

# unity

MAGAZINE OF TWU LOCAL 556

## NEW DIRECTION & FOCUS RESPECT IN CONFLICT PROFESSIONAL STANDARDS

PLUS

### DONATE LIFE

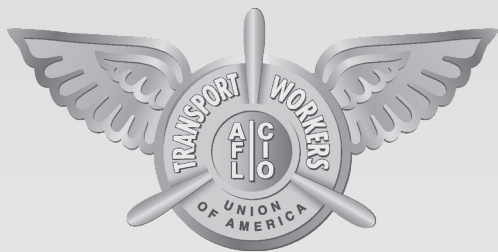
Read Bettina Baron's courageous story of how she helped others in the face of tragedy

### DIRTY BIRDS

Justin Whittington explains the aircraft cleaning schedule, and how to report problems







# 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**.

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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



This past March was Colorectal Cancer Awareness Month, the timing of which, I'm sorry to say, really hit home. On February 24, my partner Daniel's father, **Larry Lestarjette**, passed away after a brief, but devastating battle against colorectal cancer. He was only 59 years old. Larry was a really great guy who played by the rules: he never smoked, didn't drink, went to church, helped others when he could, and he worked

hard all his life to ensure that his family was provided for. Nevertheless, cancer, I think, is blind, and he was just one of about 50,000 Americans who will be struck down this year by the vile, hateful, and often silent disease that is colorectal cancer.

Larry's death has left a gaping hole in our lives and our hearts, but that even one person will die from colorectal cancer is a tragedy of monumental proportions. Why? This kind of cancer literally takes years to develop, and with early detection, is also one of the most treatable. According to the American Cancer Society, the five-year survival rate is as high as 74 percent, but again, early detection is vital.

I encourage each and every Flight Attendant, Ops Agent, Ramper, Supervisor, *everyone* at Southwest Airlines—especially those people who are age fifty or older, or who may have a close family member who developed this disease—to talk to your doctor about colorectal cancer. Get screened to determine whether you're at risk, and share this information with your family so they can get screened, too. Screening and open communication could very well save your life, or the life of someone you love.

If you would like more information on colorectal cancer, please visit the American Cancer Society's Web site at [www.cancer.org](http://www.cancer.org), or the Centers for Disease Control's colorectal cancer portal at [www.cdc.gov/cancer/colorectal](http://www.cdc.gov/cancer/colorectal).

Photos from our thirty-fifth anniversary parties that were held on February 5, 2010 in all bases are distributed throughout this issue, and are indicated by our thirty-fifth anniversary logo.

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**ON THE COVER** Chicago Flight Attendants **Maverick Quiambao** and **Carla Cain**.



# President's Message

Helping other Flight Attendant workgroups organize and form a Union not only helps them, it helps Southwest, too, says TWU Local 556 President **Thom McDaniel**.

**D**id you happen to catch the March 24 premier of *Fly Girls*, the new reality television series on the CW network that follows the lives of “five beautiful Virgin America flight attendants as they jet from one glamorous location to the next?” In fact, “reality TV” is something of a misnomer. Shows such as *Fly Girls* are partly scripted and partly spontaneous (with, of course, a camera crew always present), and completely edited to create drama where there is none.

Here's something that's a little closer to the truth: the five Virgin America Flight Attendants in the show are working people just like you and me—but with one impor-

guys expressing their commitment to their jobs and their company, and their desire to improve their working lives by joining TWU. (You can watch the commercial on [www.twuwx.org](http://www.twuwx.org).) I was fortunate enough to be a guest at the viewing party, and was privileged to meet some of those great Virgin America Flight Attendants.

Many TWU Local 556 Members have been volunteering to help in the Virgin America organizing drive, and Southwest Flight Attendant and Local 556 Member Karla Kozak is leading the effort for TWU. She worked on two of our Contract campaigns, and understands the challenges faced by working Flight

any other success story you know?

When Southwest Airlines was about the same age as Virgin America is now, some of our Flight Attendant leaders went to Herb and Colleen to discuss improved work rules. When Herb and Colleen heard their concerns, they suggested they start a Union, and we became affiliated with TWU. As a result of that first meeting, we just celebrated our thirty-fifth anniversary as a unionized work group.

During those 35 years, our Flight Attendants have continued to work hard with our Company to make sure that we continue to provide the best Customer Service in the industry, and our Union has worked

hard in return to make sure that we have the best work rules, compensation, and benefits in the industry.

VIRGIN AMERICA FLIGHT ATTENDANTS ARE WORKING PEOPLE JUST LIKE YOU AND ME — BUT WITH ONE IMPORTANT DIFFERENCE: THEY'RE WORKING WITHOUT THE BENEFIT OF A UNION.

tant difference. Whereas the Flight Attendants of Southwest Airlines have enjoyed one industry-leading Contract after another and other benefits of 35 years of affiliation with the Transport Workers Union, the 450 Flight Attendants at Virgin America are flying without a Union, and without all the improvements in compensation, benefits, and due process that we sometimes take for granted.

All that may be about to change. The Virgin America Flight Attendants have begun an organizing campaign to join TWU that officially kicked-off with a *Fly Girls* viewing party on March 24. The highlight of the premier was a commercial that aired in the Los Angeles and San Francisco markets featuring real Virgin America fly girls and fly

Attendants. If you would like to get involved in the campaign (especially in California), please email Karla at [kkozak@twu.org](mailto:kkozak@twu.org), and she'll put you to work.

Immediately after we announced our campaign, Virgin America CEO C. David Cush put out a letter to their Flight Attendants to try to convince them that they did not need a Union due to the size and age of their company, and because they have weathered a tough economy, fierce competition, and regulatory challenges. Of course, he rightfully notes that Virgin America has been an unlikely success story, and that by working together, they have “wowed” the industry with their customer service, and have great opportunities for growth and future success. Does this sound like

We are successful because we have developed that kind of relationship from the very beginning. Our Flight Attendants and other workgroups at Southwest have gained a seat at the table to make sure that our success is ongoing for the good of both our Company and our employees. Our unionized employees have been partners in Southwest Airlines, and our relationship is a major component in our success.

If you look at Virgin America and Southwest Airlines, there are many differences, but there are also many similarities. We are both domestic carriers who have defined our industry through a high-quality, dependable experience, and we both focus on excellent customer service. We also place a high value on having good labor relations as key to



our continued success. The key to Virgin America employees partnering for their continued success is to be active players through union representation, and TWU is a Union that will allow them to do just that.

We all know and enjoy the value of a strong Union, but some may wonder why we would go to effort to organize another group. In other words, what's in it for us? The truth is that while our workgroup has been very fortunate to enjoy the benefits of unionization, our continued success depends on what's happening in the rest of the industry. Other Flight Attendant workgroups have seen contracts gutted and wages cut in the past several years in the so-called "race to the bottom" that ultimately decreases *our* bargaining power at the table. Right now, we have an industry-leading Contract that others are being measured against. Without a Union, it would be easy to make employees the problem to any challenges our Company faces, but through our relationship, we are part of the solution.

Looking at the big picture, I'm glad that TWU took a chance on our little workgroup 35 years ago. It has allowed us to grow into the strong Union that we are today, and we have all benefitted from our joint successes. I'm proud that we now have the opportunity to assist the fly girls and fly guys at Virgin America as they work to create better lives for themselves, and a brighter future for their company.



Houston Flight Attendant **Thom McDaniel** is President of TWU Local 556.  
Email: [president@twu556.org](mailto:president@twu556.org)



**IS IT EASIER TO HAVE SOMEONE EXPLAIN IT?** COMING THIS MAY, TWU LOCAL 556 PRESENTS "CONTRACT LIVE," AN ONLINE VIDEO RESOURCE EXPLAINING BOTH BASIC AND ADVANCED ASPECTS OF OUR CONTRACT, HOSTED BY BALTIMORE DEBM **AUDREY STONE.**

# Giving the Gift of Life in the Face of Tragedy



Chicago Flight Attendant **Bettina Baron**, pictured above, shared her courageous story with *Unity* Editor **Kyle Whiteley** about how she helped others find hope in the face of her husband's sudden death.

The new millennium started off with great hope and excitement for so many. For Paul Baron and Bettina Woodard, this would be the year their courtship would end, and they would be married.

Paul was a charter pilot, while Bettina was a Southwest Airlines Flight Attendant taking flying lessons. In Paul, Bettina found a kind, and giving soul. One of Bettina's favorite pastimes was just watching the man she loved do what he did best: looking out and caring for other people.

Other than a love for flying, Paul and Bettina shared their love for life with friends and family. In 2004, when Bettina gave birth to their daughter Alexandra, Paul was instantly smitten by the new arrival. He was a very proud father.

It was four years later on Father's Day that everything changed. It had been a very busy weekend, and on Sunday afternoon, they biked to a radio-controlled airplane show.

With Bettina standing by his side, Paul collapsed. People nearby rushed over to begin CPR. Bettina stood in shock as she watched her life change before her eyes. Although he was taken

to the hospital. Bettina and her family members ended up having to make the heartwrenching decision to remove him from life support.

Paul and Bettina had had the serious conversation about what to do in this very type of situation. Bettina knew that Paul wanted to continue giving to others, and she spoke to the Gift of Life representatives at the hospital. Through these discussions, Bettina learned that she was able to specify people to whom she would like to donate his organs.

At the same time, Southwest Flight Attendant Judy Johnson's (a dear friend of Bettina's) husband Tom was in need of a kidney. Bettina put Tom at the top of her list, but unfortunately, the genetic markers did not work out, and the donation was not a match. Bettina continued to reach out to other organizations, to find persons in need. One of those calls was to Southwest Airlines.

Chicago Ramper Jay Sanders had been in need of a kidney for two years, but had only been on the donor list a short time, compared to the average wait of five years. He remained hopeful, and kept in touch with Internal

Customer Care representative Rebecca Barnes. She had been the one that notified Jay of the organ donor program at Southwest Airlines.

Among others from Southwest, Bettina added Jay to her list. She wanted to help as many people as possible. As the Gift of Life representatives worked through Bettina's list, Jay turned out to be a genetic match for the kidney. He received a call from the University of Chicago after returning home from dialysis that evening. He was told to head to the hospital to prepare to receive his new kidney.

Jay is grateful to Paul for being an organ donor, and being so generous beyond his time, and believes that all the accomplishments he may achieve in his lifetime can, in part, be attributed to Paul.

As of April 5, 2010 there were 106,759 candidates on the waiting list for organs. It's easy to become an organ donor. To learn more, visit [www.organdonor.gov](http://www.organdonor.gov).

A special thank you to Chicago Flight Attendant **Bettina Woodard Baron** and Chicago Ramper **Jay Sanders** for sharing their stories with us. Please take five minutes to sign up to be an organ donor today—you could save someone's life.



