

IN THIS ISSUE: CISM and You | Overlap Options | Beat the Flu this Season!

VOL. 2, NO. 2 FALL 2009

unity

THE MAGAZINE OF TWU LOCAL 556



GET THE REAL STORY: WORK AND CONDUCT KNOWING IS HALF THE BATTLE

PLUS



FEEDING AMERICA

Learn how you can make a difference in the communities that are closest to your heart.

TAKE CARE, NOW

The Southwest Airlines Care Team is there for you in the event of a serious incident.



unity

THE MAGAZINE OF TWU LOCAL 556

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

KYLE WHITELEY

Unity Editor
and Communications Coordinator
kwhiteley@twu556.org
MDW 35350

TWU Local 556 Editorial Team: Daniel Lestarjette, Thom McDaniel, Allyson Parker-Lauck, Ed Cloutman, Kathy Anderson, John DiPippa, Michael Massoni, Denny Sebesta, Audrey Stone, Cuyler Thompson, and Mark Torrez.

7929 Brookriver Dr. Ste. 750
Dallas, TX 75247
Phone: 800-969-7932
Fax: 214-357-9870
Hotline: 800-806-7992
www.twu556.org

Letters to the editor may not be considered if the length of the submission exceeds 200 words and/or depending upon space available in the issue. All letters must contain your name, base, employee number, and contact information.

Articles submitted to *Unity* will not be considered for publication if they exceed 500 words, are libelous, defamatory, not factual, in bad taste, or are contractually incorrect.

The TWU Local 556 Editorial Team reserves the right to edit any submissions that are received for the purpose of inclusion in *Unity*. Submissions are due by the first of the month prior to the month of publication, and are considered on a space-available basis only.

The views expressed in *Unity* do not necessarily represent those of TWU Local 556 or TWU International.

FROM THE EDITOR



You probably already know that October is Breast Cancer Awareness Month. But what does “awareness” really mean? According to the National Cancer Institute, more than 40,000 women and some 440 men (yes, men) in the United States alone will die from breast cancer in 2009. Furthermore, women in our country have the highest breast cancer incidence rates in the world: one in every 35 women will die from this disease.

And yet, despite these appalling statistics, there is hope. The American Cancer Society reports that “after increasing for more than two decades, female breast cancer incidence rates decreased by about two percent per year from 1999 to 2006.” But nowhere is hope more evidenced than through the heroic tales of perseverance and determination told by breast cancer survivors all over the world. Many of these survivors are members of the Southwest Airlines—and TWU Local 556—family. Flight Attendant **Carol Greco** describes her own battle against breast cancer (page six), one that brought her to brink of death, and which ultimately inspired her to help others as a member of the Southwest Airlines/TWU Local 556 Critical Incident Stress Management team. Thank you, Carol, for sharing your story! This is our most ambitious issue of *Unity* ever, and we dedicate it to Carol and the survivors everywhere of this terrible disease, and especially to the memories of the women and men who lost their courageous battle against this scourge.

Before closing, I would like to recognize a very special person in the TWU Local 556 family, Executive Administrator **Madeleine Howard**. If you’ve called the Union office anytime since 1989, you may have spoken with Madeleine, “the French lady.” She is the only non-Flight Attendant working in the Union office, and recently celebrated twenty years of dedicated service with our Local. *Madeleine, merci mille fois pour tout ce que vous avez fait pour nous chaque jour!*

IN THIS ISSUE

5 WHAT'S THE CARE TEAM?

Ben Adis explains what the Care Team does for you and your family in the event of an incident.

6 MEMBER SPOTLIGHT: THE FIGHT OF HER LIFE

Flight Attendant Carol Greco shares her experiences battling breast cancer.

7 CISM & YOU

Flight Attendant Chris Watson discusses the role of the CISM Team.

8 FEEDING AMERICA

Chicago DEBM Donna Keith shows you how you can help fight hunger with the click of a mouse.

10 MEMBER SPOTLIGHT: FROM THE FIELD

Flight Attendant Adam Taylor spent a day as TWU Local 556 intern.

11 UNIFORM UPDATE

Uniform Committee Chair Val Lorien discusses the changes to our uniform.

12 FMLA FAST-FACTS

Health Committee Chair Michele Moore gives you a run-down of how FMLA affects you.

13 WHAT'S NEW AT TWU?

Baltimore DEBM Audrey Stone describes some changes at the Union office to serve you better.

14 MERCI BEAUCOUP, MADELEINE HOWARD!

TWU Local 556 President Thom McDaniel says thank you to a very special lady at TWU.

15 OVERLAP OPTIONS

Contact and Leave Coordinator Denny Sebesta answers your questions about overlap.

18 PRETTY & SMART

What will Flight Attendant Tina do while Cuyler Thompson's away?

24 SPECIAL SECTION:

TWENTY-THIRD TWU INTERNATIONAL CONSTITUTIONAL CONVENTION

Thirty-three Delegates represented TWU Local 556 at the Twenty-Third TWU International Constitutional Convention in Las Vegas.

28 COVER STORY:

GETTING THE REAL STORY

Grievance Team Specialist Becky Parker illustrates why your first call should be to the Union.

29 STUCK BETWEEN A ROCK & A HARD PLACE

Flight Attendant Ryal Regal shares some sticky situations from the front lines. How would you react?

30 REAL FLIGHT ATTENDANTS, REAL STORIES

Flight Attendants do the funniest things! These stories are based on actual grievance cases.

31 SPECIAL SECTION:

CREWMEMBER HEALTH & SAFTY

Colleen Griffin discusses what you should do in the event of an emergency landing, while Michele Moore explains why its important to get enough rest.

34 IAN'S RAINBOW: PREVENTING THE FLU

Flight Attendant Julie Celano Moise dispells some common myths about the flu and its prevention.

38 PERSONAL ILLNESS NOTES EX- PLAINED

Denny Sebesta explains how to use the new Personal Illness Note, and what it means to you.

SOME OF YOUR LETTERS

I just wanted to thank you for your recent Unity article comparing our Contract benefits with those of other carriers. For years, I've been explaining to other Southwest Flight Attendants how standard pay in the industry is calculated. Most people just don't know that we really do make that much more than Flight Attendants at other carriers, and most of our coworkers are shocked into a better appreciation of our jobs and our Company!—Greg G.

What a wonderful (Reality Check) article! I don't think a trip goes by that I don't stop and appreciate the wage I earn from being a Southwest Flight Attendant. It's not always easy, the hours are sometimes really difficult, but it sure beats working Monday – Friday at a job I can't stand! We need to be grateful for the flexibility and financial security our jobs allow to have.—Teresa A.

ON THE COVER Las Vegas Flight Attendants **Tasha Kreger, Anika Pace, & Mark Riconosciuto**

ON THE BACK COVER Baltimore Flight Attendants **Mary Broach & Al Castaldo**, with Oakland's **Dori Costa**



President's Message

The Personal Illness Note was negotiated to save both our Members and the Company money in the long run,
says TWU Local 556 President **Thom McDaniel**

I'm back from the Twenty-Third TWU Constitutional Convention where I had a great opportunity to work with Delegates from all over our Union. We have a very diverse workgroup in TWU, and it was a wonderful experience for our Local 556 Delegates to be able to work with Delegates from other Locals for the good of our Members and all working people. I was truly honored to

gotiated as a "Get Out of Points Free" card. You may not use it for personal days, and it is not an entitlement to be used every quarter, if necessary. Using a PIN for anything other than your own legitimate illness is still considered an abuse of sick leave, and is grounds for discipline up to and including termination. We could be looking at a tough flu season even without the H1N1



Houston Flight Attendant **Thom McDaniel** is President of TWU Local 556.
Email: president@twu556.org

THE PERSONAL ILLNESS NOTE WAS NOT NEGOTIATED AS A "GET OUT OF POINTS FREE" CARD.

represent our fantastic Members at the convention, and excited about our future as a Union!

There's been some concern lately regarding Personal Illness Notes (PINs), which I'd like to discuss. Our Union and Company agreed to the PIN for very different reasons. Quite frankly, sometimes we are too sick to work on the airplane, but are not really sick enough to see a doctor. Since Southwest Airlines is self-insured, having to visit a doctor just to get a note in order to avoid points placed an unnecessary financial burden on both our Company and Members. We negotiated the PIN for less serious illnesses to actually save everyone some money.

The PIN was not, however, ne-

threat, so please do whatever you can to stay healthy this winter. If you do become sick, please stay home and get well. If you're not sick, do whatever you can to get to work for the good of everyone.

Unfortunately, our sick calls have risen drastically over last year. While this began before the PIN went into effect, some have drawn a correlation between the two. Even the appearance of sick leave abuse reflects badly on our workgroup, inconveniences our own Flight Attendants, other Southwest Airlines Employees, and, most importantly, our Customers. The PIN is a great tool for our Company and our Union when used correctly and it's up to each one of us to use it responsibly and only when necessary.

What's the Care Team?

The Care Team functions to provide support and assistance to you or your family in the event of an accident or incident, says Care Team member **Ben Adis**.

The Care Team is one of the most vital of the many teams and groups called into action if and when an accident involving a Southwest aircraft occurs. Comprised of volunteer employees from many different departments, Care Team members are assigned to passengers and their families after an aircraft accident or incident. They are not counselors, therapists, or “friends,” but rather act as liaisons to provide support, information, and other resources. Care Team are also assigned to flight crews (and their families) that are involved in an accident, which is the focus of this article.

In the event of an accident, two Care Team members and a member of the CISM team are assigned to each crewmember, and will contact that crewmember directly. If the incident involved the death of a crewmember, the Care Team will contact the victim's family, and will facilitate travel arrangements to the accident site if the family wishes, provide transportation to the crew hotel, and keep them advised of informational briefings. If the crewmember's family does not wish to be at the accident site, Care Team members

will themselves travel to the city where the family lives to provide support, identify the next closest living relative, and issue emergency funds to quickly cover any immediate expenses the family may incur. The Care Team members will also remain with the family, and continue to assist with any needs the crewmember's family may have, including working with outside vendors to facilitate the return of the crew-

resources for team members' personal wellbeing.

Additional information regarding the Care Team and other emergency response teams can be found on SWALife under *tools > communication tools > emergency response teams*. If you are interested in joining the Care Team and meet current IPA guidelines, there is a new member enrollment form and manager approval form that can be printed and filled

CARE TEAM MEMBERS ACT AS LIAISONS TO PROVIDE SUPPORT, INFORMATION, AND OTHER RESOURCES.

member's remains and personal belongings, and making funeral arrangements if the family so desires.

This is potentially a two-week assignment for Care Team members, after which a debriefing with a team leader is held to review each day of the assignment. This process is designed to ensure that all policies and procedures were followed and documented correctly after the activation and prior to Care Team members returning home. Team leaders will also provide

out. Once the form has been received, you may be scheduled to attend the appropriate training classes.

Finally, just as a reminder, please take a few moments to contact your own family to let them know you are alright in the event of any accident involving a Southwest Airlines flight. This simple step will help reduce the number of calls received at Southwest Headquarters and Customer Support and Services (Reservations), as well as at your Crew Base.



Chicago Flight Attendant **Ben Adis** is a member of the Care Team.



The Fight of Her Life

Chicago Flight Attendant **Carol Greco** shares her harrowing experiences in her battle against breast cancer.

I come from a family where cancer is prevalent. My father died from pancreatic cancer at 42, and over the years, I watched as uncles, aunts, and grandparents all succumbed to different forms of cancer. In 1994, when I was only 28 years old, I got my own bad news. I found a lump in my breast, and a biopsy confirmed that I had breast cancer.

I had a mastectomy that summer, and took tamoxifen, a drug that helps inhibit the growth of breast cancer cells, for three years. As far as cancers go, mine

consisted of radiation, chemotherapy, and twelve rounds of the usual breast cancer cocktail. Since the chemo had started to shrink my tumors, I was recommended for a National Institutes of Health clinical trial for women with metastatic cancer (cancer that spreads from the primary site to other sites in the body). The only problem with this clinical trial was that I was not expected to live. My doctors told my former husband to prepare himself, because I was diagnosed with stage four—there is no stage

pilot, maintaining relationships, and keeping up a full-time job. Cancer turns your life upside down, to say the least, and eventually, I was only working part-time, and even then I was only there physically—my head was clouded with drugs, I was in a wheelchair because the cancer had destroyed my bones, and I was as bald as the day I was born.

I never allowed myself to grieve for anything, because I felt that I had to be strong for my loved ones. I told everyone that I was “fine,” and I kept making plans for the future, because I never let myself believe that I might not

ONE OF LIFE'S LITTLE IRONIES IS THAT WITH CANCER, YOU'RE NEVER SICKER THAN WHEN YOU'RE TRYING TO GET WELL.

was relatively easy—no follow-up chemotherapy, and no radiation was recommended. I was told to just go on, to live my life, and be happy! Who wouldn't want to hear that? I began running and taking care of my health, but I began feeling sore in my hips, and running became difficult. At first, my doctors believed that I had a herniated disc in my back from “working out too much,” but the reality of what was wrong became clear a few months later: my cancer had returned with a vengeance, and it had spread to my bones. My initial cancer was bad, but this was really bad. My body had betrayed me once again.

I began treatment, which

five—terminal metastatic breast cancer that could easily spread to my brain, liver, or other organs. When I agreed to take part in the clinical trial, I was told that the information they learned would certainly help other women, including women in my own family, but it would probably not be enough to save my life. I was terrified, but we decided that this was the only option. Besides, giving up was never my style.

One of life's little ironies is that with cancer, you're never sicker than when you're trying to get well. I tried to live a normal life between treatments, attending Air Force functions with my husband who was a military

have a future. And even though I made it through the treatments and came out on the other side, and even though people wanted to know how I was sleeping or peeing or eating, I never felt more alone in my life. To add insult to injury, all the radiation and toxic chemicals dumped into my blood saved my life, but at 32 years old, I would never have children. This still makes me very sad, but my time for that has passed.

After what seemed like a very long time, I decided that I needed to do something completely for myself, and regain my unique, individual spirit. I needed to find my new normal. My dad worked



for the airlines when I was a kid, and I always loved to fly and travel on a moment's notice, so I started applying to airlines. I thought that if I could escape and get out of my life for a few days at a time, I could forget all that had happened, and make a fresh start—like a do-over. I was hired by Delta, and began my new life. It was fantastic, and gave me a sense of freedom like nothing did before. And none of the people I met there knew that I'd just been in a fight for my life. I wasn't "Carol the cancer patient." I was just Carol.

Today, I'm blessed to have a great job as a Southwest Airlines Flight Attendant, and I live with a renewed sense of purpose. I don't ever hide the fact that *I have cancer*. I say "have" instead of "had," because I still have tumors in my bones, and my cell activity is constantly being monitored. My disease is essentially stable, but chronic, just like someone living with diabetes. These days, I try not to be the strong one all the time, because I've learned that when you try to absorb others' pain, you deny them their opportunity to mourn. Since cancer affects so many people in so many different ways, you have to allow others to feel what they need to feel.

I joined the CISM team a few years ago, because I want to help other people get through their tough times, and let them know that anything can be overcome. You just have to work at it, have a little faith and a positive outlook, and maintain a good support system. *Anything* at all is possible.



Chicago Flight Attendant **Carol Greco** is a member of the CISM Team and a TWU Local 556 Member.

CISM and You

Chris Watson, CISM Team Member

The Critical Incident Stress Management (CISM) Team is a group of highly-trained Flight Attendants who are here to assist you following a duty-related trauma, resulting from emergency landings, assaults on a crewmember, rapid decompression, hijacking attempts, and other duty-related situations ranging from minor medical emergencies to aircraft accidents. Certainly, each and every Flight Attendant handles trauma differently. In the case of a death in flight, for example, the Flight Attendant monitoring the clear zone may experience no trauma, while the Flight Attendant performing CPR may have nightmares for weeks. Your CISM peers are trained to help the entire crew when a traumatic event occurs.

