



WINTER 2018/2019

# UNITY

The Magazine of TWU Local 556



**PAGE 4: A NEW YEAR, A NEW BEGINNING, A NEW US.**

**FROM THE PRESIDENT:**  
A Union's Strength Is  
In Its Numbers.  
**PAGE 3**

**EXECUTIVE BOARD MEMBERS:**  
The Largest Board In Our  
Local's History.  
**PAGE 4**

**FROM THE TREASURER:**  
We Are Financially Prepared  
To Negotiate.  
**PAGE 8**

**COMMITTEES :**  
Over 20 Ways To  
Become Involved.  
**PAGE 9**



# UNITY

THE MAGAZINE OF  
TWU LOCAL 556

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**Unity** is the official publication of  
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of Southwest Airlines.

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## MEMBERSHIP PLEDGE

### of the TRANSPORT WORKERS UNION OF AMERICA, AFL-CIO

I solemnly pledge on my honor to abide by the Constitution of the Transport Workers Union of America and the rules and Bylaws of Local 556; to discharge all my duties and obligations faithfully; not to make known any private business of the Union, and to conduct myself at all times as becomes a Member of the Transport Workers Union of America.

### LEGALITIES:

Letters to the Editor may not be considered if the length of the submission exceeds 200 words and/or depending upon space available in the issue. All letters must contain your name, Base, Employee number, and contact information.

Articles submitted to Unity will not be considered for publication if they are libelous, defamatory, not factual, in bad taste, or are Contractually incorrect. The TWU Local 556 Editorial Team reserves the right to edit any submissions that are received for the purpose of inclusion in Unity. Submissions are due by the first of the month prior to the month of publication, and are considered on a space-available basis only.

The views expressed in Unity do not necessarily represent those of TWU Local 556 or TWU International. This publication is intended only to educate and inform TWU Local 556 Members. It is not intended to officially establish or clarify past practice, Contract language or Grievance/Arbitration positions. It is therefore not to be utilized or relied upon by any person or party as evidence of the Union's position on any past practices, Contract language, Grievances/Arbitrations or any other disputes or issues between TWU Local 556 and Southwest Airlines. Connect with us on Facebook ([facebook.com/twu556](https://facebook.com/twu556)), or follow us on Twitter (@twu556).



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## CONTENTS

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Letter From The President	3
Executive Board Information	4
Shop Stewards	6
Letter From The Treasurer	8
Committee Chairs	9
Grievance Hot Topics	10
Childhood Dreams – Brandon Miller	11
Education	12
FADAP: A New Beginning	14
CISM – Stress Management	15

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## LETTER FROM THE PRESIDENT

This last year has been an exciting whirlwind of new faces and places. The newly elected Officers began their term in May 2018, and in that short time we have seen more details emerge around the 737 MAX 7 joining the fleet in 2019, passage of the FAA Reauthorization Bill (becoming an Act) that guarantees more rest on overnights, Hawaii will soon be added to our bid packets, and our eleventh Flight Attendant domicile opening in Los Angeles. The impact of these changes will be far-reaching, but rest assured your Union will be there to protect your interests.

### THE NEGOTIATING COMMITTEE AND THE GRIEVANCE TEAM: A RELATIONSHIP OF MUTUAL DEPENDENCE

Negotiations are a method by which a union gains necessary contract language to improve quality of life issues, pay increases, and benefits for those it covers. These negotiated contractual provisions determine what actions can and cannot be taken by a company, as well as the rights afforded employees that work under a Collective Bargaining Agreement (CBA). When there is a discrepancy between an employee or group of employees and a company, and the contract is not followed, the grievance process acts as the internal court system that governs a CBA.

Upholding our current Contract and negotiating a new one are the Local's top priorities. Not only must we negotiate a Contract, but we must also fight to maintain and preserve it. These processes mutually depend on each other. Having clear-cut boundaries in a contract doesn't matter if it's not properly enforced. Conversely, having no contract leaves a workgroup vulnerable and defenseless against unfair discipline and work rules. Your Grievance Team and Executive Board work tirelessly to ensure that our Contract language is upheld. The Negotiating Committee creates the language, and the Grievance Team enforces it. This harmonious and interconnected relationship results in a Contract that serves its ultimate purpose: protecting its Members.

### NEGOTIATIONS, GRIEVANCES, AND THE MEMBERSHIP

No matter how skilled a negotiator, or how diligent the Grievance staff, their effectiveness is diminished without the power of the

Membership behind them.