# Lavatories and Cabin Appearance

With nearly 1,100 lavatories in service each day on Southwest Airlines aircraft, we all have a responsibility to maintain cabin appearance, says **Justin Whittington**.

**Editor's note:** Justin's article is a follow-up to Ryan Regal's article, "I'm Sorry it Stinks," that appeared in the Winter 2009 issue of *Unity*, which can be downloaded at [twu556.org](http://twu556.org).

Southwest Airlines has a total fleet of nearly 550 aircraft, with roughly 1,100 lavatories in constant service that don't get much attention during the day. With higher-than-average load factors, we've got the recipe for—well, something I frankly don't want the recipe for! That's where RON cleaning and lav dumps become so important.

Every night, a Southwest Airlines Cabin Appearance Technician or a contracted cleaning technician follows a detailed checklist or task card to ensure the aircraft is clean and ready for service the following day. The cleaning technician, who also cleans the flight deck, cabin, and even the aircraft's hubcaps, is responsible for cleaning and disinfecting the lavatories, and making sure they are fully stocked with C-fold towels, toilet tissue, air sick bags, soap, and other essential supplies. Each section

not done correctly or completely.

Aside from RON cleaning, the lavatories receive additional attention from Maintenance every 45 to 55 days depending on the type of aircraft. During this visit, Maintenance removes the lavatory shroud (the plastic housing over the toilet), and cleans underneath the shroud area, on top of the toilet tank, and elsewhere. Every 100 to 125 days—which, incidentally, is one of the most aggressive scheduled intervals in the industry—the aircraft receives a much more thorough cleaning, including a tank soak. The shroud is again removed, and the tank is completely filled with a chemical sanitizing solution called Glyco-San, “a spe-

walls of the tank. The Glyco-San sits in the tank for up to 24 hours, and the toilet is flushed every thirty minutes to run the cleaner through all the various pipes and mechanisms before being drained into a lav truck. Maintenance also thoroughly cleans the lav shrouds, walls, floor, and other areas. A Southwest Airlines Quality Control Inspector (QCI), who works from the flight deck door to the aft closet, reviews the entire cabin at the same time to ensure that all parts and pieces are

in good working order, noting any discrepancies for Maintenance to repair or replace. Beyond these checks, each aircraft receives highly detailed yearly inspections that include replacing certain items onboard the aircraft, regardless of their condition or any wear. Although it may sometimes seem that our lavatories are not kept up as well as they could be, Southwest Airlines does have a thorough and aggressive maintenance plan

in place, with dedicated employees who work diligently to follow it—but there's always room for improvement, and that brings us back to RON cleaning.

In the past, a.m. originators included a cabin appearance checklist that was signed-off by the A Flight Attendant, and given to

The image shows a maintenance checklist for Southwest Airlines, titled "SOUTHWEST AIRLINES MAINTENANCE TASK RON INTERIOR CLEANING". The form is dated 03/27/08 and includes a section for "CLEANING TASKS" with instructions for various aircraft areas like FWD, AFT, and LAVATORIES. It also has a "COMPLIANCE VERIFICATION SIGNOFF" section for the Lead Signature and Employee Number.

## REPORTING PROBLEMS CAN HELP FACILITATE SOLUTIONS

of the checklist must be signed-off by an employee to make sure that someone gets proper credit for doing a stellar job, or to follow-up about a job that was

cially formulated, biodegradable, non-corrosive cleaner” that is approved by the Food and Drug Administration for cleaning our potable water tanks, as well as descaling and deodorizing the

Ops. Current practice calls for appearance checks by an Ops Supervisor on a quarter of all originators. Does this mean that we shouldn't worry about it? No—we also have a responsibility as Flight Attendants to ensure that things are being done as they should. If you notice a problem with an aircraft's appearance, there are several ways to provide feedback. The preferred method is via *SWALife*. Under the Inflight tab, choose Resources, then Aircraft Appearance Feedback. You will need to provide the aircraft tail number that can be found above the forward entry door and on the forward entry bulkhead wall, the date you noticed a problem, and the originating station. (It may be helpful to save your Flight Attendant information sheet.) By using *SWALife* for reporting appearance issues, your report goes right to the source.

The second way to report a problem is to call the cabin appearance hotline at 800-477-9291, and choose option three (inflight information), then option seven (cabin appearance hotline). You will be connected to Dallas Maintenance; be sure to tell them that you are a Flight Attendant, and that you would like to report a cabin appearance issue. Let

them know whether it is strictly an appearance issue (e.g. the lav shroud needs scrubbing) or a maintenance issue (e.g. frayed carpet that needs replacing), and they will ensure the aircraft is routed to a station where the problem can be corrected. Remember, the more that we report cabin appearance issues, the more we can be certain that our passengers are flying on clean, well-maintained planes.

In addition to reporting cabin appearance issues, our tidying

throughout the day is vital to the operation, as well. Each passenger paid good money for their ticket, and we should do our best to deliver a con-

stant experience in the cabin—cleanliness included—from the first flight in the morning all the way through the final leg of the day. This means picking up trash from underneath the seats, cleaning out the seatback pockets, and crossing *all* seatbelts.

Remember, even though aircraft maintenance and cabin appearance are not the same thing, one represents the other to our passengers. If they see worn or torn carpet, smell a stinky lavatory, or if their seatback pocket

or tray-table is broken, they are going to associate that with how the rest of the aircraft is maintained. This may not be a fair perception, but it is why we, as Flight Attendants, must all take responsibility for making sure that cabin issues are addressed as soon as possible. While some things must be deferred until it is operationally feasible, we still want to make sure that what needs attention gets attention.

**R**eporting problems to the appropriate department is essential to facilitating solutions that will ultimately make our jobs as Flight Attendants easier, and more efficient.

**SWALife.** Under the Inflight tab, select *Resources*, then *Aircraft Appearance Feedback*.

**Cabin Appearance Hotline.** Call 800-477-9291, select option 3, then option 7.

**Email the boss.** Brian Bond is the Manager of the Aircraft Appearance Program. His email address is [brian.bond@wnco.com](mailto:brian.bond@wnco.com).

**Email me.** Cabin appearance standards is an important issue to me, and I am glad to follow-up with Brian regarding problems. My email address is [justin.whittington@wnco.com](mailto:justin.whittington@wnco.com).

To report a problem, please provide the aircraft tail number, originating station, and the date you noticed the issue. Don't be afraid to take a picture of the problem, and forward it to Brian or me.—JW



Chicago Flight Attendant **Justin Whittington** is af TWU Local 556 Shop Steward.



**Editor's note:** we received the following email in response to Ryan Regal's article, "I'm Sorry it Stinks." We are publishing it here, as it is timely and relevant.

*"A few months ago, Brian Bond, the Manager of the Aircraft Appearance Program, was riding on the fourth jumpseat from Phoenix to Dallas on a flight that I was working.*

*"Brian was new to his job at the time, and was very enthusiastic about it. Until I met Brian, I didn't know that anyone even addressed smelly aircraft, beyond regular cleanings.*

*"Brian informed me that Aircraft Appearance Feedback could be used to report stinky planes (more news to me), and he stressed the importance of reporting 'dirty birds' to his team so that they could remedy the problem.*

*"He also discussed how a smelly plane is bad for our image and our morale. Brian left me with the feeling that his team truly cares about the job they do.*

*"On a trip in late December, I encountered three remarkably smelly planes—so smelly that I reported them, remembering what Brian said. Within two days, I received a thank you from Sam Green, a Maintenance Planning Team Leader, with CCs showing the clean-up assignments. I have not tracked down the planes to see if they are indeed in better shape, but it was nice to feel like the Maintenance Team took my concerns to heart.*

*"Dealing with a smelly plane is difficult and embarrassing, and I feel that as Crewmembers, we have an obligation to follow through and report the problem to Maintenance. The Aircraft Appearance Feedback form is simple, and it took me less than fifteen minutes to complete the three forms that I filed."—René M., Phoenix*



# Reality Check

Kyle Whiteley, TWU Local 556 Communications

Coordinator and *Unity* Editor

Every three years, we as Members of TWU Local 556, make important decisions as to who we want to serve on our Executive Board to lead our Union. The most recent election took place over a year ago, with our elected leaders coming from different backgrounds, bases, and seniorities, and who campaigned on various issues that were important to them. In all but two races, there was one winner and at least one person disappointed (the Houston and Phoenix DEBM positions were uncontested).

So the winners of the election have now spent their first year working together, and have united to look out for our interests as Flight Attendants of Southwest Airlines. Undoubtedly, the individuals who make up our Executive Board do not see eye-to-eye on every topic, discussion, or grievance that may come forward. I personally believe that if they did, it would be a disservice to our Membership. Some will vote in favor of an idea, while others are opposed; there will be discussion, sometimes heated. However at the end of the day, the majority vote decision becomes the will of the Board.

Each Executive Board Member is responsible for taking the pulse of the Membership. There are many different ways that our Leaders get their information—from simply talking with the Crew they are flying with, personal experience, through the many phone calls and emails they receive, surveys and polls on the Union's Web site, to time spent in the Lounges. They will hear from Flight Attendants that are adamantly opposed to one issue, while at the same time, hear-

ing from those that are equally in favor of the same issue. It is, at times, a hard balance to maintain, and sometimes the deciding factor of how one votes is determined after discussion in the boardroom.

Reach out to your elected leaders, and let them know your thoughts on issues that affect our careers. Ask questions of your leaders, but be prepared to hear answers that you may disagree with. This discussion between Member and Leader is just as important as any discussion that occurs in the Boardroom.

Regardless of whether you voted for an elected Board Member or not, we have to trust that each Board Member will execute their duties faithfully, and serve the Membership to the best of their abilities.

There are fifteen leaders elected to take part in the discussion. Fourteen leaders have the final vote in the process. The Chair of a Board Meeting, typically the President, is not allowed to vote unless there is a tie.

We all make-up the Union of Southwest Airlines Flight Attendants, and from the most involved to the least informed, our actions as Members of Local 556 impact not only the Union, but also our Company and industry. Speak to each other, listen to each other, and seek the truth when it comes to our Union. Our successful future as Southwest Airlines Flight Attendants and TWU Local 556 Members are riding on it.

# Respect in Conflict: The New Professional Standards

Michael Broadhead, Professional Standards Chair



Professional Standards is, for the most part, an industry-wide and industry-standard program designed to facilitate confidential, peer-based conflict resolution in the workplace. Each program is slightly different in terms of structure and funding from airline to airline, but Professional Standards has been around at Southwest for years. Today, it is jointly funded and supported by both TWU Local 556 and Inflight Management, with TWU Local 556 charged with the responsibility of managing the program.

