

# UNITY

THE MAGAZINE OF TWU LOCAL 556



# #legacyofLUV

with gratitude from TWU Local 556



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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 TWU 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:

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](https://twitter.com/twu556)).



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**Unity** is the official publication of Transport Workers Union Local 556, representing the Flight Attendants of Southwest Airlines.

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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.

# Message from THE PRESIDENT

In the last edition of Unity, I wrote, "I begin 2020 with a huge amount of gratitude to you, the Members of TWU Local 556. This Workgroup exudes pride, tenacity, and fight! From our Grievance Team and Shop Stewards who stand up for Flight Attendants every day, to the many well thought out suggestions our NT receives, you have been supportive and continued to step up and ensure the success of Southwest Airlines." These words ring even truer today with the onslaught of COVID-19; I have witnessed unbelievable resilience and dedication through unanticipated changes and unprecedented challenges.

No one could have foreseen the events of 2020, changing everything in such a short period. We went from a Company that generated billion-dollar profits to billion-dollar losses. We went from working full flights to empty ones. We have faced more policy changes in the last months than we have in a year. Our fight became one we have never experienced at Southwest, the battle became to save jobs and save our Contract that we worked decades to obtain.

As President, during my term we have faced numerous hurdles: the aftermath of Flight 1380, the grounding of the MAX 8, continued safety concerns, and the COVID-19 pandemic. I have never been prouder to be leading Local 556. Times of crisis have a way of identifying true leadership. TWU Local 556 took the lead managing issues stemming from the pandemic. I formed the COVID-19 Task Force, and we communicated to the Membership often with over thirty-seven COVID-19 updates. The Team has assisted hundreds of Flight Attendants experiencing COVID-19 concerns. We fought for proper protective equipment, social distancing provisions and cleaner aircraft. We have advocated against contractual concessions and furloughs. We lobbied to pass the CARES Bill, ensuring that Southwest Airlines received payroll support. The act bought unions and airlines time to evaluate the situation and mandated no airline would furlough before October 1, 2020. We have been successful in making the following agreements with Management as needed to aid Members and protect our Contract:

- Time Away Program
- Bidding timeline extension
- PIN Extension
- COVID-19 Letter of Agreement for exposures while working
- Childcare options
- Pay on top of canceled pairings to assist with April staffing
- Unlock agreement for LODOs
- RIG values retained for modified pairings
- Line pay protections
- Reschedule pay guarantees
- Hotels for commuters with later release times due to the April flight reductions
- Options for reschedules that fell outside of the original trip footprint
- COVID-19 pay protections
- Satellite Base Test Program extension with improvements
- Advance Notice Daily Release Time with pay

While we have succeeded in these areas, I am discouraged by Southwest's current labor relations approach.

A strong working relationship between TWU Local 556 and Southwest Airlines is our goal. To accomplish this, working together to benefit our Members and Southwest Airlines requires active collaboration, transparency, and communication. TWU Local 556 Members are the frontline of the Southwest brand, and our dedication to quality service and safety generates return Customers. The Flight Attendant role is the cornerstone of Southwest Airlines' success. I hope the Company re-evaluates its current strategy and relationships with its Unions. As we have grown larger, Southwest has abandoned our airline's founding principles that previously allowed us to lead the industry in labor-management relations.

Our Legacy of LUV campaign celebrated the careers of those retiring. Walking down memory lane together has been a nostalgic reminder of the good times we shared. Witnessing over 700 Flight Attendants retire all at once is something we have never seen at Southwest Airlines. The impact of their exit is resounding. Although it is sad to see them go, I am grateful that 724 of our most junior Flight Attendants were not furloughed. Seeing that happen would bring genuine sorrow. Standing firm against concessions and encouraging the Company to reduce the headcount through voluntary measures has been a priority second only to our safety. We will continue to fight against loss of jobs, pay, and benefits as we navigate through the effects of this pandemic.

Additionally, Local 556 fights for equal treatment and equality in our workplace. We are committed to listening and learning. Together we stand strong against acts of racism and hate.

So, in this edition, I have the same gratitude I had at the beginning of the year; however, it is with a different lens that I view our local's strength. We are strong enough to get through this extreme crisis. We are resilient. We are focused on the issues and concerns of the utmost importance to our jobs and livelihood. We are prepared for anything. There has never been a more critical time to be part of a strong Union, and YOU are part of a strong Union!

In Unity and Luv, Lyn

**Lyn Montgomery**

President, TWU Local 556

lmontgomery@twu556.org | 214-640-4301



# LETTER FROM THE EDITOR

It is hard to believe that we are entering the fourth quarter of 2020 already. With COVID-19 and everything else that is going on today, the year has passed us by. I know this year was full of ups and downs, however we are pulling together and pushing through as we always do here at TWU Local 556.

This edition is dedicated to the Flight Attendants that took the Voluntary Separation Package (VSP) from Southwest Airlines. They have made a life-altering decision and have moved on to the next phase of their lives. We will miss them dearly and they will always have a special place in our hearts as Brothers and Sisters of TWU Local 556. For the rest of us, we don't know what tomorrow holds, however whatever it has in store for us, we will do it together hand in hand.

In Unity,



## KeyAnder Early

Recording Secretary  
kearly@twu556.org



# BOARD OF ELECTION

First, I'd like to discuss recent changes to the Board of Election, then highlight the upcoming Executive Board election, and finally discuss an important topic - Voter Fatigue.

## Recent Changes to BOE

Recently the TWU Local 556 Board of Election had a shift in Membership and Leadership. Our Chairperson, Lori Lochelt, a strong Union Advocate, retired from Southwest Airlines. I am grateful to have worked with Lori on various projects over the years, and while I'm sad to lose her insight and passion, I wish her much LUV in retirement.

When Lori vacated her position and per our bylaws, it was offered to me, the candidate who received the next highest number of votes. I accepted the position and we then welcomed a new Member from our alternate list - Tiffanie Morris.

Currently, your TWU Local 556 Board of Election consists of three members:

- Tiffanie Morris, Dallas-based Flight Attendant
- Mel Powe Tuzun, Atlanta-based Flight Attendant
- Erich Schwenk, Chicago-based Flight Attendant

## Executive Board Election

I know it doesn't seem like 2020 will ever end, but it will, and soon. Before we know it, TWU Local 556 Members will be asked to nominate their fellow Members to serve on the Executive Board. This will be done at the first Membership Meeting of 2021. Shortly after, you'll receive a ballot to cast your vote. Look for more information as we head toward the election.

## Voter Fatigue

Finally, I'd like to mention Voter Fatigue. It's real and we may face it over the next year. Outside national and local elections, our Membership will be asked to participate in an Executive Board election in the spring of 2021, a TWU International Convention Delegate election, and possibly a Contract ratification vote. The election timeframes for these can be lengthy and quite possibly overwhelming if overlapping. But I have one simple ask - VOTE! An active Membership sends a strong, unified message to Management and it's important that you become educated, participate, and cast your ballot.

Please contact us at (800) 969-7932 ext. 4324 or email all three of us at [boe@twu556.org](mailto:boe@twu556.org). We look forward to serving the Membership of TWU Local 556.

## Erich Schwenk

Board of Election Chairperson  
eschwenk@twu556.org



# PROFESSIONAL STANDARDS

## What is Professional Standards?

Have you worked with a Co-worker who may not be following proper procedures and/or safety regulations? Ever had a confrontation with a Flight Attendant or Pilot regarding Crew Resource Management (CRM)? Are you a Flight Attendant concerned about the well-being or success of your Co-workers and don't want to write them up? Well, you are in luck! I am a team member with the Professional Standards Committee, and I want to assist you in resolving duty-related conflicts and prevent an unnecessary write-up or IR.

What is Professional Standards (PS), you may ask? We are 30 Flight Attendants that work to assist our peers in resolving duty-related conflicts, and I am in my third term as a team member. As volunteers, we receive training to resolve duty-related conflicts and educate our fellow Flight Attendants in a safe and non-biased environment. Sometimes conflict resolution can be obtained with an unbiased perspective from a Professional Standards team member or through a reminder of policies and procedures. The calls must be a duty-related incident between a Flight Attendant and Flight Attendant, or Flight Attendant and Pilot, who also have a Professional Standards Committee. Unfortunately, we are unable to handle cases involving Operation Agents or Customer Service Agents, as they do not have a Professional Standards Committee. We are peer-to-peer so you will always speak with a Flight Attendant from our team. In addition, Professional Standards can also assist with social media violations based on the Company Social Media Policy. We exist to help prevent Management involvement and disciplinary actions. Professional Standards is a resource supported by TWU Local 556 and the Company.

