



AUGUST 20, 2014

unity update

Your bi-monthly
Unity supplement

A Message from the 2nd Vice President



Brett Nevarez is a Las Vegas-based Flight Attendant. Brett serves as the 2nd Vice President of TWU Local 556 and is a Member of the Negotiating Team

Summer is coming to a close and I thank you for taking care of our Customers with professionalism during this very busy and trying travel season. Based on the statistics received from the TWU Local 556 Scheduling Committee, it looks like the number of trips that will be available for Open Time this month has literally dropped to zero in some bases. Visit the [Scheduling Committee Page](#) on the Union Website to view the totally number of pairings left in Open Time by the Scheduling Committee. With the adjustments made to the Southwest Airlines flight schedules and changes to connection times for Passengers, we have our fingers crossed that the number of reschedules will change dramatically for everyone.

We all have busy lives and schedules and sometimes it is difficult to make time to participate in Union activities. Now is your chance to have your voice heard with a minimum time investment--- there are only 25 questions on the annual [TWU Local 556 General Membership Survey](#)! You owe it to yourself and your Co-workers to share your opinions on the wide variety of topics and provide the Union with feedback on what is really important to you. Please go to www.twu556.org and take the survey. We rely upon your feedback to make positive changes and decisions that affect each and every Member.

The TWU Local 556 Membership Survey is NOT a Negotiations Survey. The Negotiating Team (NT) has already completed three NT Surveys over the last sixteen months. While we did not ask questions specific to Contract Negotiations, your input is valuable. Simply send an email to nt@twu556.org or call the Union Office and ask to speak to a Negotiating Team Member if you have any questions or comments about the bargaining process.



[click here to take survey](#)

Membership Survey Ends September 5

There are two parts to the 2014 Membership Survey that continues through September 5! It's very important that Members of TWU Local 556 complete BOTH parts of this survey:

1. Answer the 25 questions regarding our Uniforms, CISM, quality of life, hot aircraft, productivity, politics and Shop Stewards.
2. Update your profile on the TWU Local 556 Website.

The results of this general survey will be published to the Membership of TWU Local 556. Please take this opportunity to tell your Union leaders what you think! "You" put the "U" in UNION!

Audrey Stone's Chicago Listening Layover

Each month, TWU Local 556 President and Lead Negotiator Audrey Stone travels to a different base and spends time in the Flight Attendant Lounge speaking with our Members and listening to their feedback regarding the business of the Union and our ongoing Contract Negotiations with Southwest Airlines Management. Her Listening Layovers began in March of this year, and so far have landed in Baltimore, Atlanta, Oakland, Las Vegas and Phoenix. Audrey says, "While Contract Negotiations and our daily Union Office operations keep me busy in Dallas, I believe it is important to spend some time where our Flight Attendants are: on the aircraft, in the lounges, and commuting to work or home."

Chicago is the next stop on Audrey's Listening Layovers tour. Accompanied by several Executive Board Members and Shop Stewards, Audrey will be in the Chicago Inflight Lounge between 1200 and 1800, on Monday, August 25.

We don't have to see "eye-to-eye" to stand "shoulder-to-shoulder" in solidarity. Share your thoughts; get it off your chest. Make plans to shake hands with Audrey!



Membership Meetings

September 25-29

(All Meeting Times are Local)

BALTIMORE

Thursday, September 25, 10:00 A.M.
Doubletree by Hilton-BWI Airport - (410) 859-8400
890 Elkridge Landing Road, Linthicum Heights, MD 21090

OAKLAND

Thursday, September 25, *12:00 P.M.
OAK Airport Rear Conference Room (510) 563-6424
Terminal 1, Before checkpoint take a right, take the elevator to the 2nd floor, right through the double doors, 2nd door on the right

ORLANDO

Friday, September 26, *10:00 A.M.
Hampton Inn-International Airport (407) 888-2995
5767 TG Lee Blvd, Orlando, FL 32822

LAS VEGAS

Friday, September 26, 12:00 P.M.
**Hyatt Place (702) 369-3366
4520 Paradise Road, Las Vegas, NV 89169

ATLANTA

Saturday, September 27, *10:00 A.M.
Renaissance Concourse Atlanta Airport (404) 209-9999
One Hartsfield Centre Parkway, Atlanta, GA 30354

PHOENIX

Saturday, September 27, *12:00 P.M.
Phoenix Sky Harbor International Airport (602) 273-4391
T-4 Next to British Airways First Class Lounge

HOUSTON

Sunday, September 28, *10:00 A.M.
Houston Hobby Airport (713) 845-2140
Astros Room-Down the hall from the FA Lounge

