

Stronger Together, Better Together

# Hawaiian Airlines

FLIGHT ATTENDANT LEC 43 COUNCIL NEWSLETTER



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## A Message From Your Officers

Dear Fellow Flight Attendants –

As we start the new year, it is an opportunity to reflect on the old, and make resolutions for the new.

Although we are half-way through our term as elected officers, we constantly evaluate what we do and how we do things. We make every attempt to be available to you and to help you with whatever you need. In doing so, we work with other work groups, different departments and also the greater union as a whole.

This January, we were fortunate to attend the Communications Workers of America (CWA), District 9 Conference. This annual conference is an opportunity to meet other brothers and sisters from our union so that we can collaborate and help each other.

As we prepare for our forthcoming Contract Negotiations, it is vital that we unite as one voice. Part of the support that we have is with our affiliations through the AFA, CWA and AFL-CIO. Please know that

our relationships within the broader union organization can bolster and support us not only in our every day lives, but in the bigger picture as we move forward.

One of our resolutions this year is to continue to reach out and work with the greater union body. Whether it is with Flight Attendants throughout the industry, the sector workers within our union, or even those from other union groups, we'd like to ask that you embrace our fellow brothers and sisters.

Please take a moment to understand our AFA structure, the other union groups within the CWA and also through our affiliations. If there is one thing that is abundantly clear to us these past 18 months, it is that we are Stronger Together AND Better Together.

In Solidarity and With Aloha,  
Jaci-Ann and Kahea

### Language ~ Got questions? Let us know!

We are here to serve you and appreciate your confidence when you reach out to us with your questions. Please know that there may be occasions when you ask for help, but we may need to refer you to a different Team.

For instance, if you have a question about Reserve Stand-by assignments, we

may need to refer you to the Scheduling Clarification Review (SCR) Team. Or if you have a question about your medical coverage or benefits, we may refer you to the Membership & Benefits Team.

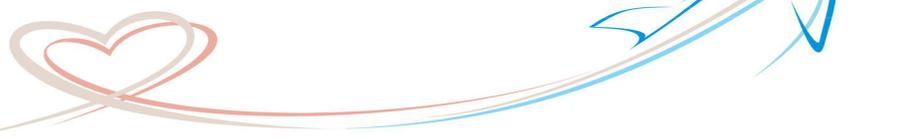
We are here to answer your questions so please continue to rely on us!

### Reserves Liaison ~ Maximizing reserve lines

When a Flight Attendant has a bid line month that is followed by a Reserve line, it can be challenging to maximize the Reserve line month.

One option is to contact the PBS Team to help especially if the Flight Attendant wants to bunch work days off at the beginning of the month to preserve days off in the middle or at the end of the month.

For example, if the bid month has a 6-day stretch and it carries into the Reserve month, a 1-7 violation will occur. In order to work around this violation, the FA can contact the PBS Team to help process "waive calendar free from duty" DURING the bidding period. Although this may not apply to all scenarios, it may be an option. Please consider this insight when during the bidding process.



## SCR/Grievance ~ Scheduling Assignment Questions

### STANDBY CALL-OUT

Crew scheduling is tasked with staffing the company's flights. Although there are times when schedulers make mistakes, our general policy is to "fly now, grieve later." You can file scheduling clarifications to better understand the company's application of the Contract provisions.

**Question 1:** Crew scheduling called me for a WW/International trip. They only provided me 2 hours and 16 minutes to report for duty. Is this legal?

**Reference 1:** Section 8. Reserves, E. Standby Reserve Flight Attendants

1. A Standby Reserve Flight Attendant shall be on call for flight or Airport Reserve duty only during her/his scheduled Standby coverage period and shall be prepared to report for such duty within a reasonable time NOT TO EXCEED three (3) hours (two (2) hours

Honolulu domicile for interisland groupings only) after receiving notice for such duty.

**Answer 1:** Yes, this is a legal assignment. Some of our Flight Attendants believe that the company is required to give a minimum of 3 hours (2 hours for Inter-Island). This is incorrect. "Not to exceed" is actually a maximum amount of time required however there are times when you may get more than 3 hours as a courtesy.

Please help to share this information with your peers. Flight Attendants who decline flight assignments or are not available during a stand-by period may be subject to discipline. Please do not put yourself in a difficult position.

### DUTY TIME

**Questions 2:** We are on a delay. What is our duty period?

**Reference 2:**

A) Section 2. Definitions, AA. "On-Duty/Duty Period"

B) Section 7. Hours of Service

\* C. Duty Periods

Please differentiate between Standard (page 7-6) and Augmented Crews (page 7-9)

\* F. Exceeding Duty Periods, 2. Exceeding Scheduled Duty Time Maximum

**Answer 2:** The Duty Period for an International flight begins 1:15 before scheduled departures of her/his first flight of the day or whenever the Flight Attendant is required to report, whichever is earlier, and ending fifteen (15) minutes, or thirty (30) minutes on International flights that require customs clearance, after scheduled or actual block-in or until the Flight Attendant is released from duty, whichever is later.

## Membership ~ National Group Protection open enrollment

Some of our members have had questions or problems with their optional insurance plans offered through National Group Protection (NGP). We have asked NGP to audit our claims to ensure that our members' plans are effective and effected. As a result, they have recently mailed – those of you with plans – paperwork to ensure that you have the information that you need.

NGP has found that some claims were incorrectly denied while some were correctly paid. If you have a question or problem, please do not hesitate to contact NGP directly.

National Group Protection  
Telephone: 800.344.9016  
Fax: 434.978.4502

NGP negotiates the best possible plans with insurance companies nation-wide. They then offer these supplementary policies to our Flight Attendant membership. This is separate from the plans that the company offers. NGP is planning on their annual open enrollment period March 7-12. Please take note of this opportunity as it only comes around once each year!

## EAP ~ We are here for you!

Our leadership is about accessibility as we make every effort to be available for each Flight Attendant. Whether you have an inflight experience or challenges outside of work, we offer you resources and options that you can choose from.

However, it is important to emphasize that our EAP peers exercise the utmost privacy when helping you so that you can feel comfortable that you and your issue is confidential.

We have noticed an uptick in incidents that are mostly Professional Standard issues. "Pro Stan" is when a Flight Attendant has an issue with another Flight Attendant, Pilot, agent, or manager.

When co-workers are put into difficult positions in communicating and/or working with others, our EAP peers help to inform affected employees about the incident, possible communication opportunities and hopefully help to resolve the incident in a positive and healthy manner.

Thank you for coming to our EAP to help you. Although there is no perfect way of doing things, coming to the table, resolving personal disputes and eventually working things out is our goal. Please continue to call upon us as we are here for you!

## Air Safety, Health and Security ~ WBAT Filing

When you fill out your electronic incident report (a.k.a. WBAT), you can now include the AFA in the reporting system. The company provided the electronic form more than two years ago; you can access the form on the ifs website as well as through the halafa app (via hyperlink under "online forms").

There is a new option on the form,

"Would you like this report to be sent to AFA Safety." You can answer "yes" or "no," but you do need to choose an option before sending your report. If you select "yes," our Team receives a copy of your incident.

Please know that your incident is private and confidential. Much like the Employee Assistance

Program, we are here to help you. When we receive your WBAT, we work with the company to collaborate and resolve ongoing problems without using a specific Flight Attendant's name. However, there may be occasions when we need to contact you to ask more questions so we have the information we need to address any issues or concerns.

Using the WBAT form will also help you – especially - if your incident is or can be related to an on-the-job injury. The company refers to the forms to help you when the OJI/OCC paperwork needs to be completed.

