

NOVEMBER 20, 2013

unity^{update}

YOUR MONTHLY UNITY SUPPLEMENT



President's Message

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

I begin this edition of Unity Update with an update on the recent Grievance Summit between TWU Local 556 and Southwest Airlines Management. I mentioned in my last President's Message that we were preparing for the Summit and I was hopeful it would be productive. I am happy to report that it was!

This Grievance Summit came about while the Union's Negotiating Team was at the table with Management, discussing Articles 19 and 20 of our Contract. The Union and Management agreed that we had too many unresolved grievances on the books and agreed to schedule a special meeting, or "summit," to work towards resolutions. The Grievance Summit is not a new concept; there have been summits before at Local 556. However, the last time a similar one was held, we were not in Contract Negotiations.

Our Grievance Team prepared an aggressive agenda, bringing forward some of our older grievance cases to either reach an agreement on each case, slate the case for arbitration or address the underlying problem at the Negotiating Table. Both sides came prepared and willing to work towards resolutions. We had good dialogue about a wide range of grievances, covering minor disciplinary infractions to large contractual issues. We reached resolution on a number of our disagreements. Several Members were reinstated to their jobs as Southwest Airlines Flight Attendants because of the summit. We have understandings now on some long-standing contractual disagreements, and we will be communicating more information in the future about these.

The number of grievances on the books went down drastically because of the work accomplished at the Summit. Both the Union and Management felt it was beneficial enough to schedule an additional day on December 9 to continue reviewing grievances. We will continue to keep you posted on our progress; look for future updates from our Grievance Team. I am proud of the work our Grievance Team accomplishes every day for our Membership, and I am proud to serve you.

Have a great week everyone!

In Unity,

Audrey Stone
President, TWU Local 556

TWU Local 556 Membership has Benefits

by Denny Sebesta

Do you take advantage of these Supplemental Insurance Programs offered to Members of TWU Local 556?

- Cancer
- Disability
- Accident
- Critical Illness
- Universal Life

Refresh your memory by clicking on the Supplemental Insurance Information link at <http://twu556.org/> or visiting the Supplemental Insurance Home Page and logging in to your account at <https://ventureuserservers.com/maxim/swa/> (Your "username" is your SWA ID Number. Your "password" is the last four digits of your Social Security number.)

On this site, you will find:

- A succinct summary of all your benefits options by clicking "Benefits Home" from any page;
- How to contact the Supplemental Insurance Service Center, where you will find customer service representatives ready to answer your questions and help you along the way;
- Links to the company Websites, commonly used forms, and contact information for each product;
- Monthly rates for each product;
- Important information on in-depth aspects of your benefits for each product;
- Much more...

TWU Local 556 strives to provide a unique and distinct benefits package designed for our most important asset – our Members.

Holiday Pop Quiz

Do you know whether you receive double time for working on New Year's Eve or New Year's Day? If you are sitting Reserve on Thanksgiving and are not used, are you still entitled to Holiday Pay? Matt Hettich and the Local 556 Education Committee would like to test your Contract knowledge with a Holiday Pop Quiz. Go to <http://twu556.org/resources/communications/unity-update-november-20-2013/holiday-quiz/> to take the quiz.



Matt Hettich is the Oakland Domicile Executive Board Member and the Chairperson of the Local 556 Education Committee. He is pictured here with his lovely wife, Oakland-based Flight Attendant Leslie Hettich.

Donate to the Local 556 Toys for Tots Drive Through December 16!

by Mark Savage

About ten years ago, it was just before Thanksgiving when I received a phone call from another Flight Attendant, reminding me to bring an unwrapped toy to work with me before my next trip. My friend said that TWU Local 556 was once again collecting donations for the U.S Marine Corps Reserve Toys for Tots Program. I had heard of Toys for Tots before, but really didn't see the connection between the U.S. Marine Corps and our Flight Attendant Union.

The following year, I volunteered to deliver the toys donated by our Flight Attendants to the Marine Corps drop station and I had the opportunity to see firsthand this incredible organization and magnitude of the program. I was given a tour of the facility and was amazed at the size of the central processing center, where literally thousands of toys are processed, wrapped and delivered to families who cannot afford to provide these treasured gifts for their kids on Christmas Day.

I quickly understood why our Flight Attendants could be such an important part of this endeavor. We, as Employees of such a great Company and through the "Unity" of our Employee group, have an opportunity to give back to our communities and share our good fortune with those who cannot seem to find the stability in life that we sometimes take for granted. Looking back ten years, when I first had that opportunity, my life was surely changed. I consider myself very lucky to, in a small way, "Rally our Troops" every year since then.

This year, whether it's your first time supporting "The Kids," or if you are once again bringing an unwrapped toy to the Flight Attendant lounge before your trip, please take a minute to grab a toy and feel blessed this holiday season. We have the opportunity, through our Union, to make a difference in not only our personal lives, but also the lives of others.

