

Who

has

the key

to

Safety?

SKYword

THE OFFICIAL PUBLICATION OF THE ASSOCIATION OF PROFESSIONAL FLIGHT ATTENDANTS

VOLUME 5 • ISSUE 2



SKYword

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Leslie Mayo Editor

Skylar Turner Graphic Designer

From the Editor:

Skyword Volume 5, Issue 1, dedicated to the Crew from Flight 587, contained two birth date errors. First Officer Sten Molin was born on March 28, 1967.

We regret the mistake.

Joe Lopes' birth date was reported as October 15, 1968. Although his partner, Bill Valentine, felt that Joe would be thrilled that we rendered him 13 years younger, his actual birth date is December 9, 1955.

May they rest in peace.

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APFA Headquarters
1004 West Euleess Boulevard
Euleess, Texas 76040
Toll-Free (800) 395-APFA
or
Local Metro (817) 540-0108
Fax (817) 540-2077

Chicago Office
8410 Bryn Mawr Ave.,
Suite 400
Chicago, Illinois 60631
(773) 380-1202

Los Angeles Office
8639 Lincoln Blvd.,
Suite 200
Los Angeles, California 90045
(310) 649-2818

Dallas/Ft. Worth Office
222 W. Las Colinas Blvd.,
Suite 1650
Irving, Texas 75039
(972) 444-2500

HotLine Information Tape
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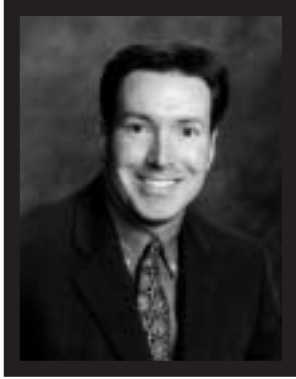
John Ward President

Jeff Bott Vice President

Linda Lanning Secretary

Juan Johnson Treasurer

Internet Address
www.apfa.org
E-Mail Address
apfa@apfa.org



by John Ward,
APFA President

with Article 3 - Compensation (except for diversion pay), and Article 4 - Expenses. Specifically, in addition to the increases to the hourly base and incentive rates of pay and per diem rates, the following compensation items have already been implemented:

- Reserve Override Pay
- Improved Formulas for Determining Eligibility for Holding and Ground Time
- Increased Understaffing Pay
- Increased Purser Pay
- Increased Language Pay
- Mixed Co-Terminal Stipend
- Aft Galley Pay (757)
- Narrow Body Lead Pay
- Longevity Bonus
- Holiday Pay

*As you know, the Retro/Lump Sum checks were distributed to Flight Attendants at the end of October.

All the improvements to Article 36 - Retirement have also been implemented, including the positive changes to the method for calculating a Flight Attendant's final average earnings (FAE) and, for eligible Flight Attendants, the ability to participate in the company's Supplemental Medical Plan.

Other items of importance to Flight Attendants have also already been implemented, including the reduction in the mileage "trigger" for cabin preparation duties, increased PVDs, single rooms for training as well as First Class and Business Class crew meals. All the

changes relating to vacation, such as increased vacation slots in July, August and December, company buy-back of scheduled vacation and the ability to contribute accrued vacation time into your 401(k) are being implemented in conjunction with the start of the 2002-2003 fiscal year vacation period for which Flight Attendants are currently bidding.

Now, for the bad news: While many of the scheduling provisions have already been implemented, others remain, with either a delay in previously scheduled implementation dates or no date yet established, including the following:

- Diversion Pay
- 24-in-7 Triggered by Stand-by or Training
- 8:01-8:59 Turnarounds on Domestic
- Ability to Deadhead and Exceed On-Duty Limitations/Waive At-Home Legal Rest
- Recovery of Involuntary Loss of Time (High-Time Recovery)
- Reserve Assignment Preferences (Originally April 2002, now August 2002)
- Ready Reserve Options (Originally April 2002, now August 2002)

The company's failure to take the necessary steps to promptly implement these remaining yet very important items is clearly unacceptable. I need not remind any of you that we waited three and a half years to obtain an acceptable contract.

By contrast, the company has experienced no difficulty in expediting implementation when that suited its purposes. For example, the company moved with lightning speed to finalize its acquisition of TWA's assets, obtaining final approval by the Bankruptcy Court in April of last year - within three months of the time it announced the acquisition. By December 2001, all TWA computer functions were moved over to SABRE - an enormous undertaking. My point is obvious: when the company wants to get the job done, it allocates necessary manpower and money. It seems more than coincidental that when it comes to Flight Attendants, the company can figure out how to deduct the appropriate amounts from our paychecks for pre funding yet cannot bring it upon itself to begin the payment of diversion pay to Flight Attendants.

I know you must be as disappointed and frustrated at this news as I am. I can assure you APFA has attempted to be reasonable in its approach to the implementation of the various provisions of the new contract. Clearly, most everyone understands the company couldn't just flip a switch and magically implement all the many changes to the contract; some delay in the immediate post-ratification period may have been understandable. But the continued delay cannot be explained or justified and cannot go unchallenged. APFA will continue to pressure the company for a swift implementation of the

remaining items. If necessary, we will pursue every available contractual and/or legal remedy available to ensure that the company lives up to its end of the bargain.

Finally, I'd like to provide you with an update on the status of when the new contract will be printed and ready for distribution. The process of proofing, formatting and indexing the contract has proven to be more labor-intensive and time consuming than anyone would have envisioned. Thanks to the hard work, persistence and dedication of Negotiating Committee Member Thelma Dodson (DCA), Kat Clements (JFK Vice Chair) and Suzie Thorley (IDF), the project is finally nearing completion and, I'm sure you will agree, was worth the wait. The user-friendly format includes a detailed index within each article for ease of reference as well as a new Q&A section that covers scheduling issues. We expect the new contract to finally be ready for distribution by the company in April.

Thanks for your support and patience as we continue to work through these issues.

In Unity,



by **Jeff Bott**,
APFA Vice President

It's Never Just One

This month, I am writing about the settlement agreement for the Presidential Grievances APFA filed late last year on Articles 15 (Probation) and 16 (Reduction in Force) and Appendix F (Partnership Flying). In order to explain the manner in which the language was applied before and after the furloughs, as well as how the settlement came to fruition, it is necessary

to discuss not only the agreement details, but also what went on behind the scenes. The wisdom of each of those involved in obtaining such a settlement was invaluable to the content of the settlement language. If there's one thing I've learned in union work, it's that you have to know where you've come from in order to know where you're going.

When handling large disputes, just like with contract negotiations, in the end it may look as if it falls on one person's shoulders (i.e. anyone in the forefront). However, there are always many more people behind the scenes who perform an exorbitant amount of work and whose expertise is critical to the success of the team. This case was no different. Each one of the participants involved in this agreement brought a different piece of essential knowledge to build a team that had both the background and the history to put together a successful case. Between the six of us, there was 178 years of union experience. Any differences from the past were put aside so that the group could focus strictly on the resolution of this issue.

A great deal of the language around which the disputes arose was negotiated in 1980 during the oil embargo furlough. It was crucial that we included the play-

ers who were involved in those negotiations 20 years ago in order to give us our best shot at success. Along with myself, this team included:

- **Becky Kroll (IDF)** – Served as background on many negotiating teams and has a great deal of negotiations history;
- **Tommie Hutto-Blake (LGA)** – Has extensive negotiations history and took Overage Leaves in the 1980 round of furloughs;
- **Marti O'Rourke (IDF)** – Vice President during the furlough and involved in the negotiations on Article 16 in 1980;
- **Patt Gibbs (IDF)** – President in 1980 and negotiated the language in the current Article 16;
- **Susan French (IDF)** – Union officer in 1980, when what is now the current Article 16 language was negotiated.

APFA's Team had sub groups operating on two different paths. One team was focused solely on trying to reach resolution prior to the hearing, and the other team was focused on the actual arbitration (research, witness prep and working with our APFA attorney) in the event that we were unable to resolve this issue prior to our 'day in court.' A resolution between the parties prior to arbitration gives APFA control of the outcome (arbitrators make rulings that sometimes neither party likes). It provides rapid relief for

the subject of the grievance as well as saving time and saving money.

Using our Contractual language, we held a pre-arbitration conference to provide for discussion between the Union and the company prior to the hearing. This ensured that both parties understood each other's positions clearly. We were able to sit with Jane Allen and her management team of representatives from Flight Service and Human Resources in an attempt to resolve the problems.

After several discussions and meetings between both APFA and management's teams, we were able to obtain an agreement that was far better than what we could have obtained in arbitration. This agreement, on top of providing several benefits for those Flight Attendants who were not allowed to participate in the Overage Leave proffer due to the company's initial interpretation of the Contract, clarified the procedures for the future. It ensured the language will be used to maximize the number of people who are eligible for Overage Leaves to protect jobs.

Through our joint discussions, APFA and the company were able to work on creative ways to resolve issues. In the end, this joint effort provided a forum for



APFA VICE PRESIDENT JEFF BOTT, RIGHT, AND VICE PRESIDENT OF FLIGHT SERVICE JANE ALLEN SIGN THE SETTLEMENT AGREEMENT.

American Airlines®

January 18, 2002

Mr. Jeff Bott
Vice President
Association of Professional
Flight Attendants
1004 W. Euless Blvd.
Euless, TX 76040-5018

Dear Jeff,

The aftermath of September 11, 2001, has been a time of unparalleled difficulty for American, the APFA and our Flight Attendants. The furloughs that followed the September 11 tragedies, although necessary to American's survival, have been extremely painful for all of us. As we have discussed, American and the APFA share a common interest in working together to try to help the Company recover from the current economic difficulties we face, and to bring back all Flight Attendants currently on furlough as quickly as possible. For this reason, the Company and the APFA have been actively exploring ways to accelerate the return of some of the Flight Attendants currently on furlough status.

As you know, we currently have approximately 2600 Flight Attendants on Overage Leaves that expire on May 1, 2002 and approximately 1200 Flight Attendants on furlough.

The Company and the APFA have also been acutely aware of the need to avoid any resolution that might have the unintended effect of recalling Flight Attendants from furlough only to then be forced to furlough again.

In an effort to achieve our shared objectives, the Company and the APFA have agreed to the following:

1. The Company has preliminary plans to increase capacity this spring. These preliminary plans translate to a need to increase the number of active Flight Attendants beginning in April 2002. In light of this potential growth, and in light of our mutual interest in accelerating the return to duty of some of our furloughed Flight Attendants, effective April 2002, assuming that economic and financial conditions in April are as the Company projects they will be as of the date of this letter, the Company intends to recall in seniority order at least the first 400 Flight Attendants on furlough status. It is understood, however, that the current economic situation in the airline industry is very fluid and should circumstances change from what is currently anticipated, the Company may be unable to effect the recall as outlined above.

1

P.O. BOX 618616, DALLAS/FORT WORTH AIRPORT, TEXAS 75261-9616

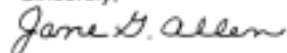
2. Flight Attendants who accept such a recall would need to report to work effective April 1, 2002. Flight Attendants will need to ensure that they are qualified to return prior to this date.

3. In order to achieve such a recall, the Company and the APFA have agreed to use Article 16 A., Overage Leaves, for the purpose of returning furloughed Flight Attendants to active status sooner than would otherwise have been possible. The Overage Leaves would work as follows:

- AA will recall to active duty at least the first 400 most senior Flight Attendants on furlough status effective April 1, 2002.
- AA will proffer additional Overage Leaves as per Article 16 A., as modified by the Settlement Agreement (the "Settlement Agreement") between American and APFA dated January 18, 2002, to cover the overage created by returning these furloughed Flight Attendants to active status.
- The Overage Leave proffer (as defined in the Settlement Agreement) will be effective May 1, 2002 and continue through September 30, 2002.
- If the Company is unable to fill the required number of Overage Leaves, the Company will only be able to recall furloughed Flight Attendants equal to the number of Flight Attendants who accept Overage Leaves.

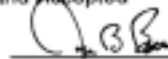
It is understood that this is a one-time, no precedent Agreement. We are pleased that our shared spirit of cooperation has resulted in the early recall of some of our furloughed Flight Attendants.

Sincerely,



Jane Allen
Vice President
Flight Services

Agreed to and Accepted



Jeff Bott
Vice President, Association of
Professional Flight Attendants

Date: 1-18-02

APFA'S TEAM FROM LEFT TO RIGHT: MARTI O'ROURKE, BECKY KROLL, JEFF BOTT, SUSAN FRENCH AND TOMMIE HUTTO-BLAKE (NOT SHOWN, PATT GIBBS)



In the end, this joint effort provided a forum for both parties to secure the return of at least 400 Flight Attendants.

both parties to secure the return of at least 400 Flight Attendants.

Here are the highlights of the agreement as well as a Side Letter of Agreement (pages 6-7) regarding the recall of at least 400 furloughed Flight Attendants effective April 1, 2002.

Overage Leave benefits will now be extended retroactively to the following groups of people who were denied the ability to proffer for an Overage Leave:

- Those Flight Attendants who were on Maternity Leave at the time of the proffer who were able to clear and had the seniority to hold the proffer;
- Those Flight Attendants who were scheduled but had not yet begun an Educational or Personal Leave of Absence (see Appendix R) who had the seniority to hold the proffer;

Flight Attendants who were on an ELOA or Personal Leave at the time of the Overage Leave proffer will accrue full vacation benefits. Also, those Flight Attendants who were awarded Overage Leaves in 2001 will be permitted to roll over all unused uniform points from 2001 for use in 2002 when they return to active status.

The following pertains to the guidelines to be followed in the event of future Overage Leaves or furloughs:

- Flight Attendants on Overage

Leaves are entitled to the same non-revenue pass privileges that the company provides to active employees, subject to third-party agreements negotiated with other airlines and governmental regulations.

- Insurance benefits for Flight Attendants on Overage Leaves and those forming Partnerships under the provisions of App. F are the same as those of Flight Attendants on active status.

- In addition to Retirement Service Credit, a Flight Attendant on an Overage Leave will, for purposes of the Final Average Compensation provided in Art. 36, H., be considered to have been paid her/his applicable monthly guarantee for each month s/he is on an Overage Leave of Absence.

- In addition to Retirement Service Credit, Flight Attendants forming a Partnership under the terms of Appendix F will, for purposes of the Final Average Compensation provided in Art. 36 H., be credited with their actual earnings during the term of the Partnership.

- Prior to a furlough, the company will notify and provide APFA, in accordance with the provisions of Art. 16, with a list of the names and seniority dates of Flight Attendants who are subject to furlough. The company will then conduct an initial proffer of Overage Leaves. All Overage Leaves will

be proffered system wide and awarded by base. Except in cases of emergency, as defined in Art. 16, this initial proffer will be conducted prior to the furlough of probationary Flight Attendants. However, even in cases of emergency, the company will use its best efforts to conduct such an initial proffer prior to the furlough of probationary Flight Attendants. The proffer of Overage Leaves may be done in conjunction with the furlough notice but in any case must be posted for at least seven days, unless otherwise agreed to by APFA. Should a dispute arise under the above provision as to whether the circumstances fit within the definition of "emergency" under Art. 16, the parties agree to expedite arbitration. The parties agree that an arbitrator will be selected and a date chosen within 15 days of the APFA filing a grievance. The arbitration will be scheduled to take place within 90 days and a decision rendered within seven days of the hearing.

