

A nighttime photograph of the New York City skyline, featuring the Statue of Liberty on the right and several illuminated skyscrapers, including the Empire State Building on the left. The sky is a deep blue, and the city lights are reflected in the water in the foreground.

# SKYword

the official publication of the association of professional flight attendants

September 2002

volume 5

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## September 2002

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## September 11, 2001 – September 11, 2002



John Ward  
APFA President

It's been quite a year. A year since I received that terrible call from American Airlines informing me that American Airlines Flight 11 had crashed into the World Trade Center. A year since the second call a short time later confirmed that American Airlines Flight 77 had hit the Pentagon. A year since so many of our colleagues were senselessly taken from us. A year since, for the first time, we began to fear doing what once seemed like second nature—our jobs as Flight Attendants, a job that forever changed as a result of what happened that day. And, a year since the American Airlines Flight Attendants, within days following the events of last September 11, demonstrated their remarkable resiliency and character and courageously returned to work.

The past twelve months have been arduous ones filled with challenges, struggles, and heart-break including the tragic crash of Flight 587 and, for the first time in more than twenty years, the furloughing of American Airlines Flight Attendants and also TWA-LLC Flight Attendants.

Fortunately, the year has seen a few bright spots, too.

Our new contract, which the APFA membership fought long and hard to achieve, was ratified on September 12, 2001, by an overwhelming majority. We can all be proud of what we, together, accomplished. The implementation of all the various provisions is nearly complete with the final remaining item—the ability for high time fliers to recover lost time—now on the agenda to be programmed. Given the extraordinary number of items that have required extensive programming changes, the implementation has gone about as smoothly as could be expected.

Many of the enhancements APFA was seeking in order to make the aviation system more secure were included in the Transportation Security Act passed by Congress last fall. Obviously, our work in the safety/security arena continues and is far from complete.

While the debate over guns in the cockpit has taken center stage of late, the APFA, along with other Flight Attendant unions, has been working diligently to ensure that lawmakers include protections for Flight Attendants in any safety/security legislation that is enacted. For example, APFA is seeking improvements

to Flight Attendant training, including mandatory (paid) self-defense training. Other protections that we are attempting to secure through legislation are better methods of communicating with the cockpit in the event of an emergency and the availability within the cabin of some form of less-than-lethal weapon.

Although it's been an uphill battle, I'm pleased to report that our efforts are making a difference. The Senate just recently approved an amendment to the Homeland Security Department bill that, in addition to allowing for the arming of Pilots, has extensive provisions for Flight Attendants. Our job now will be to push for this language to be retained in the bill during the conference committee process when the Senate and House versions are reconciled. I was in Washington, D.C., the week of September 11th, 2002, to meet with key Congressional leaders about this very issue.

While in Washington, I attended the special memorial service at the Pentagon to remember those who died on September 11. From there I traveled to New York where leaders of our Pilots' union, the Allied Pilots Association (APA), met. They

recognized the APFA and its members for their contributions to aviation security and invited me, along with the other APFA National Officers, to be present for a special ceremony in honor of those Flight Attendants and Pilots killed on September 11, 2001.

It would be nice for all of us if we finally had a breather, but we all know that is not possible at this time. There are many challenges on the horizon. One of the biggest challenges is to find a way to persevere and move ahead in the face of these obstacles.

Aesop provided some helpful guidance when he said, "United we stand, divided we fall." We have seen the results of our strength and unity. They were crucial to our obtaining such a good contract. They helped us to withstand the adversity of the past year. And, on a personal note, that strength and unity have made me realize how fortunate I've been to have had the honor of serving as the leader of the APFA these past few years. By maintaining that same strength and unity, we will be best positioned to face whatever adversity lies ahead.

A handwritten signature of John Ward in black ink, followed by the APFA logo which consists of a stylized arrow pointing upwards with the letters 'APFA' inside it.



Jeff Bott  
APFA Vice President

## One Year Later

**A**s I reflect on September 11, 2001, and the upcoming anniversary, the countless emotions I assumed were safely stored away in a box in the archives of my mind have started to resurface. I'm sure I'm not alone in this acknowledgment, nor am I alone in the reluctance to face those reemerging feelings. I am always cognizant of that box and its contents, and I manage it with great trepidation.

September 11, 2001, began as any other day. However, by nightfall there existed a change in the way we viewed society and ourselves. Though it gave each of us a glimpse into the darkest side of humanity, what I write about in this article today is what followed those dark moments and the incredible display of humanity at its best. Our country witnessed an abundance of compassionate acts exhibited by people and organizations that yielded hope and comfort to us all during the hours and days following the attacks.

For several weeks following September 11th, many of us functioned on autopilot because of the amount of work that had to be done to try to improve the

situation as much and as quickly as possible. Soon after arriving at APFA Headquarters that morning, I went to System Operations Control (SOC), where Flight Service Headquarters and stations across the country were holding seemingly ongoing conference calls. The goal of the initial calls was to bring the entire fleet safely to the ground. Once all of our aircraft were accounted for, we focused on locating our crews and ensuring their safe accommodation and provisions.

Our entire airline, along with its operation, was altered on a daily basis. Our jobs as Flight Attendants changed as well. All of our hopes, our dreams, and our futures seemed to hang in the balance. The security we were so accustomed to was exposed, yet we carried on and continued to move forward. It was the only thing we could do, because we knew what was at stake.

One of the most difficult days for me, personally, was the day I witnessed the tragedy in person at Ground Zero in New York on October 15, 2001. I started out the day feeling pretty low, but by the time I returned home that night, my outlook had changed. Never

before had I witnessed such incredible expressions of concern, empathy, and kindness from total strangers. The work they had done at Ground Zero and their concerns over our well-being was unlike anything I had ever seen before. Moments of evil triggered an epidemic of excellence that could be felt everywhere.

Previously, JFK Chairperson Michelle Nasca and I had contacted Connecticut Congressman Christopher Shays' office in an effort to organize this visit for New York-based Flight Attendants and family members of our Boston colleagues who perished in the attack on the World Trade Center. We wanted to pay our respects to those who lost their lives and to those who worked tirelessly at the site in all facets of the recovery efforts. We were put in touch with Karen Charest, Congressman Shays' assistant, who facilitated our trip and arranged a bus and police escort to transport nearly 100 American Airlines Flight Attendants from Connecticut and New York to Ground Zero. I had not been to the City since September 11th and remember well the overwhelming feelings I had while driving down 5th Avenue in

Manhattan, police escorts in front of and behind us on our way to pick up our colleagues at the Empire State Building. American flags were everywhere – in windows, on balconies, and even wrapped around one building that was an entire city block wide. Its length covered at least 15 floors. Though New York City is incredibly beautiful during the holidays, it was exceptional to me now. I had never seen or felt the aura that was present that day.

Lower Manhattan was still closed off to traffic, and Ground Zero was accessible only by ferry. As we headed toward the parking area, we passed a very long makeshift wooden wall with pictures, information, and stories displayed by friends and relatives of those who were missing. This long wall was unbearable to behold, as each unknown victim became a face and a story that broke my heart over and over again. For me, having been based at JFK and having lived in New York City area for many years, the landmark Twin Towers represented a geographical guide that was noticeably absent. Its absence brought reality and gravity to the situation. This missing visual would not allow me to deny any

longer what happened that day. We continued to Pier 92, which served as the staging area for Ground Zero. All uniformed crewmembers exited the bus and were escorted into a partitioned briefing area where Red Cross volunteers and representatives from Mayor Giuliani's office awaited our arrival along with several New York Police Department Officers and an Emergency Medical Technician. The Red Cross volunteers had come from across the country, leaving behind their family members and their jobs to care for people they didn't even know. Several had lost family members in the Oklahoma City bombing and felt the need to help others through the difficulties they knew all too well.

Pier 92 contained a huge warehouse that had been transformed into a small community of city, state, and governmental agencies with booths to serve any and all who were in need of the multitude of services they offered. Each area was partitioned off and served as an invaluable benefit to family members left behind. Food areas were also available, and grief counselors roamed the floor. Posted on the

dividers between each area were drawings, poems, and letters from children around the world who had written their sentiments reflecting what many of us were thinking but had yet to say out loud.

Our Connecticut Troopers never left our side—coordinating with other officials to make sure every detail was handled on our behalf. The Red Cross handed out stuffed animals sent from children and adults from every walk of life. Some had notes attached. One that particularly resonates with me was the memory of a bear whose attached note explained that it was used to comfort its former owner through the Oklahoma City bombing death of his daughter and was sent to New York to comfort someone else in pain.

Following the briefing, in an attempt to prepare us for what we were about to experience, we each received a hard hat and protective glasses. The site was still dangerous due to the instability of the surrounding buildings, and there was equipment and debris everywhere.

Once we were briefed, we board-

ed the ferry and quietly navigated to the site. We arrived at Ground Zero and immediately walked into the area where the towers once stood. It would have been impossible to prepare us for what we were about to take in, and although I had gone over it a hundred times in my mind, the impact this devastation has on anyone who experiences it firsthand is indescribable. The respect generated by the workers and volunteers on site was powerful. The workers halted their efforts upon seeing the sea of blue uniforms, some removing their hats, in recognition of what we represented. We made our way to the viewing platform that overlooked the site. We spent moments of silence reflecting and hugging each other, grateful for each other for support. It was the most horrific thing I had ever seen. We made our way to a memorial area and hung our prepared banner on the fence overlooking the literally thousands of stuffed animals, pictures, flowers, and notes left by those who had visited before. We spent a few moments there reflecting on the magnitude of it all, then quietly walked back to the ferry to the place where we started. It was a day of pain, but also a day of hope.

As I left Manhattan, I thought of the heroism and the bravery that started very early that September morning. The Flight Attendants and Pilots on American Flights 11 and 77 and United Flights 93 and 175 gave critical information and care to the passengers onboard their aircraft. They committed selfless acts like giving up the opportunity to speak with their families during such a terrifying and uncertain time in order to provide critical information to authorities. This not only helped identify the hijackers, but was also instrumental in the rapid grounding of airplanes worldwide. Even in the face of evil, our heroes had the courage to carry out these actions with the utmost professionalism. They, along with many others, exemplified what America is about. We have never been afraid to stand up and fight to protect our freedom. This bravery is what led our country through those moments of intense crisis in history to stand up and fight to defend our dream.

Franklin Delano Roosevelt said, "There are those who will reply that the freedom of man and mind is nothing but a dream. They are right. It is the American Dream."

My trip to Ground Zero helped to remind me of the dream that represents the very heart of what is dear to all of us. It is up to each of us to move forward and continue to live that dream that these attackers attempted to destroy. When you got back on the airplanes immediately following the assault of September 11th and brought this airline back to its feet, you became a part of protecting that dream. The many great actions I saw that day in October at Ground Zero were also a part of that dream. Great suffering brings about tidal waves of compassion. Americans are a compassionate people, and the brave acts that occurred on September 11th and beyond serve to show us that the dream is still alive and very well.

I convey my deepest respect to the families and friends of the crewmembers on American Airlines Flights 11 and 77 and United Airlines Flights 93 and 175.





Linda Lanning  
APFA Secretary

## Putting Our House In Order

**O**ur lives are a continuing journey - -and we must learn and grow at every bend as we make our way, sometimes stumbling but always moving toward the finest within us.”

-Captain Gerald L. Coffee

What can one say about this past year? Where do you begin to reflect on the events our union and our nation have endured? I once again looked ahead in my Franklin Day Planner. I just wanted to see what wise saying would start the day of September 11, 2002, for those of us who invested in the planner. Once again, I found inspiration.

No matter who we are or what we do in this life, we are all on a continuing journey. It is often filled with good times as well as uncertainty and challenges. It is often difficult to adhere to the saying, “One day at a time” especially since the tragic events of September 11, 2001, That one day tested us all in ways I would say none of us

ever thought we would be tested or yet survive. Beginning that morning, our Flight Attendants proved they were up to the test. We took care of each other, our passengers, and ourselves. We reported in from wherever we were forced to land in order to let APFA and the company know where we were. We walked through our pain and our fears to help get the system up and running. We got right back in the air for ourselves, for those who lost their lives on that fateful day, and for our passengers. We showed our courage, perseverance, and dedication. Difficult? You bet. Yet we owed that to our fallen heroes. Our fellow crewmembers’ memories and their lives are forever etched in our nation’s history.

We cannot reflect on the past without looking to the future. Cliché or not, life does go on. Our crewmembers that lost their lives on that fateful day would expect nothing less of us than to continue on our journey. Each department and representative must renew the commit-

ment to do whatever we can for our membership and our union as a whole. I want to share a bit of my plan with you this month.

In previous articles, I have outlined the various responsibilities of my department. Just to review a bit, as Secretary, I am charged with the upkeep of all records. That is a very broad overview. More specifically, I take minutes of the Board of Directors and Executive Committee Meetings, update the APFA Policy Manual, and keep other official APFA documents current. All of these tasks require a great deal of attention to detail. In some cases, it requires assistance.

One of the things very important to any organization is a detailed history. You must have a clear view of where you have been to map a course for the future. Those of us who have been around for a while have a good understanding of how and why APFA was formed, who the players were then and now, and the various other components that make up our past. Many of

our members may not be aware of our history. For this reason, I have been working very closely with Cilla Golas, our APFA Archivist. She has spoken with several oral historians in order to prepare a proposal to have the APFA history professionally documented. This proposal will be presented to the APFA Board for their consideration at the March 2003 Convention. The historian would interview past leaders of our union and those who have played an active part in APFA through the years in order to create a chronological report of APFA’s history. If the Board approves this unique investment in our union, I will work with the Communications Department to have the entire history posted on the APFA Web site for everyone to access. I also plan to place this history in the APFA Archives for future leaders and members of our union.

There are two documents that are the foundation of our union’s operation. They are the Constitution and its supporting

document, the APFA Policy Manual. Both can be found on the APFA Web site. The Constitution can only be amended by a majority vote of our membership. The APFA Voting Board of Directors, composed of the APFA Base Chairs, can amend the Policy Manual through resolutions. There has been only one change to the APFA Constitution since the new Constitution was ratified on June 13, 1995. This was the change in our dues structure, which was approved by the membership in March of this year. The Policy Manual, on the other hand, has had many changes.

Just like the Collective Bargaining Agreement, only time and practical application of the APFA Constitution will identify areas that need to be addressed by the Board and the membership. We have added many new members, had bases opened and closed by the company, and seen other changes to our union that need to be reflected in our Constitution. In November of 2001, at a Special

Board of Directors Meeting held in New York, the APFA Board of Directors named a committee to look at our Constitution and prepare recommendations to the Board that will address changes and help us work more efficiently. Robert McIntyre, former SEA Base Chair, will chair the committee. Cheryl Walters, Executive Committee Member; Ted Bedwell, Safety Committee and Executive Committee Member; Kathleen Clements, JFK Vice Chair; and Mario St. Michel, Member of the Executive Committee, will join him. They hope to have their recommendations ready for the Board's consideration in March.