As team members, we work to help find positive resolutions and to give different perspectives on the incident. While we have a high success rate in resolving issues, and we work hard to bring all parties together, we do realize that some cases may not be resolved. We strive to get all parties to where there is no hostility, and civility and professionalism are restored, and hopefully, no IR will be written. If we need advice or assistance while working a case, we use other team members to assist, and our Union Liaison, Jimmy West, but Management is never aware a call has been made to PS.

One of the very first questions a team member will ask of all parties involved is, "Has an IR been filed?" If yes, we can no longer assist as the issue is now in the hands of Management. While we will never suggest writing an IR, we can't prevent them, but we can provide methods and information to all parties to resolve a duty-related conflict.

Here is a simple break down of how Professional Standards operates after receiving your call:

- The case is assigned to one of our 30 team members.
- We try to make contact within 24 hours – Note we are working Flight Attendants and may be on a trip.
- All parties involved must agree to confidentiality.
- We will discuss schedules and call times that work for you and all parties involved.
- We will set expectations on timeframes to allow for follow-ups and what to expect if the other parties involved do not return our calls.
- We will help breakdown and problem solve all issues.
- We will also ask what you are hoping to achieve and/or your end goal.
- We strive to keep all parties posted while the case is open.
- We will communicate disposition or resolution of the case.

I have heard people say, "I've called Professional Standards, and the person didn't get in trouble, and they didn't face repercussions!" Yes, that is correct, but that is not the role of PS. Consider it a gentle reminder or a wakeup call. If someone is creating a safety issue, involved in poor CRM, violating a Company Policy or F.A.R., or can face disciplinary action from Management for a particular violation, wouldn't you want PS to resolve the issue? The next person may skip calling PS and file an IR. Our team would rather you utilize us before hitting "Submit" on an IR. Even if the person is resistant to the information or feedback from the team member, at least you can feel better for possibly giving them the chance to think about the issue and even to self-correct, and it may be just the call they need. Sometimes the person may not even know they may violate a particular policy or procedure and appreciate the information. It never hurts to try.

If you have questions or wonder if the case is something we might handle, call us anyway, and we are happy to discuss any opportunity to resolve the conflict. If it is not a call we can handle, we can give advice or get you to a support group as we work side by side with CISM and FADAP, and Amy Swetnam, E.A.P. It is a simple call, and nobody gets in trouble, and Management never even will hear about it. We are here to help!

If you are involved in a duty-related conflict and seek some advice or assistance, please contact the Professional Standards Committee at (888) 322-3735. Don't write it up! Talk it out!



**Sterling Aragon**

Professional Standards Team Member  
[professionalstandards@twu556.org](mailto:professionalstandards@twu556.org)

# Introducing the TWU LOCAL 556 HEALTH & SAFETY TEAM

The TWU Local 556 Health, Safety & Security Committee or “Safety Team” as we prefer to call it, operated in its current form and structure in 1998 when then 2nd Vice President, Mary Longobardi, asked Phoenix Flight Attendant Michael Massoni if he would be interested in chairing Health and Safety for our Local. Michael then presented to the Executive Board titled: “Can we create a Culture of Safety” (see below) outlining his vision of a dynamic health, safety, and security organization within the Local that would be both highly effective and efficient in dealing with the growing complexities of Southwest Airlines’ operations. The Board embraced Michael’s vision and appointed him Health and Safety Chairperson. Several years later, Michael was appointed (and subsequently elected for three consecutive terms) 1st Vice President of Local 556, where he continued Leading our Local’s Safety Team.



By 2006 it became apparent that due to the continued growth of Southwest, our Membership, and our occupational health concerns, Michael needed a partner in his quest to provide the best operational and occupational safety possible for our Members. So, in 2007 Dallas Flight Attendant Michele Moore joined the Safety Team working under the direction

of Michael in chairing the occupational safety [health] side of the business. In 2018 after the tragic event of Flight #1380 and an ever-growing SWA Flight Attendant population, President Lyn Montgomery thought it would serve the Membership to expand the Safety Committee and add a Co-Chairperson to the Safety Team. In May of 2018, the Executive Board voted to add an additional person to these Committees. Today, the make-up of the TWU Local 556 Safety Team is Michael Massoni, Operational Safety Chairperson, Jannah Dalak, Operational Safety Co-Chairperson, and Michele Moore, Occupational Safety/Health Chairperson. Since 1998 the responsibilities of these Committees and the needs of the Membership have grown exponentially.

Currently, the duties of the Health and Safety Committees are very broad and encompass all Health and Safety issues that our Members face. We answer every Member’s safety and health concern submitted via a phone call or through an email. The Committees meet on a minimum of once a month with Management to discuss the current trends and issues in our environment and viewing the occupational injury data. Various changes have occurred throughout our work environment, i.e., gloves on the aircraft for use while collecting trash or tidying the aircraft, the removal of blankets from the aircraft, changes to the required security searches, just to name a few.

Both Committees receive an Emergency Notification System (ENS) alert. These ENS messages are created anytime a component of the operation is irregular. This allows the Committees to observe the operation on a broad basis by receiving and responding to ENS Reports. These Emergency Notification Reports detail all irregular activities that occur onboard the aircraft and throughout the operation. Additionally, we receive and monitor all

Safety Reporting System (SRS) notifications. An SRS notification is an anonymous report submitted to Management.

The Health and Safety Committees provide monthly reports to the Executive Board, assists the Negotiating Team with Article 25 of the Contract during Section 6 negotiations, and lobbies for safety and health concerns on board the aircraft. Your TWU Local 556 Health and Safety Reports are available monthly for Member review on the TWU Local 556 Website.

The Committees lobbied for and helped to implement the Aviation Safety Action Program (ASAP) for Flight Attendants. The ASAP program is a voluntary program created to improve the safety of the Southwest Airlines operations. ASAP consists of a Union representative, a Company representative, and an FAA representative. The ASAP reports are presented to the Event Review Committee (ERC), and the information derived from the reports is used to solve safety-related issues. The ERC team meets weekly to review these reports. ASAP is a tool that provides valuable data to both Southwest Airlines, the FAA, and TWU. ASAP reports can also save jobs if an Employee inadvertently violates a safety regulation or policies as the program can provide regulatory and disciplinary protections to those who have submitted reports that meet acceptance criteria.

While we have grown over the years, our commitment to lead with distinction continues and has earned our Local prominence as Health, Safety, and Security authorities within our Union, Company, and Industry.

TWU Health and Safety would like to thank every Flight Attendant for participating in these reporting processes and for making Health and Safety a priority at Southwest Airlines.

**Michael Massoni**  
Operational Safety  
Committee Chairperson  
safety@twu556.org



**Jannah Dalak**  
Operational Safety  
Committee Co-Chairperson  
safety@twu556.org



**Michele Moore**  
Health Committee  
Chairperson  
health@twu556.org



# The Critical Incident Stress Management (CISM) Team

## A RESOURCE YOU CAN COUNT ON

Anxiety and Stress... how it affects us, and how to combat it.

We have all been going through turbulent and unprecedented times as Flight Attendants. This year has brought on so much change, not only in our personal lives but in our professional careers. Anxiety, depression, and the feeling of hopelessness is all too common for many of us. If you suffer from anxiety, you are not alone. According to the American Psychiatric Association, over 60% of Americans have reported feeling anxious about their health, job, finances, politics and personal relationships.

The physical impact of anxiety can disrupt your life and feel paralyzing. We all know that anxiety can directly affect our mental well-being but it also affects our physical health. In reacting to physical or mental fear, the brain signals the central nervous system to activate a stress response known as "Fight or Flight". If this happens continuously over time the body wears down and your physical health could be compromised.

When stress, fear, or anxiety activates the "Fight or Flight" response the body reacts by either staying or fleeing. The body releases increased levels of cortisol and adrenaline. In small doses it's great, but large doses can create havoc on your mind and body. Some common signs and symptoms of anxiety are:

- Dizziness
- Hyperventilation
- Increased heart rate
- Muscle and body aches
- Tension headaches, including migraines
- Repressed immune system
- Difficulty sleeping
- Weight gain
- High blood pressure
- Gastrointestinal issues.

Here are great tips to combat stress and anxiety. Most are common sense but next time you are feeling stressed or anxious try them!

- The fastest way to calm down is to slow your breathing down. Deep breathing and focusing on the breaths you take in and exhale are excellent in combating stress and anxiety. Close your eyes while taking slow deep breaths in and exhaling slowly, this can help induce calm and tranquility.
- Practice mindfulness, this can help ground you with what's going on around you. Anxiety and stress can make people feel detached from reality.
- Find a focus object in the room and look directly at that while doing your deep breathing techniques. Focusing on one object can help reduce stimuli.
- Exercise! The endorphins keep the blood flowing, which can improve your mood. Light exercise like walking is great for the psyche. The exception to this would be if you were hyperventilating or struggling to breathe, you need to catch your breath first.
- Lavender essences is a wonderful way to relieve stress, and anxiety and bring about a feeling of calmness.
- Limit your stimuli. Sights and sounds can intensify a panic attack in some people. Stress is inevitable if you are spending too much time on social media, watching too much news, and becoming too absorbed into the world of politics, debates, and world crisis.
- Identify the triggers. Many factors can cause anxiety and they vary from person to person. Identify the things that cause anxiety or stress and limit the triggers.