The CISM Team was formed in 1996 with five team members, but just as Southwest Airlines has grown, so has our group. Today, the CISM Team consists of 43 active duty Flight Attendants (and one chairperson) from every base. Each base has a Team Base Coordinator to assist the chairperson in each location. All team members attend three days of annual recurrent training in Dallas in conjunction with the Pilot CISM Team to stay completely current on industry CISM procedures. We are also trained annually on Care Team procedures, and in the event of a major accident, we would work hand-in-hand with the Care Team.

When an event does occur, the CISM Team may be notified in different ways. In some instances, Dispatch contacts Scheduling, who then notifies the CISM Team to get the ball rolling. Other times, Inflight Base Leadership, the Union, or another Flight Attendant might call us. The CISM Team makes an initial contact to help the crewmembers involved with the incident. We might also follow-up periodically afterward to assure that you're progressing well. Flight Attendants can contact us directly regarding an incident requiring special attention by calling the CISM Hotline at 800-408-3220. This number is also located on the red sticker that you received during training that may be located on the inside cover of your manual. CISM Team members are available 24 hours a day, seven days a week to answer your questions. All calls are kept strictly confidential.

As our Company continues to grow, so does the potential for unforeseen duty-related events to occur. In 2007 and 2008, our team handled on average 21 calls each month; this year, that number has risen to between 35 and 65 calls each month. Nevertheless, if you ever feel that you or one of your coworkers may need help because of a duty-related incident, we will work with you on an individual basis to ensure that you get the help you need to understand and come to terms with what happened.



Orlando Flight Attendant **Chris Watson** is a member of the CISM Team and a TWU Local 556 Member.



Why should we feed America? Chicago Domicile Executive Board Member **Donna Keith** explains how fighting hunger in the communities closest to your heart is simple with **Feeding America**.

Why should we feed America? Earlier this year, as I made my way back up north to visit my family and friends, I was saddened by the effects of the current economy on my hometown. One of the first things I noticed was the sheer number of empty storefronts and major employers who had disappeared. Along with these businesses, jobs in the area also disappeared, leaving many people struggling to provide the basic necessities for their families—and I wanted to know what I could do to help.

I sought out people in the area—relatives and people I grew up with—to find out what their concerns were in these difficult times. One of the things I heard over and over again was that shelves in area food pantries that assist families in need were empty. This prompted me to make a few more calls, do a little more research, and what I learned was upsetting: now more than ever, people across the United States are relying on food pantries to help feed their families, while

at the same time, as people are tightening their financial belts, donations to food pantries are dwindling.

Feeding America (formally America's Second Harvest) is an organization that has been fighting hunger for over three decades, not only providing food to those in need through their warehouses, but through more than 70,000 programs, including soup kitchens, emergency shelters, and after-school programs. This network of more than 200 food banks serves all 50 states, the District of Columbia, and Puerto Rico. In fact, Feeding America distributes over two billion pounds of food and grocery items annually to those in need, alleviating hunger for more than 25 million low-income people—including over nine million children, and almost three million seniors.

The beautiful thing is the simplicity of helping: just click the donation link on their Web site (www.feedingamerica.org), and make a contribution—no

fuss, no muss, no lugging canned goods to the lounge. According to Feeding America, for every dollar donated, they will provide ten pounds of food and grocery products to someone less fortunate, which is way more than that can of kidney beans or a package of Ramen noodles from the back of the cupboard accomplishes.

After visiting Feeding America's Web site and reading the materials provided, I called the donation site in my home state, and spoke with a representative. She explained how the system works, which counties are served, and how donations are distributed. What I learned was interesting. This is a warehouse system allowing the different pantries an opportunity to "shop" for items needed by their particular facility. If individual food banks are unable to bring a truck to the site due to economic hardships, food and grocery items are delivered to the food bank. This process assures delivery to all pantries in the coverage area.

What truly cinched my deci-



sion to donate with Feeding America is the option on their Web site to designate a region in the United States where I wanted my donation to be applied. This enables me to help my hometown by choosing the ZIP code you wish to donate to. How exciting! This is exactly what I'd been hoping to accomplish: to find a way for people to help their own communities in real and meaningful ways without having to drop off non-perishable goods at their Base.

I would like to ask each of you to consider sharing with someone who may be down on their luck just a little of what we here at Southwest Airlines are so very fortunate to have. Feeding America gives hope to those in need close to our homes, close to our hearts, and ultimately someone we may know.

COPE-ing with Self-Defense

Susan Kern & Gwen Dunivent

It was May 2004, and the Vision 100-Century of Aviation Reauthorization Act had been signed into law the prior December. The wounds of 9/11 were still fresh in everybody's minds and hearts, and the need for Crew Member Self-Defense Training became critical and urgent. Every Flight Attendant in the country was suddenly acutely aware of the dangers in the air, and our lack of training in how to adequately protect our passengers and ourselves. What remained was to convince Congress that they needed to act on this issue.

Our Local's President, Thom McDaniel, asked us, along with other members of 556, to come to Washington, D.C. and participate in the National Flight Attendant Lobby Day. We gathered in the D.C. office of the Association of Flight Attendants (AFA-CWA), who were sponsoring the event, and met hundreds of unionized Flight Attendants from many different carriers across the United States. After a kick-off and instructional session, we marched to Capitol Hill, chanting and waving signs as we walked.

Once we reached the steps of the Rayburn House of Representatives Building, we held a press conference where Congressman Ed Markey (D-MA) spoke about Flight Attendants being the first line of defense during a terrorist attack, and Senator Barbara Boxer (D-CA) and Senator Joe Lieberman (I-CT) spoke about the need for Flight Attendants to be able to protect the cockpit in times of extreme emergency. Also present was the mother of Todd Beamer, who led the heroic passenger attempt to stop the Flight 93 hijackers on September 11 before their aircraft crashed

into a field in Pennsylvania. As a former US Airways Flight Attendant herself, her speech was moving and poignant: if Flight Attendants had received self-defense training, there may well have been a different outcome that day.

It's not enough to have our elected officials sponsor legislation that will improve the quality of our work lives; we also have to educate other legislators and the public about the importance of the legislation, and demonstrate how it will have a positive impact on the traveling public, as well as the flight crew. We had an urgent need so we gathered, we lobbied, and we achieved our goal. We marched on Capitol Hill, met with our elected officials in their offices, and we got our message out to the press. Our lobbying effort was coordinated and executed by Flight Attendants who believed deeply that we were missing a critical piece in our training, and as a result, we now have Crew Member Self Defense Training (CMSDT)

Today, the CMSDT program is sponsored and funded by the TSA and available at no cost to Flight Attendants. So while it does take a lot of time, effort, and planning, lobbying can work and make a positive difference in our lives. Stay tuned for possible opportunities to lobby for making CMSDT a mandatory and paid part of our annual recurrent training.

Crewmember self-defense training class dates are available on the TWU Local 556 Web site. Visit www.twu556.org for more information.

From the Field

Adam Taylor, TWU Local 556 Intern

Like a lot of Flight Attendants, I am not involved in the Union. I benefit from our Contract, I call them for help when I think Scheduling is getting a little too creative with my trip, and I roll my eyes each time I see a \$38 deduction in my paycheck. But that's it. I'm not a Shop Steward, and I rarely attend Membership Meetings. Then a few months ago, TWU Local 556 announced in *Unity* they were accepting applications for "internship days" at the Union office. So I thought why not? Why not spend some time with them to learn how my dues are spent, and what exactly these Officers do all day long when they are not negotiating a Contract?

After a few phone calls to set things up, I was off to Dallas. When I arrived at 9:00 a.m., I was greeted in typical Southwest style with smiling faces and hugs instead of handshakes. Not a bad way to start the day. The TWU office sits on the seventh floor of a nondescript building occupied by several other business offices. First on the agenda was a grand tour. I got to see where Contract Negotiations took place, where the President's office is (he has a great view of a parking lot, and a freeway), and where those fabulous people who answer our endless phone calls work. I would simply describe the TWU office as efficient. Extravagant decorations and expensive furniture were nowhere to be found. (Picture the in-flight initial training center with cubicles.)

Then I was able to "shadow" various Officers, and observe

what they do on a day-to-day basis. I learned so much from them that it would be impossible to cover it all in one article so, I'll touch on what I consider to be the highlights of the day.

I really wanted to know how our dues are being allocated, and our Treasurer, John Parrott, was more than happy to show me the books. Even though our Local is a costly operation, there is a system of checks and balances in place to ensure funds are spent prudently. Next, Grievance Committee Chair Allyson Parker-Lauck explained a great deal about what actually happens behind the scenes once a grievance is filed. After seeing all the work that is necessary to reach a resolution, I now better understand why some cases can remain open for years while others are resolved in months. For example, a case regarding termination has very strict timelines that must be adhered to by the Union and the Company, which means that an abundance of termination grievances could overshadow grievances regarding Contract violations and compensation. I questioned why there seems to be this prevailing policy of "fly now, grieve later." I was expecting a response consisting of lip service about Servant's Heart and Warrior Spirit. What I got was a truthful, rational, eye-opening, legal explanation: we are bound by the provisions of the Railway Labor Act. (Google it; I promise you'll learn a lot.)

One of the most enjoyable parts of the day was a conversation with Thom McDaniel,

President of the Union. He was kind (and patient) enough to sit down with me for the better part of an hour. I had some very strong personal opinions and concerns that he addressed. I am not going to make public the details of our conversation, but I am sure that if any of our Members approached him, they would be treated with the same courtesy and professionalism Thom showed me. I did not sugarcoat anything I said, and he, in turn, was very candid with me. I was impressed by Thom's honesty and the passion with which he spoke.

I went into this experience a bit skeptical and a bit cynical. Like a lot of us, I didn't understand what our Union actually does. What I discovered is that they work hard. For us. All day. They are engulfed by stacks upon stacks of grievance files, account statements to be reconciled, overflowing in-boxes, meeting after meeting, and telephones that ring ad nauseam. And I was told more than once that I was there on a slow day. So why do they do it? I asked everyone I encountered what drew them to work for TWU, and they all cited a desire to help our members, and a "LUV" of what they do. I believe we have a great team in place that truly has our best interests at heart.

But don't take my word for it; go see for yourself. I encourage anyone who is curious about the Union to explore your opportunities to get involved. Call Stacy Martin at the Union office and ask about an internship day, or speak with your Domicile Executive Board Member.



Baltimore Flight Attendant **Adam Taylor** is a TWU Local 556 Member.

The largest push for uniform and appearance changes come from us, the Flight Attendants of Southwest Airlines. The following questions and answers attempt to answer some of the questions that you may have regarding the new uniform and appearance standards. Please feel free to contact me directly at uniforms@twu556.org if you have any questions about our new uniforms that are not answered here.

Why black shoes?

This is probably the number one question we've received to date. In fact, brown shoes are the best-looking shoes for khaki pants—they really are. But because khakis are considered a “casual” pant in the fashion world, the color of the pants takes a backseat to the color of the accessories, including our shoes. Our accessories as Flight Attendants consist of a rollerbag (the main accessory), a tote bag, food bag, purse or backpack, belt, and shoes. Since our luggage accessories have to be black, all our accessories, including shoes, must be black in order to be considered “fashionably acceptable.”

Other than black being the most appropriate color for our shoes, it's also easier for our In-flight leaders to enforce a standard. If you filled out the shoe/sock survey two months ago on the Union Web site, you'll appreciate the fact that your valuable feedback resulted in a revised shoe and sock policy so that your socks can match the color of your pants or shoes.

Uniform Update

Val Lorien, Uniform Committee Chair

What new uniform pieces are coming out and when?

A new women's scarf and a new unisex tie are available now, and will ship in October. Also, a new casual blouse for women, which does not need to be tucked-in, will be available by the end of October (see image at left, which may not be the final design).

If no problems arise during the wear test, an updated sweater and v-neck vest should be ready by the end of the year. Updated pants and shorts (in the same style as the new pants,

but with an unbrushed finish to minimize pilling) will also be available by the end of December.

Next spring will see some exciting new uniform pieces become available. For women, this includes a new shawl collar sweater and a new dress. Men can look forward to a new zip-up sweater to be available in the spring. Before winter 2010, we'll also have a revised system parka with zip-out jacket available to order.

What else do I need to know?

The new sweaters are coarser, because they're made of a new material that is a high-quality, durable, pill-resistant acrylic

yarn. Preliminary wear tests by Southwest Flight Attendant show that pilling is minimal or nonexistent, and that the sweaters do not expand nor get longer each time they're washed.

Cintas will not be releasing a size 0 or X0 in the new navy polyester/wool slacks. Flight Attendants who are smaller than size 2 will have to wait until we make these pants a custom item for Southwest Airlines. You'll be able to order the new unbrushed cotton pants in sizes 0 and X0 by the end of the year.

The untucked shirt for women will not only consist of a different cut/style than the current tucked-in twill shirt, but it will also be made of a different material similar to that of the retired poplin shirt, and will be added in addition to the current tucked-in twill shirt.

Where can I see pictures of the new uniform pieces?

Visit the Uniform Committee page on the TWU Local 556 Web site at www.twu556.org to view all the upcoming uniform items.



Oakland Flight Attendant **Val Lorien** is the TWU Local 556 Uniform Committee Chairperson.

FMLA Fast-Facts

Michele Moore, TWU Local 556 Health Committee Chair

The Family Medical Leave Act (FMLA) is a labor law enacted on February 5, 1993 in order “to grant family and temporary medical leave [of up to twelve workweeks during any twelve month period] under certain circumstances,” specifically, the birth or adoption of a child, the care of an immediate family member with a serious health condition, or because of a serious health condition afflicting you personally that renders you unable to perform your job. In fact, books could be (and have been) written on the full scope of the Act. The information presented below, however, should provide a “bird’s eye” view of how FMLA affects us as Southwest Airlines Flight Attendants.

- You must have been employed by Southwest Airlines for at least one year to qualify for FMLA. Additionally, you must have worked at least 720 hours in the past year and have available FMLA hours to qualify.
- The maximum number of hours you are allowed to take under FMLA in any twelve month period is 480, which corresponds to twelve workweeks.
- The FMLA calendar is a “rolling calendar.” If you use FMLA hours, those hours become available again twelve months later.
- Hours worked, vacation, and reserve days count toward your qualifying hours.
- If you miss more than three calendar days and meet the qualifying requirements, you may

apply for FMLA. This is useful if you have already used your doctor’s note or personal illness note (PIN) in a particular quarter, and have additional illness.

- In order to apply for FMLA, your physician must complete an FMLA application. The application and claim number can be requested from your Base. You are responsible for faxing the completed application to the third-party FMLA administrator in the required time frame.
- If you qualify, FMLA, medical, and OJI leaves run concurrently.
- You can request a medical leave even if you do not qualify for FMLA.
- You can be paid out of your sick bank if your FMLA leave is for yourself.
- FMLA requested to care for a seriously ill immediate family member can either be an unpaid leave, or you may use your available vacation hours.
- You do not accrue points if you take FMLA.

As I mentioned earlier, this information barely scratches the surface of the FMLA system. Please contact the Union office at 800-969-7932 with any questions about FMLA or other forms of leave at Southwest Airlines.

TWOFIVETEN

What's New at TWU?

Audrey Stone, BWI DEBM

One of the most common requests made to the Union has been for someone to be available “after hours” to answer your questions. It’s been a long time coming, but the technology is now in place, and we are happy to announce that beginning October 3, the Union will have a representative available on weekends to answer your Contract and Scheduling questions.

Keep in mind, however, that this representative will not be able to handle any questions or concerns that must be dealt with during normal business hours, such as handling payroll discrepancies, filing grievances, or scheduling Fact Finding

Beginning October 3, the Union will have a representative available on weekends to answer your Contract and Scheduling questions.

Meetings. The weekend hours will be from 09:00 – 17:00 Central on Saturdays and Sundays. You can reach the Union office by calling the main number, 800-969-7932. Follow the voice prompts to reach the person-on-call for answers to your Contract and Scheduling questions.

This service is currently a trial for all weekends from October 3 – December 27. In the event of an emergency, you will always have access to the Officer-on-call.