Since being appointed as Chairperson of the Professional Standards program on December 1, 2009, following the TWU Local 556 Executive Board's decision to restructure the program, I have been encouraged by the amount of support and input from coworkers, Local 556 Officers, and members of Inflight Management, all of whom shared their feedback regarding the strengths and weaknesses of Professional Standards as it stood previously. I listened to their concerns as I worked to create a better program that will serve the Flight Attendants of Southwest Airlines more thoroughly.

## HOW DOES PROFESSIONAL STANDARDS WORK?

Professional Standards gives crewmembers involved in duty-related conflicts the opportunity to resolve the issue(s) in a fair, respectful, and confidential manner. Trained committee members provide assistance in resolving these duty-related conflicts through a series of confidential telephone conversations; we do not conduct any Professional Standards work in a face-to-face setting.

Professional Standards encourages all Flight Attendants to first attempt to discuss the conflict with their coworker, and if that does not produce a positive resolution, to contact Professional Standards for assistance rather than writing an irregularity report. Our ultimate goal in this process is enhanced crew resource management, safety compliance, and a commitment to working together to provide positively outstanding service for our passengers. The message of Professional Standards is safety and respect.

## SAFETY (AND RESPECT) FIRST

Trying to communicate a safety concern to a fellow Flight Attendant is sometimes responded to with an excuse, a negative attitude, or even anger. It has happened to virtually all of us at some point, catching us off-guard, and sets in motion a tone, feeling, or attitude of negativity and hostility that can overshadow an entire trip—not a good place to be as a crewmember.

We owe it to each other to respectfully remind and assist each other on every flight that our common goal is safety first, no matter what. This sometimes means doing things, such as complying with certain Federal Aviation Regulations, that we dislike, disagree with, or resent. Nevertheless, if a coworker takes the time to remind their fellow crewmembers of the goal of safety first, we owe them respect in return. If, for some reason, you encounter someone who responds in anger or with hostility, then nothing changes, but the safety issue must come first. In the words of a wise aviation professional many years ago, just “forget about how you feel about the regulation, and do it!”

## THE RENEWED MESSAGE OF RESPECT BEHIND PROFESSIONAL STANDARDS

The next time you are in a situation where it is necessary to remind a coworker of a safety issue, regulatory issue, or a Southwest Airlines policy, first cross-check yourself. Ensure that you are using accurate information rather than just a personal preference. If a coworker provides a safety or regulatory reminder, stop and listen. If it sounds like the right course of action, then make the best decision you can based on the information available. Remember, they respected you to point out a problem or issue, so it is important to show them respect in return; respect is always a two-way street.

If, for some reason, you are approached by a fellow crewmember and you feel anger or resentment, do your best to turn these negative emotions around by focusing on the positive aspect of the message (everyone's safety); the safety issue comes first. By not actively transforming these emotions, you are showing disrespect not only to your coworker, but to yourself, as well. Never put yourself at risk for increased problems and tension as a result of getting frustrated and angry at a coworker if they respectfully approach you about a safety concern; retaliation will only make the situation worse.

Ultimately, Professional Standards reminds us to do our part, be respectful of others, to be mindful of safety onboard the aircraft, be regulatory compliant, and to continually provide the very best customer service possible, even in the midst of conflict.



## WHAT'S NEW AT PROFESSIONAL STANDARDS?

**NEW!** Professional Standards has just completed training its sixteen committee members.

**NEW!** PS now handles conflicts rooted in FARs, safety, and SWA policy.

**NEW!** Email and online contact option in addition to the existing Professional Standards hotline.

**NEW!** Emphasis on enhanced crew resource management and safety.

**NEW!** Passwords assigned to casework for additional confidentiality.

**NEW!** Professional Standards will take a defined position on issues rather than remaining neutral.

**NEW!** "No conflict, no case." Professional Standards is not a place simply to log a complaint.

**NEW!** Professional Standards is about respect—even in conflict.

**NEW!** Actively partnering with Critical Incident Stress Management (CISM) team.

## WHAT ISSUES DOES PROFESSIONAL STANDARDS NOT DEAL WITH?

**PS DOES NOT** collect unpaid money on a trip trade.

**PS DOES NOT** handle violations of the Southwest Airlines policy on harassment or discrimination.

**PS DOES NOT** look into password abuse claims on CWA.

**PS DOES NOT** resolve conflicts with Ops Agents or CSAs.

**PS DOES NOT** deal with issues relating to drug testing.

**PS DOES NOT** assist with problems at RON crew hotels.

**PS DOES NOT** help facilitate jetway trades.

*For more information on situations that Professional Standards does not deal with, please visit the Professional Standards page on [www.twu556.org](http://www.twu556.org).*

# Flight Attendant Assistance Program

Brett Navarez, FAAP Chair

Contrary to popular belief, the TWU Local 556 Drug and Alcohol Committee are not the people responsible for 1-2-3. We are a group of eleven recovering alcoholics and addicts. Our group is a supplement to our Employee Assistance Program, most commonly referred to as ClearSkies. This diverse group, with Flight Attendants ranging in seniority of five to twenty-two years, and sobriety of three to twenty-five years, covers most of our Flight Attendant demographics. We are committed to helping our coworkers get through the treatment process, and returning to work as productive Southwest Flight Attendants. The following are some common questions we receive.

### CAN I ASK FOR HELP ON MY WAY UP THE AIRCRAFT AISLE OR IN THE JETWAY TO MEET THE DRUG/ALCOHOL TESTER?

No. Southwest Airlines has a zero tolerance policy. You must ask for help *before* you're on the way to being tested.

### IF I HAVE A CASE OPEN WITH CLEARSKIES, AM I PROTECTED FROM A POSITIVE DRUG/ALCOHOL TEST? IF I HAVE ASKED FOR HELP FROM THE UNION FLIGHT ATTENDANT ASSISTANCE PROGRAM (FAAP) I PROTECTED FROM A POSITIVE DRUG/ALCOHOL TEST?

No. Again, Southwest Airlines has a zero tolerance policy, and having an open case with ClearSkies does not exempt you from this.

### ARE THE FLIGHT ATTENDANTS ON THE FAAP COMMITTEE CERTIFIED COUNSELORS OR THERAPISTS?

No. We are recovering alcoholics and addicts who have returned to work and fly the line just like all other Flight Attendants.

### DOES SOUTHWEST AIRLINES MANAGEMENT ACKNOWLEDGE THE FAAP?

Yes, absolutely. The committee has met with the Union and all the Base Managers and their Assistant Base Managers to ensure we are on the same page.

### IS THE FAAP CONFIDENTIAL?

Yes, completely.

### CAN I TAKE BENADRYL OR OTHER OVER-THE-COUNTER MEDICATIONS WITHOUT FEAR OF THEM SHOWING UP ON A DRUG TEST?

The Department of Transportation (DOT) prohibition on drugs in the work place has two basic tenants: 1) no use of illegal drugs in or outside the workplace, and 2) individual performing safety-sensitive duties may not be impaired while performing such duties, including being impaired by over-the-counter and prescription medications. Consult your physician about these DOT rules in advance. If you take something that is not tested for in a random drug screening, then there is no harm done, but ultimately you are responsible. Contact us for more information on this topic.

The FAAP is available to you 24 hours a day. Contact us by email at [faap@twu556.org](mailto:faap@twu556.org) or call 800-969-7932 ext. 4307.

# True Stories from the Grievance Team

This is the third in an ongoing series of real grievance stories involving real Flight Attendants. Names have been changed to protect the accused.

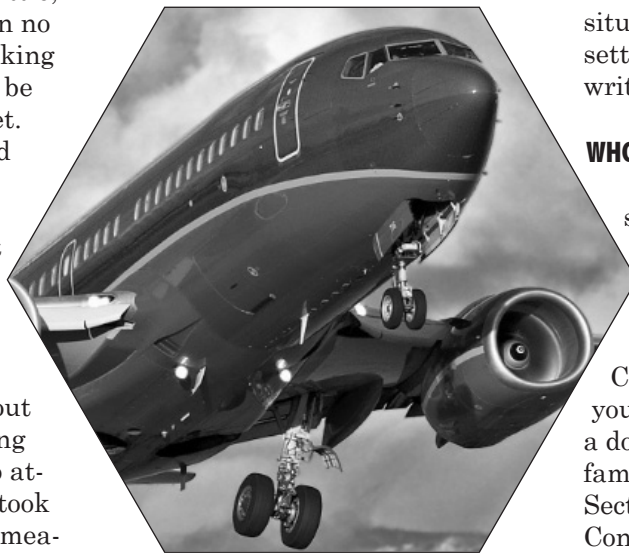
## A MODEL FLIGHT ATTENDANT?

Lacy was an avid model builder—so much so that she took one of her projects with her on vacation. Unfortunately, Lacy used her SWA ID to obtain an employee rate at the hotel. During her vacation, she enjoyed the sun, surf, and model building. She meticulously put together her three-foot model of the space shuttle; NASA would have been proud. In no time at all, Lacy's model was looking spectacular. The same could not be said for the bedspread and carpet. Lacy accidentally spilled the tinted glue, and although she tried to clean the mess, her efforts were futile. The bedspread and carpet between the beds was ruined. The hotel manager contacted Lacy, but she refused to pay for the damages. Within the week, the hotel management reached out to Southwest for help in recouping their cost. Lacy was contacted to attend a fact-finding meeting and took a Union representative for good measure. During the meeting, it was discovered that because Lacy had used her Southwest ID to obtain the discounted rate, Southwest had a valid reason to get involved. Lacy was advised to take care of the charges as soon as possible, and that Southwest would be following-up with the hotel to protect their business relationship. Lacy was also issued discipline in this case. Southwest found that her conduct in dealing with the hotel management was unprofessional. Lacy was issued a Class IV number 8 written warning for conduct that reflected badly on Southwest Airlines. Lacy filed a grievance with the Union, as she believed the discipline was unfair. The Executive Board disagreed, and voted not to proceed on the grievance.

## AN ARBITRARY DECISION

After allegedly reaching twelve

points, Chris was contacted for a fact-finding meeting. During that meeting, Chris had a discussion with the Base Manager about her points. At no time during the meeting was Chris offered a chance to review her point history, and near the end of the meeting, Chris was given an opportunity to resign from the Com-



pany. She did not resign, and was terminated.

The Executive Board voted to proceed on this grievance. The case went all the way to arbitration. The arbitrator decided that amongst other factors, the Company had presented Chris with the option to resign at her fact-finding meeting; they had not allowed her the right to due process.

## JUSTICE DELAYED

Jane was working C position on a flight into Austin. Upon arrival, the Captain was rescheduled, so a new Captain was waiting in the jetway to take over the flight. The A position Flight Attendant ran off the plane to get food and was gone for three or four minutes. When she got back, Jane ran to get food as well, as there were still a few passengers left to

deplane, and she knew she could get back quickly.

