

DECEMBER 2012

# unity<sup>update</sup>

*Your Monthly Unity Supplement*

## AIRLINE ANGEL

Our first "Airline Angel" is a perfect match for this holiday season. Alyson Schiele, a BWI based FA, is truly an angel to Service Members at Walter Reed Hospital as she supplies donated Buddy Passes to wounded warriors who are able to travel home for the holidays.

Alyson, who is married to an Airman, recently found herself flying on Veterans Day with another Flight Attendant whose spouse was also in the Military and had suffered injury. The two were sharing their personal stories while a man in the back row overheard them. He introduced himself to them as John O'Leary. It just so happened to be, he is the President of Warrior Events a non-profit organization that helps Vets with disabilities at Walter Reed Hospital. Alyson mentioned that she had a desire to help Service Members and had been planning on getting a group of Flight Attendants together to visit with them and chaperone an event. She then asked about getting involved with Warrior Events. John mentioned that many people ask to get involved but when the time comes seldom follow through. He also mentioned a Christmas Party for the Warriors and they could use some help at that event. Alyson had already committed to other Christmas plans that same day. She felt awful and had to decline.

That night, John's response kept playing over and over in Alyson's head "People always want to help, but seldom are able to follow through", she did not want to be one of 'those people' that just talked the talk.

The next morning she was thinking about how she could help and remembered the Flight Attendant she was working with told her she was going to mail some passes out to John in hopes the passes would help someone. Alyson was thinking about how she has

"Something can become really big in such a short amount of time."

such awesome, caring Co-Workers - then it hit her 'why not ask my friends on Facebook if they wanted to donate Buddy Passes that were not going to get used to go to these people. Let's see how many Vets we can get home or have a caregiver get out to them for the holidays.'

She acted on this idea and gave John a call. He introduced her to hospital administrators at Walter Reed Hospital in DC with hopes that these folks could help with the organization of this 'mission'. Alyson is now able to present the passes, along with a letter, that states 'the Flight Attendants at Southwest Airlines want to do something extra special for our Service Members this year to show our gratitude to them'. She states the name of the donating Flight At-

The holidays are here, so once again it is time to open your hearts and get into the 'spirit of giving'. For years, we have supported the Toys for Tots toy drive and they are grateful. So help make a child smile; grab a toy and place it in the Christmas Box located in the lounge.



tendant and the rules of travel, as well as the instructions on how to contact her so she can research and list them on a flight. She also goes so far as to escort them to the departing gate if needed. If she is not able to escort them she has a list of people who would love to step in for her. She asks for the donating Flight Attendant contact information so she can notify them of how the donated passes were used.



Alyson Schiele  
BWI Flight Attendant

To date, approximately 25 passes have been presented to the Service Members and their caregivers.

As excited as I am about Alyson's "Mission", I was equally concerned about our Flight Attendant's Buddy Pass privileges, so naturally I inquired how could we make sure our Flight Attendants will not face any discipline if a soldier misused the privilege. I was comforted as Alyson explained the procedure:

- Hospital picks recipients and keeps track of Buddy Passes and who is using them.
- Hospital acts as a liaison between Alyson and the Soldier or caregiver.
- Hospital calls TSA to arrange for soldier to get through security, and they arrange transportation from hospital to airport.
- Alyson, if needed, will meet them at the airport and escort to the gate and introduce to CSA. If Alyson is unavailable, she has other volunteers to help.
- The recipients are Military Service Members; they have the utmost respect as it is taught in training. If there is a disruption, they are held accountable by the Military. They are still active in the Military.

If you feel led to donate any passes to Alyson's cause, please email her at [alysonschiele@yahoo.com](mailto:alysonschiele@yahoo.com) or her company email [alyson.schiele@wnco.com](mailto:alyson.schiele@wnco.com). She will get back to you with instructions.



## WINNER

### Halloween Costume Contest

Alicia Lute, PHX based Flight Attendant

I would like to thank everyone who submitted an entry for the Halloween Costume Contest. It is good to see you having fun throughout the Holiday Season. Alicia Lute's pink tutu, feather party hat and decorated face came to life as Passengers entered her galley, which was adorned with lights and embellishments. Thank you Alicia, and all the rest of you whose chose to "dress-up", for embracing the Halloween spirit and offering up some spooky and fun adventures for our Customers. To see Alicia's Halloween pictures in color, please go to the TWU556.org Website or to the TWU556 Facebook page.



### Orlando Unity Days Is December 11th

Our Brothers and Sisters at Local 555 are having a Unity Day in MCO. Details can be found at our Local 556 website on the new page: **Triple 5 Unity** (the link is located under the Resource Tab). Unity Day activities will take place between 1000 and 1600 (Local).