The Policy Manual changes when the APFA Board of Directors indicates that a change to the Policy Manual is necessary and passes resolutions. It must be updated to reflect these changes. When I first took office in 2000, I enlisted the assistance of Ted Bedwell, Executive Committee Member; Greg Gunter, who serves on the APFA Budget Committee; and Boston-based Flight Attendant

Jennifer McCauley, BOS-I Chairperson. We needed to do some housekeeping, and we cleaned up some resolutions that were not yet added to the Policy Manual. As the Board of Directors passes resolutions that change the Policy Manual, I will have the committee work closely with the Communications Department to update the APFA Web site to include the updated APFA Policy Manual. Work on this project will begin in the near future. I hope to have it completed by the time the Convention rolls around this spring.

Preparations for all Executive Committee Meetings, which take place quarterly, and all Board of Directors Meetings and Teleconferences, which may be scheduled as necessary in addition to the Annual APFA Board of Directors Convention, are my responsibility. Each of these events takes a great deal of work and attention to detail but no more so than the Annual Convention itself. No sooner has one year's convention ended before plans for the next begin. I must secure a hotel and meeting

rooms, schedule a speaker, enlist sponsors to help offset the cost of the convention, prepare programs and itineraries, and ultimately finalize each minute detail with APFA and hotel staff. We are well into the planning for the 2003 Convention, which will be held in March. This year the convention will be held here in the Dallas-Fort Worth area.

With any organization as large as APFA, with the responsibilities we have to our membership, the work never ends. We pause to remember those we have lost and reflect on their lives and contributions. Then, we must move forward to ensure those left behind are taken care of. We all have to do this on some level in order to honor those who are no longer with us, fulfill our responsibilities, and cope on a personal level. Again, I wish for all peace and serenity as we make our way.



## Overage Leaves and Dues Obligation



Juan Johnson  
APFA Treasurer

It is hard to believe that it has been one year since the tragedies of September 11, 2001. The loss of so many of our friends and colleagues remains fresh in our memories, and the images are still vivid in our minds. Although life and business must continue, it is not without memories and a dull ache in our hearts. We know we have to move on out of necessity, and we do so with some apprehension.

The last 12 months have been the worst in APFA's history, not to mention aviation in general. Yes, we ratified the best Flight Attendant contract in the aviation industry, but we have been faced with extraordinary issues such as terrorist attacks and furloughs. What was supposed to be a time of transition has often been a time of great challenge. It just seems that when we resolve one issue, another more complex one comes along. Our Union has proven time and time again that we can stand up to most anything and come out successful. There is no reason to believe that as American Airlines moves ahead with its new business plan this will be any different.

On August 13, 2002, American announced changes in the way it plans to conduct business. This was the first of what promises to be many changes. The 9 percent reduction in flight schedules will result in a systemwide overage of 2,550 Flight Attendants by November 1, 2002. Article 16-Reduction in Force requires American to offer Overage Leaves of Absence and Partnership Flying in an effort to mitigate any overage that exists. By the time this issue of *Skyword* is mailed, the proffer for the leaves will be published.

It is incumbent upon me as Treasurer to remind those interested in taking the Overage Leaves that according to APFA policy, you remain dues obligated to APFA during your leave. We have made some unique changes to the way we approach the issue of dues obligation while on leave. During the fall 2001 reduction in force, we had 2,600 Flight Attendants take the Overage Leaves. In an effort to keep everyone from having a large balance they had to pay within sixty (60) days of their return from the leave and to remain dues current, my department sent out letters to those awarded the leaves. The letter

outlined the obligation and the various payment options. The letter was well received, and we had an outstanding response.

In the coming weeks, we will once again send out the dues obligation letters. American will officially notify APFA of the names of each Flight Attendant awarded Overage Leaves at each base. My department will go right to work preparing the letters and getting them mailed. As a follow up, representatives of the Dues Department will be available to answer questions and assist members whenever necessary.

Flight Attendants who are considering the Partnership Flying are also dues obligated. They will receive only one paycheck per month per Appendix F of the Contract. For this reason, the entire monthly dues obligation will be subtracted from this paycheck.

Both Overage Leave and Partnership Flying are great options for Flight Attendants. Overage Leaves provide those Flight Attendants who wish to take some time off to do so with all of their benefits and seniority. Partnership Flying allows those

who want to continue to fly to do so on a part-time basis. The great thing about Partnerships is that it allows a junior person to create a Partnership with a senior Flight Attendant and fly off the senior person's line. The bottom line is that both of these provisions of our Contract offer Flight Attendants flexibility and time off while helping to preserve the jobs of so many of our members. APFA highly encourages those who can to consider Overage Leaves and Partnership Flying!

I had originally planned to cover how APFA Union Representatives were paid in this article. However, due to the ever-changing world of aviation, I felt it was prudent to cover the effects of Overage Leaves and Partnership Flying as it pertains to the Treasurer's Department. Next month, we will take a close look at Section 5 of the APFA Policy Manual and the compensation of our representatives.

In remembrance of those friends we lost on September 11, 2001, take a moment to reflect on the happy times we had with each of them.

Fly Safe!







George Price  
APFA National  
Communications Coordinator

## The September Edition

I remember the morning of September 11, 2001, as if it were yesterday. I had flown in to DFW early that morning to help the Strike Prep Team prepare to archive all of the work we had done over the past two years and to celebrate the ratification of our new contract. When I stepped off the plane, I stepped into a new world. The days and weeks that followed would test each of us as individuals and as Flight Attendants.

Out of the tragedies of last fall has come some good. We have seen a renewed sense of patriotism, camaraderie, and family. As Flight Attendants, we have become more aware of our environment, empowered to take the actions necessary to protect ourselves and our passengers, and, more than anything, have become more self-confident as safety and security professionals.

In the early days after September 11th, APFA members came together to help one another. We met in hotel rooms around the system after being stranded. We held memorials in cities throughout the country including at APFA Headquarters. Flight Attendants supported each other whenever times were tough and emotions ran high. This was no more evident than at APFA PhoneWatch. The outpouring of support was apparent by the numbers of volunteers who came to man phones in order to help their fellow Flight Attendants. For many at Headquarters, this interaction was our way of dealing with the tragedies.

In October, my predecessor, Leslie Mayo, along with APFA's Graphic Artist Skylar Turner, completed an incredible piece of work. This was the September 11, 2001 Memorial Edition of *Skyword*, which was awarded the 2002 Graphic Excellence Award by the Printing and Imaging Association of Mid-America. They spent countless hours laying out each page with great care and compassion. Every page was filled with pictures and loving tributes to each crewmember of Flights 11 and 77. When I took over the editing of *Skyword* in May of this year, I looked carefully at this memorial edition. I wondered how I was ever going to find the strength or even the creativity to do half the job of honoring the Pilots and Flight Attendants we now know as heroes.

Over the past three months, I have been collecting pictures, newspaper articles, and government documents in preparation for this edition of *Skyword*. I wrote to the families of each of the crewmembers and invited them to speak out to you, the American Airlines Flight Attendants. I told them how important it was for us to know that they, our extended family, were OK. Much of what you see in the pages of this edition are their contributions, their messages to you.

Throughout the experience of putting together this, the September 11, 2001 One-Year Anniversary Edition of *Skyword*, I have found a great deal of peace. I have made many new friends and

been amazed at their strength and endurance. On June 27, 2002, I met several of the families at the APFA Memorial and Dedication. Each person I came in contact with was so giving of their memories of their loved ones. In particular, Mike and Bobbie Low took the time to tell me about Sara Low, their daughter and one of the Flight Attendants onboard American Flight 11. They listened as I told them about the APFA story of September 11th and my personal story of remembering Sara's smile at the oddest times in my workday. As they were leaving that afternoon, Bobbie hugged me and presented me with a laminated picture of Sara on a chain that, to this day, hangs in my office at APFA. I don't have to imagine that big smile anymore, I can see it!

As you read through this issue and look through the pictures, I hope that you find something you may have needed for the past 12 months. Maybe you will come away with some sense of closure or the assurance that the families are coping. Whatever it is, I hope that it provides you with the same sense of peace I have found in preparing this issue. Without a doubt, it will be the biggest labor of love I will have the opportunity to produce.



### SKYword ONLINE!

APFA is continuing to look for ways to cut costs. One very obvious way is to give our members the option to access *Skyword* on line instead of receiving a copy via the U.S. Mail. This could potentially result in thousands of dollars in savings each month.

APFA mails *Skyword* at non-profit bulk rates. This is the least expensive way possible, but it is also one of the least efficient. By opting to read *Skyword* on the APFA Web site, members can access the information contained in each issue as soon as it is final and posted.

If you would rather read *Skyword* on line and stop home delivery, please e-mail the following information to the APFA Membership Department at [Membership@apfa.org](mailto:Membership@apfa.org):

- Type in "*Skyword* On Line" in the subject field of your message
- In the text of your message, include your name, employee number, and the fact you wish to read *Skyword* on line.

You may also complete the "*Skyword* On Line" card in the center section of this issue of *Skyword*.

At any time, you may begin home delivery once again. All you need to do is contact the APFA Membership Department.



Joann Matley  
APFA National  
Safety Coordinator

## How Do You Know What You Know?

I had this professor in college who loved to hear himself talk. He loved to ask those questions that only HE knew the answer to. However, in this instance, we should all be able to answer the question.

When it comes to safety, so much of what we know is in our safety manual. So much of what we do is based on company policy and procedures that are adapted from the Federal Aviation Regulations (FARs). Yet many of us struggle with the FARs and how to balance the safety and service aspects of our job.

Cabin safety at American Airlines continues to evolve. Evolution by definition is a “gradual process in which something changes into a different and usually more complex or better form.” It is not American’s policy to have Flight Attendants carry out the actual FARs. In the last rewrite of the Flight Attendant safety manual, however, American incorporated references to FARs. TWA-LLC Flight Attendants have carried the actual FARs for years.

If someone mentions part 14 of the Code of Federal Regulations [14 CFR] FAR 121.391 to you, are you aware that this is the FAR that pertains, in part, to movement on the surface? How many

know that APFA lobbied in support of changing 121.391? This change speaks directly to “during taxi, Flight Attendants required by this section must remain at their duty stations with safety belts and shoulder harnesses fastened except to perform duties related to the safety of the airplane and its occupants.” APFA lobbied HARD. We, along with other Flight Attendant unions and other concerned safety groups, worked tirelessly to bring this issue to the forefront.

The earliest comments from APFA on the topic of movement on the surface can be traced to 1978 when the reference was to “unsafe taxi assignments.” We were required to be out in the aisle while the aircraft was taxiing. Comments are on file predating the APFA as well, and our position remained constant—the only safe place for Flight Attendants during movement on the surface is in our jumpseats with seatbelts and shoulder harnesses fastened. Debate continued through the 1980s and the 1990s. APFA was given any number of reasons why it was deemed appropriate that Flight Attendants have taxi assignments instead of being in their jumpseats. One of my favorites was that we had “no

contractual protection” against unsafe taxi assignments.

In 1993, American instituted safety procedures for aircraft movement on the ground. Changes had been made to the FAR in 1992. American altered its policy accordingly. The changes made in 1993 were the blocks used for the foundation of our current procedures. Now, “Flight Attendants on a flight must, during movement on the surface, remain at their duty stations with safety belts and shoulder harnesses fastened except to perform safety related duties.” In the Air Carrier Operations Bulletin (ACOB) 1-94-4, examples of safety duties include conducting passenger briefings, checking compliance with food and beverage tray (table), compliance with seat-belt/no smoking requirements, and checking for proper stowage of carry-on bags.”

On September 12, 2001, APFA ratified a Collective Bargaining Agreement that clearly states: “Flight Attendant duties will comply with all Federal Aviation Regulations relating to Flight Attendants, including the requirement to be seated in jumpseats during taxi.” (Article 2 N) After 23 years, this put to rest the argument that we were lacking a contractual provision. These were 23 long years in which Flight Attendants

were injured. Evacuations were hampered because Flight Attendants did not have immediate access to their emergency exits.

So, how do you know what you know? Experience, positive change, and effective training—that’s how you know what you know.

I would be remiss not to mention the events of last September – the impact on our lives and our profession is profound. The actions of the crewmembers on Flights 11 and 77 forever changed how the public perceives us and how we perceive ourselves. Thank you for your courage, your spirit, your grace, and your commitment as safety professionals.

*May you always fly safe.*



### Addendum to Passenger Misconduct Article

In a recent meeting with FAA, it has been brought to the attention of the Safety Department that in some cases In-flight Passenger Disturbance Forms were not filled out properly. Take the time to fill them out as thoroughly and legibly as possible. The FAA uses the information on those forms to follow up on the reported event.



Jena Hopkins  
APFA National  
Scheduling Coordinator

# Refining the art of the makeup HISEND

When HISEND was created a number of years ago, it was a great leap in convenience. It has proven to be a useful tool for Flight Attendants as well as crew schedule. The only problem is, there has never been consistency in the handling of these messages. We receive many calls into my department about HISEND, and the comments vary wildly. The most common opinion is that Flight Attendants want to speak to crew schedule as little as possible.

I thought it was appropriate to approach the company about a clear and concise procedure for HISEND makeup requests, and I am happy to report that we were able to come to an agreement. The full text of the letter is included with this article. These procedures will be effective on October 1, 2002. We will review the results every few months to ensure that this new process is working.

Beginning in October, if you send a HISEND with a specific request for makeup, you will be awarded a trip that meets your criteria if one is available; and you will be considered confirmed to that sequence. No more waiting for crew schedule's call. You can check for your trip via Sabre or AVRS at your convenience.

The first word of caution I will give is to be careful what you wish for. A specific request is one that leaves nothing to the imagination. If you just ask for a three-day trip, well, you may not be happy with position #1 at 0500 on the F100. Be as specific as you like, but be specific. You may request departure and/or arrival time ranges, number of days in sequence, layover, amount of flight time, or any other preference you have. Bear in mind that if nothing matches your request, crew schedule will not award you a trip or call you to see if you want something else.

If you send a HISEND with generic requests, you will not be assigned based on the message. As it is today, you will still need to be available to speak to crew schedule when your seniority is reached. A generic request is anything that is not clearly discernible. Terms such as easy, high time, and early are relative. My idea of a high time, three-day trip is one over seventeen (17) hours. A scheduler might think a three-day trip worth 14.16, or more is high time.