Also, are you knowledgeable about our Union or Contract? Are you passionate about passing that knowledge on to others? If you answered “yes,” then the Education Committee may be just right for you. We have a new Contract, and we want to make sure everyone knows and understands the new rules, benefits, and trading privileges. In addition to an upcoming Contract resource guide, we are working on TWUniversity road shows to provide mini-Union and Contract classes in Flight Attendant lounges and on our Web site. If you’re interested in participating, please contact me at bwi-debm@twu556.org or by phone at 800-969-7932 ext. 4308. All you need is a thirst for knowledge and a willingness to pass it on to your fellow Flight Attendants.

Kathy Anderson's

F.Y.I.s



- For the purpose of gate evaluations, the FIDs monitor in the Flight Attendant lounges will serve as the official clock in determining being on-time for gate checks. A three-minute grace period will be deducted from the time indicated on the Flight Attendant lounge FIDs monitor.
- If you are entitled to time-off due to an illegal duty day, and are scheduled for a VJA pairing the following day, you will be paid VJA for all trips pulled. You have the choice of flying the pairing and receiving double time for all trips that would have been pulled if you were FAR legal.
- If you are on a VJA or JA pairing, and you receive an illegal duty day or illegal crew rest, you will be compensated double-time and one-half (2.5) for your illegalities. (For example: If your duty day exceeds twelve hours, the leg(s) involved in the illegality will be paid at double-time and one-half; or if you receive illegal crew rest, the legs on the next day will be paid at double-time and one-half.)
- In your Reserve month, you can give away a Reserve block and later pick-up another Reserve block, but the block you picked up will be treated as an original block **up to what your Reserve line originally paid**. If the total days of the original Reserve block and picked up Reserve blocks exceed the number of days of the original Reserve line, you will be paid above the monthly guarantee. (This does not apply to Reserve days pulled by the Company or the Union.)
- If you are unassigned on the last day of a Reserve block, you may call Scheduling and ask them to remove the ‘fly bar’ to reflect your actual release time in order to pick up trips. Scheduling cannot adjust it without your consent.

- You may pick up Reserve days, but they will not be combinable with original or traded Reserve days unless you agree to do so. You may pick-up individual or multiple reserve days on days you originally gave away, and such pick-ups will be paid above the monthly guarantee.
- If you receive illegal crew rest followed by a twelve-hour duty day, you will be paid double-time for the legs flown following the illegal crew rest, and triple-time for the legs flown after you exceed twelve hours in that duty period. If you are flying for VJA or JA, you will be paid the additional applicable premium pay over and above your other compensation.
- You cannot be scheduled for any required training that brings you below minimum days off or reduces the 48/7-domicile break. Should this situation arise, you will be paid time-and-one-half for training, or you will receive your choice of a day off. The choice of a day off must be made by the completion of the required training.
- If you are deadheading to retrieve an A-position flight or deadheading from an A position flight, you will receive A-position pay for the deadhead(s).
- A doctor, nurse practitioner, or physician's assistant can sign quarterly doctor's notes.
- Working crewmembers are not allowed to sign-up for fourth jumpseat in order to hold it for later use.
- At the end of your pairing, you are only required to stay at the aircraft if there are through-passengers onboard. Only Scheduling can direct you to stay with an aircraft to board the next flight. If directed to do so, contact Scheduling after your duties have been completed to have adjustments made to your duty day.

Kathy Anderson is a Dallas Flight Attendant, and member of the TWU Local 556 Grievance Team.

Merci beaucoup, Madeleine Howard!

Thom McDaniel, TWU Local 556 President



As we go through our ups and downs each day here in the Union office, there has been one constant breath of fresh air: our Executive Administrator **Madeleine “Maddie” Howard**, who celebrated her twentieth anniversary of service to the Members of TWU Local 556 on September 5, 2009.

Maddie was presented with a plaque commemorating her years of service at our Contract signing, and on September 4, she was treated to visits, messages, and gifts delivered throughout the day from her many admirers, including past TWU Officers and two of her biggest fans, Herb and Colleen.

Maddie has been involved in the labor movement since her days as a young girl in her native France, a country with a strong and proud tradition of worker's rights. We were lucky enough to hire her in 1989 as our only non-Flight Attendant employee to handle the daily business of our Union. Over the years, of course, Maddie's responsibilities have grown, and so has her place in our hearts.

Everyone who walks through our door is treated to Maddie's beautiful smile, her warm hug, and her strong political support for working people—and we are all better for it. She has been the strongest supporter and closest ally of all our Officers and Members through thick and thin.

Whether she's called Madeleine, Maddie, or simply as “that French lady,” she's best known for her huge heart.

Thanks, Maddie, for twenty wonderful years, and for making our Union office a nicer place to work.

Overlap Options

Many of us bid our lines, trip trade, and pickup to help improve our trip totals or to maximize time off, so it's beneficial to understand how overlap works, says TWU Local 556 Contract and Leave Coordinator **Denny Sebesta**.

Overlap questions are by far some of the most frequent Contractual questions that Flight Attendants ask. Many of us bid our lines, trip trade, and/or pickup to help improve our trip totals or to maximize time off, so it's very beneficial to understand how overlap works.

Overlap occurs when you have Contract or FAR illegalities between your current month and the new month. In fact, there are several different types of overlap, depending on whether you're a Lineholder or Reserve and whether you are going from a Line-to-Line month, Reserve-to-Reserve month, or a combination of the two (e.g. Line-to-Reserve or vice versa).

There are several very important things to remember.

- **Overlap adjustments by Scheduling will *only* be made in the new month**—but be aware of SIPs. A SIP occurs anytime the pairing passes through the home domicile. If your pairing in the current month overlaps into the new month and has a SIP, an adjustment could be made within that pairing. If there is no SIP, the entire pairing will be pulled in the new month. Remember, however, overlap is the only time Scheduling can adjust your schedule to include five consecutive days. (Note: You will not be required to rejoin any portion of an overlap that pays less than 4.0 TFP.)

- **Your Overlap adjustment is dependent on whether your pairings and/or Reserve day(s) are original to your line, traded or picked up.**

- **Original Pairings and Reserve days** must be adjusted for the 48 hour break in seven working days, a twelve-hour domicile break and legal combinations.

48-in-7 Break is a Contractual legality requirement. Don't think of it as a month-to-month adjustment, but a 48 hour period free from duty in seven consecutive days. The 48 hours is calculated from end of debrief to check-in. Remember, this adjustment during the overlap period is not required if you have picked-up a pairing or Reserve days or a traded pairing that corrects your overlap. (See graphic on the next page.)

Legal Combinations are defined by two things: the combination of pairing and

number of consecutive days. This number can be no more than five consecutive days. All legal combinations can be found in Article 10.9 of the CBA. Keep in mind that you have the option to waive these by picking up and/or trading. It's much simpler to demonstrate what combinations that you cannot be given unless you waive them, so I've listed what is *not* a legal combination below.

FIRST PAIRING: MA05		REPORT AT 5:50
FLT EQP DEPARTS ARRIVES BLK BLK DUTY CR LAYOVER		
AUG 31	S 3409 500 MDW 0650 ALB 0840 1:50 2.20 2328 500 ALB 0905 BWI 1015 AC 1:10 1.30 1082 300 BWI 1130 PVD 1240 1:10 1.30 PVD 16:50 Refer to Intranet Hotel List/Inflt Home Page 4:10 6:50 5.13D FAR 15:50	
	REPORT AT 5:00	
SEP 1	DH S 923 700 PVD 0530 MDW 0800 AC 2:30 2.90 <i>1296 700 MDW 0845 BNA 1000 1:15 1.40</i> <i>SP 1662 700 BNA 1030 SEA 1525 4:55 5.80 SEA 17:35</i> Refer to Intranet Hotel List/Inflt Home Page 8:40 10:25 10.10 FAR 15:50	
	<i>REPORT AT 8:30</i>	
SEP 2	<i>SP 1511 700 SEA 0900 MDW 1255 3:55 4.70</i> <i>3:55 4:55 4.70</i>	
	Trip Credit 19.93 BLK HRS 16:45 No. LEGS 7 TAFB 55:35	
SECOND PAIRING: MC15		REPORT AT 17:15
FLT EQP DEPARTS ARRIVES BLK BLK DUTY CR LAYOVER		
SEP 3	SP 1074 700 MDW 1815 LAS 2215 4:00 4.70 1074 700 LAS 2245 SFO 0015 1:30 1.70 SFO 14:00 Refer to Intranet Hotel List/Inflt Page 5:30 7:00 6.40 FAR 13:00	
	REPORT AT 13:45	
SEP 4	SP 3938 700 SFO 1415 MDW 1825 4:10 5.00 S 3938 700 MDW 1900 MHT 2110 2:10 2.50 MHT 14:35 Refer to Intranet Hotel List/Inflt Home Page 6:20 7:25 7.50 FAR 13:35	
	REPORT AT 11:15	
SEP 5	2168 700 MHT 1145 BWI 1310 AC 1:25 1.60 SP 2767 700 BWI 1425 SAT 1800 3:35 4.20 S 894 700 SAT 1830 MDW 2110 2:40 3.10 7:40 10:26 8.90	
	Trip Credit 22.80 BLK HRS 19:30 No. LEGS 7 TAFB 52:25	

*The above example shows an overlap adjustment at a SIP.
The bold italicized portion in white was pulled to adjust for overlap.*

Day 1	Day 2	Day 3	Day 4	Day 5	Day 6	Day 7	Day 8	Day 9
Oct. 28	Oct. 29	Oct. 30	Oct. 31	Nov. 1	Nov. 2	Nov. 3	Nov. 4	Nov. 5
		OB210/FAB				OA150/FAC		
S		SAN	ELP			LAX	GEG	

15:00 release 15:00 report
From the end of debrief to report, you must have a total of 48 hours off in seven days.

- Three-day pairing followed or preceded by 2-day pairing is *not* a legal combination.
- Three-day pairing followed or preceded by another 3-day is *not* a legal combination.
- Five Reserve days used as a 3-day pairing followed or preceded by a 2-day pairing is *not* a legal combination.
- **Traded pairings same days and equal number of days.** If you trade your original for another pairing that works the same days and is equal number of days, your overlap is protected in the same manner as your original overlap. (Note: you can trade it an unlimited amount of times, but it must remain on the same days and is equal number of days.)
- **Traded pairings with unequal number of days.** If your original overlap would require an adjustment and you trade with another pairing that falls during overlap but it is for less or more days, you will be pulled based on the original overlap. (Note: remember that if it's for a lesser amount of days, it could correct any overlap pull based on your original overlap.)
- **Picked-up pairings.** Any time you trade your original overlap pairing with another day later in the month and then go back and pick up your original pairing; it is considered a picked up. In other words, it's the same as if you had no original overlap pairing and picked up on those days. Note that it's important to remember that if you pick up a pairing in the current month prior to the new month being awarded and placed on your screen, you are entitled to a twelve hour domicile break, but you must call Scheduling to adjust it back to twelve hours (block-to-check-in). Per the new Contract language, Scheduling will only adjust to nine hours (end-of-debrief to check-in). Once this adjustment is made, you still retain your overlap option if you would like to fly it for VJA.

Options should you choose to fly

- **Options to fly the overlap pull.** The most important thing to keep in mind is that you must be FAR legal in order to fly your overlap pull. What this means is that you must have at least nine hours (end-of-debrief to check-in) between pairings or Reserve. You must also have a 24 hour break in seven working days (24 consecutive hours free from duty during any seven consecutive calendar days). This can be somewhat confusing, but if you count backwards seven calendar days and have at least one calendar day off within that time, you should be legal.

There is one *very important* factor that most of you may not be aware of and that is that the Southwest Airlines calendar day is calculated from 0300 to 0300 Central for FAR purposes.

- **Fly portion of adjustment pulled at the SIP in the new month.** You may waive your contractual legalities but not FARs.
- **Fly whole pairing pulled in new month.** You may waive your contractual legalities but not FAR's
- **Pull that involves a complete pairing.** If the pairing pulled in new month pays more than the current month, you will have the option to choose which pairing you would like to keep. Remember this is only if the complete pairing in the new month pays more.

With the new Contract, the timelines are changing for Overlap adjustments and when to exercise your option in November, so please become familiar with the new dates below.

- **Timeline for Overlap Options and Adjustments** vary depending on whether you are Lineholder to Lineholder, Reserve to Reserve, or a combination of the two (e.g. Line-to-Reserve and vice versa).

Continued on page 41

REALITY CHECK

with Unity Editor and TWU Local 556 Communications Coordinator **Kyle Whiteley**

Let me start by saying, we all know our jobs. Sure, there may be little changes here and there that may cause pause from time to time, but for the most part, we are on the same page regarding the “do’s” and “don’ts” of being a Flight Attendant. Our jobs are really not that hard if you think about it.

Here’s the scenario: an “A” Flight Attendant comes in for their last leg of the night, and makes the decision to run for their commuter flight home. Yet, we all know that you are supposed to remain on the aircraft, until all the passengers have deplaned. Bad Flight Attendant!

It turns out that the “B” Flight Attendant wrote up the “A” Flight Attendant, because leaving before the last passenger deplanes is a violation of the Work and Conduct rules. Personally, I would have preferred that she had called Professional Stan-

dards, and kept Management out of this situation.

After speaking with the “A” Flight Attendant, I reached out to some people in their Base, and learned quite a bit about the “B” Flight Attendant, who I initially believed must follow every rule to the letter if they are going to hold someone else to such high standards.

In this particular case, our “B” should not be throwing stones! When it comes to following the Work and Conduct rules, she is certainly not above reproach. This Flight Attendant has been known to block off the last row of seats, even if it is an almost-full flight. She remains seated, in her last row, for 30 – 45 minutes after take-off reading her magazine collection, during long flights. She also spends hours in the cockpit. Keep in mind, this is a Flight Attendant who wrote someone up for not following the

rules. Bad Flight Attendant!

There was recently another case where a non-revving Flight Attendant got up to serve peanuts on a very short flight for a very grateful Crew. However, several days later she found out that the same grateful Crew wrote her up for being out of her seat while the fasten seatbelt sign was illuminated. Really?! This astounds me!

Writing someone up should be thought of as one of the most serious measures we, as Flight Attendants, have to correct a situation. This action should never be thought of lightly, and should not be the solution to personality conflicts.

If you have a problem with the way events are unfolding, take a minute and say something. These conversations can be uncomfortable, but dealing with a situation upfront like an adult really is the

Continued on page 41

**TWU's 2009 Annual Survey
'Making Us Stronger'
has been extended
until October 31, 2009.**

Take the survey today at www.twu556.org.

Pretty and Smart

Cuyler Thompson, TWU Local 556 Recording Secretary

Inflight Supervisor Patty perched at the Customer Service Desk in the Flight Attendant Lounge, eyes and ears alert to any noise or commotion that might signal the approach of her prey that day. She envisioned in her mind the scene she'd silently witnessed so many times before. She knew that in a wink, her mark and flock would fly through the doors of the Lounge, girlfriends and gal-pals in tow, gushing over goods and guys, a glamorous gaggle of giggles and gossip. Her hawkish eyes peeled, Patty anxiously anticipated the arrival of the infamous Miss Tina.

She was a bit envious of Tina, a graceful bird whose charm and charisma inspired so many. She wondered, longingly, what Tina and Flight Attendants like her must do on those exotic overnights in those oh-so-cosmopolitan cities like Amarillo and Omaha. Patty noticed that her palms were sweating; she was nervous. Her mark would not be hard to recognize, but would be easy to miss. Patty moved to check Tina's CWA screen to make sure that she'd written down her check-in time correctly.

"Hi, I'm Tina! What's your name?"

Patty was surprised that Tina's entrance had gone unseen and struggled for words, "I'm Patty...and...and...I've been waiting for you."

"That's the first time I've heard that. Well, the first time *today* anyway!" Tina chuckled. "Patty, would you mind checking to see if I have any Buddy Passes back

there? I need the boys to come for a visit."

"I'll check for you. But I need to talk to you," Patty responded.

"About what? Has there been too much chocolate left in my Flight Attendant Mailbox again? Those silly Pilots! Oh my goodness, when will it end?"

