



TWU Local 556
The Union for Southwest Airlines
Flight Attendants

October/November 2019
Volume 1, Issue 2

556 Galley Gazette

*TWU LOCAL 556
BELIEVES THERE IS*

HOPE



FOR A CURE

Breast Cancer Awareness Month

BECAUSE IT AFFECTS US ALL.

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**Get all of your info
from OUR Team at:**
www.twu556.org/
yourvoiceourpower



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KeyAnder Early

TWU Local 556
Recording Secretary &
Communications
Co-Chairperson

From the Editor's Desk

October is Breast Cancer Awareness Month. Our Local is supporting and bringing awareness throughout the Bases. Breast cancer affects many of our TWU Local 556 Sisters and Brothers. Please take a moment and review the breast cancer screening tips and much more in this issue.

It is hard to believe that this is the beginning of the fourth quarter of 2019! This month we wanted to remind everyone of some opportunities our Contract allows. You will find Contract information that can provide helpful tips to get your attendance points reduced. This will allow you to go into the new year with a fresh start.

Before we close out 2019, we must vote on Bylaw Amendments. During the Third Membership Meeting, all attending Members in good standing will have the opportunity to vote on changes to the current bylaws. I look forward to seeing you at the Meetings.

In Unity,

"Be the change you wish to see in the world."

- Mahatma Gandhi

Breast Cancer Screening Tips

According to the National Breast Cancer Foundation, the easiest way to conduct a self-exam is in the shower.

- Using the pads of your fingers, move them around your breast in a circular pattern (outside to center). Make sure that you check the entire breast and armpit area.
- Check both breasts monthly, feeling for a lump, thickening, or hardened knots.
- If you notice any changes, contact your healthcare provider ASAP.



Breast Cancer Awareness Month

Breast Cancer Awareness Month (October) is an annual international campaign organized by major breast cancer charities. The goal is to increase awareness and raise much needed funds for research into this prevalent disease; cause, prevention, diagnosis, treatment, and cure. Another focus of the Breast Cancer Awareness movement is to provide support and additional information for those affected by breast cancer, especially for survivors and their families.

Approximately 1 in 8 U.S. women will develop invasive breast cancer over the course of her lifetime (www.breastcancer.org). It is estimated that yearly 252,710 women in the U.S. will be diagnosed with breast cancer and more than 40,500 will die. In 2019, an estimated 268,600 new cases of invasive breast cancer will be diagnosed, along with nearly 63,000 new cases of non-invasive breast cancer.

While breast cancer in men is rare, it is estimated that nearly 2,500 men will be diagnosed with breast cancer, and approximately 460 will die each year. While these percentages are smaller, it's still important to remember that breast cancer affects us all. We should each make sure we perform monthly scans to catch any changes in our breast tissue.

It is widely believed that the best early detection tool for women at average risk for breast cancer is a yearly mammogram. While different organizations vary on the age a woman should get screened annually, it is generally believed that beginning at 40, a woman should have the discussion with her physician.

There is no routine screening for male breast cancer because men have much less breast tissue. Breast cancer cases in men make up less than 1% of all breast cancer cases in the U.S. (www.komen.org)

Let's Defeat Breast Cancer Together!



Professional Standards Statistics

22 Volunteer Committee Members

Positive Resolution: 98.2%

Case History:

2016 - 279 Cases

2017 - 289 Cases

2018 - 273 Cases

2019 - 260 Cases (To Date)

Case Breakdown:

CRM - 56 Cases

Company Policy - 27 Cases

Unprofessionalism - 29 Cases

Pilot Issue - 21 Cases

Social Media - 10 Cases

Hotel - 9 Cases

Employee Relations - 7 Cases

Cases By Base:

ATL - 18

AUS - 4

BWI - 49

DAL - 26

DEN - 16

FLL - 1

HOU - 24

LAS - 41

LAX - 12

MCO - 9

MDW - 29

OAK - 16

PHX - 15



Peer-to-Peer Conflict Resolution

Mission Statement: To resolve duty-related conflicts between Flight Crew Members within a peer-based, confidential, and respectful environment.

Above all, we accomplish conflict resolution with **Safety, Crew Resource Management (CRM)** and **Customer Service** in mind.