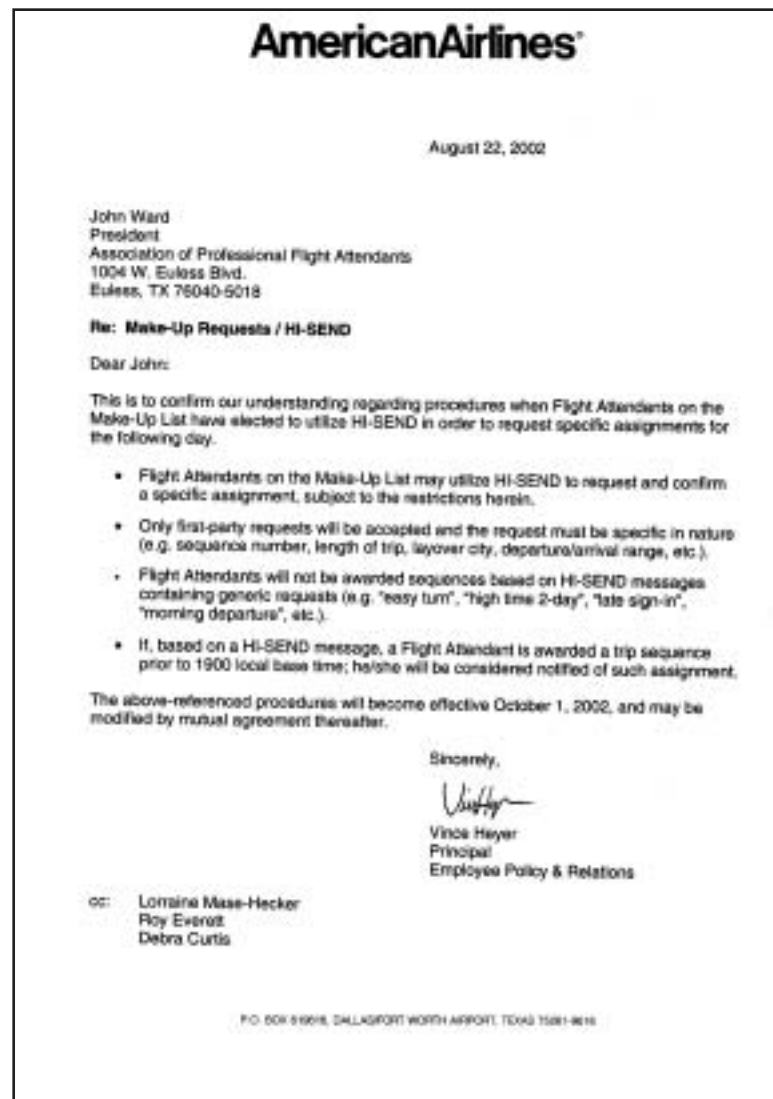
Some things remain unchanged. You will still need to have your name on the makeup list, and crew schedule will still process the list at the usual 1200 and 1600 times. Also, if you do not send a HISEND, the normal makeup process applies. This letter of agreement in no way requires you to use HISEND.

You do not need to check for a trip long into the night. You may be assigned up to 1900 without hearing from crew schedule. If scheduling needs to award you a trip after 1900, they will call you to proffer it and confirm.

For the many of you who have told me that you would rather be shopping or out by the pool instead of waiting all afternoon for a phone call, your wish is granted. Send in that specific HISEND and never again miss out on the trip you want.

Please let me know if you encounter problems with this new procedure.

As always, fly safely and carry your contract!





Jennifer Walker  
APFA Health Rep

# COBRA

## Continuation of Coverage

**T**he Consolidated Omnibus Budget Reconciliation Act of 1985 requires companies with 20 or more employees to offer continuation of coverage to an employee in the event of her/his layoff or termination of employment. To be eligible for COBRA coverage, you must have been enrolled in the company's health plan prior to your layoff or termination of employment. If your need for COBRA is due to layoff or termination of employment, you should be able to purchase coverage for up to 18 months. If disability causes your loss of coverage, or you become disabled within 60 days of the event that qualifies you for continuation of coverage, you may elect continuation of coverage for up to 29 months. To qualify for these additional 11 months, you must notify the COBRA administrator within 60 days of the date of the Social Security Administration's determination of your disability and prior to the end of the 18-month period. The following are some frequently asked COBRA questions and their answers.

**Q: What coverage is included in COBRA?**

*A: Medical, Dental, Supplemental Medical Coverage, Dependent Day Care Reimbursement, and/or Health Care Reimbursement.*

*(Although you would not be able to make pre-tax contributions, you would still be able to file for reimbursements based on your account balance for the*

*year. You may not use the health care reimbursement account to pay insurance/COBRA premiums.)*

**Q: Is the coverage different from an active employee's?**

*A: No, the continuation of coverage is identical.*

**Q: Does the medical coverage include the prescription drug benefit?**

*A: Yes.*

**Q: How long do I have to elect to purchase COBRA coverage?**

*A: The company must notify its plan administrator, CompLink, within 30 days of your layoff or termination of employment. Next, the plan administrator must provide notice to you of your right to elect COBRA coverage within 14 days after the company has notified them of your layoff or termination of employment. Finally, you must respond to this notice within 60 days to elect coverage under COBRA.*

**Q: May I cover my dependent children, spouse, or domestic partner?**

*A: Yes, if they have coverage at the time of the qualifying event.*

**Q: If I have already made my COBRA elections and then marry or claim a domestic partner, give birth, or adopt a child, can I still purchase coverage for these newly acquired dependents?**

*A: Yes. If active members in the plan are allowed to add dependent cover-*

*age, then you as a COBRA participant must be able to do the same. You must contact American's COBRA plan administrator, CompLink, within 60 days of the marriage, domestic partner relationship, birth, or adoption. Your premium will be adjusted to reflect this additional dependent coverage. These newly added dependents would then be able to participate under this coverage for the remainder of your continuation period.*

**Q: When is my coverage in effect?**

*A: Once you elect coverage and pay for it, COBRA coverage begins on the date that the health care coverage ceased. In other words, once you elect continuation of coverage, you will have coverage retroactive to the date of the termination of employment or layoff.*

**Q: Will the cost be the same as I currently pay?**

*A: No, the coverage will be much more expensive, since the company will no longer be paying a portion of your premium. While COBRA rates may seem high, you will be paying a group premium rate, which is usually lower than individual rates.*

**Q: How long does COBRA coverage last?**

*A: Generally, it will last 18 months (or 29 months if you meet the disability provision discussed above). It can be terminated earlier if one of the following events occurs.*

1. Premiums are not paid on time.
2. You obtain coverage under another employer's health plan. (There are some exceptions to this if your new employer's health plan excludes or limits benefits for preexisting conditions.)
3. You become entitled to Medicare benefits.

If you would like more information about your legal rights under COBRA, you can visit the Department of Labor web site at [www.dol.gov/dol/pwba/faqs/main/html](http://www.dol.gov/dol/pwba/faqs/main/html) or call toll free 1(800) 998-7542 to request an informative booklet. Specifics of American's COBRA coverage can be found on line at [www.jetnet.aa.com](http://www.jetnet.aa.com) or in your current Employee Benefits Guide. The APFA Health Department can also help you with any questions that you may have. We can be reached at extension 8301.





Nancy Archer  
APFA National  
Contract Coordinator

## Reimbursement Accounts

**T**he annual enrollment for Health Benefits will be October 1-31, 2002. One of the most beneficial aspects of the insurance package we have as Flight Attendants is the ability to set aside tax-free dollars to pay for anticipated medical and child or dependent care expenses. While each of us has the option to choose which benefit package we wish to adopt each year, many Flight Attendants do not understand the potential savings that may be available to them by opting to set up a Reimbursement Account.

This is how it works: prior to being taxed, an amount you specify will be deducted from each paycheck and deposited into your Health Care Reimbursement Account. When you incur qualifying expenses, you can file a claim to be reimbursed from that account. These payments are separate from any payments made for or to you from your health insurance. Figuring on a 28 percent tax bracket, this means that for every dollar you are reimbursed, you are actually getting the full dollar's purchasing power toward health care expenses, rather than the 72 cents you would have after taxes.

The Dependent Day Care Reimbursement Account offers the same tax savings for the care of someone who qualifies as your dependent; however, if you are married, your spouse must also work, be actively seeking employment, or attending school as a full-time student for you to qualify for this account.

The only downside to these accounts is that the IRS requires you to use the money in your Reimbursement Account or you will lose it. In other words, you must be very careful when you determine how much you want to set aside for health care or dependent care use. Your actual expenditures should be equal to or greater than what you provide, since any funds left over at the end of the year will be forfeited.

*The following information may help you make the decisions on how to make use of this money-saving option:*

**Q. How do I set up a Reimbursement Account?**

*A. When you enroll in your 2003 benefits, you need to indicate the*

*amount you wish to have deducted from each paycheck to be deposited in your Health Care or Dependent Care Reimbursement Account.*

**Q. How should I determine how much to deposit in my Health Care Account?**

*A. Deposit ONLY enough to cover your PREDICTABLE medical, dental, and vision expenses not covered by insurance. A list of eligible and ineligible expenses is provided at the end of this article.*

**Q. What if I don't use all of the money in my Health Care or Dependent Day Care Reimbursement Accounts?**

*A. Federal tax law requires that any money in your account not used for eligible reimbursement during the year must be forfeited. Again, for this reason, you should be sure to estimate your expected expenses very carefully.*

**Q. Can I transfer money between my Health Care and Dependent Day Care Reimbursement Account?**

*A. No. The two are separate accounts and can be used only to reimburse items that qualify under the guidelines of the applicable account.*

**Q. Can I change the amount I am depositing into my account during the year?**

*A. You can make changes to your contributions mid-year only if you experience a qualified "life event."*

**Q. Can I use all the money in my Health Care Reimbursement Account at one time?**

*A. Yes. You may use the full amount that you have elected to deposit for the year at any time throughout the year.*

**Q. I pay my mother to take care of my children while I am on a trip. Can I use the Dependent Day Care Reimbursement Account to pay her?**

*A. In order for your mother to be considered as an eligible caregiver, she must have a Social Security or tax I.D. number.*

**Q. I have an older child who requires professional day care while I am away. Can I use the Dependent Day Care Reimbursement Account for this?**

*A. In order to be eligible, a child or dependent must be under age 13 or be physically or mentally incapable of self-care regardless of age. A dependent must qualify as a dependent on your Federal Income Tax Return.*

**Q. In January, I will have to pay for that month's child care, but I won't have enough in my Dependent Day Care Reimbursement Account by then. Will they still reimburse me?**

*A. No. The Dependent Day Care Reimbursement Account will reimburse you only up to the amount you have available. Any outstanding balance will be paid once the funds are deposited.*

**Q. How long does it take for a claim to be processed?**

*A. Health Care claims take about three weeks to get reimbursed. Dependent Day Care expenses also take about three weeks; however, your first Dependent Day Care claim may take up to six weeks to process.*

Some examples of medical expenses that may not be covered under your group health plan but may be reimbursed under your Health Care Flexible Spending Account include, but are not limited to, the following:

- \* Acupuncture
- \* Ambulance service
- \* Artificial insemination

- \* Bandages, support hose, other pressure garments (when recommended by a physician for a specific ailment)
- \* Birth control (prescription)
- \* Blood, blood plasma, or blood substitutes
- \* Braces, appliances, or equipment, including procurement or use
- \* Car controls for the handicapped
- \* Charges in excess of usual and prevailing fee limits
- \* Chromosome or fertility studies
- \* Confinement to a facility primarily for screening tests and physical therapy
- \* Experimental procedures
- \* Foot disorders and treatments such as corns, bunions, calluses, and structural disorders
- \* Halfway house care
- \* Home health care, hospice care, nurse, or home health care aides
- \* Hypnosis for treatment of illness
- \* Immunizations
- \* In-vitro fertilization
- \* Learning disability tutoring or therapy
- \* Nursing home care
- \* Physical exams
- \* Physical therapy
- \* Prescription drug co-payments
- \* Prescription vitamins
- \* Psychiatric or psychological counseling

- \* Radial keratotomies and lasik procedures
- \* Sexual transformation or treatment of sexual dysfunctions or inadequacies
- \* Smoking cessation program costs and prescription nicotine withdrawal medication
- \* Speech therapy
- \* Syringes, needles, injections
- \* Transportation expenses to receive medical care, including fares for public transportation
- \* Well child care exams
- \* Work-related sickness or injury (not covered by Workers' Compensation)

Expenses that the IRS does not allow you to have reimbursed through your Health Care Spending Account include, but are not limited to:

- \* Capital expenses:
  - Air conditioning units
  - Structural additions or changes
  - Swimming pools
  - Whirlpool
  - Wheelchair ramps
- \* Cosmetic medical treatment, surgery, and prescriptions and cosmetic dental procedures, cosmetic tooth bonding or whitening
- \* Electrolysis
- \* Health club fees and exercise classes

- \* Marriage and family counseling
- \* Massage therapy
- \* Medical insurance premiums
- \* Non-prescription drugs and supplies
- \* Personal care items including cosmetics and toiletries
- \* Transportation expenses for the handicapped to and from work
- \* Vacation travel for health purposes
- \* Vitamins and nutritional supplements
- \* Weight loss programs

You can view the Employee Benefits Guide through JetNet for further information. Keep an eye out for enrollment information and instructions.

As always, fly safe, carry your contract, and take care.



## Holding Our Own ... Familiarity and Comfort



Patty Bias  
APFA National  
Hotel Coordinator

It is difficult for me to believe that when this issue of *Skyword* is published, it will be one year since September 11, 2001 has been part of our lives. At APFA, we will be approaching the anniversary of another tragic event, the loss of Flight 587. While many things have changed for all of us individually and as a group, part of healing and moving forward involves keeping some parts of our lives just the same. Familiarity is comfortable for most of us. The old saying, "There is no place like home," comes to mind. With these thoughts in mind, those of us in the Hotel Department have tried to keep the hotels that we know make you comfortable and improve those you told us do not. I am pleased to say that I think we have been "holding our own" even with the company wanting to cut costs at every turn. I can tell you that, in some instances, the company has agreed with us, and with their support, we have been able to keep some of those "old familiar places."

The company has renewed the contract at the San Francisco Hilton where we have been for many years. The agreement

there calls for all rooms to be in Tower 2. The hotel has also offered free use of a new gym and spa and free local calls. The company has also agreed to house long Oakland layovers there. Contracts have been renewed on the beach in Miami at the Sherry Frontenac, and in Tucson and Tampa, we will remain in the same familiar places.

Some things are changing, and we have to change with them. Many of them affect our daily work lives; one of them is a mixed blessing. That is the VM position. While we might like to do away with many VMs and make them PVMs, we have to deal with the situation as it is today. The good news is that there have been more passengers on monitored flights. However, that means that more Flight Attendants are flying the VM position, many for the first time, and many for the first time in many years. Because of this and some confusion surrounding policy changes at airports relating to traffic and parking, as of today, I am recommending that each and every one of you assigned a VM position get into the habit of printing a copy of your HIHTL for

each layover and then go to HIDIR and print the specific hotel and transportation information.

