

OCTOBER 20, 2013



Amanda Bouse is a Las Vegas-based Member of TWU Local 556. In her beautiful and positively outrageous fashion, she models a pink scarf in recognition of Breast Cancer Awareness Month!



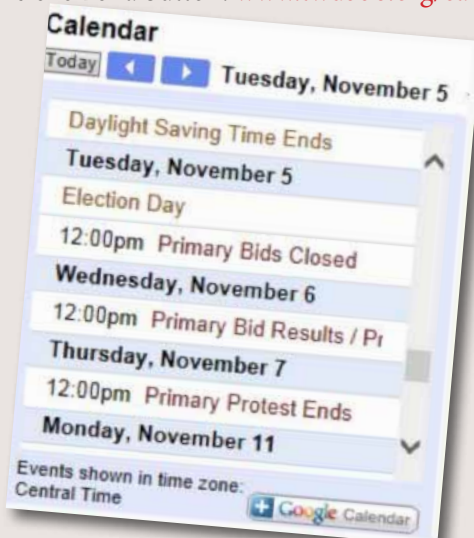
President's Message

Audrey Stone is a Las Vegas based Flight Attendant and the President of TWU Local 556.

We are now two thirds of the way through Breast Cancer Awareness Month, and I am very pleased that our Members have been able to participate and express themselves by wearing PINK with their Flight Attendant uniforms. We heard your thoughts and felt your passion about wanting to show this visual display in October, and expressed this to Management. Thanks to our Senior Director of Cabin Services **Sonya Lacore**, our Flight Attendants have been showing their pink flair, as seen in the beautiful photo of **Amanda Bouse** this update! We recognize that it is a cause that is very near and dear to you all, and that almost all of us have been touched in some way or another by breast cancer. Our work group is 78% female, and this type of cancer is the leading cancer in women.

New TWU Local 556 Calendar

Visit the Local 556 Website to view the new calendar of important dates for our Flight Attendants. Members can even add these dates to their own personal calendars with the click of a button. www.twu556.org/calendar



Audrey Stone and TWU Local 556 were highlighted in an article published by the Baltimore Sun. (<http://www.baltimoresun.com/news/maryland/bs-md-southwest-contract-20131018,0,1548867.story?page=2>)

As a follow up to the 737-800 online video settlement mentioned in the previous Unity Update, for those of you who watched the video last year, you will see this payment on your October 20 paycheck. It will be displayed as TRN 100.

Our Executive Board just finished another productive week of meetings, and Board Members were able to participate in welcoming our newest 556 Members. The Executive Board is once again hosting a Union dinner for our incoming Flight Attendants in training, and was able to improve the experience for our newest Members by hosting it at the TWU Local 556 Office. Class #271 joined our Executive Board, Negotiating Team, and some Members of our Grievance Team on October 15 at the most recent SMT dinner. We were also able to congratulate them at their October 18 graduation.

In closing, I would like to remind everyone that our final Membership Meeting of the year is currently in progress. We have conducted two sessions so far in Dallas and Houston, and the rest of the dates are as follows:

Denver – Monday, October 21
Phoenix – Tuesday, October 22
Las Vegas – Wednesday, October 23
Oakland – Thursday, October 24
Chicago – Monday, October 28
Orlando – Tuesday, October 29
Baltimore – Wednesday, October 30

We hope to see you at one of these upcoming sessions. For those of you based on the West Coast, this is a great opportunity to meet our new 1st Vice President **Todd Gage**. He will be chairing next week's Membership Meetings while I accompany the rest of our Negotiating Team back to the table with Management.

In Unity,

Audrey Stone
President, TWU Local 556

Peers Helping Peers

Laura Brunola

My name is **Laura Brunola**, I'm a Baltimore-based Flight Attendant and part of the TWU Local 556 Flight Attendant Drug and Alcohol Program (FADAP) team. We are a confidential group of Flight Attendants available to assist Flight Attendants and their families who are struggling with alcohol and drug addiction. FADAP is a substance abuse prevention program created and promoted for and by the Flight Attendant profession and funded by the FAA.

This month, Members from both Local 556 FADAP and CISM Teams attended the 3rd Annual FADAP Conference near Baltimore, MD. The Conference included presentations by doctors, therapists and researchers highlighting the latest information in the substance abuse treatment field. The topics covered provided information and practical skills to team members trying to assist Flight Attendants seeking help.



Members of the TWU Local 556 FADAP Team: Back Row L-R: Elizabeth Alexander, Natalie Salser, McArthur Stidom, Dana Mullins, Kevin MacKenzie, Amy Peters
Front Row L-R: Greer Steinke, Laura Brunola, Nat Thompson, Tina Quigley



One of the unique aspects of the Conference was that not only were most of the attendees in recovery, but several of the presenters were in recovery also. The combination of their professional knowledge along with their personal experience in treatment and recovery was paramount. Most treatment professionals, and those non-professionals seeking recovery from substance abuse, agree that a key element to helping an individual suffering from addiction is the aspect of one addict helping another addict. People in recovery understand like no other what it's like to suffer from the physical and mental affliction. This mutual understanding can be the vital first step to helping the addict seek treatment and recovery.