Happy Holidays and on behalf of the U.S Marine Corps Reserve and the thousands of children whose lives will be enriched this year, thank you for being the best and most admired Flight Attendants in our industry, by sharing and giving back to our communities.

Editor's note: Toys for Tots began as a Los Angeles charitable effort in 1947. William Hendricks was inspired by his wife Diane when she tried to donate a homemade Raggedy Ann doll to a needy child but could find no organization to do so. At her suggestion, he gathered a group of local Marine Reservists who coordinated and collected some 5,000 toys for local children that year from collection bins placed outside of Warner Bros. movie theaters. Over its life span, the Toys for Tots Program has distributed over 469 million toys to over 216 million less fortunate children. TWU Local 556 began collecting toys for the U.S Marine Corps Reserve Toys for Tots Program in 2001. Hear Peggy Lee, Nat King Cole and Nancy Wilson in a public service announcement from the 1960 Toys for Tots Campaign <http://twu556.org/wp-content/uploads/2013/11/20-Marine-Corps-Reserve-Toys-For-Tots-PSA.mp3>.



Mark Savage is a Phoenix-based Flight Attendant, a Local 556 Shop Steward and Co-Chairperson of the Local's Uniform Committee.



FADAP Saved my Life and for that, I am a Miracle

by Melanie DeJean

Melanie DeJean is a Denver-based Flight Attendant and a Member of TWU Local 556. She is pictured here with her new friend and sober sister, Casey.

Hi, my name is Melanie and I am a grateful, recovering alcoholic. Today my life has never been better and I owe my gratitude to the Flight Attendant Drug and Alcohol Program (FADAP) for saving my life on April 18, 2013. I was a high bottom functioning alcoholic looking good on the outside but dying on the inside. My friends and family had no idea how bad it was because I was not only lying to them but I was lying to myself on a daily basis.

I tried to control my drinking. I have had years of continuous sobriety off and on for twenty years. Last year I was at my lowest point, desperately trying to cover up my pain with prescription pain medication, anti-anxiety medications and sleeping pills that ultimately led me back to the bottle. Even knowing this combination was deadly, I could not stop on my own. I was on an LAX overnight when I realized that I was going to die from this disease; I called a classmate of mine, Trebor McDowell, who is also part of the Critical Incident Stress Management (CISM) Team. He contacted a Member of the FADAP Team, who called me within minutes.

My major concern was confidentiality. The FADAP Team Member reassured me that it was strictly confidential and that my job was not in jeopardy; I felt safe. Within several minutes, I had a positive space plane ticket to Salt Lake City where I went to treatment. This was the best decision I ever made and from that moment on, I was given a new life.

"Recovery Ways", the treatment center, was absolutely amazing. There were twelve other Flight Attendants from various airlines there with me, struggling with the same demons; the bond we formed was amazing! We continue to run into each other at

airports and overnights. We go to meetings together and celebrate lengths of sobriety together. Members from the FADAP Team came to "Recovery Ways" once a week to give us support, tools, and resources to stay sober once we went back online. We are living the dream together.

Since I have been sober, I thank God for the FADAP Team, Alcoholics Anonymous (AA) and the fellowship every day. Thank you, Amy Peters for being my mentor and sober sister. I have been given a life free of addiction, one day at a time.

Editor's note: We are so proud of Melanie and thank her for sharing her story with us. If you or somebody you know is struggling with depression, or a drug or alcohol addiction, please contact the Flight Attendant Drug and Alcohol Program (FADAP) help line. The phone number is 855-333-2327 and is available 24-7, 365 days a year. Line-flying Flight Attendants from all over the world staff the phone line. The person that answers the phone will reach out to us at TWU Local 556. Alternatively, you may email the FADAP Team at DandACommittee@twu556.org. We will help you find the assistance you need. Your career, and your life, may depend on it.

Melanie DeJean is a Denver-based Flight Attendant and a Member of TWU Local 556. She is pictured here with her new friend and sober sister, Casey.



MOVEMBER!

The TWU Local 556 Mo' Team has passed the halfway point, Mo Bros and Mo Sistas. The uncomfortable, itchy early days are now a thing of the past and smoother, fuller days lie ahead. We remain committed, standing tall and continuing to fight the good fight before finishing strong. The TWU 556 Movember Team has raised more than \$900 in donations. If you haven't already, please join Audrey Stone and other SWA Flight Attendants by donating some stash to help change the face of men's health!

<http://moteam.co/twu-local-556>

Cute Movember video: <http://www.youtube.com/h?v=scY6peTC6Rs>



TWU Local 556 President Audrey Stone is a proud Mo Sista and fully supports our Union's men (and the women who love them). She is pictured here with Local 556 Shop Steward Mark Anthony Reyes.

unity
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