When Jane returned, the new Captain was still conducting the pre-flight briefing, so the crew was not yet ready to board the next flight. After the pre-flight briefing was completed, the flight was boarded, but there was a delay in getting all of the bags loaded.

The flight departed late, and the Ops agent wrote the delay off on Jane for leaving to get food. A fact finding meeting was held, and Jane was issued a written warning. Jane filed a grievance, because she knew the delay was not her fault. The Captain and other Flight Attendants eventually wrote IRs explaining the situation, so the Company agreed to settle the grievance by removing the written warning.

## WHOOOPS! A CORRECTION

We try really hard to change the scenarios in our "True Stories" series. In the Winter issue of *Unity*, we tried a bit too hard. The double no-show story was made incorrect under our new Contract. The bottom line is that you are certainly still able to receive a double no-show in one day. Please familiarize yourself with Article 32 Section 11 on page 158 of our Purple Contract. We apologize for the incorrect information.

**Important Disclaimer:** The scenarios on this page 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.



# TWU Local 556 on Your iPhone!

Kyle Whiteley, *Unity* Editor

TWU Local 556, in conjunction with Oakland Captain Chris Perkins, is pleased to announce the new, official TWU 556 iPhone application for our Local.

Chris contacted Local 556 this past February to see if having an iPhone app would be something our Members would find beneficial. He informed us that he had been working on the app as a personal project to later propose to SWAPA for our Pilots to use as well. Chris told us that this app would allow iPhone users the ability to access their Contract, important phone contact information, as well as receive Union updates. We couldn't have been happier to open discussions with him, and to start the ball rolling.

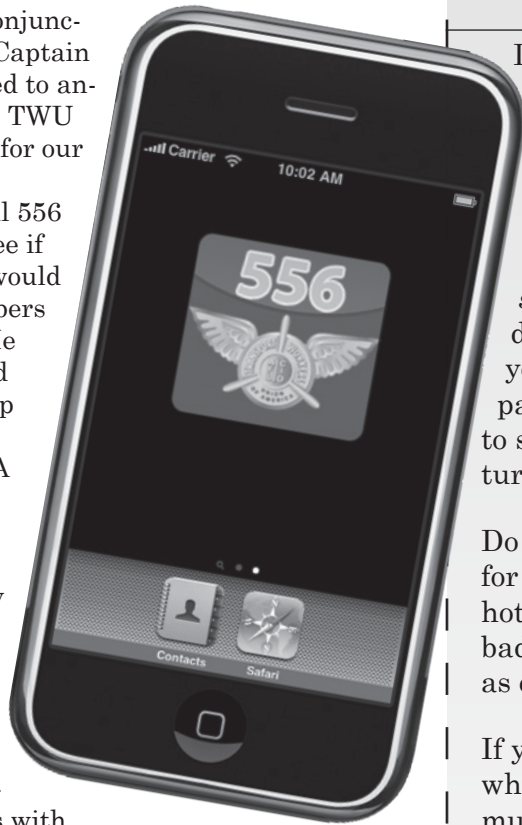
Flight Attendants Erich Schwenk, Susan Kern, Vicki Evangelista, and I took part in testing the prototype, and it is now ready for you, the Flight Attendants of Southwest Airlines.

TWU Local 556 was given the opportunity to purchase the iPhone application outright. Unfortunately, we were unable to justify spending the money on a program that only some of our Members would be able to utilize. (Yes, not everyone has an iPhone!) Chris worked with us, and we have authorized him to sell the app through iTunes Store. In return for all of his work, we have agreed to advertise this product.

The iPhone app will sell for \$1.99. TWU Local 556 will not be making any money on the sale of the app, and all of the proceeds will go to Chris as the developer of the program. He has also agreed to make updates to the app as necessary.

We are very pleased to offer this product to our iPhone carrying Flight Attendants, and thank Chris for his hard work and incredible skills in creating this five-star app. No iPhone? We are working with others to develop similar products.

\*App size simulated; actual size is consistent with other iPhone apps.



Kathy Anderson's

## F.Y.I.s



If you submit a Personal Illness Note (PIN), do not forget to call in sick for your pairing(s). If you fail to contact Scheduling with your sick call, you will be subject to a no show.

Until other electronic means are developed, you can be notified of flight delays by utilizing *southwest.com* (which is what the passengers do). If you sign up and are not notified that your flight is over two hours late, you will be paid two TFP. Make sure to select the option to start notification at four hours prior to departure.

Do not leave your ID badge with hotel personnel for any reason. We have received reports of some hotels asking Flight Attendants to leave their ID badge in order to use certain hotel services such as computer access.

If you self assign or have been assigned a pairing while on Reserve, you are only covered as a commuter if you plan to arrive in your base at least thirty minutes prior to your available contact time on the first day of the Reserve block.

You will be covered by the Commuter Policy if you pick up out-of-base; however, you will *not* be covered while commuting to any other city other than the domicile where the pairing begins and ends.

If you waive the deadhead at the beginning of your pairing and try to commute into the city of your first working leg, you will *not* be a covered commuter. You are only covered when commuting into the domicile of that pairing.

Reserves who self assign over 118.2 TFP will still receive time and one-half for trips that exceed the 118.2.

If you have a trip at the end of *next* month that overlaps into the following month (the first through the seventh), and you would like to fly the trip(s) that would otherwise be pulled, you must call Crew Planning between the sixth and

noon Central on the seventh of *this* month to let them know.

If a trip falls in the middle of your vacation, you cannot use it to shrink your vacation.

Your Sick Bank will accrue one TFP sick leave for each ten TFPs flown or credited during the month. Sick leave will *not* be accrued on trips credited for sick leave.

If you have perfect attendance during the month of December, you will accrue sick leave at one and one-half times the normal rate for that month.

Uniform allotments are awarded on the first day of your anniversary month. The month prior to your anniversary month, go in and spend what is left in your account, or you could lose it; the maximum amount held in the account is \$500.

Remember that anytime you are talking with Scheduling, your conversation is being recorded.

A bid line holder who trades for a Reserve bid position will be placed at the Reserve seniority number for which they traded. The Flight Attendant who originally bid Reserve will retain credit (\*) for the Reserve line.

Reserves who are scheduled over twelve hours will automatically receive premium pay for the leg that takes them over twelve hours.

If a Flight Attendant is awarded a Charter that was built with legal crew rest, but she/he receives illegal crew rest, the Flight Attendant will be compensated triple time for all Charter flights, and double time for all deadheads or ferry flights on the duty period following the illegal crew rest.

You are entitled to receive a copy of your entire personnel file from the Company upon request within five business days.

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

# Health Committee Update

**Michele Moore**, Health Committee Chair

## SPRINGTIME TURBULENCE

Spring weather brings both sunshine and unstable air that can cause turbulence. If you feel it's unsafe to serve, but have not gotten a call from the cockpit, pick up the interphone and call them. It's OK to let the Pilots know that you don't feel safe serving, and are going to be seated for awhile, because often turbulence feels different on the flight deck than in the cabin. On a recent flight, for example, a Captain riding on the back jump-seat with me when it was extremely turbulent commented that he was surprised at how much more you can feel turbulence in the back of the aircraft as compared to the front—so don't hesitate to call them if you feel it's necessary.

## SAFETY ON OVERNIGHTS

Finally, remember to think "safety first" on your overnights. Many crew hotels have recently been splitting Flight Attendants up, and putting us on different floors. For safety reasons, I always ask them to rearrange rooms, so that we can stay on the same floor—and I haven't been denied yet! Make sure everyone gets to their rooms safely, and always do a security check of your room, preferably with your other crewmembers standing at the door until you're certain the room is secure. Also, if you go out together, make sure everyone makes it back to their room safely.

## CONTINUE TO GUARD AGAINST THE FLU

The Centers for Disease Control (CDC) and the World Health Organization (WHO) recommend that everyone continue to be vigilant in the battle against the spread of both H1N1 swine flu, as well as in preventing the spread of seasonal flu. If you have not been vaccinated against one or both strains, please do so now, as flu outbreaks can occur outside the winter flu season. In addition to getting flu shots, please continue to use precautions when working on the aircraft and in your daily lives. Wash your hands often with soap and water, wear gloves when picking up trash onboard the aircraft, and avoid touching your face. Remember to monitor passengers who appear seriously ill with flu-like symptoms; if you are genuinely ill yourself, please call in sick to avoid exposing your coworkers and our passengers to a potentially deadly virus.





# Veterans Committee

Todd Gage, Veterans Committee Chair

I would like to thank all of those who donated to the wounded veterans at the Walter Reed Medical Center in Washington, DC. These men and women fought to protect our nation, and are very glad to know that we are keeping them in mind. Special thanks also goes out to Southwest Management for helping out with this project.

THANK YOU TO ALL SOUTHWEST FLIGHT ATTENDANTS WHO DONATED TO THE WOUNDED VETERANS AT THE WALTER REED MEDICAL CENTER IN WASHINGTON, DC.

In February, I had the opportunity to attend my first TWU Veterans Committee meeting. I met members from various TWU Locals in the Air Transport Division. The Rail Division has now joined this group, as well. Committee Chair Thom Lee provided me with a lot of information regarding leaves, contacts, and benefits for the veterans here in Local 556. If you have any questions or concerns about this, please contact our Contract and Leave Coordinator, Denny Sebesta, or me at 800-969-7932.

The Veterans Committee now has a page on the TWU Local 556 Web site. You can access it via *Resources > Committees > Veterans*. You will also find links there to both the TWU International Veterans Committee page, as well as to the AFL-CIO Veterans Council.

Once again, any veteran who has not already done so, please email me your name, so I can continue to compile the list of veterans in our Local.

# Treasurer's Report

John Parrott, TWU Local 556 Treasurer

In the last round of Membership Meetings, I made a motion to reinstate the Special Assessment Fee in order to save for our 2012 Contract Negotiations. This motion will be voted on by the Membership at the next round of meetings. I wanted to give you some information, so those who attend will be able to make an informed vote.

I believe it is fair to say that our 2008 Contract Negotiations were not contentious, nor were they drawn out; rather, these Negotiations were fairly straightforward. Our Negotiating Team was able to secure quality of life improvements and secure raises in a financially-difficult time. Nevertheless, Contract 2008 cost \$1.27 million to negotiate, which does not include the cost of our economist, Dan Akins, who was paid by International.

Our Membership has made saving for Contract Negotiations a priority. Our first assessment fee was approved and collected ten years ago, which, at the time, was \$3 a month. During the 2002 Contract, the assessment fee was \$2 a month. **The main advantage of having this fee is that 100 percent of the fee collected goes toward negotiating the Contract. We do not pay the thirty percent per capita to International as we do with our monthly dues.**

This Contract becomes amendable on May 31, 2012. In other words, we're just about two years away from the bargaining table. The next Negotiating Team will be preparing as early as December 2011. These preparations are necessary to maintain our industry-leading Contract.