You can help by contacting the Union office when a Contract violation occurs and by staying actively engaged throughout the negotiation process. Our Union's strength is in its numbers. A mobilized and unified Local will be respected by Management, elicit more change, and can demand leading provisions and pay. A Membership base that appears apathetic, disinterested or fractured will not yield the desired results. We may have different ideas on how to accomplish our goals, but I ask everyone to concentrate on our commonalities before becoming mired in conflict about the relatively smaller things we disagree on. Some Members want radical change, yet others want less. One thing is clear—we all want results. Be willing

*We are working hard each day to produce the results and changes that will make us all proud.*

to step up and sign a pledge, write an email to Management, wear a Union pin, read publications, work to repair relationships within our Local, attend Union events, and let Management know that your Union speaks for you! Showing your Union spirit

is not being negative or provoking the Company we love. Holding Southwest Airlines to the standards we expect within the family we cherish means tough love at times. As President and Lead Negotiator, I represent all Members, not just a select few or just those who share

my opinions. My commitment is to serve each of you and to echo your voices at the negotiating table.

We are working hard each day to produce the results and changes that will make us all proud.

**I wish each of you a happy, healthy, and safe New Year.**

*In Unity,*

**LYN MONTGOMERY**

**PRESIDENT TWU LOCAL 556**



## YOUR EXECUTIVE BOARD

“The Mission of TWU Local 556 is to provide, through collective bargaining, adequate wages, retirement, and safe working conditions for our Members. We promote legislation and engage in other activity to safeguard the economic security and social welfare of working people. To protect each Member from unjust discipline and to promote the well-being and continued employment of all Members.”



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# INTRODUCING YOUR NEW SHOP STEWARDS

## September's Shop Steward Training was a success!

by Lucy White-Lehman, Shop Steward Committee Chairperson

With almost 400 Shop Stewards elected in July at the Membership Meetings, and with only 45 days to develop a comprehensive training plan for our new and returning Shop Stewards, we sprang into action. It was a daunting task to develop and coordinate an event that could accommodate and enrich this large group. While corresponding with the new and re-elected Shop Stewards by email, phone, and text messages, one thing was very clear: everyone was motivated to serve this Membership! The encouragement from the Members gave us even more strength and excitement to create new training guides and manuals, new agendas, and a new way to train and communicate. We are proud to announce 330 were in attendance.

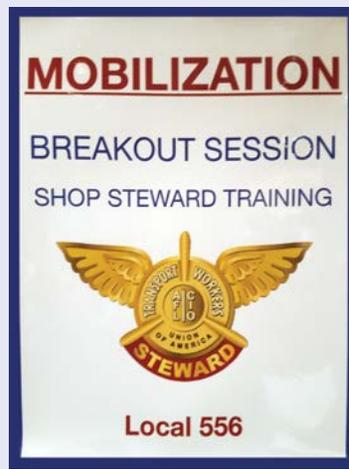
Determined to provide an informative and motivating event, the Committee engaged in thorough preparations. A collective effort by the Executive Board and TWU International made it a successful event that equipped our Shop Stewards to be better Union advocates and serve the Members more effectively.

Upon sign-in, Shop Stewards were able to meet the Grievance Team and attend a Committee Showcase. This enabled Shop Stewards to form relationships with Grievance Team Members and learn about the various Committees within our Local.

The training consisted of "Breakout Sessions" which included specialized training in:

- **Fact-Finding Meetings**
- **Advanced Training**
- **Mobilization**
- **Education**

This team of Shop Stewards has the tools and training needed to protect you while facing Management one-on-one and to become future Leaders of TWU Local 556.



*We are proud to announce 330 were in attendance.*

### ATLANTA

Michelle Montez  
Jonathan McCulley  
Alison Head  
Malinda Powe -Tuzun  
Casey Rittner  
Karen McCormick  
Rasheedah Malik  
John Justen  
Jay McCleave  
Deirdra McLeod  
Travis Bruce  
Elizabeth Howayeck  
Tanaka Hutchinson  
Karla Braxton  
Maureen Adamek  
Eslandra Merrick

Patricia Krider  
Cari Smith  
Amy Cruz  
Lakenya Johnson  
Veronica Espinoza  
Jabari Smith  
Courtney Uche  
Kennon Mills  
Vonda Henry

### BALTIMORE

Christopher Schroeder  
William Green  
Cindy Rousseau  
Robert Montford  
Stephanie Swisher Brennen  
Michele Ryder

Karla Kozak  
Michael Reid Rodriguez  
Melissa Grube  
John Long  
Alyssa Baiyina  
Richard Desmond  
Patricia Carter  
Osha Stegall  
Audrey Stone  
Joseph Bazzilla  
Gilbert Lowe  
Alexis Allen  
Erika Schultz  
Ronald Rogers  
Colleen Glashan  
Jamie Farrell  
Teresa Jones

Gay Lynn Corens  
Ayanna Nophlin  
Lucy White- Lehman  
George Rousseau

### DALLAS

Susan Healey  
Robin Thomas  
Drew Kennedy  
John Moore  
VeAnne Reeder  
Elizabeth Ross  
Eileen Rodriguez  
Andrea Garnett  
Tiffany Padilla  
Renda Marsh  
Nelda Bassinger