- Adapting to a healthier lifestyle is so important! Avoid the overuse of alcohol, smoking, prescription medications and sleep aids, and too much caffeine. Following a healthy diet, getting enough sleep and staying hydrated are simple, yet very effective tips to fight stress and anxiety.
- Meditation is a wonderful stress and anxiety reducer.
- Seeking medical and/ or counseling is also very important. Sometimes medication is needed to assist with the anxiety and stress. Knowing what works for you and knowing when to seek professional help is the key to combating stress and anxiety!

If you are involved in a traumatic event at work, on your overnight, or experiencing trauma in your personal life, the specially trained Flight Attendants of your TWU Local 556 CISM Team are ready to assist you. Many of us have experienced serious life events, and approach every situation with care and compassion. We know life can be stressful and feel overwhelming and a CISM Team Member is available 24/7 to listen to your concerns and provide resources to help get you back on track. For assistance, please call our hotline at 214-640-4380.

**Eileen Rodriguez**  
 CISM Chairperson  
 erodriguez@twu556.org



# UNIFORM COMMITTEE



## Male

Happy Fall! Pumpkin spice and sweater season is here again. Be prepared for the upcoming cold weather by ordering the new “Puffy Style” Jacket. The puffy inner coat is packable, while the outer shell (purchased separately) is water-resistant. The two pieces may be worn together or separately. Shipping has begun. Don’t get left out in the cold...order now! <https://shop.mycintas.com>



## Female

Gate Checks are in full swing! Please ensure your uniform fully complies with the Company’s Appearance Standards to avoid possible discipline. You can find the ATW Appearance Standards on [SWAlife.com](http://SWAlife.com) > [MyWork.com](http://MyWork.com) > [Uniforms](http://Uniforms). This link provides information including acceptable shoes, approved Uniform garment combinations, hemline lengths, pins, masks, ties, and dates/items for holiday attire.

The Uniform Committee remains committed to assisting our Members in any way we can. If you are experiencing a physical reaction to the Uniform, please do not suffer in silence; contact us for direction and guidance. Even though the Company has conducted fabric testing, we encourage you to report any issues you have. We will continue fighting for you.

Did you know if you need a maternity uniform under Article 13, Section 11 you may have 3 complete loaner uniforms? If you are having trouble acquiring these pieces from your base, contact us immediately.

We understand the desire for an immediate release of the updated gray dress in all sizes. We have firmly expressed those desires to Management several times, but unfortunately, the Company remains firm on this and many other issues. However, the good news is the dress is now available in more sizes. Continue checking the Cintas uniform ordering portal to see if the updated dress is available in your size.

Remember, Management makes ALL decisions regarding what pieces are available through Cintas.

Although the Uniform Committee is not on the “design team”, we act in an advisory role, routinely sharing feedback received from the Membership with Management. However, we are calling on each of you to remain active and engaged. If you have a concern or request, we recommend using LINK on your IEFB. Click on [Comply365](#) > [My Forms](#) > [Inflight](#) > [LINK](#) > [Chose Uniforms](#) from the drop-down topics. We must have the data to support and illicit real change where needed. It takes just a few minutes to let your voice be heard. This also serves as a way to document “Hot Topics” directly with Southwest Airlines.

And finally, a special goodbye to all of our Member’s taking the VSP. Enjoy the next Cintas free chapter of your life! Thank you for your years of service to our Local and Southwest Airlines.

If you have any questions or concerns please contact the Uniform Committee via email at [Uniforms@twu556.org](mailto:Uniforms@twu556.org) or call/text 214-640-4349.

Fly safely and enjoy the colors of the upcoming season!



**Lisa Happer**

Uniform Committee Chairperson

[uniforms@twu556.org](mailto:uniforms@twu556.org)



# COVID-19 TASK FORCE



TWU Local 556 COVID-19 Task Force was created on March 12, 2020, at the request of President Lyn Montgomery, during the Union’s Executive Board Meeting, to assist our Members during the pandemic. The COVID-19 Task Force (CTF) worked immediately holding conference calls and assembling a team and assigning each person’s duties, so we would be the most effective for our Members.

We put out our first communication on 03-15-2020 (COVID-19) Update 7, The communication introduced the CTF and the roles everyone would assume during this crisis. Included in the email was contact information to reach the team, a COVID-19 hyperlink within the TWU556.org Website for direct access to this resource. We also entered into a Letter of Agreement (LOA) with Southwest Airlines concerning how Flight Attendant pulls are handled during a quarantine period. The LOA was approved and signed by your Executive Board on March 24, 2020. With a task force in place we became more aggressive in our requests for personal protective equipment (PPE), we applied more pressure on the Company for the need of PPE, the importance of allowing proper social distancing, a data collection procedure, a survey, and much more.

To date we have sent out 37 communications, via email, website and social media platforms, informing you of the Company’s ever-changing policies and procedures. Additionally, we have answered over 10,000 emails and phone calls and assisted many of you through these scary, difficult times.

Below are examples of concerns we deal with regularly:

**QUARANTINE:** how, when, and why.

**TESTING:** returning to work after testing and notifying the Company.

**PAY:** how you are paid for each pull due to exposure or testing positive, ensuring the pay for your pull is correct.

**HOW AND WHEN YOU MAY RETURN TO WORK AFTER A POSITIVE TEST:** this process has been ever-changing since the beginning of the pandemic.

**WORKERS COMPENSATION:** can you file, will it be accepted, and what is the point of it all? Filing a worker’s compensation claim will help document COVID-19 cases throughout the Nation. If there are future health concerns associated with the virus, this documentation will be helpful in obtaining proper compensation and benefits. It may potentially aid in obtaining hazard pay.

**CHILDCARE:** during the beginning of the pandemic we assisted Members with getting time off to take care of children and family members. We are continually working with Management to find solutions going forward with these concerns.

We continue to meet with Management on these ever-changing procedures and do our best to keep the Membership up to date of the changes as they come.

If you need answers to COVID-19 related issues, please contact [CTF@twu556.org](mailto:CTF@twu556.org).

**Chantil Huskey**

COVID-19 Task Force Committee Chairperson  
[chuskey@twu556.org](mailto:chuskey@twu556.org)



# GRIEVANCE REPORT

## TOTAL NUMBER OF GRIEVANCES:

- 235 total grievances:
- 34 terminations
- 32 group grievances
- 42 non-term disciplinary
- 64 Attendance
- 63 individual Contract

Total Contract Grievances on file: 95

Total Discipline Grievances on file: 140

## Settled and Withdrawn Report:

Twenty-five grievances were settled; of those, three were settled at the Step 2 level, five while preparing for Executive Board review, six at the SWA Preliminary decision stage, and eleven at a grievance meeting. Thirteen grievances were withdrawn without prejudice. One grievance expired.

Of the sixty-four Attendance grievances, thirty-five are No-Shows, four Unable to Contact, thirteen Failure to Report, six Sick Leave 1, one SLA, and five No-Show Training.

The forty-two non-term disciplinary grievances consist of: twenty-four written warnings, four final written warnings, ten thirty-day suspensions, one fifteen-day suspension, and three three-day suspensions.

## Fact-Finding Meetings:

Thirty-six Fact-Finding meetings were held in the bases, in August 2020.

## Chat Apps

989 chat app messages received the month of August.

## Board of Adjustments:

Two scheduled each day on October 27, 2020 and October 29, 2020.

## Arbitration Schedule:

FA-September 18, 2020 arbitration.

Group Grievance-September 29-30, 2020 arbitration.

FA-October 23, 2020 arbitration.

FA-November 5, 2020 arbitration.

FA-December 9, 2020-arbitration.

FA-Date to be determined-arbitration.

FA-December 22, 2020 arbitration.

## Hot Topics:

**Social Media Violations:** SWA is casting a wide net when it comes to enforcement of its Social Media Policy and what it considers a Social Media Violation. If you are identifiable as a Southwest Airlines Employee on your social media page(s) and/or you have Southwest Airlines Co-workers listed as "friends" on your Facebook page, the Company considers this a sufficient nexus to the workplace and believes a Social Media Violation can be substantiated or is warranted, if the policy has been violated. The Union is seeing a lot of Fact-Finding meetings for alleged violations. TWU Local 556 disagrees with the Company's interpretation regarding this policy.