If you haven't already heard by now, our TWU Local 555 - Representing Ramp, Operations, Provisioning & Freight Agents of Southwest Airlines - has now filed for Federal Mediation. It is important that our Local 556 be very aware of these negotiations, and that we support Local 555 as our contract negotiations are to begin summer of 2013. To the right is a brief update from Local 555:



#### NEGOTIATIONS UPDATE for Local 555 November 9th, 2012

TWU Local 555 Members,

On November 7th and 8th, we met with the mediator and the company. During these meetings both sides met with him separately. During our caucus we explained our struggles with the company over the last sixteen months as well as the needs of the membership. The agenda and schedule were also established for the next mediation sessions December 3rd - 5th in Baltimore, Maryland.

## Airline Angels

Your Union would love to brag on you - Southwest Flight Attendants - in regard to your community service, including any and all volunteer projects.

Naturally, as a volunteer, you do not expect recognition, but we ask all you humble volunteers to share your story and pictures with us. Your personal story may inspire others to step out and get involved.

To share your experience, or if you know of an Airline Angel, please email name, employee number, contact information and a brief description of the service.

Please attach pictures (if available)

AirlineAngels@twu556.org.

# Tips to Prevent Holiday Stress and Depression

The holiday season often brings unwelcome guests — stress and depression. The holidays present an array of demands; parties, shopping, baking, cleaning and entertaining, just to name a few. For many people, the weeks leading up to Christmas are fraught with tension and dif-

ficulty, and the pressure to have a picture-perfect holiday lingers in the back of our minds.

But with some practical tips, you can minimize the stress that accompanies the holidays. You may even end up enjoying the holidays more than you thought you would.

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1. **Stay organized.** It is easy to become depressed if you feel overwhelmed.
    - a. **Strategize time** for holiday shopping, baking, friends, family, and work. Schedule time with friends and family, especially if you are going to be alone on actual holidays.
    - b. **Stick to a budget.** Before you go shopping, make a budget and stick to it. Don't try to buy happiness with an avalanche of gifts. Try these alternatives: Donate to a charity in someone's name, give homemade gifts or start a family gift exchange.
    - c. **Plan ahead.** Set aside specific days for shopping, baking, visiting friends and other activities. Plan your menus and then make your shopping list. That will help prevent last minute scrambling to buy forgotten ingredients. And make sure to line up help for party prep and cleanup.
  2. **Create new traditions.** When your family is not close by, your friends and coworkers become your surrogate family — and your support system. Hold on to a few old traditions, but make some new ones, such as volunteering at a shelter, soup kitchen, or buying holiday gifts for an underprivileged child. Perpetuate the spirit of the season.
  3. **Be realistic.** The holidays do not have to be perfect or just like last year. As families change and grow, traditions and rituals often change as well. Choose a few to hold on to, and be open to creating new ones. For example, if your adult children cannot come to your house, find new ways to celebrate together, such as sharing pictures, emails or videos.
  4. **Say “no.”** Saying “yes” when you should say “no” can leave you feeling resentful and overwhelmed. Friends and family will understand if you cannot participate in every project or activity.
  5. **Acknowledge your feelings.** The holidays may be especially difficult if someone close to you passed away. Take time to acknowledge your feelings, and realize that it is normal to feel sadness and grief. Remember, you cannot force yourself (or anyone else) to be happy just because it is the holidays. If someone close to you has passed or you can't be with loved ones, realize that it's normal to feel sadness and grief. It's OK to take time to cry or express your feelings. You cannot force yourself to be happy just because it's the holiday season.
  6. **Make time for yourself.** Spending just fifteen minutes alone, without distractions, may refresh you enough to handle everything you need to do.
  7. **Don't abandon healthy habits.** Do not let the holidays become a free-for-all. Overindulgence may only contribute to feelings of stress and guilt. Have a healthy snack before holiday parties so that you do not go overboard on sweets, cheese or drinks. Continue to get plenty of sleep and physical activity.
  8. **Set aside differences.** Try to accept family members and friends as they are, even if they don't live up to all of your expectations. Set aside grievances until a more appropriate time for discussion. And be understanding if others get upset or distressed when something goes awry. Chances are they are feeling the effects of holiday stress and depression, too.
  9. **Seek professional help** if you need it. Despite your best efforts, you may find yourself feeling persistently sad or anxious, plagued by physical complaints, unable to sleep, irritable and hopeless, and unable to face routine chores. If these feelings last for a while, talk to your doctor or a mental health professional. Here are some resources:
    - **Clear Skies;** 800-742-8911 or [www.liveandworkwell.com](http://www.liveandworkwell.com) (Use pin number: swa737) In most cases you receive five free counseling visits; thereafter you pay your co-pay.
    - Your Union **Flight Attendant Drug and Alcohol Program (FADAP)** help line is available 24-7, 365 days a year. The line is staffed by line flying Flight Attendants from all over the world ready to assist you. The phone number is: 855-333-2327 or email [faap@twu556.org](mailto:faap@twu556.org)