Amy Harthausen  
Wendy Sibley  
Stacy Madison  
Charles Reeder  
Tiffanie Morris  
Sara King  
Allison Hare  
John Shirley  
Deborah Blackburn  
Brandon Hillhouse  
Martha Wells  
Pamela McLaughlin  
Alice Watkins  
Joseph Skotnik  
Stacy Wiley  
Lauren Childs  
Barbara Fitzhugh

Dana Perkins  
Brian Ricks  
Lucy Evans  
Vincent Eakes  
Paul Sweetin  
Melissa Anderson-Bustos  
Denny Sebesta  
Cheri Saulsbury  
Wendy Aschebrock  
Stephanie Connelly  
Aaron Ayers  
Haley Piatt  
Michael Kassulker  
Janette Cole  
Stephanie Ayers  
Amy Peters  
Liana Rohrer  
Sherrie Smalling  
Erica Selma  
Jessica Zimmerman  
Johnathan Williams  
Harvey Lain  
Shelley Dodgson  
Rebecca Parker  
Ashley Breuer  
Diane Dennis  
Makada Martin  
Atiya Ziad  
Thomas Boyd  
Charla Logsdon  
Oscar Paul  
Prairie Firkus  
Ann- Claire Crawford  
Jennifer Sykes  
Michael Ramon

## DENVER

Matthew Lanclos  
Jamie Simpson  
Courtney Stone  
Alexandria Jeffers  
Jason Arnold Burke  
Charles Goldman  
Stacey Vavakas  
Jeffrey Burgower  
Shelby Pierce  
Matthew Fearey  
Carolee Weatherbee  
Aubrey Kamps  
Michael Konkell  
Norman Christen  
Cynthia Bickel  
Courtney Davis  
Timothy Blore  
Rebecca Thomason  
Robert Hart  
Boris Kurz

Maverick Quiambao  
Justin Cullipher  
Allyson Parker-Lauck  
Evan Turner  
Alexander Ricker  
Ryan Smith  
James Jenkins  
Leah Bowser  
Jarrad Sambataro  
Keith Rhodes  
Robert Hupp  
Megan Corbett  
Chris Albert  
Stephanie Wuensch  
Shalonda Sanders  
Michelle Abramovitch  
Anthony Wood  
Ryan Wagner  
Jennifer Shaddock Lewis  
Kolette Miller

## HOUSTON

Lisa Thomas  
Derick Miles  
Joshua Staats  
Thomas Barron  
Valerie Boy  
Catherine Keiser Campbell  
Patsy Gilbert  
Jannah Dalak  
Thomas McDaniel  
Michael McNeil  
Teri Queen  
Sherilyn Gerhardt  
Stacey Labauve  
Charlie Haynes  
David Kirtley  
Mitzi Cramer  
Gregory Green  
Ebony Smith  
Deborah Mc Dermott  
Peggy Davis  
Crystal Reven  
Belinda Sain  
Victor Conejo  
Patrick Keeling  
Patrick Paladino  
Courtney Wyche  
Marcellaus Roberson  
Rose Johnston  
Christina Denham  
Myron Knight  
Bernard Johnson  
Erin Dubuclet  
Lena Cottingham  
Gretchen Mooney  
Glenn Thompson

Rhonda Varvaro  
Matthew Sikes  
Darrell Walker  
Stephanie Monteiro

## LAS VEGAS

Patti Phillips  
Anthia Rowley  
Kevin Onstead  
Richard Harton-Flynn  
Karen Scovel  
Herman Baker  
Diana Williams  
Mark Savage  
Paul Buchheit  
Wesley Thayer  
Patrick Condon  
Mark Reyes  
Kellee Farmer  
Gina Duvall  
Alisha Smith  
Amanda Gauger  
Steven Johnson  
Devin Johnson  
Mark Patlan  
Jeffrey Frey  
Joseph Martin  
Holland Foy  
Brittany Holman  
Rick Griffin  
Anthony Gentry  
Mark Minelli  
Jeffery Scovel  
Charles Green  
Frank Barringer  
Faith France  
Addie Crisp  
William Bradley  
Mitchell Williamson  
Jayson Schaal  
Daniel Brady  
Diane Cavanaugh  
Darol Glasscock  
Danielle Merson  
Elizabeth Ehrman  
Bryan Orozco

## ORLANDO

Gisela Alvarez  
Leah Porter  
Barbara Page  
Sandra Voyik  
Bradley Voyik  
Steven Hobbs  
Drew Shy  
Susan Davenport  
Susan Johnson

Lewis Stanfield  
Cary Leonidas  
Mitchell Marks  
Makeesha Collins  
Alison Carver  
Nicole Finn  
Gregory Tucker  
Kevin Rhine  
Nicholas Rhine  
James Davis  
Martin Premo  
Elizabeth Leapley  
Jose Rivera  
Michelle Oden  
Christina Garcia  
Annette Santiago