DENVER

Sunday, September 28, *12:00 P.M.
Holiday Inn Express
(303) 373-4100
6910 Tower Road, Denver, CO 80249

CHICAGO

Monday, September 29, 10:00 A.M.
Hampton Inn Midway
(708) 496-1900
6540 S. Cicero Ave, Bedford Park, IL 60638

DALLAS

Monday, September 29, *10:00 A.M.
Transport Workers Union Local 556 (214) 640-4300
7929 Brookriver Drive, Suite 750, Dallas, TX 75035

*indicates a change in Meeting Time

**Indicates new Meeting Location



Sick Calls: New Leave Department, but same Contractual Rights

- In all cases of absence, a Flight Attendant will be required to call Crew Scheduling. **Article 32.1**
- Unless otherwise specified, the call will be valid only for the Flight Attendant's next scheduled pairing. Sick calls may be reported to Crew Scheduling a maximum of two calendar (2) days prior to scheduled departure. The Flight Attendant may specify a longer period, covering pairings beginning within the five (5) consecutive calendar days following the call. **Article 32.1.a** (See **Article 32.3** and 33.6 for reporting penalties)
- A Flight Attendant utilizing a doctor's statement to excuse her/his absence must furnish it to a Supervisor or Leave Specialist prior to or on the next scheduled pairing or within seven (7) working days, exclusive of Saturdays, Sundays, and Holidays, after the ending of the last day of absence due to the initial report of illness, whichever is earlier. **Article 32.4**
- Even though the Leave Department is now centralized in Dallas, simply submitting a doctor's statement to the Leave Department will not count as your Sick Call; you must call Crew Scheduling.
- Leave Department Numbers: Main – (800) 447-9291, Option 3, then 7; Fax – (214) 932-0068.
- Please note, you still have a Contractual right to turn in your doctor's statement to a Base Supervisor, and she/he will submit it to the Leave Department. If you are told you must submit it to the Leave Department yourself, please contact the Union.
- To Sick Leave Recover before the end of a scheduled pairing, you must call Crew Scheduling and may, if agreeable to you, exercise one of the five options listed under **Article 16.3.A**.
- Single Continuous Occurrence of Illness: When a Flight Attendant is continuously ill or disabled due to a single illness or occurrence. Separate sick calls relating to a Single Continuous Occurrence of Illness but by made within fourteen (14) days after the ending of the last day of absence due to the initial report of illness. Such separate sick calls must be linked by a written doctor's statement verifying that the sick calls relate to a Single Continuous Occurrence. **Article 32.3(j)**
- Also, a Flight Attendant cannot incur any more than 2.5 points for a Single Continuous Occurrence, so even if you have already utilized your doctor's for the quarter and become ill again, submitting a doctor's statement for a Single Continuous Occurrence will protect you from accruing more than 2.5 points. **Article 32.6**

Member Mobilization

– What Does it Look Like and Why Even Bother?



Susan Johnson is an Orlando-based Flight Attendant and serves on the TWU Local 556 Board of Election. Susan served on the Negotiating Team's Coordinating Council during the 2002 Contract Negotiations.

As we enter our second year of Contract Negotiations with Southwest Airlines Management, I can't help but remember when and how I got involved with TWU Local 556. I became a Flight Attendant in August of 1998 and I had never worked for an airline, let alone been a Member of a Union. In 2001, our Local began preparing to negotiate Contract 2002 and I really had no idea what to expect. What little I did know was based on the many unfortunate stories I had heard about events from the negotiation of our then existing Green Contract (ratified in December 1997). I decided to get involved in Contract 2002, having no idea what I would be doing.

Our 2002 Precinct Captain Program began in 2001, training volunteers to talk to our Members about negotiations and the power of Membership involvement. It began with monthly lounge mobilizations, staffed with volunteers, focusing on specific topics pertinent to the process. Additional volunteers were recruited and we made note of who would be interested in being involved and how they wanted to participate.

This level of activity continued until Valentine's Day 2003, when we held the very first public informational picketing event in the history of TWU Local 556. At the negotiating table, Management was asking the Flight Attendants to increase our duty day from 10 ½ hours to 13 hours. It was a scary time for us, since no one had EVER publicly spoken out about Southwest Airlines, and the eyes of Management were upon us! We were in airports singing "You've Lost that Loving Feeling" and handing out fliers to our Customers that said, "I support Southwest Flight Attendants" and "Give this valentine to your Flight Attendant for a free smile!" Supervisors were sent to "observe" what we were doing and to "advise" us that what we were doing was not only inappropriate, but also wrong! We were learning about our rights as Union Members, and Management did not like it one bit!