Work-Related Issues Include:

- Federal Aviation Regulations (FARs)
- Safety
- Company Policy
- Crew Resource Management (CRM)
- Social Media
- Pilot Interaction
- Work Rules and Expectations
- Conflict Resolution
- Crew Accommodation Board (CAB) Issues
- Unprofessional Behavior

Benefits of Professional Standards:

- Peer-to-Peer
- Talk through the issue with a neutral party
- Non-Punitive
- Nothing is placed in your file or reported to the Company
- All conversations are confidential and do not involve Management
- Reduces Irregularity Reports (IRs), Fact-Finding Meetings, and Grievances

Professional Standards is peer-based and supported by TWU Local 556 and Southwest Airlines. Should you experience a duty or work-related conflict and need assistance in resolving the issue, please contact us at **888-322-3735** or professionalstandards@twu556.org.

Professional Standards “Open Call” for New Committee Members

Professional Standards is seeking qualified Flight Attendants to join our growing team of conflict resolution specialists. We are looking for Flight Attendants that are truly interested in working to improve our workplace through direct interaction with Coworkers. We will accept online applications **ONLY** and you can submit your application at www.twu556.org. Click on the “Professional Standards Online Application” link. **The deadline for application submission is October 31, 2019.**

Grievance Stats September 2019

204 Total Grievances:

- 36 Terminations
- 15 Group Grievances
- 55 Non-Termination Disciplinary
- 67 Attendance
- 31 Individual Contract

Total Contract Grievances on File: 46

Total Discipline Grievances on File: 158

Fact Finding Meetings:

- 94 Fact Finding Meetings Held in Domiciles

Chat App:

- 702 Chat App Messages Received (Average of 23 Questions Submitted a Day)

TWU Local 556 Chat App

The TWU Local 556 App was introduced to provide an additional way for the Membership to get answers to your Contract and Work Rule questions. With its extended hours and confidential nature, the Chat App provides you the opportunity to chat with the Grievance Team and get quick answers and clarification for your questions.

To utilize this communication tool, you will need to download the **TWU Local 556 App** on your personal mobile device. When you push "Chat with your Union" during the hours of operation, you will be connected to a Grievance Team Member for assistance.

Family and Medical Leave Act Quick Tips

- FMLA can be used for yourself **and/or** the care of a family member.
- You can take FMLA on a **continuous** or **intermittent** basis.
- To start a FMLA claim, you must **first** call Inflight Attendance & Leave. **214-792-5500**
- A&L will send a claim number, the FMLA paperwork and the due date to your **company email**. The paperwork must be submitted through your **Company email**.
- Once the paperwork is filled out by the Doctor and sent in, check your Company email every couple of days. This is the **ONLY** way the FMLA department will communicate with you about your claim.
- You can use FMLA **before** the claim is approved.
- You can have **more than one** FMLA claim at a time.
- **YOU** are responsible for all sick calls for any trips on your board. You can call in sick as early as two calendar days prior to the scheduled departure of your assignment (Article 32.1.a). The latest you can call in sick and not accrue additional points is two hours before your pairing check-in time for a trip or your good for contact time on Reserve. *Keep in Mind: If Scheduling contacts you on Reserve and then you call in in sick, you will receive an additional 0.5 point.*
- For any questions pertaining to leave, please call or email Inflight Attendance & Leave. **214-792-5500 -or- InflightAandL@wnco.com**
- You may also call the **Union's Leave Specialist, Ann Claire Crawford** for guidance. **214-640-4350**.

"Life's most persistent and urgent question is, what are you doing for others?"
- Martin Luther King, Jr.

TWU Local 556 Members Support Hurricane Dorian Relief Efforts

Hurricane Dorian devastated the Bahamas this past August. The hearts of many TWU Local 556 Members went out to those who were affected by this devastation. Egda Avila, MCO based Flight Attendant, utilized her nonprofit, Giving 4 Hope, and partnered with Exec Aero and 4S Aviation at the Orlando Executive Airport to provide aid. Many of our Members joined in to help by donating needed items, money and time. Our TWU Local 556 Executive Board approved the donation of \$2,000 to assist with these efforts on behalf of the Membership.

Giving 4 Hope was founded in 2009 with the goal to improve the lives of men, women and children through generous volunteerism and the selfless giving of love and hope. Since its inception, Giving 4 Hope has been able to aid in South Africa, Haiti, Puerto Rico and the Bahamas. If you are interested in learning more about Giving 4 Hope, please visit their website:

www.giving4hope.org



Article 32.7 - Record Improvement

The beginning of the Fourth Quarter is the perfect time to talk about Attendance Points, and more specifically how you can improve your point status. ***Keep in Mind: It is the responsibility of each of us to know the status of our point accumulation.***

It's important to understand the difference between Article 32 of our Collective Bargaining Agreement (CBA) and SWAG eligibility. SWAG is not part of our Contract, and has its own specific qualification criteria.