I hope you view the assessment fee as an investment in our future. As you are aware, the cost of items is not going down. The attorneys we hire to assist us in bargaining are not charging any less. We must be prepared. We have a little over \$100,000 in assessment fees remaining that were collected during the last Negotiations that will be put towards the next Contract. I am in support of this motion, and ask you to approve it.



# OSHA Safety Protections for Flight Attendants

Michael Massoni, TWU Local 556 First Vice President

This is a story that has all the drama of a good novel: partisan politics, turf wars, corporate greed, and broken promises, all sprinkled with a little decision paralysis for good measure. But most of all, it has victims. Namely, the Flight Attendants of this country who are exposed to hazardous working conditions on a daily basis. As members of the United States labor pool, Flight Attendants want nothing more than the same Federal health and safety protections the Occupational Safety and Health Administration (OSHA) affords most, if not all, other labor groups in this country—and it isn't because we haven't been asking for them.

The Federal Aviation Administration was created in 1958 when Congress passed the Federal Aviation Act, charging it with prescribing and enforcing all standards and regulations affecting civil aviation in the United States, including health and safety issues. By 1975, after being petitioned by Flight Attendant unions to relinquish their authority to regulate cabin health and safety standards to OSHA, the FAA claimed eminent authority over these issues, stating that “every factor affecting the safe and healthy working conditions of aircraft crewmembers involves matters inseparably related to the FAA’s occupational safety and health responsibilities under the Federal Aviation Act.” Nevertheless, they invited “broad public participation in further development of its occupational safety and health regulatory program.”

Though some standards have been established relating to crash

worthiness, fire fighting, first aid medical equipment, and so on, the problem was (and still is) that no such program existed or currently exists that specifically relate to safe working conditions and equipment for crewmembers (e.g. galleys, galley equipment, air quality, noise exposure, sanitation, etc.).

In fact, it wasn't until the labor-friendly Clinton administration—after all the strains, sprains, fractures, hearing loss, and bad air quality had taken their toll over the years—that Flight Attendant unions, including the Transport Workers Union, were able to make meaningful strides to ensure OSHA protections in our workplace. With union backing, and support from the Clinton administration, the FAA and OSHA were compelled to sign a Memorandum of Understanding (MOU) “to enhance safety and health protections in the aviation industry.” This MOU allowed both the FAA and OSHA to keep their respective statutory authorities, but outlined a process for coordination between the two agencies. Briefly, the MOU permitted the FAA to continue governing aviation safety and issue regulations related to flight safety, while OSHA was permitted to govern the occupational safety

and health of aviation employees (with the exception of Pilots). The caveat, of course, is the one agency cannot block the other's regulations.

Nevertheless, the MOU outlined seven existing OSHA standards to be initially considered by the two agencies: illness and injury record keeping, blood-borne pathogens, noise exposure, sanitation, hazardous communication, antidiscrimination/whistle-

blower protection, and access to employee exposure/medical records.

Three months later, the



FAA and OSHA issued their first report on the seven initial OSHA standards, and their applicability to aircraft cabins. It seemed, at last, that things were finally headed in the right direction.

Unfortunately, President George W. Bush and, more generally, the Republican party (who traditionally have been business-friendly, and, at the best of times, only tepid toward labor), requested the FAA/OSHA Joint Safety and Health Team reevaluate their initial report when they came into office, putting up additional roadblocks, and issuing new excuses that slowed the pace of meaningful change. Even some airline interest groups, such as the Air Transport



Association (ATA), voiced concern with the initial report, citing cost concerns. Finally, the September 11 terrorist attacks that changed life as we know it put everything into suspended animation.

Twenty-seven years after labor's first attempt to secure OSHA standards for cabin crewmember, we were still a group prone to certain injuries at a higher rate than workers in traditionally high-risk jobs, such as mining, construction, and others. Although we had clawed our way up the mountain, nearly conquering the summit, it appeared we had fallen back down to base.

In June 2002, the FAA/OSHA Joint Safety and Health Team proposed the Aviation Safety and Health Partnership Program, a voluntary program that would consist of air carriers (represented by the ATA or other airline business trade organizations), Flight Attendant unions, the FAA, and OSHA, with

The keyword there is voluntary. Air carriers such as Southwest rarely take the voluntary road on anything; new policies are usually implemented because of regulatory mandates or market-driven pressures. In other words, carriers are generally reactive rather than proactive, and the proposed Aviation Safety and Health Partnership Program never got off the ground.

Will we eventually live happily ever after, and obtain the OSHA standards we need and desire? It's difficult to say. Just when we feel the answer is "yes," it changes to "maybe," and then to "no." What is certain, however, is Transport Workers Union Local 556's continued commitment to fight for these important protections in our workplace. Currently, we are once again enjoying a labor-friendly political environment thanks to the Obama administration and the Democratic majorities in the House and Senate. Furthermore, we have received overtures from OSHA to participate in public meetings, and requests for official comment on how OSHA can serve our industry.

We remain cautiously optimistic as we push forward in our quest for healthy and safe working conditions and associated OSHA standards to ensure them.

Your Union will continue to monitor the situation from every possible vantage point, and take advantage of opportunities as they present themselves.

the stated goal of establishing "a voluntary forum in which members can come to consensus and submit recommendations to better safety and health protections for air carrier employees in a relatively short period of time without lengthy rule making activities by either agency."



Phoenix Flight Attendant **Michael Massoni** is TWU Local 556 First Vice President. Email: [mmassoni@twu556.org](mailto:mmassoni@twu556.org).



# Uniform Steering Committee Update

**Crystal Rains**, Interim Uniform Steering Committee Chair

I have attended two Uniform Steering Committee (USC) meetings since becoming chairperson in December, and have participated in many discussions with committee members and Flight Attendants about the proposed changes to our uniforms. The committee has made several decisions about current and future uniform pieces that I would like to share with you.

## PROPOSED DRESS

Your voices were resounding in regard to the dress prototype, and the USC has decided not to move forward with that design. Many of you have suggested alternative dresses, as well as requesting a skirt option, and the committee is looking carefully at all suggestions and ideas about

the USC made some changes in its quality standards and color options that delayed production. Remember, the new zip-up sweater does not have the banding around the waist or wrists, which may make it seem larger. You might consider ordering one size smaller than you normally would. Other sweaters that were backordered are now available, and you should receive those shortly.

## METRO PARKA

The systems parka is now known as the metro parka, and sports a great new look. This uniform piece comes in navy blue with black accents, and is water resistant. The fleece undercoat has been upgraded as well, and we received some great feedback

three-quarter sleeved, but will have 1.5 inch slits on either side. Most likely, there will be both long and short sleeve versions, as well as a blue or white option.

## 2012 AND BEYOND

The USC will be working throughout the year to determine which direction our uniform will be taking in the future, with an eye for a new uniform sometime in 2012. The suggestions you have already made, which I will be presenting to the committee, include more outerwear options; neck and sleeve-specific sized shirts for men; size zero pants for women; higher quality materials for current pieces; a dress/skirt option; and a gender-specific belt. We have also been asked to revisit the ban on patent leather shoes. Finally, the USC knows that most Flight Attendants are willing to pay a little bit more in order to have a higher quality uniform, and we will keep that in mind as we move forward.

Remember, I love hearing from you, so please feel free to email

anytime at [uniforms@twu556.org](mailto:uniforms@twu556.org), and please visit the uniform page on the Union

Web site for

the most up-to-date uniform information. Thank you for allowing me to serve you!

THE USC WILL BE WORKING THROUGHOUT THE YEAR TO DETERMINE WHICH DIRECTION OUR UNIFORM WILL BE TAKING IN THE THE FUTURE, WITH AN EYE FOR A NEW UNIFORM IN 2012.

what would work best for our Flight Attendants.

## SKORTS

Skorts will be retired on December 31, 2010. At this time, there are no plans to introduce a new skort option.

## ZIP-UP SWEATER

The new zip-up sweater will be available to order at the end of August for the 2010 – 11 winter months. We initially hoped to make it available sooner, but

on this new addition. While the metro parka and the trench coat are our current outerwear options, many of you are eager for a pea coat or shorter trench coat option, and the USC will be evaluating those suggestions later this year.

## UNTUCKED SHIRT

After some initial concerns with its quality, the untucked version of our current shirt will be available in approximately six weeks. The shirt will not be



# COPE Update

**Susan Kern and Gwen Dunivent**

**L**ast December, we attended an open meeting held by the National Mediation Board (NMB) in our nation's capital regarding the proposed rules change for Union representation elections under the Railway Labor Act (RLA). Currently fifty percent plus one of all eligible voters in a class or craft must participate for an election to be valid. Once the fifty percent plus one threshold of participation is met, the presence of a union on the property is determined by the yeas verses nays of those who voted. If participation in the election does not reach this fifty percent plus one level, then it doesn't matter what the

outcome of the vote is; there will be no union on the property.

The proposed change would bring the RLA union representation election participation rules in line with the National Labor Relations Act (NLRA), and all other elections, political or otherwise, in the United States. John Conley, Director of the TWU Air Transport Division (ATD) and Administrative Vice President of TWU International, spoke on behalf of the TWU. Thirty-one people, ranging from attorneys representing Delta Airlines and known union-busting firms, to labor leaders and line-flying Flight Attendants and Pilots, spoke

both for and against the change.

Professor Kate Bronfenbrenner, Director of Labor Education Research at Cornell University's School of Industrial and Labor Relations, made a compelling case for the change. Her research has found that voter participation is much higher in NLRA elections, which she attributes to the voter suppression campaigns waged by Management in RLA elections. A former Inflight Supervisor for Delta Airlines testified how Delta hired a firm to train them in techniques of voter suppression and intimidation. She also spoke about how Delta both rewarded and punished supervisors who succeeded or failed in discouraging unionization.

To read commentary and testimony (which closed on January 4, 2010) presented on this issue, please visit [www.is.gd/bf09m](http://www.is.gd/bf09m). We are currently awaiting the final decision.

**GET YOUR TWU LOCAL 556  
COLLECTORS EDITION  
THIRTY-FIFTH ANNIVERSARY  
UNION PIN FOR ONLY \$5.**

**PROCEEDS WILL HELP  
INCREASE OUR SCHOLARSHIP  
OFFERINGS IN THE COMING  
YEAR FOR FLIGHT ATTENDANTS  
AND THEIR FAMILIES.**

**SEE YOUR DEBM OR ORDER  
ONLINE AT [TWU556.ORG](http://TWU556.ORG).**



**AVAILABLE FOR A LIMITED TIME ONLY**

# Stow Aways and VJAs

Board Member-at-Large **Colleen Griffin** talks about some important issues affecting all Southwest Airlines Flight Attendants.