## CHICAGO

Andrew Diefenthaler  
William Geisert  
George Tompkins  
Randy Wilson  
Zachary Berry  
Brendon Remezas  
Stephan Bates  
Karen Amos  
Eric Weis  
Corliss King  
L Moffatt  
Ryan Stanley  
Joseph Braun  
Abraham Camargo  
Faayo Adam  
Charles Ulrich  
James Jakeway  
Julia Dewitt-Siebert  
Adrienne Donaldson  
Robert Shepard  
Elizabeth Weis  
Susan Jacob  
Manuel Santana  
Brad Owens  
Donald Shipman  
Alexander Linardos  
Susan Lyons  
Kevin Whiteley  
Mark Hoewisch  
Rogelio Soria  
Yolandia Johnson  
Kimberly Young

## OAKLAND

Ellyn Bliesener  
Jonathan Black  
Jeffrey Costello  
Patrick Reynolds  
Eric Hironymous

Ramon Espinoza  
Lori Lochelt  
Shelly Lefebvre  
Trish Damstra  
Kristen Loucks  
Lorie Powell  
Heather Kelly-Gray  
Tanisha Rummage  
Samantha Wilkins  
Todd Gage  
Lori Light  
Ashley Wilhelm  
Mark Torrez  
Matthew Hettich  
Cuyler Thompson  
Genesis McCoy  
Sandy Gunther  
Justin Phillips  
Eric Mettner  
Carlo Alvarado  
Maria Garcia  
Alexa McCracken  
Conrad Arnold  
Stuart Nishiyama  
Jenette Lanning  
Jonna Zizak  
Robert DeGenova  
Joelle Judge  
Angela Kilbourne  
Janell Torres  
Julie Sadowski  
Annmarie Mota  
Rebecca Hofstetter  
Elisha Abbott  
Kathleen Jen

## PHOENIX

Della Saucier  
Kristin Vandenbranden  
Robert Riddell  
Sonia Hall  
John Durr  
Justin Hayden  
Nancy Kallas  
Tina Coffee  
Kelly Reeves  
Jeffrey Baker  
Darryl Daoang  
Lynn Eckert  
Ray Presnall  
Sandra Rall  
Michael Broadhead  
Wayne Tipton  
Cynthia Harris  
Samuel Ward  
James Volpe



## LETTER FROM THE TREASURER

During the 3rd round of Membership Meetings that concluded on November 9, a Membership Motion was voted on to increase the Negotiations Assessment Fee from \$5.00 to \$7.00 per Member, per month. Its purpose is to be used solely for negotiations-related expenses. This Assessment Fee was voted on by secret ballot and was approved by those Members in attendance. This \$7.00 Assessment Fee will cease within 60 days of the date of ratification of the Contract that is currently being negotiated. Any monies not used will be placed in an interest-bearing account to be used only for future Contract negotiations.

On September 30, our Union's 2017 – 2018 fiscal year came to a close and the Executive Board is now reviewing the Committee budget proposals for 2018-2019. Our priority as we enter negotiations is to support our Negotiating Team.

We must deliver a Contract we are all proud of while defending and protecting our current one. Although spending tends to be higher in years we are in negotiations, we have a strong balance sheet and are financially prepared.

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*...we have  
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balance  
sheet  
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financially  
prepared.*

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In the coming weeks, our year-end LM-2 report will be filed with the Department of Labor (DOL). The LM-2 is the report that all unions are required to complete that receive over

\$250,000 in revenue. It details all income received as well as how those funds were spent. It breaks down into schedules and identifies any vendor that provided products or services that were paid in excess of \$5,000. It also details all monies paid to the Union Officers regardless of how much is earned, as well as any non-officer that received over \$10,000 performing Union business. Once the report is finalized and submitted, you will be able to review it in PDF form under the Union Administration section of our TWU 556 Website. It may also be downloaded from the official Department of Labor website.

**Lastly, it is an honor to serve as your Treasurer. I wish you and your family a happy and safe 2019.**



**JOHN PARROTT**

**TREASURER/FINANCIAL SECRETARY**

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# UNITY: GRIEVANCE HOT TOPICS

## DISCIPLINE: LATE TO GATE OR DELAY OF FLIGHT FOR GETTING FOOD



The Union continues to see Management issuing Late to Gates or Delay of Flights to Flight Attendants who need to get food at the beginning of, or during their duty days. The Union has been in talks with Management for over a year on this issue.