First of all, let me say that Article 21, Hotels and Transportation, of our Contract does not contain any language giving the APFA Hotel Department any voice in the selection of or assignment of VMC Hotels! In our most recent contract, the Union worked hard to strengthen the hotel language and add much of the language the Pilots have. We were very successful in doing so. However, the Pilots do not have VMCs. Getting strong VMC language should be a priority during the next round of bargaining.

Perhaps understanding how VMC hotels and limos are assigned will help rid many of us of the frustration we feel when we don't get the exact hotel we think we should have. If at all possible, it would be much easier for the company to have only two hotels in every city, one for short and one for long layovers. If they knew the schedule of flights in and out of a city and the loads on those flights for two years in advance, then all of the problems would be solved. As it stands now with our staffing guidelines and the number of monitored

flights changing and the passenger loads changing, reserving the correct number rooms in every city is not an easy task. The job of the Hotel Limo desk is a huge jigsaw puzzle that must be put together daily. Not only that, as the puzzle is put together every day the pieces "change shape." Flights cancel, flights divert, hotels overbook just as the airline does, and promised and paid for rooms are sometimes not available.

The Hotel Limo desk is staffed by 18 full-time employees. Their operation is 24/7, 365 days per year. They have the world divided into seven regions, two International and five Domestic. The personnel on duty monitor and cover the cities in their region. They monitor sequences 48 hours out for Domestic. International is a little different because of the five-day and six-day trips. As a sequence is created or modified and a room is needed, the staff member first checks to see if crew schedule has covered the sequence. In all cities, they wait until the assignment is actually made before they book the room. They do this because if they book a room and the

# Hotel NEWS AND REVIEWS

sequence is busted or not covered due to manning, the company still has to pay for the room. (Prior to September 11th, the company would book additional rooms on a daily basis in most major cities, many of which would go unused but still paid for. Today, the Hotel Contracts Department is held accountable for rooms paid for and not used.) After the sequence is covered, they check the layover time. If the time is long enough for the person to “go downtown,” they call the hotel to see if they have American Airlines contracted crew rooms available. Often the rooms the company has contracted for have all been assigned. If American’s “cap number” of rooms has not been used up, then the VM will be sent to the long layover hotel. Otherwise, the VM will be placed in an airport hotel location. All rooms are booked over the phone, and then a fax is sent to the hotel to confirm. The Hotel/Limo desk person is required to check and ensure

they got a “fax received” message.

Also, once a room is booked, it is just not possible for them to take calls from crewmembers that prefer another hotel and discuss why a particular hotel was assigned. That is why you should pull a copy of your HIHTL and at the bottom read the “Flight Leg Notes” where it tells the who, why, and when the assignment was made. Also when Flight Attendants call, they are taking the time the staff should be using to book other rooms for crewmembers who are waiting.

I hope that this short explanation has helped to make clear the VMC hotel and limo operation.

“Til Next Time



## **Nashville;**

*as reviewed by Kerri Pieper*

Our new Nashville hotel is The Renaissance Nashville, a beautiful downtown hotel that has a Four Star rating. The hotel is just finishing renovation of all guest rooms. The rooms are lovely and have all the basic amenities including Bath and Body Works products, data ports, and *USA Today* delivered every morning. The beds have triple sheets, a big plus for everyone. The property is being converted to a computerized security system that will include electronic door locks. This system will be in place by November. The hotel restaurant will offer us “preferred seating—first available table” when in uniform and upon presentation of your ID badge. Room service is available 24 hours daily with a 30-minute delivery guarantee or it is free. The hotel does extend a 20 percent discount on all food and beverages, excluding alcohol. The crews will also have access to

The Club Level for continental breakfast and evening reception. You cannot “pay as you go” on The Club Level. You must leave a credit card imprint with the front desk. The hors d’oeuvres are complimentary at the reception. The fitness center is open 24 hours. There is an indoor pool, whirlpool, sauna, and indoor sundeck. The telephone surcharges are waived on all 800, credit card, and local calls. Transportation will be provided upon request and subject to availability within a five-mile radius.

## **Tucson, Long Layover;**

*as reviewed by Sandy DiSalvo*

We will be renewing the contract at our current layover hotel, The Doubletree Guest Suites. The rooms are two-room suites with spectacular mountain views. The rooms have microwaves and refrigerators along with all the normal amenities. The hotel has a beautiful pool area with a small workout facility. For those who



would rather work off those delicious cookies at a full-size gym, there is a Metro Fitness gym located a half-mile from the hotel available free of charge to crewmembers. Alexander's Restaurant is located on the hotel property with a very nice selection and offers a 10 percent discount on food items to crewmembers. Carrow's 24-hour restaurant is located approximately one-half mile from the hotel. The hotel van will drive crewmembers to area malls and golf courses within a three-mile radius. Trader Joe's is located within walking distance around the corner from the hotel. There is an ATM machine in the hotel lobby. APFA has recommended that the hotel move crewmembers to rooms closer to the hotel lobby. This hotel also houses Delta Air Lines crews.

**Tucson, Short Layover**  
*as reviewed by Sandy DiSalvo*

We will be renewing the contract at the current layover hotel, the Courtyard by Marriott. This is a very nice, clean, safe, and comfortable property located a few minutes from the airport. The hotel is surprisingly quiet for being so close to the airport. The rooms contain all the basic amenities, and the hotel offers 10 percent discount on food items in the restaurant and on room service.

There is a 24-hour Denny's located next to the hotel and a convenience store located across the street. The hotel has a nice, clean workout room with several cardio and weight machines. Just enough for a quick workout! The hotel has a beautiful pool area and a very friendly hotel staff. Our crews seem pretty happy with this property. Let the APFA Hotel Department know if you have any write-ups on any of our layover accommodations!

**MDT**  
**Harrisburg, Pennsylvania;**  
*as reviewed by Patty Bias*

We moved to the 348-room Harrisburg-Hershey Marriott on 8/29/02.

The Marriott is a lovely hotel recently equipped with the new Marriott beds, which are like the Westin's "heavenly beds." The beds have luxurious quilted top mattresses, plush down comforters, down blankets, and down pillows. The rooms are fully equipped with coffeemakers, iron/boards, hair dryers, and two telephones. There is voice-mail and a data port as well as high-speed Internet access with a charge of \$9.95 for a 24-hour period. The hotel has a great exercise room (five treadmills, two stair-steppers, etc.). It also has a sauna and whirlpool.

Free newspapers are provided each morning. The rooms have electronic key entry, bar lock latches, double locks, and peep holes. The windows do open. The indoor and outdoor pools are beautiful and connected by a "swim through." The hotel restaurant, Ashley's, offers us a 20 percent discount. Food is also available in the Pub at Ashley's till 1:30 a.m. Room keys will be given out in the vans. The hotel has an ATM in the lobby and a very large game room off the lobby. Their lobby gift shop is open 24 hours a day. It's stocked with freshly made sandwiches, beverages, fruit, and other snack selections. It also serves freshly made Starbuck's coffee. The hotel will provide transportation to nearby restaurants and to the famous Hersheypark - Chocolate World. I'm positive you'll enjoy our new hotel - the Marriott.

**Newark, Long;**  
*as reviewed by Patty Bias*

We selected the Embassy Suites in the Meadowlands area of Seacaucus. It is a very "upscale" and safe area located on the water. There is a jogging trail along the water's edge that is quite unique. The hotel is absolutely beautiful and has a great view of Manhattan. The hotel offers free "cooked to order" breakfasts, and free

afternoon hors d'oeuvres. All soft drinks are free. Daily newspapers are also complimentary and are delivered to your door.

The in-house restaurant is Players Steak House, which also has a very pretty lounge called Players Lounge. The hotel also offers room service. There is an exercise room, and for those of you who are "really dedicated," there is a huge three-story health club next door to the hotel. The hotel has its own indoor pool, Jacuzzi, and sauna.

On the other side of the hotel is a shopping area that includes movie theatres and 12 restaurants.

All rooms are "suites," two rooms with sink, refrigerator, microwave, coffeemaker and iron/board, hair dryer, clock radio, and cable television. By the end of the year, the hotel will have replaced the current televisions with 27" sets. They are also replacing all carpeting and bed linens. The rooms have electronic keys, double locks, chains, and peep holes. The hotel features Neutrogena bath products.

The Meadowlands is home to the largest outlet shopping mall in the United States. People fly in from all over to shop in the more than 200 stores, including Gucci, Anne Klein, Calvin Klein, Lenox, Enterprise Golf, and many, many more that will appeal to everyone, female and male. The mall is

8 to 10 minutes from the Embassy Suites, and the hotel will provide free transportation. The huge sports stadium is also near by. I'm confident you'll enjoy your layover at the Meadowlands Embassy Suites.

The hotel is geographically only three miles from New York City; a train takes you to midtown Manhattan in less than 10 minutes and costs only \$2.50. Regular bus service from the hotel is a bit longer, 20-25 minutes, and pickup is right across the street from the hotel.

APFA and APA picked the best that the Newark area had to offer when the company made the decision to house long EWR layovers in New Jersey.



# POST-TRAUMATIC STRESS: SOME THINGS YOU NEED TO KNOW

George S. Everly, Jr., *Ph.D.*

**A**s this article is being written, we are approaching the first anniversary of the terrorist attacks of September 11, 2001. On that day, APFA lost nine members onboard American Airlines Flight 11 and four members onboard American Airlines Flight 77. On November 12, 2001, seven more members of APFA were lost onboard American Airlines Flight 587. A common psychological response to tragedies such as these is often referred to as post-traumatic stress. The purpose of this article is to further your understanding of post-traumatic stress. Through understanding, you can better learn to recognize and even manage this form of human stress. As Sir Francis Bacon once said, "Information itself is power!"

## **STRESS!**

Stress is a natural part of the human experience. There is no way to avoid stress, but you can manage it. The father of modern endocrinology, Hans Selye, once noted that there were two forms of stress: 1) eustress, and 2) distress.

Eustress is a positive motivating force. It is the adrenalin rush you

experience on a roller coaster. It is the athlete getting "psyched up" before the big game. It is even the "fight or flight" response that helps you survive in the face of a serious physical threat.

Distress, on the other hand, is excessive stress, stress that has become dysfunctional and perhaps even associated with physical disease. Post-traumatic stress is a specific form of distress that is commonly associated with traumatic events, for example, events associated with a serious injury, threat to life or limb, or even actual death. The signs and symptoms of post-traumatic stress were evident throughout the weeks and months following September 11, 2001, and understandably so. If you cut yourself, you will bleed. Post-traumatic stress may be thought of as a form of psychological bleeding after a traumatic event such as death of others, serious injury to oneself or others, or even the perceived threat of serious injury or death to oneself or loved ones.

## **RECOGNIZING POST-TRAUMATIC DISTRESS**

The first step in managing post-traumatic distress is recognizing

the signs and symptoms of normal stress as opposed to those of post-traumatic distress. Listed below are some of the common, and usually benign, responses to traumatic events.

## **COMMON RESPONSES TO TRAUMATIC EVENTS**

1. Anxiety
2. Depressed mood for 7-10 days
3. Fear
4. Anger
5. Grief
6. Social withdrawal
7. Uncertainty
8. Hypervigilance
9. Perseverative thoughts
10. Nightmares for 7-14 days
11. Insomnia
12. Impulsiveness
13. Restlessness
14. Irritability
15. Exaggerated startle response
16. Loss of appetite
17. Loss of libido

Although quite common, if any of these responses should reach such an intensity or duration so as to significantly impair your ability to perform your job or interfere with your ability to relate to friends or family, professional help should be sought.

Remember, these responses are

not solely related to the crash of an airliner but may be associated with physical or verbal assaults from passengers, death of a passenger in flight, very serious turbulence that may be associated with injury or death, dangerous emergency landings, a "near miss," fire in flight, extremely agitated and disruptive passengers, or virtually any other incident that seems to reach traumatic proportions.

There are some responses to traumatic events that by their very presence dictate that you seek professional help. The list below is not exhaustive but will give you an idea of what responses warrant greater concern.

## **WHEN TO SEEK PROFESSIONAL ASSISTANCE**

1. Guilt
2. Survivor guilt
3. Hopelessness, helplessness
4. Nightmares persisting more than a month
5. Antisocial acts
6. Violent acts or persistent thoughts of violence
7. Self-medication
8. Insomnia lasting more than a month
9. Social withdrawal lasting more than one month
10. Dissociative experiences (unreal, out-of-body experiences)

11. Persistent physical problems
12. Panic attacks
13. Suicidal or homicidal thoughts
14. Feelings of worthlessness
15. A sense of foreshortened future

Obviously you should seek professional assistance whenever you are in doubt about your physical or mental health, as well.

### MANAGING POST-TRAUMATIC DISTRESS

While post-traumatic distress is often associated with events that are far outside of your control, you do have some control over your reactions to such events, i.e., you can manage some of your responses to traumatic events. Keep in mind the following:

1. Stress causes an increase in your body's adrenalin. Caffeinated beverages such as coffee and tea also increase adrenalin. Reducing your consumption of caffeinated beverages during periods of high stress may be helpful.
2. Exercise may help reduce stress by utilizing adrenalin in a functional manner. Getting a physician's exercise prescription is recommended.

3. Talking to friends and families about traumatic events may help you feel a greater sense of support and feel less alone.

4. Remember to use the professional mental health support system whenever indicated or whenever in doubt.

With specific regard to the anniversary of the terrorist acts of September 11, 2001:

1. Do not be surprised if you re-experience feelings of loss, grief, sadness, or even anger.
2. It is sometimes helpful to perform some ritual of remembrance on the anniversary not only to remember those who were lost, but as a commitment to continue their work.
3. It is important to honor those who were lost and those who performed helpful and heroic deeds.
4. It is also important to honor yourselves and those who depend upon you.
5. The best way to honor all of those persons is to live well.
6. As Humpty Dumpty once

said, "The question is simply who shall be the master?"

### BIOGRAPHICAL SUMMARY

**George S. Everly, Jr.,**  
*Ph.D., F.A.P.M.*

George S. Everly, Jr., Ph.D. is currently co-founder and Chairman of the Board Emeritus of the International Critical Incident Stress Foundation, a non-profit organization that provides education, training, and strategic consultation on the topics of crisis intervention, psychological trauma, and disaster mental health. The largest organization of its kind in the world, the Foundation also coordinates an international network of disaster response teams.