- A Flight Attendant who is not qualified through no fault of their own, will not be required to have attended recurrent training in order to bid for or be awarded an Overage Leave.

- The Agreement provides for leaves of shorter duration that may combine one or more Flight Attendants together to equal the largest block of leave time available, giving Flight Attendants more flexibility for leave time.

(See examples on the APFA website at www.apfa.org.)

- Those Flight Attendants on Maternity Leave, Family Leave, Sick or IOD will be permitted to bid and hold future Overage Leave proffers provided they have the seniority to hold the leave and they clear the sick list prior to the start date of the leave.

- Those Flight Attendants on Educational Leaves and App. R Personal Leaves who have commenced their leave at the time of an Overage Leave proffer will not be able to bid for the proffer but will accrue full vacation benefits in accordance with the agreement.

- Flight Attendants who have not yet begun a scheduled Educational Leave or App. R Personal Leave will be able to bid and be awarded an Overage Leave.

- The Partnership flying packet has been clarified for easier understanding of the partnership language and operation.

- For future Overage Leaves, Flight Attendants will be noticed that nine uniform points roll over at the end of the calendar year. Any additional uniform points must be redeemed prior to the commencement of the Overage Leave or prior to the end of the calendar year - whichever is first. The Flight Attendant must be on active status to redeem points, and these points must be used prior to commencement of leave or upon return from leave.





by Linda Lanning,
APFA Secretary

The Secretary's Department at a Glance

In any organization there are usually more jobs to go around than people to complete them. For this reason, most positions have job descriptions that would intimidate even the hard at heart. APFA is very lucky in that we do have elected and appointed positions with very distinct job descriptions, and we have a pool of wonderful volunteers willing to help whenever needed. With all of these resources, we get the job done for our membership.

APFA has been very fortunate over the course of the last two decades to add new members on a regular basis. As these new members join the Union, it becomes the responsibility of the officers and representatives to educate them on the inner workings and structure of APFA. I would like to use this month's article to re-introduce my department.

Article 3, Section 6.D. of the APFA Constitution outlines my duties as Secretary. One of the most important and time con-

suming of these is keeping records. With a Union the size of APFA, you can only imagine the amount of record keeping that must be accomplished. It is imperative that these records be updated in a timely fashion and totally accurate. It is my responsibility to keep administrative records of the Union as a whole as well as each department within the Union.

I must also ensure that a detailed record of each meeting of the Union leadership is kept. Following any meeting of the APFA Board or Executive Committee, I must submit a written report of the particular meeting to the APFA Board of Directors within 15 days. It is also my responsibility to update the APFA Policy Manual with any and all Board Resolutions that are passed and may alter current policy or create new policy. All of these records are available to APFA members in good standing.

Meetings of the APFA Board and Executive Committee are held in accordance with requirements contained in the APFA Constitution.

APFA has been very fortunate over the course of the last two decades to add new members on a regular basis.

Constitutionally, the APFA Board meets once a year, while the Executive Committee meets quarterly. Of course, if there is urgent APFA business that must be dealt with, either the President or a majority of the Board of Directors, or Executive Committee may call a special meeting or teleconference of the Board or Executive Committee. My responsibilities for the planning of these meetings include arranging for meeting and hotel rooms and necessary equipment, the travel arrangements for representatives, the preparation of documents for the meeting, the scheduling of video or audio recordings of the meetings and teleconference logistics.

As this issue of *Skyword* goes to press, APFA is getting ready to conduct the Ninth Annual APFA Board of Directors' Convention. This is a five-day meeting of the

Board at which a great deal of work is done. This includes the review and approval of the annual budget and electing Ad Hoc Members of the Executive Committee.

Each year APFA Representatives are required to go through a continuing education program. The program is prepared and presented through my department. Making all of the arrangements for the accommodations, transportation and the updating of internal APFA training records are my responsibility. The annual training is very important because it provides our representatives with something new or updates previous training so that they can better assist the membership. This year we will train all representatives in Critical Incident Debriefs. In light of the events of the past year, we believe this is very appropriate.

What makes it rewarding is knowing
that I have helped someone in some
way each day I serve.

A very exciting part of my job is to oversee the APFA Library and Archives. APFA has created an archive that contains every imaginable document related to the organization. Flight Attendant Cilla Golas, (RDU-I) a trained archivist, has worked tirelessly to catalogue literally thousands of items so that each is easily accessible to representatives or members who may need them. This is an ongoing project that will greatly benefit the Union.

Another area that falls under my department's responsibilities is the APFA National Ballot Committee (NBC). The NBC is in charge of all Union elections and referendums. The Committee is comprised of members in good standing approved by the APFA Board of Directors. They prepare and administer Willingness-to-Serve Notifications for open positions of leadership within the Union.

The committee members also prepare all candidate information and oversee the mailing and collection of all ballots. During the 30-day voting period, they ensure that all requests for duplicate ballots are processed. Finally, they conduct the actual counting of ballots with the assistance of Whitley Penn – a very time consuming and tedious job. The NBC is also responsible for conducting the balloting of the APFA Voting Board of Directors for the election of Ad Hocs to the Executive Committee.

There is nothing more important in any organization than communication. APFA is no exception to this rule. Internal communication has come a long way just in the past 10 years. We now have voicemail and e-mail allowing our representatives to communicate with each other and the membership in a less expen-

sive and more efficient manner, thus enabling a free exchange of information.

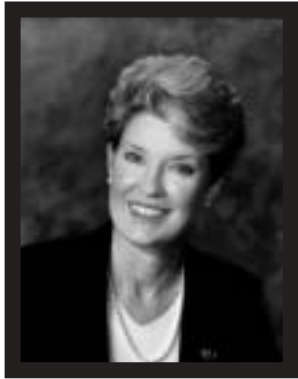
The fact that we have representatives all over the country creates a very unique situation for our Union. They have a need and a right to know what is going on within APFA whether it is in New York or in Eules, Texas, at Headquarters. For this reason, I provide a weekly update to all representatives reviewing the events of the week. This often comes late in the evening on Friday since the business of APFA doesn't always stop at 1830 Central Time.

A less internal job that falls within the scope of my responsibilities is to review all hardship transfer requests. Although the reasons are often compelling, to grant such a request sometimes affects seniority rights. For this reason, serious consideration must be given to

each request. This is not always an easy job. I have to consider not only the individual involved, but also all of those at the bases that such a transfer may affect.

There is not a day at APFA that is not full. New challenges arise with the opening of the front door of the Headquarters building each morning. Like our jobs as Flight Attendants, my job as APFA Secretary changes constantly. It is what makes it interesting. What makes it rewarding is knowing that I have helped someone in some way each day I serve.





by **Juan Johnson**,
APFA Treasurer

The Ins and Outs of APFA

As we reflect on 2001 as a Union, it was, to say the least, a roller coaster year. We experienced the loss of 13 members to acts of terrorism and seven more to a crash. APFA also saw almost 1,200 members furloughed as a direct result of the September 11th events. On a more positive note, we had great triumphs at the bargaining table and in Washington, D.C. Even

though these tragic events will always be a part of our memory, we must move forward.

As we begin Fiscal Year Ending (FYE) 2003, the Budget Committee and I have been busy preparing the overall budget and plan. The first step in this plan is the reduction or elimination of nearly \$1,000,000 in outstanding dues that have not been paid. Members who have accumulated dues balances while on a leave (inactive status) are being encouraged to pay their balances in full or make payment arrangements. Anyone accruing dues balances outside of a leave (active status) are being given the option to pay those balances in full or face Article 31 proceedings which can result in termination from American Airlines. A chart in Volume 4, Issue 7 of *Skyword* defines active and inactive status.

Letters outlining payment options were sent to the Flight Attendants awarded Overage Leaves. The response has been outstanding. This is one of the most aggressive campaigns our Union has

As we reflect on 2001 as a Union, it was, to say the least, a roller coaster year.

seen in some time. It is designed to ensure everyone carries her or his own weight, and that APFA remains in the best financial shape possible.

One of the things I hear from members system wide is the desire to know more about APFA finances. In order to provide a clearer understanding of our income and expenses, I have included some financial data you might find helpful.

The APFA begins 2002 very strong financially. However, we face some very real and extraordinary costs. The New Year will see increased expense in the area of System Boards related to arbitrations on issues such as the 777 staffing, the Family Medical Leave Policy and other issues that must unfortunately be resolved through the costly arbitration process. Also, we face the integration of TWA-LLC Flight

Attendants into APFA and expenses related to this process. Negotiations during the time period of 1998-2001 were extremely costly. Although there will be some lingering costs associated with negotiations, the cost will be nothing like the expenses we incurred each month during the process.

Many of our expenses are of a relatively fixed variety. However, we must deal with rising costs associated with the weak economy and inflationary pressures. One of our largest costs is that of trip-removing Union Representatives. In order to provide our membership with the best possible representation, we must ensure that they have access to their Union Reps. This often requires trip removals. APFA removes Representatives from trips and must then reimburse American Airlines for the time. Due to the raises we have all just received, the

cost of these removals along with the overall cost of union representation has increased 18.5% since October 1, 2001. With each Contractual or longevity raise a Rep receives, APFA's costs are also increased by that amount. And while the expenses of the Union are increasing, revenues are decreasing due to layoffs, etc.

According to the headcount numbers for the month ending December 31, 2001, there are 2,782 Flight Attendants on furlough and leaves; on an inactive, non-obligated dues status. There are 17,286 active Flight Attendants and 3,143 inactive Flight Attendants; all of whom are dues obligated. The total number of Flight Attendants is 22,711. Keep in mind that not all of these Flight Attendants are current with their dues - some are on unpaid leave status (dues obligated), and 1,200 are on furlough and not obligated to pay dues. The chart below is a breakdown of our dues income.

Category	Headcount	Monthly Dues*	Total Monthly Dues	Total Yearly Dues
Furloughed	1,200	0	0	
Total Inactive**	4,225			
Non-Dues Obligated	1,082	0	0	
Dues Obligated	3,143	\$35	\$110,005	\$1,320,060
Active	17,286	\$35	\$605,010	\$7,260,120
Total Dues Obligated	20,429	\$35	\$715,015	\$8,580,180
Total***	22,711	\$35	\$794,885	\$9,538,620

*There remains a number of AAL Flight Attendants paying Agency Fees (\$34.44) each month. These Flight Attendants are not APFA Members.

**Many of those on inactive status (unpaid sick and furlough) are not dues obligated. Those on Overage Leaves, Educational Leaves and Personal Leaves are dues obligated. It is difficult to give precise numbers when referring to the dues obligation of those in this category.

***These totals are based on a 100% active headcount with each Flight Attendant paying full dues of \$35 per month. This is simply a potential amount of dues income if all Flight Attendants were active and no Flight Attendant was in dues arrears. The only guaranteed amount is that of "active" Flight Attendants and those on a dues-obligated leave.

Please refer to Volume 4, Issue 7 of *Skyword*, page 9 for information on dues obligation

The APFA expects the NMB to designate our Union as the sole bargaining unit for the TWA-LLC Flight Attendants very soon. This will increase the number of Flight Attendants we represent by approximately 4,000. Keep in mind that it will take time to get all of the TWA-LLC Flight Attendants signed up as members and set up for dues check off. Remember that TWA-LLC also has flight attendants furloughed and on leave who are not dues obligated. In addition, APFA will incur additional costs associated with providing these new members with Union repre-

sentation. We will be electing a Chair, Vice Chair and Operational Council Reps for STL and ISL. We will need to provide the new Chair and Vice Chair with the tools to make their job more efficient which will include telephones, fax machines, answering machines, file cabinets, computers, printers, and the list goes on. The Budget Committee has budgeted for these two new bases for the next fiscal year. The annual cost for these two bases will be approximately \$300,000. In addition to providing base representation for TWA-LLC Flight Attendants, we will also have to add APFA staff and representation at headquarters to accommodate the approximately 4,000 new members. These additional costs

will be funded in part from the revenue generated by the dues of the new TWA-LLC members.

Although the time between negotiations is usually a time of transition and basic enforcement of our Contract, and traditionally a time of lower expense, FYE 2003 will test that premise. We are going to see unique expenses and lowered revenues.

I hope this article will provide you with a better understanding of the APFA finances. If you would like to view the financials, please give your Base Chair or me a call. Thanks for all you do each day to make us proud. Fly safely!



APFA EXPENSES INCLUDE:

- National Officers' Salaries
- Division Representatives' Salaries
- Office Staff Salaries
- Special Project Compensation for APFA Representatives
- Trip Removals for APFA Representatives
- Payroll Taxes
- National Officers' Insurance and Retirement
- Office Staff Insurance
- Automobile Expenses and Mileage
- Automobile Rental
- APFA Headquarters Cars
- Per-Diem Expenses for Representatives
- Travel, Meals and Lodging
- Parking and Tolls
- Public Transportation
- Headquarters Building Expense and Maintenance
- Security
- Answering Services (when needed)
- Out-of-Base Lodging
- Bank Charges
- Depreciation and Amortization
- Insurance
- Interest Paid
- Legal Fees
- Legal Expense Reimbursement
- Professional Fees
- Professional Expense Reimbursement
- Mailing and Delivery Services
- Office Supplies
- Postage
- Printing
- Publications and Subscriptions
- Equipment Rental
- Storage Rental
- Equipment Repair
- Taxes
- Telephone

APFA is pursuing the collection of all dues arrears. Names of those Flight Attendants in dues arrears may be published in *Skyword*, on the APFA website and on Base Bulletin Boards. Contact APFA's Dues Department, ext. 8151 if you wish to become dues current.

WHO IS TRIP REMOVED?

To ensure that APFA members in each base receive the best possible Union representation, the APFA Policy Manual provides trip removals at a rate of one full-time removal for each 1,000 members at each base in the system. For example, DFW has 3,500 Flight Attendants that equates to three full time removals plus 1/2 month. Representatives of bases that do not exceed a headcount of 1,000 receive trip removals based on the headcount of that base in order to conduct APFA business. For example, a base with 400 Flight Attendants will have two trip removals per month. Other full-time trip removals are provided to APFA Coordinators, Negotiators, and other representatives that are doing special project work. Each representative on a full-time trip removal is obligated for no less than 18 days of APFA work during the month they are removed.