Let's discuss some of the important parts of Article 32.7: Record Improvement.

Perfect Attendance in a Quarter (Article 32.7.A.2)

The most straightforward way to reduce attendance points is by having **Perfect Attendance in a Quarter**.

- You must be active the entire quarter and cannot call in sick (SLP, SLN, SL1, SLT) or receive a No Show (NS). You also cannot have a Failure to Report (FTR), an Unable to Contact (UTC), a Sick Leave at time of Reserve assignment (SLA), or any additional Might Be Lates (MBLs) other than the free quarterly MBL and/or the yearly Bonus MBL.
- Any Leave of Absences, except for Jury Duty or Funeral Leave, will disqualify you from Perfect Attendance.

If you meet all the criteria for a Perfect Quarter, **you will reduce your point total by two (2) points**. These points can be "banked" up to negative six (-6) points.

No Chargeable Occurrences in a Quarter (Article 32.7.A.1)

In addition to a Perfect Quarter, points can also be reduced by having **No Chargeable Occurrences in a Quarter**.

- Time on a Leave of Absence other than Jury Duty, Funeral Leave, and a single OJL occurrence of four (4) working days or less (limited to one time per calendar year), will disqualify you from being eligible for reducing points through No Chargeable Occurrences. This includes both Continuous and Intermittent FMLA. (The Union disagrees with the Company and we are currently grieving this process regarding Intermittent FMLA.)
- You **CAN** utilize your Doctor's note or Personal Illness Note (PIN) and remain eligible for this Record Improvement.
- NS, UTC, SLA, SL1, FTR, and MBLs (aside from the free quarterly MBL and/or the yearly Bonus MBL) will disqualify you from record improving with Article 32.7.A.1.

If you meet all the criteria for No Chargeable Occurrences, **you will reduce your point total by two (2) points, until you reach ZERO (0)**. These points cannot be "banked."

Fourth Quarter Record Improvement Bonus (Article 32.7.A.3)

In order to qualify for the Fourth Quarter Record Improvement, you:

- Must have four (4) or fewer points at the end of the Fourth Quarter.
- Must not have accumulated more than one (1) point since October 1st.

If you meet these criteria, **your points total will be reduced to ZERO (0)**.

December Record Improvement Bonus (Article 32.7.B)

In order to qualify for the December Record Improvement Bonus, you:

- Must have Perfect Attendance in December.
- Must not utilize any Leave of Absence other than Jury Duty or Funeral Leave.
- An MBL with no points charged will not count against you.

A Perfect December will **subtract one (1) point from your attendance total**. If your point total is zero (0) or less, you can bank this point and go into the negative. The December Record Improvement Bonus is the only way to attain negative seven (-7) points.

Please take the time to find out your Attendance Points total. We continue to have Members lose their job because they reach the termination level for points. If you have any questions, reach out to the Union Office or email education@twu556.org.



Amanda Gauger

Education Committee
Chairperson

Do you know how many points you have? Speak with an Inflight Base Supervisor or contact Inflight Attendance & Leave. **214-792-5500 -or- InflightAandL@wnco.com**

Did You Know?? New Hire Education

- When a Flight Attendant is on probation, you may ask for a Union Representative to accompany you into a Mandatory Meeting with Management. (Article 7.2)
- When on an overnight, **YOU DO NOT HAVE TO ANSWER A CALL FROM SCHEDULING**. If you do answer, you are required to accept the revised assignment. (Article 8.3.C)

Keep In Mind: If Scheduling asks you to be responsible for notifying your other Crew Members of a reschedule while on an RON, you are NOT required to do so! It is Scheduling's responsibility to notify each Crew Member of changes to their flying assignment. It is best practice to tell Scheduling that you do not want to assume the liability of notifying your other Crew Members.

2019 Negotiation Dates at the Table

November 5-7

December 3-5

NT Update #16 was emailed on September 25, 2019.

What You Can Do To Support Our Negotiating Committee

- ✓ Wear Your Union Pin
- ✓ Read All Communication and Updates From **OUR** Team
- ✓ Complete Surveys
- ✓ Attend Membership Meetings
- ✓ Stay **ACTIVE** and **ENGAGED**



TWU Local 556 Office

Phone: 800-969-7932

Hours:

Monday - Friday
0800 - 1800 CT

Saturday, Sunday & Holidays
0900 - 1700 CT

Chat App:

Monday-Friday
0800 - 2200 CT

Saturday & Sunday
0900 - 1700 CT

www.twu556.org

Questions?