**T**True or false: if a carry-on bag has medication in it, the bag may be stowed in the personal wheelchair compartment.

In fact, it's both true *and* false. According to Section 2.4 of the May 13, 2009 revision of Customer Care, customers with disabilities are permitted to bring items such as "canes, wheelchairs, and other assistive devices aboard" the aircraft. In this instance, "assistive devices" includes medications, but there are certain caveats.

For example, if a passenger brings on a walker with an attached carry-on bag containing *only* medications, it is exempt

## Scheduling receives an increased number of sick calls beginning the night that VJA ends.

from the carry-on limit, and it may be stored in the personal wheelchair compartment. Likewise, if a customer brings on a bag that, again, contains *only* medications, it is exempt from carry-on limitations, and may be stowed in the personal wheelchair compartment.

However, if the same passenger has a briefcase that just happens to have *some medications in addition to its other contents*, it is not considered to be an assistive device, and is therefore not exempt from carry-on limitations. Remember, items other than personal wheelchairs, assistive devices, and bagged trash may not be stowed in the personal wheelchair compartment.

### WHY DO ALL THE TRIPS DROP INTO OPEN TIME THE DAY AFTER VJA?

The Executive Board asked this same question to Management, and investigated almost fifty pairings that were reported to us by Flight Attendants from various bases. In short, sick calls go up after VJA ends, and those sick call pairings are more apt to be traded and/or broken at the SIP, rather than being picked up.

During VJA, the number of sick calls drop significantly. When a Flight Attendant calls in sick during Open Time, has trips pulled for medical, military, or other leave, those trips are snatched up almost immediately

after they drop into Open Time.

Scheduling receives an increased number of sick calls beginning the night that VJA ends. Keep in mind that, under the Purple Contract, we are able to call-in sick up to 48 hours in advance of a pairing. This causes an increase in the number of pairings placed into open time, and our coworkers do not pick them up as quickly. With pairings showing up in open time, schedule adjustments, such as day swaps with open time can now be made. Our research shows that some of the pairings are broken at the SIP, thus creating yet another pairing in Open Time.

Grievance Team Member Kathy Anderson researched each pairing that our Flight Attendants reported. The work was time-consuming, but out of the almost fifty pairings reported, she was unable to find even one that was, at any time, "hidden" by Scheduling.

We will continue to monitor Open Time, and research pairings reported to us as questionable.

Jan31	345
Feb01	321
Feb02	326
Feb03	330
Feb04	375
Feb05	426
Feb06	420
Feb07	534
Feb08	540
Feb09	473
Feb10	427
Feb11	464
Feb12	550
Feb13	558
Feb14	613
Feb15	599
Feb16	506
Feb17	467
Feb18	481
Feb19	561
Feb20	523
Feb21	591
Feb22	536
Feb23	485
Feb24	460
Feb25	495
Feb26	562
Feb27	517
Feb28	598
Mar01	474
<b>February</b>	<b>14,557</b>
Mar02	327
Mar03	273
Mar04	304
Mar05	371
Mar06	381
Mar07	497
Mar08	434
Mar09	401
Mar10	408
Mar11	437
Mar12	538
Mar13	568
Mar14	679
Mar15	593
Mar16	543
Mar17	500
Mar18	544
Mar19	654
Mar20	676
Mar21	678
Mar22	573
Mar23	533
Mar24	469
Mar25	535
Mar26	598
Mar27	595
Mar28	619
Mar29	574
Mar30	499
Mar31	379
<b>March</b>	<b>15,180</b>

The chart to the left shows the number of sick duties by day-of-bid period for February and March 2010. It is not the number of sick calls taken each day. The numbers do not include OJIs, but do include trips pulled for medical leave. These are included those due to intermittent FMLA, which accounts for a good portion of our sick numbers. The numbers clearly show a significant decrease over the Overlap period. This trend is constant for every month. Week-end dates are highlighted to show the increase over these days.



Chicago Flight Attendant **Colleen Griffin** is a TWU Local 556 Executive Board Member-at-Large. Email: [cgriffin@twu556.org](mailto:cgriffin@twu556.org)



# ORLANDO

Jimmy West



Our two weeks of cold weather is over, and yard work will begin soon due to the seasonal growth this time of year. That being said, the growth I am most excited about is our flight schedule out of Orlando.

Although an RBF was issued regarding seasonal growth, my understanding is we will continue to add flights beyond spring break. This, in return, will hopefully help our pairing and line totals increase.

How many times have you tried to open your Flight Attendant mailbox but couldn't because a fellow Flight Attendant left a nice, big gift bag (with a kitchen sink in it) for a coworker in your row? This has become a problem because some of the rows are so tight—Scheduling couldn't even hide trips in there! I spoke to Orlando Base Manager **Brian Ridgway** regarding the problem, but until the base has the money to purchase another mailbox holder (or Brian decides to purchase one out of the goodness of his heart and bank account), we came up with a few options. If you have a large item that will require a lot of space, please use the shelves below the row of the person the gift is intended for, and leave a note in their mailbox. If the item is too big to fit on the shelves, the Orlando Inflight office will hold the item for you.

We are again seeing an increase in Flight Attendants being called in for possible sick leave abuse. This may sound like a rerun on the FOX network, but when you call-in sick for your pairing, only give your name, employee number, and say you're sick—period! They don't care that little Suzie made the honor roll, so you have to be at a party for her at Chuck-E-Cheeze! They *do* care about you using sick leave for anything other than an actual illness or injury.

Please include our new service to Panama City, Florida (city code: ECP) beginning May 23 in your arrival announcements.

Thank you for allowing me to represent the Orlando base. If you have any questions or need any assistance, please contact me anytime.

# CHICAGO

Donna Keith



Hello, and happy spring, Chicago! I don't know about all of you, but even though I enjoy winter, by the end of March, I'm excited to see the daffodils poking through the soil, and all the little animals running through my yard!

Chicago has been active lately with all the weather issues across the system affecting our flying, and a couple issues have been brought to my attention that I would like to share with you.

When you are on an overnight, please make sure you double-check your van/lobby times with your trip sheet. Even if the hotel has the van/lobby times written down for you, please make sure they are correct, and that you will arrive at the airport at the correct time. This will prevent you from causing a delay and receiving possible discipline.

Also, as we move in to the busy summer travel months, don't forget that even as a working crewmember, you may be required to sit on the fourth jumpseat. If you are the only crewmember, and are asked to sit on the jumpseat, the request is a polite way of informing you that a revenue passenger takes precedence, and you are to take the jumpseat. If there is more than one deadheader, the most junior person takes the jumpseat, if all three crewmembers are deadheading, two will have a seat in the cabin, and again, the most junior may be required to sit on the jumpseat.

Spring break is over, but summer vacation is soon to follow—and we all know what that means: UMs!! Please be vigilant with the children who are traveling, and communicate with your fellow crewmembers about their destination and where they are seated. In order to expedite the procedure, when possible, have the children, their belongings, and paperwork prepared when you open the aircraft door. Do not get distracted during the deplaning of our passengers. Remember that no matter what happens with the Operations Agent or Provisioner, if a child leaves the plane without you, you could be subject to discipline. Summer will be upon us in the blink of an eye and with it our little travelers.

Call or email me at any time with questions, comments, or concerns.



Flight Attendant **Jimmy West** is Orlando's Domicile Executive Board Member for TWU Local 556.  
Email: [jwest@twu556.org](mailto:jwest@twu556.org)



Flight Attendant **Donna Keith** is Chicago's Domicile Executive Board Member for TWU Local 556.  
Email: [dkeith@twu556.org](mailto:dkeith@twu556.org)

# HOUSTON

## Crystal Rains



There have been many rumors, misinformation, and blatant falsehoods circulating over the past several weeks. Some have been about the Union in general, while others have targeted me personally, so I want to let you know how I have been working to serve you, the Houston Flight Attendants, since being reelected as your Domicile Executive Board Member in March 2009.

This is a partial summary of what I have been doing during this first year to ensure that you have the very best representation possible. I have served on the Contract Coordinating Council, helped facilitate the forty days of Lounge Tentative Agreement information sessions and Shop Steward Training, attended arbitration preparation and presentation training, FAA cabin safety training, and the TWU International Convention. I regularly rotate as week-end on-call Officer, answering questions after office hours, I have represented over 44 Flight Attendants in meetings with Management, and I have served on five arbitration teams. I regularly communicate with Houston Flight Attendants through email, text, phone, forums, social networking sites, and lounge visits. As promised, I have sent out Houston-specific *E-Connections*, and update the Houston page on the TWU Local 556 Web site regularly.

Rumors, whether they are ultimately true or false, jeopardize the integrity and unity of Houston Flight Attendants, as well as all Southwest Airlines Flight Attendants. It is better to get the facts, so *please* contact me directly at 800-969-7932 ext. 4310 at any time with any questions or comments, and especially if you hear rumors that you would like clarification about. You may also email me at [crains@twu556.org](mailto:crains@twu556.org).



Flight Attendant **Crystal Rains** is Houston's Domicile Executive Board Member for TWU Local 556.  
Email: [crains@twu556.org](mailto:crains@twu556.org)

# LAS VEGAS

## Bryan Orozco



Hello Las Vegas Flight Attendants!

I recently spoke to Las Vegas Base Manager **Scott Wells** about the future of our bag storage room. Although there is no timetable for when it will be ready, the McCarran Airport has given the approval for the space.

We are currently waiting for city and county permits to allow construction to begin. When the bag room is completed, it will be located by gate C22.

Don't forget that also by gate C22, there is a staircase that uniformed Crew Members can use to access our

Lounge. This stairwell is located just to the left, behind the customer podium at C22. If you choose to use this stairwell, use the universal code followed by the pound (#) symbol. If you don't know the universal code, you can ask a Supervisor or me. As a reminder, please don't leave your bags in the stairwell, as this is considered a security breach.

I would like to thank **Addie Crisp** and **Cobia Gould** for their assistance with our thirty-fifth anniversary party held in our Lounge on February 5. For our a.m. crews, the three of us served pancakes, breakfast bars and fruit. We were equally prepared for our p.m. crews, with fresh grilled cheese sandwiches, chips, and fruit.

Now for some important news! If you have not tried the food at the truck outside the elevator on the tarmac, I recommend you check it out. The prices are fair, and the food is really pretty good. The fried or hard shell chicken tacos (whatever you choose to call them) are my favorite.

Feel free to send me an email, but keep in mind, if you have a question or a problem that needs immediate response you can always call the Union Office. Domicile Executive Board Member is not a full-time position, and I'm often out flying, earning my living. I do try to check my emails at least four days a week, however.