APFA FINANCIAL REPORTS

All financial records of the APFA are provided to the National Officers, your APFA Base Chair and the Ad Hoc Members of the Executive Committee. They are available for review by any APFA member in good standing by making an appointment with her/his Base Chair or the Treasurer's Department. APFA Policy does not allow for copies of these reports to be made or distributed; however you are allowed to take notes. The Department of Labor (DOL) closely monitors all financial records of the APFA. APFA is required to file financial reports (LM2 Report) with the DOL on a yearly basis.

The Annual APFA Audit

The accounting firm of Ernst and Young has conducted the APFA annual audit since 1987. For over 95 years, Ernst and Young has provided auditing, accounting, taxation, and consulting and advisory services. They are considered one of the world's leading professional service firms.

Cost of Union Representation

Union Representation cost has increased 18.5% since October 1, 2001, which is equivalent to the raises received by all American Airlines Flight Attendants as part of the compensation package negotiated in our new Contract. It will increase another 3% in 2003 and 3% in 2004 with scheduled Contractual raises.

Loss of Dues Revenue

Approximately 600 Flight Attendants retired or took Appendix T - a loss of \$252,000 per year. 1,200 Flight Attendants are on furlough totaling reduced dues revenue of \$504,000 per year.



FROM THE EDITOR

by **Leslie Mayo**,
APFA National Communications Coordinator

On a recent flight, the man seated next to me asked one of the Flight Attendants if he was having a bad day. I looked up to see what he was referring to and noticed a sleepy yet handsome guy with a stars-and-stripes tie serving beverages to a nearly full 757. Although he wasn't grinning from ear to ear, he was perfectly pleasant, even when confronted with his 'shortcoming.' My guess is that this passenger needed more confidence than what he himself had brought on board that day. In a way, it reminded me of the 'pre-9/11' attitude. I was hoping that the days of a passenger's perception of a Flight Attendant's existence strictly for their entertainment was gone.

I don't expect the passengers on our airplanes to put themselves in our shoes. We are here for their

... we are reminded that this is a brand new game and that we are major players.

safety, security and comfort. They are not here for

ours. But the misperception of our role onboard has gone on too long. Has the importance of a Flight Attendant ever been more apparent than it is today? It's time we were taken seriously by our passengers, by our company and by the federal government. We have been ignored on many different levels: from being disregarded as heroes - among the first to be terrorized and murdered on September 11th, to the lack of adequately enhanced training subsequent to the events of that horrible day. I hear this time and time again from my fellow Flight Attendants. Not begrudging anyone who died that day their due acknowledgement, but what about our friends who showed up for work, did their job, and died in the line of duty?

The value of our presence on board is clear. Just take a look at the Crew aboard AA Flight 1238 from Los Angeles to Chicago within weeks of the WTC and Pentagon disasters. Aboard this flight was a passenger who was

determined to break into the cockpit and cause yet another catastrophe. American Airlines Flight 63, certainly, was no exception. Those Flight Attendants worked together to control another potential disaster with no more training than was available last year, the year before or any year prior to that.

This issue of *Skyword* addresses, among other things, the actions APFA has taken to make our skies safer. APFA, in particular the Safety Department, has been working around the clock to not only address the day-to-day issues we face on board our aircraft, but to usher in a post-9/11 environment by assisting American Airlines and the FAA in laying the groundwork for the new Common Strategy.

I struggled to understand why the persistent demand for attention by our passengers continued but the more I thought about it, I guess I realized, now more than ever, that our passengers depend on us for comfort on a whole new level.

Every time someone unrolls a first class napkin and plastic silverware falls out, every time we pass through security and see the National Guard with M16s over their shoulders, and every time a new set of terrorist photographs is released to our work force to identify, we are reminded that this is a brand new game and that we are major players.



SAFETY COME ON! LET'S CALL IT WHAT IT IS!

by **Kathy Lord-Jones**,
*APFA National
Safety Coordinator*

Since September 11th our world has changed. We, as Flight Attendants, have always preferred to be known as safety professionals and not waitresses in the sky. Customer service was important, maybe moreso to the company than to us. But everyone now knows that the paradigm has shifted, and safety and security continues to be our primary functions.

With any paradigm shift, the learning curve begins. It is now a reality that the last line of defense on any aircraft is the Crew on board that aircraft. The flight deck door has been re-enforced, and new, stronger doors are on the way. This signifies the reality that our role is to protect the flight deck, at any cost. Come on, let's call it what it is.

The training must emphasize the harsh reality of September 11th. The days of being passive are over. Good judgment and communication are vital to any situation we now face.

So how do we protect our passengers and ourselves? What tools are available in the cabin to assist us, and what can we expect to see in the future? On January 18, 2002, the FAA provided the guidelines, known as The Common Strategy, to the

Section 107 of the Aviation Transportation Security Act (ATSA) mandated new security training for crewmembers. The FAA was directed to work with industry and employee groups to establish guidelines for carriers to use to develop security training. APFA was a part of this group and contibuted greatly to the formation of the new Common Strategy.

Other components of the ATSA that APFA actively lobbied for are:

- The handling of all airport security screening by either military personnel or FAA certified screeners using state of the art equipment;
- Impenetrable cockpit doors;
- Revised and enhanced Flight Attendant security training;
 - Limited carry-on bags;
 - The routine monitoring of Domestic and International flights by armed guards.

carriers. Following that date, each airline has 60 days to develop security training for Flight Attendants and pilots.

The training emphasizes the harsh reality of September 11th. The days of being passive are over. Good judgment and communication are vital to any situation we now face.

Since September 11th, APFA's Safety Department has been involved in the revamping of the

We have also been striving towards realizing the following safety measures:

- APFA has urged the company to reinstate total co-pairing with the pilots – right now we're at partial pairing.
Work in progress.

- APFA has urged the company to return the mandatory briefings with the flight deck – beginning each trip with the cohesive teamwork needed in aviation today.
Work in progress.

- APFA has stressed that the security training be conducted jointly with the pilots, again, establishing the groundwork for teamwork and comprehensive Crew Resource Management (CRM).
Work in progress.

- APFA sent a letter to the FAA requesting the in-flight availability of non-lethal weapons for Flight Attendant use.
Work in progress.

FAA and AA's security procedures. Within a week of September 11th, representatives from the entire aviation industry including carriers, employee groups and the FAA, participated in daily conference calls to address the numerous security issues highlighted as a result of the events. APFA participated in all of these calls and contributed to the changes that we see today. I, along with other aviation industry experts, was a member of the Rapid Response Team Working Group that made safety recommendations to Secretary of Transportation Norman Minetta for an interim plan prior to the passing of the ATSA. APFA also worked with AA and APA to develop the new Duress and Security Procedures for our crews, the results of which were seen beginning September 27th. They are still in use today.

In October, I traveled to Washington, D.C., to address the FAA regarding Crew training and protection devices. At the same time, the final hearing on AA Flight 1420 – our crash in Little Rock, June of '99 – was completed.

By noon, November 12th, in response to the crash of Flight 587, the APFA Go Team traveled to New York and requested and established party status by the NTSB. This provided APFA with active participation in this still-ongoing investigation. Later that month, the FAA and ALPA re-established the working group for the development of the new Common Strategy to be utilized by all airlines for the pur-

poses of crew training under the guidelines of the ATSA. APFA continued to be an active member of this group and provided invaluable expertise in the areas of crew safety and security.

APFA, along with the FAA and other industry experts, is still involved with several working groups stemming from the tragedies of September 11th. These include cabin surveillance and alert systems, the issue of less-than-lethal weapons in the cabin (defense capabilities) and flight deck access, among others.

We are pleased that American Airlines is in the final planning stages of offering voluntary four-hour self-defense classes to all Flight Attendants. I have heard from literally hundreds of Flight Attendants since September 11th who felt much more confident after completing a self-defense class in their area. We are working with our counterparts at American to ensure compliance with the Common Strategy in this area.

We need something to protect our passengers, our aircraft and ourselves. Come on! Let's call it what it is: we **are** the last line of defense!



APFA has developed an area on our website for Flight Attendants to report safety issues and security breaches online. These will be electronically transmitted to our APFA Safety Department for review. Please visit www.apfa.org and follow the links from "Safety First."

In response to your feedback following major safety and security events, APFA is in the process of finalizing the forming of a Joint Safety Security Event Review Team (JSSERT) with the company to debrief Crews and all other parties involved in a specific event. The JSSERT will be facilitated by the Flight Operations Safety Department, an independent safety department within the company. APFA's Safety Department will be a core member of this team.

THE THINGS I WANT FOR YOU ...

by **Kathy Lord-Jones**

As the mother of Ryan – a 2-year-old who displays every quality of the age – I am constantly telling him what I want for him in this world. With that said, I feel compelled to tell you, my fellow Flight Attendants, what I, as the National Safety Coordinator, want for you.

The incidents reported to me by the company range in severity and nature. Passenger illnesses, passenger misconduct, mechanical failures, diversions, Flight Attendant illnesses or injury, turbulence, evacuations and, in the worst case, accidents, are just a few events that come to mind.

Notification occurs via a pager, usually attached to my right hip, or by e-mail via the Event Call Center. Upon notification of the event, my response varies. The majority of the time you will receive a letter from the Safety Department requesting your feedback regarding the event. In a more serious incident, I may attempt to personally contact you or have your local base representative contact you.

Occasionally, I am not notified of the event. This is where my second desire for you comes in. I

want us to communicate. My department is available to you 24-hours a day, seven days a week for safety related issues. This means that you may call after business hours and on weekends and holidays. The Safety Department voice mail, extension 8302, is connected to my pager. If you leave a message, I will be paged. If you are involved in an event on the aircraft and safety is an issue, call me.

My third desire is that you know I am available. While I am not an expert on scheduling and IOD issues, I do have contacts to resolve safety and regulatory issues. I have contacts with the company – both in Flight Service and Flight Operations Safety. I also have contacts with the FAA, the NTSB and other aviation industry related groups.

Finally, I want you to know that I support you. The Safety Department continues to actively promote regulations that benefit the occupants of the aircraft. This ranges from Flight Attendant Duty Time regulations to the mandatory use of Child Restraints on all aircraft.

The APFA Go Team, a specialized

group within the Safety Department, responds on your behalf to all accidents involving APFA Flight Attendants. The Go Team actively participates in the investigation of the accident and assists in the support of our members. The Little Rock accident (AA Flight 1420) was completed in October 2001 with the final report still outstanding. The four Flight Attendants from this flight opted to take Article 26 E. 2. from our 1995 Contract. I am happy to report that they are doing well and are optimistic about their futures.

The investigation of American Airlines Flight 1291, an accident in which we lost a very dedicated and professional Flight Attendant, Jose Chiu, during a ground evacuation of the aircraft, is still ongoing. I am anticipating completion of the accident investigation sometime this year.

On November 12, 2001, American Airlines Flight 587 crashed minutes after takeoff from JFK airport. All occupants on the flight perished, including seven of JFK's finest Flight Attendants. Immediately upon notification of the accident, APFA's Go Team was activated. I proceeded directly to New York and gained official party status for

the investigation of the accident from the National Transportation Safety Board (NTSB). Debbie Roland joined me the following day and participated in the Witness Group. Lonny Glover maintained the Go Team Command Center at APFA Headquarters. APFA Vice President Jeff Bott, Mario St. Michel (JFK) and Emily Carter (Health Coordinator) traveled to New York to support our Base Representatives and JFK Flight Attendants.

I anticipate this accident investigation to be lengthy. But rest assured that the APFA Safety Department is actively involved in the process, representing our membership and profession.

The Safety Department continually meets with the company to address your concerns related to the safety arena. This includes equipment and maintenance problems, EPT issues and procedural issues.

So, these are my desires. Granted, my desires for my son are different, but the theme is the same. I want to do the best job possible for both him and for you – the APFA Membership.

Fly safely!



THE EFFECTS OF THE TRAUMA OF SEPTEMBER 11TH

by Helen Davey, PhD

Editor's Note: The following article was offered to APFA compliments of Dr. Helen Davey in order to provide assistance in the area of trauma. Helen is a former Pan Am Flight Attendant and resides in Southern California. If you would like to send her a comment, you can e-mail her at helendavey@aol.com.

Many of you have been suffering since the terrorist attacks of September 11th. Indeed, the crash of Flight 587 seems overwhelming to think about. Having been a Pan Am Flight Attendant for 20 years, and a psychotherapist for 15, I feel compelled to reach out through this article to help you understand the nature of trauma, for trauma is what these attacks have been for all of you. Perhaps if you just pretend that we're sitting on a jumpseat together, doing what Flight Attendants do best – jumpseat therapy – I can offer some ideas about what you might be feeling and why.

Most people are not aware that Pan Am employees endured continuing terrorist attacks since the 1970s, and that we had to live

with constant threats as well as the loss of friends. Add to that the pressure of management problems, financial turmoil, airplane crashes, layoffs, Lockerbie, and, finally, the fall of Pan Am, and it adds up to a traumatized work force. Aware of the turmoil that my beloved fellow employees endured, I decided to study trauma through the eyes and hearts of former Pan Am employees. I then wrote my doctoral dissertation on what I learned and entitled it *A Psychoanalytic Exploration of the Fall of Pan Am*. I hope the following might be of some benefit to you in these uncertain and scary times.

Trauma is any event outside the usual expectable realm of human experience that causes a reaction of intense fear, helplessness or horror. The events of September 11th certainly fall within this definition. The experience of trauma can produce Post Traumatic Stress Disorder, or PTSD. There are three hallmarks of PTSD. The first is intrusive memories. These are recurring thoughts and dreams that elicit the same terror as the experience itself. Have you

The symptoms of trauma can sneak up on you in subtle ways, until you finally feel overwhelmed and don't know what hit you.

been having disturbing dreams or nightmares? Do frightening images come into your mind over and over? The second is hyper vigilance, in which you stay on red alert, and any sudden noise may trigger panic or aggression. Are you worrying about 'going off' on passengers, or even worse, your children and loved ones? Is your patience level markedly different since September 11th? The third hallmark of PTSD is withdrawal, through which shying away from situations that stimulate painful memories isolates the sufferer. Have you been avoiding friends or family or conversations with them? Are you disappointed with their lack of empathy for you?

The symptoms of trauma can sneak up on you in subtle ways, until you finally feel overwhelmed and don't know what hit you. Symptoms vary widely from

individual to individual, and can include feelings of hopelessness, indifference and isolation. Insomnia is common, as is the feeling of just wanting to stay in bed under the covers where it's safe. A loss of appetite or the inability to stop eating everything in sight may be experienced, as well as headaches, chest pains, and feelings of intense fear when recollecting the overwhelming event. Putting yourself in the terrifying place of those who lost their lives, and imagining exactly what it was like for them is also common. And, of course, wondering how you would have handled the same situation yourself. Persistent anxiety, jumpiness, fears or feeling out of control, and excessive worry over loved ones' safety can be present.