"No, it's about a Customer Letter."

"Oh, would you just put it in my Mailbox with all the other ones please, Patty? If there is any room, that is! I swear, if I eat any more chocolate, I won't even *feel* all of those kick tails!"

"It's a Customer Complaint Letter."

"Oh, I'm sure I don't have any recollection of anything my Crewmembers may be accused of. You know, sometimes the pretty ones aren't so smart, Patty." Miss Tina tossed her hair for effect.

"I'm sorry, but it's a complaint about you." Patty got down off her perch. "Would you follow me into my office so that we can talk about it?" she asked, turning to go.

Tina stood stunned. "Can I phone a friend?"

Patty didn't understand the question.

"Oh, that sounded silly. This isn't a game show, is it? My goodness, you just caught me by surprise, Patty—I've never had a Customer complain about me. I would call my friend Cuyler right now and ask him what to do, but I just remembered that he is traveling in Kathmandu or Hoochie Coo or some other destination that never has any proper nail salons. Why must the man be so *uncivilized*, Patty?"

"This will only take a couple of minutes. I just have a couple of questions."

"I read in the new Contract that Supervisors are supposed to tell Flight Attendants that they have the right to Union Representation. Do I need a Shop Steward or something, Patty?"

"That new Contract language applies to mandatory meetings with Management. I just have a couple of simple questions about what happened on a flight last week. Come on, Tina. It isn't a big deal. It'll only take a few minutes." The Supervisor again turned towards her office.

"Patty? I don't want you to take this the wrong way, but if this discussion could in any way lead to my being disciplined or terminated, or affect my personal working conditions, I respectfully request that my Union Representative, Officer, or Shop Steward be present at the meeting. Without representation, I choose not to answer any questions."

Patty paused, perturbed.

"Very well, Tina. I will call the Union office and set up a Fact-Finding Meeting with Union Representation."

"Thank you, Patty. I get paid for that, don't I?"

"Yes, four trips-for-pay for a mandatory meeting with Management on your day off."

"I'm sure this will turn out to be a simple misunderstanding, Patty. I know that you are just doing your job, and I hope you're not offended that I want to utilize the Union to which I pay dues every month. My good friend Cuyler would never let me hear the end of it if I agreed to answer any questions that could affect

Continued on page 41



Baltimore Flight Attendant **Cuyler Thompson** is the TWU Local 556 Executive Board Recording Secretary. Email: recordingsecretary@twu556.org

“So, what’s going on with the Union?”

Board Member-at-Large **Mark Torrez** responds to the number one question he’s asked when flying online.

As most of you know, Southwest recently bid to buy Frontier Airlines. While the bid was extremely competitive, it was ultimately met with disappointing results. One of the Flight Attendant concerns during that bidding period was how such an acquisition would affect their jobs. Thankfully, we have strong Scope language (see Article 3 of your Contract) that would protect us from harm had Southwest successfully purchased Frontier, or if the Company acquires another airline in the future. Rest assured, your Union will always fight for your best interests, especially in situations such as these.

Furloughs are another common concern that Flight Attendants have been expressing during these tough economic times. Your Executive Board has addressed this concern with Management, and we have been assured that furloughs are not the right choice for our Company. It is true that there have been schedule reductions over the past several months, and Southwest has been pushing to make our flying much more productive than it has been in the past. Many of our early morning and late

night flights that used to cater to a small handful of passengers are gone. What that means for us is that there are fewer flights to work, but virtually the same number of Flight Attendants.

“We have strong Scope language in our Contract that would protect our Flight Attendants from harm in the event Southwest acquires another airline.”

One positive thing that has resulted from this reduced flight schedule is the Time Away program. Unlike MRT, Time Away bidding takes place before primary line bidding, so your Scheduling Committee can incorporate those un-bid lines into the overall bid packet, thus increasing line totals for the rest of us. Many Flight Attendants took advantage of Time Away, and we’re hopeful the Company will continue to offer it in the future.

With the changes to our Uniforms, Southwest Management has implemented “Appearance Standards Days.” Keep in mind that they are not only checking to see if you are in the proper uniform, they’re also looking to see whether your accessories are appropriate, hair and makeup are done, and that you are neatly

groomed. Furthermore, they are paying closer attention to the bags you have with you. All bags must be black. That doesn’t mean that “just” your roller bag and tote have to be black. It also means that if you are carrying a purse, messenger bag, or food bag, these must be black as well. (Food bags are allowed to have some color on the trim, but must otherwise be mostly black.)

Finally, we often hear a lot of hype about Virgin America and JetBlue with their fancy, high-falutin’ planes. We all know that we can’t compete with that, but where we can beat them hands down is with our People! Our Pilots say all the time that we have “award-winning” Flight Attendants, and it’s true. Let’s make sure we’re living up to the Southwest hype out there. We can’t offer our Passengers Direct-TV or mood lighting, but what we can give them is a warm smile and a helping hand. In this day and age of minimal interaction with the people around us, that little bit of human kindness goes a long way.



Oakland Flight Attendant **Mark Torrez** is a TWU Local 556 Executive Board Member-at-Large.
Email: bmal1@twu556.org

ORLANDO

Jimmy West



Hello from the Sunshine State! School is definitely back in session judging by the flight loads. Now more than ever, we must continue to deliver the best customer service possible to ensure each and every passenger flies with us again. That in

return will support the future raises we negotiated earlier this year.

We have seen an increase of grievances not only in Orlando, but system-wide. It appears we now have some Flight Attendants who have dual careers, meaning they can't decide whether to be a Flight Attendant or a photographer. While working as a crewmember, they are using their cell phones to capture pictures of fellow crewmembers engaged in activity while on duty, which they consider violations of our work and conduct rules, and submitting them to Management. Two words: Professional Standards. This committee is there to mediate between crewmembers should a conflict arise.

Call Professional Standards before writing an IR about a coworker.

The writing each other up has to stop. Leave your personality conflicts up to Professional Standards. Leave your camera phone in your bag! Just like Earl J. Hickey says from the TV show "My Name Is Earl," karma will catch up to you.

If you are not on the Orlando *E-Connection* list that is sent out monthly, please contact me and I will add you. The information provides issues in our Base, as well as late-breaking news.

Fly safe, and as always, if I can assist you in any way, please contact me anytime.



Flight Attendant **Jimmy West** is Orlando's Domicile Executive Board Member for TWU Local 556.
Email: mco-debm@twu556.org

CHICAGO

Donna Keith



Greetings Chicago! We've made it through summer, and now it's fall. It's hard to believe the year is flying by so quickly.

Chicago has been relatively quiet, with not much happening other than a few issues with Unaccompanied

Minor procedures. Your Union is working with Management to come up with a resolution that we can all live with, and that will take care of the children placed in our charge.

In August your Executive Board attended crewmember training at the Civil Aeronautical Medical Institute in Oklahoma City. This was a wonderful opportunity to learn and interact with the people who research and contribute to the safety guidelines we adhere to as Flight Attendants. Some of the topics covered included seat and restraint systems, evacuation research, drug testing and toxicology, aircraft accident research, and my personal favorite, the water survival exercise. We had several Board Members participate in the Altitude Chamber exercise to experience the effects of a depressurization and the resulting hypoxia.

On September 13 – 17, the Executive Board and eighteen elected representatives attended the TWU Twenty-Third Constitutional Convention. Congratulations to all those elected to represent our membership.

In the coming months as our weather becomes snowy and icy, please contact the Supervisors in the office and me if the parking lots are not plowed. Please keep in mind, though, the parking lot may not be the first priority when it comes to snow-removal, but the parking lots should be cleared in a timely manner.

I hope you have a great holiday season! If you're not already receiving the Chicago *E-Connection*, please add your email address to your profile on the TWU Local 556 Web site.



Flight Attendant **Donna Keith** is Chicago's Domicile Executive Board Member for TWU Local 556.
Email: mdw-debm@twu556.org

HOUSTON

Crystal Rains



Hello Houston. September 11, 2001 changed life as we know it, and I want to tell you all how proud I am to serve with all of you and to be a Flight Attendant for the most successful airline in our industry.

By now you should have received your hardcopy of our new Contract. If you didn't receive yours, send me an email, and I will get one to you. The Contract is searchable on the TWU Web site, as well at any gate podium under the Inflight Resources tab. Even if you don't have your Contract, it is always available to you at anytime.

I would like to thank Houston Base Management for supplying us with new ironing board covers and irons to help us adhere to the new Appearance Standards and ultimately look our very best.

Hobby Airport construction is ongoing, and our security lines are still long due to the lack of real estate in the area. Similarly, the dedicated employee line has not lived up to its name. If the employee line is backed-up, and you're tight on time, you can always courteously go to the front of the line or check-in at the ticket counter.

We've had a lot of Fact Finding meetings in the third quarter regarding issues such as UM discrepancies, delays-of-flight, sick leave abuse, and other alleged work and conduct inconsistencies. If you're called by a Supervisor on the phone or called into a meeting with Management, please make your first call to the Union office to request representation.

We are gearing up for Toys For Tots again this holiday season. Please donate a new, unwrapped toy, and make an underprivileged child smile on Christmas Day.

Remember, what matters to you, matters to me, so contact me at anytime!



Flight Attendant **Crystal Rains** is Houston's Domicile Executive Board Member for TWU Local 556.

Email: hou-debm@twu556.org

LAS VEGAS

Bryan Orozco



Hello, Las Vegas Flight Attendants! By November 1, a good portion of the new Contract rules should be in place, and we should have all received a paper copy of the Contract, as well. As a reminder, the Contract can always be viewed online at

our Union's Web site. You can also email me, but if you need immediate help, you should call the Union office.

For those of you who weren't able to attend our quarterly Membership Meeting on October 22, the next membership will be held early next year. All Membership Meetings are posted 45 days prior to the meeting on the Union Web site and in our Union glass cases with date, time and location. To attend, all you need is your Southwest badge. Typically, we have about 75 to 90 Flight Attendants who attend our membership meetings system-wide. In Las Vegas, we generally have anywhere from one to six Flight Attendants who show up. What this means is that this small percentage (*less than one percent* in Las Vegas) of your coworkers have a *huge* voice when it comes to making and voting on our bylaws, motions, and other important Union business. By way of comparison, in our Officer election last April, about 37 percent of Las Vegas Flight Attendants cast a vote. System-wide, about sixty percent of Flight Attendants participated in the Contract ratification vote.

What this means is that you shouldn't sit back and wait to be spoon-fed—because you might get fed something that you genuinely disagree with. The only way for you to have a say is by attending Membership Meetings and getting involved with your Union.



Flight Attendant **Bryan Orozco** is Las Vegas' Domicile Executive Board Member for TWU Local 556.

Email: las-debm@twu556.org

OAKLAND

Todd Gage



Fall is in the air, Oakland! As we finish out this year, I would like to thank all of the Oakland-based Flight Attendants for your hard work and patience with the implementation of Contract '08 and our ever-changing flight schedules. I

know flying has been scarce over the last couple of months; however with the new Time Away Program, we should start seeing some improvement.

Since we're in the last quarter, this would be a great time to ask about your attendance point total. Remember, if you're at four points or below, and don't accrue any points this quarter, you can record improve to zero! You have the right to inquire about your points total at anytime, so please do so.

We now have more food options in the Oakland Airport. The food court near Gate 24 opened last month with everything from Subway and Chinese food, to Burger King and Mexican cuisine. It's the small things in life that make a Flight Attendant happy, right?

This is a great time to ask about your attendance point total.

I would like to thank Shop Steward Heather Joy and Flight Attendants Matt Hettich and Erin Reamer for volunteering at the Alameda AFL-CIO Labor Day BBQ. All proceeds from this event go to a hardship fund for Union members. Our Local also participated by purchasing tickets to the BBQ.

Do you have questions about using your Personal Illness Note (PIN) or about California Kin Care? If so, please visit the Oakland page on our Local's Web site for all this information and more. See you in the sky!



Flight Attendant **Todd Gage** is Oakland's Domicile Executive Board Member for TWU Local 556.
Email: oak-debm@twu556.org

PHOENIX

John DiPippa



Greetings Phoenix! I hope you all had a safe summer, and are looking forward to the fall. In our June Membership Meeting, we elected two new Shop Stewards, and have several returning Shop Stewards. The 2009 – 2012 Shop Stewards are: George

LaMonda, Mark Savage, Louie Sibaja, Nancy Kalas, Kathleen Gregory, Tim Blore, Sonia Hall, Ann Barnes, Darryl Daoang, and Della Saucier.

In other news, the transition from 42nd Street to the East Economy Garage is complete, and I hope everyone is enjoying the covered parking.

If you haven't had the chance to take the TWU "Making us Stronger" Survey, it has been extended until October 31. Please visit the TWU Local 556 Web site to participate. This is your chance to give us valuable feedback about how we can serve you better.

The 2009 TWU International Convention was in Las Vegas on September 13 – 17, and I wanted to congratulate Phoenix Flight Attendant Mark Sav-

Don't forget to take the TWU "Making us Stronger" Survey, extended until October 31.

age on being elected one of the Delegates. Mark did a great job at the convention, and I also wanted to thank him for all that he does for the Base and especially our Local.

Finally, even though we have unfortunately lost Arnie Cogan, his pictures in the lounge will always remind us of what a special person he was. God bless Arnie and his family.

If you or a coworker don't receive the Phoenix *E-Connection*, visit the Union Web site and add your email address to your profile to sign-up.



Flight Attendant **John DiPippa** is Phoenix's Domicile Executive Board Member for TWU Local 556.
Email: phx-debm@twu556.org

BALTIMORE

Audrey Stone



Hello Baltimore! I hope everyone had a great summer.

In June, you elected your Shop Stewards who will be representing you for the next three years. Congratulations to Marc Dewood, Bryan Gardner, Robert Swafford,

Steven Romero, Stephanie Brennen, Kristen Gardner, Pamela Kay, Elizabeth Kasky, Ralph A. Anderson, Michael Arnold, Lucy White-Lehman, Kevin Schnittker, Derrick Dixon, Chris Sullivan, Jo Burkholder, Eric McFadden, Chris Urteaga, Mary Burns, Stephanie Roberts, Karla Kozak, Aaron Bieber, Thom Jolly, Lindsey Hooten, Michael Reid Rodriguez, and Aaron Bieber.

The Inflight Office had a few extra faces this summer. We had both an Oakland Supervisor and a Las Vegas Supervisor filling in for a time. Karen and Rene are no longer here, but we've hired one new Supervisor, Tina Tess, who's had a long career with Southwest, including as a Flight Attendant, and most recently as an Inflight Trainer.

Since every little bit helps, here's some good news. Our employee parking went down by \$1 a month, or \$12 a year.

You may see some new faces cleaning, as we have a new janitorial service.

Finally, while we did give back the end of the "B" gates, we're still utilizing at least one of them for maintenance. So, despite initial reports that the airport would be closing off that area, no wall will be going up at this time.

We did have Flight Attendants who took advantage of both Freedom '09 and the recent Time Away program. Always "dream bid," and pay attention to MRT, Job Share, and DRT slots offered each month in the base.



Flight Attendant **Audrey Stone** is Baltimore's Domicile Executive Board Member for TWU Local 556.

Email: bwi-debm@twu556.org

DALLAS

Karen Amos



Howdy, Dallas! This summer has been busy in our Base in terms of Fact Finding meetings and discipline, especially regarding Unaccompanied Minors. The current system for handling UMs isn't working, but hopefully the Company will address the problem soon.

Until then A and C need to band together, keep people seated for a minute until one of you can get to the UMs. Cleaning can wait. Hopefully this won't cause a delay, but the Company has made it clear that the UMs come first.

Technology is a wonderful thing that allows us to communicate with others using a variety of methods. However, it's important to remember that once messages are posted or sent, they might be read by someone other than the person to whom you were writing. If you're a fan of Facebook or MySpace, for example, please be aware that any posting pertaining to your job or your opinion on an issue that could pertain to Southwest Airlines

Use common sense when posting on social networking sites such as Facebook.

needs to have a disclaimer attached to it. The disclaimer should read: *The thoughts posted on my Facebook belong to me and are not those of Southwest Airlines Officers, Directors or Employees.* However, this disclaimer does not protect you should you knowingly make a false or malicious statement about your coworkers, the Company, Management, or the Union. On that same note, the Company can read Maestro/CWA messages. Keep them short and to the point, and if there is a need to go in to detail, do it on the phone.