Suggestions? Ideas?

Contact the 556 Galley Gazette Team at:
Communications@twu556.org

Known Crew Members Rules for Use

Recently, the Transport Security Administration (TSA) published a "Known Crew Member (KCM) Rules for Use" document. The biggest changes come when utilizing KCM while not wearing your uniform and the procedures for additional screening. Below you'll find some highlights from the document, which can be found on the TWU Local 556 website. Additional information, including alerts, can be found on www.knowncrewmember.org.

CREW MEMBER IN UNIFORM	CREW MEMBER NOT IN UNIFORM
1)Government-issued photo ID; and 2)Aircraft operator-issued crewmember photo ID or National Air Transport Association ID.	1)Government-issued photo ID; 2)Aircraft operator-issued crewmember photo ID or National Air Transport Association ID; and a 3) Third form of identification, either: ▪ A valid FAA Airman's Certificate; ▪ A valid FAA Flight Attendant Certificate of Proficiency; or ▪ A second non-expired government-issued photo ID.
Are allowed Liquids, Aerosols and Gels (LAGs) and other exemptions applicable to uniformed flight crewmembers at passenger-screening checkpoints (TSA Pre✓® lanes and standard lanes).	Are NOT allowed Liquids, Aerosols and Gels (LAGs) exemptions and other exemptions applicable to uniformed flight crewmembers at passenger screening checkpoints.
Are allowed front-of-the-line access at standard passenger-screening lanes.	Are NOT allowed front-of-the-line access at standard passenger-screening lanes.
Are NOT allowed front-of-the-line access at TSA Pre✓™ lanes	Are NOT allowed access to TSA Pre✓® lanes unless designated for TSA Pre✓® on boarding pass
	Non-uniformed crewmembers are screened to passenger-screening standards.

2019 Third Membership Meeting Schedule

The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

8787 N. Stemmons Fwy, Suite 600
Dallas, TX 75247
Phone: 800.969.7932
Fax: 214.357.9870
www.twu556.org

2019 Third Membership Meeting

(Please Note: All times are posted in local)

<p>Atlanta *NEW LOCATION* Monday, October 21, 2019 1000 SpringHill Suites Atlanta Airport Gateway 2091 Convention Center Concourse College Park, GA 30337/770.907.8880</p>	<p>Phoenix Wednesday, October 30, 2019 1000 Hilton Garden Inn PHX Airport North 3838 E. Van Buren Street Phoenix, AZ 85008 / 602.306.2323</p>
<p>Baltimore Tuesday October 22, 2019 1000 Doubletree BWI Airport 890 Elkridge Landing Road Linthicum, MD 21090 / 410.859.8400</p>	<p>Las Vegas Monday, November 18, 2019 1000 Hyatt Place Las Vegas 4520 Paradise Road Las Vegas, NV 89169 / 702.369.3366</p>
<p>Orlando *NEW LOCATION* Wednesday, October 23, 2019 1000 Hilton Garden Inn MCO Airport 7300 Augusta National Drive Orlando, FL 32822 / 407.240.3725</p>	<p>Denver Tuesday, November 19, 2019 1000 Embassy Suites DEN Airport 7001 Yampa Street Denver, CO 80249 / 303.574.3000</p>
<p>Chicago *NEW LOCATION* Friday, October 25, 2019 1000 Courtyard Chicago Midway Airport 6610 S. Cicero Ave Bedford Park, IL 60638/708.563.0200</p>	<p>Houston Wednesday, November 20, 2019 1000 DoubleTree HOU Hobby Airport 8181 Airport Boulevard Houston, TX 77061 / 713.645.3000</p>
<p>Los Angeles Monday, October 28, 2019 1000 Hyatt Regency LAX Airport 6225 W. Century Boulevard Los Angeles, CA 90045 / 424.702.1234</p>	<p>Dallas Thursday, November 21, 2019 1000 TWU Local 556 8787 N. Stemmons Fwy, Suite 600 Dallas, TX 75247 / 214.640.4300</p>
<p>Oakland Tuesday, October 29, 2019 1000 Alameda Labor Council 7750 Pardee Lane Suite 110 Oakland, CA 94621 / 510.632.4242</p>	<p>MEETING AGENDA General Union Business Voting on Proposed Bylaw Amendments</p>

Members in Attendance Must Be in Good Standing - ID's will be checked.

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