Fundamental to the experience of trauma can be a devastating sense of helplessness. In my

study of Pan Am employees, this feeling of powerlessness was a common theme. Sometimes this led to feelings of betrayal and painful disillusionment with Pan Am's management, who were seen as parental figures. However, such anger was not usually felt toward the Pan Am family as a whole. I can see many parallels between the feelings and behaviors of Pan Am employees and those of American Airlines' employees now. Are you feeling angry about not having been protected?

Some employees turn to unusual behaviors to counteract their helpless feelings. For example, they may become obsessed with gaining as much knowledge as possible about what is happening. Or they may keep their lives "orderly," cleaning out and straightening every nook and cranny in their homes. There are some Flight Attendants who have not even been able to unpack their bags since September 11th. Others deal with the emotional trauma by a cutting off of emotion, and sometimes pushing those close to them away. Are

you feeling numb or not very loving? A particularly traumatizing aspect of September 11th was the inability of so many Flight Attendants to get home. Many people state that they are less afraid of dying than of being helplessly stranded so far from home ever again. They are more terrified of feeling those feelings again than they are of actually dying.

A common theme in the trauma literature, one that lies at the heart of psychological trauma and is related to a sense of helplessness, is the sense of alienation and aloneness as well as a profound despair about the improbability of ever having one's experience understood. A traumatized person can feel as if he or she is an alien to the 'normal' people around him or her; a conviction that leads to a sense of alienation and aloneness. It can cause an unbridgeable gulf that separates him or her from the understanding of others. Anxiety slips into panic when it has to be born in isolation. Hence, there needs to be a place where painful feelings can be shared. I know that many of you feel that family and loved ones

... they may become obsessed with gaining as much knowledge as possible about what is happening. Or they may keep their lives "orderly," cleaning out and straightening every nook and cranny in their homes.

have a hard time understanding what you're going through since September 11th, and perhaps you might even feel estranged from your fellow Flight Attendants, especially if they are not expressing feelings of fear.

A mentor of mine, Dr. Robert Stolorow, has written about the concept of trauma and the absolutisms of everyday life. By 'absolutisms,' he is referring to beliefs and assumptions whose validity are not open for discussion, and unconsciously play a role in the normalcy of everyday life. For example, you might say to a friend, "Have a safe trip," or "I'll see you when you get home." These are statements whose validity isn't questioned. Such assumptions are the basis for a kind of naive optimism that allows one to function in the world believed to be stable and predictable. It is the essence of

psychological trauma that shatters these absolutisms, a catastrophic loss of innocence that alters one's sense of safety in the world. When one can no longer believe in the absolutisms of everyday life, the universe becomes random and unpredictable. The traumatized person perceives the world differently than others do, and an anguished sense of estrangement and solitude takes form.

As if this sense of estrangement and isolation were not enough to bear, another aspect of traumatization makes a difficult situation even more painful: it is not just the shattering of illusions, or the loss, or the injury, but also the intense shame and self-loathing because of one's reaction to that trauma. Flight Attendants, in my experience, seem to have a feeling that they should be emotionally invincible;

impervious to fears having to do with flying. Many Flight Attendants have expressed feelings of humiliation to me about such fears, and this shame seems to be as painful as the fear itself. Several Flight Attendants have expressed thoughts such as “If I were strong or spiritually grounded, I wouldn’t be feeling depressed or anxious.” Thus, ordinary feelings that many people in a similar situation would experience are felt to be somehow shameful.

Some Flight Attendants may be feeling more traumatized than others, and this seems important to understand. Just because some people are frightened and unable to fly right now does not mean that they are weak or don’t have strong character. The situation is made worse for some people because it represents a re-traumatization; a feeling of repetition of a childhood history of trauma that leaves them more vulnerable. That childhood trauma can be anything, including the early death of a parent or family member, early separation from loved ones through divorce or tragedy, or any form of abuse or extreme disillusionment. Retraumatization

happens most often when there is a close replication of the original trauma or a revival of a feeling that was present in the original trauma such as a loss of the way of life as one knew it, loss of a sense of power, loss of a sense of safety, loss of a sense of innocence, loss of a sense of control or the return of a feeling state such as fear, horror, shock, panic or helplessness. For example, what happened on September 11th could be experienced as much worse by someone who, early on in life, had already experienced a shattering loss.

People who have already had an experience with trauma while flying are more likely to be re-traumatized by the events of September 11th. Such trauma can take the form of a major illness on board the aircraft, an aircraft evacuation, an assault on a passenger or Crewmember, the death of a passenger, an aircraft crash or any perception of serious threat to

self, other Crewmembers, or passengers. Many of you may have gotten right back on the horse after other incidents, and never really understood its impact on you. So, September 11th may have just compounded an already existing but unrecognized traumatic state. For example, a dangerous experience with turbulence could easily disturb one’s background sense of safety, and revive old feelings about an earlier loss of a sense of control in life, such as the divorce of one’s parents. Also, one might expect that any disaster that happens subsequent to September 11th will have a similar re-traumatizing impact, as did the crash of Flight 587.

Your most important function at work besides safety has always been to provide passengers with a sense of comfort and reassurance, and a denial of the possibility of death. I am imagining

you offering “coffee, tea, or immortality,” and that’s an extremely difficult task when you’re feeling at risk yourself. It’s important that each one of you be able to find a place within a relationship for your disturbing experiences and feelings, rather than having to bear them alone, and to recognize that there is nothing inherently shameful about these painful experiences and fears. Shame only contributes to keeping feelings hidden and makes you emotionally isolated. I urge you to tell each other how you’re really feeling. Getting together in small groups to talk can be extremely helpful. Leaning on your religious or spiritual faith can be of great comfort.

Symptoms of trauma do improve with time and talking about it. If, however, you continue to experience symptoms after reaching out to family or friends or faith, then it’s time to seek out the help of a professional therapist.

I am imagining you offering “coffee, tea, or immortality,” and that’s an extremely difficult task when you’re feeling at risk yourself.

AIRLINE SECURITY

BEFORE AND AFTER

by **Trice Johnson, MIA**

September 11, 2001 pretty much obliterated the expression, “The sky is the limit.” In-flight travel had long ago become just an extension of our busy lives. Videos, movies, Airphones and other distractions are now omnipresent, and the sky is limitless in what can take place. We used to think that a really torrid flight was one where a few people overindulged on screwdrivers and caused a nuisance. Now, we are looking for passengers who are actually carrying screwdrivers. A while back, a senior Flight Attendant with several years of seniority sighed and remarked with a nostalgic yearn, “I can remember the days when sex was safe and flying was dangerous.” How quickly things change. Now, sex actually **can** be safe and flying **is** dangerous. The fact is

there is an inherent danger in flying. Always has been; always will be. But will there ever be such a thing as airline security as we knew it before?

Obviously, our security cannot be guaranteed entirely by our own efforts. No matter how many new jetbridge keys we carry, bomb-sniffing canines we train or million dollar plastic explosive x-ray machines we install, a mechanical malfunction or a few men operating in secret may cause chaos. Stopping these men and others depends largely on building a new common strategy of vigilance and detection by everyone from Don Carty and the Department of Transportation Secretary Norman Minetta, all the way down to our new federalized airport screeners and cus-

tomized Flight Attendant training that will qualify us as bonafide James Bonds and Charlie’s Angels agents and detectives looking for the bad guys. Everyone is going to have to keep everyone on his or her toes. It will take a village to help raise awareness for the prospect of better airline security.

We, as Flight Attendants, have a great challenge ahead of us as we seek to ensure a safe and secure workplace for our passengers and ourselves. The aviation industry is still driven by profits and politics now more than ever, and we, as individuals and as Union members, must remain active in our fight against the increasing concentration of power in business and politics as it affects our job. The bottom line is that money, specifically campaign contributions to politicians, can at least buy access and ensure one’s story gets to the right people. And frequently, it (money) even buys results. Consider the following:

The airlines gave almost \$4.2 million to both political parties during the 2000 elections. They also deployed a squadron of lobbyists, including the best-connected talent that money can buy. Many of these lobbyists have worked on Capitol Hill or in the executive branch. For example, Linda Hall Daschle, the wife of Senate Majority Leader Tom Daschle, worked for the Air Transport Association (ATA), a lobbying group composed of the major airlines, before serving as the FAA’s

acting administrator under President Clinton. She now lobbies for American and Northwest airlines. The top nine U.S. airlines and their lobbying groups typically spend more than \$15 million a year lobbying Congress, the Department of Transportation, the FAA, the National Transportation Safety Board and the White House.

Since September 11th, we are all too familiar with the flaws and loopholes in the nation’s aviation security system. Before then, government inspections designed to intentionally breach airport security met with extraordinary success. Federal inspectors found they could smuggle firearms, hand grenades and bomb components past screening checkpoints at every airport they visited. In one probe in 1999, they successfully boarded airplanes 117 times – some filled with passengers – and were asked to show identification one-fourth of the time.

As early as 1990, a report by the President’s Commission on Aviation Security and Terrorism, appointed by then-President Bush, stated, “The U.S. civil aviation security system is seriously flawed and has failed to provide the proper level of protection for the traveling public. This system needs major reform.” Many of these reform initiatives were killed by powerful forces behind the scenes. How could something so right go so wrong?

It will take a village to help raise awareness for the prospect of better airline security.

After TWA Flight 800 went down, President Clinton appointed a brand-new White House Commission on Aviation and Security to be chaired by Vice President Al Gore. This commission became one of the clearest examples of how politics and profit have jeopardized public safety. At their very first meeting, the commissioners were surprised to receive a pre-written set of recommendations prepared by staff members. A CIA memo written the day before the meeting indicated that the FAA was working with the staff behind the scenes to ensure that the panel offered no dissent to the pre-approved proposals. One of the commission's suggestions that had not received "prior approval" was called full bag match. Every piece of luggage would have to be matched to a passenger on board or otherwise be removed from the cargo section of the plane. The airlines claimed that matching bags would be time-consuming and expensive, but a study by the University of California, partly funded by the FAA, found that a full bag match would take barely one minute per flight. "You probably won't even notice it," said Elaine Kamarck, one of Gore's top political advisers, at a press briefing held on September 11, 1996.

The airlines noticed. The ATA and its member airlines then launched a full-bore lobbying campaign meeting on Capitol Hill. Pressure was put on the

commission to back off on the call for an immediate move toward full bag match. Instead of sticking with the original plan to match all bags to passengers, Vice President Gore called for an industry-backed alternative where a computerized profiling system would monitor suspicious travelers and remove their bags if they failed to board planes. The new plan was blasted by security experts who concluded that it would be simple for terrorists to evade the profiling system.

The nation's airlines wasted no time in expressing their thanks. The day after Gore's letter, TWA sent \$40,000 to the Democratic National Committee, which was headed into the final weeks of the 1996 campaign. American Airlines came through with contributions of \$83,333 made over five days – a burst of beneficence that it has never matched. In the last days of the push to re-elect Clinton and Gore, Democratic Party committees also raked in \$83,000 from Northwest Airlines, \$117,465 from United, and \$15,000 from US Airways. In all, the major airlines poured more than \$500,000 into various Democratic soft-money accounts in the weeks following Gore's revised letter of recommendation. This money was two and a half times what they gave the Republicans during the same period.

When the Gore commission issued its final report in February

1997, the airline industry was pleased. The commission called for a slow approach to bag match and suggested private security companies be certified by the government, but made no mention of improving wages or benefits. And it gave the FAA two more years to implement FBI fingerprint checks on airport workers. Over the next four years, however, the airlines mounted an all-out campaign to forestall or weaken the already-diluted security proposals. The industry filed objections to the rules, asking for delays and calling for public hearings.

Ironically, a New York Times interview with Bob Crandall dated January 23, 2002, contained the following quote: "Stay out of politics when you're running an airline. The guys who are running the airlines now are running retail businesses in a heavily regulated industry. And they don't want to make anybody mad."

Congress and federal regulatory agencies have been essentially looting the country's public aviation interest on behalf of its well-placed private interests, i.e. airlines. Flight Attendants must respond to this incredible lobbying power by the airlines. Yet, we don't need to be just "dwelling on the negative" or past policy without providing suggestions for change by calling upon congressional representatives in direct communication or through

contributions to the APFA PAC fund (Political Action Committee lobby fund – see center section for tear-out card). We must all participate in political action to affect change in our work environments so that policy is not strictly co-opted by the "powers that be."

American Airlines has an especially close relationship with the current political leadership in Washington, D.C., and President Bush. American can be expected to exert as much influence as legally possible to make sure its voice is heard by government officials. In our last Contract negotiations, Sue Oliver, Senior Vice President of Human Resources at AA, sent a personalized fax to every member of Congress on the same morning that APFA set up a lobbying day on Capitol Hill to speak to Congressmen about our opposition to Presidential intervention should we have moved to a strike during negotiations. American clearly wanted to make us work hard for our money in negotiations. It is up to us to keep them on their toes as well, by continuing to follow the money trail to Washington and by continuing to report any flagrant violations of security or safety that we perceive on the line.

At the same time, we need to be more vigilant with each other as we observe employees who do not display visible identification in secured areas; captains who may get lazy about using the Katy Bar on the cockpit door; or even other

Flight Attendants who appear clearly negligent about knowing or following security procedures. Passengers themselves will have to reconcile the fact that many of these initiatives will take some time and that not only will they have to be patient, but they will also have to be cooperative. It will take a village of flight crews, corporate and government leaders, citizens, and passengers to ensure that the nation's skies remain not only a profitable business, but also a mode of transportation that is safe and secure. It is this type of renewed commitment and action that I am sure our fallen coworkers would want from us in such turbulent weather and times.



Editor's Note:

Information from this article was derived, in part, from the January - February 2002 publication *Mother Jones*.

Flight Attendant Nanette Laufik

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REFUGEES IN A CAMP CALLED KHORASAN ONE, DECEMBER 2001

In the aftermath of September 11th, I was among the 2900 American Airlines Flight Attendants who opted for the Overage Leave. Besides being a Flight Attendant and APFA member for more than 10 years, I am a family practice physician assistant (PA). I took the leave knowing that I would miss flying but that I could work more in medicine. Having done overseas medical work in the past, I considered some teaching opportunities that would also satisfy my love for travel. I didn't think I'd have any trouble filling my time during a six-month leave.

Unexpectedly, another opportunity arose. A medical relief organization for which I had volunteered in the past contacted me. Would I be willing to leave my home in Portland, Oregon, and spend three weeks caring for refugees in Afghanistan? The opportunity seemed both exciting and frightening. We were at war in Afghanistan, so I knew the risks of personal injury were

high. In truth, I was less fearful of a wayward bomb or of being shot than I was of stepping on a land mine. Still I was drawn to the opportunity to help. The plight of the refugees was worsening and I found this compelling.

This mix of fear and a desire to serve spelled adventure for me. Having volunteered in Albania and Honduras in the past, I



ONE OF MANY AMPUTEES (PROBABLY CAUSED BY A LAND MINE).