Please review the Southwest Social Media Policy on SWALife, before posting on a social media site. Here is an excerpt: Although social media communications may not specifically reference or mention Southwest Airlines, such communications may violate this policy if they, depending on their content, in any way relate

to Southwest Airlines and reflect negatively upon Southwest and/or impact the workplace.

**Unlimited Trading:** Under Article 12 of the CBA, Flight Attendants may trade trips an unlimited number of times. We may pick-up and give away our trips as often as we choose. We can DRT and if ill, call in sick. The Company is questioning these opportunities and calling some Flight Attendants in for Fact-Finding meetings due to exercising these contractual rights. The Union disagrees with the Company on this issue. If you are contacted for a meeting please call the Union office at 1-800-969-7932.

**Quarterly Doctor's Notes:** Virtual Doctor's appointments are becoming more prevalent during the COVID-19 pandemic. The Company offers Teledoc to us as a healthcare service; unfortunately, they do not allow Teledoc notes as a Quarterly Doctor's Note. Attendance & Leave will accept it when returning from a COVID-19 pull, but not for a Quarterly Doctor's Note. TWU Local 556 disagrees with this policy and hopes it will change.

**Gayle Ross Middleton**

Grievance Committee Chairperson

gmiddleton@twu556.org





## HOW TO VOTE

# Committee on Political Education (COPE) VOTE

Every day, decisions made by elected officials at city hall, in the state legislature, and in the halls of the U.S. Capitol affect how we live our lives. Voting is one of the most important privileges we have as American citizens. On Election Day, many of us as Flight Attendants have trouble participating in the voting process because of our work/commuter schedule. Therefore, regardless of your party affiliation, TWU Local 556 is making it our priority in the coming months to ensure that all eligible Flight Attendants are registered to vote and provide you with information that will help you prepare for the upcoming elections.

Because the U.S. will be holding a general election during the coronavirus pandemic, we face additional voting challenges. Many states are changing the voting rules to make it easier for eligible voters to cast their votes by mail. Officially Election Day is only the one-day November 3rd; many of you will be working away from home and your polling place on that day. To ensure your voice is heard, please plan to vote early or by absentee ballot. This article highlights your options as a Flight Attendants to participate in the voting process while still working and remaining safe.

### Early Voting

Early voting permits citizens to cast ballots in person at a polling place before an election. In states that permit no-excuse early voting, a voter need not provide an excuse for being unable to vote on Election Day. States that allow in-person absentee voting without an excuse are counted below among no-excuse early voting states. Early voting opportunities make the voting process more convenient and increasing turnout.

As of August 2020, 40 states (plus the District of Columbia) permit no-excuse early voting in some form:

- Alaska
- Arizona
- Arkansas
- California
- District of Columbia
- Delaware
- Florida
- Georgia
- Hawaii
- Idaho
- Illinois
- Indiana
- Iowa
- Kansas
- Louisiana
- Maine
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Montana
- Nebraska
- Nevada
- New Jersey
- New Mexico
- New York
- North Carolina
- North Dakota
- Ohio
- Pennsylvania
- Oklahoma
- South Dakota
- Tennessee
- Texas
- Utah
- Virginia
- Vermont
- Virginia
- West Virginia
- Wisconsin
- Wyoming

### In-Person Voting

Most U.S. voters on Election Day cast their ballots in person in a polling booth at a polling place/station based on where they are registered to vote. A ballot is a physical form (or electronic voting machine equivalent) that a voter fills out; it lists the candidates, issues, and so on that a person votes on. Click here for the **Polling Place Locator** for each state, or go to <https://www.vote.org/polling-place-locator/>. Many people are rightfully concerned that traditional, in-person voting could potentially increase the spread of COVID-19. The CDC advises the more an individual interacts with others. The longer that interaction, the higher the risk of COVID-19 spread. Elections with only in-person voting on a single day are higher risk for COVID-19 spread because there will be larger crowds and longer wait times.

### Mail-In Voting

Five states—Washington, Oregon, Colorado, Utah, and Hawaii—already conduct their elections through a mail-in process called all-mail voting. Registered voters in these states automatically receive a mail ballot (no request or application is necessary), which is sent to their address before Election Day. Ballots should be mailed back by the voter or deposited at a voting location or secure dropbox by a certain time on Election Day.

### Absentee Voting

Absentee voting refers to a voter who cannot physically be present at a polling place on Election Day. To get an absentee ballot, a registered voter must request one through their state by filling out an application that can be accepted or rejected. Most absentee ballots are rejected because the required signatures are missing or do not match the one on record, or because the ballot arrives too late. According to NPR, in the primary elections held so far this year, thousands of absentee ballots have been rejected because they arrived past the deadline. When someone is approved to vote absentee, election officials mail the voter an absentee ballot, which they complete and sign, and return by mail. Some states offer a permanent absentee ballot list. Once a voter asks to be added to the list, s/he will automatically receive an absentee ballot for all future elections.

*continued on next page*



**Damion West**

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*continued*  
Committee on Political Education (COPE) -



## Absentee Ballot / Mail-In Ballot

### Pros

- Mail-in voting will save lives by allowing people to stay away from polling sites.
- Documented cases of mail-ballot fraud are rare.
- Mail-in voting increases voter participation.
- There is no evidence to suggest that it favors one party over another.
- It creates better-informed votes by allowing voters more time to contemplate their votes.
- Mail-in voting reduces the cost of recruiting and training poll workers.
- It eases finding suitable polling locations.

### Cons

- Voter registration rolls can be inaccurate.
- Casting ballots outside the public eye may lend itself to voter impersonation and coercion.
- Although supporters say fraud is rare, the likelihood of voter fraud is somewhat higher with mail ballots.
- Mail ballots are often cast well ahead of Election Day, so voters may miss important late developments in campaigns that might otherwise influence their votes.
- More things can go wrong with mailed balloting. The voter needs to get the ballot on time and return it on time. Even if ballots are received on time, they can be rejected for various reasons, often clerical.

# TREASURER'S Report

I find myself, maybe like many of you, in this strange and surreal new normal. We recently gave best wishes and a fond farewell to 724 of our own Union Brothers and Sisters that decided to accept the Voluntary Separation Package. While they begin their next life chapter, simultaneously, we are observing our entire airline industry react to the financial impact that COVID-19 has created.

Our Union is not immune to these financial challenges. I, along with the other Members of the Executive Board, are evaluating and prioritizing our spending for the next fiscal year through the annual budgeting process. With a decrease in Members, and no new hire training classes for the foreseeable future, the Union's Dues projections have been reduced and we will adapt as an organization accordingly.

One change implemented since COVID-19 has resulted in significant cost savings to the Membership. We are now attending our monthly Executive Board meetings electronically. By not meeting in person, we have seen a reduction in Union salary, lodging, and transportation expenses in the range of \$20,000 - \$30,000+ per month. This fluctuation of savings depends on how many days the Executive Board meets in any given month. While sometimes, an in-person meeting will be essential to conducting the business, each meeting held electronically will save considerable dues money over time.

Since the beginning of this pandemic, I have received requests from Members to lower the monthly union dues during these unprecedented times. While your Executive Board would evaluate this request if we could, we simply do not have the authority, even temporarily, to reduce the monthly dues under the TWU Constitution. Only elected delegates at the next Constitutional Convention could propose this type of change.

The TWU Constitution is the governing document that all TWU locals operate under. Specifically, Article XVII outlines the monthly dues amount. Most TWU Members at other locals pay union dues based on a formula of two times their hourly wage per month. Because our rates of pay are not based on an hourly wage, an alternative method was approved for all TWU Local 556 Members to pay at a rate based on the weighted average of our contractual TFP scale. Because so many of our own retired effective August 31st, I requested that our Economist verify if those retirements lowered our weighted average. Also, as Members on ExTO convert to VSP, we will continue to monitor for an adjustment.

As thousands of our Members are participating in the Time Away, ETO, and the ExTO programs, the invoicing of Union Dues has never been higher. Should you receive one, more than likely, it was due to you not having enough credited TFP to cover all the deductions from your 20th paycheck. (insurance premiums, dues, etc.) Unfortunately, it is impossible to deduct past dues from a future paycheck. One suggestion for those Members flying less or participating in one program is to adjust your 5th advance paycheck to a lower amount to cover your monthly deductions on your 20th paycheck.

Southwest Airlines Management has always prided itself on managing in the good times for the bad. Should it become necessary, I personally want to call on Management to engage with your Union's Executive Board and Negotiating Team to find solutions that keeps every TWU Local 556 Member employed and on property. Your Union is ready. I know this Membership will continue to rise, as we have done throughout our history, to meet each challenge these uncertain times present for the continued success of our Company. Thank you for the opportunity to serve as Treasurer over the years as it has been an honor.



