

Fast Fact Friday

Max Doctor's Note

Friday, December 12, 2025

Q1: "Is there a maximum number of attendance points we accrue for a single continuous occurrence of illness?"

Article 32.7 states that the maximum attendance points which can be accrued for a single continuous occurrence of illness is 2.5 points... if a valid Doctor's note is submitted. This means that even if a Doctor's note cannot be used to excuse an absence fully and not accrue points, you **can** (and should!) submit an additional valid Doctor's note substantiating your illness/injury and limit the number of points accrued for that specific situation.

Q2: "You mentioned 'single continuous occurrence of illness'. What does that mean?"

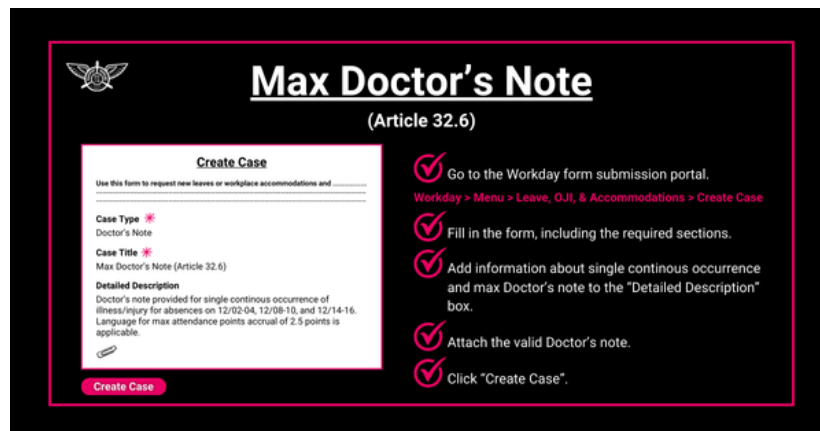
A single continuous occurrence of illness simply means you are reporting in sick or injured to work for the same illness or injury.

Example 1: I called in sick for an assignment on 12/01-03 because I sprained my ankle. Unfortunately, my ankle doesn't heal quickly, and I have to report in sick for assignments on 12/08-10 and 12/14-16. All of these sick calls are because of my swollen and painful ankle. **My absences on 12/01-03, 12/08-10, and 12/14-16 are due to a single continuous occurrence of illness/injury.**

Example 2: I get a bad head cold and use ERS to be pulled from my assignment on 11/22-24. Sadly, after Thanksgiving dinner with my family, I end up with food poisoning and have to call in sick for my assignment on 11/28-30. **These absences are for two separate illnesses and are not a single continuous occurrence of illness.**

Q3: "Does Inflight Attendance and Leave automatically cap our attendance points accrual at 2.5 points?"

No. The max points accrual is directly correlated with submitting an additional valid Doctor's note for a single continuous occurrence of illness/injury. When using the submission portal in Workday for your Doctor's note, indicate that it is a single continuous occurrence of illness/injury, and include in the "Detailed Description" section that you are submitting a Doctor's note to limit your attendance points accrual to the maximum of 2.5 points, per Article 32.6 of our Contract.



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Q4: "In October, I used my Q4 PIN... but it's December 9th and I was just diagnosed with a severe sinus infection. I'm going to need to call out for all three of these assignments. Does it do me any good to get a Doctor's note?"

Yes! While you won't be able to submit a Doctor's note to excuse this absence and not accrue attendance points, you could submit a valid note to keep your points accrual capped at the maximum 2.5 points. By submitting the Doctor's note, you will accrue 2.5 attendance points as opposed to the 4.5 points associated with your absence (9 days of absence x 0.5 attendance points per day).



Max Doctor's Note

(Article 32.6)

Start counting days
for Doctor's note here!

30	1	2	3	4	5	6	7	8	9	10	11	12	13
14	15	16	17	18	19	20	21	22	23	24	25	26	27
		OA790/FAB SJC PDX				OA790/FAB SJC PDX				OA790/FAB SJC PDX			

This Flight Attendant has a severe sinus infection and their Doctor wants them off of work through 12/26 (the 14-day maximum a Doctor's note can be written to excuse). Because they've already used their Q4 PIN for another illness/injury, their attendance points accrual would be 4.5 points (9 days of absence x 0.5 attendance points per day of absence). They utilize the language for a single continuous occurrence of illness and submit the Doctor's note. This results in the attendance points accrued being limited to the maximum of 2.5 per the language in Article 32.6.

Q5: "After submitting my Doctor's note for max points accrual... is there anything else I should do?"

It is always a good idea to make sure that your attendance points have been applied (or removed!) correctly. You can double-check your points status by emailing Inflight Attendance & Leave (InflightAandL@wnco.com) or speaking to an Inflight Supervisor.

HELPFUL TIP: Make it a habit to request your attendance points bank total regularly. For example, if you submit an email request on the first day of every quarter, you will be able to keep a close eye on the application and removal of attendance points.