SLIGHTLY MORE LIBERATED AFGHAN LADIES OUTSIDE, SHOWING THEIR FACES. REFUGEE CAMP OF DASTISHOR.



THE FRIENDSHIP BRIDGE BETWEEN UZBEKISTAN AND AFGHANISTAN.



NANETTE WITH AFGHAN WOMEN.

found medical relief work to be a unique immersion experience. Medical missions offered me glimpses into the lives of people and countries I would never have experienced as a tourist. Still, something else was tugging at me to do this that I couldn't put a finger on. And being on leave was too good an opportunity to pass.

Only one person had veto power and that was my husband of three months. Instead, he gave me his blessing and support. So over the protests of my parents and the concerns of a few friends, I buried my anxiety and said yes. On December 14, 2001, I left home for a 30-hour journey: four flights and 12 time zones to travel to Mazar-e-Sharif, Afghanistan.

What I knew about Central Asia prior to this trip could fit on the back of an HI3. I bought a Lonely Planet Guidebook to familiarize myself. I read the section devoted to Afghanistan. It was small - nine pages small. A box of facts for the traveller lists "Best Time To Go." For Afghanistan it simply says:

"Don't go." Well, too late for that.

From SFO to LHR we flew on a Virgin Airways 747. I don't know what I expected, but I found the eight-hour Uzbekistan Airways 757 flight from LHR to Tashkent, Uzbekistan, very comfortable with the best coach food I've ever had on any airline. The flight attendants were pleasant, professional, and all spoke at least some English in addition to Uzbek and Russian.

The domestic flight we took two days later between Tashkent and Termez was another story. I had my doubts that the old rickety prop plane we boarded, with its open overhead bins and a lavatory that looked like it belonged in a World War II cargo plane, would get off the ground. The single flight attendant for 54 passengers, however, was as professional in manner and appearance as her international counterparts. And we were all offered a pre-poured, pre-departure beverage.

We took the 1 1/2 hour flight to

Termez located at the southern tip of the country, to cross the border into Afghanistan. We had the appropriate visas for both Uzbekistan and Afghanistan, but not the special permission to be in Termez, a closed city. We weren't entirely sure what that meant, but the bottom line is that we were being smuggled across the border into Afghanistan. Imagine our surprise at this news! The bridge, which had been closed for nearly five years, then opened only briefly again in early December 2001, was officially closed again. Our crossing required the escort of an Uzbek general in unmarked vans with blackened windows. Passing through the concrete barricades and razor wire, under the watchful eyes of many young soldiers with machine guns, was tense but thankfully uneventful.

Flexibility is a trait essential for being a Flight Attendant and a foreign aid worker in order to allow us to function successfully. No matter how well we are

briefed prior to an overseas medical mission, things are never quite as we expect. Because our logistics team was unsuccessful in renting a house for us, we spent two nights at the only functioning hotel room upon our arrival in Mazar-e-Sharif, Afghanistan. The rooms would make a Motel 6 look lavish. We shared bathrooms with the journalists who made up the majority of the hotel guests. Room heaters were primitive-looking kerosene burners that you wouldn't allow near your bed covers.

But in the morning we awoke to the Hazzan chanting his call to prayer at the beautiful Blue Mosque across the street. Having arrived in the dark the evening before, we were only now seeing the city for the first time. Aside from the taxis and occasional vans, the street scenes were a glimpse of the 17th Century. Men in turbans and traditional dress, women in burqas, horses, donkeys, a passing herd of goats and occasional camels all competed for space in the city streets and bazaars.



NANETTE AT THE HAT VENDOR'S BOOTH IN THE MARKETPLACE OF MAZAR.



WOMEN IN BIRQAS IN THE VILLAGE OF KAMARBANDI BALKH.



NANETTE EXAMINING AN 8-YEAR OLD REFUGEE CHILD WITH STREP THROAT AT CAMP KHORASAN ONE.

We felt safer after moving to a high-walled, guarded guesthouse compound. Though we still heard gunfire as we fell asleep most nights, it seemed farther away and less threatening. The United Nations imposed a curfew on all foreign aid workers from 1700 to 0830. On our second day in Mazar, a grenade exploded a few blocks from us in a crowded bazaar, injuring 159 people. This incident occurred near curfew and convinced us that the UN rule was a good one.

We were advised to register at the US military compound in case we needed to be evacuated. Their advice was to keep all-important documents with us at all times and to find a way to the airfield in case of attack. I also kept a piece of paper with me wherever I went. On it in phonetic Dari (the local language) was a message I could read to anyone passing in a vehicle: "Please take us to the airfield!"

An important and gracious custom that the Afghan people use

in greetings and other interactions proved to be useful. If one forgets the Dari words for hello, goodbye, thank you or you're welcome, the gesture of placing one's right hand over their heart and bowing their head is an acceptable substitute. Despite 23 years of war, constant danger, Taliban oppression and corruption, we found the Afghan people to be extremely kind and hospitable.

My two co-workers and I were sent to Mazar as an assessment team. Our goal was to identify specific areas of need in refugee camps and prepare the groundwork for future volunteer teams from our organization. As the first American aid workers to re-enter Mazar since all expatriates were evacuated in September and October, our work was cut out for us. Once we identified camps that needed medical coverage, we established mobile clinics.

Never having been on an assessment team before, I needed to learn how things worked in a hurry. It was necessary to tour the

camps. By doing so, we were able to see the conditions in which people were living, how many were living there, prevalent diseases and illnesses, and the causes of recent deaths. We learned that it wasn't the US bombing that caused the people in and around Mazar to be homeless. Most had been in the camps for several months due to a three-year drought and persecution of certain minority tribes by the Taliban. More than two decades of war had caused steady disintegration of the country's infrastructure. There was no health insurance, no disability relief to the war-injured and no sanitation system. Rural peasants and farmers whose crops failed fled to cities in hopes of getting aid.

One camp we identified was actually a village on the outskirts of town. The 1800 people there were fortunate to be living in mud huts - primitive even by biblical standards. The second camp in which we set up a mobile clinic was more desperate. Approximately 35,000 people were crowded

together in tents. They did not have adequate sanitation facilities, including latrines, and lived in perpetual dust or mud, depending on the weather. Fortunately the winter in Mazar was proving to be milder than we'd expected, but that was a double-edged sword: the lack of rain and snow wasn't helping the drought.

One of the biggest frustrations for us as aid workers was the slowness and corruption that tainted the delivery of aid. The media's stories of supplies that trickle instead of gush into an area of need are true. Items in warehouses were either on the wrong side of a closed bridge or controlled by certain warlords slowing their distribution.

Also frustrating were the safety constraints that prevented us from assisting in certain camps or villages. The UN advised us that travel anywhere outside of the city was a dangerous risk. We understood the wisdom of this, but it made it no less agonizing to know we couldn't go where peo-

ple needed us most. We heard of villages in the mountains where people had been eating moss scraped from rocks and bread made of grass to ward off starvation. They were dying so fast that the survivors were spending 60 percent of their time burying their dead. We wanted so badly to go there, but the two-day journey - one by truck and one by donkey - rendered this out of the question.

We carried the drugs we used with us. Though we had a lot of the standard drugs for refugee care, we didn't have everything. I thought my heart would break when I saw a 10-year old with TB of the spine, a condition that is almost never seen in the US anymore. She was carried in by her mother as she was unable to sit or stand. Any movement caused her excruciating pain. We simply did not have the four medications that she would need to take daily for a year for a cure. I could not control my tears as I told her mother that there was nothing I could do for her.

Afghan doctors were a plentiful

SUBCHIEF OF A REFUGEE CAMP,
ZERAAT MAZAR-E-SHARIF



resource. There were many of them and they were well trained, especially those who spoke

English and had studied American and British textbooks. However, they had no way of being paid. Few people could afford to go to a doctor and the government had

been unable to pay them for months. We hired one female and two male doctors to assist us in seeing patients in the

camps, paying them a salary and benefiting everyone.

As an American woman I was a source of curiosity wherever I went. The men stared

at us constantly, but with curiosity, not with hostility or aggressiveness. Women stared, too, but behind a burqa; we did not have

the benefit of facial expressions or body language to guess what they were thinking. Our translators explained that Afghans had simply not seen western women for many years. Since women are kept on the fringes of society, we had little opportunity to converse with them. Contrary to media reports at home, women were not removing their burqas quite so readily. This deeply established custom was complex and every woman was fearful of being the first to remove it. Our dealings were primarily with men who were respectful and comfortable in their interactions with us. I have had Muslim male patients in my practice in Portland who declined to shake my hand. In Afghanistan, I did not experience this.

Having started two mobile clinics and hiring three Afghan doctors, the time for us to leave and the next team to arrive had come. I missed my husband terribly. We had postponed our celebration of the New Year for my return.

Returning home after a medical mission is always bittersweet. During the flight home, the people I wish I could have helped but could not already haunted me. Many problems and illnesses that are easy to treat medically or surgically in the US are difficult or impossible in places like

Afghanistan. I also thought about the comforts of home to which I was returning. The refugees were stuck in their miserable situations. The Afghan doctors, aid workers and our translators remained behind with their country's problems, dangers and an uncertain future. In wondering whether I had managed to do anything useful, I realized that change often comes in the tiniest of increments.

Another realization dawned on me as I returned, and helped me to understand why I agreed to go to Afghanistan in the first place. By going I had taken action. This proved to be therapeutic as a way of dealing with my pervasive feelings of frustration and helplessness in the aftermath of September 11th. By helping others in far worse straits, I'd channelled my anxiety in a healthier way; even if only indirectly, and even if my contribution was only the tiniest drop in the Olympic-sized pool of humanity. Without realizing it, I had taken the same advice I offer my patients who are depressed or have suffered a loss. Only by serving others are many of us able to climb out of our own worries and heartaches. It is no wonder that making the extra effort for a passenger sometimes helps one feel slightly more alive and whole, even if just for a

moment. Those of us lucky enough to be paid to help others, no matter the capacity, have a distinct advantage. But volunteering one's services can have the same or an even larger effect. Not everyone has the chance or ability to fly halfway around the world to serve, but opportunities nearby abound. Our communities, including churches, synagogues, libraries, wildlife refuges, our Union and our elderly neighbors all welcome our time and energy. Investing a little yields huge returns and opens new doors.

My capacity for listening to minor complaints, including my own, diminishes after witnessing the bigger realities of hunger, homelessness and the needless deaths of children. My perspective has been fine tuned by viewing the suffering of others. I returned from another mission even more mindful of the blessings and bounty we all find so easy to take for granted.



THE BLUE SHRINE IN
MAZAR-E-SHARIF, AFGHANISTAN.



CONTRACT

OPTIONAL EXCHANGE

by **Joann Matley**,
APFA National Contract Coordinator

Flight Attendants appreciate flexibility, and for AA Flight Attendants there are many Contractual provisions that can provide all sorts of flexibility - Trip Trading (TT), Trip Trading with Open Time (TTOT), Optional Exchange (OE), Part Time (PT), Bid Leaves of Absence (BLOA), Personal Leaves of Absence (PLOA) and Educational Leaves of Absence (ELOA), to name a few.

In this article we will discuss Optional Exchange; its advantages and limitations.

Optional Exchange language can be found in Article 25.B. and Appendix I, Article 25.B. This language says that if you choose to drop a trip, the hours of that trip will not appear on your HII. In other words, you will not get credited time for OE drops as you did prior to this contractual change. This allows you increased flexibility to pick up other trips, or to trip trade on some or all of

the days encompassed by the trip you drop. However, this is a two-way street. The down side is that crew schedule may be able to assign you to fly on those days if they are able to make contact with you. Of course, they would have to be down to step four of the Order of Open Time (Article 9.L. and Appendix I, Article 9.L.) which includes Flight Attendants who are low on time but not desiring to fly.

Listed below are some important reminders involving Optional Exchanges.

- You cannot subsequently OE a trip sequence(s) obtained through TTOT, Article 25.
- You cannot Trip Trade a trip picked up as an Optional Exchange.
- Part-Time Flight Attendants are eligible to participate in Optional Exchange.

- An Optional Exchange request may be denied only during a Flight Attendant's probationary period if there is a pending observation ride.
- You cannot pick up or relinquish an OE during your vacation period.
- You cannot OE a make-up trip.
- Personal vacation days (V6) will not be granted for an Optional Exchange trip.
- If you pick up a trip via Optional Exchange and later miss that trip due to sickness or IOD, the trip will be removed uncredited and unpaid.
- An OE is paid at straight rates.
- An OE or pick up counts toward restoring your guarantee when you drop below or adjust your guarantee for the month.

Optional Exchange is a great way to increase your flexibility.

Remember, however, you've got to fly it to get paid for it.

As always, should you have any questions concerning Optional Exchange, feel free to call the Contract Department at 800-395-2732, extension 8171.





SCHEDULING

PROTECT YOUR GUARANTEE

by **Jena Hopkins**,
APFA National Scheduling Coordinator

The many cancellations and operational reductions resulting from the events of September 11th caused a substantial pay loss for many Flight Attendants – several of whom did not know how to protect their guarantees. Some ended the month with no pay because they failed to make a phone call.

Because of this, I believe it's important to revisit the contractual procedures regarding misconnect, illegality and cancellation (MIC) language so that losses like these can be prevented in the future.

Sequence Origination:

If you lose a trip at origination, you must contact crew schedule. You will then be assigned to one of the following:

1. Deadhead to cover your return flight;
2. Airport availability (glorified term for standby). This is for a

period of no longer than four hours and begins at the time of your scheduled departure or time of cancellation, whichever is later;

3. Rescheduled to another trip;
4. Held available for duty on days originally scheduled to fly (DOSTF). You will call the day prior to a day of duty (0800-1200 domestic or 1000-1200 international) to receive your assignment (if trips are open); or to be released for the day. If you are on a trip sequence during the call-in window, you must make contact when your trip arrives. The trip you are given must originate on a day you were originally scheduled to fly, but may terminate outside those days. Any assignment may not interfere with a duty-free period or the balance of the month's schedule.

All of these aforementioned options will automatically protect your guarantee.

5. Released from duty. If you are released, your guarantee will be reduced. If you wish to protect your guarantee, you must ask for "comp days" for an equal number of days in the trip lost. You will use the same call-in times as was mentioned earlier to receive a trip or to be released.

If you receive comp days and later decide you don't care about your guarantee, you do not have to honor them.

Mid-Sequence

If you experience a MIC during the course of a sequence, you must contact crew tracking to see if you will be rescheduled or released. If you happen to be passing through your base when the MIC occurs, you are not necessarily free to go. You would not non-rev home if you had a cancellation in Omaha without talking to tracking. The same applies at your crew base city. Don't find yourself with a missed trip.

If you are rescheduled or released by crew tracking, your guarantee will be protected with no further action on your part.

Please remain vigilant about your work rules in these tough economic times. It could cost you big bucks if you don't.

Until next month, fly safely.
Carry your Contract.





