



Fast Fact Friday

Checking Bags and OJI

Friday, May 23, 2025

Q1: “With customers having to pay for checked bags, what is my responsibility as a Flight Attendant when we have to check bags?”

Our role as a Flight Attendant is to notify the Ground Ops Agent when overhead bins are full so bags can be checked. We now have a tool available, Connect X, to communicate with the Ops Agent to expedite the process when the Flight Attendants have identified the bins are full. Another way we can assist with the process, when the Passenger's bag has made it on the plane and it has to be checked, to ask what their final destination is. For further information regarding our responsibilities, please refer to the FAM 11.10.5.1 - Checking Carryon Bags When Overhead Bins are Full.

IMPORTANT NOTE: After the commencement of boarding, Minimum Crew requirements **MUST** be met. This means the only reason a Flight Attendant would step into the jetbridge during the boarding process would be for a security or safety related emergency.

Q2: “I twisted funny and hurt my back checking bags in the forward galley. What should I do?”

The first thing to do is make sure that you receive the medical attention you need. If the injury is severe or you do not feel well enough to continue your job-related duties safely, have ground personnel reach out to paramedics and get medical attention immediately. If you don't need urgent care and it's within SWA Supervisor Office Hours, contact a Supervisor so they can fill out the needed OJI form (I3R) to get the claim processing with Inflight Attendance and Leave. If it's outside of Office hours, please contact a NOC Supervisor on Duty to be assisted. The most important part is to get you the level of care you need to ensure your health is cared for.

Q3: “I slipped in the shower on my overnight and really tweaked my ankle. It's really sore, but I think I can work. Is there anything I should do?”

You should call an Inflight Supervisor and still have them start the necessary OJI paperwork (I3R), just in case you need medical attention. If at any time you believe that your ankle needs to be checked out by a Doctor, please don't hesitate to contact an Inflight Supervisor, NOC Supervisor on Duty, or Inflight Attendance and Leave to begin the OJI process and be seen (and cared for) by the Doctor.

Please note that OJI cannot be backdated. If you call in sick, in order to not accrue attendance points, you'll need to either use a valid quarterly PIN or Doctor's note and follow up with the Company-designated physician or Emergency Department (Emergency Room - ER) -or- go directly to the Company-designated Physician. During your OJI, you **must** be seen by a Company-designated Doctor included on the approved list which should be emailed to your wnco email account.

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Q4: “After seeing the Doctor, I’m going to be on an OJI Leave for at least two (2) weeks. Will this time off be paid?”

Yes, we do receive compensation during an OJI Leave of Absence (including base pay and Worker’s Compensation payments). For the first fifteen (15) weeks, your base pay will be calculated using trip pay (including vacation, sick pay, and premium pay) from the last 13 weeks of active duty preceding the injury and Leave of Absence. You can find an example of the OJI base pay calculation in Article 16.2.A.1 of our Contract. Following the first fifteen (15) weeks, there is salary continuation language involving the use of accrued sick bank.

NOTE ON VACATION: If a Flight Attendant has an awarded vacation which overlaps a Workers’ Compensation Leave, they will have the option to trade based on the parameters in Article 12.9 or leave the vacation as awarded and be paid the TFP above their Workers’ Compensation payments. (Article 16.2.A.4.a-c) If the Flight Attendant is out on OJI and hasn’t bid (and been awarded) a line, they can elect to be compensated for the vacation, or move the vacation to begin the first day after they are released to full active status without restrictions. Vacation will pay a minimum of 34 TFP in “A” position. (Article 16.2.A.4.d)

NOTE ON MEDICAL AND DENTAL COVERAGE: A Flight Attendant will NOT lose medical or dental coverage while on the SWA payroll. The Flight Attendant will continue to receive medical and dental coverage at the same rate as the employee pays when on active status. (Article 16.2.G)

Q5: “I’m really working to get my attendance points reduced! Does an OJI disqualify me from quarterly record improvement?”

An OJI occurrence of seven (7) working days or less (once per calendar year) would not disqualify you from quarterly record improvement, including Perfect Attendance During a Quarter, No Chargeable Occurrences During a Quarter, and the Fourth Quarter Record Improvement Bonus. (Article 32.7.A)

**IF YOU HAVE ANY QUESTIONS ABOUT A LEAVE OF ABSENCE,
PLEASE DON’T HESITATE TO CONTACT TWU LOCAL 556.**

LEAVEHELP@TWU556.ORG