Considered a leading authority on human stress and psychological trauma, Dr. Everly is a Fellow of the American Institute of Stress, has been awarded the Fellow's Medal of the Academy of Psychosomatic Medicine, and the Professor's Medal of the Universidad de Weiner (Peru). He is the author, co-author, or editor of 14 textbooks and more than 100 professional papers. Among his texts are "Personality Guided Therapy of

Posttraumatic Stress Disorder" (APA, in press), "Critical Incident Stress Management," 2nd Edition (Chevron, 1999), "Psychotraumatology" (Plenum, 1995), "Critical Incident Stress Debriefing," 3rd Edition (Chevron, 2001), "A Clinical Guide to the Treatment of the Human Stress Response," 2nd Edition (Plenum, 2002), "Controlling Stress and Tension," 6th Edition (Prentice-Hall, 2001), and "Personality and Its Disorders," with Theodore Millon (Wiley, 1985). Dr. Everly serves on the editorial board of *Stress Medicine* and was a past contributing editor for the *American Journal of Health Promotion*. He is founding executive editor of the *International Journal of Emergency Mental Health*

### CISM Survey Reminder

If you have not already completed the Critical Incident Stress Management Survey that was included in the June issue of **Skyword**, please do so by October 1, 2002. If you no longer have the issue, you can access a copy by going to the APFA Web site and clicking "**Hot Topics**." The results of this survey will allow the APFA to gauge how the membership is coping with the events of last fall.



American Airlines furloughed Flight Attendants Farid Nia, Annette Girona, Linda Barrie, Katina Curran, Amy Talley, and Kathleen Byers

## AMERICAN EAGLE

By George Price,  
APFA National Communications Coordinator

On Thursday, August 8, 2002, a unique event took place at the C.R. Smith Museum in Fort Worth. American Eagle graduated Flight Attendant Class 2002-06. Why was this so special? Six of the nine graduates are American Airlines furloughed Flight Attendants. They are the first American

and TWA-LLC furloughed Flight Attendants to be hired by American Eagle as Flight Attendants.

Since they were furloughed in October and November of 2001, Linda Barrie, Kathleen Byers, Katina Curran, Annette Girona, Farid Nia, and Amy Tulley have been

looking forward to their return to American Airlines. Months passed and their return to flying did not look promising. They decided to apply to American Eagle for positions as Flight Attendants. Most of them heard about the openings and that Eagle was giving preferential consideration to American and TWA-LLC furloughed Flight Attendants. The information came from APFA Representatives and the Furlough Page of the APFA Web site.

I was invited to attend the graduation by Linda Barrie. She and I have become friends through our communications during her furlough period at American. When I arrived at the museum that morning, Linda introduced me to her classmates. They all looked so excited. It actually made me think back 18 years to that day at the Learning Center when I began the career I had always wanted. My introduction was overheard by a group of very eager looking people wearing name badges who were standing close by. They were the members of American Eagle Class 2002-07 who had come to watch the graduation. They all rushed over to greet and welcome me. Many of them had also spoken to me since being furloughed and had learned of the job with Eagle from APFA.

The ceremony itself was very intimate. During the presentation, I looked around the auditorium at the faces of the newly winged Eagle Flight Attendants and those not far behind. I was totally amazed at the fact that despite all they had been through, they were smiling and full of excitement. As part of the program, a moving film of the history of American Airlines was shown. Most of the film highlighted American and the jets we know so well. However, the moment the Eagle planes appeared, the audience cheered. I knew at that point that the people I had become so connected to and have worked with and worried about for so many months were doing OK. This group left me with no doubt.

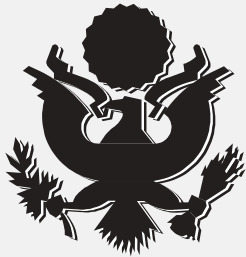
The announcement by American in August regarding the company's new business plan and the possibility of additional furloughs has reemphasized the need to maintain good communications with our members affected by reduction in force. APFA will continue to update the Furlough Page with links to useful resources and

job opportunities. We will also keep our Base Furlough Reps updated on the status of the reduction in force so they can better assist those affected. Finally, APFA will provide up-to-date information via the hotlines and **Skyword**.

American Eagle continues to hire Flight Attendants, giving preferential consideration to American and TWA-LLC furloughed Flight Attendants. If you are subject to the latest reduction in force, Eagle will take your application. However, if you are hired, you will not be scheduled for a training class until after the effective date of furlough. For information on becoming an American Eagle Flight Attendant, please call 1-800-727-3070. You can also access information online at **www.aacareers.com**.



American Airlines furloughed Flight Attendants and members of American Eagle Flight Attendant Class 2002-07.



United States  
of America

# CONGRESSIONAL RECORD

PROCEEDINGS AND DEBATES OF THE *107th* CONGRESS, SECOND SESSION

WASHINGTON, WEDNESDAY, JUNE 19, 2002

## *Senate* Concurrent Resolution

*Honoring the heroism and courage displayed by airline flight attendants on a daily basis.*

**Whereas** over 100,000 men and women in the United States serve as flight attendants;

**Whereas** flight attendants dedicate themselves to serving and protecting their passengers;

**Whereas** flight attendants react to dangerous situations as the first line of defense of airline passengers;

**Whereas** safety and security are the primary concerns of flight attendants;

**Whereas** flight attendants evacuate passengers from an airplane in emergency situations;

**Whereas** flight attendants defend passengers against hijackers, terrorists, and abusive passengers;

**Whereas** flight attendants handle in-flight medical emergencies;

**Whereas** flight attendants perform routine safety and service duties on board the aircraft;

**Whereas** 25 flight attendants lost their lives aboard 4 hijacked flights on September 11, 2001;

**Whereas** 5 flight attendants helped to prevent United Flight 93 from reaching its intended target on September 11, 2001;

**Whereas** flight attendants provided assistance to passengers across the United States who had their flights diverted on September 11, 2001;

**Whereas** flight attendants on American Airlines Flight 63 helped to subdue Richard Reid on December 22, 2001, thereby preventing him from detonating an explosive device in his shoe intended to bring down the airplane and kill all 185 passengers and 12 crew members on board; and

**Whereas** flight attendants helped to prevent Pablo Moreira, a Uruguayan citizen, from breaking into the cockpit on February 7, 2002, during United Flight 855 from Miami to Buenos Aires:

**Now therefore be it Resolved by the Senate (the House of Representatives concurring),**  
That Congress--

**(1)** expresses its profound gratitude for the faithful service provided by flight attendants to make air travel safe;

**(2)** honors the courage and dedication of flight attendants;

**(3)** supports all the flight attendants who continue to display heroism on a daily basis, as they had been doing before, during, and after September 11, 2001;

and

**(4)** shall send a copy of this resolution to a family member of each of the flight attendants killed on September 11, 2001.



*Diane  
Butts Snyder*



*Betty  
Ong*



*Kathy  
Nicotia*



*Karen  
Martin*



*Jeff  
Collman*



*Sarah  
Low*



*Jane  
Roger*



*Ken and Jennifer  
Lewis*



*Renee  
May*



*Natalie  
Heidentorger*



*Madeline  
Sweeney*



*Betha  
Arcelegui*



*Chip  
Buringame*



*David  
Charleoi's*



*John  
Ogencowski*



*Tom  
Mc Guinness*

# Heroes of September Eleventh

In memory of the Flight Crews of 9/11

As places of work and world collide,  
Safe harbor is lost with no place to hide.  
An obvious mistake, lost path of righteousness,  
Great bias and blindness create our distress.  
Horrific appalling, overwhelming tragedies,  
God bless my home, sweet land of liberties,  
But great is my faith, no evil to fear,  
Deep in my heart, my country's held dear.



A monument to strength, so easily it fell.  
I stared in silence, though wanting to yell.  
So far from home, at first it would seem  
Then from my eyes the tears did stream.  
How could you know, why would you care,  
My Mom or my Dad could have been there.  
Not in an office or walking the streets,  
But quite possibly strapped to their jumpseats.

Families were broken and relationships torn,  
My country attacked, and heroes were born.  
Years it might take to honor new graves,  
With so many lives lost in so many ways.  
Fireman and policeman did all they they could,  
But so did the flight crews, I knew that they would  
Forget not their efforts and their sacrifice too,  
You see not only Angels fly daily for you.

by Caitlyn Kenney  
Daughter of LAX Flight Attendant  
Kathleen Kenney

# Kentucky

New Era

By Michele Carlton

An American Airlines Flight Attendant's wings, worn by an Army flight engineer in more than 20 combat missions in Afghanistan, were returned to her father during a ceremony at Fort Campbell on Tuesday.

Sara Elizabeth Low, 28, was a flight attendant on American Airlines Flight 11, which hijackers crashed into the World Trade Center on September 11.

"After 9/11, our family has struggled to find things positive to focus on," said Mike Low, Sara's father. "We are grateful to you for carrying our Sara's wings."

The wings were a gift to Low from Sara's roommate, Karyn Ramsey, who wanted to honor her fellow Flight Attendant and other victims of the terrorist attacks. The father wore the wings to memorials across the U.S. – including Ground Zero in New York City.

"I feel a deep sadness for Sara," Ramsey said. "She

was quiet, but very athletic. She liked to go on long walks with her dog."

In a letter to the military, Low requested that the wings be flown during missions in the war on terrorism. Low gave the flight wings to the 160th Special Operations Aviation Regiment (Airborne), known as the "Night Stalkers."

Staff Sgt. Mark Baker wore the flight wings on his battle gear over his heart while in combat in Afghanistan.

"It's who I am and the way I was raised. I thought it would be an honor to wear the wings," the aviator said. "I thought this would not only be justice for her, but justice for all American people."

Baker, who returned to Fort Campbell on March 14, said crews of the 160th faced harsh conditions on each mission, but he never forgot about Sara's wings.

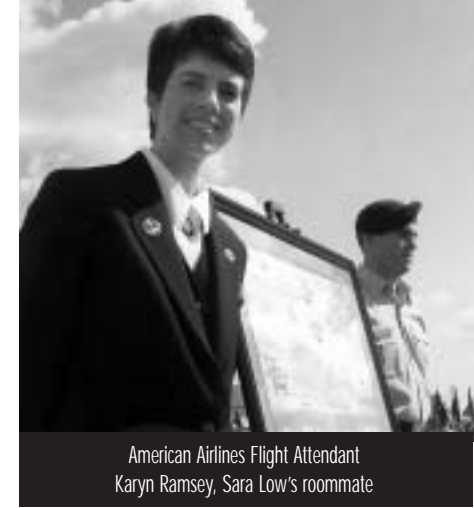
"We faced enemy fire almost every time we went up. The most extreme weather and

terrain on day and night flights," he said. "During the missions, I didn't really think about the wings. But before and after a mission, my buddies would remind me that I had the wings and not to lose them."

Baker completed his mission and returned the flight wings to Low Tuesday. The wings were framed and mounted with a print signed by each member of the 160th crew who flew on the missions.

On the plaque is engraved, "Sara Elizabeth Low's spirit lives on and it is in her memory represented by these wings, that we find a heightened sense of purpose, unwavering commitment, and strength to continue to fight for freedom. Night Stalkers Don't Quit!"

"You are heroes in the purest sense of the word," Low told the Night Stalkers. "We will always think of you. We will celebrate your victories and mourn your losses. You have given us the gift of brightness in times of darkness."



American Airlines Flight Attendant Karyn Ramsey, Sara Low's roommate

After the wings ceremony, Low remembered his daughter as an "ordinary American kid" who was an honor student and class officer in high school. A pilot himself, Low said Sara's job was perfect for her because she liked to "make organization out of chaos."

"It was a point of pride for myself and Sara when she got her wings from American Airlines," her father said. "She just loved flying."



S.SGT. Mark Baker and Mike Low, the father of Sara Low at the Night Stalkers Wings Presentation at Fort Campbell, Kentucky







Cathie Ong-Herrera, Betty Ong's sister, and Betty's fiancé Robert Landrum accepting the Madeline Amy Sweeney Award from Massachusetts Governor Jane Swift



Peggy Ogonowski with two of her daughters accepting the Madeline Amy Sweeney Award for Civilian Bravery from U.S. Senators Ted Kennedy and John Kerry



Mike Sweeney with his children Anna and Jack at the presentation ceremony of the award named after his wife Amy Sweeney

# Heroes' Moment

## Honor for Trio on Flight 11 will recognize courage

Minutes after hijackers commandeered American Airlines Flight 11, 35-year-old Amy Sweeney made a phone call that proved crucial in identifying the suspects and Al Qaeda organization responsible for the worst terrorist act in U.S. history.

The Acton Flight Attendant called American Airlines flight service manager Michael Woodward and tipped him off to the terror taking place on board, including the seat assignments of the hijackers. Shortly thereafter, the Boeing 767 smashed into the north tower of the World Trade Center.

Yesterday, on the five-month anniversary of the attacks that stunned the world, Sweeney's 4-year-old son, Jack, proudly displayed the medal Acting Governor Jane Swift bestowed on his late mother.

"My wife was truly an American hero," Michael Sweeney told a hushed crowd inside Faneuil Hall, his voice cracking. "We are all very proud of her."

Sweeney's family, along with the relatives of two other Flight 11 crew members, Captain John Ogonowski and Flight Attendant Betty Ong, were presented the Madeline Amy Sweeney Award for Civilian Bravery.

The award will be presented every year on September 11 to a Massachusetts citizen recognized for extraordinary courage and bravery in an effort to save a life.

Members of the three families were particularly moved during a rendition of "Wind Beneath My Wings," performed by the Acton-Boxborough Regional High School Concert Choir at the end of the ceremony.

Robert Landrum of Andover, Ong's fiancé, buried his face in his hands as tears streamed down his cheeks during the powerful finish. He was comforted by Ong's sister, Cathie Ong-Herrera, who flew from California for the ceremony.

Ong had called the airline's reservation center to tell them that the flight had been hijacked.

"I am here to honor my sister and to help our family find some closure," Ong-Herrera said.

Michael Sweeney said he will draw comfort knowing that his wife's memory will be preserved through the award. But he stressed that the actions taken by his wife that day were part of a team effort, and lauded American Airlines for the training given employees that helped them remain poised during the terrifying ordeal. "Their training kicked in, big-time," said Sweeney,

who also brought his 6-year-old daughter, Anna, to the event.

In accepting the award, Peggy Ogonowski said her husband considered flying and protecting his aircraft the number one priority. During the hijacking, John Ogonowski opened the microphone that allowed air traffic controllers to monitor what was happening inside the cockpit.

Off the job, she said, he was a generous and loving person.

Ogonowski owned a 150-acre-farm home in Dracut and had donated a parcel to Asian immigrants in Lowell for growing produce.

"Not many people knew that about John," said U.S. Representative Martin T. Meehan, a Lowell Democrat. "But an aspect of this tragedy is that people have learned things about this crew, and about

Americans, that perhaps were previously overlooked. I'm in awe of the actions that took place on that flight."

Swift hosted the event in the part of the historic building known as the Great Hall, described by a plaque in the entrance as a place where "patriotic meetings took place which kept alive among the people the fires of freedom and stirred them to greater deeds."