HEALTH

REVISED WORKPLACE DRUG AND ALCOHOL TESTING PROCEDURES

by **Emily Carter**,
APFA National Health Coordinator

In December 2000 the Department of Transportation (DOT) issued its revised rules governing drug and alcohol testing procedures in the transportation industry. Some employee safeguards – such as some validity testing provisions and the mechanism to protect the public from serious noncompliance errors – began on January 18, 2001. The remaining changes were implemented August 1, 2001.

Some of the changes are administrative and will not be noticeable to safety-sensitive employees coming in for a random drug and/or alcohol test. However, you may observe the following new procedures:

1. There is a newly revised five-page Custody and Control Form (CCF) and a new Alcohol Testing Form (ATF).
2. The collector will ask you to empty your pockets or display

the contents of pockets.

3. The DOT collection kit has been changed to provide greater security for employees. The employee gives the filled container to the collector who pours the specimen into two bottles. These are then sealed. The collector puts the bottles into a bag from the collection kit and this is sealed. This must be witnessed by the employee. Under the old rules, the employee could leave the site after the bottles were sealed.

4. The collection site must allow the donor to have privacy. The preferred facility is a single-toilet room with a full-length privacy door.

5. If this is not available, a multi-stall restroom is acceptable if the collector has secured all sources of water and soap dispensers and placed bluing agent in all the toilets, or locked the doors. If it is not possible to secure all sources of adulterants, the collection must be monitored.

6. Collectors are given more responsibility to observe donor behavior and initiate an observed collection when the donor's behavior clearly indicates an attempt to adulterate or tamper.

7. The substance abuse professional (SAP) must require some education or treatment for every safety-sensitive employee with a confirmed positive test. The successful completion of this test must be concluded and evaluated by the SAP. Then the prescribed follow-up must be determined before the employee may return to work.

Monitored vs. Observed

A monitored collection is called for when a multi-stall restroom cannot be secured. In other words, the collector cannot secure all sources of water, soap or other possible adulterants and the bluing agent has not been placed in all of the open toilets. The collector or monitor will

remain in the restroom, but the donor may close the stall door. The monitor or collector must be the same gender as the employee unless the monitor is a licensed medical professional – for example, a doctor or nurse.

An observed collection is called for when the collector finds items that may be used to adulterate, substitute or dilute a specimen found on a donor. A specimen temperature out of range may trigger an observed collection. The employer must perform a direct observed collection immediately if a testing lab indicates tampering, substitution, dilution or adulteration. The observer or monitor must be the same gender as the donor.

All of the information that you may wish to know about drug and alcohol testing is available on the Department of Transportation website at <http://www.dot.gov/ost/dapc>.



LEGISLATION TO REQUIRE THIRD-PARTY ARBITRATION DERAILED

by Joan Wages,
APFA Washington Representative

From the day the bankruptcy court gave American Airlines the green light to purchase Trans World Airlines (TWA), concerns have been voiced as to how the TWA flight attendants would be integrated into the American Airlines operation. Deeply involved in Contract negotiations at the time, APFA placed all the issues about integrating TWA-LLC employees on hold. By the time APFA obtained a Tentative Agreement on June 30, 2001, the TWA-LLC employees had begun lobbying Capitol Hill. From the outset, APFA opposed government intervention to resolve this matter.

In the U.S. Senate, Kit Bond (R-MO) introduced legislation (S. 1447) requiring third-party arbitration to determine the seniority issues relating to American's purchase of TWA. At the same time, Representative Jo Ann Emerson (R-MO) introduced a similar bill in the House of Representatives. Bond's bill was referred to the Labor Committee while Emerson's went to the Transportation Committee. Neither committee chair was

interested in taking up this bill so no hearings or votes were held at the subcommittee or committee level.

The APFA leadership spent July and August at bases system wide to explain and discuss the proposed Contract. The ratification vote was counted in September, but the aftermath of September 11th left all filled with grief. Event after event kept APFA from returning to work related to the TWA transaction. APFA's attention was focused on dealing with the tragedy, with critical resulting issues related to airline security and with the furloughs that followed shortly thereafter.

When it became clear that S. 1447 would not move ahead as a stand-alone bill, Senator Bond made his intentions known that he would try to attach it to some other *must-pass* bill that would come up for a vote. After unsuccessfully trying to attach it to the Transportation Appropriations Bill, the Senator succeeded in attaching it to the Defense Appropriations Bill at almost midnight on December 7, 2001. It was included in a series of voice votes - with few senators on the floor to object. The Senate leadership had agreed to

allow these amendments to be included so that the bill could move forward by going into conference to reconcile the House and Senate bills on Defense Appropriations. It was also clear to the Senate leadership that many of the voice-vote provisions would be removed in conference since none of them had been part of the bill that passed the House.

APFA members Robin Madison (DCA-I Chair), Tim Weston (DCA Vice Chair), George Price (InfoRep Coordinator, IDF), Thea Holmes (DCA-I), Joannie Whitehouse-Geiger (MIA-D), P.J. Newman (furloughed APFA Flight Attendant), Marty Turner (IDF), and C.J. Liotta (DCA) came to Washington, D.C., to help lobby Capitol Hill. They joined members of the Allied Pilots Association (APA) in calling on members of the Defense Appropriations Subcommittee. American also expressed its opposition to government intervention that would change the deal it had struck in bankruptcy court.

APFA and APA succeeded in getting Senator Bond's amendment removed in conference. Senator Kay Bailey Hutchison (R-TX) played a key role in helping us. As a conferee, she was able to

keep a close eye on Bond's efforts. Some of the other conference committee members supported removing the provision because there had never been any hearings; but mostly the members and their staffs wanted it removed because it had nothing to do with defense appropriation issues or the economic stimulus items that were included. Just before the holidays, APFA came to an agreement with American on issues related to the integration of the TWA-LLC flight attendants. This agreement can be found on the APFA website at www.apfa.org. The agreement will be implemented once the National Mediation Board determines that American and TWA-LLC are a single carrier and APFA becomes the bargaining representative for the TWA-LLC flight attendants.

So that means this issue is over, right? It should be, and we certainly hope it is. However, it is possible that Senator Bond may try to resurrect his efforts to enact legislation. If so, we think the prospect that such an effort will succeed is slim. Please monitor the APFA HotLine for further updates and contact your members of congress when asked to do so.



CONTRACT DEPARTMENT FURLOUGH UPDATE

by George Price, IDF

The effects from the tragic events of September 11, 2001, have been devastating for individuals and businesses alike. What initially impacted the airline industry has rippled out into such businesses as caterers, hotel and leisure companies and others that depend upon the airline and travel industry. APFA and American are by no means the exception in this case.

The news that American intended to furlough all probationary Flight Attendants came just a few days after September 11th. Everyone was still reeling over the terrorist attacks and was focused on assisting our members in need. APFA was not only faced with the horrific loss of 13 members at the hands of madmen, but also the issue of furlough, which we had not faced since 1980. The majority of the membership had not had to deal with the concept of layoffs.

From the time of the company's announcement of the first round of furloughs, APFA focused on how to assist those who would be affected. A furlough packet was prepared that contained such information as helpful websites,

governmental agencies and laws, questions and answers regarding the furlough process and AA's policies, suggestions on how to deal with creditors and APFA contact information. Due to the fact that the situation remained somewhat fluid until the very last moment and the company made some changes to policies along the way, the first packet was sent out on October 15th. When news of a second round of furloughs was announced, the packet was revised to address issues affecting those who had completed the probationary period.

In addition to the furlough packets, APFA constructed a furlough page on the APFA website. This page included links to useful job search sites, governmental agencies, APFA Base Pages, and other information designed to help those on furlough reach the resources they needed. Many of the Chairpersons whose bases were directly affected by the furloughs appointed furlough representatives from their council. These volunteers stepped forward to take calls, help organize meetings and phone furloughed members from their bases.

Finally, several of the bases conducted furlough meetings. The first of these meetings was held in DFW on December 19, 2001. Over 100 APFA members from the D/FW area attended. There were presentations from the

Texas Workforce Commission, the Department of Labor and various APFA Representatives. Chicago's meeting was held on January 16th. Despite a snowy day, over 60 members attended. Additional meetings in New York and Boston took place in February.

APFA filed Presidential Grievances on the company's misapplication of Article 16 and Appendix F of our Contract. APFA and American reached a settlement on these Presidential Grievances in January. Refer to the Vice President's article in this issue of *Skyword* for further details.

In order to better understand the recall procedures, furloughed members should review Article 16 - Reduction in Force, of our Contract. It outlines just how the recall will be conducted. One very important thing to remember is that furloughed Flight Attendants must ensure their address is current with both American Airlines and APFA. If a Flight Attendant is part of the recall, they will be sent a notification from American. The Flight Attendant will have ten (10) days from the postmark on the letter to respond. If, for any reason, they do not respond within that time period, they will forfeit their rights to recall.

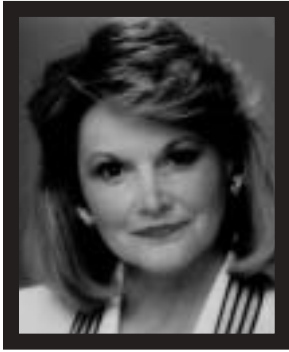
The Union knows this is a very tough time for all of our members, but no more so than those on furlough. During furlough,

each furloughed Flight Attendant is considered an APFA member. They will continue to receive all Union mail such as *Skyword* and national mailers. In addition, they will have access to the Members Only section of the APFA website. We encourage each furloughed member to utilize the information contained on the APFA Furlough Page. For the latest APFA news, you should also call the APFA Hotline at (800) 399-2732 weekly. Remember, these are the very best sources for factual information. Please do not listen to rumor and speculation.

We have asked all of our members to look out for jobs that might be of interest to those on furlough so we can post them on the APFA website. Be advised, some employers may require you to resign your recall rights with American Airlines. This is especially true within the airline industry. If you do resign your recall rights with American and decide to reemploy later as a Flight Attendant, you will be required to go through the interview and training process again.

Use all of the resources available to you. Remember, APFA is here for you throughout this difficult time. We look forward to having all of you back!





HOTEL DEPARTMENT

THE HOTEL SELECTION PROCESS

by **Patty Bias,**
APFA Hotel Coordinator

Have you ever wondered about the process of selecting your layover hotels? Sometimes we ask ourselves why we are in such a nice hotel. Other times we wonder how we ended up in such a terrible dump?

The good news is that in our new Contract, the Negotiating Team was able to strengthen our hotel language. Article 21 contains additional language that gives APFA more rights and responsibilities in writing. Please take a few moments to review these improvements. The Hotel Department will be taking full advantage of the new language, and we thank the Negotiating Team for their hard work.

Briefly, here is how the selection process works:

First, the company sends out letters to hotels in a particular city describing some of our needs and requirements. This is when we ask these hotels if they would like to bid on our business. APFA can

add to the list of properties being considered. After bids have been received, the company schedules site visits. Each visit includes a team of three people – one APFA representative, one APA representative and one company representative.

Our top priority is safety and security. We look at the type of fire protection systems. Do they have pressurized stairwells? Are there speakers for voice communication in each room and in the elevators? Is the fire department automatically contacted when an alarm is activated?

In the area of security we look to see if there are cameras with recording devices at the entrances and at the elevators. We also like to know if the security staff is contracted out to a private company or if they are employees of the hotel. We also want to know what hours they are on duty. Door locks and secondary chain/bars are thoroughly inspected, as are

the locks on the windows of rooms being proposed for Crews.

Following safety and security are location, comfort and amenities. Often there are cities where there simply is not an acceptable hotel in a good location. In those cases, we do the best we can. As for amenities, we start by asking for everything free. We at least try to secure free local and 800 calls. We also ask for food discounts at their restaurants and room service. Next, we ask for free access or a considerable discount to the hotel's gym or spa.

At the end of the city visit, we provide the company with the hotel names that we believe are acceptable or unacceptable. We prioritize our acceptable hotels and lobby hard for our top choice. We work closely with APA to try and agree on a first choice. We are pleased that we are usually able to accomplish that goal.

Hotel News & Reviews

Some of the following reviews may seem dated, but I want to make sure that I report all of the changes to you. After this issue of *Skyword*, we will be up to date.

DOMESTIC

Albany, New York (ALB) – *(Review conducted by Patty Bias)* In May 2001, we conducted a review in Albany, New York. Six hotels were visited, and there was really only one choice for a long layover. **The Crowne Plaza Albany City Center** is located downtown, only 15 minutes from the airport. A new company has recently purchased the property and they seem eager to please our Crews.

The rooms are spacious and have the following amenities: two phone lines with a data port; cable television that includes the Weather Channel, HBO, a sports channel and Pay-Per-View movies, a coffee maker, an iron and iron-

ing board, a hair dryer and a make-up mirror.

The hotel restaurant is open from 0600-2300 and offers a 25 percent discount on food eaten on the premises. There is a full-choice menu, a special Crew menu and a buffet. The hotel lounge will offer a discount of 25 percent, along with the new 3-2-1 menu – \$3 for mixed drinks, \$2 for bottled beer or wine and \$1 for draft beer.

There is also an indoor pool and fitness center on the property. The hotel will provide transportation to and from the airport, as well as fulfill other Crew requests, if possible.

In addition, downtown Albany is a pleasant place. It is very secure with surveillance cameras placed throughout the area. The State Capitol is located within walking distance and it is a beautiful place to visit. There are many sites to see: The Empire State Plaza, the Plaza Art Collection, the New York State Museum, the New York State Library, the New York State Archives and The Egg. There are also many choices for dining in the immediate area. Jack's Oyster House will offer a 10 percent Crew discount if you notify them before you order.

Due to the small number of rooms needed each night, it is questionable if this will be the only hotel utilized or if a short lay-over hotel will be added.

Atlanta, Georgia (ATL) Short – *(Review conducted by Steve Carter)*

The Sheraton Gateway Atlanta Airport is affiliated with Starwood Hotels. It far exceeds the quality and style of the other airport properties. All rooms have hair dryers, coffee makers, make-up mirrors, irons with ironing boards and cable television. Credit card and 800 calls are free. Local calls will be 85 cents each.

The hotel has both an indoor and outdoor pool and Jacuzzi. There is also cardio exercise equipment inside a nice-sized gym. At the time of the review, we had Crews arriving at 0200. As a result, an important feature is the 24-hour coffee bar and deli that features Starbucks coffee and a large assortment of salads and pastries. All food outlets will offer a 15 percent discount. There is also an ATM in the hotel, as well as hotel transportation.

Atlanta, Georgia (ATL) Long – *(Review conducted by Steve Carter)*

The Westin Peachtree Plaza is a first class property. It has an excellent downtown location and is 72 stories tall – the tallest in the Western hemisphere. All rooms feature the Westin Hotel's trademarked 'heavenly bed.' All rooms have every amenity our Crews could want or need. The hotel also has the latest in fire protection and security systems.