Flight Attendant **Karen Amos** is Dallas' Domicile Executive Board Member for TWU Local 556.

Email: dal-debm@twu556.org



BUILDING ON OUR LEGACY

MOVING AMERICA FORWARD FOR 75 YEARS



Special Section

23rd TWU International Constitutional Convention

Delegates from each and every Transport Workers Union Local convened in sunny Las Vegas, Nevada for the twenty-third TWU International Constitutional Convention from September 14 – 17, 2009 to celebrate 75 years of our Union, and to make important decisions that will impact each of us over the next four years.

Thirty-three Delegates, including your Executive Board, represented TWU Local 556 at the convention: Thom McDaniel, Michael Massoni, Stacy Martin, John Parrott, Cuyler Thompson, Colleen Griffin, Mark Torrez, Audrey Stone, Karen Amos, Crystal Rains, Bryan Orozco, Jimmy West, Donna Keith, Todd Gage, John DiPippa, Allyson Parker-Lauck, Kyle Whiteley, Don Shipman, Denny Sebesta, Susan Kern, Val Lorien, Paul Sweetin, Chris Click, Kathy Anderson, Rob Riddell, Mark Savage, Teri Queen, Michele Moore, David Kirtley, Eileen Rodriguez, Heather Joy, Chris Sullivan, and Julia Pavlicek. Thank you all for your hard work and service to TWU and TWU Local 556!



Chicago Domicile Executive Board Member **Donna Keith** and TWU Local 556's Contract and Leave Coordinator **Denny Sebesta** attend meetings at the Convention.



Representatives from each TWU Local around the country attended the Convention.



Convention Update

Todd Gage, Oakland DEBM

This past September, I had the chance to participate in the Twenty-Third TWU Constitutional Convention as a Delegate in Las Vegas at the Rio, the most unionized hotel there. Over 300 delegates and 46 alternates, representing every TWU Local, attended. Local 556 made up 33 of the Delegates. This was truly a great experience to see firsthand the strength and drive our International has in this country.

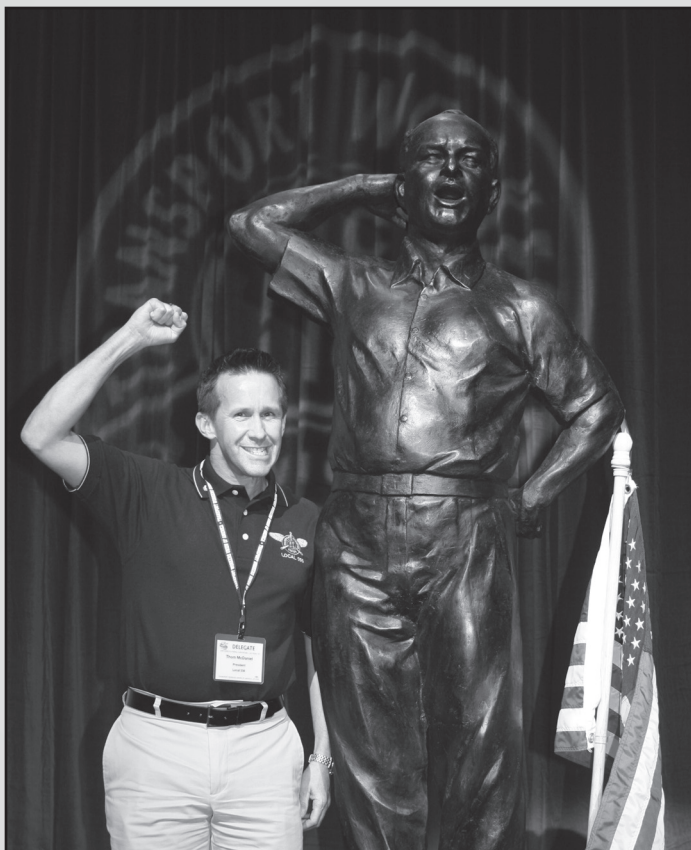
I met Delegates and other TWU members from many of the various Locals in attendance, and had the opportunity to see and hear about the hurdles and successes other Locals have experienced in their fight to keep the Labor Movement in motion. It was a very proud moment to see our Local's very own Potria Reddick-White open the convention by singing the National Anthem.

In addition to the large gatherings at the convention, many focused on local and regional issues. I attended the California Conference with Local 556's

We had the opportunity to see and hear about the hurdles and successes other Locals.

own Gwen Dunivent as she began her new role as the International's COPE Political Field Coordinator. Many of the other Delegates from our Local and I participated in power workshops on subjects ranging from modernizing technology to participating in the community. I was placed on the committee for Veterans and Retirees and we designed the future structure of the committee to begin this Veteran's Day in November for the International.

I have to admit, seeing all those people in the Convention was a little overwhelming. These are people from every background imaginable, various jobs, and from different regions of the United States. After spending four days with them, I understand now what the term Brother and Sister amongst Union Members really signifies. Whether we are driving the bus through New York City, dealing cards in Vegas, or demonstrating how the oxygen system works on a Boeing 737, we are all fighting for the same safe working environments, job security, and fair Contracts with our employers. I enjoyed this experience with my new Brothers and Sisters of TWU.



*TWU Local 556 President **Thom McDaniel** stands next to Transport Workers Union Founder **Michael J. Quill** at the Convention.*



*TWU Local 556 Treasurer **John Parrott** and Executive Board Members-at-Large **Mark Torrez** and **Colleen Griffin**.*

“We’re here to support one another, and to make sure that labor moves forward in the future.”

Denny Sebesta, TWU Local 556 Contract and Leave Coordinator



*TWU Local 556 Delegates **Denny Sebesta**, **Kathy Anderson**, **David Kirtley**, **Michele Moore**, **Allyson Parker-Lauck**, and **Eileen Rodriguez** at the Introduction Meeting for Delegates.*



*Transport Workers Union International President **Jim Little** addresses Convention Delegates.*



*Top: **Michael Massoni**; Center: **Don Shipman**, **Audrey Stone**, **Cuyler Thompson**; Bottom: **Mark Savage** and **Teri Queen**.*



Delegate's Report

Chris Click, TWU Local 556 Delegate

I recently was elected to represent the Flight Attendants of Southwest Airlines at the Twenty-Third Transport Workers Union International Constitutional Convention in Las Vegas, Nevada. This convention had special meaning, because it was the seventy-fifth anniversary of the Transport Workers Union. This was also my first convention, which was opened by TWU International President Jim Little, who commented that "if we do not evolve, we will dissolve." This resonated with me, because for years, I was on the outside, trying to peek in to see how things worked beyond our local. What I found was a very diverse group of people spanning several industries from Railroad, Transit and Airline, all the way to Las Vegas Casino Dealers.

Despite our various backgrounds, this group had (and continues to have) a single goal in mind: to represent those who elected us as best we could. TWU Local 556 was the second largest delegation there. Our Local sent 33 Delegates to the convention, out of 350 total. In comparison, TWU Local 100, the largest workgroup represented, was comprised of more than one hundred Delegates. While opinions differed, and the various Locals offered insightful commentary on a range of issues, we were able to come together to make changes to our International Constitution, and pass Resolutions which would further TWU International in the years ahead. While we worked hard during the day, most evenings were spent networking with Delegates from other Locals at sponsored and catered events. This helped the Delegates come together as a team to better serve the membership that elected us.

We also joined in the fight to help secure a contract for the Caesars Palace Hotel and Casino Dealers on the Las Vegas Strip. We marched around the hotel spreading the message, much to the dismay of the casino management.

In closing, I want to say it was a pleasure to serve the Membership, and I encourage everyone to find some way, no matter how small, to participate in our Local. As one speaker said, "If not here, where? If not now, when? If not you, then who?" Even something as small as going to Membership Meetings and understanding the issues that affect each and every one of us as Southwest Airlines Flight Attendants can make a difference. Thank you for electing me as one of your Delegates!



TWU Local 556 Delegate **Chris Click** addresses the Convention attendees. Read Chris' Convention report on this page.



TWU Members from all over the country help picket for Caesars' Palace Dealers in their struggle for a fair Contract.

Getting the Real Story

Many important aspects of our jobs as Southwest Airlines Flight Attendants are governed by our Work and Conduct Rules, says TWU Local 556 Grievance Team Member **Becky Parker**.

The Union receives phone calls every day from people just like you and me, often for clarification and answers to Contract questions, but more often than not, Flight Attendants call because the Company is questioning them about something that happened on a flight, in the airport, or elsewhere. In fact, the potential to make a mistake as a Flight Attendant is high, especially considering the sheer amount of unacceptable conduct and behavior listed in our Work and Conduct Rules. At one time, I had no idea just how many “don’ts” there are for our workgroup—and just how serious the consequences can be. Let me say this right now: **anytime** the company has a question and you believe there is potential for discipline, **call your Union immediately!** Often, a simple phone call, day or night, to the Union can save a lot of heartache later on.

I received a call from “Martha,” a Flight Attendant who was commuting to work after dropping her six year-old off at school and her baby off at day care. Martha was exhausted from lack of sleep, and while driving to the airport, her thoughts were racing with all the things she needed to do when she arrived at work: get her new I.D., read the briefing book, pick up her passes, bid for vacation, and update her manual. Finally, she put on a smile, and headed to her gate anticipating the busy six legs that she was scheduled to work that day. Boarding her commuter flight, Martha placed her bag in the overhead bin, and sat in the last row of seats next to the window. She sent her husband a text message, then fell asleep to the hum of the engines as the aircraft pushed back from the gate.

When Martha awoke from her nap, she overheard the Flight Attendants in the back complaining that she didn’t help pass out peanuts on the 50-minute (full) flight—and slept the whole time! To add insult to injury, the B Flight Attendant scolded her, telling Martha that she “should have known better” than to have her mobile phone turned on after the PA was made for all electronic devices to be powered-down and stowed. When they arrived at the gate, Martha gathered her belongings, and while pulling her bag through the

aisle, it tipped over, and her lunch bag fell. She was flustered, but recovered, and left the aircraft.

Martha checked-in for her trip when she arrived in the lounge, and did all the things she needed to accomplish before heading to the gate to start her busy day. When she finally arrived at the hotel, she received a phone call from a supervisor telling her that they had received a report from a “concerned crewmember” accusing her of not following company policy regarding cell phones and for not displaying a “courteous and businesslike demeanor” in view of passengers. Did Martha recall any of this happening, the supervisor asked. Martha related every detail of her day—too many details, as it happens. In their friendly conversation, she told the supervisor about how she pulled out her phone to input her trip sheet into her calendar like she always does after service, and how she showed photos of her kids to a really sweet passenger who was traveling to visit her grandchildren in Cleveland. Sounds innocuous, doesn’t it? And yet, that’s all it took, and the Company had their ammunition—which Martha gave freely during that so-called “friendly conversation.”

After verifying a few details with the other flight crew, the supervisor again contacted Martha to inform her that she needed to come in for a mandatory fact-finding meeting. At this point, Martha decided to contact the Union. During the fact-finding meeting, she was grilled over and over with questions pertaining to her trip and especially her cell phone usage habits. Martha wasn’t argumentative, and her behavior was professional, but she insisted that she did nothing wrong as she answered all their questions truthfully. Nevertheless, she was issued a Class III violation of the Work and Conduct Rules for “engaging in conduct while on duty that creates the impression that you are not devoting yourself to the safety of the passengers,” resulting in a three-day suspension and the loss of 24 trips-for-pay.

Humiliated and hurt, Martha and her Union filed a grievance against what she felt was the draconian discipline she received, which certainly did not fit the so-called crime. Fortunately, the Union

was able to get the discipline rescinded after a year-long battle, and Martha was compensated by the Company—although she can never regain the time, effort, and embarrassment this incident caused. She was ultimately lucky, but if Martha had told the Supervisor immediately that they would need to go through the Union before discussing the situation, the whole “year from hell” might have been avoided altogether.

Sometimes, discipline for violating the Work and Conduct Rules is fair, even if the violation was an honest mistake. Often, however, the Company’s decision to issue discipline is genuinely over-the-top, and that’s part of the reason your Union exists: to protect you, and to ensure the Company is following the Contract appropriately. It’s also important to remember that we should try to avoid writing Irregularity Reports on fellow Flight Attendants if at all possible. Finally, if you believe that a crewmember has done something wrong or has violated one of the rules, please contact Professional Standards at 888-322-3735 to discuss and hopefully resolve the situation amicably without the need for an IR.

Martha’s story is just one in an almost endless series that your Union investigates each and every day. Have a look at some of the other real stories from real Flight Attendants on the next page (and continued on page 42). In almost every circumstance, these crewmembers could have saved themselves a lot of trouble by calling the Union sooner.



Dallas Flight Attendant **Becky Parker** is a member of the TWU Local 556 Grievance Committee.

Stuck Between a Rock and a Hard Place

*We asked Chicago Flight Attendant **Ryan Regal** to provide us with a few sticky situations we’re faced with everyday. Read what he has to say, then send us your feedback.*

Have you ever been faced with a situation where you knew there was a problem, and you think you know the solution, but you can’t do anything about it? It recently happened to me.

While boarding a *full flight*, I noticed a rather portly gentleman. He greets me politely, and asked for a seatbelt extension. I retrieved one for him, and he sat in the second row next to the window. From my position, I was able to see that the gentleman had to put the armrest up, and noticed that there was no way for the armrest to be put back down. At this point, I determined that the gentleman is a COS.

This is where things got really sticky. I asked the gentleman for his boarding pass receipt, and he told me the Ops agent kept it.

I ducked my head into the flight deck. “Could you do me a favor? We have a gentleman on board who is a COS, and no one will be able to occupy the seat next to him. Could you run up and notify the Ops Agent of the situation and that we need a Ops Supervisor? I can’t leave my boarding position,” I said.

The First Officer returned with the Ops Agent. “I didn’t notice anyone large enough to be a COS,” the Agent said. After looking, he asked, “What do you want me to do? He’s already onboard.”

After advising me that we would take a delay, he called for a Supervisor. When she arrived, she went to speak to the gentleman in question. Returning, she said, “OK, I spoke to him, and he understands that next time he’ll have to by two seats.”

“OK, so did you block off the seat next to him?” I ask.

“No, we have already cleared all 137. Someone has to sit there. We have to continue boarding; there’s nothing I can do. He’s already on the aircraft,” the Supervisor advised me.

The passenger in the center seat next to the COS was visibly uncomfortable. Every time I walked down the aisle, during the flight, the gentleman in the center seat would shoot me a look of frustration. I notified the Captain of the passenger’s apparent frustration and asked if he could call for a Customer Service Supervisor to meet the plane upon our arrival.

I have been faced with this situation multiple times, and they all seem to end with the same result. No matter how tactfully done, the COS is singled out, making them noticeably uncomfortable. The situation only becomes even more uncomfortable when the problem is over-looked by those with the power to fix it. Every time a situation like this arises, I find myself stuck wondering how to resolve a known problem with limited or no power to do anything about it.

How do *you* deal with this situation? Send your responses to communications@twu556.org for inclusion in the next *Unity Update*.

Real Flight Attendants, **Real** Stories

In the TWU Grievance Committee system, Flight Attendants are protected by two separate, yet equally important components: the Contract and the Union that enforces the Contract. These are their stories.

Smoking on the Ramp

An FAA Inspector in Los Angeles observed Flight Attendant Dwight smoking on the ramp. The FAA Inspector took note of the incident, and later notified Southwest Airlines. Dwight was contacted, and was scheduled for a mandatory Fact Finding Meeting. During the meeting Dwight admitted to smoking on the ramp, and was disciplined for a class 4 offense. Dwight received a written warning letter that will remain in his file for eighteen months.