The ceremony drew numerous dignitaries, including Senators Edward M. Kennedy and John F. Kerry, state Attorney General Thomas Reilly, and U.S. Attorney Michael Sullivan.



*Author(s):  
Chris Tangney, Globe Correspondent  
Date: February 12, 2002 Page: B1  
Section: National/Foreign*

# Renee May

As the parents of Renee Ann May, Flight Attendant on Flight #77, we are still dealing with our horrific loss. Not a day goes by without us trying to understand why or how this tragic event could have happened.

We would not have been able to cope without all the support and love the American Airline Flight Attendants have shown us. From the cards, flowers, letters, gifts, contributions and the Memorial Marker and Oak Tree given to us shows us how deeply this tragedy affected all of you. We only hope that our daughter and all the other crew members who died on September 11th will never be forgotten and their death will somehow change security and make flying safer for all of you.

It is also long overdue that Flight Attendants receive the respect they earn and deserve from AA management and the public. On September 11th, the Flight Attendants were heroically on the "Front Line" well before anyone else.



Renee May with her parents  
Ron and Nancy May and her fiancé



The Heidenberger family

Dear George:

Please pass on my thanks and gratitude to the Flight Attendants of American Airlines. The world and aviation has changed for us all. Were it not for the support of the flight attendants, my family and I could/would not survive. Thanks for the photo of the memorial and the Oak Tree. I'm just so sorry that I could not be there.

All the Best and God Bless,  
Tom, Thomas, and  
Alison Heidenberger

# Michelle Heidenberger

# Jean Roger

"For those of you who continue to serve, please be assured that the families of those who died on September 11, are grateful for your compassion and dedication. Jean loved her job and would be proud of your continued enthusiasm to provide a safe and comfortable environment for the flying public. Like all of you, we go on in the best way we know how, trying to pay tribute to the memory of Jean and all of those that were lost. We all need to continue to try and improve the system and overcome its vulnerabilities so this never happens again. To that end, you have our support to lobby for continued improvements in safety and security."

Thomas H. Roger



Jean Roger

# MY HEROES HAVE WINGS

I've been wanting to express,  
That fateful day in September,  
But I've intentionally stayed  
busy,  
Too painful to remember.

Six months later I'm ready,  
I have something to say,  
My heroes have wings,  
And they were flying that day.

I've heard so much about heroes,  
Police and firemen to name a few,  
Risking their lives for others,  
Their bravery so noble and true.

Yet my heroes also have wings,  
And I know in those terrifying  
moments of fear,  
These winged people were  
comforting and calming,  
Holding back their own  
emotions and tears.

I have no doubt that morning  
With their wings on ready to fly,  
They were ready to handle any  
emergency,  
And brave enough to die.

My heroes taught me that day,  
Every time people fly in the air,  
They fly on the wings of  
men and women,  
Who are unselfish and really care.

These winged uniform heroes,  
No matter people-weather-  
mechanical kind,  
Are there for the safety of others,  
With teamwork so hard to find.

Every time I count my blessings,  
To work with my family of  
heroes,  
They help me see the professional  
responsibilities,  
And on their wings my wisdom  
grows.

Those September winged heroes,  
Are there when I step onto the  
plane,  
They are on every trip I take,  
And with me their spirits remain.

So I owe it to my heroes,  
Everyday I put my uniform  
and wings on,  
I wear them with pride and  
respect,  
A family I'm proud to belong.

September 11 changed me forever,  
I don't know what life may bring,  
But I do know I'll be safe in the  
air,  
Because my heroes have wings.

Todd Haley  
DFW Flight Attendant

Dear Friends,

I would like to extend my heartfelt appreciation to all the people who have supported and cared for my family through these difficult times. The love has helped sustain us through our days of sorrow since the tragic death of my husband Tom on September 11.

We feel like we have been adopted by America. You can't imagine the wonderful connection we feel to so many friends across the nation. The love shown through tender cards, thoughtful calls, generous gifts, and sincere prayers have blessed us. Many have reached out by sharing their time and talent. Homemade meals, beautiful songs written, commemorative theater performances, blood drives and marathons, handmade teddy bears, quilts and flag pins, remembrance photo albums, books and journals, financial gifts, sentimental wings from a Captain's wife, hundreds of warm pictures and poetry from school children, and many kind hearted invitations extended to our family. Thanks from a grateful heart.

The events of September 11 have had a significant impact. People are returning to church searching for what Tom found, a personal relationship with Jesus Christ, the answer to what all people need.

We will never forget Tom and he will remain in our hearts forever. His legacy of faith and love lives on through all whose lives he touched in some special way. He taught us, by example, to live our lives in obedience to God. Over the last 7 months we have been trying to do that one day at a time. The unending love, inexhaustible strength and undeserved grace of God have carried my family through the crushing days from September 11 onward. We are seeing that God is faithful to His promises. I am so glad it is God who says "I heal the brokenhearted" and "...I am He who will sustain you. I have made you and I will carry you..." No human strength can do this.

Tom has given our family a solid foundation. We will continue to grow, develop and make a difference in this world, for what we believe is important. As we continue on in our journey, Tom's heritage of faith, love and obedience will always be remembered. It was an honor to be Tom's wife, and it is an honor to serve God in the midst of this difficult time in our lives.

In God's love,

*Cheryl, Jennifer & Tommy*  
Cheryl, Jennifer & Tommy McGuinness

*Tom  
McGuinness*

Dear George,

Thanks for the opportunity to add a few comments and pictures to the September issue of "Sky Word". We enjoyed reading the issue that had stories of all the victims in it.

As for how we're doing? As you know Ken was our only child. Our whole world revolved around him. We took many trips with Ken and Jennifer and talked daily with them by phone. Each week brought new plans for their next visit or our next adventure together. Now there is a dark hole in our hearts, a terrible emptiness in our lives that cannot be filled, a void we are forced to live with every day.

On the upside, we have so many beautiful memories and pictures of Ken & Jennifer. Many of their belongings are in our home now, giving us comfort and helping us stay connected to them in tangible ways. We pray everyday that God will give us strength to carry on and try to enjoy life the way Ken & Jennifer did. If there were ever two people who lived life to the fullest, it was "Kennifer", the name given them by their friends and co-workers, because they were so close.

This is a good chance for Gene & I to thank the many people at American Airlines for reaching out to us with support and compassion. It has helped a great deal to know we are not alone in our feelings of loss and sadness.

We ask only that people keep lifting us up in prayer.

Gene & Joann Lewis



Ken and Jennifer Lewis

As parents of Jennifer Lewis (and Ken, whom we thought of as our fourth son), we want all of you to know how appreciative we are for all you have done to help ease our loss. We take great comfort in remembering the stories we heard from them about the fun they had on layovers. When they flew together, they always rented bikes or a car and made good use of their time. They had 8 wonderful years together and a great part of it was due to the friends they made in American Airlines. We thank you all so much.

Sincerely,

Britt and Bob Gore



Ken and Jennifer on a layover in Long Beach in June 2001

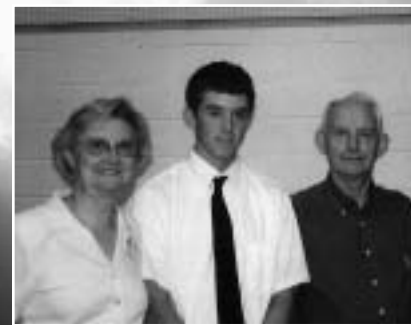


Ken Lewis with his parents Adam and Gene Lewis



Adam and Gene Lewis at a memorial in honor of Ken and Jennifer placed on the grounds of their Church

*Ken & Jennifer  
Lewis*



The Lewis's with the Adam Layman, the first recipient of a scholarship in Ken and Jennifer Lewis's honor

The American Airline employees have shown an incredible amount of care and compassion for their lost mates and the families left behind. The phrase that I used in comments to the Army Special Operations troops in Fort Campbell, Ky. that carried the "Wings" for Sara and the rest of the lost flights of 9/11, applies to all of the AA people. You have given us a [gift of great brightness in very dark times]. We are so proud that our Sara wore the wings an American Airlines Flight Attendant!

Mike, Bobbie and Alyson Low  
Family of Sara E. Low  
AA FA Flt 11 9/11



DFW Based Flight Attendant Ron Harris  
and Sara Low on the Golden Gate

Mike Low

June 29, 2002

Mr. John Ward, President  
ASSC. of PROFESSIONAL FLIGHT ATTENDANTS  
1004 West Eules Blvd.  
Eules, TX. 76040

Dear Mr. Ward,

Thank you for inviting us to your dedication of the Oak tree and monument for our Sara and other crew members of Flt. 11 and 77. We find it bittersweet being among "Sara's people", as it hurts that she is not there with you, working with the best. I am pleased that you included the "Wings" in your remarks and that you had the opportunity to thank the Night Stalkers personally. What they did for the crew members of the lost flights of 9/11 was a wonderful symbolic tribute by good Americans, for good Americans! I sent a copy of a chronology of the trail of the "Wings" to Joann Matley and George Price, if you have an interest in more details of what the military did.

Thank you again for the day, the union pin, the Jose Chiu award, the lunch, the motel, transportation and letting us be with Sara's second family one more time. You people are special to us.

With our appreciation,

Mike, Bobbie and Alyson Low  
Family of Sara Elizabeth Low  
AA FA Flt. 11 9/11

To the Flight Attendants of American Airlines  
My Co-workers and friends,

So many of the letters and notes I have received this past year begin with, "no words can express." As we approach the First anniversary of September 11<sup>th</sup> I will try to find the words to express my gratitude and love to all of you who have supported me and sent me your love.

That terrible day produced a multi-layered and multi-generational effect. I have lost my husband and the father of my children. I have lost wonderful co-workers. We have all lost a way of life and our naivete. Our nation, our spirits and our industry have been shaken to the core. In spite of this, Americans have rallied as we always do in times of crisis. You, my co-workers, have sent cards and gifts, gave your hard-earned money, prayed, volunteered and demonstrated your immense courage by returning to work.

We have all been challenged in new ways. I am on the home front taking care of my family. I am very uncertain as to when I might return to AA. I had always expected to continue to work until normal retirement. I truly enjoyed the job and can still recall the excitement of receiving my wings on April 28<sup>th</sup>, 1977. Ironically, my class was 77-11 – numbers I had formally thought of as lucky.

Now I am concentrating on the girls (Laura 16, Caroline 15, and Mary-Kate 12) and continuing the work John was involved in outside the airline. Many of you know that John was a dedicated farmer. Farm Bureau did a video to honor John. The final comments in the film capture him perfectly. They said that at the controls of a large Boeing 767 he was comfortable but at the controls of his John Deere tractor he was at home. In addition to operating our 150 acre White Gate Farm, John was involved in land conservation and in aiding Southeast Asian immigrants get started in farming by lending tracts of acreage, his expertise and labor to this endeavor.

John was a remarkable man who grew, built and produced his whole life. He was ambushed and murdered by those who only know how to destroy. I am thankful to report that his legacy of building, growing and preserving will continue.

On September 11<sup>th</sup> I lost my John or I should really say 'our John' since so many of you thought so dearly of him. I had the great privilege of hearing numerous times over the years that John was a favorite Captain. My daughters and I are doing well. We have been blessed with our family, friends and community. The nation has mourned with us. We have the great comfort of knowing that although John was only granted 50 years of this life, he lived them splendidly and with excellence.

The evil we experienced that fateful day was traumatic. The kindness, love, compassion and generosity from all of you was profound and will stay with me for the rest of my life. I thank you with all my heart. God Bless you.

Much love,  
Peg Ogonowski



Laura, Mary, Peggy, John and Caroline  
Ogonowski- Christmas 1999

John  
Ogonowski



John and Peggy Ogonowski



Captain Ogonowski and his crew at LAX in 2000

*To My Fellow Flight Attendants:*

*My husband, Captain Charles Burlingame, better known as Chic, was a charming, smooth talking guy that literally swept me off my feet. One leg from SNA to DFW in April 1995, little communication, but apparently a great deal of eye contact. He proposed eight weeks later. I thought he must have known what he wanted after being single for 20 years. I was a lucky lady and would have followed him to end of the earth. After graduating from the United States Naval Academ in 1971, he became a fighter pilot serving on the USS Saratoga. He began his career with American Airlines in 1979. Throughout my years with Chic I was constantly learning from him. He taught me how much the people at American Airlines meant to him personally and how important they would be in our future. He taught me how to wear my uniform with pride and dignity I had never known, with his short military hair cut, his pressed starched shirt, his pressed jacket and slacks, and his shoes brightly shined.*

*I can still see him clearly on the morning of September 11. He kissed me good-bye, said he loved me and would call me when he got to LA. He walked around the bed and left the room for the last time. I remember thinking about how handsome he looked. He was a professional and a perfectionist. He was constantly cleaning the cockpit instruments with his own artist brushes and hot towels he had begged from the number one flight attendant. While searching for receipts for income tax purposes, I came across a small box in his office full of hot towels. We wonder why we never receive profit sharing checks! Chic had tremendous honesty, fairness and wit along with his good looks. He was a wonderful asset to American Airlines.*

*I have heard it said that it was normal to push away family and friends. It was all part of the "grieving process." I shut myself off from the rest of the world for weeks at a time not wanting to see anyone or even take telephone calls. I kept busy taking care of our home and gardening under the watchful eyes of our two Golden Retrievers. However, there is a group of very special people in my life I could never shut out and that group is the American Airlines Flight Attendants. We spent many nights drinking glasses of wine and many mornings drinking cups of coffee, talking, laughing and crying. I honestly do not know how I could have gotten through the past year without all of you. The beautiful cards, letters, and gifts I will always cherish. It would be impossible to respond to each one of you, but please know I deeply appreciate everything. I am not sure if I will return to flying. It is a very difficult decision to make but I want you to know I think about you every day and hope you are safe. Please stay in touch, wear your wings with pride, and I hope to see you in the skies.*

*Sheri Burlingame*



Sheri and Captain Charles Burlingame

*Charles  
Burlingame*



Dear Mr. Price and AA Flight Attendants:

Thank you for your letter concerning the September 2002 issue of Skyword. Let me first say that my family and I continue to be impressed with American Airlines Flight Attendants and ground crew for their dedication, concern, care, and continuous efforts in helping the family members of Flight 11 crewmembers.

We have received many gifts and hundreds of condolences from Flight Attendants from across the country and many of you have shared stories about our Betty with us. We found your salutations and correspondence to be an uplifting source. The fundraisers held were above and beyond your call of duty. Bee, as she liked to be called, used to tell me about the great support system shared amongst AA Flight Attendants and I have come to realize within this past year just how strong a bond of camaraderie there is. I know that Betty is very proud of all of you. The generous support you have all expressed during our most difficult days have been phenomenal. It has given us much comfort to know that Betty had such a kind and wonderful second family when away from home and to know that she died surrounded by those she loved.