Flight Attendant **Bryan Orozco** is Las Vegas' Domicile Executive Board Member for TWU Local 556.  
Email: [borozco@twu556.org](mailto:borozco@twu556.org)



# OAKLAND

Todd Gage



Since my last *Unity* article, there have been some updates on the Oakland parking situation. Mark Torrez and I met with Assemblyman Sandre Swanson, whose district includes the Oakland Airport. We discussed with him the issues we have had with the Port of Oakland and their lack of compliance with security in the parking lot. Assemblyman Swanson said that he would be happy to address our concerns with the Port. Mark and I will be writing a letter to him in the next few weeks. After meeting with Assemblyman Swanson up in Sacramento, we also lobbied with other TWU Locals on behalf of labor, transportation, and health care.

This spring I will be printing updated doctor designee forms for all Oakland-based Flight Attendants. Under California Law, you have the right to designate your own doctor instead of using the company doctor in the event of an on-the-job injury. This form must be signed and turned into the Oakland office.

For those of you who drive to work, did you know that you can check the traffic into the Bay Area on 740 AM? They update the traffic every ten minutes on the eights. And instead of driving, did you know that Amtrak runs trains from Auburn, Roseville, Sacramento, Davis, Stockton, Fresno, San Jose, and some cities in between to the Oakland Airport? For those of you who take BART or other public transportation to work, you can purchase your tickets pre-taxed and potentially save over a \$1,000 a year. Please see the Oakland page at [www.twu556.org](http://www.twu556.org) for more information.

TWU needs your help. Virgin America Flight Attendants have come to TWU for help in organizing. As of now, they are working for substandard wages, and have less-than-industry standard work rules. These issues alone not only keep the Flight Attendant industry in the dark ages, but help Virgin America undercut Southwest Airline's business. TWU Organizer and Southwest Flight Attendant **Karla Kozak** is looking for volunteers who are willing to help with this cause. If you are interested please contact Karla at 202-341-0256 or [kkozak@twu.org](mailto:kkozak@twu.org).



Flight Attendant **Todd Gage** is Oakland's Domicile Executive Board Member for TWU Local 556.  
Email: [tgage@twu556.org](mailto:tgage@twu556.org)

# PHOENIX

John DiPippa



Greetings Phoenix! We recently lost a member of our Phoenix Inflight family. Flight Attendant **David Mosley** recently passed away. Please keep David and his family in your thoughts and prayers during this difficult time.

As far as staffing in the office goes, I know that most of you have heard that Leave Specialist **Sharon**

**Flandi** recently resigned from Southwest. As I understand it, the position will not be filled for the time being, leaving **Geri Parker** as our sole Leave Specialist.

Thank you to everyone for your help with the "Warriors Unit" project. The items you donated will be greatly appreciated by America's "Wounded Warriors," who bravely serve this great country of ours.

As many of you Phoenicians know, the summer months can be quite unpleasant here, and some Flight Attendants may transfer bases during the summer to get away from the heat. Keep in mind that if you do that, in order for your parking payroll deduction to stop, you need to speak with the Inflight office to cancel this; just simply turning in the card to the City of Phoenix is not enough. And speaking of parking, if you have any parking complaints, please contact Kim Brown at the Phoenix parking office at 602-683-2601. Kim monitors the bus ridership for both employee lots (East Economy and South Mojave), and mentioned that if you have a problem or concern, she would need the date, time, and bus number to do any follow-up work to resolve the complaint or concern.

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

Best wishes to all and please fly safe out there.



Flight Attendant **John DiPippa** is Phoenix's Domicile Executive Board Member for TWU Local 556.  
Email: [jdipippa@twu556.org](mailto:jdipippa@twu556.org)

# BALTIMORE

Audrey Stone



Spring is on its way, and aren't we glad! What a winter it has been. Thank you to all of the Flight Attendants who were out there flying when Baltimore shut down for days during the February storm.

I'm sad to report that Baltimore Flight Attendants **Kathleen Regal**, **Blanca Flynn Gonzalez**, and **Tatanish Gupton** have passed away. We

also have others struggling with illnesses and injuries, and our thoughts are with them and their families.

We have two new faces in the Baltimore Inflight office, but you won't see them at the counter frequently. **Colleen Barzyk** and **Meiling Ju** were hired as Leave Specialists, and **Kerry Ingson**, former Leave Specialist, is now a Base Coordinator. These changes are the result of the four positions vacated in the office through Freedom '09.

We lost our bag room downstairs by the lounge elevator. The Maryland Aviation Authority demanded its return, and didn't give the Base much notice.

There will soon be another Memo coming out regarding Maryland Flexible Leave Act (MFLA). In the last year, our rules governing the use of MFLA have changed multiple times, because after the Act was passed, it was later amended. The Company and Union met many times to come to an agreement on the application of the Act for Baltimore-based Flight Attendants. Briefly,

- You may use your sick bank or vacation time to care for an immediate family member (parent, child, spouse, or committed partner)
- You must have enough paid leave available to cover the full pairing(s)
- It can be used once per quarter, for a period of up to seven consecutive days, up to four times each year
- You will not accrue attendance points as long as your sick calls are timely and you follow reporting procedures as outlined

Please feel free to contact me with any questions or concerns at [astone@twu556.org](mailto:astone@twu556.org) or at 800-969-4308.



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

Email: [astone@twu556.org](mailto:astone@twu556.org)

# DALLAS

Karen Amos



Greetings Dallas!

Love Field is at the beginning of its renovation, and will be under construction until 2014. For a look at how Love Field may look in the near future, visit [www.is.gd/bdsM4](http://www.is.gd/bdsM4).

The check-in phone has had some inconsistencies when individuals are trying to check-in.



There is no option within the automated system to speak to a Scheduler; therefore, we have had quite a few FTRs that may be directly attributed to the new phone system. Hopefully the problems will be isolated and the issue quickly alleviated. If you have a problem while checking in via the phone, or if anything irregular occurs, please write an irregularity report, and fax a copy to the Union at 214-357-9870. Remember, documentation is everything when trying to confirm a problem. No one should incur unwarranted points, especially if the automated system we use is not performing correctly! Hint: wait ten to fifteen seconds after the last Flight Attendant has hung up before trying to check-in.

If you submit a PIN, it's not automatically valid. You will receive verification of its acceptance via your Company email. You can also submit your PIN directly to a Base Supervisor or Leave Specialist. Don't forget there are blackout dates for PINs, which are on page 154 of the Contract.

Also, Dallas Inflight will be hosting Flight Attendant Appreciation Days May 5 through May 11. Everyone is invited to come down for all sorts of fun activities!

Finally, we want to welcome **J.E. Jeanes** online from Recurrent Training!

Hope you find this information helpful, call me at 800-969-7932 ext. 4309 or by email at [kamos@twu556.org](mailto:kamos@twu556.org) if I can help you in any way.



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

Email: [kamos@twu556.org](mailto:kamos@twu556.org)



# Grievance Team Update

**Allyson Parker-Lauck**, Grievance Team Chair

As of March 26, 2010, the Union has 172 grievances on file: twenty termination grievances, fifteen group grievances, 43 non-termination discipline grievances, and 94 individual contractual grievances. Year-to-date, we just hit the century mark with 100 new grievances filed; however, 98 grievances have been resolved, either through settlement agreements with the Company, Arbitration decisions, or the Flight Attendants have chosen to withdraw their grievance.

New Grievances filed: 100  
Grievances withdrawn without prejudice: 50  
Grievances settled: 36  
Arbitration/BOA decisions: 4  
Other: 8  
January 1, 2010 total Grievances: 170  
Current Total Grievances: 172  
Year-to-date net gain/loss: +2

At first glance this may not seem like a lot of progress, but considering the staggering increase in grievances filed during the first quarter of 2010, this is a huge improvement. Your Executive Board and Grievance Team are following through with an aggressive plan to resolve the many grievances on file. Termination grievances are the only grievances in our Contract that have expiration dates, so these simply must take priority over other cases; however, on non-termination grievances, we have been working most diligently on the older cases, and are working our way chronologically down the list. We have significantly decreased the average waiting time from when a grievance is filed until it sees final resolution. Nevertheless, we still have a way to go until we are able to

reduce the wait time to one that is more in line with the level of customer service the Membership deserves. Rest assured, reducing this waiting time is a priority for your Executive Board and Grievance Team.

During the winter “storm(s) of the century” we encountered in Dallas in January and February this year, the Union Office was overwhelmed with questions and concerns from Members regarding how they would be paid for the many cancellations, re-schedules, and illegalities. We have filed several grievances for Flight Attendants who disputed the way the Company calculated their pay during this time period. We encourage each of you to read the Contract education article in this issue. While the Union does not agree with some of the methods the Company has used to calculate pay during these unusual circumstances, this article will give you some insight into how Inflight Payroll makes these calculations.

There are many disagreements that result in grievances, but none is more prevalent than points. The following is some advice that we encourage *every* Flight Attendant to follow to keep from unnecessarily accruing points:

## **WRITE DOWN YOUR CONFIRMATION NUMBER EACH AND EVERY TIME YOU CHECK IN—NO EXCEPTIONS**

We are seeing an increase in no shows and FTRs in recent months, and the single most effective way you can prove that you checked in if there is a glitch in the system is to provide the Company with your confirmation number. If you don't have a pen and paper available, use

the text function on your cell phone, if your phone has a voice recording function, repeat the number and record it, or, as a last result, call your own voicemail as you're checking in, and repeat the number as your voicemail records it. Come up with a system that works for you, and use it each and every time you check in.

## **USE YOUR ONE PERSONAL ILLNESS NOTE OR DOCTOR'S NOTE IF YOU HAVE A SICK CALL IN ANY QUARTER**

Too many times Flight Attendants find themselves in point trouble, and when a Grievance Specialist at the Union Office reviews their points, we find that time after time, a Flight Attendant could have saved themselves multiple points if they'd just utilized these avenues allowed in our Contract.

## **IF YOU HAVE AN ONGOING CHRONIC/RE-CURRING ILLNESS OR ARE THE PRIMARY CAREGIVER FOR A RELATIVE WHO IS ILL, CHECK TO SEE IF YOU QUALIFY FOR FMLA**

Many Flight Attendants accrue points unnecessarily when their absences would be otherwise covered without any *point accrual* if they only applied for FMLA.

## **IF YOU ARE GOING TO BE OUT OF WORK DUE TO ILLNESS FOR MORE THAN FOURTEEN DAYS, APPLY FOR A MEDICAL LEAVE**

This one's pretty self explanatory, so if you find yourself in this situation, check with a Supervisor in your base.

In closing, please contact the Union Office if you feel your Contractual rights have been violated, or if you have been disciplined unjustly. We are here for you, defending your rights.



Chicago Flight Attendant **Allyson Parker-Lauck** is TWU Local 556's Grievance Committee Chairperson.

