C  
L O K V N U K V T V E P Y V M B E G Y I D E T C J K N E D B  
K M I W O O P U R O Q R V N O G D I L T A E I T E M K B U D  
X K L V K G V N C K K B V B C H I N D N D V H U E C L M E E  
O O C N Y L N O I T A R T I B R A E S E R N J C M N O E S R  
B R O T H E R I M D M O C O M R T T O E Z A A V S J D M P L  
P L P Z Q Q H E K K Z K X P N M I U S Q L Y R C J L Q A F K  
P Y G O T U V S W T H Q I X I D O O F K T R T W M B X O N C  
O P F F B P S L S F N H N W R T N R M B Y R W Q C R R F T T  
D K U Z S C W S S N N B A W X V E E I Z N R F J N P E Q I I  
T V I U C Z S P D L V I S V R C S R B P T P C S X C Y F P Q  
V J W O Z O Q W O K L J R T Y P T B J O L T H D E M N G M S

**FIND:**

AFL-CIO  
ARBITRATION  
BOEING  
BROTHER  
CONTRACT  
DELAY  
DISCIPLINE

DUES  
FLIGHT ATTENDANT  
GRIEVANCE  
HEART  
LABOR DAY  
LEGISLATION  
LUV

MANAGEMENT  
MEDIATION  
MEMBERSHIP  
REPRESENTATION  
REROUTE  
SCHEDULING  
SERVICE

SISTER  
SOLIDARITY  
UNION  
UNITY  
VOICE  
VOTE  
WORK

## LEGALITIES:

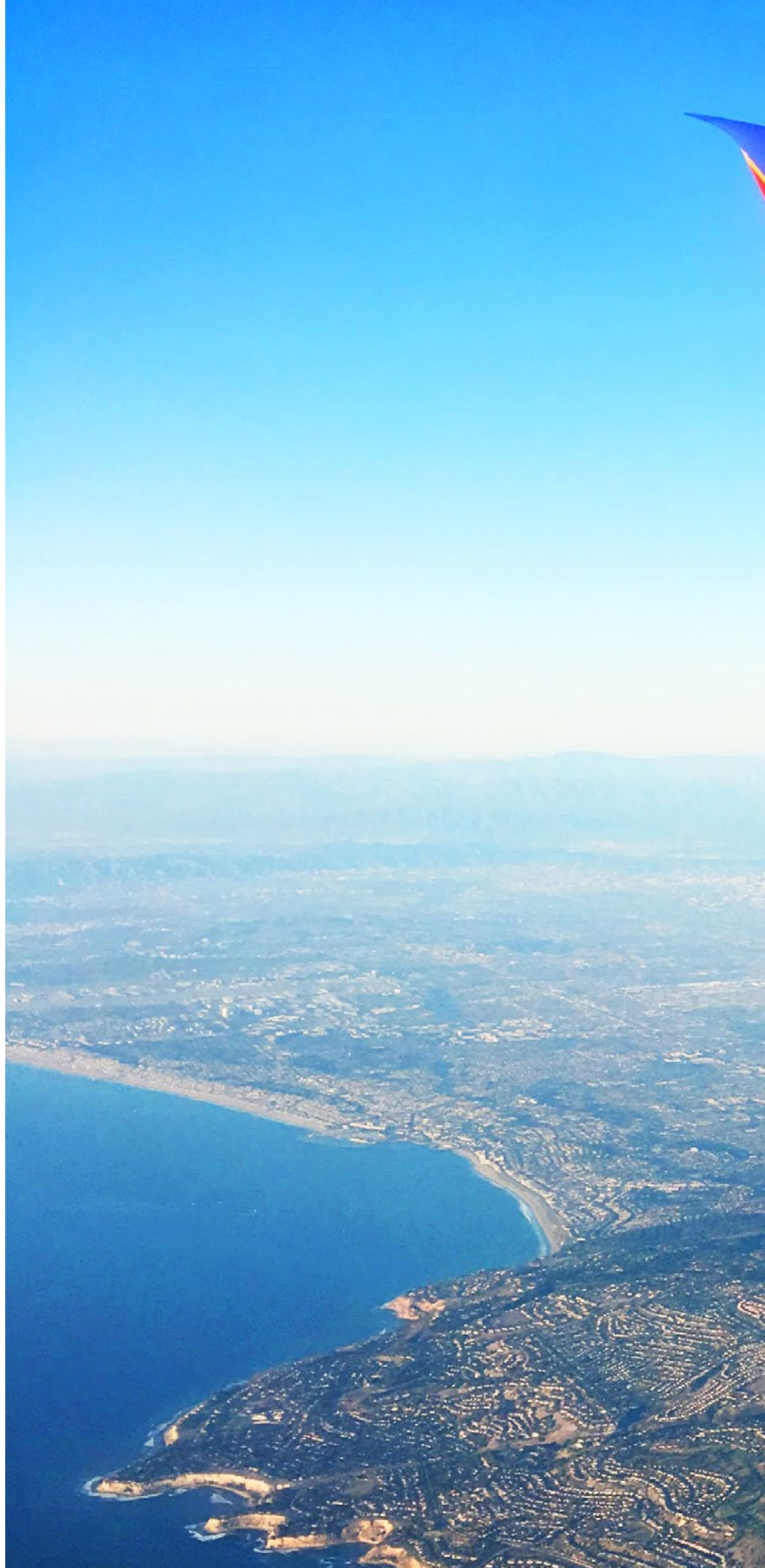
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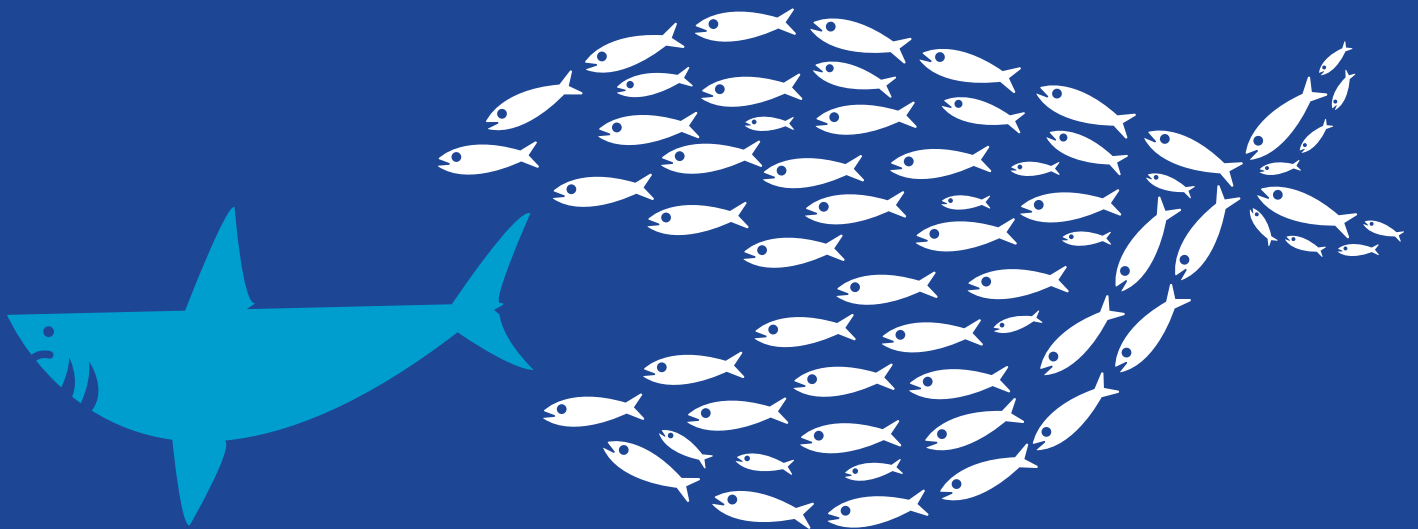








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STRENGTH

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