No-show Due to Traffic

While commuting to work, Flight Attendant Meredith was delayed on the highway due to a serious traffic accident. During her delay, she kept Scheduling informed of the situation, eventually notifying them that she would be a no-show when it became apparent she would not make it to work by her check-in time. Meredith eventually made it to work, and per the No-Show Policy, was able to recover her pairing later in the day. On the advice of a coworker, Meredith contacted the Union, and a grievance was filed, followed by a Step 2 hearing with her Base Manager. Following the meeting, and having listened to the tapes of Meredith with Crew Scheduling, reviewed her work record, and with further discussion with the Union, Meredith's Base Manager deemed that the resulting no-show would be removed due to the extenuating circumstances Meredith encountered on her way to work.

Positive Drug Test

Flight Attendant Ryan was randomly selected to take a drug test. Within a couple of days, the Company's MRO contacted him, and advised him the test results were positive for THC, the active compound in marijuana. The split sample was also tested, and the results again were positive. Ryan insisted that he had not smoked the ganja, and that the test was incorrect. After determining that the test had been performed correctly, Ryan was terminated for violating Southwest's Drug and Alcohol policy. At Ryan's Step 2 hearing, he told the Regional Director that he had been in a car with some friends who had been smoking reefer, but in-

sisted that he had not smoked the Mary Jane. His termination was not overturned. Ryan then presented his case to the TWU 556 Executive Board hoping to proceed to the Board of Adjustment and Arbitration process. In this case, the TWU Executive Board did not vote to proceed, because the amount of THC in Ryan's blood was very high, and all the testing processes were completed correctly. Ryan lethargically withdrew his grievance.

Reported Theft

Shortly after passenger Beesly left the Aircraft, she realized that she left her iPod in the seatback pocket. Another passenger, Halpert, allegedly found the iPod, and turned it into the B Flight Attendant. Upon landing in Kansas City, the passengers were asked over the P.A. to look in their seatback pockets for the lost iPod. Passenger Halpert noticed that the Flight Attendant did not mention that an iPod had been turned in. Passenger Halpert mentioned the situation to a Customer Service Supervisor as he left the airport. The CSS noted the comments in her submitted report. Shortly afterward, the Base notified the Flight Attendant that they wanted to discuss the situation. A Union Shop Steward accompanied the Flight Attendant to the Fact Finding Meeting. Management later contacted the Flight Attendant, and stated they did not have enough information to substantiate the theft claim; no discipline was issued.

Overnight Behavior

At an overnight in Burbank, Flight Attendant Andy went to the hotel bar with his crew, and began to talk to other hotel patrons who weren't employees of Southwest Airlines. Andy had two or three drinks that evening, and returned to his room around 9:00 p.m. A few days later, he received a call from his Base Manager who asked him to write up an IR about the events that occurred in Burbank. He did not recall anything unusual that night, and reported as much in his IR. At the Fact Finding Meeting, Andy learned that a hotel patron had written to the Company alleging inappropriate

Continued on page 42





CREWMEMBER HEALTH & SAFETY: TWU Local 556 reports from the FAA's Civil Aerospace Medical Institute

Our Members' health, safety, and security is a vital focus of your Executive Board's strategic plan each year. As part of this commitment, the majority of our sitting Officers, our National Health Coordinator, and the Grievance Team Chairperson attended the Cabin Safety Workshop this past summer presented by the FAA's Civil Aerospace Medical Institute (CAMI). This compelling, in-depth training workshop is designed to give participants a keen awareness of why specific FAA-regulated procedures must be followed during each and every flight. Additionally, the seminar highlighted how certification regulations are developed on just about every aspect of commercial aircraft, from passenger seats, to child-restraint systems, and more.

The two articles that follow provide thoughtful insight into the CAMI workshop. TWU Local 556 Board Member-at-Large Colleen Griffin's contribution, "Get Out Alive!" tackles what you should do in the event of an aircraft accident/incident. The second article in this section, "Why Health and Wellness Matters, Night-in and Night-out," was written by TWU Local 556's National Health Coordinator Michele Moore—who has become my right-hand, go-to person since she assumed the position in January of this year—discusses how fatigue, communicable diseases, and wellness issues affect our workgroup. Taken together, both Michele and Colleen's articles address specific facets of our day-to-day jobs as Southwest Airlines Flight Attendants, which are equally important. —Michael Massoni, TWU Local 556 First Vice President and National Health, Safety, and Security Coordinator

Get Out Alive!

We've all been through training, but how many of us would know what to do if the unthinkable happens, when and if it's clear that our aircraft isn't going to land safely on the runway? What you do in the moments before and immediately following a so-called crash landing largely determines your chances of evacuating the aircraft alive. I'm not trying to scare you; rather, I want you to have a clear idea of what you need to do to survive in this situation.

National Transportation Safety Board (NTSB) statistics show that in 568 aircraft accidents between 1983 and 2000, nearly 96 percent of occupants survived the initial accident. In 26 serious accidents involving fire, significant injury, and/or substantial aircraft damage, nearly 56 percent of occupants survived the initial impact. Proper brace positions and a quick evacuation (less than two minutes) are crucial to your survival and that of our passengers.

The brace position serves two primary purposes. The first is to reduce flailing arms and legs, while the other is to reduce secondary impact (body against object). Aircraft crash-test dummy videos show a significant difference in the impact injuries that the dummies sustained based on seat and body position. (This is part of the reason why we make the P.A. and conduct a walkthrough to confirm that seatback and tray-tables are upright and locked, and that carry-on items are not stowed in the seatback pockets.) Flight Attendant brace positions increase your chances of surviving a secondary impact. Assume the brace position for every takeoff and landing.

Also, did you know that the over-wing window exits (OWWE) are the closest exits for the majority of seats on the aircraft? In real evacuations, over half the passengers use the OWWE to exit the plane. This is significant, because OWWE are the smallest exits in the cabin that are opened by

passengers rather than Flight Attendants. When briefing passengers sitting next to the OWWE, remember that people, in general, remember more through reading and seeing than through listening, so ask that people open up the safety information card while you're talking with them. People seated in OWWE report that they are more likely to actually read the safety information card if they notice other passengers reading it as well. Ultimately, passengers who read, see, and process aircraft evacuation and exit information are more likely to take action during an emergency. Come back a short time later before take-off to ask if they have any questions and to confirm that they have indeed read the material.

Remember, people in peril experience similar states of panic, the first being a period of total and intense disbelief in what is happening to them. John Leache, a survival psychologist at the University of Lancaster in the United Kingdom, found that when faced with an extreme emergency, three-quarters of all people become stunned and bewildered to the point of non-reaction, becoming docile and look to other people for direction. This is where evacuation commands come into play. Your evacuation commands should be loud, forceful, and urgent. Shout it like all your lives depend on it (they do). Always be aware that when and if you are forced to evacuate the aircraft in an emergency, and you feel that your life is in danger, *get out*, plain and simple.

TWU Local 556 Board
Member-at-Large
Colleen Griffin explains
what you should do to
survive in the event of an
emergency in the air.



Chicago Flight Attendant **Colleen Griffin** is a TWU Local 556 Executive Board Member-at-Large.

Why Health & Wellness Matters, Night-in and Night-out

As your Health Committee Chairperson, I was especially interested in the portions of the CAMI seminar dealing with wellness, and how this impacts our workgroup.

The Pan American Health Organization defines physical wellness as “the process of making choices to create flexible, cardiovascularly fit, energetic, strong bodies. The choices we make are related to exercise, nutrition, rest and sleep, intentional and responsible sexual choices, stress management, management of illness and injury, and the responsible use of alcohol and other drugs.”

All of these choices impact our wellness not only as Flight Attendants, but as human beings seeking to enjoy our lives to the fullest extent. One issue, rest and sleep, stands out, because it's often the first one we ignore in the “always-on” world of the twenty-first century. How often have we told ourselves, knowing full-well that we have an 05:00 check-in the next morning, that we'll stay up reading (or watching TV or chatting online or whatever else you like to do before bed) for “just five more minutes”? Well, if you're like me, “just five more minutes” rapidly turns in to “just another half-hour”—or longer. Cheating ourselves of much-needed sleep has a significant impact on our quality of life and our ability to perform important functions of our jobs effectively.

Did you know, for example, that someone who is truly fatigued exhibits the same characteristics as someone who's had too much to drink? None of us would ever consider working onboard an aircraft and performing safety-related duties under the influence of alcohol, but if you're not well-rested, your physical coordination and critical thinking capacities could be severely impaired, and could ultimately endanger the lives of your fellow crewmembers and our passengers.

Getting a good night's sleep is absolutely crucial to your overall wellness. We all know that sleep experts advise getting between seven and eight

Getting enough sleep and being well-rested is essential to living an enjoyable life — and performing our duties as Flight Attendants, says Health Committee Chair **Michele Moore**.

hours of uninterrupted sleep each night. They also tell us to go to bed and get up at the same time everyday. Let's face it, though: our profession is not bound by the normal nine-to-five working hours, so it's sometimes difficult to follow these recommendations. Nevertheless, there are some things you can do to ensure you're not fatigued when at work or elsewhere. Here are the top three “sleep hygiene” tips from the American Academy of Sleep Medicine's public education Web site, www.sleepeducation.com:

1. If you're not tired, don't go to bed! Sometimes we're just not tired when we should be getting some shut-eye. If this is the case, “find something relaxing, but not stimulating, to take your mind off of worries about sleep. This will relax your body and distract your mind.”

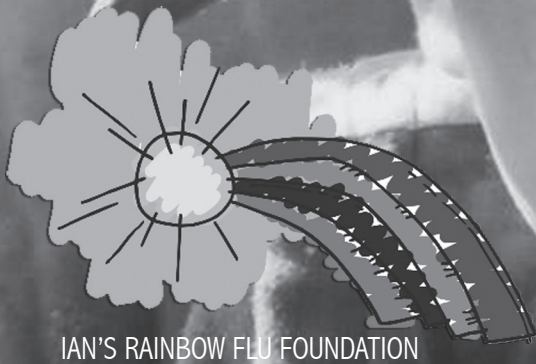
2. If you're still awake after twenty minutes of trying to fall asleep, get up and do something else. Again, try to do something relaxing that will distract your mind and help you fall asleep.

3. Develop bedtime “rituals” that help you relax before sleep. These may include taking a hot shower or doing some light reading. The key is not to stimulate your body or mind. Try to develop sleep rituals that you can take on the road.

Visit www.sleepeducation.com/Hygiene.aspx for more sleep hygiene tips. For more information on wellness in general, visit www.wellness.com, or talk with your personal physician.



Dallas Flight Attendant **Michele Moore** is the TWU Local 556 Health Committee Chairperson.



Little Ian Moise pictured above was only six months old when his life was tragically cut short due to the seasonal influenza virus. His mother, Chicago Flight Attendant **Julie Celano Moise**, dispels some of the common myths surrounding the flu and its prevention.

My husband Glenn and I thought we knew the flu. Sure, it can knock you down flat, but after several days, you'll be fine. In other words, we believed the flu is no big deal. Unfortunately, we learned the truth about the flu the hard way. Our six-month old son Ian died in December 2003 from influenza-A, only a day after he began exhibiting symptoms of the virus. Since our son's tragic death, we established the Ian's Rainbow Flu Foundation to raise awareness of just how serious the flu can be, and how to prevent it.

With the flu season about to rear its ugly head, knowing the facts behind seasonal flu and its prevention can mean the difference between making a full-recovery and experiencing more serious complications, including death. Often people are reluctant to take the most obvious way to stay well, getting a flu vaccination, because they have misconceptions about the vaccine itself.

Myth 1: You can get the flu from the vaccine.

In fact, this is impossible. The flu vaccine does not actually carry a live virus. Rather, it contains inactivated or weakened organisms. Vaccine manufacturers grow the flu virus in eggs, then cleanse and chemically-treat the virus to deactivate it.

Myth 2: The flu is just a bad cold.

The flu is an extremely serious, highly-contagious viral infection of the respiratory tract (nose, throat, and lungs). In the United States, about 200,000 people are hospitalized annually due to seasonal flu, and about 36,000 people die each year because of it. Influenza kills more Americans every year than all other vaccine-preventable diseases combined.

Myth 3: It is not necessary for children to be vaccinated against the flu.

Children are two to three times more likely to develop influenza than adults because of their less-

developed immune systems. More than 20,000 children under the age of five are hospitalized each year due to the flu. Approximately 100 children in the United States will die annually from flu-related complications.

Myth 4: The side effects of the vaccine are worse than the flu itself.

Most people who get a flu shot have no reaction, though up to 25 percent of those who do get a flu shot may have some redness and slight swelling at the site of injection. However, the risk of a severe allergic reaction in those who receive a vaccination is less than one out of every four million people.

Myth 5: You must be vaccinated in the fall to be protected against the flu.

The flu vaccine can be given before and during the flu season. It's true that October or November is the best time to get vaccinated, but you can still get vaccinated in December and later. Flu season can begin as early as October and last until May.

Myth 6: Only older people need the flu vaccine.

People who fall into the high risk and recommended groups should get the flu vaccine, including the elderly, as well as

all people who want to reduce their risk of contracting the flu—such as Flight Attendants who regularly come into contact with people who may be ill. Families of Flight Attendants should also get vaccinated.

Myth 7: Taking vitamin C or echinacea will prevent the flu.

There is no conclusive evidence that these treatments are effective against the flu.

Myth 8: The flu vaccine is 100 percent effective in preventing the flu.

Although influenza vaccination is not completely effective in preventing the flu, it's important that everyone get vaccinated against the flu, including kids, parents, grandparents and other household contacts, to help reduce the spread of the virus in the community.

Myth 9: It isn't necessary to be annually vaccinated against the flu.

The vaccination needs to be given every year, because the flu virus mutates from year-to-year. A vaccination from last season is ineffective against this year's strains.

Myth 10: Healthy people don't need a flu vaccine.

The Centers for Disease Control recommends that all individuals, including school-aged children, who want to reduce their risk of becoming ill with the flu or transmitting it to their loved ones get vaccinated every year.

For more information on how you can help prevent the contraction and spread of the flu, please visit www.iansrainbow.org or www.familiesfightingflu.org.



Chicago Flight Attendant **Julie Celano Moise** founded Ian's Rainbow Flu Foundation.

Scheduling Update

Lisa Trafton, Scheduling Committee Chair

Beginning on August 16, our flight schedule was reduced by another six percent. What this means is that while our flying has decreased, our headcount has not. So what happens since we have more Flight Attendants than actual flying? The easy answer, for some, would be to lower the headcount by instigating furloughs. However, this is something that your Union and the Company does not feel is a viable solution.

This is where your line average comes in to play. Since we still have to make lines for *all* the Flight Attendants, the flying has to be spread thinner. With a reduced schedule comes more rigged pairings. This means that the pairings are just not as productive. In other words, numerous pairings are paying the minimum; therefore, you are going to be flying more to make what you did in the past. Unfortunately, we do not know

With our new Contract, any pairing that checks in after 10 a.m. local will be counted as a p.m. trip for *trading only*.

when the flight schedule will be increased again. Hopefully, with the Time Away program and the economy picking up a little, this reduction will not be for long.

I have also received questions recently regarding Contractual a.m. and p.m. pairings. Contractually, an a.m. pairing is any pairing that checks in before 11:59 a.m. Central, regardless of the release time. A p.m. pairing, on the other hand, is any pairing that checks in at or after noon (12 p.m.) Central. Due to recent reduction in schedules, we are seeing a lot more pairings checking in between the hours of 10 a.m. and noon Central, but not releasing until after 7 p.m. Fortunately, in our new Contract, we negotiated that any pairing that checks in after 10 a.m. local will be counted as a p.m. trip for **trading only**.

Remember, if you ever have questions regarding Flight Attendant schedules, please feel free to contact the Scheduling Committee directly at 800-969-7932, or email us at schedulingcommittee@twu556.org.

Grievance Team Update

Allyson Parker-Lauck, Grievance Committee Chair

When I last updated you in the summer issue of Unity, I was doing so in an interim role. Since then, a few things have changed, and I'm proud to be serving you all as your Grievance Committee Chairperson.