**John Parrott**  
Treasurer/Financial Secretary  
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# TWU Local 556 Negotiating Committee

## BARGAINING IN A PANDEMIC

The global impact of the coronavirus on the airline industry is obvious and apparent to anyone working for an air carrier. While, historically, our industry’s fortunes have been a series of ups and downs, there has never been a problem as devastating or widespread as the current pandemic. In 2020, the airline industry saw the highest high and the lowest low as it went from the most profitable period in its history to the worst.

In December 2019, the global airline industry was forecast to produce a near-record \$29 billion in net income in the year 2020, according to the International Air Transport Association (IATA). After the hit of the pandemic was felt on air travel, IATA predicted a net loss of \$85 billion for 2020 -- a swing of more than \$110 billion.

“This blow to the industry is worse than all other previous crises combined -- past economic recessions, the two Gulf wars, the terrorist attacks on 9/11, the global financial meltdown, SARs, everything,” said Dan Akins, aviation industry analyst and advisor to the TWU Local 556 Negotiating Team. “This is unprecedented territory, as most analysts expect the industry to take at least two to four years to recover,” he said. Akins and other experts predict it may take much longer to reach the operating levels of 2019.

In seasons of change, a Union’s Negotiating Team becomes the first line of defense for Members against concessions, and the same is true for TWU Local 556. History has shown that when carriers find themselves in financial trouble, they often try to solve short-term cash issues with long-term changes to Union contracts that have Members working for less, long after the carrier has weathered the storm and recovered. Your Negotiating Team is a strong cadre of Flight Attendants who are working on solutions for issues created by the pandemic that will help to ensure your Collective Bargaining Agreement (CBA) stays in place.

It’s important to understand the status of your CBA today. Negotiations between the Union and the Company are governed by a federal law, the Railway Labor Act and, under this law, your CBA is now “amendable” (renegotiable), as it has reached the end of its stated term. “Once it’s amendable, the Union and the Company are under a statutory obligation to maintain the status quo until a new CBA is negotiated and ratified by you, the Membership,” said Lucas Middlebrook, the labor relations attorney who advises the Negotiating Team.

In a typical bargaining setting, this status quo obligation can favor management, as airline carriers have often dragged out bargaining, causing a sort of pay freeze in hopes that the Union wears down and accepts a sub-standard offer. “In recent times, you may have seen this tactic employed against Southwest Airlines mechanics,” Middlebrook said. “However, in the current pandemic-induced airline economy, this status quo obligation protects your CBA from unilateral changes at the hands of the Company.”

During the current period of status quo, the Company is prohibited from making changes to your CBA without first negotiating and agreeing upon such changes with the Union. This means the Company cannot, on its own, reduce your compensation and/or benefits, or alter any other contractual protections, without going through the Chapter 11 bankruptcy process. This, experts say, is unlikely. “While Southwest is forecast to post an annual net loss in 2020 for the first time in its history, most analysts consider Southwest Airlines to be the best-positioned airline to not only survive but also recover more quickly,” Akins said. Southwest Airlines had nearly \$14.5 billion in liquidity as of June 30, 2020, and investors on Wall Street forecast the airline to break even by the second quarter of 2021.

This does not keep the Company from requesting concessions to your CBA, asking for Members to work for less. While the current pandemic has forced the Union’s negotiating position from one of “asking” to one of “survival” caused by the pandemic, the Negotiating Team wants to help the Company stay nimble while not compromising Members’ hard-fought CBA in the process. It’s a critical issue with which your Negotiating Team stays constantly involved.

Your Negotiating Team has also advocated for safer working conditions for Flight Attendants during this pandemic, and has made suggestions for return-to-work procedures that will help Members who have chosen to take extended time off (ExTO). The Team has also joined with other unions to advocate for the extension of federal support to save jobs across the airline industry, including those at Southwest Airlines.

This fall finds all of us in uncharted territory, but it’s important that Members know that the Negotiating Team is committed to helping protect jobs, pay, working conditions and benefits that will impact Flight Attendants of Southwest Airlines. As we all welcome a change in season -- one that we hope gets us closer to a return of customer demand -- your Negotiating Team continues to push for Southwest Airlines to turn over a new leaf and work with the Union in a constructive manner that avoids using “crisis capitalism” to push concessions that will denigrate your CBA.



# CONTRACT EDUCATION

As we approach the Fourth Quarter of 2020, there are many items to remember during these last three months of the year.

## Floating Vacation:

For those of you who were awarded a week of Floating Vacation during Vacation Bidding, and have not taken it in 2020, it will be paid out on the last paycheck of the year (Article 14.3.A.7).

For those of you who are/were on ETO/ExTO during a month where you had Vacation, the Vacation week was converted to Floating Vacation. If you have not requested early pay for the Floating Vacation week, it will be paid out on the last paycheck of the year.

## Attendance Points:

The Fourth Quarter affords additional opportunities to positively affect your point total.

**Fourth Quarter Record Improvement Bonus** allows Flight Attendants who have four (4) or fewer points at the end of the fourth quarter, who have not accrued more than one (1) point since October 1st, to have her/his points reduced to zero (0) (Article 32.7.3).

For example: I have 3 points at the end of the fourth quarter. I received an FTR (Failure to Report) for a trip in November, but accrued no other points. An FTR is 1.0 attendance point. After my record is reviewed at the end of the quarter, my point total is brought to zero (0) because I fulfilled the requirements for the Fourth Quarter Record Improvement Bonus.

**December Record Improvement Bonus** allows a Flight Attendant who has perfect attendance in December to reduce her/his point total by one (or increase a Flight Attendant's point bank by one, whichever applies). (Article 32.7.B)

For example: I have 6 points, but I maintain perfect attendance in December. In addition to any points removed for Record Improvement (No Chargeable Occurrences in a Quarter or Perfect Attendance) or 16 Month Roll Off, I will have an additional point removed for the Perfect December.

The additional point for a perfect December is the only way to bank up to -7 attendance points (Article 32.7.C).

***\*\*Please keep in mind, using the free quarterly MBL and the yearly Bonus MBL (both do not accrue points) will not count against the Fourth Quarter Record Improvement or December Record Improvement bonuses.***

There are multiple **Personal Illness Note (PIN) Black Out Dates** during the Fourth Quarter (Article 32.5.b.v).

- Thanksgiving Day (November 26, 2020)
- The Friday after Thanksgiving Day (November 27, 2020)
- Christmas Day (December 25, 2020)
- New Year's Eve (December 31, 2020)

A PIN cannot be used if a pairing or Reserve Block includes the Black Out Dates (Q&A #180).

For example: I have a three-day block of PM Reserve on November 24th-26th. I am sick and need to call in. Because the last day of this block is on November 26th (Thanksgiving), I cannot use a PIN to remove points accrued—not even for the 24th and 25th. I would have to utilize a Doctor's Statement to remove any attendance points.

## Additional Sick Leave Accrual

**December Sick Leave Accrual** affords Flight Attendants with perfect attendance in December to accrue sick leave at 1.5 times the normal rate for the month (Article 16.1.B).

For example: I fly 120 trips in December and maintain perfect attendance. I will be credited 18 TFP to my sick bank (120 TFP x .15 = 18 TFP).

## Holiday Pay

The Fourth Quarter contains the three holidays where additional compensation is paid.

Holiday pay is paid on all the RIGs and TFP for any duty period reporting on the Holiday. It is paid above any other premiums and paid above the Reserve guarantee. Reserves who are available and do not fly will receive an additional 6.0 TFP, which does go above the guarantee (Article 21.21).

Double time will be paid on these holidays:

- Thanksgiving Day
- Christmas Day
- New Year's Eve

For example: I have a trip for VJA on New Year's Eve. The TFP I worked on December 31st is 8.0 TFP. My pay for that duty period will be: 8.0 (straight time) + 4.0 (VJA) + 8.0 (Holiday pay) = 20TFP.

Please know Holiday Pay is in its own separate pay bucket on your payroll report.

Take some time to review these areas of the Contract which allow opportunities to improve your Attendance points, accrue additional sick pay and make a little more money during the holiday season.

If you have additional questions, please contact the Union Office, utilize the Chat App or you can e-mail [education@twu556.org](mailto:education@twu556.org)

Stay safe, take care of each other, and wear your Union pin.

**Amanda Gauger**

Education Committee Chairperson  
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# Early Detection: Mammogram

## WHAT IS A MAMMOGRAM?

A mammogram is an x-ray that allows a qualified specialist to examine the breast tissue for any suspicious areas. The breast is exposed to a small dose of ionizing radiation that produces an image of the breast tissue.