- When the FAA made changes to the Minimum Crew requirement, the Union and Management had an understanding that it was reasonable that Crew Members might need to leave the aircraft between flights to get food, and would not be disciplined.
- Over the years as our hours of operation have increased, we also see more and more where Crews need to get food at the airport prior to early morning report times.
- As the Union continues to have active discussions with Management over this concerning issue, we would like for all our Members to be aware of Management issuing discipline for Late to Gate, or Delay of Flight, even if it is for basic needs such as food.
- We continue to assure Management that our Members utilize Crew Resource Management in coordinating food runs, make efforts to get food quickly, and to the extent possible plan ahead based on our duty day.

**If you get called in for a Late to Gate, or Delay of Flight due to getting food, please reach out to the Union to ensure you have a Union Shop Steward present.**

## STAYING AT HOTEL ON DELAYED FLIGHTS - ARTICLE 8.1.E



Article 8.1.E outlines the protocol for staying at the hotel, or at home when your first flight of the day is delayed for more than 2 hours. Despite clear language, the Union continues to receive calls from Members informing us of Scheduling issues, specifically Schedulers telling Flight Attendants to check with the Pilots first to see if they are staying at the hotel.

- The Union discussed issues with Scheduling Leaders concerning this flawed logic. First, we generally are not aware of who our Pilots are since they are not on our trip sheet. Sometimes we might be able to get that information from the hotel sign-in sheet, but that is only if they are staying at our hotel, and they are beginning their day with us as well. We let Scheduling Leaders know we are not obligated to track down our Pilots. They were in agreement.
- If your first flight of the day is delayed for more than 2 hours, and you call to request to stay at the hotel, Scheduling should be able to give you a clear “yes” or “no” answer at that time. If they request you find the Pilots, politely remind them that this is not something we are supposed to do. Scheduling should be able to make a decision if you are to stay where you are or proceed to the airport. If your question is not resolved, please ask to speak with the Supervisor on duty.

**If you experience an issue on this topic, please call the Union office.**

## HOT TOPIC: MULTIPLE CALLS FROM SCHEDULING



The Union has presented examples to Scheduling Leaders where Scheduling made unnecessary calls to Flight Attendants. Examples include: multiple phone calls on overnights interrupting rest and potentially leading to fatigue issues, or calling a Reserve multiple times prior to contact hours for an assignment.

- Scheduling Leaders agreed that Schedulers should use common sense and good judgment when calling a Flight Attendant. For example, leaving a Flight Attendant a message on an overnight about a reschedule instead of continually calling until the phone is answered.
- Understandably if Scheduling has not received an acknowledgment, they should be able to attempt contact again prior to report time.
- Also, Scheduling might give a courtesy call the night before for an early morning Reserve assignment to prevent someone from having to wake up at 0300 Local time. If they do, they should leave a message, and if we do not call back or acknowledge the assignment, Scheduling should wait until our designated contact hours to try again.

**As Flight Attendants we are held to a high standard of customer service (internal and external), but we also expect the same courtesy in return. If you experience multiple unnecessary calls from Scheduling, please let the Union know so we can have it addressed.**

# CHILDHOOD DREAMS COME TRUE

by *Brandon Miller*

Growing up, my family flew Southwest Airlines between **Fort Lauderdale** and Omaha visiting our extended family. As a kid, I remember the Flight Attendants allowing me to pass out peanuts, chat with them during their downtime, and even speak over the PA system. They made me feel so special and I knew then, I was in Luv! Those **childhood memories stuck with me** throughout the years. Early on I knew I wanted to become a Southwest Airlines Flight Attendant when I grew up!



Knowing I loved aviation, my parents surprised me with a high school graduation trip to visit Seattle, Washington and **tour the Boeing Factory and Assembly Plant**. Getting to see different aircraft at various stages of assembly was great! On our flight back home to Nashville, Tennessee, the Flight Attendants working the flight were very friendly and asked me about my trip. They congratulated me on my recent graduation and asked what my plans were for the future. “Well,” I confided in them, “ever since I was a kid, it’s been my dream to do what you do! I just don’t quite know where to start.” **The Crew was helpful and encouraging.** They suggested that I apply for every ground position opening that Southwest had available as

a starting point. They explained that eventually when the time was right and there were openings, I could then try and apply for Inflight. I took their advice and I was off and running as soon as we landed. In 2014 I was hired to work in Columbus, Ohio, as a **Customer Service Agent**. I was just 19 years old. I enjoyed my time as a CSA, and it helped me to learn more about Southwest. I took pride in my Company—the Company I had “loved” since childhood. I saw a lot of my friends transfer to Inflight without me over the years and it was sad. I didn’t qualify because of the Attendance Policy rules. I wondered if it just wasn’t meant to be. But after setting my goals and sticking to them, in January 2018, I was eligible to **apply for Inflight and become a Southwest Airlines Flight Attendant!**

Now, I am truly living my dream. I have the opportunity to **put smiles on the faces of kids** as I bring them snacks and extra treats, let them say a little something on the PA, and hopefully, give them a flight they will always remember and look back full of fond memories. As I reflect on my own childhood flying experiences, I really think that is what the Flight Attendants were doing for me: creating lifelong memories. The **enthusiasm they showed** and the way they made me feel is what I hope to pass on to our young future frequent-flyers. While my path to Inflight wasn’t a fast or an easy one, I am thankful for the journey that got me to where I am today. It took patience, focus, my family’s support, **and my amazing Co-hearts** to make it happen. I cherish my Southwest Airlines family and hope my story inspires you to inspire others.