Also in attendance were representatives from substance abuse facilities from around the country. The FADAP organization works closely with treatment centers to provide Flight Attendants and their families the best possible care available to ensure success. Because Flight Attendants have a unique lifestyle and work environment, FADAP looks for treatment facilities and programs which can address these specific needs.

The FADAP Conference provided valuable information, skills and resources that our TWU Local 556 FADAP team will utilize in the future.

Our goal of helping Flight Attendants and their families seek treatment and recovery from substance abuse continues. If you or someone you know online is struggling with addiction PLEASE call our CONFIDENTIAL line at 214-640-4307 or 855-333-2327. We've been there, we know what it's like to struggle with addiction and we can help.

We truly are...Peers helping other Peers.

Natalie Salser and Amy Hutchins Peters

TWU/556 FADAP Co Chair(s)

214-640-4307

Our "Evolving" Workplace

Your TWU Local 556 Safety Team has been working diligently with Southwest Management to look into the process of "evolving" the interiors of our aircraft. We have received several complaints of allergy type symptoms and wanted to impart the statistics to you, as well as how the process is working at this time.

In 2013, we have had 29 Flight Attendant complaints regarding allergy type health issues while working on aircraft that had gone through the Evolve process. Out of the 29 reports we received, four of the complaints were not specific, meaning no dates or flight numbers were provided so the aircraft were not able to be identified. With the information provided in the Flight Attendant write-ups, 25 specific aircraft were able to be identified. The Evolve process on nine of the aircraft had been done within a month of the complaints and the Evolve process on thirteen of the aircraft had been completed in 2012.

Currently, there are two different types of carpet on the aircraft that have gone through the Evolve process. The initial carpet that had been installed was a lower grade carpet that has not held up as well as anticipated so it is being changed out with a Mohawk brand car-

pet. The new carpet is a higher-grade carpet that has been tested for allergens as well as durability. Prior to the installation of the carpet, it is being unrolled and aired out to help alleviate some of the manufacturing dust, odors and fumes that accompany any new carpet installation.

We will continue to stay on top of it and monitor the situation. If you do feel that your health is being affected by working on an Evolve aircraft please file an IR with the Company and you may also file an ASAP report with *specific* information, i.e. dates, flight numbers, symptoms and the onset of the symptoms. Please feel free to email Michele Moore, TWU Local 556 Occupational Safety and Health Coordinator at mmoore@twu556.org if you have further questions on this subject.

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



It Can Wait.

My phone rang at the terribly early hour of 4:40 AM as I slept soundly in my hotel room. I was on a trip so I assumed it was Scheduling with a reroute or something—not this time. I answered and heard the voice at the other end say, “This is Sergeant from the Melbourne Police Department. Is this Ms. Viccaro?” “Yes,” I responded. It may have been early but words like that will wake you up quickly. “Ma’am, at 11:38 this evening, there was an accident,” he said, as a horrible reality tried to force its way into my unwilling mind.

Whatever this was about, it had to involve my son, Garrett, but how? He was only going fishing at the bridge near our home to celebrate his twenty fifth birthday and also that of his fishing buddy, Justin. At least twenty people fish from that bridge every single night so what could possibly be the problem? They weren’t drinking and they weren’t driving so why is this officer calling me? My mind wasn’t prepared for the story the officer was about to tell me.

Little did the boys know that one hour into their fishing celebration of their birthdays, a man, Vincent Worbington, was leaving a card game with his friends. It wasn’t the couple of drinks in his system that changed the fate of many that night; it was the text message he was focusing on as he crossed the bridge on his way home. A few unimportant words carelessly typed onto a screen got more of his attention than the road...and birthday boys just ahead of him. As he focused on the phone, the car gradually veered to the right across the bike lane. In a moment, Garrett was hit, dragged and thrown. Justin’s poor body was severed and tossed into the water below. A third man was hit but survived. Garrett slipped away from me at 00:17, April 2 of this year. Just two buddies celebrating their birthday’s night fishing from a bridge, had their young, promising lives stolen from them just because Mr. Worbington’s attention was on a screen and not the road. What’s odd is that Vincent didn’t even know he had hit anyone until he stopped his car.

Now, with two lives cut short and a horrible burden strapped to my back for the rest of my life, Vincent Worbington walked away with a traffic fine of \$169. Why? Because texting and driving carry no serious penalty in Florida. He wasn’t over the state’s alcohol limit and he wasn’t speeding. My son was taken from me and Vincent went home to his family with a ticket for \$169!

Garrett was a chef at the Gaylord in Orlando with plans to join the Air Force. His future was so bright. Justin graduated from UFC with a degree in Environmental Science and had a very promising future. It’s apparent our dark world needs all the light it can get but Mr. Worbington’s text message extinguished two of the brightest because of carelessness.

On September 9 of this year, Vincent appeared in traffic court. The judge allowed the victim’s family members to tell our story of the loss we had suffered. In the end, he received a \$1,000.00 fine, 120 hours



Justin Mitchell (Garrett's friend)



community service, is required to build a memorial for the boys and a ten year suspension of his driver’s license which incidentally can be reinstated this coming November 7.

