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## A Message From Your Officers

Greetings Fellow Flight Attendants – Think Safe. Act Safe. Be Safe. In this day and age where anything can happen, we would like to focus on Situational Awareness. Situation/al awareness “involves being aware of what is happening in the vicinity, in order to understand how information, events, and one’s own actions will impact goals and objectives, both immediately and in the near future.”

Whether it is at the airport, on the airplane or even in your everyday lives, it is important to pay attention to your surroundings. Some verbiage to help us understand situational awareness includes:

- “Knowing what is going on so you can figure out what to do.” (Adam, 1983)
- “What you need to know not to be surprised.” (Jeannot, Kelly, & Thompson, 2003)
- “Keeping track of what is going on around you in a complex, dynamic environment.” (Moray, 2005)

In recurrent, we are reminded to be vigilant about our personal carry-ons. We scan passengers as they enter the aircraft and communicate any potentially hazardous items brought on-board. We are knowledgeable of the aircraft and it’s exits. And we are cautioned to check our hotel rooms before settling in. These are some examples of how you can practice situational awareness on a daily basis. Please continue to be observant of your surroundings.

OGG Visits. We recently returned from OGG where we spent some time with our commuters. It was a joy to see some of you and we hope to visit with the rest of you during one of our quarterly visits. Our scheduled visits are in January, April, July and October (a.k.a. the “JAJO” months). We’ll post our visit date the month prior to our scheduled visit. Please look for our schedule in future newsletters and on the [halafa.org](http://halafa.org) website!

Our Contract. As we plan the next 12 months of our term, we would like to continue to emphasize that you know

how to access our Contract. Some of you call with questions and we are happy to help answer them. However, there will be times when you are in a pinch, so it is critical that you know how to

resource the Contract for a quicker answer or clarification. Please ensure that you have our app, website address or even copy of key sections on your smart phones or peripherals. Our Contract is the backbone of what we do so it is vital that you keep it is accessible at all times.

We appreciate you for not only being a safety professional, but for bringing Hawaii to the world. Our culture and people are special and this is what we are known for...thank you for all that you do!

Stronger Together, Better Together,  
Jaci-Ann and Kahea



*Enjoy this Bid & Calendar Badge Backer compliments of National Group Protection, the AFA-CWA optional insurance company.*

## RESERVE LIAISONS

Reserve Flight Attendants are crucial in ensuring that our staffing levels are met while providing the necessary service for our passengers. Please know that it is important that you answer crew scheduling's calls and that you also remain flexible. It is scheduling's responsibility to cover all of our flights and although it may be challenging at times, this is what we, as Flight Attendants, are here for.

One way to look at a Reserve schedule is that you never know where you will go and who you will work with. Some

of us relish this surprise as it presents unique opportunities that you would not ordinarily have. A Reserve schedule can be interesting, fun and help you to become knowledgeable about different routes that you may not have as a bid-line holder. You also become familiar with all three of our aircraft types!

Thank you for helping each other with the Reserve policies as well as scheduling status on a daily basis. We are a pivotal group and the company relies on us to be available.

We are pleased to announce that Kahea Ching will be our LEC EAP Team Leader. Kahea has gone through the requisite training by attending the EAP Basic, Critical Incident Response Program and Flight Attendant Drug and Alcohol Program (FADAP). She has been visible meeting crews after incidents and also works – in confidence – with Flight Attendants who ask for help. Kahea is looking to expand the current Team to help cover the approximately 1600 Honolulu-based Flight Attendants.

The AFA EAP is a confidential resource

## EMPLOYEE ASSISTANCE PROGRAM (EAP)

available to the members, their families and their partners to assist with personal, as well as work-related concerns. AFA's EAP provides three distinct but interrelated services including:

1. assessment, support and resources referral
2. advancement of professional standards through conflict resolution; and
3. response to critical and/or traumatic incidents.

AFA's objective in providing these services is to enhance the health, safety and well-being of its union family with the highest quality of peer support services available

within the EAP industry.

Please also note that when you find yourself in an uncomfortable situation with another Flight Attendant, pilot or customer service agent, we ask that you contact our EAP rather than "writing up" fellow employees. Our Professional Standards assists you in coping with the situation. We also contact the person that you are struggling with however, we do so confidentially without naming names. We are trained to help support and offer you resources with incidents such as these.

## GRIEVANCE

The processing of trip requests continues to concern the Association. The Company is refusing to honor trip requests through the end of the contractually-mandated time frame. This may result in your trip request being denied, but a more junior Flight Attendant's request for the same trip being approved. If this happens to you, please submit a Scheduling Clarification, and document the time stamp of the denial message if possible. This may not result in back pay to you, but the Association is trying to document as many of these incidents as possible

as we prepare a case for arbitration.

Some of you have also utilized Trip Request to submit sick leave make-up requests. However, there is inconsistent application of the contractual provision because of confusion over how it works. The Association and the Company will be meeting to discuss the details of Sick Leave Make-Up, addressed in Section 19 of the CBA. We will provide more information once both parties are in agreement about the procedures and details.

Finally, the processing of trip requests takes

place throughout the day and is contractually not complete until the Daily Flight Schedule is published. When you see your schedule change as if your trip request has been approved, keep in mind that further changes may occur until the DFS is published. Your schedule may even change back to what it was. Alternatively, your schedule may not change until the very last minute. Ultimately, you are responsible for the trips on your schedule, so make sure you are looking at the DFS and your individual schedule after it is finalized and published at 1600 local domicile time.

## MEMBERSHIP & BENEFITS

If you are going out on a leave for more than 90 days, please contact AFA-CWA Membership Services to adjust your status and have your dues obligation notated. You can fill out the on-line contact form at [www.afacwa.org/contact\\_membership\\_services](http://www.afacwa.org/contact_membership_services). If you would like to restart or suspend your union dues, please also use this on-line form.

For those who have received a company repayment letter for erroneous pay increases, you may contact payroll for a detailed explanation of your erroneous pay advances. Also, as noted in the letter, contractually, you can opt to make repayments in \$50 increments per paycheck [per Section 27. General, K. Pay Discrepancies, 2].

## AIR SAFETY, HEALTH & SECURITY (ASHS)

As Safety Professionals, we encounter turbulence throughout the year. Although advance warning of turbulence is preferred, it is not always available. Please exercise caution as there will be times when the service needs to be disrupted. When this happens, please:

1. adhere to the cockpit's direction especially when you are directed to secure/stow service items and sit in your jumpseat;
2. actively communicate

with the cockpit and FA crew about turbulence (type, duration and any other pertinent information); and

3. per management, write-up any service discrepancies and the reason why the change was made on the sign-in sheet.

Your vigilance is appreciated as safety is our one of our goals! Thank you for taking care of our passengers and fellow crew members.