*“Now, I am truly living my dream.”*





# TIS THE SEASON

## KNOWLEDGE IS POWER

*The end of the year is here and the winter months are upon us.*

*by Steven Hobbs, Education Committee Chairperson*



The holiday season for a Flight Attendant entails more than just the exhilaration of maneuvering around eager holiday travelers, the thrill of the elusive Punta Cana overnight, or the satisfaction of taming cantankerous passengers who have lost their holiday spirit. It also brings exposure to new climates, constantly changing altitudes, and customers from around the world bringing with them all sorts of well-traveled germs. Not to mention

dry, recycled air, croupy coughs, projectile sneezing, and the coveted dining experience of eating while hovering steadily over a galley trash can—all while people with minimally washed hands go to and from the lavatory handing you all manner of questionable debris. I think you get where I'm going—and it's probably to the doctor, SOON. Luckily we have tools to help us stay somewhat healthy at work (gloves, anyone?). Don't forget, we

also need to keep our attendance points at a healthy level as well. The last quarter is an important one as far as record improvement is concerned. Knowing your attendance points and how to record improve are integral parts of our overall job health and well-being. Follow this guide to keep yourself, and your points, in tip-top shape this winter season.

### DOCTOR'S NOTE - ARTICLE 32.4

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 of the last day of the trip you called in sick for due to the initial report of illness (excluding Saturdays, Sundays, and Holidays), WHICHEVER IS SOONER. \*Note: a doctor's note **may** be used to extend a PIN, but not vice versa.

**The doctor's statement must contain the following information, or it will not be accepted:**

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, Nurse Practitioner, or Physician Assistant's signature.

## SINGLE CONTINUOUS OCCURRENCE OF ILLNESS - ARTICLE 32.3.J

When a Flight Attendant is continuously ill or disabled due to a single illness or occurrence, they can link separate sick calls with a doctor's note, even if they have flown in between sick calls. Up to 14 consecutive days may be linked, starting

from the day after the initial sick call trip is over. You should indicate on the doctor's note your desire to link it to your PIN. Again, remember that a doctor's note can extend a PIN, but not vice versa.

## PERSONAL ILLNESS NOTE (PIN) - ARTICLE 32.5

A Personal Illness Note (PIN) may be submitted in lieu of a quarterly doctor's note to excuse an absence due to illness for up to seven (7) consecutive days. A PIN must be submitted via SWALife prior to, or on, the next scheduled pairing, or within seven (7) working days, excluding Saturdays, Sundays and Holidays, after the end of the last day of the initial sick call, **WHICHEVER IS SOONER**. If your PIN overlaps two quarters, the PIN (or doctor's statement) will apply to the quarter in which the sick call begins.

**\*Note: If a doctor's note has already been used in a quarter, you may not use a PIN. The following are PIN Black Out Dates:**

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

The PIN can be found by logging into SWALife.  
My Work > Inflight > Forms > PIN



When filling out the PIN, make sure you select the correct dates for the illness and click the box stating that you were ill before hitting "Submit". You will receive a confirmation email to your wco account shortly after submitting the PIN. If you need to extend the PIN, resubmit with the amended dates, up to a total of seven (7) consecutive days.

Sometimes there are more serious issues that necessitate more than a PIN or doctor's note. These include extended illnesses or injuries that will require you to use Medical Leave. There are procedures in place for your protection when more serious leaves are needed; additionally, there is an Attendance and Leave Specialist at the Union office who can assist you with questions that pertain to extended medical leave issues.

Let's all work together to stay healthy and productive. Remember, not only do we need to keep our bodies healthy, but we also need to make sure our points have a clean bill of health too. Doing so will increase our odds for a holiday season free of stuffy noses, late-night ER visits, and attendance issues. And please, if you've just blown your nose, a virtual handshake will suffice.

## A NEW YEAR, A NEW BEGINNING, A NEW US

by Lori Light, Member of FADAP

### new BEGINNINGS

The end of the year is always a good time for reflection and renewal. In fact, most of us will start 2019 with resolutions for "A New Year, A New Beginning, A New Us." The premise for these commitments to self-improvement is the betterment of our health, our relationships, our careers, and may include an honest evaluation of our use of alcohol. The shifting demands of the Flight Attendant lifestyle can make giving up even destructive "go-to comforts" more difficult. After one particularly great three-day trip, you might feel like you are on top of the world.