I have made a commitment to processing the older grievances, or grievances that have been "on the books" the longest, while setting some aggressive goals to significantly shorten the amount of time between the filing date and the date a Flight Attendant sees final resolution to their grievance. Due to the number of Grievances on file, this won't happen instantaneously, but within a year, I hope that it is the exception, not the rule, that a grievance takes longer than six months from filing date until a Settlement is reached, or the Board of Adjustment or Arbitration hearing is complete.

Since the last report in this past summer, your Team has worked hard to resolve many issues, including some precedent-setting ones, that all of you need to know about. Two issues in particular that will come into play very soon are the way holiday pay will be applied in the event a Flight Attendant is pulled on a holiday for FAR and/or Contractual illegalities. The other concerns the way that Recurrent Training is awarded. Of course, I hope you read every word of this article, but if all you have time to do is skim, *please* read the sections on holiday pay and Recurrent Training awards.

As of September 11, 2009, we had 173 grievances on file. While we continue to resolve grievances at a very fast rate, the rate of

incoming grievances is keeping the same pace, so we haven't seen a decrease in total numbers. The breakdown of the grievances on file is as follows: 21 Termination cases, 20 Group Grievances, 43 Non-Termination Discipline Grievances, and 89 Individual Contract Grievances. Space does not allow me to go into every important issue that we are fighting, but I would like to go over some important recent settlements to which the Company and Union have agreed.

Recurrent Training Bid Awards

A grievance was filed by a Member who was not awarded their preference bid for Recurrent Training (RT) even though there was space available in the class she selected. Upon further research, it was found that the Company was applying a Domicile Break between the end of the debrief period of their pairing and the beginning of RT for an actual time of 11.5 hours. The Contract clearly states that "crew rest" must be received before and after RT, and that a domicile break applies between pairings. In order to settle this grievance, the Union and Company agreed that "all Flight Attendants will be awarded their preference in accordance with contractual legalities to allow for an eleven hour rest period calculated from block-in of the pairing to check-in time of RT or from the end of RT to check-in time of the pairing." Please keep this in mind when bidding RT beginning with the November RT bid period.

Holiday Pay

Several grievances were filed regarding the last Thanksgiving, Christmas, and New Year's Eve holidays. Flight Attendants were not paid consistently when FAR and/or Contractual illegalities were encountered, causing the Flight Attendant to be pulled. The Company and Union agreed to the following: "If a Flight Attendant is pulled with pay on Thanksgiving Day, Christmas Day, or New Year's Eve because of being FAR illegal, the Flight Attendant will receive Holiday Pay for trips pulled on these specific days. If a Flight Attendant elects to be pulled on Thanksgiving Day, Christmas Day, or New Year's Eve, because of a contractual illegality (but FAR legal), the Flight Attendant will not receive Holiday Pay for trips pulled."

Timeframes for Employee Relations (formerly People Services) investigations

The Company and Union have been in disagreement over the timeframes for Employee Relations investigations since 2006, and have been unable to come to any resolution. In June, the Union sent the Company a letter stating our intent to arbitrate this issue. Some investigations were taking three to six months to complete, while our Contract requires that discipline be issued within seven business days from the time the Company could reasonably have knowledge of the incident. Before the case was heard at arbitration, the Company and Union were unable to settle the matter in that the Company will abide by Contractual

Continued on page 41



Chicago Flight Attendant Allyson Parker-Lauck is a TWU Local 556 Grievance Committee Chairperson.



Your Union's Financial Priorities

John Parrott, TWU Local 556 Treasurer and Financial Secretary

Since the Summer *Unity* went to print, we have been extremely busy in Dallas, and in this report, I would like to bring you up to speed on our efforts in the Treasurer's office.

Over 1,700 past-due bills were mailed in July to Members who owe outstanding dues, and we have collected over \$57,000 since those bills were sent. I want to express my gratitude to **Keenan Ryan**, who works in the Union office for helping me process the payments, and also to **Allison Moran** and **Kimberly Colmenares**, who stuffed all of those envelopes!

With a new upgrade to our billing system in the works, we have also laid out the initial processes that will allow us to begin automating many of our different reporting procedures. For example, anytime someone does any work for our Union, paid or volunteer, their hours must be logged. Currently, this process is done pen-on-paper. In the near future, this will be done using a

Web-based program. This new process will assist us in closing out our monthly payroll, as well as our year-end reports.

I have made it a priority to evaluate all the daily expenses of our Local to ensure we are getting the most bang for our buck. In June 2009, First Vice President Michael Massoni and I met with the Union office's building management company, and were able to secure the office space that we used for Negotiations and lower our overall rent at a savings of over \$88,000 over the life of the agreement, in effect through February 2016. This fixed expense will allow us to properly plan for our future, and will also give us ample room for growth when the time comes. We also made changes to our Web site support, design, and hosting provider. Effective October 1, 2009 we completed our transition to Appletree Media. This vendor change will allow for greater customer support, while at the same time reducing the cost to our

Local. I would like to thank Kyle Whiteley for his tireless efforts to make this change possible.

Finally, I want to take the last part of my article to recognize a very special woman. In September, **Madeleine Howard** celebrated twenty years of service with our Union. Madeleine is our only full-time, non-Flight Attendant employee, and there are no words to describe the dedication she has put forth to ensure our Union is as strong and successful as is today. Maddie wears many hats in our office, and since becoming your Treasurer in May, I have personally seen how tirelessly she works for all of us. So, Thank You, Madeleine Howard, for your twenty years of service with TWU Local 556! You have worked with many of us here in your time and you have never given less than one hundred percent. You have not only helped me succeed, but those who were here before me, and if we are so lucky, those who come after.

¿Habla usted español?

TWU Local 556 seeks two Flight Attendants from each crew base who speak Spanish fluently, and who are comfortable representing their Union in a variety of media, which may include radio and television appearances.

Ideal candidates should be witty and energetic, with outgoing personalities. If you're interested, please contact Kyle Whiteley at communications@twu556.org.



Dallas Flight Attendant **John Parrott** is TWU Local 556 Treasurer & Financial Secretary. Email: treasurer@twu556.org

Personal Illness Notes Explained

Denny Sebesta, TWU Local 556 Contract and Leave Coordinator

Editor's note: A version of this article previously appeared in the August 2009 edition of Unity Update.

There may be times when you're sick or have an injury that may not be serious enough to seek medical attention, while at the same time you aren't well enough to work. Additionally, a visit to the doctor's office can create out of pocket expenses that may be a tough hit on you financially. This is where a Personal Illness Note (PIN), an enhancement in our new Contract under Article 32 – Attendance Policy, can help. You now have the option to utilize your PIN versus providing a doctor's note. There are several important differences and timelines to remember when utilizing a PIN and/or a doctor's note.

This article doesn't cover all the aspects of a PIN; there are many different scenarios that could factor into calculating when it's due, how long it will cover, and how notes may be linked. If in doubt, please contact the Union office for assistance.

When can I use each type of note?

PIN: may be used once per quarter in lieu of a doctor's note, excluding certain blackout dates (see Article 32, CBA for a complete list). PINs may be used as part of a single, continuous occurrence, either after returning to work, or as a continuous sick call of up to fourteen days with

a doctor's note. Your PIN must be turned in upon returning to work, and prior to utilizing a doctor's note.

Doctor's note: may be used once per quarter as part of a single, continuous occurrence either after returning to work, or as a single continuous sick call of up to fourteen days. If returned

MAY						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
			First Sick Call			
7	8	9	10	11	12	13
FLY		Second Sick Call				
14	15	16	17	18	19	20
21	22 Doctor's note is due	23	24	25	26	27
28	29	30	31			

Example 1 – Linking PIN with doctor's note and flying between sick calls: first sick call May 3, 4, 5; fly a turn May 7. Second sick call May 9, 10, 11; fly 3-day May 23, 24, 25. To remove points, your PIN must be turned-in by the end of the turn on May 7, because you returned to work. The second note must be a doctor's note, and should be submitted by May 22, because seven working days is earlier than May 23 when you return to fly.

October						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4	5	6
7	8	9	10	11 DAY 1	12 DAY 2	13
		First Sick Call			Second Sick Call	
14	15 Day 3	16 Day 4	17 Day 5	18 DAY 6	19 Day 7	20
					PIN is due	
21	22	23	24	25	26	27
28	29	30	31			

Example 2 – PIN: Sick call for October 8, 9, 10 and 12 and 13 with no flying in between. Begin counting the seven working days on Thursday, October 11. The due date to submit your PIN is October 19.

to fly, you must turn in your first doctor's note upon returning to work, and then your second doctor's note.

How long will each type of note cover?

PIN: covers seven consecutive days total, inclusive of the day of the initial sick call.

Doctor's note: covers fourteen consecutive days total, beginning the day after the last day of the initial sick call.

How do I link notes of up to fourteen consecutive days?

PIN: to link a PIN to a single, continuous occurrence, you must turn-in your PIN first within the seven working days timeframe, then you may turn-in a doctor's note to link the second sick call. Remember, this is the *only* time where you may use a PIN *and* a doctor's note in the same quarter.

Doctor's note: linking a doctor's note to a single, continuous occurrence can be achieved in two ways. Either return to work and fly and/or APSB between sick calls, or your sick call is not broken by returning to work.

What is the timeline for when both types of notes are due with multiple sick calls and/or APSB assignments?

PIN: your PIN is due prior to or on your next scheduled pairing or APSB assignment; or, within seven working days after the end of the *initial* sick call, whichever comes first.

Doctor's note: your doctor's note is due prior to or on your next scheduled pairing or APSB assignment; or, within

seven working days after the end of the *last* sick call, whichever comes first.

It's extremely important to remember the timelines differences between both kinds of notes!

For more information or assistance on Personal Illness Notes, please contact the Union office at 800-969-7932.

z r n d n p i m d e v l o v n i t e g r u
a r k m a r c k h u l u h i r m c s p t y
i n s s n o h t s h o p s t e w a r d o e
f n c s c f i o o s h a m o c x h r e r c
h d u z w e l u v y o u e c n a v e i r g
i r o s k s n e d u c a t i o n v h g e g
s r w c t s n m e i l g n e c o w s r z i
o r a h i i n o s s a m e n d e n t i l r
c r i o n o g m i g d v o o n e a t f p r
y g o l o n h c e t n o i t a m r o f n i
u r i a s a f e t y a n d s e c u r i t y
t v k r p l a p i c g c d t r d a r n i t
h u c s m s a o m a r t i n a h e a l t h
f n w h o t y e v r u s m l c p c p r r d
o s r i h a w o h n d o i c b e p c r w i
w s p p t n l e i a s c h e d u l i n g a
o e l m d d r f c o h e a e c a p w p a d
h n r x o a o r m n s a e b s h n b y i t
s t h g i r n a m u h d n a l i v i c s d
p p t n m d i a w d w v i t a d s t e c g
r l s a s s n e m o w g n i k r o w e l i

TWU Puzzle

FIND AND CIRCLE:

Fifteen Union Officers' last names

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
☐ ☐ ☐ ☐ ☐

Eight Base cities

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Nineteen TWU Committees

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

One phrase heard at SWA

☐

One phrase heard at TWU Local 556

☐

See the answers at www.twu556.org/puzzle.php.



"Well yes, it does seem early to be talking about Christmas, Gina, but November 10 is just around the corner, and that means it's time for..."

TWU's 9th Annual Toys For Tots Drive!

Please bring a new, unwrapped Toy to the lounge beginning November 10 through mid-December. If you would prefer to make a cash donation, please leave a check or money order made out to "Toys for Tots" in your DEBM's mailbox.

For additional information, visit your Base page on the TWU Web site, www.twu556.org.

Thanks for helping us bring the holiday spirit to those in need.





Submitting a short-term disability claim is easier than you think with Lincoln Financial's "One Call Claims" phone service.

This convenient service can save you time and paperwork, and you might even get a decision on your claim before you hang up.

How it works

All you need to do is call Lincoln Financial at 866-783-2255 and provide the following information:

- Your name, social security number, and date-of-birth
- Your address and phone number
- Membership in Transport Workers Union Local 556, policy 000010115682 (in California, 000010115683)
- Doctor's name, address, and phone number
- Your occupation (Flight Attendant) and the last day you worked
- Your condition or diagnosis

With One Call Claims, a benefit specialist will process your claim, and contact TWU Local 556 and your physician, if necessary. Once all your information is received, a claim decision will be made.

When to call

- You should file a claim if you've been absent from work because of a non-occupational illness or injury and won't be back within the elimination period listed in your policy.
- Call if you're within one week of planned surgery or childbirth.

Contacting Lincoln Financial

Call 866-783-2255 from 7 a.m. to 7 p.m. Central Monday through Friday, and a benefit specialist will answer questions about your short-term disability insurance or to begin processing your claim.

- Learn more about your insurance coverage by e-mailing general questions to clientservices@lfg.com.
- Specific questions about a claim that's already been filed should be e-mailed to claims@lfg.com.



Did you know that as a TWU Local 556 Member, you have the choice of several voluntary benefits from Colonial Life and Accident Insurance Company to help bolster your benefits package?

If you have Colonial Life coverage, be sure to make these benefits count for you! Here are some tips for filing claims:

- File claims for your Accident and Cancer insurance on the "non-disability" claim form
- Include your employee number on each page of the form
- Have the doctor's portion of the claim form completed in full before you send it to Colonial Life
- Sign and date the HIPAA form in case we need to obtain any information from your doctor
- Initial any specific services that you want to authorize, such as overnight payment delivery, etc.
- Fax the completed form to 800-880-9325 or mail to:
Colonial Life
P.O. Box 100195
Columbia, SC 29202

Need Assistance?

For claim status, call 800-325-4368 to receive automated service 24 hours a day, seven days a week. Customer Service representatives are available 8 a.m. – 7 p.m. Eastern Time.

For all other questions, call 877-885-9191, Monday – Friday, 12 p.m. – 7 p.m. Central Time.

“Overlap Options,” continued from page 16

- **Lineholder-to-Lineholder.** Adjusted by noon Central Time on 18th of current month
Flight Attendant Option. Call by noon Central on the 19th of current month.
- **Lineholder-to-Reserve.** Adjusted by noon Central Time on 19th of current month.
Flight Attendant Option. Call by noon Central Time on 24th of current month.
- **Reserve to Reserve.** Adjusted by noon Central Time on 19th of current month.
Reserve Option. Call by noon Central Time on 24th
- **Reserve-to-Lineholder.** Adjusted for the new month is made at the time the Reserve is given an assignment. (No option.)

Note: If you choose not to exercise your option within the timeline required, then your overlap adjustment will automatically be pulled.

“Reality Check” continued from page 17

right thing to do. If you do write someone up, keep in mind that most of the time, these cases are viewed as “he said, she said”—no discipline is issued.

I would like to hear your thoughts on this month’s Reality Check. Do you agree or disagree? Contact me at kwhiteley@twu556.org, and let me know what you think.

“Pretty and Smart,” continued from page 18

my job without Union representation. He says that if being pretty *and* smart were a crime, I would definitely be in prison! Thanks for the passes, by-the-way. I have to check in. Buh-bye now.”

Patty’s not stupid. She knows

the Contract and the Flight Attendant Manual and Handbook backwards and forwards. I mean, that’s what she does, right? Supervisors should know more about the job than those whom they supervise, right? Patty knows that according to the new Contract, “Management will inform Flight Attendants of their right to have a Union Representative present at any mandatory meeting.” Patty also knows that if she “just happens” to run into a Flight Attendant on airport property or calls them at home, she can ask them questions without advising them of their right to Union Representation: it’s not a mandatory meeting at that point.

Friends! If a Supervisor or Base Manager calls you at home or just happens to run into you at the airport and wants to ask you “a few questions,” here’s what to do. Say to them, “Could this discussion in any way lead to my being disciplined or terminated, or affect my personal working conditions? Because if it could, I respectfully choose not to answer any questions without my Union representative present.” (It’s even better if one of your Crew Members or another Flight Attendant witnesses this conversation). By law, the Supervisor must stop questioning you if discipline is even a remote possibility. Then call the Union office at 800-969-7932 for advice on what to do next. Now, you’d all be in prison—if being pretty *and* smart were a crime!