This past year has been a year filled with the unimaginable for my family and I. I can't tell you how many times in various places and assorted ways, my family and I have been asked, "How are you? How ya doing? How are you feeling? How did that make you feel?" Death is an intangible that makes for awkward conversation and for those of us who have lost a close-knit family member, it feels like that fabric of your soul has come undone. This is a club that no one wants to join and only a member can understand. A big part of you is missing, but you have nowhere to look, while a surge of unedited feelings rush through your veins. The build up is released in a flow of tears, but that too becomes a barren well leaving you with a hollow ache inside.

Betty was a courageous, kind and loving person with a zest for life. She was a loving daughter, sister, aunt, and friend. She had a smile and a way about her that could light up a room. She could lift up a spirit and feed laughter to anyone's heart. She was indeed someone to look forward to and we miss her tremendously. We still pray that her death was not in vain.

There is much to be learned from this senseless and despicable act of terrorism on September 11th. Our lives have been changed, a change that we did not ask for. We are left trying to cope and understand what happened and how it happened. We can only hope to find and feel peace of heart, mind and solace someday.

I want to share with you a beautiful experience that I recently had. One evening I was standing in front of my house thinking about Betty and softly saying to myself, "Never would Betty have known that she signed on for a flight to heaven." I glanced up towards the rich dark sky and immediately saw a shooting star above me. I know that was our Angel Bee telling me she is okay, she is watching over all of us and is with our Lord. How can she not be.

Cathie  
Sister of Betty Ann Ong  
AA Flight 11



Betty Ong



July 18, 2002

Mr. George L. Price  
National Communications Coordinator  
Association of Professional Flight Attendants  
1004 West Euless Blvd.  
Euless, TX 76040

Dear Mr. Price:

I want to thank you for the photos of the APFA Memorial Marker and tree acknowledging my life-partner Jeff Collman and all his colleagues on Flight 11. Indeed, it is unfortunate I was unable to attend the dedication although my thoughts were with all of you.

Jeff and I were in a committed relationship for over 11 years. In fact, when we first met in 1990, long before he became a flight attendant, Jeff had registered me with American Airlines frequent flyer program. Since that time, I have traveled almost one million miles. Even then, Jeff insisted that we only fly American because it was the best airline!

Jeff's dream became a reality when in 1998; he was accepted into American's flight attendant training program. I was incredibly proud to attend the graduation of class 9806, and still remember "Silver Bird" being sung as though it were yesterday. For those who knew Jeff, also knew that he never had a bad day. He had bright blue eyes, a knockout smile and a laugh that was infectious. I know the 3½ years with American proved to be the happiest and most fulfilling time in Jeff's life.

Not a minute in a day passes without thinking of Jeff, who was indeed my better half. And I am blessed that he had called me from Boston on the morning of September 11<sup>th</sup>. For I could not have endured my greatest loss, had it not been for the prayers and support from the American Airlines flight attendants, which I now consider family. Please express my sincere appreciation to all of the APFA flight attendants. Words cannot describe the tremendous emotional support you have given to my family and me. I understand why Jeff loved going to work each day.

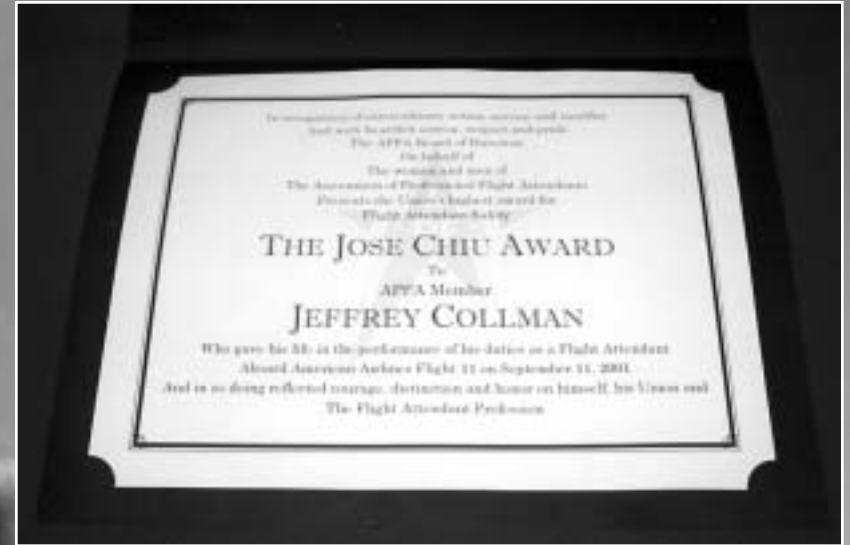
Jeff had taught me many things over the years but none so important as "it is not what you leave behind that is important, but how you live." I am extremely blessed to have had him in my life. Now, the closest I can be with Jeff's spirit is each time I climb aboard a silver bird. While we lost our family and friends in New York on September 11<sup>th</sup>, their spirits took flight from Boston. And for this reason, I will be in Boston on September 11<sup>th</sup> to mark this first year anniversary.

Thank you again. I remain,

Sincerely,

Keith A. Bradkowski

P. S.: Please feel free to use any of this letter for SkyWord.



*Jeffrey Collman*



# Base Field Reports

## BOS

Dear Boston Flight Attendants,

It is truly amazing to comprehend what is upon us - the one-year anniversary of the tragedy of September 11, 2001. The months have seemed to fly by. Yet at the same time, not a day goes by without each of us reflecting on that horrific day, remembering all our friends that were taken

from us, and living in a world that has forever changed. There are no words to describe our emotions, but I would like to share some observations I've made. I've noticed:

- A stronger sense of unity and solidarity among our APFA members, including an appreciation of what unity really means.
- A renewed sense of family among all employees at American Airlines.
- A strong relationship with our brothers and sisters at AFA, especially on the local level.
- Worldwide recognition of our fallen heroes and a greater respect for all Flight Attendants and crewmembers.

I don't have to tell you how difficult it is to write this piece. Reflection is never easy. I could go on forever about what

I've seen over the last year. Boston Flight Attendants are extremely resilient. We come to work every day. Our jobs have never been more difficult, our careers are forever altered, yet we still come to work. While most understand the public's ability to carry on, many have asked, "How can you continue to fly?" It is our inner strength, character, resilience, resourcefulness, our friendships, and mostly our ability to help one another that enables us to come to work every day.

Since we are our own best assets, we are forming a peer support group in Boston. It is a group of Flight Attendants helping other Flight Attendants in times of crisis, just doing what we do best. This group will be available during the week of September 11th and in the future, should the need arise. Please come join us if you need some support, can offer some support, or a little of both. Thank you to all who have offered their assistance!

While this has been the most difficult year of our personal and professional lives, we wouldn't be able to do the work we do without you. It has been and continues to

be an honor and a privilege to represent the Boston Flight Attendants. Thank you for your continued support and for all that you do!!

In Unity,

**Julie Carrigan**  
*BOS Chairperson*  
**Michelle Brawley**  
*BOSI Vice Chairperson*

## JFK

It is difficult to believe that it has been one year since our lives were decimated by the events of 9/11/01, by an evil until then unknown.

There are those that have said, "get over it, you need to move on." We are trying to do just that. We are flying our trips, going out on layovers, once again doing the familiar, serving others. For those of



JFK Flight Attendants Kat Clements, Cathy Spengel, and Felix Crespo

us that live in the Northeast: New York City, Washington, DC, Boston, we give in to the grief more than we perhaps want to. So we have been a little slower to put one foot in front of the other. The media is in a feeding frenzy. The shattering images will replay over and over, and add nauseum. We will hear about the heroes, the rescue workers, the President, the former mayor of New York City. Make no mistake, they are all fine people. The people whose lives we haven't heard enough about are the lives of our colleagues. THEY are heroes too. They were the FIRST victims, the FIRST to give their lives for their country on that awful day.

They left behind spouses, parents, children, lovers and a legion of brokenhearted friends in the airline industry. Sadly we haven't heard enough about their contributions while on this earth.

Our country is now at war, our level of comfort and security altered forever. Our resolve however will not be weakened. Our friends and family which were lost on 9/11 from



BOS Chair Julia Carrigan, her son Connor, and BOS Flight Attendant Beth Krisak marching in honor of the American Airlines Flights 11 and 77 Crewmembers at the Boston Greek Parade



Local Boston APFA Representatives along with Boston AFA Representatives from United Airlines together in a Mourning for the Dead-Fight for the Living Memorial Rally at the Boston Logan International Airport. APFA Reps from left to right are, Julia Carrigan, BOS Chair, Chris Agnitti, BOSI Flight Attendant, Michelle Brawley, BOS Vice Chair, and Jennifer McCauley, BOSI Chairperson.



JFK Flight Attendants Betty Wormley, Anne Loew, Kat Clements, Nancy Vansiclen, and Laura Gladding

American and United Airlines were the finest, the bravest, the best.

May their spirits always soar.

In Unity,

Michelle and Kat

### It Bears Repeating

Kat and I continue to encounter far too many instances of Flight Attendants not availing themselves of the Professional Standards Reps here at JFK. What is happening is that when you go to the Flight Service Office and accuse your coworker of misconduct, harassment, or any sort of "misbehavior," you have opened a door, which cannot be closed. Human Resources is now involved, and make no mistake about it, they take these reports seriously and act swiftly. We have had several Flight Attendants on the receiving end of discipline. At the end of the day, you just may have to agree to disagree. When you write up your colleague, you diminish your coworker and our profession. Please take the time to give the Professional Standards Representatives a call. Their names and numbers are located on the APFA bulletin boards at all three airports.

### Just a Reminder

American Airlines does NOT notify APFA in the event that you move, change your name, or phone number. Please fill out a Change of Address Card, or make the changes via the APFA Web site. You can also call the Membership Department at APFA, extension 8153. The Change of Address Card is located in every issue of *Skyword* in the center section.

## IOR

### Hotel Reports

When leaving a hotel (pink) debrief, we need specific information. Please always include your name, employee number, base, layover city, name of hotel, floor and room number, time of applicable incident, etc. Please do not leave copies of the fliers that the hotels are leaving under your doors regarding ongoing construction without the above APFA report. As always, the Hotel Department appreciates all feedback that you are able to provide.

### Deadheading and Seat Accommodation

The question has been raised several times regarding this issue; the company's policy is on a first come, first served

basis. This applies even when deadheading as a crew. The American Airlines policy also states that the Purser can get all of the boarding stubs and issue them to the cabin crew. This is something that is NOT negotiated by the union, nor do we have any input with regards to the policy. However, if any Flight Attendant believes she or he has been improperly assigned a seat while deadheading, please let us know and we will promptly bring it to the company's attention.

### Personal Information Update(s):

When advising the company of a new address, name change, or telephone change, please let APFA know as well. The company does not provide us with this information. If you find that you have not been receiving APFA mail, it could be that we don't have the proper information. Please call APFA Headquarters' Membership Department and leave a voicemail with your most current information. The department's phone number is: 1-800-395-APFA (ext. 8153).

**IOD's:** There are some basic things one needs to do in order to report an IOD:

- 1) Report it to the Purser and the company;
- 2) Have any Flight Attendants who witnessed the injury write

a report for you;

3) Seek medical attention as soon as practicable (upon arrival at layover or base);

4) Keep a journal of everyone you speak with to assist you when filing the more formal reports;

5) Contact APFA.

These initial steps will help you in future procedures and reports that will more than likely be forthcoming.

**Volunteer Purser:** Please be advised that when designating yourself as a "V" Volunteer Purser, you are only stating that you are willing to fly Purser on your particular trip. As a Purser, like all other special quals., you are susceptible to reassignment (the "V" does not change where you would normally lie in the reassignment pool). It simply allows the company to move you to an open position on your sequence only. It also helps out your fellow Pursers who are trying to get PVDs. Crew schedule will grant a PVD to a Purser if there is another "V" Purser on the trip. Also, please be aware that once you "V" volunteer, you remain a volunteer for the remainder of that contractual month.

**On a final and solemn note:** It has now been a year since the tragedy of September 11th. We ask that you take time to reflect on this past year and how we as Flight Attendants and Pilots have bravely put our uniforms

on and represented one of the most professional groups to keep this airline working. We admire each and every one of you as you proceed through life with the dignity and pride you all have and continue to display.

With our deepest respect and Unity,

**Doug Elmore**

*Chairperson*

**Nancy Moehring**

*Vice Chairperson*

## ORD

George Price, APFA Communications Coordinator and Editor of *Skyword*, asked those of us who submit Base Field Reports to reflect upon the year since the events of 9/11 and, of course, Flight 587.

There is not a day or night that doesn't go by where we don't think about our fellow crewmembers and their families. Many on the outside ask us, and I'm sure all of you, "Did you know anyone on those flights?" The answer is always the same. We all know each other when we are in our uniforms. It's not something the world really understands, but we do.

Every day there is a bit of sadness that will never go away.

Every day we try to absorb what really happened. Every day we live with the aftermath and try to do the best we can without the aid of a crystal ball.

We hold our loved ones a little closer We assess the strangers in our lives a little longer and with a loss of innocence.

We miss our fallen crewmembers. We are proud of them. We carry on for them and each other for that is what we do.

And with that, we sometimes sit in silence and just pray.

In unity,

**Liz Mallon**

*Chairperson*

**Steve Wilson**

*Vice Chairperson*



## MIA

### Our Memories

*I'll glide beyond the rainbows.  
I'll drift above the sky.  
I'll fly into the wonder, without  
ever wondering why.  
I won't remember getting  
there.  
Somehow I'll just arrive.  
But I'll know that I belong  
there and will feel much more  
alive.*

These are some of the excerpts from the book *"The Next Place"* written by author Warren Hanson and dedicated to our Flight Attendants who lost their lives on September 11th.

On behalf of Barbara, all of our Miami Domestic Council Reps, and myself in this issue we remember in our prayers our Flight Attendants from Flights 11 and 77. They will forever be in our hearts and our minds.

### Flight Attendants Traveling on A1 or A3

We have had several calls regarding A1 and A3 travel. When A1 and A3 status travel is created, a pre-reserved seat assignment request will be made. If there is an unrestricted coach seat available (e.g., those not blocked for use by premium customers or for airport use only), it will be assigned. If there is none, a confirmed reservation will be created; however, no seat assignment will be made. If the flight is open, you will be assigned a seat at the gate. In the event of an oversold situation, if the agent is unable to obtain enough volunteers, Flight Attendants on an A3 or A12 status who are on the over sale list may be involuntarily denied boarding (just like a revenue pas-

senger). A3 or A12 status may volunteer to take a jump seat. If you are denied boarding or are a volunteer on an oversold flight, please contact crew tracking or the Training Support Desk to be rebooked.