WHEN YOUR NEXT TRIP IS FRAUGHT WITH ENDLESS DELAYS OR AN UNTIMELY CALL FROM SCHEDULING THAT HAS YOU STUCK ON AN UNSCHEDULED OVERNIGHT, YOU MAY THEN FEEL SUDDENLY HOPELESS, EXASPERATED AND OVERWHELMED.

Weather delays, missing out on holidays with our families and friends, long days and lonely nights can lead to a mix of feelings that can cause us to create coping mechanisms, such as self-medicating with alcohol, in an effort to mitigate the lack of consistency and control we have over our often unpredictable work life.



## NEW YEAR, FRESH START

The TWU Local 556 Flight Attendant Drug and Alcohol Program (FADAP) provides 100% CONFIDENTIAL assistance for any Flight Attendant concerned about substance abuse or addiction. FADAP is a peer-run group that can help secure specialized treatment plans and support for those seeking help. If your New Year's resolution has you rethinking your use of unhealthy things to cope with day-to-day life, please know you have people who are ready to help. *Just reach out and ask.*

**FADAP would like to introduce you to a few resources that are available to you and your loved ones 24/7:**

### CONFIDENTIAL PEER SUPPORT MEMBERS

This team is comprised of 27 members who are all in active recovery from Alcohol/Drug Addiction. We are here to provide help and support. We can be reached at 214-640-4307 or 855-333-2327. You can also email us at [FADAP@twu556.org](mailto:FADAP@twu556.org)

### THE FLIGHT ATTENDANT WELLNESS APP

This tool includes a host of resources. It addresses occupational issues including relaxation tips, activity suggestions on overnights, screeners for substance abuse, sleep quality tips, and even a blood alcohol calculator. No information entered is saved or ever reported to anyone.

### OUR WEBSITE

[FADAP.org](http://FADAP.org) for Alcohol and Drug Information as well as recovery resources.

### WINGS OF SOBRIETY

Every Wednesday and Sunday there are telephonic meetings for Flight Attendants who are in sobriety. This is a great alternative to traditional face-to-face gatherings that might make some feel uncomfortable. This option allows you to receive the support you need from any phone, anywhere. For more information, visit [www.fadap.org/wingsofsobriety](http://www.fadap.org/wingsofsobriety).

Remember that proper hydration, nutrition, sleep, and exercise are the foundations of good physical and mental health. We encourage you to invite your Crew Members to share in healthy activities on overnights, especially during the hectic and often lonely holiday season. Sometimes just a simple shift in routine can renew your resolve to change your life.

## CRITICAL INCIDENT STRESS MANAGEMENT AND THE HOLIDAYS

The holiday season can be a joyous time filled with cheer, festivities, and family gatherings. However, the holidays can also cause feelings of stress, anxiety, depression, and possible thoughts of suicide.

In order to ensure a happy and healthy holiday season, here are some things to be watchful for as well as a collection of free resources to make sure this winter season is as healthy and safe as possible.

### COMMON SIGNS OF DEPRESSION

- Deep feelings of sadness
- Dark moods
- Appetite changes
- Sleep changes
- Lack of energy
- Inability to concentrate
- Difficulty getting through normal activities
- Lack of interest in things you used to enjoy
- Social withdrawal
- Feelings of worthlessness or hopelessness
- Constant worry and anxiety
- Preoccupation with death or thoughts of self-harm

Depression affects everyone differently. You might only have a few of these symptoms or others not listed here. It's normal to have some of these symptoms from time to time without having clinical depression, but if they start to impact your daily life, they may be the result of something more serious.

Suicide most often occurs when stressors exceed the coping abilities of someone suffering from a mental health condition. Depression is the most common condition associated with suicide and is often left undiagnosed or untreated. Conditions like depression, anxiety, and substance abuse problems, especially when unaddressed, increase the risk of suicide.

Critical Incident Stress Management (CISM) is confidential and available 24 hours a day. We can assist you with personal and work-related traumatic events.

Please reach out if you want to talk, need help, or just don't know where to turn! I have personally been affected by losing a loved one to suicide and I understand the grief and sadness that follows this type of loss.

#### Eileen Rodriguez

*Dallas-based Flight Attendant and CISM Chairperson*

### HOW CISM IS CONTACTED

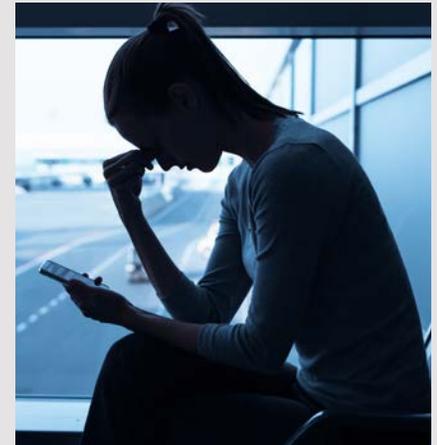
- The CISM team receives notification of work related events through Network Operations Center (NOC)
- Inflight Base Leadership
- TWU Local 556
- Flight Attendant(s) involved in the incident

### CISM HOTLINE

As a Flight Attendant, if you are involved in a work-related incident and CISM doesn't reach out to you, please call our hotline directly.