The Westin is offering a 10 percent discount at all food venues, room service and bars including

the 72nd floor's revolving restaurant and bar. Due to the extensive use of the Internet by many guests, local phone charges will apply after the first hour of local calls. Additional minutes are 10 cents each. All 800 and credit card calls are free. We have complimentary use of the extensive health club, sauna and pool. There is a Macy's Department Store next door with an entrance from the hotel lobby. Other shops and food outlets are located just across the street.

Denver, Colorado (DEN) – *(Review conducted by Sandy DiSalvo)*

The Holtze Hotel (Magnolia Hotel) is a beautiful property in an excellent location. The rooms have new carpet and duvet covers. Guest rooms offer all amenities, including oversized garden bathtubs, and the hotel offers a great workout facility. Telephone calls can go directly to your room, rather than through the operator.

This hotel does not have a restaurant, but it has made arrangements to have food provided for Crews every day. The hotel has a complimentary full breakfast as well as happy hour.

The hotel is located one block from the 16th Street Mall downtown and is close to shopping, restaurants, the theater and several art galleries. The hotel offers a complimentary shuttle in the local area. Coors Field where the Colorado Rockies play is a short taxi ride away.

Because our Crews wanted to be downtown in Denver, we are pleased that APFA was able to facilitate this.

Phoenix, Arizona (PHX) – *(Review conducted by Tim Weston)*

The Embassy Suites Scottsdale is just over one year old. It is the nicest Embassy Suites I have had the pleasure of staying in. Each room has its own private balcony overlooking a golf course and the mountains. Each room also has a refrigerator among its amenities. The property is immaculate with a large pool and sitting area.

In addition, there is a small fitness room on site and a full-service gym a few blocks away. There is also a mall and shopping area within walking distance. But probably best of all, the hotel provides a free made-to-order breakfast, as well as happy hour each evening. Another plus – the hotel's atmosphere is very relaxing.

Tulsa, Oklahoma (TUL) Long – *(Review conducted by Tim Weston)*

This review was very difficult, as there is little to do in Tulsa.

The Hilton Tulsa Southern Hills

is our current long layover hotel and is located adjacent to a strip mall shopping area. There are several restaurants within walking distance and a Wal-Mart behind the hotel.

The Hilton's rooms are clean and offer basic amenities such as a coffee maker, an iron with ironing

board and a hair dryer. It has a restaurant and bar that offer Crewmembers a 20 percent discount. The fitness room is adequate, and the hotel has an arrangement with a local gym to allow Crewmembers to exercise for free. The decision was made to remain at the Hilton for our long layovers in Tulsa.

Tulsa, Oklahoma (TUL) Short – *(Review conducted by Tim Weston)*
The Holiday Inn Tulsa Airport is our current short layover hotel. It only has two floors and no elevator. Therefore, APFA recommended to the company that this is not an acceptable hotel for our Crews. We feel that dragging our luggage up and down staircases is a safety concern. Unfortunately, the company chose to renew the contract for our short layovers in Tulsa. We need to receive hotel debriefs from you in order to facilitate a change of hotels.

INTERNATIONAL

Panama City, Republic of Panama (PTY) – *(Review conducted by Steve Carter)* A new modern toll road has been completed from the airport to the city. As a result of the shortened drive time, the **Marriott Panama City**

will serve as both the long and short layover hotel. It is the newest hotel in the city and meets the highest security requirements of the United States Department of Defense and Department of State. These include 42 cameras and one of the most advanced fire protection systems available. This also includes pressurized stairwells and rooms.

All rooms have two double beds or one king-sized bed, a sofa, a desk and three phone lines. One line is for high-speed Internet access, which is unlimited and free. In addition, the business office will provide each Crewmember with one hour of free Internet access per night. Access to ATT, MCI and Sprint is also free. Complimentary coffee and tea are available in every room.

Each room has a safe, lighted make-up mirror, hair dryer, double-door locks and 64 channels of cable television. Free use of the gym includes a sauna, a Jacuzzi, a pool and workout equipment. We have also secured a 20 percent discount on massage service. There will be a 20 percent discount on all food and beverages – this

includes room service. The hotel has a large sports bar called Champions.

Another plus - the hotel is in the middle of the shopping district, which includes many restaurants and fast food outlets.

Sao Paulo, Brazil (GRU) – *(Review conducted by Linda Prosser)* A review of the hotels in Sao Paulo was conducted because the hotel contracts were coming up for renewal. We had several complaints about the two current hotels. One of the biggest complaints was that our Crews were at two different hotels, which often meant that the bus had to make two stops for pick up.

Our first priority was to get our Crews in a good location and at the same hotel. After visiting seven hotels, we unanimously selected the **Renaissance Sao Paulo Hotel**. This hotel was recently taken over by Marriott. The hotel is in a very good location. The staff is friendly and helpful. The rooms are a good size and nicely decorated. All of the amenities you would need are in each room.

They also have an adequate workout facility that is in the

process of being enlarged. Once the expansion is complete, the hotel can boast about having the largest gym of any hotel in the city. They also offer exercise classes. The hotel has an American Airlines ticket counter on the lower floor, a beauty salon and a massage area. There is also a good-sized pool. The hotel has an ATM which offers a currency exchange at bank rates, and a business center.

The hotel has 24-hour room service, as well as a number of restaurants including a cyber café with two computers. In addition, the hotel has committed to installing two more computers with Sabre capability. There are also many great restaurants around the hotel and many places for shopping. Directly across the street is an Italian restaurant called Catina do Viero that serves large portions and family-style salads. I think you will really enjoy this place.

Currently, British Airways and South Africa airlines stay at the hotel. Taking everything into account, we believe this is a great move for our Crews. We are certain you will enjoy staying at the Renaissance as much as we did.

Tokyo, Japan-Narita (NRT) – *(Review conducted by Patty Bias)* We reviewed many properties in Tokyo, but the decision was made to remain at the **Hotel Narita Tokyu**. This decision was made primarily because of the overwhelming response we received from the Crews laying over there. We have a commitment in writing from the hotel to completely renovate all Crew rooms. That being the only problem we noted, we are confident that you will continue to enjoy the hotel.

Madrid, Spain (MAD) – *(Review conducted by Steve Carter)* **The Hotel Occidental Miguel Angel** is a five-star hotel located 20 minutes from the airport. The hotel has 263 rooms and no other airline utilizes it. It is centrally located in a neighborhood with several embassies and upscale residential buildings. It was built in 1977, and a full renovation was completed in 2000. The hotel's largest client is the United States Embassy located a few blocks away.

Both heated and cooled air is available year round and controlled by the guest in each room. Every room has blackout curtains and several have roller-

type storm shutters. The rooms have a trouser press, bathrobes and a television with several English channels, pay-per-view movies and Internet access. The hotel offers a 15 percent food and beverage discount for room service and the restaurant. Free coffee and tea are available in the lobby before departure. Crews have free access to the pool and a small exercise facility that is scheduled for upgrading within the next year. There is a fee for the sauna and massage.

The neighborhood has small grocery stores, fruit markets and several other neighborhood stores and restaurants spread among the residential buildings. One of our Crew's favorite coffee shops, VIPS, is only one block away.

Leon, Mexico (BJX) – *(Review conducted by Tim Weston)* **The Holiday Inn** is just a few blocks from the Fiesta Americana. It's located next to a McDonald's and across from a small shopping mall. The property itself is in fairly good condition, and the rooms are adequate. They offer bottled water in each room along with an iron, coffee maker and hair dryer. The rooms are clean and of adequate size; how-

ever, the bathrooms are somewhat small.

Puerto Plata (POP) – *(Review conducted by Tim Weston)* **The Flamenco Beach Resort** is located on Playa Dorada - right on the beach. It is a beautiful property, and the grounds are immaculate. It has several gift shops and restaurants that offer a la carte dining at very reasonable prices. The rooms are very nice and come with balconies. All doors have bar locks. What I particularly liked about this hotel is that they will house Crews in the private Club Miguel Angel section offering much more privacy. Free Internet access and a complimentary extensive breakfast buffet is available to Crewmembers. This is an excellent property.

Hotel Tidbits:

Transportation Tips

Due to heightened security measures, hotel and limo vans and cars are not allowed to park curbside at most airports while waiting for Crews. If your transportation is not at the pick-up point when you arrive, it may be circling. Please keep in mind that at larger airports, it may take 15 to 20 minutes for the van to circle. It would be wise to obtain a copy of the HIHTL for your inbound flight so that you can call the transportation company or hotel, if necessary.

Crew Courtesy

Please – as a courtesy to each other – don't smoke in a non-smoking room. This is a serious health issue for many Flight Attendants who are allergic to smoke and may occupy the room after you.

Hotel Debrief Form

Remember, the hotel debrief form is on the APFA website. Just fill in the blanks and click SEND.

Flight Attendant Suggestion

For safety reasons, ask Limo/Bus drivers to refrain from using cell phones while driving. The use of cell phones can be very distracting while maneuvering through traffic!

RETIREE HEALTH BENEFITS

WHAT IS OUR COVERAGE?

by Jill Frank,
APFA Retirement Specialist

Editor's Note: We recommend that you save all Retirement articles published in *Skyword* for future reference.

COMING SOON TO A COMPUTER NEAR YOU - *SELF SERVE*

Remember the Pay and Pension Calculator that was available last Fall? It was a valuable tool that not only showed us our data for the first time but gave us a true idea of what our pension benefit could be under the new Contract. I received so many inquiries about where this went and why, that I decided to track it down.

American had an outside agency hosting this website so that Flight Attendants could use it to help determine what the Contract provisions would provide. Many of the functions were superfluous once the Contract was ratified. Additionally it had not been designed as a long-term tool and was expensive to maintain and operate.

However, the response and interest was so popular that due to popular request, American is currently creating access to our own data. Our pension statement will be available online along with the personal data necessary to make an informed decision about retirement. This will be made available through the Jetnet website at jetnet.aa.com.

The program is currently being created for all employees with plans to implement, beginning with Flight Attendants, during late 2002. I am very pleased that American has responded to our requests in such a positive manner and look forward to reviewing the program.

Flight Attendants began prefunding their retiree health benefits on January 1, 2002. There have been many inquiries about what these benefits are, so I am devoting this month's column to explaining what is included in our coverage.

WHAT ARE OUR HEALTH BENEFITS?

While an active employee, your individual lifetime cap of health coverage is \$1,000,000. This is per person for each person covered, including a spouse or domestic partner, as well as dependent children.

DOES THIS \$1,000,000 DECREASE EVERY TIME I USE IT?

Yes, but, every January 1 it is replenished by a maximum of \$3,500 up to the \$1,000,000 amount.

DO I HAVE THE SAME AMOUNT OF COVERAGE WHEN I RETIRE?

No. When you retire, your lifetime maximum is automatically reduced.

- If you are under 65, you and each of your dependents will have a medical maximum benefit of \$300,000 (or whatever is left of your \$1,000,000, whichever is less.) until you reach age 65.

- This \$300,000 is also replenished by a maximum of \$3,500 per year up to the \$300,000.

WHAT HAPPENS WHEN I TURN 65?

At age 65 the following four things occur:

- You and your spouse/domestic partner's lifetime maximum benefit is reduced to \$50,000 (or what is left of your \$300,000, whichever is less);
- Children are no longer covered, even if they are still eligible dependents;
- Your primary coverage becomes Medicare; and
- Your maximum is no longer replenished annually.

WHAT HAPPENS IF MY SPOUSE IS OVER 65, BUT I'M UNDER 65 WHEN I RETIRE?

Your spouse will have \$300,000 worth of coverage, but Medicare will be their primary coverage.

WHERE DOES SUPPLEMENTAL COVERAGE COME IN?

The supplemental policy that was offered in the enrollment package this year is an additional \$500,000 worth of coverage that becomes effective when you exhaust your basic American Airlines coverage (\$1,000,000 active; \$300,000 retiree under 65; or \$50,000 when you reach age 65). This coverage remains in force as long as you continue the premium payments - that includes during retirement.

WHEN CAN I RETIRE AND QUALIFY FOR MEDICAL BENEFITS?

To retire with health and travel benefits (but no pension yet), you must be at least 55 years of age and have at least 10 years of company seniority.

ARE THERE ANY EXCEPTIONS TO THIS?

Yes, if you are receiving Social Security Disability Benefits and have more than 10 years of company seniority, you can qualify for Retiree Health coverage only.

IS THERE ANY OTHER WAY TO QUALIFY FOR RETIREE HEALTH BENEFITS IF YOU LEAVE THE COMPANY BEFORE AGE 55?

Yes, there is also a provision known as the 50-55 rule. This rule applies to people who leave American Airlines when they are more than 50 years old but still under 55*.

- If you have 16 or more years of company seniority, you will become eligible for Retiree Health Coverage and Travel when you turn 55.

- If you have between 11 and 15 years of company seniority, you will have Retiree Health at age 62. If you have 15 years of company seniority, the travel benefits are applicable at 55. But if you have between 11 and 14 years of company seniority, you must wait until you are 62.

- If you have 10 years of company seniority, health benefits will begin at age 65 and travel benefits at age 62.

If you take advantage of this provision, you now must continue to prefund for the years between the time you leave American Airlines

and the time you begin your health coverage.

**NOTE: If you leave with Article 30, you will not be eligible for this provision nor supplemental insurance. You will have only the medical coverage specified in Article 30.*

HOW DO RETIREE HEALTH BENEFITS WORK?

Currently, only the Standard Plan 1 is available for retirees. You can go to any licensed doctor and 80 percent of covered care is paid for by insurance (after the deductible is met). The retiree pays 20 percent up to an annual \$1,000 out-of-pocket maximum, plus the deductible.

Expenses excluded under the plan or which exceed usual & prevailing charges do not count towards the out-of-pocket limit. Network discounts through PPO are also available for retirees under 65.

CAN I REMAIN IN MY HMO AFTER I RETIRE?

No, all retirees are covered by the 80/20 coverage.

WHAT IS THE ANNUAL DEDUCTIBLE?

The annual deductible is \$150 per person with a maximum of \$400 per family. Once you have exhausted your basic American Airlines Medical Plan and begin using Supplemental Medical, you no longer have an annual deductible.

ARE PRESCRIPTION DRUGS COVERED?

Yes, you can continue to use the discount purchase or the mail-in prescription drug benefits with your American Airlines Retiree Health Coverage.

ARE PRESCRIPTION DRUGS COVERED BY THE SUPPLEMENTAL MEDICAL PLAN?

You can no longer use the mail-in program, but the supplemental insurance will reimburse 80 percent of the cost of prescription drugs.

IS THE PRESCRIPTION DRUG COVERAGE DEDUCTED FROM MY LIFETIME MAXIMUM?

Yes, the amount of the prescription paid by the plan (not including any expenses paid by you) is charged against your lifetime maximum.

WHAT ABOUT DENTAL COVERAGE?