“Grievance Team Update,” continued from page 36

timeframes, but that the Union would cooperate in granting extensions if the Company requests them, and it is agreed to by the Flight Attendant. The Union understands the importance of fair and thorough investigations in these serious matters.

Jury Duty and Optimization

Eight grievances were included in these two issues, including some group grievances covering multiple Flight Attendants, while others were individual grievances. The common theme in both jury duty and optimization grievances is that multiple inconsistencies were found regarding when or if these pairings were placed into Open Time. The Company asked that we settle these grievances after Negotiations were completed, since these issues are specifically addressed in our new Contract. Settlement was reached in September.

Uniforms

A grievance was filed in June regarding the Company’s decision to only allow black shoes with long uniform pants. During several meetings with the Company, we were unable to come to an agreement continuing with the status quo of brown shoes and white tennis shoes. However, we were able to convince the Company to extend the changeover timeframe to permit brown shoes through the end of December.

behavior at the hotel. Andy was subsequently terminated. At the Arbitration, the Company called two witnesses, the Base Manager, and the woman who made the complaint about Andy's behavior. The Union was able to prove during cross-examination that the woman who made the complaint had been drinking heavily that evening. Ultimately, the Arbitrator determined that the woman's testimony was not credible due to her likely intoxication level, and allowed Andy to return to work with full back-pay.

Sleeping on duty

After receiving two letters from passengers, and having conducted an investigation with her fellow Crew Members, the Assistant Base Manager brought Flight Attendant Angela in for a Fact Finding Meeting with her Union Shop Steward to discuss Angela's alleged nap during a flight while on duty. Angela denied these allegations. Unfortunately, both her coworkers were unwilling to corroborate her story, and Angela was terminated for appearing to sleep or doze while serving as a working Crew Member. The Union proceeded with Angela's case through the Arbitration process based on her work history, and the fact that there was some conflicting witness testimony. The case went through the entire process, and the decision was left to the Arbitrator. Although the Arbitrator disagreed with the Company regarding the termination, he did find the Company was within their rights to terminate a Flight Attendant for appearing to sleep on the job.

Listening to an iPod during Service

Flight Attendant Kelly was serving her tray while listening to her favorite band on her new iPod that she received as a gift from a coworker. Going through the motions and smiling at all the appropriate moments, it was really hard for anyone to see she was wearing headphones. A Supervisor traveling for personal reasons noticed something was not quite right, and began to pay close attention to Kelly's actions. Kelly was terminated for a Class I violation, intentional conduct that endangers the life or safety of others. The Company maintained that had there been any emergency, Kelly may have been unaware, and would not have been able to hear the chimes. Kelly admitted to this behavior along with a list of other work and conduct violations witnessed by the Supervisor. In this particular case, the TWU Executive Board found the discipline to be just, and voted not to proceed to Arbitration.

Watching a movie

Flight Attendant Michael was brought in for a Fact Finding Meeting after his coworkers wrote him up for watching a movie without wearing headphones during a working leg of a flight. Michael and his Union Shop Steward attended the meeting. During the meeting, the Shop Steward determined that the Company's point of knowledge of the event was over seven business days, and therefore they were out of their timeframes to issue discipline. The Supervisor informed Michael that he was lucky in this situation, as the discipline would have been a Class III violation which would have resulted in a three-day suspension for engaging in any conduct while on duty that creates the impression or appearance that you are not devoting yourself and your attention 100 percent to the safety, comfort, and well-being of all Customers.

Altered Doctor's Notes

Flight Attendant Phyllis had a recurring problem with her back, but did not qualify for FMLA. Phyllis' doctor prescribed appropriate medications, and she was well-aware of the procedures she needed to follow when her back acted-up. Because of her condition, Phyllis' points were high, and she was very concerned about being fired for poor attendance. Unfortunately, Phyllis made a very bad decision, and photocopied a doctor's note. Phyllis used the note a couple of times, but then one day, when the notes were being filed, a Supervisor noticed that they all looked the same. The Company contacted Phyllis' doctor to verify the notes were authentic, and that the doctor had seen her on the dates indicated. The doctor's office was unable to verify the requested information, and Phyllis was brought in for a meeting with her Base Manager. Upon extensive questioning, Phyllis admitted to changing the notes, and was terminated for a Class I violation, falsification of documents. There was no grievance filed.

Important Disclaimer: *The scenarios on page 30 and continued on page 42 of this issue of Unity have been edited to protect our Members' (and, in some cases, former Members') confidentiality. Names have been changed, as have certain aspects of their individual cases. Because these "real life" scenarios have been altered and/or enhanced, they should be considered non-precedent, non-referral. Every grievance case is considered based upon its own merits. Please contact the Union office at 800-969-7932 with specific questions regarding Contractual and disciplinary issues.*

The following is the Transport Workers Union's Agency Fee Policy, which we are required by law to post in order to make you aware of its existence. Please read it carefully; it is self-explanatory.

Transport Workers Union of America, AFL – CIO Agency Fee Policy

1. Any TWU represented non-member employee, whether publicly or privately employed who is subject to a union security clause conditioning continued employment on the payment of dues or fees, has the right to become an objector to expenditures not related to collective bargaining, contract administration, grievance adjustment or other chargeable expenditures. A current TWU member who chooses to become an objector must assume non-member status prior to filing an objection through these procedures. An objector's fees shall be calculated in accordance with this Policy.
2. To become an objector, a TWU represented non-member employee shall notify the International Secretary/Treasurer, 80 West End Avenue, New York, New York 10023, in writing of his individual objection by mail postmarked during the month of January each year. A copy of this notice shall also be mailed to his Local Union. Such employees desiring to object, but who were unable to make timely objection because they were not subject to a TWU union security clause as of January, must make an objection within thirty (30) days after becoming subject to union security obligations and receiving notice of these procedures. The objection shall be signed and shall contain the objector's current home address and TWU Local Union number, if known. Objections may only be made by individual employees; no petition objections will be honored. A person who wishes to continue an objection in a subsequent twelve (12) month period shall provide notice of objection each January in the same manner.
3. The following categories of expenditure are chargeable to the extent permitted by law.
 - a. All expenses concerning the negotiation of agreements, practices and working conditions.
 - b. All expenses concerning the administration of agreements, practices and working conditions, including grievance handling, all activities related to arbitration, and discussion with employees in the bargaining unit or employer representatives regarding working conditions, benefits and contract rights.
 - c. Convention expenses and other normal Union internal governance and management expenses.
 - d. Social activities and Union business meeting expenses.
 - e. Publication expenses to the extent coverage is related to chargeable activities.
 - f. Expenses of litigation before the courts and administrative agencies related to contract administration, collective bargaining rights and internal governance.
 - g. Expenses for legislative, executive branch and administrative agency representation on legislative and regulatory matters closely related to the negotiation or administration of contracts and working conditions.
 - h. All expenses for the education and training of members, officers and staff intended to prepare the participants to better perform chargeable activities.
 - i. Other costs of group cohesion and economic action, e.g., demonstrations, general strike activity informational picketing, etc.
 - j. An appropriate portion of overhead and administrative expenses.
4. Each December in the EXPRESS, the International Union shall publish these policies and procedures to provide notice to TWU represented employees of their right to object and the procedures for objecting. The International shall also send a copy of these policies and procedures to each person who objected the previous year to inform the person of his or her right to renew the objection for the current year.
5. The International shall retain an independent auditor who shall submit an annual report for the purpose of verifying the percentage of expenditures that fall within the categories specified in paragraph 3 above. Similarly, if the Local Union has adopted these procedures for application to its total fees, the Local Union shall arrange for the audit of the records of the Local Union which will enable the Local Union to verify annually the percentage of the Local's total expenditures other than the International per capita tax that is chargeable to objectors.
6. The fees paid by objectors shall be handled as follows:
 - a. Objectors who pay fees by hand shall pay an amount less the percentage of dues, both International and Local, ascribed by the audit (described in #5 above) to non-chargeable activities. The balance shall be placed in an interest bearing escrow account. The Local shall place its share of the fee in such an account, and

- forward the objector's share of per capita fee to the International, which shall place said fee in an interest bearing account.
- b. Objectors who are paying fees by checkoff shall continue to have a fee equal to full Union dues checked off by the employer and transmitted to the Union. The Local shall place its share of the fee in an interest bearing escrow account: the International shall do the same.
- c. Following completion of the audit (described in #5 above) for a given year, both the Local and the International shall rebate to each given objector an amount equal to such fees held by the Unions in escrow which were ascribed by the audit to non-chargeable activities (said amount shall be zero for a hand fee payer, if the year's percentage of non-chargeable activities does not exceed the prior year's).
- d. If the objector does not challenge the validity of the audit pursuant to #8 below within the allotted time, the fees still held in escrow shall become the property of the appropriate Local Union or the International. If a challenge is filed, the fees held in escrow shall continue to be so held until the challenge is resolved in accord with the procedures referred to below, at which time the fees shall be distributed in accord with said resolution.
- e. Objectors filing objections in January of 1992, in addition to paying fees in the manner set forth above, shall receive rebates from the International and their Local Union for the year 1991, based upon the audits (see #5 above) for the fiscal year ending in 1991, as they may be modified by the procedures set forth below.
7. The report(s) of the independent auditor(s) for both the International and Locals shall be completed as soon as possible following the end of the fiscal year. The report(s) shall include verification of the major categories of Union expenses attributable to chargeable and non-chargeable activities. The results of the audit(s) for the International and Locals which have completed them shall be published in the EXPRESS in the first issue following completion of the International's audit. Other results shall be similarly published as soon as they are available. Both the International and Locals shall provide to all non-member employees who are represented a copy of their auditor(s) report(s).
8. In the absence of an exclusive statutory review procedure, each objector may challenge the legal and arithmetical bases of the calculations contained in the independent auditor report(s) by filing an appeal with the International Secretary/Treasurer, together with notice to his Local Union. Non-member challengers in bargaining units covered by the National Labor Relations Act shall also have the right to seek a determination of any issues relating to these procedures by invoking the jurisdiction of the National Labor Relations Board. If such a challenger chooses not to invoke the Board's jurisdiction, or if the Board defers to these appeal procedures, the non-member challenger's with the International Secretary/Treasurer postmarked no later than thirty (30) days after the later of the following two dates; the date the International Secretary/Treasurer has forwarded a letter to the challenger acknowledging receipt of the challenger or the date the National Labor Relations Board affirmatively declines to assert its review jurisdiction.
9. Except where State law provides an exclusive statutory review procedure or when a challenger proceeds before the National Labor Relations Board, as set forth in paragraph 8, all such challenges received by the Union within the time limits specified above shall be determined by expeditious referral to an impartial arbitrator appointed by the American Arbitration Association ("AAA") under its rules for impartial determination of Union fees as modified and approved by the courts and these procedures. The International Union will notify the AAA that challenges of its fees, which have been received from one or more individual employees, are to be determined by an impartial arbitrator and will include the names and address of the individuals who have filed their appeals challenging the Union's fees and who should be notified of the proceedings. Thereupon, in accordance with its rules, the AAA will appoint the arbitrator to the case, notifying the Union and the other participants.
 - a. All appeals shall be consolidated and heard as soon as the AAA can schedule the arbitration. All procedures challenging the International's fee determinations shall take place in New York City, and the parties shall be the appellants and the International. All other procedures (i.e., fee determination of Locals) shall be at a location selected by the AAA to be the most convenient for those involved in the proceeding; the parties shall be the Local Union and the appellants.
 - b. Each party to the arbitration shall bear their own costs. The challengers shall have the option of paying a pro rata portion of the arbitrator's fees and expenses. The balance of such fees and expenses shall be paid by the Union party to the proceeding.
 - c. Challengers may, at their expense, be represented by counsel or other representative of choice. Challengers need not appear at the hearing and shall be permitted to file written statements with the arbitrator instead of appearing. Such statements shall be filed no later than the beginning of the hearing before the arbitrator. Post-hearing statements may be filed in accordance with the provisions of paragraph 9(g) below.
 - d. Fourteen (14) days prior to the start of the arbitration, challengers shall be provided with copies of all exhibits - or a list of all such exhibits intended to be introduced at the arbitration by the Union party and a list of all witnesses the Union party intends to call, except for exhibits and witnesses the Union party may introduce for rebuttal. Where a list of exhibits has been provided,

- the challenger shall have a right to receive copies of such exhibits by making a written request for them to the International Secretary/Treasurer (where the International is the Union party) or to the Local's Financial Secretary/Treasurer (where the Local is the Union party). Additionally, copies of all exhibits shall be available for inspection and copying at the hearing.
- e. A court reporter shall make a transcript of all proceedings before the arbitrator. This transcript shall be the only official record of the proceedings and may be purchased by the challengers. If challengers do not purchase a copy of the transcript, a copy shall be available for purposes of inspection by challengers, at the Union party's headquarters during normal business hours.
- f. The arbitrator shall have control over all procedural matters affecting the arbitration in order to fulfill the dual needs of an informed and an expeditious arbitration. The arbitrator shall set forth in the decision the legal and arithmetic bases for the decision giving full consideration to the legal requirements limiting the amount objectors may be charged. In the event that the arbitrator should decide that a challenge was without good faith justification or that it was frivolous, he shall have the authority to require the challenger to pay all, or part, in his discretion, of the arbitrator's fees and expenses.
- g. Each party to the arbitration shall have the right to file a post-hearing statement within fifteen (15) days after both parties have completed submission of their cases at the hearing. Such statements may not introduce new evidence nor discuss evidence not introduced in the arbitration. The arbitrator shall issue a decision within forty-five (45) days after the final date for submission of post-hearing statements or within such other reasonable period as is consistent with the AAA rules and the requirements of law.
- h. The decision of the arbitrator shall be final and binding with respect to all findings of fact supported by substantial evidence on the record considered as a whole and on other findings legally permitted to be binding on all parties.
- i. Upon receipt of the arbitrator's award, any adjustment in favor of the challenger will be made from the escrow account.

10. Any Local Union that is required by law to have an agency fee policy, but which has failed to adopt such a policy, shall be deemed to have adopted this "Agency Fee Policy" as its own; the December issue of the EXPRESS shall enumerate those Unions which have thus adopted this policy. Any Local Union which fails in a given year to conduct an independent audit of expenditures in accord with paragraph 5 above, shall be deemed to have spent the same percentage of its expenditures on chargeable activities as the International was determined to have spent for that year, provided that objectors shall have the right to use the procedures set forth in paragraph 8 and paragraph 9 above to assert that the Local Union spent a lower percentage of its expenditures on chargeable activities than did the International; the Local Unions thus bound by the results of the International's audit shall be enumerated in the same issue of the EXPRESS that publishes the results of the International's audit.

11. The provisions of this procedure shall be considered legally separable. Should any provision or portion thereof be held contrary to law by a court, administrative agency or an arbitrator, the remaining provisions or portions thereof shall continue to be legally effective and binding. If, after consultation with each other, the President of the International Union or the Local Union President determines that modifications in this procedure are necessary to maintain its compliance with applicable law, such modifications may be made in accordance with the Constitution of the International Union or the Bylaws of the Local Union.

12. An objector shall have neither a voice nor a vote in the internal affairs of the Local Union or of the International Union which includes, inter alia, the ratification of a collective bargaining agreement, whether or not it covers his or her employment.

13. Use of the male gender in these procedures shall be deemed to include the female gender.

ADOPTED by the INTERNATIONAL
ADMINISTRATIVE COMMITTEE
November 1, 1991
AMENDED: September 19, 1996

IN THIS ISSUE: Ghosts charter flight on SWA, Cabin Crew slimed!

OCTOBER 31, 2009

UNITY

THE MAGAZINE OF TWU LOCAL 556



FROM TWU LOCAL 556: HAPPY HALLOWEEN GHOSTS, GOBLINS, & CANDY!

PLUS



UFOs SIGHTED!

Strange alien objects seen escorting Southwest planes to astronomical heights!

NEW UNIFORM HAT

New Flight Attendant hats helps put on a brave face in spooky times.