There are times when we are not notified of incidents and we want to be a resource.

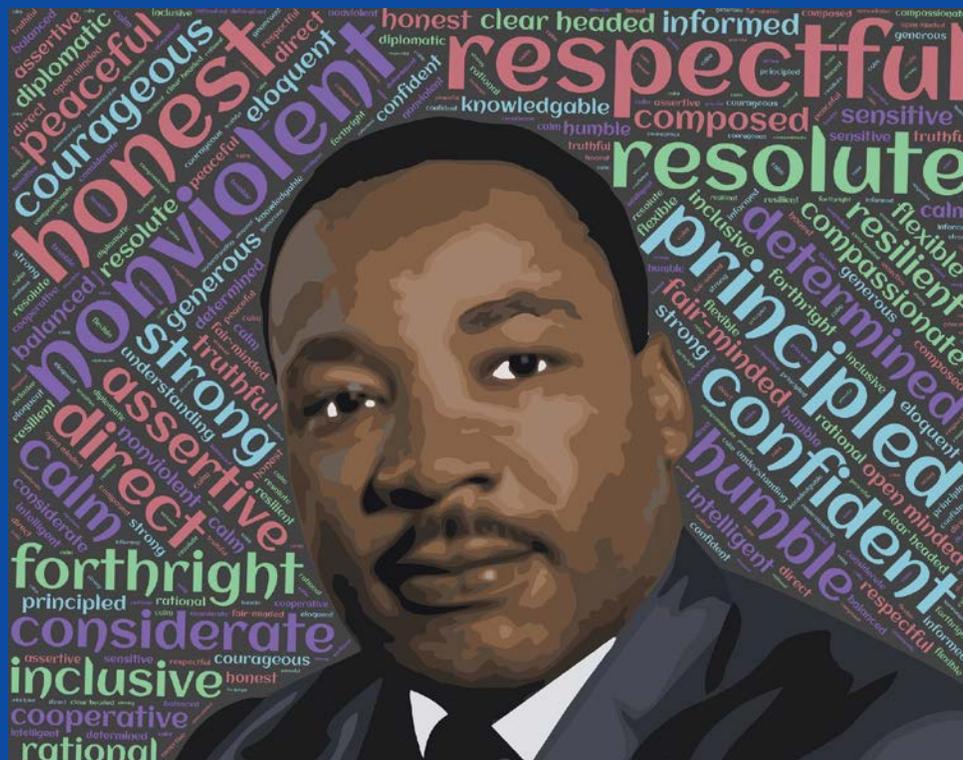
CISM hotline:  
**1-214-640-4380**



**THERE ARE MANY RESOURCES AVAILABLE TO ALL OF US. MOST PEOPLE WHO ACTIVELY MANAGE THEIR MENTAL HEALTH CONDITIONS LEAD FULFILLING LIVES.**

### HELP A LOVED ONE, A FRIEND OR YOURSELF!

- **National Suicide Prevention Lifeline**  
1-800-273-TALK (8255)
- **Veterans Suicide Prevention Hotline**  
1-800-273-TALK (8255) Press 1
- **Text with a licensed counselor**  
Text "TALK" to 741741
- **Crisischat.org**
- **The Trevor Project**  
1-866-488-7386  
Text-TREVOR to 202-304-1200
- **Trans Lifeline**  
877-565-8860
- **The LGBT National Hotline**  
888-843-4564
- **Clear Skies**  
800-742-8911



**HONORING  
Dr. Martin  
Luther King Jr.**

Dr. Martin Luther King Jr., an icon of the civil rights movement and a champion for the rights of workers.

**JANUARY 21, 2019**

## CALENDAR

### FUTURE PLANNED NEGOTIATING MEETINGS WITH MANAGEMENT

- ▶ January 8-10
- ▶ January 22-24
- ▶ January 29-30

### UPCOMING DATES TO NOTE

- ▶ January 1 New Year's Day
- ▶ January 21 Dr. Martin Luther King Jr. Day
- ▶ February Celebrating Black History Month
- ▶ February 14 Valentines Day
- ▶ February 18 Presidents Day

**JANUARY  
HUMAN TRAFFICKING  
AWARENESS MONTH**

“

Our lives begin  
to end the day  
we become silent  
about the things  
that matter

Dr. Martin Luther King Jr.

**NATIONAL  
HUMAN  
TRAFFICKING  
HOTLINE**

**1-888-373-7888**