If you do not check in at least 30 minutes prior to scheduled departure, your seat assignment may be released and given to another passenger. If you do not check in at least 15 minutes prior to scheduled departure, your confirmed reservation will be subject to cancellation.

If a flight is oversold, Agents will solicit volunteers to travel on an alternate flight. While A3s may volunteer, A1s are considered "must-ride" and may not volunteer to travel on a later flight.

If you already have a seat assignment, when traveling on A1 or A3 status you do not have to give up your seat for a jumpseat unless you volunteer to do so (see N\*CODES in RES). When you volunteer to give up your seat, you will be sorted to the top of the volunteer list, by time, and will be used before revenue customers.

To display your PNR, the RES entry is \*FLT#/DATESTATION-LASTNAME, i.e.,

\*500/18SEPMIA-SMITH. If you wish to see if you have a confirmed seat assignment, look under SSR SEAT in your PNR. Right after the period on that same line there is a two-digit number followed by two letters, a slash, and the letters RS. It looks like this ".10FN/RS." The two numbers immediately following the period and the first letter indicate the crewmember's seat number, in this case, "10F."

### Reserve Update

All reserve Flight Attendants should update the travel time between co-terminals. To change travel time, enter HI17/airport/minutes (HI17/MIA/75). To delete changes, enter HI17/airport (HI17/MIA). To view changes, enter HI7. Don't forget you must do this for each one of our three airports: MIA, FLL, and PBI.

### Monthly Maximum:

Domestic Flight Attendants have reached the monthly reserve maximum when the projection column (PROJ) has reached 85:00 hours. When the PROJ is within 4:45 of the monthly maximum (80:16), you are no longer legal to fly a turnaround and should be released. If you are on reserve the last day of the month, depending on the actual PROJ, you have to be

available for a three-hour minimum day or for late departure trips that would carry hours into the following month.

### Reassignments

Reassignments (RA) are on the rise. Reassignment is a sequence change when a Flight Attendant is legal and available for her/his original trip. If you are on a layover and crew tracking makes contact with you and reassigns you, you cannot refuse to take the reassignment. Refer to Article 7.L.2c behind the door rest. It is the Flight Attendant's responsibility to contact crew tracking to advise them of the rest required.

Is not considered a reassignment when you misconnect (MIC) between two legs of your sequence and crew tracking lays you over to finish the remaining sequence of your trip. Always check your HI3 and pull a copy.

In Unity

**Cheri Washbish**

*MIA Chair*

**Barbara Rives**

*MIA Vice Chair*



## STL

In January of 2001, the Flight Attendants of Trans World Airlines thought that our world had changed. Lying in wait were uncertain times and unknown roads to travel. We struggled to understand the challenges presented and kept moving forward. On July 17, 2001, we once again remembered our 54 friends and family members who perished senselessly on TWA Flight #800.

September 11, 2001, brought all Americans to the realization that our world truly had changed forever. We watched in fear that we would once again mourn the lives of friends and family. Our souls ached when we realized that the Flight Attendants of American and United would have to relive this tragedy each year as no others could. We waited for days, as hope dissipated, for one of our Flight Attendants to find her husband amongst the burning debris of the World Trade Center. Unfortunately, Allan Tarasiewicz died performing his duties as a member of the Staten Island Fire and Rescue Department, Unit 4. Left to cherish Allan's memory is his

wife Pattie, currently a STL based Flight Attendant; his son Allan, age 24; and daughter Melissa, age 21.

We mourn as Americans and as members of our global community this September. As Flight Attendants we hold dear the lives of crewmembers, their friends, and family lost in the line of duty. A kindred spirit exists within us.

The company has announced that a system wide overage of 2,550 Flight Attendants will exist on November 1, 2002. The exact overage at each base should be announced by the time this issue of *Skyword* is published. However, nine hundred and fifty potential furlough notices were sent to STL Flight Attendants the week of August 19th. It is anticipated that Overage Leaves, Part-nership Flying, and retirements will help mitigate the enormity of this number.

July and August brought trip extensions and Flight Attendant frustrations to an unprecedented level. Due to FAA limitations, STL does not have the ability to use Flight Attendants from other bases to

cover the manpower shortages that occurred. This also created the situation where ISL Flight Attendants had to cover STL sequences.

If you haven't already done so, take out the insert card in this issue with APFA names and phone numbers and carry it with you. An APFA Representative can answer most of your questions directly from APFA Headquarters during business hours, Monday through Friday, 0830-1830 CST at 1-800-395-APFA. This service is a wonderful tool that everyone should use. If you have a scheduling issue that needs to be cross-referenced with a contractual issue, it is at their fingertips. Make sure that you use the correct terminology when you call them, i.e., it is a trip sequence, not a pairing. It is a "MIC" (Misconnection, Illegality, Cancellation) not going "non-routine." It will help APFA serve you better, and there will be no conflicting information due to misunderstandings of terminology.

**Greg Bertolini**  
STL Vice Chairperson 

## LGA

September 11th had a major impact on all of us. Words alone will never express the feelings of fear and sorrow we all had. Our prayers of comfort go out to everyone and especially to those who lost friends and loved ones.

### FMLA

As most of you are aware, APFA filed a Presidential Grievance in response to the changes the company made in the FMLA policy. This grievance is scheduled to be heard this October. Until this is resolved, you need to be aware that if you have a recurring illness:

1. As soon as you have 720 "on duty hours," you can apply for certification of intermittent FMLA for up to a year.
2. If you fall below the 720 hours after the certification has been approved, you are still able to use the intermittent leave for the full year, regardless of the hours.

### A Day at Base

The LGA APFA Representatives are hosting Base days at both JFK and LaGuardia

airports. This is a great opportunity to meet your Reps and ask questions in person. Union pins and bag tags will also be available. The scheduled times are:

LGA: Monday, September 16th – 7:00 a.m. - 10:00 a.m. & 3:00 p.m.- 6:00 p.m.  
JFK: Tuesday, September 17th – 6:30 a.m. - 9:30 a.m. & 2:00 p.m. - 5:00 p.m.



Dr. Jeffrey Lating, LGA Chair Suzanne Edwards, and new LGA Vice Chair Eric Hodgson



Suzanne Edwards, LGA Chair and former LGA Vice Chair, Tim Saulter

## IMA

As we reflect on the past year, it's hard not to reminisce on what it used to be like to be an American Airlines Flight Attendant.

When we go to work today, it's an entirely different atmosphere. We have always focused our efforts on providing a safe environment. Today, that rings more true than ever. We work in an ever-changing environment. The entire airline industry is learning to cope with these changes, and as we do, it's important to remember what it took to bring us here. The emotion and subsequent support shown by the membership of APFA played a major role, especially at IMA, in the "initial recovery" of American Airlines.

The job description of a Flight Attendant has been changed forever, and we're proud to work with such a professional group! Day in and day out, you are constantly challenged, and the passengers of American depend on you. Flight Attendants truly are the last line of defense in the air, and we are constantly "on the

look-out" for anything and everything. There still is a long way to go, but finally your voices and concerns are being heard here in Miami and in Washington. One thing that is certain is that we will not forget our colleagues, nor will we forget what we, as Flight Attendants, an airline, and a country went through! APFA depends on you to let us know what really is happening out there. After all, you are the ones who live it every day. APFA will continue to do everything possible to help provide you with the safest and most secure work environment possible. We owe it to you and to our colleagues from Flights 11, 77, and 587.

We would like to welcome back those Flight Attendants who are just returning from the last round of Overage Leaves. As another round gets set to begin, we'd like to thank those who have taken advantage of the Overage Leaves. By taking an Overage Leave, you help save the job of one of your colleagues who may otherwise be furloughed. Nobody knows what the future will

hold for American, but should further staff reductions and furloughs be necessary, we encourage those of you who may be interested to ask as many questions as needed and gather as much information as possible. Overage Leaves help mitigate furloughs. It is this kind of camaraderie that makes the APFA membership so strong!

IMA needs you! We are currently looking for several Flight Attendants to serve on the IMA Council as Professional Standards Representatives. Professional Standards is a very important part of our base. Anytime Flight Attendants encounter a situation with a coworker, Professional Standards is there to help. It doesn't take much time, but by using Professional Standards, you can help a fellow coworker. Anytime a "situation" is reported, the company must investigate. Professional Standards is the tool to use. Please contact Randy or Rick if you are interested.

Once again, we want to remind everyone that tam-

pering with your urine during a random drug test will be grounds for termination and will not enable you to apply for conditional reinstatement. American will test for adulterates such as nitrates and chromium. They will also ensure that the urine temperature is consistent with your body temperature. It has come to our attention that the Internet provides web sites claiming to have products that will provide you with a clean sample. Drug testing labs are way ahead of the game when it comes to these products. If you have a substance problem, please seek help through your referral rep or see an EAP counselor. A positive drug test will not result in the loss of your career provided it is your first positive test. You will be eligible for conditional reinstatement provided you meet the requirements of the rehabilitation program determined by EAP.

### **Randy Trautman**

*IMA Chairperson*

### **Rick Musica**

*IMA Vice Chairperson*



## SFO

### **RETIREMENT REPRESENTATIVE FOR SFO**

We would like to thank Di Svoboda for volunteering to become the local Retirement Representative. Di recently attended training in DFW. You can contact Di at home (925) 634-3461 or by e-mail: [di\\_svoboda@yahoo.com](mailto:di_svoboda@yahoo.com).

### **UNANNOUNCED OBSERVATION RIDES**

Unannounced observation rides continue on most of our flights. They are primarily done to ensure we are doing our safety procedures. If you have any questions, please call Jenny or Catt.

### **AVAILABILITY CHANGES**

An "Open Replacement" is a Flight Attendant who starts out the month with no flying assigned to her/his schedule or one or more pre-plotted trips that were not assigned based on published vacation or part-time portions. These Flight Attendants will also have the required number of DOs and may include one or more days of Availability. These "Open Replacement" Flight Attendants are also known as Availability Flight

## SFO Base Field Report cont.

Attendants. Here are the changes that were made to the Availability Flight Attendant:

### 1. Available Day Move Up-Move Back

Based on operational consideration, the company may allow a replacement Flight Attendant to move a future available day to either an earlier or later day in the same month by exchanging it with an unscheduled Day Off (DO) or duty-free period. Request must be sent via Hisend to the future local base schedule desk no later than 1800 local base time two days before requested date. Results will be processed no later than 2359 local base time two days before requested date. You may check your activity record to determine if the move was granted.

### 2. Open Replacement Pre-Plot Restrictions

You may not pre-plot a trip sequence to originate and/or terminate outside of your available days. The only exception

is if the sequence pre-plotted on an available day terminates in the following month. A turnaround may be pre-plotted onto a single non-consecutive day of availability, or pre-plotting multi-day sequences onto consecutive days of availability may be performed without restriction except for qualifications and legalities.

Turnarounds may only be pre-plotted on the first or last day of any group of three or more consecutive available days. On a period of only two consecutive available days, a turnaround may be pre-plotted on either day. In both cases, a turnaround may be pre-plotted no earlier than four days prior.

### 3. Open Replacement Release

If you have available days remaining, but none on the last day of the contractual month, and your Greater-To-Date (GTD) are equal to or greater than 70.16 domestic, you will be released from all remaining available days. If

you have an available day on the last day of the contractual month and your GTD is equal to or more than 72.01 domestic, you will be released.

The GTD is the actual amount of hours and minutes you have already flown and have been credited with. Your GTD can be found on the header on your monthly activity record (HI1). It is between your PROJ and your PPROJ.

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Base Chairperson  
**Catt Napper**  
Vice-Chairperson



Jenny Syracuse, SFO Chair  
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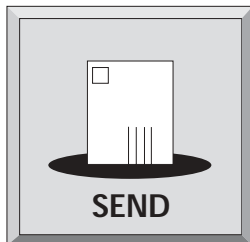
FR030206-5338



## HIGHLIGHTS OF AMERICAN'S AUGUST 13, 2002 ANNOUNCEMENT

- All 767-300s retrofitted to a two-class configuration (30 F/C, 182 M/C).
- 777 to remain three-class but will be standardized to a 16 or 18 F/C, 35 B/C, and 185 M/C configuration.
- No plans to change configuration of the 767-200.
- Retirement of the 74 Fokker 100 aircraft beginning the third quarter of 2003 through the third quarter of 2005.
- "De-peaking" the DFW hub beginning November 1, 2002. This will spread arrivals and departures moving away from the "bank" concept.
- An overall reduction of 9% in capacity by November 1, 2002 versus the summer schedule.
- Retirement of all nine TWA 767-300 aircraft by November 1, 2002.
- Deferral and/or cancellation of 35 aircraft deliveries for 2002. Deferral or cancellation of other scheduled aircraft deliveries in the future.
- The schedule reduction will result in an overage of 2,550 Flight Attendant jobs by November 1, 2002. This overage means that up to 2,550 Flight Attendants are SUBJECT TO furlough; however, Overage Leaves of Absence and Partnership Flying must be offered prior to any furloughs.
- No early out packages will be offered

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## Here is how the program works:

The member calls Infiniti National Headquarters at **1-800-299-4753** and identifies himself/herself as an American Airlines Flight Attendant and obtains a claim number.

The member then contacts Grubbs Infiniti either in person or by phone at 817-318-1200 or toll free at 888-447-8227 and identifies himself or herself as an American Airlines Flight Attendant and as a

participant in the Infiniti Purchase Program. The member then provides the Sales Consultant with their claim number. We have an email address just for APFA members to use for any inquiry, **apfa@grubbs.com**.

The member then selects the vehicle they desire. Infiniti National then calculates the purchase price online. NO HASSLES!  
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**Gil McDaniel**, is our APFA Specialist and can be reached at 817-359-4047.

I've listed five (5) pricing examples for review.

We look forward to providing APFA members with all their transportation needs.

Sincerely,

**Danny Mayer**  
General Manager

## APFA Pricing Examples:

### 2002 Infiniti Q45

MSRP	\$55,205.00
Dealer Invoice	\$50,462.00
APFA Price	\$49,886.01

### 2002 Infiniti I35

MSRP	\$30,675.00
Dealer Invoice	\$28,180.00
APFA Price	\$26,861.26

### 2002 Infiniti QX4 4X2

MSRP	\$36,395.00
Dealer Invoice	\$33,413.00
APFA Price	\$31,034.13

### 2002 Infiniti QX4 4X4

MSRP	\$39,195.00
Dealer Invoice	\$35,780.00
APFA Price	\$33,373.94

### 2003 Infiniti G35

MSRP	\$30,565.00
Dealer Invoice	\$28,060.00
APFA Price	\$27,742.66

*\* Prices subject to change.*



2002 Infiniti Q45



2002 Infiniti I35



2002 Infiniti QX4



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