

Article 32: Attendance Policy

Calling In Sick

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Flight Attendants get sick. Working long days, having short overnights and traveling through the sky with hundreds of Passengers a day often turns into exhaustion and illness. It's important to know the ins and outs of reporting your illness.

The Attendance Policy for FAs is based upon calendar quarters. You may use either a Doctor's note **OR** Personal Illness Note (PIN) once a quarter to excuse a reported illness and not accrue points. To call out sick, you must notify Scheduling **as soon as you determine you are too ill to come to work**. Sick calls can be reported up to two (2) calendar days in advance. The FA may specify a longer period, if it covers trips/Reserve days beginning within the five (5) consecutive calendar days following the call. (Art.32.1.a) A Lineholder's sick call will be for their next scheduled pairing. Unless otherwise specified, sick calls on Reserve are for a single day. (Art.32.1.b)

Timeliness of Reporting (Art.32.2)

To assist Scheduling in maintaining the successful operation of Southwest Airlines, there are timelines for calling in sick within our Contract. If you miss these timelines, it will result in additional points accrued.

Type of Assignment	Calling in Timeline	Points Accrued (Art.32.6)
Lineholder	At least two (2) hours prior to scheduled check-in	.5 points per day (unless PIN or Doctor's note is turned in)
	Less than two (2) hours prior to scheduled check-in	2.5 points
Reserve	Before an assignment has been given	.5 points per day (unless PIN or Doctor's note is turned in)
	After Scheduling has made their initial call to notify the FA of an assignment	.5 points per day (unless PIN or Doctor's note is turned in) PLUS a .5 penalty point regardless of PIN or Doctor's note

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Q: What do I tell Scheduling when I call in sick?

A: When you call Scheduling all you need to tell them is that you are calling in sick and what assignment you are calling in for. They do not need to know the nature of your illness, only the duration of the sick call. Please remember that all calls to Scheduling are recorded!

“This is John Doe employee number 215215 and I am calling in sick for my trip tomorrow.”

Q: I’m currently on a trip and got food poisoning! What do I need to do?

A: As soon as you are aware that you are unable to work, call in sick to Scheduling. They will pull the remainder of your pairing. You can use your one (1) quarterly Doctor’s note or PIN and not accrue points, or it will be .5 points per day you called out for.

Q: How do I get home? What if I’m too sick to fly?

A: When you speak to Scheduling, let them know if you would like to go to Base or your home (another Southwest airport) and they will get you on the first available flight. You will be treated as a Must Ride and will not be required to occupy the jumpseat (Art.16.4). If you are too sick to fly home or to Base, let Scheduling know and they will arrange for you to stay in the hotel until you feel well enough to leave.



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Q: What is a PIN and how do I use it?

A: The PIN is a way to excuse a timely reported absence of up to seven (7) consecutive days (not including Black Out Dates) without having to see a Doctor. You may use either one (1) PIN **OR** one (1) Doctor's note per quarter and not accrue points. Your PIN must be submitted via SWALife prior to or on the next scheduled trip or within seven (7) working days (excluding Saturdays, Sundays and Holidays) after the last day of absence, **WHICHEVER IS EARLIER.** (Art.32.5.a)



Q: What are the PIN Black Out Dates? (Art.32.5.b.v)



- A: 1. New Year's Day (January 1) 6. Labor Day
2. Valentine's Day (February 14) 7. Thanksgiving Day
3. Easter Sunday 8. The Friday after Thanksgiving
4. Memorial Day 9. Christmas Day (December 25)
5. Independence Day (July 4) 10. New Year's Eve (December 31)

Q: I have a Reserve block that touches a Black Out Date. Can I submit a PIN for the days that aren't considered 'Blacked Out'?

A: No. If your Reserve block or trip overlaps a Black Out Date, you can not use a PIN to excuse the sick call. You may use a Doctor's note during the Black Out Dates.

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Q: I'm really sick. I used my quarterly PIN for my trip this week... but I'm still not well enough to work. What can I do?

A: If your trip falls within the seven (7) consecutive days, you may submit another PIN form on SWALife with the new dates of reported illness. If your next trip does not fall within the week, you may extend your PIN with a Doctor's note for up to an additional 14 days. In order for this to be considered a Single Continuous Occurrence of Illness, the Doctor's statement needs to verify that the sick calls are in fact related. (Art.32.3.j)

Q: I'm on my way to the Doctor's Office... when do I need to turn my note in and what does it need to include? (Art.32.4)

A: You must turn your Doctor's note into a Supervisor or fax it to Attendance & Leave prior to or on your next scheduled trip - **OR** - within seven (7) working days (excluding Saturdays, Sundays, and Holidays), **WHICHEVER IS SOONER.**

The Doctor's statement must contain the following information, or it will be deemed unacceptable:

1. Date(s) of illness/injury.
2. Date(s) of treatment.
3. Connection to any illness which would be considered a Continuous Occurrence.
4. Date Employee can return to work.
5. Doctor's, Nurse Practitioner's, or Physician Assistant's signature.



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Q: I commute to MDW from BNA and I'm supposed to begin an AM Reserve block tomorrow. I'm not feeling very well tonight but may be better in the morning... can I just keep an eye on the line-up?



A: NO!!! Your contact hours will begin at 0300 CST. If you are not within 2 hours driving distance of Base, you will be in violation of Class I Section 17 of our Work and Conduct Rules and are subject to discipline up to termination. You are expected to report an illness IMMEDIATELY to Scheduling. While on Reserve, you may call in for a whole block or a day. Before you find yourself in trouble, report your illness to Scheduling. Don't run the risk of falling asleep or forgetting to call in... it's not worth losing your job over.



Q: I called in for a single day of Reserve because of a migraine. I am feeling much better and would like to commute into HOU to complete my last two days of AMR. Is there anything special I need to do?

A: If you only called in sick for the first day of your Reserve block, you will not need to notify Scheduling. You will be good to contact at your normal hours (0300 Local Time) and will need to be within 2 hours driving distance of base. Because you may not non-rev while out on a sick call, it's a good idea to notify an Inflight Supervisor in your Base that you will be commuting in to fulfill your assignment.

Q: I am on AM Reserve and self-assigned a 3-day trip before going to bed. It's 1AM and I feel AWFUL. Will I get additional points if I call in now?



A: Because your contact hours have not started, you will only receive the points for your sick call (0.5 points per day).