American Airlines has just introduced dental coverage for retirees, effective January 1, 2002. It will be offered when you retire, but you must take it when you are first eligible because you do not have the option to pick it up at a later time. It is not part of the prefunding or Supplemental Medical Plan. Instead it requires a separate monthly payment for the retiree.

WHAT ABOUT VISION COVERAGE?

There is no vision coverage for retirees.

DO WE HAVE TERM LIFE INSURANCE WHEN WE RETIRE?

There is reduced term life insurance in the amount of \$5,000 for retirees.

NOTE: If you were hired before May 27, 1974, you have slightly higher insurance upon retirement, which is gradually reduced to \$5,000 over six years.

WHERE CAN I GET MORE INFORMATION ABOUT THESE BENEFITS?

Flight Attendants have access to this through the Internet. The new Jetnet site provides the complete health and travel benefit guides - aa.jetnet.com. To find the retiree health information log on and then follow the path:

- Benefits & Pay
- Benefit Guides
- Retirees of AMR
- Table of Contents

THE TIME FACTOR - REVISITED

In *Skyword*, Volume Four, Issue Seven, the retirement article "The Time Factor" contains information that needs updating:

Years of Credited Service

(YCS) - Reference is made to checking annual hours by using your HISK. During research for an article on how your Final Average Compensation is calculated (which will be in a future *Skyword*), we learned that all computations are actually based upon pay records. Since overtime is paid the month after it is flown, your HISK is actually not the appropriate source, rather it would be the hours you are paid in a given month. Your paycheck stubs contain this information. You should print a hard copy each pay period and keep it with your HI2 and HISK in a file for each year. Remember it takes 734 hours of pay in a year to receive a full year of credited service, however, if you fly less, you do receive proportionate credit.

50 - 55 Rule - American has changed the criteria for qualifying for this and it is a plus for Flight Attendants. The ability to collect retiree health and retiree travel if you leave between the ages of 50 and 55 is no longer tied to your

pension; it is now based upon your company seniority. Since you continue to receive company seniority when you are on unpaid sick, IOD or when you drop trips this 'delinking' from receiving your pension is a plus for Flight Attendants. Remember, eligibility for your pension is determined based upon years of credited service. Now, if you are a current, active employee and you leave between 50 and 55 and pre-fund from January 1, 2002, until you are eligible to receive retiree medical coverage you are eligible for retiree benefits as follows:

1. If you have 11 - 15 years of company Seniority you will be eligible for retiree medical coverage and retiree travel at age 62;
2. If you have 15 but less than 16 years of company Seniority you can receive retiree travel benefits at 55 and retiree medical coverage at 62;
3. If you have 16 or more years of company Seniority you are eligible for retiree medical coverage and retiree travel benefits at age 55;
4. If you have 10 years of company Seniority you are eligible for the above benefits at age 65.

UNSUNG HEROES

by **Charles Leocha**,
Columnist, Travel Rights

THIS ARTICLE APPEARED
ON THE WEBSITE
TICKED.COM ON
JANUARY 7, 2002.
CHARLIE LEOCHA WAS
GRACIOUS ENOUGH TO
ALLOW US TO REPRINT
IT FOR *Skyword*.

Airline flight attendants are the country's unsung heroes in our current "War on Terrorism." Immediately after the World Trade Center and Pentagon terrorism events, the media was filled with stories about "real heroes" – the rescuers, police and firefighters who risked their lives to save workers in those buildings.

Those gallant emergency workers were racing up stairs into harm's way while the office workers were filing down the stairs away from danger as quickly as possible. The firefighters, EMTs and police deserve every accolade they receive.

Firefighters and the police are trained for danger. When they arrive, they can see the broad outlines of what they are facing. They do it every day. Protecting us.

Flight attendants are another group of workers who, as we are discovering, are faced with potential danger every time they go to work. Where once their main purpose was to provide knowledgeable assistance in case of an emergency landing, their new reality is much more nerve-wracking.

What once was a mini-world of giddy tourists and grumpy businessmen flying from here to there, is now a war zone.

Today, every time a plane takes off, every time a passenger stands up and walks toward the cockpit, and every time a passenger ducks

behind their seat to pick through carry-on luggage out of sight, flight attendants are on high alert.

These new terrorism dangers are unknown. So unknown, in fact, that the FBI, the FAA and other government organizations still can't predict where, when or how a future attack may take place.

We, as passengers, grumble about the inconvenience of waiting in long security lines and having our luggage and bodies probed. Many of our fellow travelers, almost 20 percent, have opted out of air travel completely.

Meanwhile, flight attendants don't have that option. They have to go back to work. Pilots are being barricaded inside their cockpits, given stun guns and may get training to carry firearms.

What are flight attendants getting? Captains now tell their crew, before they lock themselves in the cockpit, "You're on your own."

So far the only public reward for their work has been a series of layoffs and a photo of a flight attendant with a bandaged hand, bitten by a terrorist. That attentive and vigilant flight attendant together with another, physically stopped a man from lighting a fuse to a bomb that would have downed the aircraft in the middle of the Atlantic.

Let's get our priorities straight.

Flight attendants were the most consistent source of information on 9/11 when, at the risk of their lives, they phoned airline operations to let them know about the hijackings including seat numbers and hijacker descriptions. Flight attendants were most certainly involved with the attack on the terrorists on the United Airlines flight that crashed in the fields of Pennsylvania rather than into a building on Pennsylvania Avenue. Flight attendants were the front line troops when faced with a fanatic bomber over the Atlantic.

I, for one, believed that the airlines would immediately initiate self-defense training and clamor for additional protective devices. At a minimum, airlines should train flight attendants in the basics of self-defense and ways to deal with unruly passengers. This training should be as important a part of their training as learning how to open emergency doors and deploy escape slides.

Baggage screeners will soon be earning a government minimum of \$30,000 a year with all the government perks of medical care, vacations and insurance. Federal air marshals, when hired will make between \$30,000 and \$80,000.

Meanwhile flight attendants, the airlines' real front-line troops, are starting at a salary

of about \$18,000 a year, or less, and don't have a prayer of seeing \$30,000 for at least three years. Vacations during that time are paltry and time on "reserve" (waiting around in case another flight attendant is sick or gets stuck in traffic) seems nonstop.

For years, we have heard the flight attendant mantra, "We are here for your safety." Now those words ring more true than ever. And safety, today, means far more than helping with oxygen masks, securing the overhead compartments, checking seat belts and opening emergency doors.

Let's face it. When we fly, flight attendants are our first line of defense while the plane is in the air. They may be serving peanuts, pretzels and drinks, but they are constantly on watch and alert from the time they check IDs while boarding the aircraft until touchdown at the final destination.

Today's flight attendant reality saddles them with what amounts to nonstop battle stress from an unidentified, furtive and unpredictable enemy.

I, for one, thank them for their service. All of us who fly should thank them as well.

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leocha@aol.com
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INFOREPS 2002

by **George Price,**
InfoRep Coordinator

The calendar has changed, and we leave behind us a year full of tragedy and success. It was an interesting year to say the least. APFA was able to negotiate a truly industry leading Contract. American Airlines purchased TWA. The InfoRep Program grew exponentially. We lost 20 of our members in tragic events. And, American furloughed 1,200 APFA members as a direct result of the attacks of September 11th. I feel it safe to say that most of us are ready to move on.

The year 2002 brings with it new challenges and new issues for APFA. We have to enforce our new Contract and provide our membership with the best possible representation. In addition, we must assist our furloughed members in any way we can during this trying time in their careers. APFA will soon represent TWA Flight Attendants. There will have to be changes made within the Union to accommodate these new members.

We will also have to resolve issues that remain outstanding. APFA must continue to play an active role in the evolution of new safety and security protocol. Finally, we must be ready for any curve balls thrown our way in the legislative arena. As you can see, there really is no lull between the storms.

How does this pertain to the InfoReps? In order for APFA to be as successful as we were in 2001, we must ensure that our communication network remains solid. This means that we must utilize all modes of communication to distribute information to the membership in order to keep them educated and informed. The InfoReps proved repeatedly over the last year how valuable they were. They played an integral part in the communication network. It is for this reason that the National Officers authorized such an investment in the program and expressed their desire to have it continue unabridged.

I have spoken to many of our

InfoReps since negotiations concluded. They told me that they want the program to remain strong. I have outlined my vision for the InfoRep Program for the National Officers. My plan includes a reduction in the frequency of the InfoRep HotLine to bi-monthly or as necessary.

It also includes a drive to encourage more InfoReps to rely on the APFA website and e-mail instead of the recorded HotLine. This will decrease overall costs and allow APFA to provide more educational and informational material that can be downloaded or printed from the website instead of mailed. Finally, we would like to rewrite the InfoRep Handbook to more adequately reflect the evolving role InfoReps play in our Union.

In the coming weeks, I will be working with the various Base InfoRep Captains to finalize these plans. Some of the provisions, such as the bi-monthly HotLine, have already been insti-

tuted. We encourage all InfoReps with Internet access to not only register their e-mail addresses with the APFA Membership Department, but also to sign up for both the InfoRep and APFA HotLines to be e-mailed to them when they are recorded. This can be initiated by accessing the APFA website and following the instructions.

You are the reason the InfoRep Program has been such a rousing success. No one knows better than you what is needed to continue that success. I welcome your input. Please feel free to contact me at 800-395-2732, extension 8740, or by e-mail at glpdfw@aol.com.



BASE FIELD REPORTS

BOS As we all struggle with the challenges of our rapidly changing job, rest assured that some aspects of our job still remain the same: the Attendance Policy.

Discipline from the Attendance Policy is in full swing once again. Many Flight Attendants are being progressed along the policy since very few qualify for Family Leave (FMLA) under AA's *new and improved* hourly requirement.

We share your frustration. Many Flight Attendants who have relied on FMLA to deal with serious health issues in the past may no longer have that option available to them. This is turning out to be a nightmare for them and a headache for us. For instance, Boston-based Reserves rarely max out despite crew schedule's mantra, "we're short." Instead of being credited with their guarantee, Reserves are being credited

with what they actually fly for the purposes of FMLA calculations (plus sign-in, debrief, and any sit time), even though they spend 18 days on call. In BOS, that full month can often result in as little as 50 credited hours for purposes of qualifying for FMLA!

The same inequity applies to AVBL Flight Attendants who fulfill their daily obligation by calling in for a trip. If there is no AVBL flying that day, they go uncredited for FMLA accrual purposes, even though they have fulfilled their obligation to the company. Additionally, many senior Flight Attendants have found that, combined with a sick call or two, they have too much vacation time to ever qualify for FMLA. Talk about a double-edged sword! Transcon flyers are cutting it close as well, because they don't have any sit time on their trips. They are at a big disadvantage when compared with Flight Attendants who fly trips with sit time, despite their schedules having the same amount of credited flight time. The resolution to this situation will not come from the local level. A Presidential Grievance has been filed from our National Office. If you are denied FMLA due to a lack of on-duty hours, please refer to the article on page 33 of this issue of *Skyword*. We will be happy to add your name to our ever-growing list.

We are concerned about Flight Attendants who are waiting to call us about an attendance meeting when they are about to be progressed to a Second Written Warning or worse. We need to hear from you much sooner. If you are facing any disciplinary action, you should call us prior to your meeting with Flight Service. We can tell you what to expect now and in the future, offer some words of wisdom, attend the meeting with you and, if necessary, put you in touch with other support systems.

On a more personal note, we would like to thank all of you for being such incredible professionals. As our work environment continues to change, you provide a steadfast system of support to each other. No one understands how we feel like a Boston Flight Attendant! We are honored to be representing the Boston base. From the bottom of our hearts, we would like to thank you for all the kind words and support that you and people from all over the system have sent our way. It has kept us going during these extraordinarily difficult times.

In Unity,

Julia Carrigan
BOS Chair
Michelle Brawley
BOS Vice Chair

DFW On behalf of the DFW Domestic Base, we extend our most sincere sympathy to all of the family members and friends of those who perished on September 11th and November 12th.

Bid Sheet Blues

We would like to address a subject that is of concern to everyone based at DFW. Margaret and I are aware of the big changes to the bid sheet since September 11th, and we would like to explain the reasoning behind these changes. First of all, I would like to clear the air and let you know that we still have our monthly bid sheet meetings with crew planning.

After September 11th, one of the big changes to the bid sheet was the return of co-pairing on both the S-80 and 727 aircraft. There is a surplus of Flight Attendants at MIA Domestic not only because of the fact that MIA is without a S-80 pilot base (therefore preventing co-pairing from originating out of that base), but also because of the current number of fall-offs from IMA to MIA as well as the lack of overage leaves taken in MIA. Rather than displacing Flight Attendants to other bases, the company took flying from bases around the system to make up for both the loss of flying and the surplus of Flight Attendants in MIA.

When this happened, the flying shifted at every base. This resulted in the loss of some of our 777 trips out of DFW. Shifting also occurred at other bases as well, for example, ORD had four wide body trips throughout the year, but they are now down to two. By the way, thanks to your phone calls to flight service and crew planning and our regularly scheduled meetings with planning, we were able to get the 777 two-day Miami trip back on the bidsheet.

We know you are disappointed in the loss of some of our 777 trips. We ask for your patience, as we are working closely with crew planning to get more multi-day wide body trips back on our bidsheet.

In Unity,

Chris O'Kelley
DFW Chair
Margaret Stewart
DFW Vice Chair



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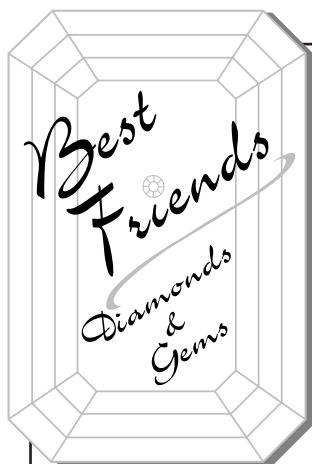
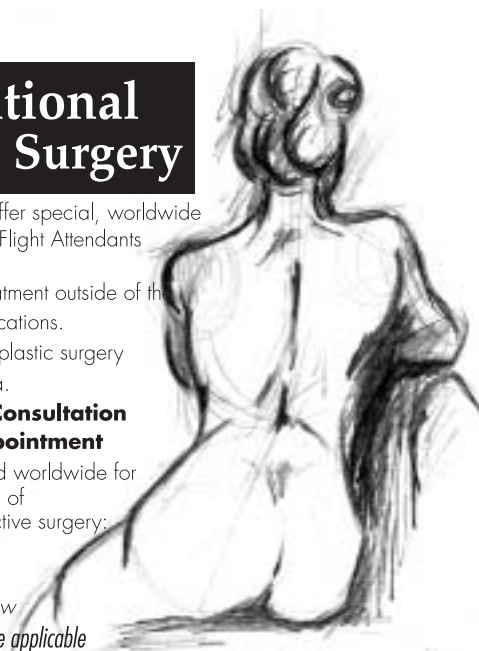
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