Initially, we did informational picketing only in our Inflight Bases, but in August 2003 we took to the road and did the "Summer of Tough LUV" tour, going to nine different cities to spread our message. Many Flight Attendants flew in to these different cities to participate in the picketing, and more and more of our Membership was coming to understand the power of Unity. Members had a better understanding of their rights as Union Members, and fear was replaced with empowerment. The number of people participating continued to increase.

Negotiations reached a standstill in the fall of 2003. Management released a copy of their proposed compensation package and began chatting with Flight Attendants in the lounges about what

a generous offer it was, and asking what they thought - essentially they were bypassing our Negotiating Team and trying to bargain directly with our Membership. What a lesson in Union Busting! "My Team Speaks For Me" became our rallying cry, and both Southwest and our Union agreed to assistance from the National Mediation Board and we entered mediated negotiations.



The true culmination of all of our work was truly the events in Philadelphia between January and May of 2004. When Southwest Airlines announced that service to Philadelphia would start in May of 2004, our Local began a campaign of educating Philadelphia labor leaders about our Contract struggles. We held rallies, marched down the streets of Philadelphia, and had over 100 people conducting an informational picket on the opening day of Southwest Airlines' service in Philadelphia and believe me, THAT got the attention of Southwest! Not only were our Members involved, Members of other Unions were showing up, carrying our picket signs and our message of a request for equitable treatment.

What we were discovering was the power that WE, the Membership, had when we worked together and the power of Labor supporting Labor.

The Negotiating Team cannot do it alone: not then and not now. They can conduct surveys, do the research, vet the language, and negotiate at the table, but their power is diminished without the support of the Members. We have entered the second year of our current Contract Negotiations. Our Sisters and Brothers at TWU Local 555 has been in negotiations for three years. Our Pilots (SWAPA) will soon have been in negotiations for three years. Where do YOU want to be in three years? Do you want to still be at the negotiating table? The best way to ensure that does not happen is to get involved. Be informed, read the updates on the Website, and give some of your time to the cause. Many hands make for light work and, we all have a vested interest in our future!

If you would like to become a volunteer with the Contract Action Network (CAN) please email the Negotiating Team at nt@twu556.org

Ebola and Chikungunya – Be Informed and Know the Facts

by Michael Massoni and Michele Moore

The TWU Local 556 Health and Safety Team, in conjunction with Southwest Airlines Management, is actively monitoring the current outbreaks of Ebola and Chikungunya viruses via the Center for Disease Control (CDC).

Ebola is a virus that is currently making headlines in the news. The outbreaks are mainly relegated to regions of West Africa and are not considered a viable threat in the U.S. at this time, but we felt it was imperative that our workforce be informed of the situation. The Ebola virus is thought to originate in African monkeys, chimps and other non-human primates. It is suspected that the virus is transmitted to humans through an infected animal's bodily fluids. Ebola is spread human to human through contact with bodily fluids of a person who is sick with or has died from Ebola. It is not spread through air, food or water.

The Chikungunya Virus has also been in the news and is located in the areas of the Caribbean islands, Africa, Asia and islands in the Indian Ocean and Western Pacific. This illness is caused by a virus that spreads through mosquito bites. This virus cannot be spread from human to human. When traveling to these areas, make sure you avoid mosquito bites by covering as much of yourself in clothing as possible and/or appropriately using mosquito repellents when outdoors.

As with any disease, the best way to prevent the spread of infection is to use proper hand hygiene:

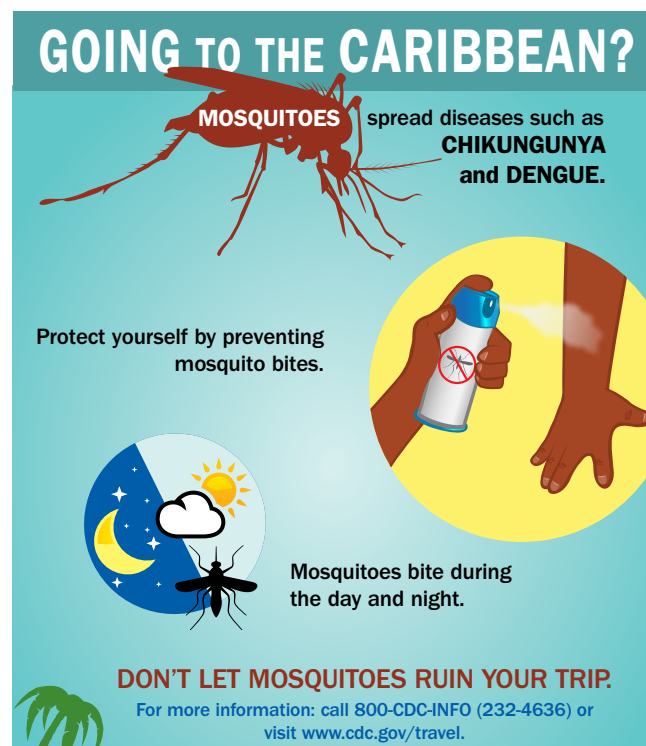
- Wash hands with soap and water for at least 20 seconds
- An alcohol-based hand sanitizer is an alternative if you are not able to wash your hands with soap and water
- Avoid touching your face and mouth with your hands
- Use disposable gloves when collecting trash and cleaning the aircraft
- Once gloves are removed, wash hands again with soap and water for at least 20 seconds