In lieu of a structural memorial for Garrett, I have requested that Mr. Worbington be required to join me in my effort to spread the word about texting and driving. The pledge drive is through AT&T and is called “It Can Wait.” Our family was number twenty-five of one hundred victims chosen to have their stories told through this effort. Southwest Airlines generously allowed me to set up a table in the lounge and share with people the possible consequences of texting and driving.

My daughter and I are asking you to seriously consider taking the AT&T pledge to not text and drive. It could save a life; maybe even yours. It could spare some other family a lifetime of grief. Life is short enough as it is so don’t risk the chance of ending it earlier by texting while behind the steering wheel. It’s not worth it. “It Can Wait.”

If you will, please help me raise the issue of changing Florida’s laws so that texting a driving has serious legal consequences. A special thanks to Southwest Airlines Nate TenBrink and Robert Morgan for helping me get the message out to those we LUV!

Finally, Garrett’s final Easter Facebook post on 3/31/13 was, “Jesus loves you even if you don’t believe.”



Proud Mom of her son the Chef!

Flight Attendant **Patricia Viccaro** is a Member of TWU Local 556 and is an Orlando-based Flight Attendant. She is pictured here with her beautiful children, Victoria and Garrett.

Your Negotiating Team wants to say a quick thank you to all the Members we met on the road these last few weeks. Our "Listening Tour" was very successful and of course emphasized how very important these Negotiations are to all of us. We remind you to feel free to contact us anytime regarding contractual ideas and solutions: 1-800-969-7932 or NT@TWU556.org. You can also contact your local Domicile Executive Board Member and Shop Stewards.

Unions have two main functions: to negotiate a Contract and then enforce the Contract. On June 1, 2013, our Contract became amendable through Section 6 Negotiations. Your Negotiating Team was given the noble task of maintaining and improving the best Contract in our industry. Through surveys, conference calls, emails and lounge visits, we are determined to address the most important issues of concern. Here is an example of how one issue can affect many parts of our Contract:

"Please do something about ground time, reschedules and reroutes."

Sound familiar? This statement appears in most of our communications, right at the top of the list. It is to the point, short and seemingly simple. We encourage you to get out your Contract and look at how many Articles can be affected by this statement alone.

Article 8: Hours of Service

Article 9: Additional Flying

Article 1: Reserve, particularly Reserve Utilization in the event of re-route/reschedule

Article 21: Compensation and

Article 28: Scheduling Policy, specifically how pairings are built and lines constructed.

Add to this the dozens of equally important issues for almost 11,000 of us, affecting nine distinctly different Bases, commuting from hundreds of different cities by planes, trains and automobiles. Though somewhat daunting at first, this is not an impossible task at all. Ask your Crew Members what they did in "real life" before they became a Flight Attendant and you will be reminded what an amazing, diverse group we really are. We remind ourselves daily that we have fought for and earned every Article in our Contract.

From the minute you check in, through the smiles and friendly service you offer, the kindnesses you give UM's, seniors, soldiers, families and business travelers, YOU are the face of Southwest Airlines. It shows in the courtesies shown to a front desk or housekeeping staff member and in your honest and open communication with Schedulers and Supervisors alike. It is apparent when you take care of that one little extra thing for our Brothers and Sisters in Operations, Provisioning or Ramp Services. All of these small efforts make our job at the Negotiating Table easier. THANK YOU for being the safety professionals you are on every flight, every day.



Bill Holcomb is an Oakland-based Flight Attendant and a Member of the TWU Local 556 Negotiating Team.

Movember's almost here. Shave the Date!

Of the 10,552 Flight Attendants at Southwest Airlines, 22% of them (2,321) are men. On average, men die at a significantly younger age than women do. The average life expectancy for American men is almost five years less than women (presently 76 compared to 81); however, there is no biological reason for this. The reasons for the poor state of men's health in America and around the world are numerous and complex.



From Movember's perspective, the reasons for the poor state of men's health include:

- Lack of awareness and understanding about the health issues men face.
- Men not openly discussing their health and how they're feeling.
- Reluctance to take action when men don't feel physically or mentally well.
- Men engaging in risky activities that threaten their health.
- Stigmas surrounding both physical and mental health.

Movember aims to change the face of men's health and reverse this way of thinking by putting a fun twist on this serious issue. Using the moustache as a catalyst, we want to bring about change and give men the opportunity and confidence to learn and talk about their health more openly and take action.

In November, we encourage Members of Local 556 to support **Movember** and men's health by exercising your right to grow your mo! Please, MoBro's and MoSista's, help TWU Local 556 to change the face of men's health by donating or joining our team here: <http://moteam.co/twu-local-556> or call 310-450-3399. Show off your moustache by submitting your photos for your Flight Attendant friends to view here: <http://www.twu556.org/upload>



Cuyler Thompson is an Oakland-based Flight Attendant and the TWU Local 556 Recording Secretary. He is pictured here with a "faux mo."