## "Items in the Overhead Bins May Have Shifted..."



Stacy Martin  
President TWU556  
HOU Flight Attendant  
president@twu556.org  
or 214-640-4301

Dear Local 556 Member:

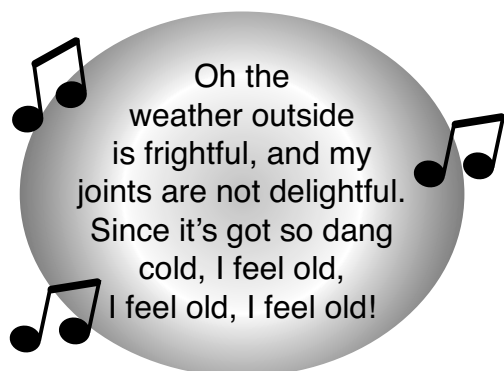
The holiday season is upon us. As Flight Attendants, we know this means more passengers, more stress, more stuff to squeeze into the overhead bins and often weather to contend with. Many of us are apprehensive about the financial uncertainty of our national economy and -- on a more personal level -- the Company policy changes affecting our Culture. But, like items in the overhead bins, "shifting" is a part of the journey and we will make this journey together, choosing the path that will bring us the best possible outcome.

As your Union President, I want to assure you that we are determined to face and overcome the challenges ahead. While it may appear the Company is no longer offering the internal Customer Service that has set us apart from other airlines, your Union is fully committed to protecting our Contract that leads the industry in both wages and workplace rules, and to protect our culture as Flight Attendants. It is this Unions stance that whether you have been with Southwest Airlines for 25 years or only a few months, we will rally and continue to deliver the best Positively Outrageous Service (POS), internally and externally. WE will continue to protect the "Spirit of Southwest".

We have a highly skilled and caring Grievance Team at your service, providing some of the most effective work to date to protect your rights as airline workers who perform demanding and stressful jobs.

We also have a well-seasoned and highly credentialed Negotiating Team ready to stand firm to protect the wages, benefits and quality of work life you have worked so hard to earn.

During this time when we're feeling more shifts than usual, along with the stress of the holiday season, I sincerely thank you for your outstanding dedication to your job, all that you do to help our Company prosper, and for your Union participation.



## Gate/Appearance Checks

Gate/Appearance Checks are now in full force. Be prepared! Posted now on SWALife is a comprehensive, full-color, 65-page Uniform & Appearance Standards Visual Guide to assist you with any uniform, jewelry or appearance. You can access the guide via SWALife >Inflight >Resources >Uniforms >Appearance Standards >Uniform and Appearance Standards Guide.

Below is a quick reference to ensure your Manual is up-to-date.

### BINDER QUICK CHECK (AS OF 11/30/2012)

Registration Page 3/25/2012

#### FLIGHT ATTENDANT MANUAL

##### *Revision Record - initialed and dated*

|       |            |
|-------|------------|
| 12-01 | 3/25/2012  |
| 12-02 | 6/01/2012  |
| 12-03 | 8/05/2012  |
| 12-04 | 10/15/2012 |

##### *Bulletins / Effective Date*

|       |            |
|-------|------------|
| 12-20 | 10/15/2012 |
| 12-21 | 10/26/2012 |
| 12-22 | 10/31/2012 |
| 12-23 | 11/12/2012 |
| 12-24 | 11/12/2012 |
| 12-25 | 12/11/2012 |

##### *List of Effective Pages (LEP) 10/15/2012*

#### SENSITIVE SAFETY INFORMATION (SSI)

##### *Revision Record - initialed and dated*

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| 12-01 | 3/25/2012  |
| 12-02 | 10/15/2012 |

##### *List of Effective Pages (LEP) 10/15/2012*

#### FLIGHT ATTENDANT HANDBOOK

##### *Revision Record / Effective Date*

|       |            |
|-------|------------|
| 12-01 | 3/25/2012  |
| 12-02 | 4/25/2012  |
| 12-03 | 5/14/2012  |
| 12-04 | 9/01/2012  |
| 12-05 | 12/12/2012 |

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**unity**  
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