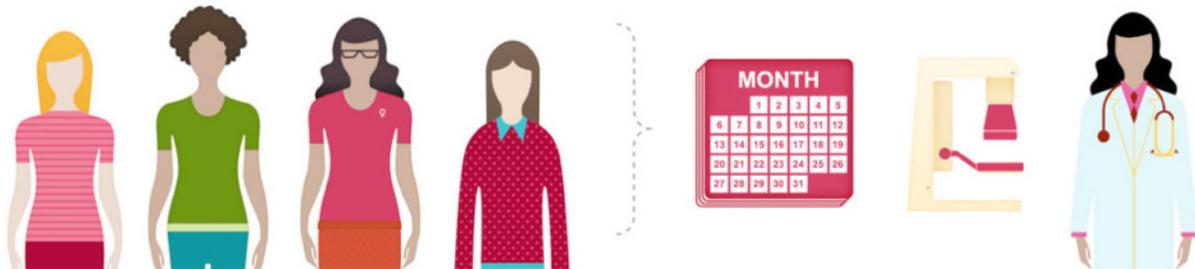
### Why Do I Need A Mammogram?

Mammograms can often show a breast lump before it can be felt. They also can show tiny clusters of calcium called micro-calcifications. Lumps or specks can be caused by cancer, fatty cells, or other conditions like cysts. Further tests are needed to find out if abnormal cells are present.

Recommendations for all women:

- Women 40 and older should have mammograms every 1 or 2 years.
- Women who are younger than 40 and have risk factors for breast cancer should ask their healthcare professional whether mammograms are advisable and how often to have them.

Even women who have no symptoms and no known risks for breast cancer should have regularly scheduled mammograms to help detect potential breast cancer at the earliest possible time.



# Retiree Farewell from the Executive Board

Thank you to retirees!

We celebrated a “Legacy of LUV” for a reason: What you all did as Flight Attendants, and now as voluntary retirees, has left behind a legacy of love. You have helped us, taught us, encouraged us, and picked us up when we were down. We shared jump seat confessions, fun late night Crew dinners, and the early morning “where are you for lobby” calls!

Now, as you start new journeys, we wish you fair skies and smooth landings.



**Lyn Montgomery**  
**President**  
 lmontgomery@twu556.org

Many cultures have different names for the passages we make from one stage of life to another, particularly ones that are life-defining moments of change. These are often coined Rites of Passage, which can be defined as sacred rituals or experiences that mark a major milestone or evolution in one’s life. For many of those who chose retirement, I recognize this will be one special moment. When making a transformation of this magnitude, it often forces us to search deep within ourselves as we close one chapter and embark upon a new one, especially when leaving something ingrained in our sense of identity. I’m confident your heartfelt choice to go in a new direction will result in the next chapters of life’s book to be full of meaning, fulfillment, and pride.

Your journey was, without a doubt, filled with many shared experiences—shared with your Co-hearts and our Customers. You have made people smile, helped soothe fears, offered a shoulder to cry on, protected, explored new places and things, shared meals, made friends, and even celebrated holidays with your work family and strangers alike. You cared for others, and they cared for you. You are one of the strongest elements in creating this unique thing called Culture at Southwest Airlines. You will always share a deep connection with the people of Southwest, even as you broaden your horizons with new exciting adventures.

Never underestimate the power you held to our profession. Your dedication, professionalism, and unwavering commitment helped shape and change global aviation forever. You motivated Flight Attendants at other carriers to deliver better service, work harder, and demand fair treatment and better wages across the globe. You were envied, loved, and looked up to. No matter the length of your service, your footprint is undeniable! Always remember, the success of the very airline you’re leaving was built by your labor and enterprising ways.

So much heart goes into this unique profession, and I know you leave filled with pride and cherished memories. In your absence, I vow to continue fighting the good fight, help to create positive change, and to remember all of your accomplishments.

I thank you, and our active Flight Attendants, thank you. Wherever you go, and whatever you do, please use the same love and devotion you graced us with to continue making the world a kinder, better place!

With deepest gratitude and appreciation,

“Once you have tasted flight, you will forever walk the earth with your eyes turned skyward. For there, you have been, and there you will always long to return.” *Leonardo DaVinci.*



**Chad Kleibscheidel**  
**First Vice-President**  
 ckleibscheidel@twu556.org

Thank you for your years of service and I wish you nothing but the best as you write your next life chapter. Take care and be well!



**John Parrott**  
**Treasurer**  
 jparrott@twu556.org

Thank you for all that you have done over your tenure. You have left us with so many memories. Please know that you will always have a special place in our hearts—well wishes on your future endeavors.



**KeyAnder Early**  
**Recording Secretary**  
 kearly@twu556.org

# Thank you for a Legacy of Luv and Memories

Thank you, two simple words but not nearly enough to express the gratitude and admiration for our 724 Flight Attendants who made the decision to take VSP. You have done a great service to your fellow Flight Attendants and we will always remember your years of service to Southwest Airlines. We will forever be proud to call you our Co-hearts! LUV goes here!



**Kay Hogan**  
Board Member at Large  
khogan@twu556.org

I know many of you who took VSP have a heavy heart. For those of you that I've shared the aisle with, laughed on overnights with, and shed tears within difficult times, I thank you! For setting the standard of what it means to be a Southwest Attendant. Your memory will always be with me, and I look forward to seeing you enjoying your flight benefits soon! LUV always, your friend.



**Sean Cooley**  
Board Member at Large  
scooley@twu556.org

Thank you for the friendship, fellowship, and lasting impact you have all made on this Airline and my heart. Because of your commitment to this Airline, a true icon has been created in the airline industry. It takes commitment, sacrifice, and LUV to leave your family each week, for numerous years. You each gave selflessly. I admire and appreciate you more than words can express. Now, fly higher than ever before, hug your children and loved ones, spend time with your family AND spoiling yourself... you deserve it and earned it!

I cannot express my gratitude for each and every one of you that took the (VSP) Voluntary Separation Package. For some of you, this is bittersweet, and some, this could be the hardest decision you might have ever made, to clip your wings. I thank you for your selflessness in allowing those of us that could not take the VSP, EXTO, or afford to be furloughed the opportunity to continue your legacy by continuing to carry your traditions here at Southwest Airlines. Know that the skies will always be waiting for you, just in a different capacity. I hope you all get to take the time to enjoy whatever adventure awaits you! In Unity,



**Gayle Ross Middleton**  
Board Member at Large  
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**Chantil Huskey**  
Board Member at Large  
chuskey@twu556.org

Thank you, thank you to the Flight Attendants that took VSP. You sacrificed and poured out your soul, building this incredible Airline, no matter your length of service, and you continue to sacrifice and share your LUV with all of us, even as you depart. We will strive to carry on your LUV and not take this incredible gift you leave behind in our care for granted. We will honor your contributions by taking care of one another as family, in true Southwest style, and look after and protect each other as TWU Local 556 Sisters and Brothers. Thank you for fighting for us, thank you for LUVing us, and thank you for the laughter and the tears and for making us feel cared for. We will see you in the skies as you travel and embark on your new adventure.

To My Fellow Union Sisters and Brothers,

Thank you sincerely for your years of hard work, dedication, and positively outrageous service at SWA. You ARE the reason Southwest Airlines is number 1 in customer service in the aviation industry. Thank you to each and every one of you for being on the front lines and spreading the LUV to all of our Customers throughout all of your years of service. Each of you set the standard and footprint for all fellow Flight Attendants to follow years to come. Most importantly, thank you for being a Union Advocate for TWU Local 556. Thank YOU for being YOU! Each and every one of you contributed to the success and dream that Herb Kelleher and Colleen Barrett envisioned for Southwest Airlines. May each and every one of you prosper for years to come. Fly High Forever! LUV,



**Charla Miller**  
Board Member at Large  
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**Eric Weis**  
Board Member at Large  
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## ATLANTA

Happy Retirement to our Members who elected to take VSP. Thank you for your dedication and years of service to our industry. Wishing you success and happiness on your new journey in life. You will be greatly missed!



**Pamila Forte**

Atlanta Domicile Executive Board Member  
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## BALTIMORE

Here at Southwest Airlines, where you are more than just a Co-worker, I want to say Happy Retirement to all of you. Even if I wanted to appreciate you with all the sweet words in the world, I would still fall short because there can never be a perfect word to say Thank you!



**Damion West**

Baltimore Domicile Executive Board Member  
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## CHICAGO

As I sit here reflecting on what a year 2020 has been, filled with changes and uncertainties, I am filled with pride that you all have once again risen to the challenges presented with the warrior spirit we at Southwest Airlines are famous for. Now we are adjusting to one more change. As the year ends, we are saying goodbye to many of our fellow Flight Attendants who have taken the Voluntary Separation Package (VSP) offered by Southwest Airlines. Often we are saying goodbye to friends we have worked with for many years, others we have just gotten to know. I wish all of you who have exercised the VSP option the absolute best and hope this next chapter of your life is filled with happiness. This must be an exciting time for all of you, turning a page and beginning the next step of your future. Your friends and family here at Southwest Airlines will miss you all as you go out and enjoy this new adventure in your life.