# Help! I'm Stranded!

## How will I be paid?

Denny Sebesta, TWU Local 556 Contract and Leave Coordinator

In the February *Unity Update*, which is available for download on [www.twu556.org](http://www.twu556.org), I explained the difference between being stranded, and receiving an unscheduled RON. Now, I want to explain how your pay is calculated in these situations.

We don't want to confuse anyone; however, it is extremely important to understand that when reading the examples below, this is how Inflight Payroll is currently calculating the pay in these situations. There are several outstanding issues in which the Company and the Union have a different position. Therefore, I am adding this disclaimer:

*The purpose of this article is for educational purposes only, and may not fully explain either the Company's or the Union's position on any issue. There are several issues included that are currently or soon may be in the grievance process; therefore, this article will not prejudice the position of either the Company or TWU Local 556 in regard to any current or future grievances.*

### STRANDED & UNSCHEDULED RON PAY SCENARIOS

**Stranded at outstation, and does not report or fly that day (limo bar):** stranded RON RIG begins at original pairing's block-in time on the last day of original pairing and ends thirty minutes after block-in at the domicile.

**Stranded and reports, but no flying that day (limo bar):** stranded RON RIG begins when you are released by Scheduling, and ends thirty minutes after block-in at the domicile.

**Stranded after flying that day:** stranded RON RIG begins at block in at the RON city, and ends thirty minutes after block-in at the domicile.

**Stranded and waived deadhead(s) to return back to domicile for the following day:** RIG continues until thirty minutes after block-in of deadhead(s); there is no loss of any pay for waiving the deadhead(s).

### Stranded and needed to work back to domicile the following day:

- If you have contractual legal crew rest 9.5 hours from block-in to check-in, the TFP pay is double time for all flights including any deadheads.
- If you do not have contractual legal crew rest, the TFP pay is triple time for all flights including any deadheads. It is important to remember that you can *never* work with less than eight hours FAR reduced rest, which is calculated from end-of-debrief to check-in.

**Stranded at outstation, and following day has another scheduled pairing and/or Reserve obligation that was acquired prior to being stranded:**

- *Scenario 1:* Flight Attendant is deadheaded back to domicile at the earliest possible time. Stranded RIG begins at block-in at outstation, and continues until the original report time of the next scheduled pairing, or at the time of the first check-in for the Reserve category; a.m. or Ready Reserve RIG ends one hour prior to the first scheduled departure in domicile and RIG for p.m. Reserve ends at noon local time. Flight Attendant is paid 1.5 times the trip rate for deadhead(s) home. The Flight Attendant is pulled as illegal with pay for next pairing until the Flight Attendant

9	10	11	12	13	14	15	16
	CX		RTB			BZ99V/FAC	
						MCI	SAT



can rejoin it after receiving a twelve hour (block to check-in) legal domicile break. The Company rolls the pay for the deadhead leg(s) into the guarantee for the second pairing.

- **Scenario 2:** Flight Attendant agrees to “combine” their two pairings, and not be returned to domicile. Note that this is optional, and you cannot be forced to agree to this. Stranded RIG begins at block-in at outstation, and continues until the original report time of the next scheduled pairing or at the time of the first check-in for the Reserve category; a.m. or Ready Reserve RIG ends one hour prior to the first scheduled departure in domicile and RIG for p.m. Reserve ends at noon local time. Flights worked during the period of time between block-in at stranded city until the point in time when the Flight Attendant would have been returned to domicile, and after receiving a legal (twelve-hour) domicile break pay at 1.5 times the trip rate. At that point, if it would have been possible to return the Flight Attendant back to their pairing, straight time would be resumed (unless their next trip is a VJA trip), which would be 1.5 TFP that would continue through the remainder of second pairing.
- **Scenario 3:** Flight Attendant is stranded for multiple days, can’t return to domicile, can’t rejoin their second pairing, and does not agree to “combine” their two pairings. Stranded RIG begins at block-in at outstation and continues until the original report time of the next scheduled pairing or at the time of the first check-in for the Reserve category; a.m. or Ready Reserve RIG ends one hour prior to the first scheduled departure in domicile and RIG for p.m. Reserve ends at noon local. If a Flight Attendant is still stranded until thirty minutes after their second pairing is scheduled to block-in, or is in the process of deadheading back to their domicile until thirty minutes after second pairing is scheduled to block in, stranded RIG resumes at thirty minutes after their second pairing is scheduled to block-in. The Flight Attendant

is paid 1.5 times the trip rate for deadhead(s) home. A Flight Attendant is pulled as illegal with pay for next pairing. When there is no other pairing that follows, then no illegal pull is necessary. The Company rolls the pay for the deadhead leg(s) into the guarantee for the second pairing.

**Stranded on VJA pairing. There are two scenarios depending on whether or not the Flight Attendant is needed to work:**

- **Scenario 1:** If the Flight Attendant is not needed to work back to domicile, they will be deadheaded back to domicile at the earliest possible time, and will be paid 1.5 TFP for all deadhead(s) back to domicile. Since the Contract requires that the Company must return the Flight Attendant back to domicile at the earliest possible time, additional premium is not applied due to illegal crew rest. The 1.5 TFP paid for deadheading back to domicile is not in addition to the VJA premium.
- **Scenario 2:** If the Flight Attendant is needed to work back to domicile after being stranded: if you have contractual legal crew rest of 9.5 hours from block-in to check-in, the pay is double time for all flights including any deadheads. This pay is not in addition to the VJA premium. If, on the other hand, you do not have contractual legal crew rest, the pay is triple time for all flights including any deadheads. This pay is not in addition to the VJA premium. It is important to remember that you can never work with less than eight hours FAR reduced rest, which is calculated from end of debrief to check-in.

**Stranded and encounter an illegal duty day on returning to domicile:** there is no additional premium pay added for this contractual illegality.

**RESCHEDULED: ADDITIONAL FLYING AND/OR WITH RON PAY AND RIG CALCULATIONS**

**Reschedule with less flying or equal to same originally scheduled flying:** the Flight Attendant will be paid their actual or scheduled flying,

9	10	11	12	13	14	15	16
	CX		RTB			BZ99V/FAC	
						MCI	SAT

whichever is greater over the life of the pairing for the number of day(s) the Flight Attendant was originally scheduled to work.

**Rescheduled to additional flying and returned to domicile at end of originally scheduled last day (no unscheduled RON):** the Flight Attendant will be paid their actual or scheduled flying, whichever is greater over the life of the pairing for the number of day(s) the Flight Attendant was originally scheduled to work.

**Unscheduled RON at outstation and deadhead(s) at the earliest possible time to domicile the following day:** the RIG pay will begin at block-in at the outstation, and will end thirty minutes after block-in at the domicile.

Note that lineholders have the option to be paid the RIG, or to choose another day off of their choice in lieu of the RIG pay. The day off must be at the beginning or end of a pairing.

Reserves, on the other hand, receive the RIG pay and another day off of their choice with pay. The day off must be at the beginning or the end of a Reserve block.

**Unscheduled RON and waives deadhead(s) to return back to domicile for the following day:** no loss in pay for the deadhead(s) or RIG pay.

**Unscheduled RON on VJA pairing and deadhead(s) to domicile at the earliest possible time (illegal crew rest):** the Flight Attendant will be paid only 1.5 TFP. This is not in addition to the VJA premium pay.

In closing, we know that you may not agree with how the Company is choosing to calculate pay in some of these scenarios. Remember, however, that this is merely an explanation of how it's currently calculated.

As always, please contact the Union office at 800-969-7932 if you have any questions.



Orlando Flight Attendant **Denny Sebesta** is TWU Local 556's Contract and Leave Coordinator.



**CREWMEMBER  
SELF-DEFENSE  
TRAINING DATES**

PLEASE VISIT  
*TWU556.ORG*  
FOR MORE  
INFORMATION.

**BALTIMORE**

May 7, 27

**CHICAGO**

May 18, 20, 27

**DALLAS**

May 5, 19

**ORLANDO**

May 12, 26

**PHOENIX**

May 21



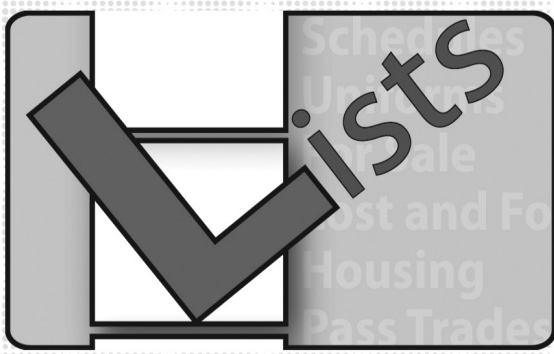
# TWU Puzzle

**Difficulty:** four out of five stars

	9						3	
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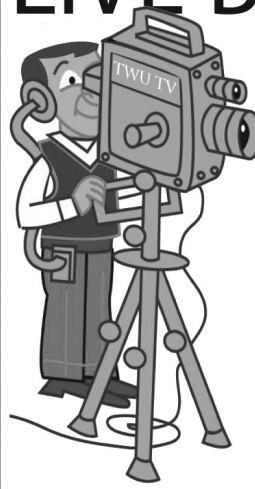


Want to trade lines? Looking for a Crash Pad? Do you have Uniform item you want to trade or sale? Looking for a Job-Share? Do you want to buy Luggage? Sell Luggage?

Now there is one central location for all things Flight Attendant.

Visit the TWU Web site and click on "The Lists" banner on the right side of the home page.

# LIVE BROADCAST!



Join us each month for the TWU Local 556 LIVE Web cast on the TWU Web site. During the broadcast, we take your questions and give updates and thoughts on the issues that affect you!

Miss an episode? You can watch the whole episode or just the topics that interest you.

Visit [www.twu556.org](http://www.twu556.org) for more information. Tune-in!



## TWU Local 556 Presents our second Contract Pop Quiz

The quiz will be available online at [www.twu556.org](http://www.twu556.org), May 15!

It's a fun way to test your knowledge of the Purple Contract

Top scores will be posted online! Good Luck



# Are OUR 2011 raises melting away?

Our raises for 2011 are based on the profitability of Southwest in 2010.

## What can Inflight do to help?

Most importantly, only call-in sick when you are truly sick.

If our sick calls continue at their current rate, the Inflight Department could be \$7 million over budget for sick calls by the end of the year.

On the plane:

- Be safe, and use best practices when lifting, reaching, pulling, and pushing.
- Grab a seat if it's too bumpy, and follow the instructions of the Pilots if asked to be seated.
- Serve cans only when requested.
- Offer only one bag of peanuts and pretzels.
- Be careful of wasted supplies. i.e. cups and napkins.
- Make every sold drink count. Comp with discretion.
- Ensure that all gate-checked bags are tagged correctly.
- Recycle.

They're simple ideas, and we all know them. Now, more than ever it's time to put them in place. Let's make a difference for our Company and to our own financial futures.