In addition: following Universal Precautions (FAM, First Aid, 1.2.2) when dealing with medical events onboard our aircraft will safeguard you against disease transmission via bodily fluids.

We will continue to monitor the situation and keep you apprised of any relevant changes.



You can only get Ebola from touching bodily fluids of a person who is sick with or has died from Ebola, or from exposure to contaminated objects, such as needles. **Ebola poses no significant risk in the United States.**



Michael Massoni is a Phoenix-based Flight Attendant and serves as the TWU Local 556 Operational Safety Chairman



Michele Moore is a Dallas-based Flight Attendant and serves as the TWU Local 556 Occupational Safety and Health Coordinator

Smile On!



Andrea Garnett is a Dallas-based Flight Attendant. Andrea serves as a TWU Local 556 Shop Steward and as a Contract Action Network (CAN) Leader.

I would like to challenge every Member of TWU Local 556 with a mission. Now this mission is quite simple because all you have to do is SMILE :) That's it, just SMILE. Smile at your fellow SWA Employees when you're walking to the lounge, smile at a Crew when you're having an aircraft swap, smile at the Operations Agent when they open the door upon arrival at the gate, and smile at the Provisioning Agent who is restocking your galley. Have you ever thought what a simple gesture like smiling at someone could do for them, and for you too? With all this talk about our SWA Culture in jeopardy, who would have thought just a smile could help "spread the LUV" and keep our "Fun-LUVing" Southwest Spirit alive!

Our Membership is well aware that there have been many changes, challenges, and to put it bluntly, chaos happening across our system lately. While many of these issues are out of our individual control, maintaining those bits of Culture that still exist, and helping them grow and flourish again amongst these changes, challenges, and yes even the chaos, is within each of our control.

Did you know a smile can trigger your brain activity? Talk about a mind and body type of connection! The connection actually happens in the left frontal lobe cortex of your brain. Guess what, that just happens to be the part of your brain that registers happiness. There have been actual studies conducted on the effects that smiling has on our bodies. One study in the journal, Science, proved that when you smile your brain thinks you are happy, and when you are happy then your body starts producing endorphins that move throughout your body and make you feel good. This same study showed that when someone frowns or scowls it can bring about negative emotions and unhappy feelings.

There have been other studies that have shown that smiling is actually contagious. Have you ever been around someone who is happy and smiling and laughing? It is almost impossible not to smile and feel good in return. Studies show that the muscles in your face will automatically activate and make that same facial expression without you even being aware of it. Take for example when you are watching TV and a commercial comes on about a happy situation, don't you usually feel happy too? Or when a touching,

heartfelt grab-at-your-heartstrings commercial comes on and you find yourself tearing up, and you don't even realize it until the commercial is over that you are wiping your eyes! Our moods are directly impacted by visual stimuli, and if we can impact a fellow Employee by simply smiling at them, then why aren't we all doing that on a regular basis?

Trust me, I know we all have bad days, and days when we really don't want to be at work. As the face of Southwest Airlines, it can be extremely challenging to put on that smile after your third reschedule of the day, which just caused you to miss your kid's first recital. To the world we are seen as those fun loving Flight Attendants who are always singing, funny, and love their job. Unfortunately, we are human, just like everyone else. So whether you're putting on a smile to make yourself feel better on the inside, or you are actually having a great day and want to pay it forward, I challenge you use those 44 facial muscles which allow us to make more than 5,000 expressions. And just in case this article hasn't been sappy enough, I'd like to leave you with a song we learned in Pre-School. If this one doesn't work, we're really going to have to get drastic.

*"If you chance to meet a frown,
Do not let it stay.
Quickly turn it upside down
And smile that frown away.*

*No one likes a frowning face.
Change it for a smile
Make the world a better place
By smiling all the while."*

See now didn't that song make you smile? Good luck out there my fellow Brothers and Sisters in Unity! We've got this Culture thing locked down because WE are the Culture!



unity
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TWU Local 556

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