**Donna Keith**

Chicago Domicile Executive Board Member  
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## DALLAS

With every success, something has to be given up or set aside. The word “sacrifice” means giving something up to benefit another. When I was asked to write this article to honor those that took our voluntary programs, I think about the sacrifices we all have made in the last 6 months. Our prosperous, busy, and secure environment has changed drastically. It is in these moments of the unknown we as Flight Attendants rise above. And that is exactly what is happening right now to our most loved Airline and Union. An amazing group of individuals have risen above and continue to do so.

There are so many from our Workgroup that decided to retire by choosing the VSP program. Join me in continuing to thank them for their sacrifices, past and present, to allow us to maintain our careers and benefits for the future. Their contribution to this Company will always be valued and remembered.

To those of you that took the ExTO. Thank you for your sacrifice to enable us to withstand a furlough and to continue to battle these challenging times. And to those of you that remain on the frontline, thank you for your sacrifice and endurance to our Passengers while working in an uncertain and scary environment.

All of these sacrifices are noble and vitally important to our success. My own life has been enriched by your friendship and support. Your tenacity and sacrifice will be admired for a long time. We are all facing a new chapter in our lives. We will overcome this together. Look at yourselves...you are the best Flight Attendants in the industry.



**Kristie Scarbrough**

Dallas Domicile Executive Board Member  
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## HOUSTON

I would like to thank each and every one of you for your contributions to our great Airline. I am sad that I won't get to see so many of you on a regular basis anymore, but I am also so happy for all of you and hope you enjoy your retirement!



**David Jackson**

Houston Domicile Executive Board Member  
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## DENVER

Our Company and the Membership of TWU Local 556 are facing some of the most uncertain times we've ever experienced. I know many of us are wondering when things will return to "normal". With no end in sight to the global pandemic and the devastating effect it has had on our Company, we each have played a part in doing what we can to ensure the continued success of our Company and avoid furloughs. To the 55 Denver Flight Attendants who took VSP, I thank you for your service and wish you all the best in your future endeavors. I would also like to thank the 605 Denver Flight Attendants who took either the 6 months, 12 months, or 18 months of ExTO. The sacrifices each and every one of you are making right now is literally saving jobs, and I would like to thank you! And finally, I would like to thank those Flight Attendants still out there flying and serving our Customers. This has not been an easy time dealing with daily changes and uncertainty. You dealt with a lack of PPE early in the pandemic, and today you protect our Passengers by ensuring compliance with ever-changing requirements. I can't thank you enough for your personal commitment to each other, our Company, and our Customers.



**Jessica Parker**

Denver Domicile Executive Board Member  
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ing our legendary customer service and taking care of each other. Thank you for your service, your love, and your dedication. We only part to meet again. Much love to each of you!



**Trish Damstra**

Los Angeles Domicile Executive Board Member  
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## OAKLAND

In a very short time, our world has changed drastically. Our Airline is facing changes and challenges we could have never dreamt of. With non-existent load factors and a high headcount of Employees, some of our finest Flight Attendants stepped up and helped prevent the unfortunate furlough situations so many Flight Attendants around the industry are in. While I will miss many of their faces, I couldn't be happier for those moving on to new journeys. Best of luck in all that you do!



**Josh Rosenberg**

Oakland Domicile Executive Board Member  
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## LAS VEGAS

I would like to take this moment to bid a fond farewell to our Union Sisters and Brothers, who have opted to take the Voluntary Separation Package offered by the Company. Becoming a Southwest Airlines Flight Attendant is a journey, unlike any other. We spend long days together rerouted around storms. We spend holidays together when we sometimes long to be home with our loved ones. We spend hours together in crash pads or sitting Airport Standby, unsure of our future for the next few days. Throughout all of this, we become family away from family in our homes away from home. I want to wish you the very best in your future endeavors. Thank you for contributing your time and talent to this Company we are all fortunate to call "ours".



**Rachel Brownfield**

Las Vegas Domicile Executive Board Member  
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## ORLANDO

Congratulations to all of you who took the VSP offered by Southwest Airlines. Always remember the friendships formed and the memories created and shared. I wish you only the best in your next chapter, filled with new adventures.



**Jimmy West**

Orlando Domicile Executive Board Member  
 jwest@twu556.org | 214-640-4311



## PHOENIX

Ninety-three of my fellow PHX Co-hearts took the Voluntary Separation Program (VSP), and Monday, August 31, was their last day with Southwest Airlines. I would like to thank all 93 of you for helping to ensure the future of our beloved Company, and I wish you all the best in your future endeavors.



**John DiPippa**

Phoenix Domicile Executive Board Member  
 jdipippa@twu556.org | 214-640-4314



## LOS ANGELES

Words can never express my gratitude for all of you, who worked so hard building our family, and the dedication and love you gave to all of us and our Company. I wish each of you the best as you begin the next season of your life. We will continue to honor you by doing what we do best: Shar-

# VSP Retirees

My husband, Wes McAdams, and I, Donna McAdams, are both taking VSP. We are both DEN based, and he would have nine years of service in October of this year. I had my 13th SWA Anniversary in June. We have so many wonderful memories of trips flown together and apart! Working at SWA has been the “flight of our lives!”

Thanks, SWA for SO MANY great memories and friends!!!



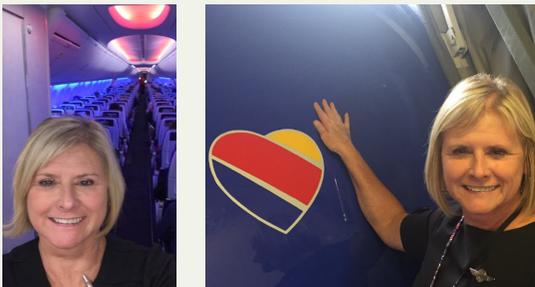
Wes and Donna McAdams, DEN, #98620 (Wes) and #84930 (Donna)

My decision to take VSP has been the hardest decision of my life! Although the right decision, my heart is so heavy! I love this company and my Co-hearts with all my heart. It was the summer of 1999 I submitted my application online. I worked for another carrier on the ground but was looking for something new and needed to secure my future without leaving the industry I loved! So fortunate that SWA hired me! Class 173 graduated Feb 25, 2000! First class of the new century!

I think back about the wonderful memories of 20 years. Enduring 911, Katrina 2005 (one of the last Crews out of MSY) and other storms and hurricanes! Also was fortunate to work the first inaugural inter-island flight OGG-HNL! Countless reroutes, short and long overnights. Seeing and enjoying our beautiful cities! Many celebrities! But the highlight is you all !!

All my Co-hearts - I'll miss each and every one of you! It's been a fantastic ride! Thank you all so much!

Thank you, Southwest Airlines!



Patty Summers, OAK , #54478

Starting in May of 1995, I embarked on a 25-year career as a Flight Attendant. I answered an ad for Valujet Airlines and within a few weeks, found myself in training in a hotel near the Atlanta airport. With no time for reserve, we flew immediately. I had no idea what was going on, but we all worked hard and were very loyal. Then came Valujet's purchase of AirTran Airways, and we were all very proud of how AirTran Airways grew. As I was driving into the airport one morning for work, the radio announcer reported that AirTran Airways had been purchased by Southwest Airlines! That was a shock! I wondered what would happen. Later, I realized that AirTran could not have been purchased by a better company.

Since 2015, I have been a Southwest Flight Attendant. I say that with pride! It has been a tumultuous, surprising, challenging, rewarding, but always wonderful career. I met so many wonderful, talented people along the way. It is with mixed feelings, gratitude, sadness and joy, but always LUV, I say goodbye to a job that was “just a fluke” but became a career I loved.

I will miss my colleagues, flying, and the entire Southwest Airlines family. I will always be proud of this career and my time with Southwest Airlines.

Thank You!!



Cheryl Kay Moody, ATL, #30234

I don't know where to begin, there have been so many wonderful years spent at SWA! Living in western Colorado and commuting to MDW was worth every minute, sometimes I questioned whether it was worth it all, but I would do it all over again! I'll miss so many wonderful friends and being part of the Southwest Family and Legacy! Enjoy your time at SWA - time does fly by-

Keep the Warrior Spirit and thanks for the Memories!!



Marsha White MDW, #46015

# Share Memories ...

After 16 amazing years of flying with Southwest Airlines, I too have decided the time is right for me to hang up my uniform, for good. My heart is filled with gratitude for all of the wonderful Co-workers and even Passengers, who have become forever friends. I have enjoyed countless overnight adventures, life changing galley chats, experienced culinary delights from all over the country, met many famous people, (including Emmitt Smith, G Gordon Liddy, Janet Reno, Sheryl Crow, David Hasselhoff, Mickey Dolenz, and even shared a lengthy kiss with Jay Leno)...

I have observed the outrageous, (and I mean every day), wept with the brokenhearted, held hands with the fearful, assisted a man proposing to his fiancée at 40,000', evacuated an aircraft on fire, 'prepared' a full plane for an emergency landing, and witnessed the good, the bad, and the ugly.

I was thanked repeatedly for a song, a smile, a helping hand, a joke, a picture taken, a kindness shown, a safe flight, a timely word, and had the honor to accompany WWII veterans on their way to Washington DC.

Thank you, Southwest Airlines, for choosing me, and doing right by me. Thank you, to the tens of thousands of Passengers who shared my days soaring across the country and thank you to my fellow Crew Members and Co-hearts, who filled my days with fun and adventure, ultimately, making this job a joy. I look forward to sharing the future with Mike, by far, the finest example of a man living the retired dream.



Karen (Hilliard) Shaughness BWI, #75100

I'm proud to be the second Flight Attendant hired who was over the age of 40 in August 1984. I felt like I was 24 again instead of 42! It has been a journey of love for the Company, our Employees throughout the system and our Passengers. I will always feel Southwest is my home and you are all my family!! With love!



Carole Adams, DAL, #6888

My career at Southwest Airlines actually began with my employment at US Airways. I was a gate agent, and I witnessed the employees of Southwest Airlines having so much fun with their Customers and each other. I thought, "If I'm going to work in the airline industry, I want to work for Southwest!" I applied and was hired as a Gate Agent for Southwest, and quickly realized that the Culture was even more than what I witnessed! It's a Culture of Family. We laugh, argue, cry, and hug, but through it all, LUV one another. What a wonderful ride it has been!

Leaving Southwest was a bittersweet decision, but as I leave my Southwest Family, I take with me a new family that Southwest has created for me. We truly are the LUV Airline! I met my husband on a Southwest Flight. Yup, it was the positively outrageous service on that flight from Oakland to Phoenix, that he couldn't get enough of. Plus, I sang "Marry me and You'll Fly Free" and he took me up on it. Throw in a parking pass, and the deal was sealed! Also, my son met his wife on a Southwest Flight, and they are now the proud parents of a son and a daughter. So, add it up, I gained a husband, daughter-in-law and two grandchildren, all from the Luv connection at Southwest Airlines.

I have been so proud to serve our Customers as a Customer Service Agent and a Flight Attendant and to wear the Southwest Airlines uniform. The friends I have been blessed to know at Southwest will always touch my heart, and the memories of my fabulous career will live on with me forever. Closing PA ...

*On behalf of myself, and my family, we would like to be the first to thank you, Southwest Airlines for allowing us to fly with you on this spectacular journey. We know that you had plenty of choices, and we want you to know how much we appreciate you, choosing me, to wear the wings and fly with you. Remember, no one Luvs you more than my family and I do, and I hope to see you all once again, on another Southwest Flight, real soon! Until then, I'm so glad we had this time together, just to fly around and share some fun. It seems we just ascend and then before you know it, comes the time I have to say.... So-Long"*

Luv always,



Claudia Higginbotham, PHX, #78356

For almost 25 years I was a hairdresser, a career I loved. Then I reached a crossroad, and was ready for a change and needed benefits. The stars aligned and SWA was hiring. I sent my small resume on 9/25/01 and on 3/31/02 I took my first ever SWA flight to Dallas. Graduating Class of 197 on April 29, 2002, I began my next career and LUV'd it. Now 18 years later another crossroad, and though it wasn't an easy decision I took VSP. Working for SWA gave me many gifts but the best was seeing my grandchildren grow and to be with my family much more than I would have been possible. I am so grateful for all the people I have worked with and met, the places I have been, and the opportunities I have been able to share. My financial advisor said "SWA was good to me" and I believe I was good to Southwest.



Lynn Berry, MCO, #69578

Growing up I always wanted to travel, discover new places, and meet people. I never thought it would be as a Flight Attendant! When I was hired by Southwest, I had only been on a plane two times in my life. My mother even asked me, "Are you sure you're going to like working on an airplane?" My response was, "I'll find out."

Twento-one years later, I can say I loved it. Not every minute of it, but I do love flying. I'll miss early morning sun rises and sunsets from the tiny galley door windows, fun overnights, jumpseat talks...too many things to list.

What I will miss the most though is YOU! All my Co-hearts who showed me so much love from the moment I stepped off – the third time I had ever been on a plane. You are what makes SWA amazing! Much love to you all!

Thank you TWU 556



Mel (Carmella) Jenkins, LAX, #46956

I started with SWA when I was 40-years old, and was so glad to get rid of pantyhose and wear shorts to work. Fought hard to keep those shorts when others were trying to get rid of them!

Over my 20-years I have been based in MDW, PHX, OAK and LAS. Met many fun people and some not so fun but loved the whole time.

I look forward to retiring and traveling and enjoying life with my hubby and my cat Amore. (He was named after the LUV airline). He traveled on SWA from OMA to OAK to be with me in 2008, prior to animals allowed on the plane.



Sue Renz, LAS, #60263

After 31-years of service at Southwest Airlines, I have made the bitter-sweet decision to retire. I am leaving knowing that I have worked for the best airline ever, with the best-of-best Employees and the best of times. Thank you, Southwest and Co-hearts, for the honor and privilege to work for you and with you! I have memories that I will keep in my heart and cherish forever! Keep up the great work that you do each and every day!



Tana Truelove, HOU, #12719



# Colleen Barrett's

## RETIREE TRIBUTE LETTER

Many years ago, Herb and I were made Honorary Members of Transport Workers Union (TWU), and it is still one of my proudest moments. Needless to say, when I was invited by the Union to leave a message to those Flight Attendants taking the VSP, I was honored to be included.

I suspect the decision to take the VSP was not at all an easy one to make. I just wanted each of you to know whether you have been a Flight Attendant for 49+ years or just a few years, that I love you all. From the depths of my soul, I am so very grateful to each of you for loving our Customers, taking care of each other, and being a champion for our cause - that is Southwest.

I've had so many things that have made me laugh over the years - but one of the funniest stories (that I can tell) is when the original Flight Attendants gave Herb and me personal thank you notes that explicitly pointed out to us that they had gone from 'Hot Pants to Hot Flashes' during their many decades at Southwest. I am sure if Herb is reading this that he is laughing, too.

I wish I could give each of you a physical kiss and squeeze, but of course, I cannot, so I am sending you a virtual one in its place. Please know that you are each respected, admired, and cherished by yours truly.

Big Hugs & God Bless  
Xoxo  
Colleen



## CIVIL & HUMAN RIGHTS COMMITTEE

### Hispanic Heritage Month 2020

As we celebrate Hispanic & Latino Heritage Month, September 15th to October 15th, it is important to recognize the contributions of Latin American and Spanish descent or origin in the United States. You must be wondering, how can you celebrate the cultures of Mexico, Central America, South America, The Caribbean, and Spain?

Start by reading Latino authors. A quick search turns up lists of must-reads in every genre, penned by Latino writers who were overlooked in most curricula before the internet era. If you're more of a shopper than a reader, try supporting a Latino-owned business. This year especially, you'll see many cultural celebrations hosted online, so take a cooking class or watch a concert and soak in the culture.

The Latino population of the United States was over 60 million in 2019<sup>1</sup>. As the largest ethnic or racial minority, Latinos make up 18.5% of the population, which is the largest minority group of eligible voters in the history of the US. But voter turnout rates have been less than 50%.

### Being Pro-Union is Pro-Latino

Latinos continue to join unions at high rates even as general union membership continues to decline. Why? Perhaps because Latinos continue to suffer in the workplace from lower wages and higher death and accident rates<sup>2</sup>.

How can you be more pro-union and support Latino communities? Simply by voting for pro-labor candidates in this year's election. Unions are a voting bloc, too. And the more we tell the story of the joys of union membership to our friends and family, the more we encourage them to envision a world where all workers' rights are guaranteed.

To my fellow Latino Co-hearts: Share your perspective with the world during Hispanic Heritage month and at the polls in 2020.



**Heather Kelly-Gray**

Civil & Human Rights Committee Co-Chairperson  
hkelly-gray@twu556.org

<sup>1</sup> US Census Bureau Statistics, 2019

<sup>2</sup> Labor Council for Latin American Advancement



THE BEST  
*protection*  
IS EARLY  
*detection*

**BREAST CANCER  
AWARENESS MONTH**

TWU Local 556 W.I.S.E Committee